

IS YOUR BUSINESS SET UP TO SAIL THROUGH CIVIL DISRUPTIONS ?



Here are Business Continuity Strategies and Solutions you can put in place to be better prepared.



There are planned political protests in Nigeria, Senegal, Tunisia, South Africa, and Kenya marking a growing rebellion against sitting presidents. Many business leaders will be on high alert to ensure they are adequately prepared for any eventualities. As business continuity Managers here is how we can help our institutions be better prepared. Below are strategies you can put in place

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	Before Disruption (Prevention and Mitigation)	During Disruption	Post Disruption
Crisis Management	<ul style="list-style-type: none"> • Ensure your CMT has been trained on incident response (use scenario analysis) • Set up communication mechanisms with staff e.g. via WhatsApp SMS • Subscribe to local intelligence sites • Set up a hotline • Carry out a location risk assessment and evaluate alternative work arrangements 	<ul style="list-style-type: none"> • Activate the CMT to guide strategic response • Actively monitor the situation and communicate relevant information to staff • Provide a hotline to respond to staff queries • Lockdown premises if necessary 	<ul style="list-style-type: none"> • Stand down your CMT • Advise all staff on resumption of normal operations • Document and incorporate lessons learnt



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here has been a significant increase in political protests and civil unrest globally, which lead to severe impacts on businesses operating in the affected areas.

Recently we have heard of the planned protests in Nigeria, Senegal, Tunisia, South Africa, and Kenya. Business owners may feel anxious about the safety of their employees, customers and property during a protest or riot.

In addition to causing damage to property and infrastructure, demonstrations can lead to disruptions in supply chains, staff, and even the ability of customers to reach businesses. However, with careful planning and preparation, businesses can minimize the impact of such events and continue operating effectively.

One of the steps that businesses can take is to have a comprehensive crisis management plan in place. This plan should include steps for ensuring the safety of staff and customers, as well as strategies for maintaining business operations during periods of unrest.

It should also establish lines of communication with the police, emergency services, and other relevant parties to ensure that accurate information is received and that the company can respond appropriately. For emergency communication within the organization, communication channels such as WhatsApp or The Calling tree app can help to quickly spread essential information to all employees.

Another crucial aspect of maintaining operations during times of unrest is to ensure that the crisis management team and employees are well-trained and prepared to respond to such situations. This includes training in emergency response procedures, as well as protocols for dealing with customers who may be affected by the unrest. Employees should also be provided with up-to-date information on the situation, including any changes in road closures, transport disruptions, or other factors that may impact their safety and security.

In addition to employee training, businesses can also take steps to secure their premises and protect their assets. This may include investing in security systems, such as CCTV cameras or access control systems, as well as strengthening physical barriers such as doors and windows. It is also essential to have a plan in place for protecting inventory and other assets, such as moving them to a secure location if necessary. Scenario Analysis can also be done to assess the likelihood and impact of plausible operational losses as advised by business and risk management experts.

Finally, businesses should remain flexible and adaptable during periods of unrest, as the situation can change rapidly. This may involve changing operating hours, adjusting staff levels, or changing the location of operations to minimize exposure to potential risks. Companies should also be prepared to communicate with customers and suppliers to ensure that they are aware of any changes in operations and can adjust their plans accordingly.



