CHUBB®

Best Practices Civil Unrest Planning Checklist

	Yes/ Done	No/ TBD	N/A	Action Needed
Planning Considerations				
1. Develop a company plan for civil unrest, including reporting, evacuation procedures, and shelters in-place for each location potentially impacted.				
2. Establish a crisis management team made up of key functions, including senior leadership, security, human resources, legal, facilities, risk management, and communications.				
3. Crisis management team should consider the site level, country level, regional level, and executive responsibilities.				
4. Determine under what circumstances the crisis management team should adjust operating status or close locations.				
5. Establish a formal method of communication to inform employees on the status of operations throughout periods of unrest. Consider organization/ campus wide notification systems.				
6. Consider employee travel monitoring and alert systems that can have employees report back if they are safe and show them potential issues in their area to avoid.				
7. Where applicable, reconfirm employee and next-of-kin contact details.				
8. Maintain a list of emergency services phone numbers, websites, and news stations to have up to date information regarding civil unrest locations and orders.				
9. Establish provision of crisis management or security consultants with 24/7 contact information.				
10. Develop a formal plan to transfer work to alternate locations where necessary.				
11. Train new staff in civil unrest and emergency protocols during orientation and existing employees when the plan is updated or at least annually.				
12. Follow the social media sites of law enforcement, government, and reliable media outlets to ensure your business has the latest available information.				

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Business Continuity				
13. Consider exercising your existing notification and response plans.				
14. Consider testing alternate working locations or working from home at least once a year.				
15. Review provision of temporary protections to sensitive equipment and machinery.				
16. Secure key records, documents, and data backups off-site.				
17. Ensure applicable employee support services are available.				
18. Consider a phased re-occupation and reactivation of exposed locations following location reviews by security and facilities staff.				
Physical Property Security				
19. Conduct a physical vulnerability assessment on all property locations.				
20. Establish "enhanced" security procedures to protect staff and control access to buildings.				
21. Inspect and test burglary and fire systems. Ensure they are communicating with alarm monitoring services.				
22. Where allowed, verify that video surveillance is operating normally, with recording or monitoring confirmed. Confirm that the system is protected from damage or tampering.				
23. Lock all inside and exterior doors when the facility is unoccupied. Keep doors to unused areas closed and locked.				
24. Secure access to the roof including ladders, roof hatches, skylights, ventilator openings, etc.				
25. Establish protective measures for vulnerable windows and doors to prevent glass breakage building access. Have pre-prepared supplies on hand to secure any broken glass windows or doors. Have backup locking mechanisms for any potential entry ways.				
26. Ensure retail locations secure roll down doors and shutters nightly.				
27. Consider turning off interior lighting and leaving exterior lighting on.				
28. Where feasible, move elevators to upper floors and lock them.				
29. Make sure you have a full understanding of critical utilities servicing the building and have mitigation measures in place to protect against disruptions.				
30. Ensure sprinkler systems are in an operable condition for the duration of an incident. Follow the Chubb Fire Protection Impairment Program strictly. See www.chubb.com/impairment for details.				
Personal Safety				
31. During violent or potentially violent unrest, avoid police stations (unless seeking aid), government buildings (including embassies), fast food restaurants, and banks. These types of institutions can often be a target.				
32. Keep a safe distance from large, unpredictable crowds - demonstrations or political rallies - and avoid commotions on the street.				
33. If you know of an event ahead of time, plan routes that avoid affected areas. Road closures and traffic delays are possible. Give yourself extra time to travel.				

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Personal Safety				
34. If curfews are imposed, strictly observe regulations, and monitor media for immediate updates to the situation.				
35. Consider available facilities and sentiments. Tensions run high during labor strikes. Many businesses close during general strikes, and public transportation does not run.				
36. Unlicensed (or rogue) taxis and buses may offer service but should be avoided, as they could be targeted for violence. Maintain a low profile and avoid using any form of public transit.				
37. Plan ahead. Where there is the potential for long-term civil unrest, ensure you have adequate cash, and a supply of essential items such as water, food, and medicine.				

Additional Considerations

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