Leadership & Governance in a Crisis

A CHECK LIST FOR NAVIGATING THROUGH COVID-19

Managing through crisis is challenging for organizations – and modern governance becomes crucial. As Diligent navigates these challenges, we are providing a voice in the conversation to help our customers and our partners succeed: through partnership, knowledge, and resource sharing.

From those trying to baseline and find a place to start, to those already rolling out policies, this check list provides a list of items to consider for modern governance and business continuity planning.

As the conversation continues to evolve, so will we. Please be a partner and a voice in the conversation.

1. **Understand the threat.** The most important part of managing through crisis is understanding the threat to your organization. How are headquarters and regional offices impacted? Who is on the road or traveling in key regions? How does the crisis affect back of house operations, such as supply chain? Through daily leadership conversations and key resources, such as the CDC's travel advisories and resources from Johns Hopkins, organizations are assessing their threat level on a daily and hourly basis. Most importantly, they are making sure all employees are safe and customers feel supported during this time.

2. **Evaluate business initiatives.** Which upcoming business initiatives need to be cancelled or adjusted, such as conferences, tradeshows, and company hosted events? How can organizations quickly establish policies and release communications to customers about global changes? To minimize the impact to customers, organizations are making it a priority to cancel and adjust any business initiatives that may increase the exposure to individuals.

3. **Establish employee guidelines.** Based on threat levels in each business office and region, it is important to send employee communications early and often, and to make sure all employees and customers feel safe and secure. In their communications, organizations are shedding light on the situation, establishing travel guidelines and self-quarantine policies, setting up emergency employee communication systems, running work from home preparedness tests, hosting employee webinars for awareness and training on remote work, offering one on one employee conversations with managers, setting frequent manager check-ins, and more.

4. **Enable business continuity.** To ensure customers and partners can confidently rely on the business during this time, organizations must highlight the tools, resources, and business practices in place for their customers, including providing updates on secure infrastructure and communications, protecting the workforce, and supporting customers remotely. Organizations are doing so by planning for digital meetings and communications, secure file sharing, and secure messaging – especially with board members, turning events into virtual experiences, and taking comprehensive measures to make sure products and services operate at the highest levels of performance and support.

5. **Employ modern governance.** During this time, organizations need to monitor and assess threat levels, organizational impact, and response plans in real time. Organizations reacting quickly and effectively are conducting daily executive calls to monitor the situation, setting up secure messaging platforms to communicate about critical issues, regularly consulting Legal counsel on internal and external plans, facilitating unplanned and/or emergency meetings with the board, and establishing open lines of communication between the board and management.

Please reach out to us for additional resources and support. We are here to help.