

## 20 Tips to Prepare Your Business for the G20 Summit

Toronto will be the host city for the G20 Summit on June 26-27, 2010. As security preparations will begin several days in advance of the summit, Zurich in Canada suggests businesses in Toronto also take pre-event precautions to help avoid being caught off guard by potential exposures and disruptions an event like the G20 Summit may present. As a Zurich HelpPoint™, Zurich offers practical tips to help businesses prepare for and manage the potential risks that may arise as safely as possible and with minimal disruption to business operations.

### Evaluate Staffing and Promote Employee Safety

1. Communicate expectations to employees. There will be large crowds; possibly loud protests with chanting and marching; road closures and checkpoints; heavy traffic; parking restrictions and a significant security presence provided by various police forces.
2. Evaluate staffing in advance and offer flexible schedules to employees who have work from home capabilities or allow staff to use vacation time. Encourage the use of public transportation to minimize delays that may be encountered due to parking restrictions and traffic.
3. Establish an Incident Command Center (ICC), or identify first responders and instruct employees to report any incidents or concerns to the ICC or their designated first responder.
4. Use the business' Web and intranet sites to provide links to up-to-date information about road closures, route changes, checkpoints and rights and responsibilities from applicable authorities, such as the [Integrated Security Unit](#) (ISU) and the [City of Toronto](#).
5. Anticipate travel delays. Remind employees to check local news stations for information on transit delays and to contact their air carrier to learn about schedule changes and adjustments to flight patterns.

### Maintain Day-to-Day Operations

6. Evaluate your company's physical and financial exposures by identifying designated protest areas and neighboring businesses and buildings that may attract protesters, such as embassies, consulates, government buildings and financial institutions.
7. Develop Emergency Action Plans (EAP) and determine the hierarchy of command for decisions and communications. Identify and communicate evacuation routes to customers and employees.
8. Develop a plan for handling the media. Ensure authorized spokespersons are identified and develop key messages. Also develop guidelines that help spokespersons make decisions regarding when not to comment. Identify spokespersons to your staff.

9. Whenever possible, encourage customers and visiting staff to use alternate facilities or branches outside the downtown core to conduct business during the G20 Summit.
10. Schedule meetings, deliveries and maintenance services (elevator, copier, etc.) for before and after the G20 Summit.
11. Communicate adjustments to business hours and schedules to customers and employees using call-trees and company Web sites.
12. Order critical supplies. Delivery vehicles may experience road closures and heavy traffic.
13. If not already in place, establish off-site data backup for data retention. This is generally part of a company's more comprehensive business continuity plan.
14. Do not react to negative activities and do not take any risks or defensive actions. Report any issues to designated security personnel and the authorities if appropriate.
15. If appropriate, monitor deliveries by using building security to receive packages.
16. Observe new faces, vendors, service providers and customers and report any suspicious activities to security personnel.
17. Revisit your business continuity or crisis management plan as needed.
18. Remind employees that their personal views on the G20 or the G20 Summit are not relevant to the day-to-day operations of your business. Remind them as well of any media relations policies that are in place.
19. Maintain high service standards by providing normal service to your customers.
20. Visit Zurich's [G20 Web site](#) for up to the minute information and links to official G20 information sites.

Events like the G20 Summit can present challenges, but careful planning can help manage the potential risks to your business.

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