COVID-19 Workplace and E&O Loss Control Checklist

Connectivity and Security

☐ **VPN (Virtual Private Network)** -. This creates an encrypted tunnel between the remote computer and your network allowing data to transmit securely.

☐ **Multi-factor Authentication** - to protect against remote attacks, even if credentials become compromised.

☐ **Email Encryption** – Email should be encrypted any time outgoing email contains information protected under privacy laws (i.e.: Gramm-Leach-Bliley, HIPAA).

☐ **Security and Privacy Policy** - If your agency does not already have a Security and Privacy policy, that should be addressed now. Review existing policies with employees.

☐ **Instant Messaging** – Instant messaging allows employees to communicate with each other and management as simply as speaking with them in the office.

☐ **Telephones** - With digital and VoIP phone systems, it is easier than ever to transfer calls to employees. Will you allow employees to take their desk phone home with them?

☐ **Scanning and Printing** - Will remote employees be able to queue documents to print in the agency for mailing?

Hardware

☐ **Computers** - Will the agency furnish computers/laptops or will employees use their own computers? Consider providing them agency-owned computers for this purpose.

☐ **Additional Needs –** Consider dual monitors and full-sized keyboards for efficiency, head-sets or ear buds to take calls hands-free.

Administrative Tasks

☐ **Incoming and Outgoing Mail** - Daily retrieval of incoming mail. This includes "overnight" mail such as Fed Ex and UPS. Scanning and distributing to employees.

☐ **Premiums Received** – Use caution using a drop box or mail slot. Post a disclaimer or require customers to make payments on-line.

☐ **Deposits** – Responsibility should be assigned for processing payments, forwarding or sweeping them to the carrier, or applying agency bill payments and related bank deposits.

☐ **Miscellaneous Tasks** – Clearly outline duties of those remaining in the office for administrative assistance, whether printing, scanning, accounting functions or others.

Communication

☐ **One-on-one** – Managers or supervisors should strive to speak one-on-one with each employee at least weekly. Use email and/or messaging to continually keep connected.

☐ **Group Conferencing** – Departments, teams or single office locations should try to meet regularly. Video conferences are preferable, but teleconferences will work as well.

☐ **Email Updates** – Management should send email updates frequently to all employees to share carrier information and updates as to how the pandemic is affecting the agency.

E&O Loss Control

☐ **Agency Standards & Procedures** – Remind everyone the importance of upholding agency standards and following procedures while working remotely.

☐ **Documentation –**. Remind employees to exercise diligence to assure that all documentation is complete, especially when distractions interrupt a task.

☐ **Coverage Issues** –The COVID-19 pandemic has increased customer inquiries Continue to educate your employees and offer guidance for handling emerging concerns.

☐ **Claims** – Create a strong agency standard that all claims be reported to the carrier, even if you feel there is no coverage. Never deny or acknowledge coverage related to a claim.