



## **Business Contingency Plan Checklist**

Your business is committed to ensure the health and safety of your people, clients and the communities we live and work in. As COVID-19 escalates, you want to ensure you remain operational and consider impacts on your business. The following is a checklist of areas to consider for business continuity:

### **Delivering your Products/Services:**

- How will your business be affected? Increase in demand (opportunities)? Reduction?
- Have you identified a contact who can respond to any inquiries from customers/public/supplies/employees? Phone, email, social media, etc.?
- Do you have someone responsible for closure of buildings and work locations?
- Which operations must continue? What risks you and your employees?
- Have you incorporated increased hygiene measures?
- What positions must remain on-site/accessible to customers?
- Should you reduce hours of operation? Split shifts, condensed work weeks?
- Have you implemented measures to limit illness on your premises? To-go options only? Online orders only? Provide your service/advice over the phone or internet?
- What positions must continue to have close contact with customers? Can you reduce close contact with people? Restrict access?
- Will you need to layoff staff due to reduced sales/business/workload?
- Have you ensured that staff are trained to perform other jobs?
- Will you have issues with supplies and materials?
- What positions must continue to travel for work? How will you keep them safe? What happens when they return?
- How do you go about shutting down operations?
- How will staff absences impact your ability to deliver product/services?
- Do you have a reliable supply of cleaning/hand-hygiene/personal protective products?
- Are your employees trained to provide products and services in a healthy and safe manner?
- Have you notified the appropriate governing bodies regarding your plan for delivery of services/products? Public Health Agencies?
- Discontinue promotions, sales, etc.?

### **Marketing/Technology:**

- Do you have someone responsible for managing the message to customers, clients, vendors, etc.? Providing assurance on business interruption?
- Do you have someone to keep your website up-to-date on new developments?
- Do you have adequate phone and email coverage? Phone and email contact lists updated for all staff?
- Does your technology enable you to continue some or all of your business?



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- Can you monitor remote workers properly?
- How can you use social media effectively during a shut down or reduced services?
- Will your IT systems and support be interrupted?

#### **Insurance:**

- Does your business have business interruption insurance?
- Does your liability insurance protect your premises during shutdowns?
- What are the risks around an interruption in business?

#### **Financial:**

- What is your business' cash flow situation? Have you met with your bank to discuss your needs and timing concerns? (The Federal government has released information around financial support for business, as of March 16, 2020 specifics have not been released.)
- Do you have adequate back up to ensure bills and payroll continue?

#### **Staff Absence due to COVID-19 Infection:**

- Do you have a short-term disability insurance plan?
- Will employees need to apply for EI? Should you top-up EI sick benefits to employees?
- If they do not qualify for EI, provide alternative pay?

#### **Employee Communication and Assistance**

- Encourage employees to follow reliable resources of information
- Communicate all relevant policies and procedures
- Ensure training for healthy and safe employees

#### **Getting Back on Track:**

- Do you have a way of communicating with customers and suppliers when resuming operations?
- Do you have a supply of materials and resources?
- Do you have a means of calling back employees to work (layoff)?
- Do you have a plan around staffing needs when business takes off/slow to take off?