



Risk Control

Business Resiliency Self-Assessment

Business resilience is defined as “the ability of an organization to absorb and adapt in a changing environment.” Preparedness when combined with our Property and Business Interruption Insurance is a powerful combination to strengthen your organizational resiliency. The business resiliency preparedness for an organization enables efficient and effective incident response, crisis communications and business recovery for a disruption. The goal is to provide for life safety, minimize the impact/loss and sustain the reputation for an organization following a disruption.

Complete the assessment below and consider the corrective actions to improve your business resiliency.

Potential Gap	Y	N	Corrective Actions
I understand the risks to my organization and take action to mitigate risks where appropriate.			Perform a risk assessment for your organization and take action to mitigate or accept risks where appropriate.
I understand my core processes and the priorities for planning and recovery for a significant disruption.			Perform a Business Impact Analysis (BIA) to identify the core processes and the acceptable time-frame for disruption.
An incident response plan is in place to provide for life safety and to minimize the impact and loss.			Develop an incident response plan to ensure emergencies are escalated in a timely manner and managed with support from first responders.
Business continuity strategies and plans are in place to enable a recovery of core processes within an acceptable time-frame.			Develop business continuity plans to ensure emergencies are managed and core processes can be recovered in a timely manner.
I have Property and Business Interruption insurance to enable me to replace/repair key assets, pay continuing expenses and manage business income loss for a period of recovery.			Speak with your insurance broker about your policy coverage for business interruptions to ensure you have the coverage you need for your assets and potential business income loss.
Organizational policy is in place that defines ownership, accountability and preparedness requirements for leadership and staff.			Create a simple and clear policy that designates the roles in your organization that are accountable for owning, exercising and activating your plans.
All levels of leadership and staff are aware of the organization's resiliency programs and actively participate where needed.			Develop awareness and training for leadership and staff.
Plans are exercised and updated annually, or when business change occurs, to ensure teams are trained and to validate the effectiveness of recovery/restart procedures.			Track and report the status of plan updates and exercises to senior leadership to ensure compliance with policy.
After action reviews are performed after every disruptive incident and key learning is shared across the organization.			Develop an after action review template and share the stories how you responded and recovered from disruptions.

Need help addressing identified gaps? Reach out to your CNA Risk Control representative or email RiskControl@cna.com to learn more about CNA Risk Control consulting services.

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