

# COVID-19 Business Checklist

March 2020



# Setting up local ERT (minimizing health risk to employees)

## Identify and nominate a Emergency Response Leader (ERL) with clear Roles & Responsibilities (R&R)

- Have we understood Local Government rules?
- Do they know that they are the ERL?
- Does the ERL understand their R&R's?
- Does everyone know who the ERL is?
- Does everyone know when and how to get hold of the ERL?

## Establish a Leadership Continuity Plan

- Have we identified the key leaders in the business and do we have a succession plan in the event that the leader is unable to resume their responsibilities?

## Determine work arrangements

- Have we decided when and to whom flexible working arrangements will be applied?
- What business critical events do people need to attend and what are those that could be set up remotely?

## Determine travel restrictions

- Have we determined protocols for business related travel — which areas are no-go, approval plans for exceptions, guidelines for travel when necessary, and back-to-work protocols after travel — and have we done this through the broader corporate restrictions as well as our local government regulations?
- Have we determined protocols for personal travel, e.g., travel guidelines and back-to-work protocols, depending on the travel location?

Human Resources

► [Setting Up a local ERT](#)

[Processes & Business functions](#)

[Supplier \(non RM\) Management](#)

[Visiting Customers](#)

[Communications](#)

Continuity of all  
Critical Functions

[Continuity of supply of RM's](#)

[Continuity of Operations](#)

[Continuity of Customer deliveries](#)

[Continuity of Critical functions  
\(Eg: CS / Order Entry / Banking /  
Payroll / IT\)](#)

# Processes and business functions (1 of 3)

## Minimizing the risk of premises becoming a transmitter

### Educate employees of infection control and good personal hygiene

- Do we have a register of what we've done and who we've trained?
- Do we have a plan to continuously refresh the training?

### Ensure adequate supplies of Personal Protection Equipment (PPE)/health control materials

- Have we identified what PPE/health control materials are required?
- Have we determined our requirements, established inventory target levels and put a monitoring in place to ensure continuity of supply?

### Develop plans for employee health screening

- Have we established when mandatory health screening will be required and how that decision will be made?
- Have we established protocols, e.g., the location and frequency of health screening?
- Do those administering the health screening have the necessary training?
- Have we developed a register and are keeping record?

### Develop plans for visitors health screening

- Have we established when mandatory health screening will be required and how that decision will be made?
- Have we established protocols, e.g., the location and frequency of health screening?
- Do those administering the health screening have the necessary training?
- Have we developed a health declaration form and does it include no-go areas, e.g., China, Korea

Human Resources

[Setting Up a local ERT](#)

► [Processes & Business functions](#)

[Supplier \(non RM\) Management](#)

[Visiting Customers](#)

[Communications](#)

Continuity of all  
Critical Functions

[Continuity of supply of RM's](#)

[Continuity of Operations](#)

[Continuity of Customer deliveries](#)

[Continuity of Critical functions  
\(Eg: CS / Order Entry / Banking /  
Payroll / IT\)](#)

## Processes and business functions (2 of 3)

### Minimizing the risk of premises becoming a transmitter

#### Develop a robust employee sickness surveillance process to identify and manage unwell employees at home

- Do we have protocols — what advice will be given and how we will manage back-to-work — in place to handle someone who reports ill from home?

#### Identify critical functions and establish specific BCP plans for them

- Which functions have we identified as critical and why?
- Have we developed specific plans for those?

#### Develop guidelines for work conditions under no confirmed case

- Have we determined which functions need to be on the premises?
- Have we provided a guideline for maximum number of people per area as well as the physical distance between people?
- Have we provided guidelines for how in-person meetings are to be attended?
- Do we have a canteen and if so, have we established rules around the max number of people at any one time, seating arrangements, and time allocated?

Human Resources

[Setting Up a local ERT](#)

▶ [Processes & Business functions](#)

[Supplier \(non RM\) Management](#)

[Visiting Customers](#)

[Communications](#)

Continuity of all  
Critical Functions

[Continuity of supply of RM's](#)

[Continuity of Operations](#)

[Continuity of Customer deliveries](#)

[Continuity of Critical functions  
\(Eg: CS / Order Entry / Banking /  
Payroll / IT\)](#)

# Processes and business functions (3 of 3)

## Minimizing the risk of premises becoming a transmitter

### Develop guidelines for work conditions under confirmed case

- What constitutes a confirmed case — An employee tests positive vs. an employee's flatmate tests positive vs. the flatmate's friend tests positive vs. the flatmate's friend's mother tests positive?
- What actions will we take under the above scenarios?
- What communication guidelines should be followed?

### Develop plan to clean and disinfect premises exposed to suspected or confirmed cases

- Have we established a no-trigger clean and disinfection calendar during the outbreak?
- When would an ad hoc clean and disinfection be triggered?
- Have we identified suppliers that will perform tasks? Have we checked that their cleaning materials and protocols follow appropriate requirements?

Human Resources

[Setting Up a local ERT](#)

► [Processes & Business functions](#)

[Supplier \(non RM\) Management](#)

[Visiting Customers](#)

[Communications](#)

Continuity of all  
Critical Functions

[Continuity of supply of RM's](#)

[Continuity of Operations](#)

[Continuity of Customer deliveries](#)

[Continuity of Critical functions  
\(Eg: CS / Order Entry / Banking /  
Payroll / IT\)](#)

# Supplier (non RM) management

## Determine supplier visiting protocols

- Do we know what you will do with them at the gate?
- Have we established what PPE will be provided to them and where this will be done?
- Do we know where in the building they will be taken to and have we established go-to and no go-to areas for visitors?

## Identify key suppliers of indirect materials and/or services

- Have we identified local Govt and AD declared hotspots?
- Have we contacted them and requested their BCP?
- Have we identified alternative suppliers and/or what will be done in the event of a disruption to supply and/or a service?

Human Resources

[Setting Up a local ERT](#)

[Processes & Business functions](#)

▶ [Supplier \(non RM\) Management](#)

[Visiting Customers](#)

[Communications](#)

Continuity of all  
Critical Functions

[Continuity of supply of RM's](#)

[Continuity of Operations](#)

[Continuity of Customer deliveries](#)

[Continuity of Critical functions  
\(Eg: CS / Order Entry / Banking /  
Payroll / IT\)](#)

# Visiting Customers

## Compliance to local requirement for both government and company

- Do we have the process and resources to understand local requirements for external visitors from other cities?
- Have we established a process to check requirements of the visiting company for visitors and guests?
- Do we have a process for travel approval based on critical business needs only with strong compelling reasons?

## Self protection to prevent cross infection during travel

- Do we have a plan on how to limit unnecessary travels?
- Have we established protocols to protect employees' health and safety during travelling?
- Do all employees who need to travel have adequate knowledge to protect themselves?
- What is our plan to provide protection materials (masks, sanitizers, etc.) for employees to travel?
- Have we established clear guidance on the restricted travelling countries or areas?

Human Resources

[Setting Up a local ERT](#)

[Processes & Business functions](#)

[Supplier \(non RM\) Management](#)

► [Visiting Customers](#)

[Communications](#)

Continuity of all  
Critical Functions

[Continuity of supply of RM's](#)

[Continuity of Operations](#)

[Continuity of Customer deliveries](#)

[Continuity of Critical functions  
\(Eg: CS / Order Entry / Banking /  
Payroll / IT\)](#)

# Communications

## Identify and nominate a Communications Coordinator (CC)

- Do they know that they are the CC?
- Does the CC understand their R&R's?
- Does everyone know who the CC is?
- Does everyone know when and how to get hold of the CC?

## Establish an employee communication plan

- Do employees have a clear understanding of their roles and responsibilities?
- Have employees been informed of the BCP measures and are they being kept updated on the policies and progress of the measures to be implemented?
- Has the LT developed different scenarios, e.g., an employee tests positive, an employee's family member or flatmate tests positive, the flatmate's friend tests positive, the flatmate's friend's mother tests positive, and what these mean from a communication perspective?
- Have we set up a communication channel for employees to report their status and to make enquiries?

## Establish an external (Customers & Suppliers) communication plan

- Do we understand WHO needs to hear WHAT from us WHEN and with what FREQUENCY? (Proactive communication)
- Have we established a process for how we will handle customer enquiries and their need for information? (Reactive communication)

Human Resources

[Setting Up a local ERT](#)

[Processes & Business functions](#)

[Supplier \(non RM\) Management](#)

[Visiting Customers](#)

► [Communications](#)

Continuity of all  
Critical Functions

[Continuity of supply of RM's](#)

[Continuity of Operations](#)

[Continuity of Customer deliveries](#)

[Continuity of Critical functions  
\(Eg: CS / Order Entry / Banking /  
Payroll / IT\)](#)



# Continuity of supply of RM's (1 of 2)

## Establish risk profile of each supplier

- Have we identified all the hotspots?
- Have we mapped the geographic location of each supplier relative to those hotspots?
- Have we understood what the local authority's actions will be in the event of a confirmed case?
- Have we mapped out alternative suppliers and their location?
- Have we understood the logistics situation with our suppliers and the route between us including ports and availability of containers?

## Understand critical Suppliers own BCP's

- Does the supplier understand their local authority rules related to confirmed cases?
- Has the supplier established internal protocols to align with their local authorities?
- Has the supplier understood the robustness of their supply lines?
- What specific actions are they taking to safeguard our supply?

## Determine what specific actions we will take

- Have we connected with our commercial teams to determine critical items?
- Which items are we building additional SS for and/or asking the suppliers to add their SS?
- Have we quantified and communicated implication from a financial perspective to our LT and Finance team?

Human Resources

[Setting Up a local ERT](#)

[Processes & Business functions](#)

[Supplier \(non RM\) Management](#)

[Visiting Customers](#)

[Communications](#)

Continuity of all  
Critical Functions

► [Continuity of supply of RM's](#)

[Continuity of Operations](#)

[Continuity of Customer deliveries](#)

[Continuity of Critical functions  
\(Eg: CS / Order Entry / Banking /  
Payroll / IT\)](#)

## Continuity of supply of RM's (2 of 2)

### Conduct scenario planning

- What is our worst case scenario and what would we need to do in this case?
- Have we communicated to our LT what scenario level we are able to cope with?
- Have we quantified and communicated implication from a financial perspective to our LT and Finance team?

### Establish protocols for RM deliveries

What protocols do we have in place for our drivers, e.g., registration, waiting area?

Human Resources

[Setting Up a local ERT](#)

[Processes & Business functions](#)

[Supplier \(non RM\) Management](#)

[Visiting Customers](#)

[Communications](#)

Continuity of all  
Critical Functions

► [Continuity of supply of RM's](#)

[Continuity of Operations](#)

[Continuity of Customer deliveries](#)

[Continuity of Critical functions  
\(Eg: CS / Order Entry / Banking /  
Payroll / IT\)](#)

# Continuity of operations

## Establish work protocols to minimize disruption

- Have we understood local authority guidelines in the event of a confirmed case?
- Have we considered the movement of people and their interaction?
- Have we restricted the interaction of people between shifts and between functions
- Have we done this for whilst working and on a break?

## Establish risk profile of each location (manufacturing) and each machine/dept (whichever appropriate)

- Have we understood local authority guidelines in the event of a confirmed case?
- Have we mapped out alternative machines in existing locations or alternative locations?
- If we are considering alternative locations, have we considered whether RM supply lines can be established both from a spec and logistics perspectives?

## Determine what specific actions we will take

- Have we connected with our commercial teams to determine critical items?
- Which items are we building additional SS for and/or establishing supply lines?
- Have we quantified and communicated implication from a financial perspective to our LT and Finance team?

## Conduct manufacturing scenario planning

- What is your worst case scenario and what would you need to do in this case?
- Have you communicated to your LT what scenario level you are able to cope with?
- Have we quantified and communicated implication from a financial perspective to our LT and Finance team?

Human Resources

[Setting Up a local ERT](#)

[Processes & Business functions](#)

[Supplier \(non RM\) Management](#)

[Visiting Customers](#)

[Communications](#)

Continuity of all  
Critical Functions

[Continuity of supply of RM's](#)

► [Continuity of Operations](#)

[Continuity of Customer deliveries](#)

[Continuity of Critical functions  
\(Eg: CS / Order Entry / Banking /  
Payroll / IT\)](#)

# Continuity of customer deliveries (1 of 2)

## Establish risk profile of each freight service provider

- Have we identified all the hotspots?
- Have we mapped the geographic location of each freight supplier relative to those hotspots?
- Have we understood what the local authority's actions will be in the event of a confirmed case?
- Have we mapped out alternative freight suppliers and their location?

## Understand freight service providers own BCP's

- Does the freight supplier understand their local authority rules related to confirmed cases?
- Has the freight supplier established internal protocols to align with their local authorities?
- Has the freight supplier understood the robustness of their supply lines?
- What specific actions are they taking to safeguard their service?

## Determine what specific actions we will take

- Have we understood the situation at the customer's geographic location?
- Have we understood the route between us and customers and the implications?

## Conduct freight scenario planning

- What is our worst case scenario and what would we need to do in this case?
- Have we communicated to our LT what scenario level we are able to cope with?
- Have we quantified and communicated implication from a financial perspective to our LT and Finance team?

Human Resources

[Setting Up a local ERT](#)

[Processes & Business functions](#)

[Supplier \(non RM\) Management](#)

[Visiting Customers](#)

[Communications](#)

Continuity of all  
Critical Functions

[Continuity of supply of RM's](#)

[Continuity of Operations](#)

► [Continuity of Customer deliveries](#)

[Continuity of Critical functions  
\(Eg: CS / Order Entry / Banking /  
Payroll / IT\)](#)

## Continuity of customer deliveries (2 of 2)

### Establish protocols for material pick-up

- What protocols do we have in place for our drivers, e.g., registration, waiting area?

### Establish protocols for material delivery

- Is it our drivers and if so, have we established/agreed delivery protocols with customers?
- Have we aligned with customers on open lines of communication regarding confirmed cases, e.g., what are each of our expectations?

### Self protection to prevent cross infection during travel

- Do we have a plan how to limit unnecessary travels?
- Have we established protocols to protect employees health and safety during travelling?
- Do all employees who need to travel have adequate knowledge to protect themselves?
- What is our plan to provide protection materials (masks, sanitizers, etc.) for employees to travel?
- Have we established clear guidance on the restricted travelling countries or areas?

Human Resources

[Setting Up a local ERT](#)

[Processes & Business functions](#)

[Supplier \(non RM\) Management](#)

[Visiting Customers](#)

[Communications](#)

Continuity of all  
Critical Functions

[Continuity of supply of RM's](#)

[Continuity of Operations](#)

► [Continuity of Customer deliveries](#)

[Continuity of Critical functions  
\(Eg: CS / Order Entry / Banking /  
Payroll / IT\)](#)

# Continuity of critical functions (Eg: CS/Order Entry/Banking/Payroll/IT)

## Establish a work from the office protocol

- Have we understood the local authority rules in the event of a confirmed case?
- Have we determined the maximum number of people required at the office? if 100%, then have we thought about categorizing teams to absolutely limit interaction?
- Have we determined rules of engagement within and between functions?

## Establish a work remotely protocol

- Have we determined the number of people we want to set up with the ability to work remotely and have we enacted that?
- Have we determined how frequently remote workers need to come into the office and what protocols they should follow?
- Have we quantified and communicated implication from a financial perspective to our LT and Finance team?

## Conduct scenario planning

- Have we thought through multiple scenarios with a worst case being total office or site closure?
- Have we communicated to our LT what scenario level we are able to cope with?
- Have we quantified and communicated implication from a financial perspective to our LT and Finance team?

Human Resources

[Setting Up a local ERT](#)

[Processes & Business functions](#)

[Supplier \(non RM\) Management](#)

[Visiting Customers](#)

[Communications](#)

Continuity of all  
Critical Functions

[Continuity of supply of RM's](#)

[Continuity of Operations](#)

[Continuity of Customer deliveries](#)

► [Continuity of Critical functions  
\(Eg: CS / Order Entry / Banking /  
Payroll / IT\)](#)