

BUSINESS CONTINUITY AND RECOVERY CHECKLIST

The tourism sector can be especially susceptible to disruption, but having a plan that will keep your business running during a crisis is key to overcoming challenges.

Follow this checklist to develop a business continuity plan that will allow you to deliver products, services, and critical operations despite disruption.

Create a business continuity and recovery team.

- ▶ Which team leaders are best equipped to assist in certain areas?

Review your business impact analysis findings.

- ▶ Is there a gap between your recovery requirements and current capabilities? How can you address it?

What are your resource requirements (e.g., HR, equipment, financial, technology/ information systems)?

What are your goals and associated timelines?

What are the costs associated with your recovery efforts?

- ▶ Try to select cost-effective strategies. For example:
 - Third-party agreements
 - Displacement of activities
 - Outsourcing services
 - Reconfiguration of workspaces (like dual-usage spaces)
 - Prioritisation of services or products
 - Workforce accommodations (remote work, flexible hours)

Develop a list of priorities for each of your business areas:

- ▶ Employees (e.g., cross-training, alternate working arrangements)
- ▶ Equipment (e.g., purchasing new equipment, implementing new softwares)
- ▶ Inventory and assets

Develop continuity and recovery processes and procedures, including:

- ▶ Recovery team structure
- ▶ Incident management structure
- ▶ Response team responsibilities

Create a detailed project plan, including:

- ▶ Implementation schedule
- ▶ Time estimates and milestones
- ▶ Success measurement
- ▶ Periodic testing of plan, including adjustments as needed