In managing the COVID-19 outbreak, have you considered these?

Crisis Management

- ❑ Establish a crisis management structure with the ability to make fast decisions
- ❑ Review existing policies, procedures and response plans
- ❑ Determine trigger points or severity levels to activate appropriate organisational plans
- ❑ Identify critical business functions that may be impacted and develop recovery strategies
- ❑ Determine and evaluate your organisation's exposure level and execute appropriate response plans (e.g. critical supplies, China-based activities)
- ❑ Have an agile and responsive communications function that includes social media response plans

Staff

- ❑ Track staff on business travels (e.g. via travel desk or Call Tree activation)
- ❑ Appoint a contact person or person-in-charge for staff enquiries
- ❑ Look at ways to maintain or improve staff morale
- ❑ Impose self-quarantine for staff that have been to high risk countries, had contact with anyone from those countries, or are showing symptoms
- ❑ Impose business travel restrictions to high risk countries
- ❑ Develop contact tracing procedures to identify those that have been in contact with suspected/ infected staff
- ❑ Check staff insurance coverage for COVID-19 related illnesses
- ❑ Provide awareness or educate staff about COVID-19
- ❑ Have an internal communications plan in place for COVID-19 (e.g. what, when and how to communicate to staff) to manage fear and panic
- ❑ Consider tax position of staff that need to be evacuated to other countries

Alternate Work Arrangements

- ❑ Consider split operations (location or shifts) and activate back-up sites to house the split teams
- ❑ Enable working from home options, including equipping staff sufficiently to work from home (e.g. laptops, VPN access) - ensure company's IT infrastructure can accommodate large scale remote access
- ❑ Opt for virtual meetings with customers and suppliers

Facilities Management

- ❑ Carry out frequent sanitisation of common areas (e.g. lift buttons, door handles etc.)
- ❑ Provide infection control supplies such as hand soap / sanitisers and face masks
- ❑ Monitor and track visitors present at the premises (e.g. temperature taking, have not travelled to China or been in contact with anyone from China or high risk countries etc.)
- ❑ Have response procedures in place to evacuate staff and sterilise the infected areas in the event of a confirmed case

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In managing the COVID-19 outbreak, have you considered these?

Supply Chain

- ❏ Identify your critical Tier 1 and Tier 2 suppliers (especially for single sourced suppliers) and check if they are based in China or other high risk countries as well as your critical supplier's readiness
- ❏ Determine current inventory levels and devise contingency plans in the event of an inventory shortage
- ❏ Identify back-up or alternate suppliers, if your primary supplier is unable to support you
- ❏ Check contractual terms for any breach of Service Level Agreements (SLAs) and other impacts to your business
- ❏ Review insurance policies to ensure coverage for breaches of contract relating to delivery delays

Stakeholders

- ❏ Have active conversations with suppliers or customers to manage potential disruptions or challenges in service delivery
- ❏ Inform suppliers or customers on response plans or activities to manage fear and maintain stakeholder confidence
- ❏ Coordinate with local authorities or the regulator on coordinated response and preparedness plans

Contact us

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