



Checklist to create a business continuity plan

This checklist is your guide to prepare for an emergency that disrupts your business. It leads you through the steps to minimize the impact of an emergency on your business, employees and customers.

1 Prepare your business for an emergency

- Identify an emergency coordinator and team with defined roles and responsibilities for preparing and responding to an emergency.
- Set up procedures for activating and terminating your business continuity plan (e.g. alert levels, shutting down and reopening operations in affected areas).
- Identify essential employees and critical production inputs (e.g. raw materials, suppliers, sub-contractor services/products and logistics).
- Determine how you will maintain essential services/functions in the event of an emergency.
- Identify and prepare back-up workers who can step in during an emergency (e.g. employees in other departments or locations, contractors, retirees).
- Identify and plan to use alternative locations and/or work modes, including telecommuting.
- Ensure adequate emergency supplies in all locations (e.g. safety equipment, including personal protective equipment in the event of a pandemic).
- Develop training programs and materials covering emergency procedures (e.g. safety procedures, evacuation, symptoms of disease, modes of transmission, etc.).
- Ensure you have adequate insurance and an up-to-date list of assets.
- Ensure your business continuity plan is easily accessible.
- Test and update your plan periodically.

② Plan for the impact of an emergency on your employees and customers

- Establish policies for employee compensation and absences during an emergency.
- In the case of a pandemic, establish policies to prevent disease spread, including guidelines for face-to-face interactions (e.g. seating in meetings, office layout, shared workstations).
- Upgrade IT infrastructure to support remote work and continuing operations at a distance. Identify sources of accurate emergency information and materials (e.g. safety equipment, medical goods).
- Evaluate employee access to healthcare services during an emergency and improve access as needed.
- Evaluate employee access to mental health and social services during an emergency and improve access as needed.
- Identify employees and key customers with special needs.
- In the case of a pandemic, establish policies for employees who have been exposed to disease.
- Establish emergency travel policies, evacuation policies and guidance for employees returning from affected areas.

③ Plan for the impact of an emergency on your business

- Plan for scenarios likely to affect demand for your products and/or services.
- Plan for the potential financial impact of an emergency, using multiple possible scenarios.
- Evaluate the potential impact of an emergency on business travel.
- Try to prepare contingencies.

④ Prepare your emergency communications

- Establish an emergency communications plan; disseminate it widely and revise it periodically.
- Develop communication tools (e.g. hotlines, dedicated webpages) for communicating emergency updates and procedures to employees, suppliers and customers.
- Consider sources of employee concern, rumours and misinformation and plan communications accordingly.
- Ensure communications are culturally and linguistically appropriate.

5 Work with external organizations

- Collaborate with insurers, local healthcare facilities, public health agencies and emergency responders to share your emergency plans and understand their capabilities and plans.
- Compile up-to-date information on emergency preparations from relevant local authorities.
- Share best practices with other businesses to improve community response efforts.

Develop a sound business strategy to safeguard your company

We can help you define the right goals for your company and develop the strategies to achieve them, while ensuring that you have the resources to protect your gains.

➔ [Contact us to learn more](#)

1-888-INFO-BDC (1-888-463-6232)
info@bdc.ca
bdc.ca

