

Proper attention and sound decision-making in these 10 areas mitigates health risk, and helps to maintain business continuity. The following is not intended to be a comprehensive guide, but rather a list of priorities to consider and question.

1. CONTINUITY

- Identify a continuity manager/taskforce with clear roles, responsibilities and authority
- Update contact information for personnel, clients, vendors and business partners
- Review and refresh continuity and succession plans
- Consider regional disruptions. Can functions or resources be temporarily outsourced/duplicated?
- Consider splitting functions into two teams, working alternate schedules in different spaces
- Create a plan for restoring “business as usual”

2. BUSINESS AND FINANCE

- Review insurance policies, vendor contracts
- Review liquidity
- Prepare for a currency or business devaluation

3. PERSONNEL

- **Policies:** paid leave/leave of absence, communicable diseases, travel, self-quarantine
- **Remote work:** which personnel can work remotely? Which functions will be impacted? Can remote workers be cross-trained to cover key functions?
- **Identify special cases:** vulnerable employees, single points of operational failure

4. COMMUNICATIONS

- Mitigate fear, distraction and disengagement. Address head-on with calm, appropriate and transparent messaging from leadership
- Engage an Employee Assistance Program
- Create a channel for employees to ask questions and report updates, and a phone number that can be called by non-employees
- Create a central, accessible and secure repository for updates and policies
- Prepare scenario-specific, culturally and linguistically relevant communications

5. TRAINING

- **Publish guides:** hygiene, safety precautions, protective equipment and social distancing
- **Technology training:** remote tools, data security, best practices, prohibited practices

6. SAFETY PRECAUTIONS

- Seek medical consultation, establish emergency response providers and medical facilities
- **Provide supplies:** wipes, sanitizer, masks, disposable thermometers
- Guide custodial teams to disinfect common areas frequently
- **Sick surveillance procedure:** train managers to identify, isolate and relocate unwell employees to medical facilities
- **Contact-tracing plan:** unwell employees’ team, close contacts (per CDC), meeting history

7. TECHNOLOGY

- Ensure adequate equipment and licenses
- Anticipate disruptions to data centers

8. MEETINGS, TRAVEL AND VISITORS

- Limit non-essential travel and meetings
- Require travel disclosure through a single point of contact
- Communicate and enforce self-quarantine policies
- **Share protocol with visitors. Consider visitor questionnaire:** contact information, recent travel history, host's name and self-declaration of no flu-like symptoms

9. SUPPLY CHAINS AND SERVICE PROVIDERS

- Identify alternative providers to prepare for shortages, inventory build-up, regional disruption and quarantined vendors
- Communicate policies with vendors and service providers who access your facilities

10. COMPLIANCE

- Understand national and local governmental policies. Consider assistance needed from national or local governments and identify contacts.
- Review labor laws that determine your obligations to personnel
- Follow quarantine recommendations from the CDC and WHO, and reporting requirements from local governments

CONTACT

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