



COVID-19: Response Questionnaire

EXAMINE YOUR RISK

The coronavirus (COVID-19) outbreak impacts businesses across a variety of industries, forcing them to rethink their daily operations to ensure the safety of their employees and the general public. In fact, procedures related to employee health and safety, leave, housekeeping, remote work and similar workplace policies have all had to evolve as a result of COVID-19. This is particularly true when you consider that just one misstep could put an employee's well-being in jeopardy.

As a result of the unprecedented challenges the COVID-19 pandemic brings, businesses should review their protocols to ensure they are doing all they can to protect their workforce and manage their operations. Thankfully, assessing your exposures and taking the appropriate precautions can go a long way toward safeguarding your business.

This questionnaire gives businesses the opportunity to review categories specific to COVID-19 and take actions to address those risks.



QUESTIONNAIRE CATEGORIES INCLUDE:

- + COVID-19 Response Plan
- + Staying Informed
- + Communication
- + Workplace Health and Safety
- + Human Resources
- + Travel
- + Remote Work & IT
- + Emergency Action and Business Continuity





COVID-19 RESPONSE PLAN

Assessment	Yes	No	N/A	Notes
Does your business have a COVID-19 response plan in place that is tailored to your business?				
Does your organization's response plan have procedures for monitoring COVID-19 developments?				
Does your organization's response plan lay out procedures for protecting individuals (e.g., employees, customers and visitors) from COVID-19?				
Does your organization's response plan have procedures for communicating with employees, customers and other third parties?				
Does your organization's response plan take applicable compliance requirements and state/local orders into account?				
Does your organization's response plan identify core business functions needed to maintain operations during the COVID-19 pandemic and prescribe ways to maintain those functions?				
Does your organization's response plan take potential supply chain disruptions into consideration?				
Has your organization reviewed and adjusted its workplace policies in light of COVID-19?				
Does your organization's response plan address work-related travel during the COVID-19 pandemic?				



STAYING INFORMED

Assessment	Yes	No	N/A	Notes
Does your organization have a process in place to monitor COVID-19 developments?				
Does your organization continually monitor the Centers for Disease Control and Prevention (CDC) website for updates regarding COVID-19?				
Does your organization review COVID-19 guidance from the federal government (e.g., the Department of Labor and the Occupational Safety and Health Administration)?				
Does your organization monitor COVID-19 updates from state and local health departments?				
Does your organization review industry and third-party guidance related to COVID-19?				



COMMUNICATION

Assessment	Yes	No	N/A	Notes
Has your organization shared and explained its COVID-19 response plan with employees?				
Does your organization distribute information to employees on ways to prevent the spread of COVID-19?				
Has your organization created an internal website or hotline employees can use to access up-to-date COVID-19 information?				
Does your organization utilize signage to inform employees, customers and other third parties of COVID-19 procedures?				
Does your organization have procedures in place for informing employees of suspected or actual exposure to COVID-19?				
Does your organization's communication plan account for customers, vendors and other third-party partners by informing them of relevant changes at your organization or steps your organization is taking to limit the spread of COVID-19?				
Has your organization identified points of contact employees can use to bring forward COVID-19 questions and concerns?				



WORKPLACE HEALTH & SAFETY

Assessment	Yes	No	N/A	Notes
Has your organization conducted hazard assessments to determine what parts of your operations need to be adjusted for COVID-19 risks?				
Has your organization conducted hazard assessments to determine which of your workers are the most at-risk?				
Has your organization established a cross-functional team to recommend and execute workplace procedures regarding COVID-19 safety?				
Does your organization have infectious disease protocols compliant with health and safety requirements in place?				
Does your organization have policies in place regarding at-risk workers?				<p>Organization should establish policies around workers and visitors who have:</p> <ul style="list-style-type: none"> + Upper respiratory symptoms + Fevers + Traveled to areas where there is community spread of COVID-19 + Been in close contact with individuals who are known to have COVID-19
Does your organization have procedures in place regarding workplace cleanings?				<p>It's important for organizations to increase access to hand sanitizers and disinfectants. Additionally, organizations should increase the disinfection and cleaning of workspaces, particularly in high-traffic areas. Frequently touched surfaces should be sanitized regularly.</p>
Does your organization have procedures in place regarding hand-washing?				<p>Organizations should increase employee access to hand-washing stations. Include signage regarding hygiene best practices, and use touchless soap and paper towel dispensers, if possible.</p>



WORKPLACE HEALTH & SAFETY

Assessment	Yes	No	N/A	Notes
Does your organization require employees to engage in social distancing?				Businesses should encourage employees to engage in social distancing. Employees should stay 6 to 10 feet away from others whenever possible.
Are employees avoiding the use of multi-touch devices?				
Has your organization considered rearranging/redesigning office spaces (e.g., break rooms and cubicles) to promote social distancing?				
Does your organization have policies in place regarding the use of personal protective equipment (PPE)?				Businesses should communicate clear instructions on how to use and ration PPE. Employees should understand when to use PPE at work.
Are face coverings or masks provided to employees?				
Do cleaning routines use soap and water, and disinfectants listed by the Environmental Protection Agency (EPA) to use against SARS-CoV-2, the virus that causes COVID-19?				Businesses can review EPA guidance regarding workplace disinfectants here .
Are cleaning supplies stocked, including EPA-recommended disinfectants?				
Are all multi-touch surfaces, such as doorknobs, part of cleaning routines?				



HUMAN RESOURCES

Assessment	Yes	No	N/A	Notes
Has your organization reviewed its policies to ensure they are in line with guidance provided by the CDC and other regulatory bodies?				
Do your organization's policies and procedures account for potential workplace closures following employee exposure to COVID-19?				Following employee exposure, organizations should follow guidance from public health officials. In some instances, businesses may want to close their offices altogether to encourage social distancing. If this isn't possible, businesses should stagger shifts and increase cleaning procedures.
Does your organization offer sick leave to encourage employees to stay home if they are sick?				Providing sick leave may encourage employees to stay home if they are experiencing COVID-19 symptoms. Employers should consider all federal, state and local laws regarding paid leave before adjusting their policies.
Do your organization's policies promote workplace flexibility?				Businesses should establish policies that allow employees to work from home when possible.
Are supervisors properly trained on COVID-19?				Supervisors should understand the signs and symptoms of COVID-19, how it spreads and internal policies and procedures related to addressing COVID-19 concerns in the workplace.
Does your organization have response plans in place should your business see increases in absenteeism?				

Assessment	Yes	No	N/A	Notes
Does your organization have policies that prohibit travel to high-risk areas?				Businesses should prohibit travel to any high-risk locations by following CDC guidance .
Does your organization have a policy that prohibits nonessential, work-related travel?				In the near term, businesses should consider prohibiting or scaling back nonessential business travel to protect employees.
Does your organization have policies and procedures to discourage travel to and from domestic locations where COVID-19 is spreading?				Companies should discourage domestic travel to and from locations with high COVID-19 rates and where COVID-19 is spreading.
Are employees required to disclose whether or not they have traveled to areas where COVID-19 has been detected?				Consider asking employees returning from areas where COVID-19 has been detected to refrain from entering the workplace for a preestablished length of time (e.g., 14 days).



REMOTE WORK & IT

Assessment	Yes	No	N/A	Notes
Does your organization have policies and procedures that allow employees to work remotely?				To improve social distancing, businesses should promote remote work whenever possible. When doing so, businesses should increase communication and ensure employees have direct access to technical support and information regarding remote work best practices (e.g., setting boundaries and creating a healthy work-from-home environment).
Does your organization have policies and procedures that require employees to hold virtual meetings when possible?				To encourage social distancing, virtual meetings should be used in lieu of in-person gatherings whenever possible.
Do your organization's remote work policies take IT security into account?				
Are supervisors encouraged to check in with remote employees on a frequent basis?				
Do your organization's remote work policies take potential challenges into account (e.g., workplace distraction and workstation ergonomic concerns)?				



EMERGENCY ACTION & BUSINESS CONTINUITY

Assessment	Yes	No	N/A	Notes
Do you have a business continuity plan in place?				Companies should have a business continuity plan in place. This plan should identify roles essential to the continued operation of your business. Plans should also take issues related to travel and remote work into account.
Have HR and other key stakeholders provided input on the business continuity plan?				
Is your response plan scalable and tailored to the unique needs of your business?				
Does your response plan take supply chain disruptions into account?				

Please be advised that any and all information, comments, analysis, and/or recommendations set forth above relative to the possible impact of COVID-19 on potential insurance coverage or other policy implications are intended solely for informational purposes and should not be relied upon as legal or medical advice. As an insurance broker, we have no authority to make coverage decisions as that ability rests solely with the issuing carrier. Therefore, all claims should be submitted to the carrier for evaluation. The positions expressed herein are opinions only and are not to be construed as any form of guarantee or warranty. Finally, given the extremely dynamic and rapidly evolving COVID-19 situation, comments above do not take into account any applicable pending or future legislation introduced with the intent to override, alter or amend current policy language.

