

Commercial Laundries - Property

This Loss Prevention Standard provides an overview of the risks associated with commercial laundries and risk management guidance to help reduce the potential for damage and loss events.

Commercial Laundries - Property

Introduction

Commercial and industrial laundries provide an essential service to a wide range of sectors, including hotels, healthcare providers, and leisure and sports facilities.

They range in size from small local operations to large industrial plants serving regional or national customer bases and are commonly arranged in open-plan layouts to facilitate the throughput of laundry through the various stages to final distribution.



Typical processes include:

- Collection and storage of laundry.
- Automated washing.
- Drying.
- Ironing.
- Folding and packaging processes.
- Storage of finished goods pending distribution to customers.

There are a number of significant risks associated with laundries, which are discussed in this document, along with risk management guidance to help reduce the potential for loss events, business interruption and environmental damage.

For guidance on individual items of laundry equipment used in general commercial premises, refer to the Aviva Loss Prevention Standard **Laundry Equipment in Business Premises**.

Note: This Loss Prevention Standard relates to commercial laundries and is focussed on asset loss prevention and related risk management guidance. It is not intended to address liability/general liability exposures. The presumption is that all local regulatory territory requirements, and compliance with national/local building regulations, codes, or standards take precedence and have, or will be, met. In territories where local authorities have jurisdiction, compliance with applicable laws and regulations is assumed as a minimum requirement. The recommendations in this document are intended to supplement, not replace, local requirements.

Understanding the Risks

Common risks, exposures and hazards and frequent cause of loss include, but are not limited to:

- **Overheating.** Laundry equipment can overheat and ignite. This can be exacerbated by lint accumulations.
- **Self-heating.** Laundry contaminated with oils, solvents and some chemicals can oxidise and generate heat, eventually igniting.
- **Lint, Dust and Fly.** Lint, dust and fly can accumulate in extraction and ventilation ducting; this can come into contact with motors and other hot surfaces.
- **Gas-Fired Equipment.** Gas-fired boiler plant or dryers can fail or leak, creating an explosion risk.
- **Explosion.** Steam vessels can become over-pressurised and eventually explode or fragment.
- **Flammable Liquids.** Flammable liquids can be inappropriately stored or used.
- **Electrical Fires.** Faulty electrical equipment can develop into electrical fires.
- **Corrosion.** Steam, condensation, bleaches and other chemicals can cause corrosive damage to buildings and equipment, potentially leading to damage and faults.

The potential for fire growth and spread can be aided by:

- **Fire Load.** The fire load within commercial laundries is significant, comprising laundry in the course of cleaning or stored pending processing or distribution, along with other combustible materials and equipment. The laundry buildings may also feature a high proportion of combustible construction elements such as combustible panels, cladding and/or insulation materials etc., which would support fire growth.
- **Fire Penetrations.** Air bricks, ventilation, extraction, electrical systems etc., can bypass a building's fire barriers. Inadequate or defective fire stopping can also allow fire to spread into, and through, the laundry buildings.

Management Systems

Material Damage Risk Assessment

Before initiating risk management controls or installing any additional fire detection and protection systems, an assessment of the anticipated or potential financial losses, for both material damage and business interruption exposures, in the event of a significant or catastrophic loss event, should be undertaken. This helps ensure that risk controls, detection and protection systems, etc., are sufficient and reflective of the potential property loss estimates.

Refer to the Aviva Loss Prevention Standards **Material Damage Risk Assessment** and **Business Continuity - Step 4: Business Impact Analysis and Risk Assessment** for further guidance.

Managing Change

Any alterations to the buildings, equipment, layout or processes should be managed through a formal Management of Change process. This helps ensure that all stages of the work are progressed with minimal exposure to the existing arrangements.

These proposed changes should also be discussed with your insurer, broker or authority having jurisdiction.

Refer to the Aviva Loss Prevention Standards **Managing Change** for further guidance.

Hot Works

Hot works are tasks or equipment that use or create heat, flame or sparks. Examples include, but are not limited to welding equipment, blowtorches, grinders, drilling and brazing.

- Hot works should be prohibited and the work removed to a safe location, or if this is not possible, only be undertaken via 'cold' methods.
- Where this is not possible, the hot works should be conducted in strict accordance with the Aviva Loss Prevention standard **Hot Work Operations**.

Managing the Risks

Incoming Laundry

Incoming laundry will need to be sorted as soon as possible after arriving at the premises.

- Laundry should be stored internally within a dedicated storage compartment.
 - ✓ The storage compartment should be separate from any other laundry activities and provide adequate fire resistance (insulation, integrity and load-bearing capacity).
 - A minimum of 90 minutes' fire resistance is recommended and includes any fire doors and fire shutters to the compartment openings.
 - ✓ Where internal storage is not possible, or the storage compartment's fire resistance is inadequate, ensure laundry is stored externally and as far from buildings and valuable assets as achievable.
 - At least 10 metres separation is recommended.
- Any chutes used to move incoming laundry to storage areas should have a fire resistance and fire shutters to the openings commensurate with that of the storage compartment and operate upon activation of the automatic fire detection and alarm system, rather than fusible links.

Refer to the Aviva Loss Prevention Standards **Fire Compartmentation** and **Fire Doors, Shutters, Dampers and Collars** for further guidance.

- Incoming laundry should be thoroughly inspected to ensure pockets are emptied.
 - ✓ This avoids hazardous objects including metals, battery powered devices, lighters, etc., being processed and increasing the risks of fire.

Contaminated Goods - Storage and Washing

- Formalise acceptance criteria to ensure that any contaminated loads, which may be vulnerable to self-heating, e.g. oils, grease, waxes, solvents, specific chemical agents, etc., are immediately segregated from other stock and safely stored upon arrival.
 - ✓ At least 10 metres' separation is recommended pending processing.
- Contaminated laundry should be processed as a priority to minimise storage times.
- Ensure formalised storage methods are in place detailing acceptable storage methods and heights.
 - ✓ Contaminated laundry can self-heat when densely packed or piled and this should be avoided.
- Ensure wash temperature and detergents are suitable for the optimum removal of contaminants from garments.

- Contaminated items should be washed at higher temperatures to thoroughly clean and remove combustible residues.
 - ✓ The specified temperatures should be based on risk assessment and reflect industry standards, the cleaning agents used and the time taken for laundry cycles.
 - ✓ A minimum of 90° Celsius is recommended, where achievable.
- Ensure all employees, including temporary workers, are aware of the protocols regarding storage and washing of contaminated goods.

Drying

A significant cause of fire in laundry premises is self-heating associated with poor drying and post-drying storage arrangements.

- Drying equipment should be installed within a dedicated compartment.
 - ✓ The compartment should provide adequate fire resistance (insulation, integrity and load-bearing capacity).
 - At least 90 minutes' fire resistance is recommended.
- Where this is not possible, or the compartment's fire resistance is inadequate, ensure laundry and other combustible items are stored a suitable distance from drying equipment to help prevent fire growth and spread in the event of ignition.
- Dual high-temperature safety devices should be installed to all drying equipment including thermostatic and over-temperature controls. Equipment should be interlocked to isolate upon high temperature thresholds being met.
- Drying temperatures should be carefully monitored and controlled to ensure that the garments are not left damp or excessively heated.
- Drying temperatures and drying times should be formalised for all laundry types based on risk assessment and manufacturers' recommendations.
- Rubber-backed goods and waxed items must not be dried in tumble dryers.
 - ✓ These items are incompatible with hot drying processes and should be air dried.
- Compulsory cooling cycles must be incorporated into every drying programme.
 - ✓ Manual cooling options are not reliable and **must** not be permitted.
- Cooling cycles must be incapable of being overridden and the appliances fitted with timed interlocked doors to prevent opening before the garments are allowed to sufficiently cool.
- Do not leave dried items within dryers after the cycle completes.
 - ✓ Once the drying cycle has finished, the laundry should be unloaded as soon as possible, and
 - ✓ Dryers should be left open and empty when not in use.
- Any heavily contaminated items should be hung and aired to thoroughly cool before stacking.
- Temperatures of stacked goods should be regularly monitored.
 - ✓ A thermographic camera should be used to check for unusual heating patterns.
- Avoid drying activities near the close of business and do let cycles run out of hours.

Finishing

Some items of laundry will require finishing, by way of ironing, pressing, steaming, tunnels, etc. Ensure:

- Dual high-temperature safety devices are installed, in addition to manual isolation switches, to all heated equipment used for finishing, such as irons, presses and tunnels.
 - ✓ This should comprise thermostatic controls and an over-temperature device / switch.
 - ✓ Finishing equipment, and any connected conveyor systems should be interlocked to isolate upon high temperature thresholds being met.
- Tunnel finishers should have additional isolation interlocks fitted to any connected access doors or panels.

Conveyor Equipment

Conveyors may be used to transfer laundry from and to storage and between process equipment.

- Conveyor systems and the supporting framework should be made of non-combustible materials where available and designed to withstand a fire without collapse.
- The use of intumescent finishes to conveyor supports should be considered if there is a significant risk of collapse during a fire event with resultant damage to critical infrastructure, equipment, fire protections, fire compartmentation, etc.
 - ✓ A fire resistance rating of at least 90 minutes (insulation and integrity) is recommended.
- Use non-combustible conveyor belts. If this is not possible, use fire-retardant belts if operating parameters allow them to be used.
- If an enclosure around or over the conveyor is needed, ensure materials are non-combustible.

Refer to the Aviva Loss Prevention Standard **Conveyors** for further guidance.

Flammable Liquids

If there is a risk of fire and explosion in relation to the flammable materials used at the premises, e.g., solvents, thinners, etc., a risk assessment should be completed and any corrective actions implemented promptly.

Where flammable solvents are used to remove individual stains, etc., they should be limited to small quantities and stored in a proprietary flammable cabinet in an appropriate location, remote from main laundry activities.

Bulk supplies should be stored in a non-combustible building or structure, e.g., a storage container. Ensure that:

- Separation of at least 10 metres from main buildings and valuable assets is achieved.
- Lighting and any necessary electrical fittings are rated appropriately for use in areas where explosive vapours may be present and have an appropriate explosivity rating.
- The building or container incorporates containment, e.g., bunded floors, pallets, etc.
 - ✓ Such bunds should be non-combustible and have a capacity of at least 110% of the capacity of the largest container stored in the bund, or 25% of their total storage capacity, whichever is greater.
- Low (within 300mm of the floor) and high-level ventilation extraction is provided.
 - ✓ If the ventilation is mechanically provided, it should also be suitably rated for areas in which flammable vapours may be present.

Oxidising Materials and Other Chemicals

Oxidising chemicals are often used for some washing processes to improve whiteness and remove staining. Whilst oxidising materials are not directly combustible, they can intensify combustion and aid the rapid development of fire and should be considered within risk assessments. Ensure that:

- Oxidising materials are stored separately from flammable and combustible materials in a secured room or cabinet.
- Adequate ventilation is provided.
- Incompatible chemical agents are stored separately with appropriate containment to hold any leaks or spills during decanting, etc.

Gas and Oil Powered Equipment

Commercial and industrial laundries utilise a wide range of equipment, including washers, dryers, presses and stackers, many of which are gas or oil powered. Ensure:

- Isolation valves are accessible and located remotely from the laundry plant, ideally on an escape route.
 - ✓ Operatives should be adequately trained on emergency isolation procedures.
- Pipes are protected against the risks of impact or accidental damage and clearly identified.
- Gas or oil pipes are not located directly over, or in immediate proximity, to hot equipment including boilers, dryers and presses.
- Critical safety features, such as flame failure, over temperature devices, pressure relief valves, etc., are routinely checked and /or tested in accordance with OEM guidance.
- Oil tanks contain either in built containment or are sited within containment bunds.
 - ✓ Such bunds should be non-combustible and have a capacity of at least 110% of the capacity of the largest container stored in the bund, or 25% of their total storage capacity, whichever is greater.

Hydraulic Oil and Fluids

Some laundry machinery, such as drying presses, may use flammable hydraulic oils. Leaks from pressurised hydraulic systems can generate fine mists of flammable oil which, when combined with potential ignition sources such as moving machinery, hot surfaces, electrical equipment, etc., can create a significant fire risk.

- Hydraulic oil systems and reservoirs should be relocated to dedicated compartments that provide adequate fire resistance (insulation, integrity and load-bearing capacity).
 - ✓ A minimum of 90 minutes' fire resistance is recommended.
- Any flexible rubber hydraulic hoses or connections should be replaced with metallic pipework or metal-braided alternatives where possible.
- Machinery that uses hydraulic oil should be fitted with automatic safety shutdown interlocks that activate upon loss of hydraulic pressure and/or operation of the fire detection or fire alarm system.
- Replace flammable hydraulic fluids with non-flammable hydraulic fluids.

The Aviva Loss Prevention Standard **Hydraulic Oil and Fluid Systems** provides further guidance.

Opening and Closure Procedures

Opening and closure procedures should be formalised:

- The opening procedure should include inspections of dryers, tunnel finishers, conveyors and extraction systems to confirm:
 - ✓ They are free from dust, lint and fly accumulations.
 - ✓ Safety controls, detection and fire protection systems are operational.
 - ✓ No signs of overheating, damage or electrical faults are evident.
- The closing procedure should require:
 - ✓ The laundry premises are inspected for breaches of housekeeping and storage rules and procedures.
 - ✓ All laundry processing equipment has been shut down in accordance with manufacturer instructions.
 - ✓ Dryer doors are open.
 - ✓ No laundry remains in dryers, tunnel finishers, etc.
 - ✓ All recently processed laundry is cool and not presenting a risk of self-heating.
 - Thermal imaging cameras should be used to check for unusual heat patterns.
 - ✓ Detection and fire protection systems are fully operational.
 - ✓ No other risk concerns are present.

Housekeeping

Regular cleaning should be undertaken in all parts of the laundry, with particular care taken to remove dust, lint and fly from laundry equipment, filters, the entire length of extraction ducting, conveyors, motors, roof trusses, lights and any horizontal surfaces on which dust, fly, etc., could accumulate.

- The waste material should be stored externally in non-combustible, lidded waste receptacles located at least 10 metres from buildings and other valuable assets.
- Cleaning should be undertaken using explosion-rated vacuum cleaning equipment, rather than sweeping or compressed air to avoid disturbed dust and fibre particles creating a potentially explosive atmosphere.
- The frequency of cleaning should be determined following a risk assessment which considers various factors including:
 - ✓ The nature and type of laundry operations.
 - ✓ The amount of dust, lint and fly generated.
 - ✓ Ignition hazards.

Note: Consult your insurer or broker for further guidance relating to policy conditions regarding cleaning regimes.

- Smoking should be prohibited within 10 metres of buildings, valuable assets and combustible materials including laundry. Any smoking receptacles should be removed from such areas.

Refer to the Aviva Loss Prevention Standards **Arson Prevention, Management of Combustible Waste, Smoking and the Workplace** and **Housekeeping** for further guidance.

Self-Inspection

Laundry buildings, machinery, storage arrangements, fire compartmentation, housekeeping arrangements, etc., should be subject to a formal self-inspection programme. This can help to identify faults, issues and concerns that could develop into breakdown, damage and/or downtime.

Thermal imaging cameras should be used to check equipment for unusual heat patterns, electrical faults, overheating motors, bearings or other moving parts, leaks, etc.

Refer to the Aviva Loss Prevention Standards **Self-Inspections** and **Use of Thermographic Cameras - General Considerations** and **Checklist** for further guidance.

Maintenance

An appropriate regime of Planned Preventative Maintenance (PPM) should be in place for all buildings, laundry equipment, detection and protection systems, electrical installations, and other systems based on Original Equipment Manufacturer (OEM) instructions and industry best practice.

- Ensure gas fired equipment is inspected, tested and maintained in accordance with any national regulations, standards or codes.
- All machinery and plant safety features, including safety valves and power interlocks, should be regularly tested, calibrated and inspected to ensure normal operation.
- The electrical installation should be tested and inspected in accordance with local or national regulations, standards or codes.
- Earthing continuity should be subject to at least monthly checks, or more frequently if static discharges could ignite combustible dusts or flammable vapours.
- Adequate spares should be held for any laundry equipment with potential long replacement lead times.
- Thermostatic controls and over-temperature devices should be calibrated and tested.

Refer to Aviva Loss Prevention Standard **Maintenance Regimes** for further guidance.

Detection and Fire Protection

Gas Detection. Automatic gas detection systems (appropriate for the gases expected to be released or emitted) should be installed to provide early warning of gas leaks within plant rooms where gas systems are present. These systems should be linked to automatic isolation valves to ensure gas supplies are automatically shut off upon activation.

Fire Detection. All areas of the laundry buildings should be covered by a monitored automatic fire detection system. Aspirating detection technology, which provides faster detection of smoke and fire events, than traditional point detection, is recommended.

Fire Protection. Where appropriate and based on the exposure, automatic sprinkler protection should be installed throughout the main laundry buildings. Localised automatic suppression systems may be suitable for specific drying equipment, such as dryers or tunnel finishers.

Important. Any detection and fire protection systems should be designed, installed and maintained in accordance with recognised and accepted local or national regulations, standards or codes by competent and accredited companies. System designs and proposed interlock strategies for key equipment and processes should be reviewed and accepted by the property insurer or authority having jurisdiction prior to installation.

Note: Ensure any impairments relating to detection and fire protection systems are reported to your property insurer and broker. Temporary changes may be necessary to some arrangements whilst impairments are ongoing.

Fire and Rescue Service

Local Fire and Rescue Services are often amenable to inspecting buildings to evaluate fire risk exposures, firefighting response and provide guidance. Please invite local team(s) to familiarise themselves with the building and its activities.

It is important to maintain suitable access for the Fire and Rescue Services and consider the distances and location to the nearest source of fire water or hydrant that they may need to use and the amount of water required.

- The location and number of fire hydrants in the proximity of the premises should be documented in an emergency response plan or shown on appropriate drawings.

It is also good risk management practice to know what water supplies are available for the Fire and Rescue Service to use. Therefore, site management should always establish:

- What firefighting water supply is available.
- The static pressure flows and residual pressure test results.
- Whether additional resources, such as a private hydrant system or water storage tanks are necessary.

Please refer to the Aviva Loss Prevention Standards **Emergency Response Planning with Fire and Rescue Services** and **Manual Fire Fighting Water Supplies** for further guidance.

Emergency Response Planning

Effective emergency response planning can assist with the management of unexpected events or incidents. Appoint a dedicated Emergency Response Team (ERT) to help manage emergency events and ensure that key responsibilities are allocated and appropriate training provided. Any emergency response plan should be practised and tested.

Refer to the Aviva Loss Prevention Standard **Emergency Response Teams** for further guidance.

Escape of Water

Water and other fluids are used in a range of laundry equipment and processes and have the potential to leak or escape following damage. Such incidents can result in damage to buildings equipment and business interruption whilst repairs are undertaken or replacement machinery is sourced and installed.

The risks associated with escape of water incidents should be thoroughly risk assessed to identify the key sources and exposures, including the potential volumes and ensure commensurate controls are in place, including:

Containment. The use of water containment or bunding around or beneath key items of equipment, such as washing machines, tanks, etc., can significantly reduce the potential for water or fluid related damage in the events of leaks.

Basements. In basement areas, the risk and exposure associated with water leaks should be carefully assessed, as any release can rapidly fill the available volume and the water

will be contained within a 'watertight' basement construction. In a relatively short amount of time, equipment can be fully submerged and the area may become inaccessible to personnel.

Drainage. The drainage systems should be designed based on foreseeable and worst case fluid flows. These should be capable of handling the maximum anticipated water release safely, with as little impact on nearby property and infrastructure, such as storm and foul drainage systems, as possible.

Leak Detection. Install leak detection and flow monitoring devices, ensuring such systems are interlocked to safely isolate water services upon detection and activation.

Frost Protection. Lag all exposed pipework and install monitored trace heating as necessary.

Ensure all employees are aware of the location of manual isolation devices and that these are regularly tested / exercised.

Refer to the Aviva [Escape of Water webpages](#) for all Aviva Escape of Water related guidance.

Security

The security protections at the laundry premises should be based on the findings of a security risk assessment and consider:

- The requirement for good quality perimeter protection, e.g., site fencing and secured vehicle and pedestrian gates.
- Accumulations of accessible combustible goods, e.g., laundry, waste stores, etc.
- Authorised access control to the site buildings, including systems to remove authorisation immediately upon persons leaving the business, or when they are no longer authorised to access the facility.
- Access for security personnel, should an emergency occur when duty holders are not available.
- Monitored Video Surveillance Systems (VSS).
- Monitored Intruder and hold-up alarm provision.
- Cyber security arrangements.
- An appropriate level of response based on the nature of the security event.

Please refer to the following Aviva Loss Prevention Standards for further guidance:

- **Security - Computer Equipment**
- **Security - Doors and Windows**
- **Intruder and Hold-up Alarms - General Guidance**
- **Video Surveillance Systems - Introduction**
- **Cyber - Top 12 Tips to Protect Against a Cyber Attack**
- **Cyber - Ransomware**

Business Continuity Planning

Business Continuity Plans should be formalised to ensure disaster recovery and continuity arrangements are in place and aligned with the business impact assessments and any contractual obligations.

The following Aviva Loss Prevention Standards provide further guidance.

Business Continuity – Seven Steps to Business Continuity

Business Continuity – Step 1: Roles and Responsibilities

Business Continuity – Step 2: Incident Management Plan

Business Continuity – Step 3: Communications Plan

Business Continuity – Step 4: Business Impact Analysis and Risk Assessment

Business Continuity – Step 5: Solutions Design and Implementation

Business Continuity – Step 6: Policy

Business Continuity – Step 7: Test and Exercise Plan

Contact Information

United Kingdom

Please visit [Aviva Risk Management Solutions](#) or email us at riskadvice@aviva.com. To speak to one of our advisors, call 0345 366 6666.*

*The cost of calls to 03 prefixed numbers are charged at national call rates (charges may vary dependent on your network provider) and are usually included in inclusive minute plans from landlines and mobiles. For our joint protection telephone calls may be recorded and/or monitored.

Canada

Please visit [Aviva Risk Management Solutions | Aviva Canada](#) or email us at arms.canada@aviva.com

Ireland

Please visit [Insurance Risk Management | Business Risk Management Insurance - Aviva Ireland](#) or Email us at armsireland@aviva.com

Aviva have created a network of Specialist Partners to complement our in-house capabilities and to enable our policyholders to benefit from a wide range of risk management solutions at preferential rates and terms. Together, we provide solutions to help with the significant challenges of modern-day risk management.

Note: These partner relationships are wholly for the benefit of our policyholders with no income to Aviva.

The following Specialist Partners provide products or services in relation to risk guidance provided, discussed or referenced in this Loss Prevention Standard.

United Kingdom

- Thermal Imaging Cameras and PAT Testing Equipment - [Pass](#)
- Fire Detection and Alarm Systems - [Secom](#)
- Leak detection and prevention - [LeakSafe](#)
- Leak detection and prevention - [Quensus](#)

For more information please visit: [Aviva Risk Management Solutions – Specialist Partners](#)

Ireland

- [Pass Thermal Imaging Cameras and PAT Testing Equipment – Aviva Ireland](#)
- [LeakSafe Water Leak Detection System – Aviva Ireland](#)

For more information please visit: [Insurance Risk Management | Business Risk Management Insurance – Aviva Ireland](#)

Canada

- [Electrical Service & Solutions Toronto | IPE Canada](#)

For more information please visit: [Our Specialist Partner Network | Aviva Canada](#)

Canada

Gas-fired equipment may be subject to applicable gas safety legislation and regulations, and all work should be completed by a suitably qualified and licensed gas technician or contractor. Refer to the relevant provincial or territorial gas safety authority for further guidance on gas safety.

Ireland

Gas-fired equipment may be subject to applicable Irish gas safety legislation and regulations, and all work should be completed by a **Registered Gas Installer (RGI)**. Refer to the **Commission for Regulation of Utilities (CRU)** for further guidance on gas safety.

United Kingdom

Gas fired equipment may be subject to the requirements of the **Gas Safety (Installation and Use) Regulations** (GSIUR), and all work should be completed by a [Gas Safe registered](#) person or company. Refer to the [Health and Safety Executive](#) for further guidance on gas safety.

Loss Prevention Standards

These documents set out best practice recommendations to help reduce the likelihood and impact of losses.

Relevant Aviva Loss Prevention Standards include:

- **Material Damage Risk Assessment**
- **Business Continuity - Step 4: Business Impact Analysis and Risk Assessment**
- **Escape of Water and Other Fluids**
- **Self-Inspections**
- **Use of Thermographic Cameras - General Considerations and Checklist**
- **Managing Change - Property**
- **Hydraulic Oil and Fluid Systems**
- **Maintenance Regimes**
- **Fire Compartmentation**
- **Fire Doors, Shutters, Dampers and Collars**
- **Emergency Response Planning**
- **Hot Work Operations**
- **Security - Computer Equipment**
- **Security - Doors and Windows**
- **Intruder and Hold-up Alarms - General Guidance**
- **Video Surveillance Systems - Introduction**
- **Cyber - Top 12 Tips to Protect Against a Cyber Attack**
- **Cyber - Ransomware**
- **Business Continuity – Seven Steps to Business Continuity**
- **Emergency Response Planning with Fire and Rescue Services**
- **Manual Fire Fighting Water Supplies**

Please visit [Loss Prevention Standards](#) to view the full library.

Aviva Risks Training Solutions (United Kingdom Only)

Aviva Risk Training Solutions, delivered through our Specialist Partner, SafetyCulture, provide free, bite-sized learning modules exclusively for Aviva policyholders.

Please visit [Aviva Risk Training Solutions](#) for further guidance.

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