BUSINESS PANDEMIC PLANNING CHECKLIST

THINGS TO CONSIDER

Plan for the impact on business

- ☐ What is the process for decision-making during times of crisis?
- ☐ How are you identifying and safeguarding your company's essential corporate records and documents?
- ☐ What are the critical services, positions and skills required to keep your business running?

- ☐ How and when are you communicating to internal and external stakeholders and managing the flow of information?

- ☐ What is the risk of the pandemic to your employees, partners, suppliers and customers?
- ☐ Who are the members of the pandemic response team and what are their roles and responsibilities?
- ☐ What are the triggers and procedures for activating and terminating the pandemic response plan?
- ☐ What is the decision-making process related to the pandemic and the execution of the business continuity plan?
- ☐ If you were forced to close your doors for two weeks or more, do you have access to a line of credit that will cover ongoing expenses until you can reopen, and your cash flow resumes?
- ☐ What is your plan for scenarios that are likely to result in an increase or decrease in demand for your products and/or services during a pandemic (e.g. effect of restriction on mass gatherings, need for hygiene supplies)?
- ☐ How are you assessing and managing the potential impact of a pandemic on your financials using multiple possible scenarios?
- ☐ What is the impact of the pandemic on domestic and international business travel?
- ☐ What is your plan for recovery?

Plan for the impact on employees

- ☐ Who are your most essential employees and what are the other critical inputs (e.g. raw materials, suppliers, sub-contractor services/products, and logistics) required to maintain business operations by location and function during a pandemic?

- ☐ What steps can you be taking to protect the health and safety of your staff and visitors to your workplace?
- ☐ What are the infection control practices in your workplace?

☐ What protective and preventive equipment and tools do you need to put in place to prevent the spread of infection?

☐ What mental health services could be provided during a pandemic and possible quarantine?

☐ Are there employees and customers with special needs that need to be accommodated?

☐ How are you planning for significant staff absences?

☐ Do you have the tools and technology in place to enable staff to work remotely?

☐ Have you trained and prepared your workforce and your backup resources?

☐ Are there guidelines and practices you can modify or put in place to curtail direct contact with the public if necessary?

☐ Do your employee leave policies need to be updated to reflect the unique circumstances of a pandemic?

☐ Are leave policies compliant with labour regulations?

☐ Do you have a policy in place for flexible work sites and work hours?

☐ Do you have a policy in place for employees who may, or think they may have been exposed to the virus? What healthcare services are available to employees?

Plan to communicate with stakeholders

☐ How often are you communicating with employees, customers and suppliers?

☐ How are you monitoring and managing employee fear, anxiety, rumours and misinformation?

☐ Do you have platforms (e.g. hotlines, website etc.) in place for communicating pandemic status and actions to employees, vendors, customers, etc. and responding to their questions?

☐ What are your sources of relevant, credible up-to-date, pandemic information from PAHO, WHO, Government, Ministry of Health and Wellness, emergency management, and other sources?

☐ Is your emergency communications plan up-to-date and are key roles and responsibilities outlined and communicated?

☐ This plan should include identification of key contacts (with back-ups), chain of communications (including suppliers and customers) and processes for tracking and communicating business and employee status. What is your current travel policy, and does it need to be updated?

☐ Has your plan been tested?