

Business Continuity Planning

Answer these key questions to make sure you and your office are prepared.

- Are there any key business functions that currently can only be performed in the office?
- Is any essential work material saved on a non-centralized server (i.e., can you only access it while in the office)?
- How are your key vendors/business partners impacted?
- Do you know how to reach/have a directory of your key vendors/business partners?
- Do you have a way to communicate with clients and vendors?
- Do you know which of your employees have a computer/high speed internet and can work remotely?
- How do your employees work remotely – can they access all of the needed programs and processes needed to perform their job? Do they have log-in information?
- Have key personnel tested their remote access capability?
- Do key personnel know how to forward incoming calls to an alternate phone number?
- How will you handle ongoing communications to your employees?
- Do you have a group set up within the above capability to communicate with your teams?
- Do you have everyone's cell phone number?
- Do you need to distribute a contact list for everyone in your department to complete?
- Have you reviewed your organization's leave and pay policies? Do they take things such as work from home, sick leave, pay continuation, emergency leave, etc. into proper consideration?
- Have you identified the back-up employees or processes needed?
- Do you have an understanding of the resources (benefits, medical, etc.) needed to be able to assist the employees unable to perform key business functions?
- How are you monitoring existing employees? Daily check-ins?
- How are you monitoring and communicating with those unable to work?
- What is your communication strategy to customers, vendors, etc. if you are unable to provide expected services?

As always, NFP remains available to field questions, offer insight and identify ways to operate effectively in this dynamic environment.

This information has been provided as an informational resource for NFP clients and business partners. It is intended to provide general guidance, and is not intended to address specific risk scenarios. Regarding insurance coverage questions, each specific policy must be reviewed in its entirety to determine the extent, if any, of coverage available for the impact of the Coronavirus. If you have questions, please reach out to your NFP contact.