

PROTECT YOUR BUSINESS

INTRODUCTION

This note should provide you with the basic information to protect your business and ensure your business can continue functioning, or return to operating as quickly as possible, following a disruption.

5 STEPS TO PROTECT YOUR BUSINESS

- 1. Identify the potential risks to your business that may stop you operating (e.g. the loss of premises, staff or equipment).**

Draw up a list of the risks or you can use the [Business Resilience Health Check Tool](#) to assist.

- 2. Plan and prepare for the risks that are most likely to impact your business.**

Planning and preparation is an important factor in ensuring your business either remains unaffected, can continue functioning, or return to operations as quickly as possible following a disruption. This could be through ensuring you have insurance, simple plans that staff are aware of, or more fulsome continuity measures.

- 3. Document key contacts using the template overleaf or provided on the [London Prepared](#) website.**

Document useful contacts or services (e.g. Insurance Company, Landlord, Local Authority, Staff, Customers, Suppliers, Utility Companies, Security Company and the Emergency Services). Having these contacts to hand is essential.

- 4. Check that you're fully insured and that all documentation is stored safely.**

Insurance is essential for all businesses. Make sure that your insurance is renewed and covers all the risks you may face. Are there limits to your cover/do you need further cover for specific risks? [The Association of British Insurers](#) offers downloadable guidance for smaller businesses.

- 5. Contact your local authority and register with business networks.**

Being connected to your Local Authority and business networks in your area is an important part of protecting your business. Local Authorities may be able to assist by: *Providing information and suggesting appropriate networks or Business Continuity groups; offering presentations to staff and management on how to protect your business; and supporting with the development of plans and exercises where appropriate.*

BUSINESS CONTINUITY CHECKLIST

The short checklist below has been created to help you identify some key ways to protect your business from a disruption.

#	Checklist question	Y/N
Building Information		
1	Is your premises located in a flood risk area?	
2	If yes to the above, have you taken the necessary steps to protect your premises?	
3	Have you had a fire risk assessment? <i>This can highlight where you can reduce fire risks and help reduce your insurance premiums.</i>	
4	Do you have a floor/site plan of your location that identifies key areas? (gas shut off etc.) <i>This can help staff and the emergency services resolve issues quickly.</i>	
5	Do you have a security system (e.g. CCTV and/or a burglar alarm) installed? <i>This could help reduce your insurance premiums.</i>	
6	Do you check the integrity of your location regularly? (fences, gates, doors, windows) <i>This could help prevent a burglary, which may stop you operating for a few days.</i>	
Staff		
1	Do you have a list of employee contact details and their next of kin? <i>Could you contact them quickly in an emergency?</i>	
2	Do staff have management contact details? <i>Could staff contact them quickly in an emergency?</i>	
3	Do staff know what to do should something happen like a flood, power outage or crime? <i>This may reduce damage and make sure you can continue operating quicker.</i>	
Key suppliers and resources		
1	Do you copy, scan or back up information (electronic and hard copy)? <i>Access to this could be important during a disruption, it may be best to keep a copy in another location.</i>	
4	Do you have anti-virus software and is it up to date? <i>Cyber-attacks could mean you lose all your information but could also jeopardise customer and supplier details.</i>	
6	Do you hold contact details for your utility providers? (Gas, water, electricity)	
Insurance		
1	Is your insurance right for your business? E.g. does your premium include loss of earnings?	
2	Do you have copies of your insurance details available and accessible to all staff?	

CONTINUITY PLAN

ADD BUSINESS NAME, ADDRESS AND PHONE NUMBER

IF THERE IS A PROBLEM DO THE FOLLOWING

- DO YOU NEED TO CALL THE EMERGENCY SERVICES? IF SO, DO!**
IN AN EMERGENCY CALL 999
IN A NON – EMERGENCY CALL 101
- ENSURE STAFF AND CUSTOMERS SAFETY**
IF NOT DO WHAT YOU CAN BUT DON'T PUT YOURSELF OR OTHERS IN DANGER!
- MAKE SURE THE BUSINESS IS SAFE/SECURE**
IF NOT DO WHAT YOU CAN BUT DON'T PUT YOURSELF OR OTHERS IN DANGER!
- INFORM SOMEONE BELOW AND ASK FOR FURTHER INSTRUCTIONS**

STORE CONTACT NUMBERS

OWNER

Name
Mob.
L/Line.
Notes:

MANAGER

Name
Mob.
L/Line.
Notes:

OTHER PREMISES

Name
Mob.
L/Line.
Notes:

OTHER CONTACT NUMBERS

ELECTRICAL

Name
Phone.
Notes:

GAS

Name
Phone.
Notes:

WATER

Name
Phone.
Notes:

SECURITY COMPANY

Name
Phone.
Notes:

INSURANCE COMPANY

Name
Phone.
Notes:

GLAZING/WINDOW COMPANY

Name
Phone.
Notes:

BUSINESS NETWORK

Name
Phone.
Notes:

LOCAL AUTHORITY

Name
Phone.