

SME Coronavirus Checklist

Stay informed and keep your employees up to date	check
What is the novel coronavirus, COVID-19	
How to help prevent spread of all respiratory infections including COVID-19	
What advice to give to employees who have travelled to specific areas, (view the updated list)	
Advice for the certification of absence from work resulting from Covid-19	
People	check
Ensure you have up-to-date emergency contact details for all your employees	
Identify and document key tasks that are critical to your business and details of staff with key skills and knowledge	
Consider cross training for key roles/functions	
Consider remote working policy	
Are your employees eligible for statutory sick pay and are you clear how you will you treat employees that cannot work due to caring responsibilities	
Communicate regularly with employees to update them on the situation, any new internal policies and ways of working	
Consider the effects that self-isolation may have on employee's wellbeing and signpost to relevant guidance , internal wellbeing networks or your employee assistance programme	
Technology	check
Does your technology support remote working and have you tested it?	
Do you have clear employee guidelines for remote working and use of personal devices?	
Do you have a list of employee access and privileges for all your IT systems?	
Do you know if your IT system providers have business continuity procedures in place?	
Can your products and services be delivered digitally?	
Premises	check
Have you reviewed your cleaning regime to reduce the likelihood of the virus spreading?	
Does your workplace provide handwashing facilities and are you promoting the need for effective handwashing and respiratory hygiene?	
In the event of quarantine, have you ensured that your facilities are safe, secure, and clean?	
Suppliers and customers	check
Create a contact list of current and alternative suppliers and diversify suppliers where possible	
Contact your suppliers to ask what they have in place in terms of emergency/business continuity plans with regards to coronavirus	
Create a contact list of key customers and communicate with them what action you are taking	
Data	check
Ensure devices are secure and software is up to date	
Use passwords to protect data	
Protect against viruses and malware	
Ensure that employees working remotely are aware of the importance of cyber security	
Communication	check
Create contact lists and cascade plan for:	
<ul style="list-style-type: none"> All staff and their emergency contacts Key customers and suppliers Insurer – claims manager Bank – relationship manager IT and cyber security support Electricity, gas and water (24-hour emergency) 	
Be prepared to use social media to communicate with stakeholders about your business disruption	