

Planning Considerations

- Develop a company plan for civil unrest, including reporting, evacuation procedures, and shelters in-place for each location potentially impacted.
- Establish a crisis management team with key functions, including senior leadership, security, human resources, legal, facilities, risk management, and communications.
- Crisis management should consider site-level, country-level, regional, and executive responsibilities.
- Determine when the crisis management team should adjust operating status or close locations.
- Establish a formal communication method to inform employees on operations' status throughout periods of unrest.
- Consider employee travel monitoring and alert systems to report safety and potential issues in their area.
- Confirm employee and next-of-kin contact details.
- Maintain a list of emergency services contacts and reliable news sources for up-to-date information.
- Establish 24/7 crisis management or security consultant contacts.
- Develop a formal plan to transfer work to alternate locations as necessary.
- Train new staff on civil unrest protocols during orientation and update existing employees regularly.
- Follow social media channels of law enforcement, government, and reliable media for updates.

Business Continuity

- Exercise existing notification and response plans.
- Test alternate working locations or remote work at least once a year.
- Provide temporary protections for sensitive equipment and machinery.
- Secure key records, documents, and data backups off-site.
- Ensure employee support services are available.
- Plan a phased re-occupation and reactivation of exposed locations after a security review.

Personal Safety

- During unrest, avoid police stations, government buildings, fast-food restaurants, and banks, as they can be targets.
- Maintain distance from large, unpredictable crowds and avoid street commotions.
- Plan routes in advance to avoid affected areas if unrest is anticipated.
- Strictly observe curfews and monitor media for immediate updates.
- Be cautious around high-tension areas during labor strikes, where public transport may be impacted.
- Avoid unlicensed or rogue transit options and maintain a low profile.
- Prepare for long-term unrest by securing adequate cash, water, food, and medicine supplies.

Physical Property Security

- Conduct vulnerability assessments on property locations.
- Implement enhanced security procedures for staff and access control.
- Inspect and test burglary and fire systems, ensuring connection to monitoring services.
- Ensure video surveillance operates normally and is protected from damage.
- Lock all doors when the facility is unoccupied and secure unused areas.
- Secure roof access points (e.g., ladders, hatches, skylights).
- Protect vulnerable windows and doors, prepare supplies for securing broken windows or doors, and have backup locks.
- Ensure retail locations secure roll-down doors/shutters and remove high-value items from display.
- Turn off interior lighting and keep exterior lighting on, if feasible.
- Move elevators to upper floors and lock them.
- Understand critical utilities serving the building and protect against disruptions.
- Ensure sprinkler systems are operational; follow fire protection programs strictly.