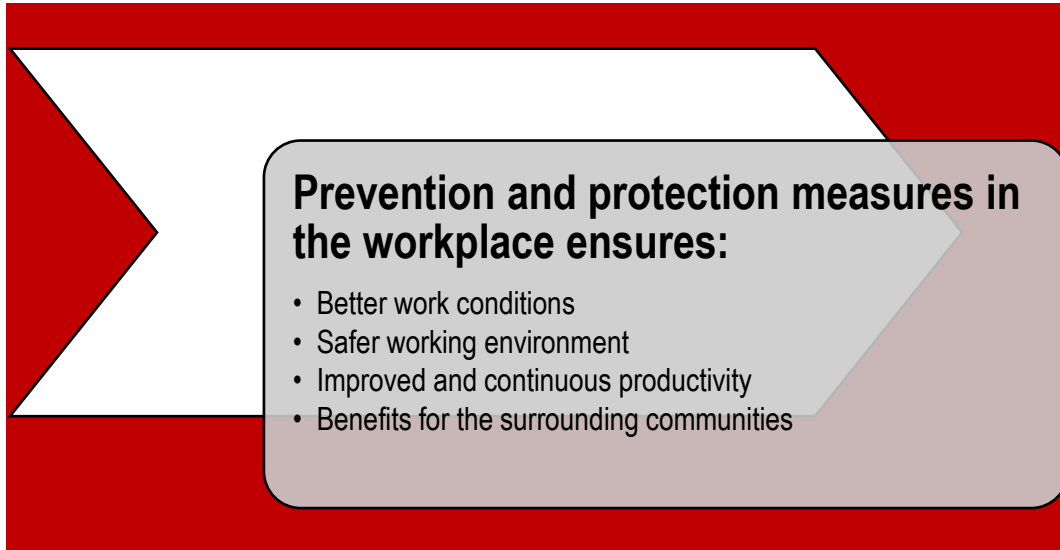# OMLAFRICA
YOUR HR BUSINESS LEADER IN AFRICA!

COVID-19 PREPAREDNESS, PREVENTION AND BUSINESS CONTINUITY IN THE WORKPLACE
GUIDE FOR BUSINESSES & EMPLOYERS

COVID-19 PREPAREDNESS, PREVENTION AND BUSINESS CONTINUITY IN THE WORKPLACE.

The workplace is a major entry point for COVID-19 preparedness and prevention.

Prevention and protection measures in the workplace ensures:

- Better work conditions
- Safer working environment
- Improved and continuous productivity
- Benefits for the surrounding communities

LEVEL 3. BUSINESS CONTINUITY PLAN | BUSINESS CLOSURE

KEY STEPS IN PLANNING

STEP 1: KNOW YOUR BUSINESS PRIORITIES

- *Key business products/services* - List your key business/services and rank them in order of importance
- *Critical activities* - Identify activities which are critical in order to keep your business going
- *Support for critical activities*- Identify key individuals in charge of critical activities, facilities, information.

Template Example: Know your business priorities

Key business products/services	Critical activities/services	Internal or External	Identify what support your key products/services depend
List your key business products/services and rank them in order of importance	In the event of COVID-19 is the product/service critical?	Is the product/ service an internal function or external deliverable?	What do you depend on, so that you can deliver the Product/service (e.g. IT, information, people, facilities, etc.)?

STEP 2: ANALYZE THE RISK OF A PANDEMIC

- *Impact on community* - To which extent will it affect normal life
- *Impact on your business*- Which areas will be affected? How will it affect your suppliers, customers
- *Risks rating*- Rank yours risks in order of priority

Template: Analyze the risks of a pandemic

Identify risks	Impact on business	Likelihood of occurrence	Rate (the risks) in order of priority
Identify the risks that may impede your company's ability to meet its key business products/services (e.g. absenteeism of staff, loss of IT, etc.).	Describe the possible impact of the risk (if it were to occur), including any interdependencies that may be affected.	High, medium or low? (Remember the likelihood of occurrence can change over time).	Identify your top five risks. (Remember the rating can change over time).

STEP 3: REDUCE THE IMPACT OF THE RISKS

- *Knowledge management* - Clear instruction will ensure continuity of critical processes and will allow no loss of effectiveness
- *Flexible work practices* -Identify staff who can work remotely, either from home or other location
- *Supply chain* -Ensure your main suppliers have a BCP Efficient materials storage and handling
- *Communication* - Establish a Communication Company Team to communicate with staff, key stakeholder and media
- *Policy, insurance and security measures* –Re-examine your insurance policy Review your personnel policies Ensure hygiene conditions

Template: Reduce the impact of the risks – Before the Event

Identified Risk	Action	When	Supporting Documents/Resources
List the prioritized risks identified in Step 2.	Outline the action you could take **Before the event** occurs, to reduce the impact of the risk.	Detail when you would Activate/complete the action.	Identify your key documents and resources, how they can be accessed and where they are retained.

NB: Make your workers feel safe and secure in their job

STEP 4: IDENTIFY RESPONSE ACTIONS – DURING EVENT

- *Personnel* - Make sure hygiene and social distancing good practices are respected Consider planning for the security of personnel while at the office and at home
- *Customers* - Review options to reduce delivery costs and movement of people

- *Communication*-Share information with your customers, local community, suppliers

Identified Risk	Action	When	Supporting Documents/Resources
List the prioritized risks identified in Step 2.	Outline the action you would take **during the event**, to manage the impact of the risk.	Detail when you would activate/ complete the action (e.g. immediately, within one week, within the first month, etc.)	Identify your key documents and resources (that will be used as part of your action plan), how they can be accessed and where they are stored.

STEP 5: DESIGN AND IMPLEMENT YOUR BUSINESS CONTINUITY PLAN

- *Design your plan* - Start preparing your plan with the Emergency/Pandemic Outbreak Team
- *Organization details*
- *Key response team* – contacts and roles - Prepare your response for different scenarios: Low risk, Medium risk, High risk
- *External contact details*
- *Team procedures*

Template: Design and implement BCP

Emergency/Pandemic Outbreak Team - Contacts and Roles

Name	Work Tel Number	After hours Number / Mobile	Role in the emergency

External Contact Details

Name	Work Tel Number	After hours Number / Mobile	Role in the emergency
Police			
Fire			
Ambulance			
Insurance Company			
Contractors			
Suppliers			
Key Staff			
Workers' Organizations			
Employers' Organizations			

Team procedures

Team		Manager	
Procedures	Action Required		
	Before the Event - Preparation Phase	Person Responsible	Supporting Documents/Resources
	During the Event - Immediate Phase	Person Responsible Time Elapsed (hours/days)	Supporting Documents/Resources
	After the Event - Recovery Phase	Person Responsible Time Elapsed (hours/days)	Supporting Documents/Resources

STEP 6: COMMUNICATE YOUR PLAN

- *Share the plan* -Staff, suppliers, customers, stakeholders, and media
- *Internal communication* - Provide information, quarantine, counseling. Review IT, teleconference
- *External communication*-Share lesson learned

Template: Communicate your plan

Objectives	Target Group	Key Messages	Communication tool	Notes
Outline the objectives you need to achieve	Identify who needs to receive the information (e.g. Employees, customers, suppliers, business partners).	Detail the information you need to provide at various stages of the event (to ensure your objective is achieved).	Identify the tools you have available to distribute information (e.g. manager's kit, fact sheets, posters in the workplace, planning meetings).	Identify when who and how the message will be communicated, Including how you can check the objective has been achieved.

STEP 7: TEST YOUR PLAN

- Arrange, review, amend
- Periodically review

BUSINESS CONTINUITY PLANNING CHECKLIST

Template: Business Continuity Planning Checklist

Key Questions	Yes	No
Do you know what the most critical products and services of your organization are? If yes, have they been documented?		
Do you know what impact a pandemic might have on your company and business? If yes, have these impacts been documented?		
Do you know who the key people are in your company and their roles? If yes, have they been documented?		
Do you know what key skills are required to continue the delivery of your key products/services? If yes, have they been documented?		
Do you know how long you can continue to operate with limited staff and limited resources? If yes, has this been documented?		
Do you know what specialist information technology and/or equipment are required for your critical operations? If yes, has this been listed?		
Do you know which supplier is necessary for you to continue to operate? If yes, are there alternative options available? Have you seen their plans to ensure they will still be able to provide products/services to you?		
Do your employees know what to do in a pandemic?		

8. TO CONTINUE BUSINESS DURING A PANDEMIC …

1. **Prepare the workplace**

   - Promote prevention and preparedness measures and apply them
   - Share the lessons learned with your business partners

2. **Develop a Business Continuity Plan**

   - Involve employees, union representatives and other stakeholders in the process
   - Communicate the plan
   - BCP (Business Continuity Plan) need to be integrated and disseminated.

NB: Where there is a Union involving the Union representatives is highly recommended in any step of the planning process.

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Contact us or follow us for more practical guides, tips, and information.

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