



BUSINESS CONTINUITY CONSIDERATIONS

The 2019 novel coronavirus, or COVID-19, outbreak is an evolving situation and it is important for Hoosier businesses and government agencies to think proactively should the situation become more severe. Indiana workforces need to consider what preventative measures, policies and/or procedures they may need to operate in a pandemic environment. The following are 10 quick reference guidelines to evaluate a business' level of preparedness and ability to manage the situation if needed:

PREVENTATIVE MEASURES

Establish policies and procedures which promote good health habits, such as proper hand washing, daily sanitation of workstations, staying home when sick, avoiding close contact with individuals and covering mouths when sneezing and coughing. Distributing the policies to staff will help prevent the spread of the virus between employees and customers.

IDENTIFY PROFESSIONAL RELATIONSHIPS

Identify suppliers, shippers, resources and other businesses that depend on daily interaction for essential services. Develop professional relationships with more than one company to use in case the primary contractor cannot service the business' needs. A disaster that shuts down a key supplier can be devastating to businesses and those who rely on their services.

CRITICAL BUSINESS PROCESSES AND COMMUNICATION

Carefully examine how the company functions, both internally and externally, to determine which staff, materials, procedures and equipment are necessary to keep the business operating. Review and update the company's internal and external means of communication, including staff call down lists, email distribution lists, client/customer contacts, pagers, etc.

SUCCESSION OF MANAGEMENT

Identify the company's line of succession for key leadership, recommended to be a minimum depth of three employees. These identified successors should possess the capabilities to perform leadership responsibilities and have decision making authority for the organization. Consider cross-training personnel to perform essential functions so business operations can continue with absent key members. Include at least one person who is not at the company's headquarters, if applicable.

SOCIAL DISTANCING

Businesses need to consider what activities can be implemented to limit social contact, such as limiting face-to-face meetings and utilizing web or teleconference meetings instead. Also, consider

the company's capabilities as they relate to telecommuting and the equipment needed in order to sustain operations.

PLAN FOR PAYROLL CONTINUITY

Include emergency payroll, expedited financial decision-making and accounting systems to track and document costs.

FAMILY AND HOME PLANNING

Encourage the staff to adopt practices and habits to prevent the spread of infections at home such as prohibiting visitors who do not need to be in the home, a proper hand washing routine, keeping all high-touch surfaces sanitized and contacting the family's healthcare provider if any symptoms develop. Staff should also have a plan for the situation of a family member becoming ill.

STAFFING

Plan for potential absenteeism and consider staff restrictions due to employees/family members being sick or thought to be sick. Encourage employees who are sick or have sick household members to stay home. Sick leave and telework policies should be flexible and follow the guidelines of public health officials. Consider staffing assignments based on operations critical to business survival and recovery.

RESOURCE AVAILABILITY

Access to supplies may be restricted. Identify the critical resources needed to accomplish critical/essential functions and plan for shortages. More information on preparedness kits is available at [GetPrepared.in.gov](https://www.getprepared.in.gov).

TRAVEL RESTRICTIONS

Consider and plan for possible travel restrictions to conferences/meetings or distribution services.

ADDITIONAL RESOURCES, INFORMATION, GUIDANCE AND HEALTH UPDATES

[2019 Novel Coronavirus \(Indiana State Department of Health\)](https://www.in.gov/isdh/28470.htm)

<https://www.in.gov/isdh/28470.htm>

[Coronavirus Disease 2019 \(Centers for Disease Control and Prevention\)](https://www.cdc.gov/coronavirus/2019-ncov/index.html)

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

[Interim Guidance for Businesses and Employers \(Centers for Disease Control and Prevention\)](https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/guidance-business-response.html)

<https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/guidance-business-response.html>

[Continuity of Operations/Government Resources \(Indiana Department of Homeland Security\)](https://www.in.gov/dhs/4270.htm)

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