

Return to Work Readiness Assessment



The goal of this self-assessment checklist is to enable organizations to validate their current readiness state in the event of a potential business disruption and determine the means to manage and communicate efficiently during this transition phase.

What's Your Readiness State?

Background: As we begin to transition back to working from the corporate offices, businesses will now be expected to operate under a “new normal” paradigm. This will include adjusting current business operation processes to adapt to prevailing health advisory measures, local government and sector-specific regulatory guidelines while recognizing that potential risks to critical and supporting business operations will still need to be managed to allow for effective workflows.

Purpose: The goal of this self-assessment checklist is to enable organizations to validate their current readiness state in the event of a potential business disruption and determine the means to manage and communicate efficiently during this transition phase.

Disclaimer: Please note that this checklist is not intended to address the full scope of managing an incident or crisis. Organizations should always engage a certified resilience practitioner or consult with our Professional Services team who can advise on your organization's specific requirements.

Score Allocation For each question, select only ONE response and input the points based on this one response selected	Yes (1 point)	Somewhat (0.5 points)	No (0 points)
Part 1: Preparedness			
A) Preparing to return to work			
i) Are there specific return to normalcy plans prepared (i.e., department / functional level plans or workplace safety and health plans aimed at returning back to work)?			
ii) Does the plan indicate specific roles and responsibilities in facilitating a return to work over three transition phases (or equivalent)?			
iii) Does the plan include service providers as well (if engaged)?			
iv) Does the plan factor a means to communicate (email, voice, messaging, etc.) to your staff and service providers?			
v) Does the organization require staff and service providers to acknowledge such plan(s)?			
vi) Does the plan take into account the possibility of a “reversal” of the current transition phase (i.e., a cluster resurgence may require a roll-back request by the local government)?			
B) Planning for other potential risks			
i) Are there specific scenario-based/contingency plans (i.e., human-caused, natural hazards, environmental, IT and cybersecurity)?			
ii) Do the plans indicate specific roles and responsibilities for each of these identified threats?			
iii) Do the plans include service providers as well (if engaged)?			
iv) Do the plans factor a means to communicate (email, voice, messaging, etc.) to your staff and service providers?			
v) Does the organization require staff and service providers to acknowledge such plan(s)?			
vi) Can these plans operate alongside your current return to work arrangements (as well as the possibility of rolling back to earlier phases of partial lockdown, etc.) ?			
vii) Have these plans been validated (i.e.: call tree testing, desktop walkthrough, tabletop exercises, deployment exercises, etc.)?			
viii) Have these plans gone through an audit (i.e.: internal or external, including compliance regulatory assessment)?			

Score Allocation For each question, select only ONE response and input the points based on this one response selected	Yes (1 point)	Somewhat (0.5 points)	No (0 points)
Part 2: Response			
A) When the Organization is back at work			
i) Is there a process to communicate to staff and vendors specific health and safety measures across three phases of transition (or as prescribed by your government)?			
ii) Is there a process to communicate to staff and vendors any major updates (when announced by the government and relevant health authorities)?			
iii) Is there a process to communicate to staff and vendors any transport advisories (i.e., local, domestic and limited international travel)?			
iv) Is there a process to communicate should staff member or (in-house) vendor exhibit any potential signs of respiratory symptoms?			
v) Is there a process to communicate to external stakeholders (i.e., customers, etc.) should there be a declaration by the government to initiate a partial/full lockdown?			
B) When other potential risks materialize			
i) Is there a process to alert and communicate with staff and vendors when an incident occurs (including leading to a potential crisis)?			
ii) Is there a process to communicate with incident response teams (both internal, as well as external emergency services) to coordinate incident management?			
iii) Is there a process to log down the sequence of event occurrence during an incident?			
iv) Is there a process to extract critical information quickly when requested by the relevant authorities or emergency services?			
v) Is there a process to facilitate sharing of critical information pertaining to the incident(s) / crisis swiftly as events begin to unfold?			
vi) Is there a means to communicate all the above steps through multiple platforms concurrently (i.e., voice, messaging, email, etc.)?			

Score Allocation	Yes (1 point)	Somewhat (0.5 points)	No (0 points)
Part 3: Recovery			
A) When the Organization is able to resume business (again)			
i) Is there a process to communicate to staff and vendors on the transition back to return to business premises and resume operations?			
B) Recovering and learning from experience			
i) Is there a process to extract the “incident communications log” for conducting an After-Action Review (AAR)?			
ii) Is there a process to effectively share such information with the relevant authorities or senior management team?			
iii) Is there a process to incorporate any necessary updates to these plans as soon as possible?			
SUB-TOTAL			
TOTAL			

Result: What’s Your Readiness State?

Above 23 - Organization has almost all the essential grounds covered in responding to potential threats, while adapting to current return to work transition phase. Nonetheless, areas of improvement may still be explored in enhancing the Organization’s resilience.

Between 11 to 22 - Organization is somewhat prepared to respond to potential threats, while adapting to current return to work transition phase. This is common as most Organizations may not have dedicated resilience resources. Enlistment of professional services would be worthwhile considering.

Below 10 - Organization may have minimal preparation, response and recovery means during this transition phase and should consider engaging professional services in order to adapt to the dynamic operating environment.

About BlackBerry

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