

ROADMAP FOR BUSINESS RESILIENCE

Key Enablers Checklist— Community & Stakeholders

Rethinking your community and stakeholders

This checklist provides a list of questions designed to help you start planning your recovery and resumption and the best use of resources.

How have expectations changed, and how do you communicate to your community and key stakeholders?

	Yes	No	Not Sure	Comments
Stakeholders				
Have you developed a communication plan to reach out to stakeholders, customers and your community?				
Have you kept key stakeholders updated on any significant changes to your organization?				
Does your communication plan focus both on the immediate response as well as longer term and post-COVID-19?				
Have any changes to regulation or specific directions been identified and assessed for action?				
Employees				
Have you kept your staff updated on what is happening with the organization's operations and sought their feedback?				
Do you have systems in place to ensure staff get the information they need to return to work?				
Have you identified who in your workforce is critical to restarting?				
Do you know what capabilities are critical to restarting?				
Have you identified any capability gaps or staffing gaps?				
Do you need to attract new capability?				
Have you advised staff how to access your employee assistance program, health support programs or health and well-being tools and resources?				
Have you identified how you could improve your workforce response for any future crisis?				
Customer				
Do you need to redefine your customer strategy?				
Are there new delivery options available to customers?				
Can you reinvent and deliver your service digitally?				
Are there opportunities to deliver other services that your organization could take advantage of?				

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