

# COVID-19 Business Continuity Checklist

This checklist provides organizations a way of tracking Business Continuity items related to the Pandemic Influenza and COVID-19 Response Plan.



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Note: Save your changes after updating checklist

## 1.0 Planning Activities

|      |  | <b>Status</b> | <b>Completion Date</b> |
|------|--|---------------|------------------------|
| 1.1  | Assign responsibility for planning and preparedness to a senior executive and a deputy               | Not Started   |                        |
| 1.2  | Obtain information on COVID-19   | Not Started   |                        |
| 1.3  | Develop a business continuity plan   | Not Started   |                        |
| 1.4  | Discuss continuity plan with employees and key stakeholders  | Not Started   |                        |
| 1.5  | Consult with suppliers on measures they are taking and on potential disruptions to your supply chain | Not Started   |                        |
| 1.6  | Assess 'high level' impact on your business and attach appropriate priority to the planning process  | Not Started   |                        |
| 1.7  | Establish authorities, triggers and procedures for implementing plan                                 | Not Started   |                        |
| 1.8  | Test the plan in exercises   | Not Started   |                        |
| 1.9  | Share best practices with other businesses   | Not Started   |                        |
| 1.10 | Revisit plan periodically  | Not Started   |                        |

## 2.0 Business Issues to Address

|      |  | <b>Status</b> | <b>Completion Date</b> |
|------|--|---------------|------------------------|
| 2.1  | Identify critical activities and the employees and attach appropriate priority to the planning process   | Not Started   |                        |
| 2.2  | Consider the possible impact of employee absences  | Not Started   |                        |
| 2.3  | Consider the possible impact of disruption to Clients and Providers — determine at-risk Clients and Service Providers, including economic health to sustain pandemic or epidemic | Not Started   |                        |
| 2.4  | Examine the likely impact of COVID-19 on your market and on Client requirements  | Not Started   |                        |
| 2.5  | Identify and agree on strategic business imperatives in the event some functions are reduced or eliminated   | Not Started   |                        |
| 2.6  | Understand the business need for face-to-face meetings should there be community transmission of COVID-19 with a risk of person-to-person  | Not Started   |                        |
| 2.7  | Consider working remotely — see Pandemic Response Plan   | Not Started   |                        |
| 2.8  | Establish authorities, triggers and procedures for implementing remote work plan   | Not Started   |                        |
| 2.9  | Consider the issues for business related travel limitations due to COVID-19  | Not Started   |                        |
| 2.10 | Consider the financial management implications   | Not Started   |                        |
| 2.11 | Examine the extent to which others will be dependent on your business due to COVID-19  | Not Started   |                        |
| 2.12 | Consider the circumstances under which you might decide to scale back or suspend operations due to COVID-19  | Not Started   |                        |
| 2.13 | Review cash reserves and cash flow needed to support operations — understanding there may be delays from Clients   | Not Started   |                        |

## 3.0 Measures to Support Continuity

|      |   | <b>Status</b> | <b>Completion Date</b> |
|------|---|---------------|------------------------|
| 3.1  | Nominate deputies — have a documented succession plan available for all employees to view                                   | Not Started   |                        |
| 3.2  | Cross-train and identify alternative sources, especially for key business functions that are critical to the Organization   | Not Started   |                        |
| 3.3  | Communicate with staff in a manner appropriate to the current state of COVID-19 phase as guided by national recommendations | Not Started   |                        |
| 3.4  | Prepare emergency communications plan   | Not Started   |                        |
| 3.5  | Plan for increased absenteeism  | Not Started   |                        |
| 3.6  | Prepare policies for sick leave due to COVID-19   | Not Started   |                        |
| 3.7  | Consider the possibility of changes to your product, service, and interaction with customers                                | Not Started   |                        |
| 3.8  | Review insurance coverage   | Not Started   |                        |
| 3.9  | Register with SBA (Small Business Administration) to be eligible for support funds, if necessary                            | Not Started   |                        |
| 3.10 | Identify key business functions — assess impact of limited scope  | Not Started   |                        |
| 3.11 | Check for bank closures, post office closures, or any interference that could delay processing payments                     | Not Started   |                        |
| 3.12 | Check on cash reserves and cash flow in general   | Not Started   |                        |
| 3.13 | Set up electronic payments for clients and for service providers in order to send and receive payments                      | Not Started   |                        |

## 4.0 Responding to Workplace Risks

|      |   | <b>Status</b> | <b>Completion Date</b> |
|------|---|---------------|------------------------|
| 4.1  | Prepare policies on hygienic behavior for employees and visitors based on national recommendations from CDC, FEMA, WHO, NIH   | Not Started   |                        |
| 4.2  | Plan to provide hand washing, hand hygiene, tissues, and other hygiene supplies   | Not Started   |                        |
| 4.3  | Plan for frequent and effective cleaning of the workplace as per national recommendations   | Not Started   |                        |
| 4.4  | Prepare policies to advise those who are infected, or are suspected to be infected with COVID-19  | Not Started   |                        |
| 4.5  | Communicate the need to self-isolate and seek medical attention if symptoms exists  | Not Started   |                        |
| 4.6  | Plan measures to reduce face-to-face contact with employees, vendors, Clients   | Not Started   |                        |
| 4.7  | Identify measures that can be taken to reduce the potential for employees who are in the workplace to infect each other — social distancing, reduced in-person meetings | Not Started   |                        |
| 4.8  | Prepare policies on flexible work locations — see Remote Workplace, Pandemic Response Plan  | Not Started   |                        |
| 4.9  | Provide IT infrastructure to support remote working and remote client interaction   | Not Started   |                        |
| 4.10 | Determine needs and be prepared to supply any additional personal protective equipment per national recommendations   | Not Started   |                        |

## 5.0 Remote Workplace

|      |   | <b>Status</b> | <b>Completion Date</b> |
|------|---|---------------|------------------------|
| 5.1  | Work with Managed Service Provider (MSP)/IT team to understand needs for working remotely   | Not Started   |                        |
| 5.2  | Identify point of contact for remote work needs — this person works directly with MSP/IT team   | Not Started   |                        |
| 5.3  | Prepare policies on expectations of working remotely — need to understand workload and that sharing of large files and live streaming can diminish bandwidth and connectivity   | Not Started   |                        |
| 5.4  | Determine need for laptops, accessories, and peripherals required for employees to work remotely. This may include webcams, headphones, backup power supply   | Not Started   |                        |
| 5.5  | Determine if large workstations (e.g. computer towers) can be transported to employees' homes   | Not Started   |                        |
| 5.6  | Take current inventory of laptops, accessories, and peripherals supply — loaned to employees, and for backup supply, if needed<br><br>Note: Contact MSP prior to purchasing off-the-shelf products. Some may not support your business needs. | Not Started   |                        |
| 5.7  | Review VPN and connectivity needs — this could include the need for additional licenses in order to connect to the domain   | Not Started   |                        |
| 5.8  | Implement the use of collaboration tools — Microsoft Teams, Google Drive  | Not Started   |                        |
| 5.9  | Implement the use of communication platforms — Cisco Webex Teams, Slack   | Not Started   |                        |
| 5.10 | Implement the use of remote meeting and video conferencing platforms — Webex Teams, Microsoft Teams, Zoom, Slack, Skype, Google Hangouts  | Not Started   |                        |
| 5.11 | Establish a meeting cadence to keep in touch with remote team members — e.g. every morning, at the start/end of each shift, etc.  | Not Started   |                        |

## 5.0 Remote Workplace (continued)

|      |   | <b>Status</b> | <b>Completion Date</b> |
|------|---|---------------|------------------------|
| 5.12 | Prepare policies and training for leaders who will be managing remote teams   | Not Started   |                        |
| 5.13 | Understand home Internet bandwidth limitations and resource challenges  | Not Started   |                        |
| 5.14 | Communicate the process for forwarding calls to soft phones and cell phones   | Not Started   |                        |
| 5.15 | Determine training needs to support any remote communication and collaboration platforms  | Not Started   |                        |
| 5.16 | Obtain appropriate licensing to support new tools and platforms   | Not Started   |                        |
| 5.17 | Set up collaboration and communication platforms to support teams and a general team space. Try to avoid relying on one common space for all communication.   | Not Started   |                        |
| 5.18 | Prepare policies for using mobile devices, smartphones, and tablets and work with MSP/IT team to add proper mobile device management software and Two Factor Authentication (2FA) for security protection | Not Started   |                        |
| 5.19 | Understand your needs for computer provisioning, imaging, SaaS connections, and other applications needed to support remote work. Contact MSP/IT team for remote provisioning.                            | Not Started   |                        |
| 5.20 | Provide a location for all contact information to be easily obtained for all employees, leadership team, vendors, service providers, and Clients  | Not Started   |                        |
| 5.21 | Verify that email system can be accessed remotely   | Not Started   |                        |
| 5.22 | Determine alternate remote location if working from home is not an option   | Not Started   |                        |