

MANAGING COMPLIANCE AND RISK

**KEEP YOUR
BUSINESS
RUNNING
SMOOTHLY**
**PREPARE
FOR THE
UNEXPECTED**

Managing Compliance and Risk

Keep your business running smoothly Prepare for the unexpected

Devastating “superstorms”. Mass power outages. Epidemic outbreaks. Terrorist attacks. While these might sound like scenes from a disaster movie, they are all emergency situations that have occurred in our lifetime, bringing many U.S. retailers to a standstill for extended periods of time.

Whether you’re operating physical storefronts or do most of your business virtually, your customers expect their shopping experience to be seamless. The more prepared your retail business is for a loss, the quicker you can get back up and running again, delivering the service your customers demand.

Although you may have a business continuity plan in place, there are still aspects of your supply chain that aren’t always within your control. You can, however, better mitigate the risk of having your operations interrupted by partnering with the right customs provider – one that’s just as prepared as you are.

Asking your customs broker about business continuity

You want to know that your retail operation is going to be able to carry on in the event of an emergency situation. To find out how well prepared your customs provider is for an emergency, here are a few key questions you can ask:

- **Does your broker have its own business continuity program?** By this, we mean having detailed business continuity plans that are tested and refined on a regular basis for all operating groups and support functions. They should also have dedicated emergency preparedness teams that include senior decision makers.
- **Are your broker’s client data and operating systems backed up on a regular basis?** A well-prepared broker will have a secure data center where critical information and applications are kept up and running, along with full hot site disaster recovery capabilities.
- **Does your broker have multiple locations?** Having a number of locations across the country, or throughout North America, allows your customs provider to quickly



Learn **the right questions to ask** your customs provider about business continuity.

move business activities away from the problem region and resume them in unaffected locations.

- **Is there a plan in place to ensure ongoing communication?** Find out if your broker has a plan in place to provide access to timely information and instructions either by e-mail or through their website.

Livingston International is prepared for the unexpected

At Livingston, we’ve taken the necessary steps to ensure our business stays up and running so we can keep your business going. We’re committed to maintaining operating standards and service levels so we can continue to meet your needs clients during any business disruption or emergency situation.

Contact Livingston

Have questions or need help with your shipments? Contact your account executive, write to us at: simplify@livingstonintl.com or give us a call at **1-800-837-1063**