



WORKING TOGETHER

A PRIVATE SECTOR/ CIVIL SOCIETY/
GOVERNMENT INITIATIVE

BUSINESS CONTINUITY PLAN

1.1 Objective

This document provides protocols to be followed by your business due to the COVID-19 pandemic, with the aim of (1) protecting the wellbeing of your employees, and (2) protecting your business against the impact of such an event and (3) assisting public health in controlling the spread of the disease (as individuals and as a company).

It is intended to compliment the work already carried out in the country and provides specific actions for your management team.

Planning and Coordination		
Action	Responsibility	Timeline
1. Release staff communication flyers supporting good hygiene measures.		
2. If required on a situational basis, provide general communication to staff advising of potential threat and management actions.		
3. Issue protective equipment*, e.g. face masks, antiseptic wipes, if being used.		
4. Discontinue use of cloth towels in toilets and canteen. Encourage use of paper towels.		
5. Make the necessary provision for the disposal of paper towels with CLOSED bins and inform the personnel on how to dispose the bin with no risk of infection.		
6. Encourage staff to open doors with elbows avoiding using hands. Or if possible, keep doors open (where applicable).		
7. Where facilities are accessible via fingerprint, if not compromising the security of the facility, de-activate or place a sanitizer at the point of entrance and request all personnel to sanitize their hand prior and after using the fingerprint system.		
8. Instruct cleaning personnel to emphasize on cleaning door handles and stairs hand railing, phones, and any other surfaces which are not usually cleaned often.		
9. Issue instructions to employees who are unwell to not enter the premises and to self-isolate at home till further notice by the Department of Health.		
10. Create local "separation" policy e.g. 4-feet between employees, no meetings - use video conferencing if necessary.		
11. Consider a location where staff displaying symptoms can rest whilst awaiting departure to clinic or home i.e. provision of an isolation room.		
12. In businesses where transportation is organized by employer, consider cancellation to avoid employee being too close to each other. In case this is not feasible, ensure a proper disinfection of all surface's after each trip, and inform the personnel to keep distance (1 person per seat).		

13. Conduct awareness program to the cleaning team and all staff with regards to the important steps to be followed to avoid contaminations from suspected infected surfaces.		
14. Ensure sanitization of the isolation room after being used by a potential positive case of infection.		
15. Provide medical contact numbers and basic health advice for staff. Seychelles Hospital: 4388000 Hotline: 141		
16. Plan social distancing arrangements – recommend when staff should be asked to work from home.		
17. Define the indicators that would necessitate the temporary ‘closure’ of the office.		
18. Gather list of staff that will need to work from home in a pandemic situation and verify that they have equipment and training.	IT	
19. Set up WhatsApp group in the event staff have to work from home (for Communication purposes).	IT	
20. Verify that remote access users will be able to connect if all remote users access the system at the same time.	IT	
21. Identify potential risks in IT services.	IT	
22. Ensure that business partners (C&W, Kokonet ??) have pandemic plans in place.	IT	
23. Review local employment laws and regulations concerning provisions that may need to be catered for with respect to human capital (safe working environment, pregnant women, compensation etc.)	HR	
24. Decisions agreed re anti-viral policy regarding both treatment and prophylaxis regimes.		
25. Plan alternative meeting arrangements and start to use early to build into business unit behaviour and way of working. Make use of telecoms, video conferencing.		
26. Ensure data protection and data backup processes are operating effectively and identify whether further processes are necessary to enhance or improve the access to or management of data in the event of a crisis.	IT	
27. Ensure all home workers have necessary technical equipment and training to support home working.	IT	
28. Plan visitor management process to limit visitors during a crisis and ensure critical visitors are aware of ACM crisis management standards and requirements.		
29. Issue communications to staff highlighting that overall risk level remains very low although prudent precautionary measures can be followed: <ul style="list-style-type: none"> • Staff returning home after travelling to or through an affected country to conduct home temperature checks as precautionary measure • Advise staff of personal responsibilities including acquiring inventory of personal products that may assist with managing the circulating virus • Reinforce the importance of following good hygiene practices • Emphasise importance of staff reporting the countries they have visited when travelling abroad during leave periods 		
30. Commence active use of alternative meeting and working arrangements - telecoms; video conferencing.		

31. Communicate with all customers to inform them of the situation and any potential impacts.		
32. Ensure no visitors are coming to the office unless they have prior approval and carry out all remaining meetings remotely		
33. Where appropriate, consider the following when planning office closure: <ul style="list-style-type: none"> • Plan the disconnection of non-essential electrical equipment in the premises as applicable • Non-essential air conditioning systems to be set to minimal delivery • In anticipation of closure check all intruder systems and the like are fully operational • Prior to closure, risks assess all areas and ensure storage and lockdown of all critical areas, equipment and information. Ensure staff are informed to clear desks and lock away laptops etc. 		
34. Agree restart date based on available Pandemic data.		