

# Five Key Re-Opening Questions

regarding COVID-19

Re-opening of business, in a potentially modified-form of operation, requires some forethought to maintaining basic business continuity principles of safety & reliability, while maintaining trust & confidence of your stakeholders (e.g. staff, customers, suppliers, visitors).

**How to Use:** With your management team & staff, (especially those that have a good understanding of your business – service fundamentals including supporting activities, people, locations, equipment, supplies) answer the following questions.

- 1. What are you allowed to open?**
  - *timing & restrictions according to relevant levels of government & other, “regulatory” authorities*
- 2. Who should you keep off-site?**
  - *precluding excused, ill, symptomatic, vulnerable & “un-safe” people*
- 3. How are you controlling entry?**
  - *darkening & securing open spaces, restricting unnecessary public access, screening arrivals, quarantining deliveries*
- 4. How are you keeping people safe once on-site?**
  - *de-densifying & isolating: virtualizing operations (e.g. WFH), segmenting & shifting workers, limiting capacity of confined spaces, separating visitors, dividing workspaces, re-engineering processes to limit hi-touch, sharing & hand-offs*
  - *facilitating hyper hygiene: communicating, educating & building awareness, offering PPE supplies*
  - *extreme cleaning: sanitizing after-use & all hi-touch fixtures / equipment, along with decontamination protocols*
  - *encouraging fresh air, ensuring air exchange & maximizing filtering*
- 5. How are you responding to sickness/symptoms on-site?**
  - *maintaining on-site quarantine capacity, mental health support & COVID-19-ready medical assistance*
  - *establishing primary & back-up positions, access to reliable 3rd parties, safety stocks & alternate sources of supply*

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#### Priority Areas for Review

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|---------------------------------|------------------------------|----------------------------------|
| • Public entrances (all)        | • Large indoor meeting rooms | • Busy, narrow / confined spaces |
| • Regular “congregation” places | • Washrooms                  | • Living quarters / residences   |
| • Dining / eating areas         | • Close-proximity workspaces | • Shared equipment & supplies    |
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