

COVID-19

COVID-19 continues to spread around the world, despite extensive restrictions.

Here are some additional guidelines considering the evolution of the situation.

Coordination

- Ensure you and your teams get appropriate rest;
- Keep a record of developments and actions;
- Centralize decision-making;
- Model and analyze the projected impacts;
- Focus on your organization's mission and think long-term, including the opportunities that the new post-pandemic normal may bring.

Human resources and Communications

- Review HR policies as the situation evolves and communicate them to employees;
- Establish a mechanism for monitoring the status of employees through an information centre;
- Provide psychological help for employees;
- Keep employees, customers and other stakeholders informed of the measures in place;
- Prepare messages in advance and use existing channels to speed up communications;
- Maintain a link between teams by leveraging technology and planning regular meetings.

Travel

- Avoid travel including visits to customers and partners.

For a chart of infections by country, [click here](#).

For information from WHO, [click here](#).

To discuss your preparation with one of our continuity experts or to use ParaSolution to facilitate the management of the situation, please contact us.

Building

- Limit access to cafeteria and common areas;
- Confirm that the protocol is in place regarding cleaning, isolation and return to home of an employee with symptoms.

Continuity Plans

- Confirm prioritized activities, those that can be suspended and employees who can offer support in the event of:
 - decrease in staff availability;
 - need for offloading due to difficulties in connecting remotely;
 - Or; to limit travel;
- Make sure you can intervene remotely and onsite regarding technology systems. In case of problems, the Quebec government will allow you to go and it may be the case in your province/state;
- If you carry out essential activities and must go to your workplace, consider separating team members either within the same building, in different locations or alternating between work in the office and at home;
- In the event the last option is selected, make sure to carry out thorough cleaning between staff changes;
- If some staff are in contact with people who are infected or at risk, provide additional protective and clean-up measures and consider isolating them from others;
- Contact your key suppliers to validate their status and assess the impacts on your supply chain.

Finance

- Ensure you have the appropriate cash flow;
- If the government instructs the closure of workplaces, consult your insurance policy to validate if you are able to claim your coverage for business interruption if you have subscribed.

Lessons learned and feedback will need to be documented to increase community resilience. It is important to properly document the whole intervention, including the good and the bad. It will increase our shared resilience.

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