
Responding to the Coronavirus Crisis: Key Considerations

Incident Response

- Do you have an up-to-date incident response plan? Have you identified critical employees and functions?
- Have you created a task force or other crisis response team composed of leaders from key parts of the organization (e.g., Human Resources, Operations, Finance, Communications, etc.)?
- What are the mechanisms and battle rhythm for informing and receiving guidance from leadership (Board, C-suite, etc.)?
- Do you have a communications lead?
- Have you identified internal and external stakeholders with whom you need to communicate?
- What are your contingency plans for an employee or visitor to your facility becoming sick?

Business Considerations

- Have you evaluated requirements for SEC or other public disclosures?
- Have you evaluated contractual obligations with suppliers and business partners?
- Have you communicated with business partners to understand their operational posture and contingencies?
- How is your supply chain going to be affected now, and in the weeks to come?
- What are the cancellation policies for any travel, events, or other expenditures?

Employees

- Have you evaluated your sick leave and telework policies?
- Are you adhering to anti-discrimination policies and applying them uniformly?
- Are you adjusting occupational health and safety policies to account for different operations?
- Do you have a mechanism to alert your employees of health risks?
- Have you established an appropriate mechanism to receive travel and health information from your employees?
- Do you have a mechanism to protect sensitive personal information?

Data Security

- Is your network prepared for increased use? Have you tested those systems to ensure they can handle increased use?
- Have you communicated updated IT security practices to employees?
- Have you evaluated policies on protection of confidential business information outside the office?
- Have you developed contingency plans in case IT systems go down or become diminished?

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