

Failure to adequately prepare for the potential impact of Coronavirus on operations

ILRS/CalQRisk

11 March 2020

1	Has the organisation considered as part of its business continuity planning the impact of personnel being unavailable for several weeks arising from the Coronavirus (COVID-19)?	We have considered in the business continuity planning, the impact of personnel being unavailable for several weeks.	The organisation must, in the business continuity planning, consider the impact of personnel being unavailable for several weeks arising from the Coronavirus (COVID-19).
2	Does the business continuity plan adequately address how key systems will continue to be available and maintained should personnel be under quarantine?	There is a plan that adequately addresses how key systems will continue to be available and maintained should personnel be under quarantine.	There should be a plan that adequately addresses how key systems will continue to be available and maintained should personnel be under quarantine.
3	Are all relevant leaders in the organisation keeping up to date with information and advice from the health authorities?	All relevant leaders in the organisation are keeping up to date with, and sharing, material and updates from the health authorities.	
4	Have you updated your travel policy to address travel to known high-risk regions?		
5	Have you identified one individual and an alternate within the organisation who will act as the primary source of information and advice on Coronavirus (COVID-19)?	We have identified one individual and an alternate within the organisation who will act as the primary source of information and advice on Coronavirus (COVID-19).	The organisation should identify one individual and an alternate, within the organisation, who will act as the primary source of information and advice on Coronavirus (COVID-19).



6	Have you identified trustworthy sources of information and advice on Coronavirus (COVID-19) and advised all personnel of these?		
7	Is your Coronavirus (COVID-19) information coming from reliable, informed sources (and not reliant on social media)?	Our Coronavirus (COVID-19) information only comes from reliable, informed sources.	Coronavirus (COVID-19) information should only come from reliable, informed sources.
8	Do you have detailed plans regarding the use and provision of virus-related PPE?	There are detailed plans regarding the use and provision of virus-related PPE.	There should be detailed plans regarding the use and provision of virus-related PPE.
9	Do your plans include displaying advice notices appropriately throughout the facilities to inform personnel, clients or customers visiting the organisation?		
10	Have you drawn up response protocols to be utilised in the event that personnel suspect they are or are suspected of being infected, covering both "at home" and "in the office" scenarios?	There are response protocols should personnel suspect they are or be suspected of being infected, covering both "at home" and "in the office" scenarios.	
11	Do you provide regular, specific training and up-to-date advice briefings about preventative control measures to your personnel?	We provide personnel with regular, specific training and up-to-date advice briefings about preventative control measures.	Personnel should be given regular, specific training and up-to-date advice briefings about preventative control measures.
12	Are all personnel familiar with the symptoms of Coronavirus (COVID-19) and the action they need to take should they suspect they are infected?	All personnel are familiar with the symptoms of Coronavirus (COVID-19) and the action they should take if they suspect they are infected.	



13	Have you spoken directly to personnel about the plans in place in the case of a Pandemic Scenario?		
14	Have you considered whether or not and to what degree any of the organisation's systems can be accessed securely from home / remotely?		
15	Have you advised personnel that you will co-operate fully with authorities in contacting individuals (personnel, clients / customers, suppliers) with whom an infected person (personnel or client / customer, supplier) may have been in contact?	We have advised personnel that we will co-operate fully with authorities in contacting individuals (personnel, clients / customers / suppliers) with whom an infected person (personnel, client / customer, supplier) may have been in contact?	
16	Where applicable, have you considered and put in place a plan with regard to providing statutory regulatory reports to relevant authorities while under quarantine?	There is a plan regarding how to provide statutory regulatory reports to relevant authorities while under quarantine.	There should be a plan regarding how to provide statutory regulatory reports to relevant authorities while under quarantine.
17	Has the organisation confirmed what its policy will be regarding pay in the event of personnel contracting Coronavirus (COVID-19) or being obliged to stay at home under self-quarantine?	The organisation has confirmed what the policy will be regarding pay in the event of staff contracting the Coronavirus (COVID-19) or being obliged to stay at home under self-quarantine.	The organisation should confirm what the policy will be regarding pay, in the event of staff contracting the Coronavirus (COVID-19) or being obliged to stay at home under self-quarantine.
18	Have all personnel been advised of the policy regarding pay arising from suffering from or being quarantined as a result of Coronavirus (COVID-19)?	All personnel have been advised of the policy regarding pay arising from suffering from or being quarantined as a result of Coronavirus (COVID-19).	All personnel should be advised of the policy regarding pay arising from suffering from or being quarantined as a result of Coronavirus (COVID-19).



19	Does the policy on pay address the situation where personnel may be unable to work through no fault of their own (e.g. availability of public transport / childcare / etc.)?		
20	Have you considered and planned arrangements for reviewing activity / transactions on key systems, electronic transactions, reports, etc. while personnel are quarantined?	There are planned arrangements for reviewing activity / transactions on key systems, electronic transactions, reports, etc. when personnel are under quarantine.	There should be planned arrangements for reviewing activity / transactions on key systems, electronic transactions, reports, etc. when personnel are under quarantine.
21	Should a case be confirmed which causes the organisation's premises to close and / or personnel to be quarantined, do you have a communication plan to advise all relevant stakeholders?	There is a communication plan to advise all relevant stakeholders if the organisation's premises is closed.	There should be a communication plan to advise all relevant stakeholders that the organisation's premises is closed.
22	Can attendance and contact records be readily made available to assist authorities in the quarantine process should a case of infection of the virus be diagnosed within or closely associated with your organisation (personnel, clients / customers, suppliers)?		
23	Where the organisation has more than one premises, have you considered the option of keeping personnel from each facility separate to reduce the likelihood of a complete closure of the organisation?		