

Coronavirus Resource Guide

BEST PRACTICES

Establish a Cross-Functional Team to Manage Preparation and Response

When faced with an event that has potential to significantly impact your business and its people, forming a team to manage your assessment, preparation and response is an important best practice. The earlier this team is in place, the better organized your response will be to limit impact on the business and your people.

Who is on the Preparation/Response Team?

This team will be tasked with preparation, communication and incident response. Typical members include representatives from human resources, communications, environmental health and safety, and a lead from each business unit.

Why Do We Need a Team – What Kind of Things Will They Consider?

While the health and safety of employees is often, rightfully, top of mind, there are many additional considerations to make. This team is tasked with going through every “what-if” scenario so you are prepared to respond quickly and confidently. For example:

- What if schools are closed in your community? Will you provide childcare? Are all your employees equipped to do their job remotely?
- What is your business continuity plan for every business unit and have you tested it? Can your business continue to operate efficiently if all your employees had to work remotely?
- What are guidelines for assessing the threat level to your business? What steps will you take as the threat increases? This team will prepare and have response plans in place should the threat level increase.
- How does this impact your supply chain? While your community may not be impacted, have you mapped your supply chain to determine sourcing of ingredients, parts or equipment to assess potential risk and how that will impact productivity of the business?
- Do you need to implement travel restrictions and who is monitoring the changing state of play there?
- What FAQs do your employees need to be equipped to answer? For example, if you make a product in China, are your employees able to confidently answer when a customer asks if it has been exposed and if they are in danger of getting sick upon receipt of the product?
- What is your response when employees ask if your major corporate meeting is still on for May? What if they ask about limiting domestic travel?
- Are you legally allowed to take an employee’s temperature?

There are a multitude of very detailed checklists offering specific steps your response team can take once it is assembled. For those and more, visit ncchamber.com/coronavirus-resource-guide.