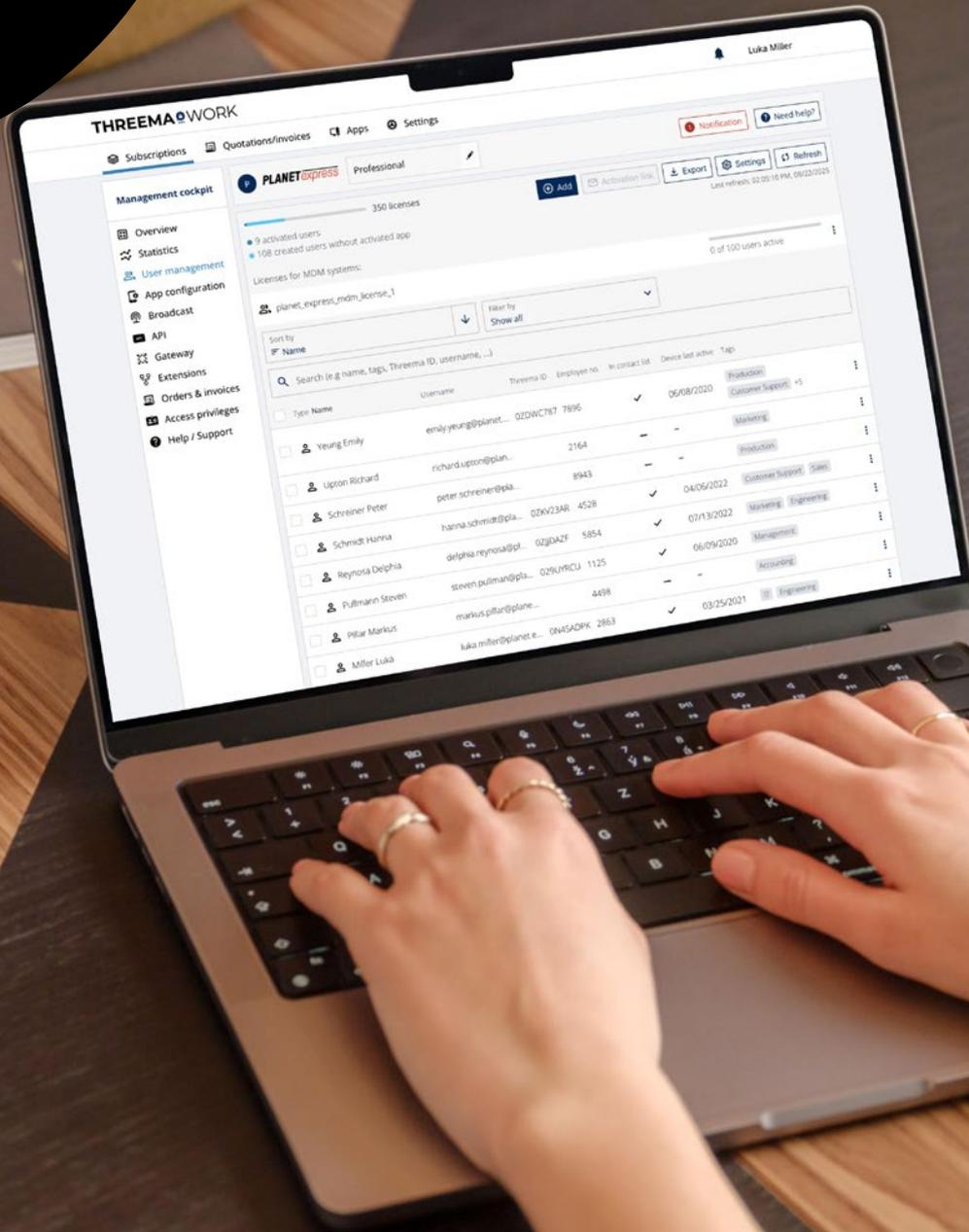




THREEMA 



**ENSURING AVAILABILITY IN
YOUR ORGANIZATION**

INTRODUCTION AND OBJECTIVE

In order to be prepared for emergencies and ensure business continuity, organizations need a clear process for checking who can be reached via Threema Work, identifying inactive users, and reactivating them if needed.

This document will show you the steps to take and the tools to use to ensure that your users can be reached via Threema Work in an emergency. We recommend repeating this availability check every quarter as part of your business continuity management (BCM).

WHY CHECKING AVAILABILITY MATTERS

In emergencies, unreachable users can delay the response and recovery process

Regulatory frameworks (e.g., ISO 22301 and DORA) require proof of communication readiness

Remote working increases the need for reliable reachability

Bottom line:

If people can't be reached, plans won't work.

WHY REGULAR CHECKS MATTER

We strongly recommend **quarterly checks**. These checks establish a sustainable rhythm, providing sufficient frequency to identify issues and maintain familiarity with procedures, while avoiding overwhelming the team.

Users are advised to open the app at least once every three months to avoid being marked as inactive in the user management. Users who are marked as inactive can still receive messages.

FIRST STEPS

1. **Arrange a kick-off meeting** with the BCM responsible, HR, IT, the DPO, etc.
2. **Nominate the person responsible** for the check
3. **Tailor the following process** to your organization
4. **Commit to a go-live quarter**

SETTING THE STAGE BEFORE YOUR FIRST CHECK

1.

Who must be reached in case of a crisis?

Start with critical roles and expand over time.

2.

How can users show that they're available?

Should they respond to a poll? Or should they acknowledge a message by reacting with a thumbs-up? Be consistent throughout all your checks.

3.

How much time do they have to respond?

A period of 15 minutes is standard; any longer reduces the sense of urgency.

4.

What will you do if someone doesn't respond?

Define your escalation steps.

5.

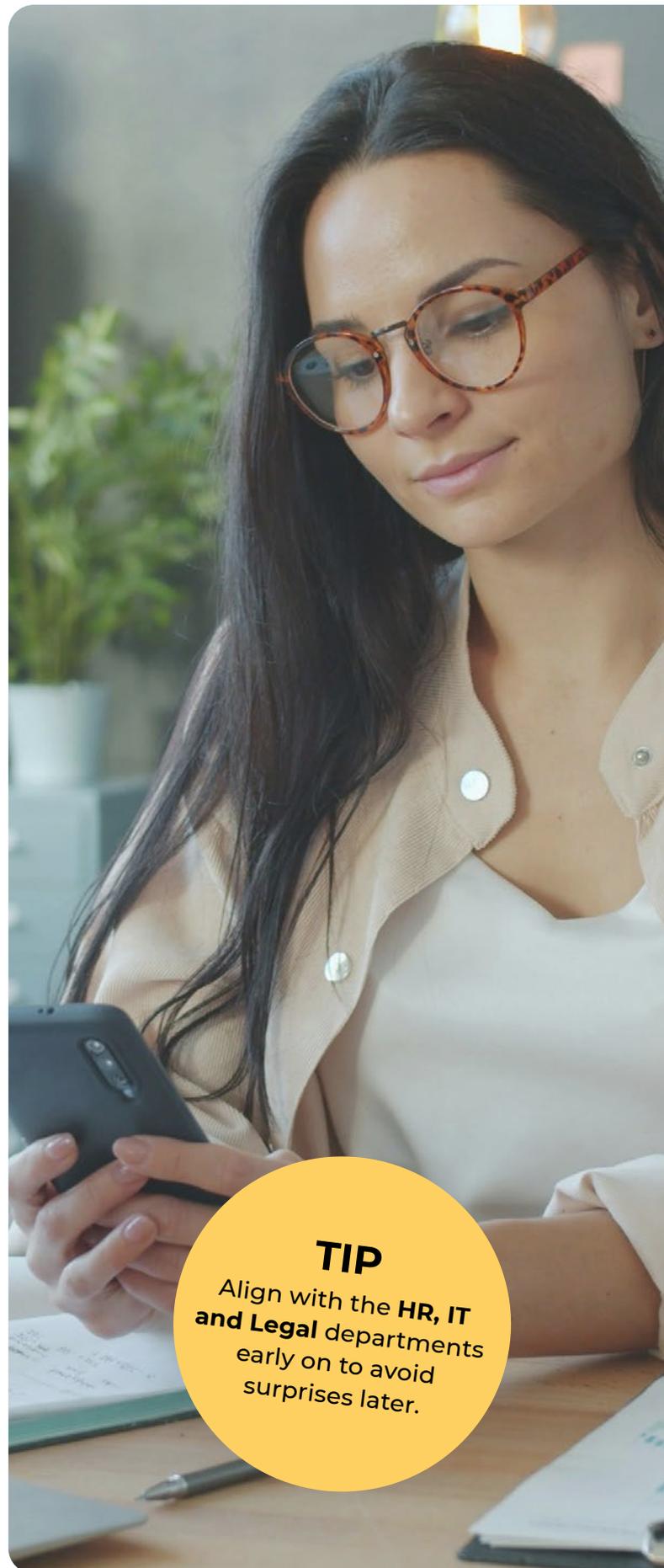
How will the results be stored?

Ensure GDPR compliance (Article 5).

6.

Will you need to document the results?

Be prepared to present trends, response speed, root causes, etc. to the leadership team.



TIP

Align with the **HR, IT and Legal** departments early on to avoid surprises later.

THE QUARTERLY AVAILABILITY PROCESS

1. PREPARE

- Review your user list and make sure it's up to date
- Prepare broadcast distribution lists with the desired recipients
- Draft the message and create an escalation plan

2. ENGAGE

- Communicate the upcoming check
- Explain the purpose of the check

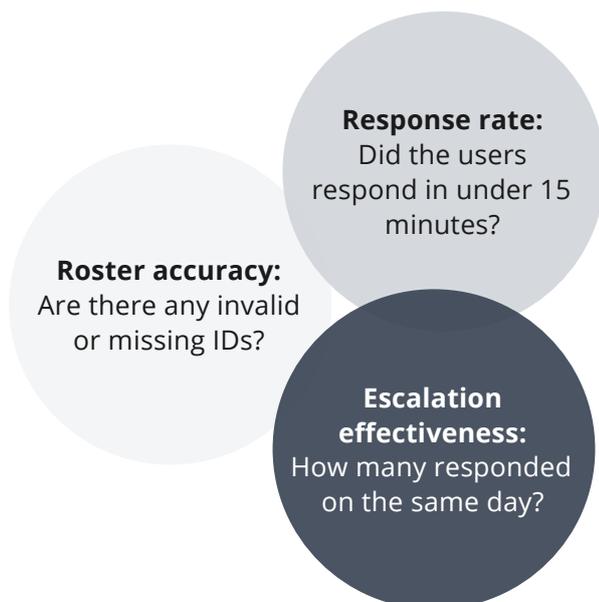
3. EXECUTE

- Send the message or poll (e.g., "Are you available?")
- Monitor replies and escalate if needed

4. LEARN AND EVOLVE

- Review metrics (see below)
- Address gaps
- Automate over time

METRICS TO EVALUATE AVAILABILITY



COMMON PITFALLS AND HOW TO AVOID THEM

- **Don't "fire and forget":** Follow up on no-shows
- **Keep lists up to date:** Synchronize with HR systems
- **Respect privacy:** Align with your DPO early
- **Start simple:** Add automation later

A quarterly availability check is a small habit with a big impact.

Track trends over four quarters; an improvement of more than 2% per check signals momentum.