



# Business Continuity Planning Checklist

In the midst of the coronavirus pandemic, organizations should promote the health and safety of their employees. Critical operations, however, must still be continued. To safeguard your business, planning is imperative.

Creating an effective business continuity plan requires focusing on various aspects of your business. To guide your planning, Convene has come up with this checklist.



## Plan for the impact of the coronavirus pandemic on your business

- Identify an emergency coordinator and/or team with defined roles and responsibilities for preparedness and response planning.
- Conduct a business process and services inventory to identify those that are critical to business survival.
- Identify essential employees and other critical inputs (suppliers, services, logistics) essential to sustain operations by location and function during the pandemic.
- Determine potential impact of an emergency on business-related domestic and international travel.
- Plan for scenarios that can result to increase and demand for products and services during the pandemic.
- Determine the critical technological assets and the person in charge of them along with their components, location, configuration.
- Establish an emergency communications plan and revise regularly.
- Set a budget by quantifying the potential costs of downtime. Come up with a business case to optimally invest in risk mitigation.
- Find up-to-date, reliable information on emergencies from community public health, emergency management, and other sources to make sustainable links.



## Plan for the impact of the coronavirus pandemic on your employees and customers

- Implement guidelines to control the frequency and type of face-to-face contact among employees and between employees and customers
- Encourage proper hygiene and regular vitamin intake
- Evaluate employee access to and availability of healthcare services, encompassing both physical and mental health
- Forecast and allow for employee absences due to community containment measures and quarantines, school or business closures, and public transportation closures



## Figure out data and technology needs amid the pandemic

- Determine vulnerability of your organization's technology infrastructure
- Set specific and time-bound objectives for each business/technology area
- Evaluate the need for off-site data storage and backup
- Perform security risk assessments testing specific security threats. Some data security measures include: virus protection, hacker prevention, intrusion detection, and system crashes.
- Come up with a technology plan that involves hardware, software, facilities, and service vendors
- Use technological tools that can help streamline processes that can be disrupted. For example, physical meetings may not be possible during the pandemic. Using teleconferencing tools with powerful meeting solutions can ensure productivity.
- Enhance communications and information technology infrastructures as needed to support employee telecommuting and remote customer access



## Effectively disseminate your plan to employees and partners

- List who needs to be contacted with critical information.
- Develop a contact plan to reach employees, no matter where they are
- Make sure that all information shared are accurate while being concise and well-worded
- Ensure employees know where to receive information and updates about work
- Inform mission-critical employees about their role in the plan and the importance of having access from remote locations
- Anticipate employee fear and anxiety
- Educate employees on the plan and identify their role
- Make use of platforms that can expedite communicating emergency status and actions to employees and partners
- Evaluate if employees need devices to supplement remote work, and determine if there is a need for a designated recovery site for people to resume work.



## Coordinate with external organizations and help your community

- Collaborate with local government agency to share your plans and gain an understanding of their capabilities in the midst of the pandemic
- Synergize with insurers, health plans, and major local healthcare facilities to share own emergency plans and understand how they can help.
- Inform building management team, so they have a clear understanding of their role in safely securing the building and your employees
- Share best practices with other business leaders in your industry, communities, and associations to collectively improve community response efforts

