



Guide on Business Continuity Planning for 2019 novel coronavirus

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Foreword

This document is a guide on business continuity planning for businesses and enterprises, especially for the small and medium sized enterprises in the Philippines, to help them deal with the 2019 novel coronavirus (2019-nCoV) outbreak in China. It is guided by the International Organization for Standardization (ISO) – Requirements (SS ISO 22301; ISO 27031), and relevant advisories issued by DOH and other government agencies.

Please note that this guide is non-exhaustive and does not cover all situations and businesses. This guide should be read in conjunction with the latest relevant advisories issued by the DOH and other government agencies. Where applicable, users of this guide are advised to seek business continuity planning professionals' help on specific information relevant to their circumstances.

Due to the evolving situation of the novel coronavirus (nCoV), FastJobs Philippines reserves the right to make changes to this guide without notice to reflect new developments. Users are encouraged to access the latest version of this guide by contacting customercare@fastjobs.ph.

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Introduction

1. The objective of this guide is to help business owners and leaders in their business continuity planning in response to the novel coronavirus (nCoV). It covers the following key business operational risks.
 - a. Human Resource Management
 - b. Processes and Business Functions
 - c. Supplier and Customer Management
 - d. Communications, both internal and external

This will help companies with the following:

- a. Minimize health risk to employees
- b. Minimize the risk of premises becoming a node of transmission
- c. Ensure plans are in place should employees be on leave of absence, quarantined, or infected
- d. Ensure alternative arrangements with suppliers and customers so that business operations can continue

What is the novel coronavirus (nCoV)?

2. The novel coronavirus (nCoV) belongs to a family of viruses known as the Coronaviruses, which can cause illnesses ranging from the common cold to more severe diseases, such as the Severe Acute Respiratory Syndrome (SARS) and Middle East Respiratory Syndrome (MERS).¹ The novel coronavirus (nCoV) infections started in China but confirmed infections have also been reported in the Philippines and other parts of the world.
3. The symptoms of the novel coronavirus (nCoV) are similar to that of regular pneumonia. Typical symptoms include fever, runny nose, sore throat, cough and shortness of breath.

Business Continuity Plans (BCP)

4. Businesses are encouraged to plan and implement business continuity plans to minimize disruption to their operations and ensure that business remains viable during the virus outbreak. Businesses can take the following steps to ensure adequate preparation for business continuity.

¹ Source: World Health Organization

Human resource management

- a. A Business Continuity Manager should be appointed to ensure that employees are familiar with the business continuity plans and comply with them during this period. The roles and responsibilities of the Business Continuity Manager are given in **Annex 1**.
- b. Develop a plan for the continuity of leadership in the event of absence of key decision makers and executives.
- c. Consider flexible work arrangements for the high-risk employees, as well as employees who need to stay at home due to other reasons relating to the novel coronavirus (nCoV)
 - i. e.g. to take care of family members who have travelled to known affected countries and/or regions.
- d. Review employee management policies such as leave of absence, absenteeism, sick leave, overseas travel, workplace closure and recalling of non-critical employees and their families from affected countries.
- e. Adhere to all travel and health advisories issued by the DOH and other government agencies. For example, Filipinos who have a history of travelling in affected countries/areas are to adhere to a 14-day quarantine. Refer to DOH and government agencies' websites and social accounts (www.doh.gov.ph/2019-nCov & www.facebook.com/OfficialDOHgov/) for the latest updates so that an informed decision can be made on how businesses will proceed with travel plans.
 - If business travel to known affected countries or areas is unavoidable and alternative options such as teleconferencing and videoconferencing are not possible, employers should arrange for their employees to consult a doctor for travel health advice prior to travel
 - For employees whose work is performed in known affected countries or areas, employers should ensure that employees are adequately protected or monitored in accordance to DOH's guidelines
 - Obtain a health and travel declaration from employees who have recently travelled to China or other affected countries / areas, or those who have any upcoming plans to travel to China or affected countries during the outbreak.
 - Comply with all quarantine orders issued by DOH and other government agencies. These include measures prescribed during the quarantine period. Employees placed under quarantine must not leave their designated location for any reason. Refer to DOH and other government agencies' websites for more details.
 - Adhere to all leave of absence advisories issued by the DOH and other government agencies.
 - During the 14-day LOA (home quarantine), employers must ensure that employees stay away from the workplace, but employers may adopt flexible work arrangements, such as telecommuting and teleconferencing, to allow employees to

- work from home. Please see special arrangements for employees in education, healthcare sectors in the relevant advisories by DOH and other government agencies
- If telecommuting or remote working is not possible, employers may refer to DOH's advisory at www.doh.gov.ph/2019-nCov to better support employees' needs
- f. Include provision of accommodation in the Philippines for foreign workers during the virus outbreak. Refer to DOH and other government agencies' websites for more details
- g. Check the DOH and other government agencies' websites (www.doh.gov.ph/2019-nCov) for the latest advisories and requirements on travel, health, quarantine and LOA and accommodation of foreign workers, as the situation evolves.
- h. Implement public health response measures, e.g. contact tracing and social distancing, as advised by the DOH
- i. Review health insurance policies for workers

Process and business functions

- a. Identify critical business functions (prioritized activities) and essential employees. Businesses should consider the following:
- Set up alternate teams of employees (e.g. Team A & Team B) who can be deployed at different work schedules (e.g. Team A working in the office at alternate weeks, while Team B telecommutes). The teams should be physically segregated to avoid the risk of infection between teams
 - Cross-train employees and establish covering arrangements to minimize disruptions
- b. Educate employees on infection control and good personal hygiene (see **Annex 2**).
- c. Develop plans related to visitor and employee screening and follow-up actions (see **Annex 3** on recommended procedures for screening visitors & employees).
- d. Develop a robust employee sickness surveillance process to identify and manage unwell employees
- e. Ensure adequate supply of appropriate Personal Protection Equipment (PPE) and medical equipment (e.g. thermometers, disposable gloves, surgical masks, N-95 masks and disinfectants) and undertake training to familiarize employees on their usage
- f. Clean and disinfect companies' premises exposed to suspected or confirmed case(s) of the novel coronavirus (nCoV). Owners or operators can refer to the interim guidelines for environmental cleaning and disinfection advised by the DOH.

Supplier and customer management

- a. Identify essential suppliers and service providers and discuss and prepare business continuity measures. These include understanding the BCP of the suppliers and service providers
- b. Identify essential customers and ensure that plans are in place to meet customer needs
- c. Develop a plan on how and when to activate:
 - Alternative suppliers
 - Alternative delivery means to customers

Communications

- a. Begin by identifying a communications coordinator who will disseminate your communications plan in line with your business needs and business continuity plans
- b. Ensure that employees have a clear understanding of their roles and responsibilities before the virus outbreak occurs. For example, employees should be informed of the BCP measures that will impact them and be kept updated on the policies and progress on the measures to be implemented by the company in the event of a virus outbreak. Consider setting up a communication channel for employees to report their status and to make enquiries
- c. Identify the relevant stakeholders such as suppliers, service providers and customers, and key messages for each stakeholder group; and begin a dialogue with them on potential contingency measures during a virus outbreak

CODE ALERT SYSTEM

- a. DOH has developed a color-coded alert framework that shows the nature of disease, impact on daily life and advice to public at different alert levels (see **Annex 5**). The current code alert level is found at www.doh.gov.ph/2019-nCov.

The code alert levels should be used as a guide as to when businesses will activate their business continuity measures and adopt infection control measures at their workplaces. As there may be a gradation of responses with each code alert level phase and response measures may change during a virus outbreak, businesses should build in buffer capacity and flexibility, where possible, in their existing BCP, so that measures can be ramped up or down, in-line with the advisories issued by DOH and other government agencies. Recommended measures for businesses at various alert levels are given in **Annex 5**.

- b. As the virus outbreak subsides, companies should also develop procedures to restore and return to business as usual

Health and Government Advisories

- a. Businesses should refer to the latest health advisories issued by the DOH and other government agencies as the situation evolves. Businesses should implement appropriate measures in accordance with the latest advisories published by DOH, and other government agencies.

Community Quarantine

President Rodrigo Duterte announced on March 12, 2020 that Metro Manila is to be under a community wide quarantine which will call for more stringent social distancing measures to further combat the threat of COVID-19. The Inter-Agency Task Force (IATF) will also be deployed to further ensure strict implementation.

At this time, there will be suspension of classes until **April 12, 2020**. However, students are expected to fulfill educational requirements during this period. Furthermore, LGUs outside of NCR will have the discretion of suspending classes in their respective localities.

A Community Quarantine will also entail the prohibition of mass gatherings (regardless if planned or spontaneous). Travel restrictions will also be imposed wherein entry to and from Metro Manila will be restricted unless they can provide identification that he/she works within Metro Manila. A curfew between **8:00PM – 5:00AM** will be imposed with the exception of health workers, BPO employees, and those providing essential services (food establishments, convenience stores, pharmacies, etc).

LGUs are also advised to abide by its guidelines in establishing localized community quarantine.

- **Barangay-wide quarantine** is advised when there are at least two positive COVID-19 cases belonging to different household in the same barangay.
- **Municipal/City-wide quarantine** shall be imposed when there are at least two positive COVID-19 cases belonging to different barangays in the same municipality.
- **Province-wide quarantine** is advised when at least two positive COVID-19 cases belonging to different municipalities, component cities or independent component cities in the same province.

During this time, businesses are encouraged to arrange for a flexible work arrangement as well as the formation of a skeletal workforce for more essential businesses.

Enhanced Community Quarantine

As per the Memorandum from the Executive Secretary dated March 16, 2020, an enhanced community quarantine has been implemented all over Luzon due to the influx in the number of confirmed COVID-19 cases throughout the country. Following are the guidelines which are to be followed:

- Classes and all school activities in all levels are suspended until April 14, 2020 and will resume April 15, 2020.
- Mass gatherings are prohibited
- Strict home quarantine shall be observed in all households; movement shall be limited to accessing basic necessities (provision for food, essential health services shall be regulated); heightened presence of uniformed personnel will be observed to enforce quarantine procedures.
- Work from home arrangement shall be implemented except for the following who are allowed to adapt strict skeletal workforce to support operations:
 - Private establishments providing basic necessities and such activities related to food and medicine production (i.e. public markets, supermarkets, groceries, convenience stores, hospitals, medical clinics,

pharmacies and drug stores, food preparation and delivery services, water-refilling stations, manufacturing and processing plants of basic food products and medicines, banks, money transfer services, power, energy, water and telecommunications supplies and facilities.

- BPOs and export-oriented industries
- Media personnel with identification cards
- Mass public transport facilities shall be suspended
- Land, air and sea travel shall be restricted

Annex 1

Roles and responsibilities of the Business Continuity Manager

1. Actively monitor development of the virus outbreak and work with management to disseminate messages to employees with clear instructions when measures need to be activated
2. Educate employees on the latest available information on the virus. Brief them on the need for infection control measures and the preventive procedures that have been set in place. Educate employees on the different types of thermometers, such as oral and ear thermometer, and the proper way of using them
3. Collate updated contact information of all employees, i.e. home address/home telephone number/ mobile phone number. Make sure all employees have contact numbers of Business Continuity Manager/Assistant Business Continuity Manager*. Employees are to contact the Business Continuity Manager if they are admitted to hospital with suspected infections for contact tracing purposes
4. Ensure that the company has appointed at least one designated Point of Contact (POC) (may be the Business Continuity Manager), who will be responsible for liaising with DOH during activation of contact tracing processes at the workplace
5. Check the following websites (www.doh.gov.ph/2019-nCov) daily for updated advisories (e.g. travel advisories) and update employees accordingly
6. Ensure that employees who have travelled to affected areas are quarantined for a sufficient number of days, as advised by the DOH. Check on employees' health by phone or email during his/her absence from work
7. Appoint employee to keep quarantined employees informed of events in office
8. Ensure that the workplace has adequate supplies of tissue paper/hand towels, disinfectants and masks
9. Brief employees on personal hygiene measures (refer to **Annex 2**)
10. Put up notices in washrooms on proper hand washing techniques
11. Ensure common areas e.g. pantries, washrooms, meeting rooms are disinfected daily. Liaise with cleaning employees/contractors on this
12. Designate a room/area in the office with nearby toilet facilities as the isolation room/area for the employee(s) with fever to use. Identify the isolation route (a route that is not

commonly used by employees/visitors) that leads to an area where the employees with fever can be brought to the clinic/hospital

13. Identify hospital/clinics that employees with fever can be brought to
14. Where advised by DOH, carry out symptom or temperature monitoring of employees. If temperature monitoring is instituted, ensure employees measure their temperature twice daily (see **Annex 3G: Temperature Monitoring Log**). Once an employee is identified to have fever (38°C and above), follow instructions in **Annex 3B: Procedures upon Detection of Unwell Employee**.

*Note: Depending on the employee strength of your company and the size of your company's premises, an assistant Business Continuity Manager should be appointed as a backup to cover the duties of the Business Continuity Manager. If applicable, a Response Team should be set up to support the execution of incident response measures

Annex 2A

Good personal hygiene

1. Always adopt the following precautions:
 - a. Avoid contact with live animals including poultry and birds, and consumption of raw and undercooked meats.
 - b. Avoid crowded places and close contact with people who are unwell or showing symptoms of illness.
 - c. Observe good personal hygiene.
 - d. Practice frequent hand washing with soap (e.g. before handling food or eating, after going to the toilet, or when hands are dirtied by respiratory secretions after coughing or sneezing)
 - e. Wear a mask if you have respiratory symptoms such as a cough or runny nose.
 - f. Cover your mouth with a tissue paper when coughing or sneezing, and dispose the soiled tissue paper in the rubbish bin immediately; and
 - g. Seek medical attention promptly if you are feeling unwell
 - h. Wash hands
 - Regularly and thoroughly with soap and water
 - After going to the toilet
 - Before and after eating
 - After coughing and sneezing
 - After removing personal protective equipment (i.e. masks and disposable gloves)
 - i. Maintain good indoor ventilation
 - j. Avoid sharing food, cutlery, crockery, utensils and other personal hygiene items
 - k. Avoid physical contact such as shaking hands and avoid touching your face or rubbing your eyes
2. Maintain good personal hygiene, including proper hand washing with soap and water, or the use of alcohol-based hand rubs
3. Proper hand washing requires soap and water. The constant rubbing action helps soap break down the grease and dirt that carry most germs. Washing your hands for at least 15 to 30 seconds with soap and water does not only make your hands smell fresh but also reduces germ count by up to 99%

4. Follow these 8 simple steps to keep your hands clean:



Image by: *GMA Network*

Source: *Department of Health*

Annex 2B

How to wear a surgical mask

HOW TO WEAR A MASK?



It should **COVER YOUR MOUTH, NOSE AND CHIN**, with the coloured side facing outwards.



PINCH THE METAL EDGE OF THE MASK so that it presses gently on your nose bridge.



Remove a used mask by **HOLDING ONLY THE EAR LOOPS**.



DO NOT WEAR A MASK IF YOU ARE WELL

There are sufficient masks in the warehouses and government stockpiles, if they are used responsibly.

WEAR A MASK ONLY IF



- You have a **FEVER, COUGH OR RUNNY NOSE**
- You are **RECOVERING FROM ILLNESS**

Note:

- To be effective, change your mask regularly or if soiled or wet
- Wash your hands with soap and water after disposing the soiled mask properly into a bin

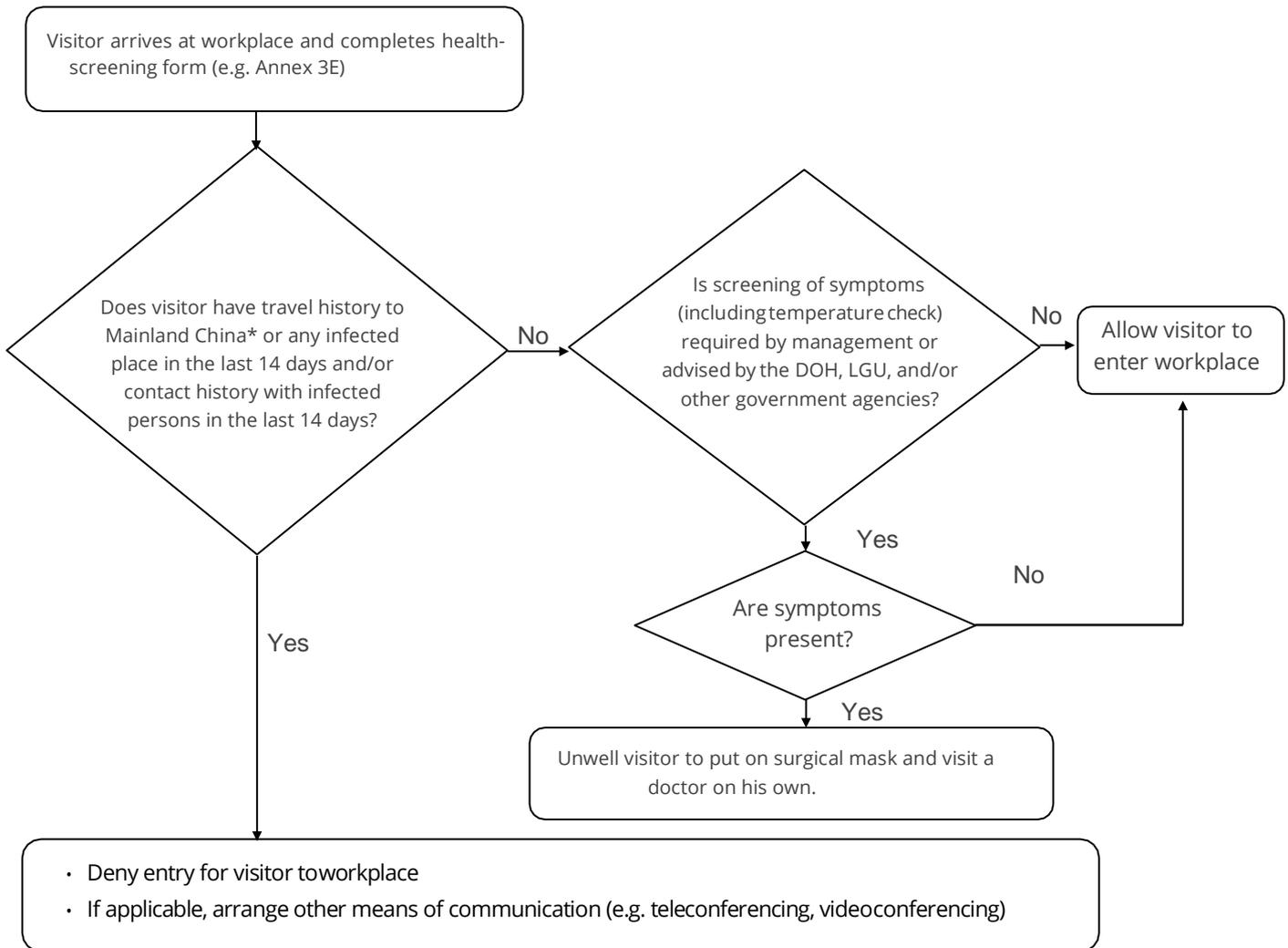
Source: Ministry of Health (SG)

Annex 3A

Screening procedures of visitors and employees

SOP #1: Example of a workflow for visitor screening at the workplace

Businesses should establish a procedure to manage the flow of visitors in their premises

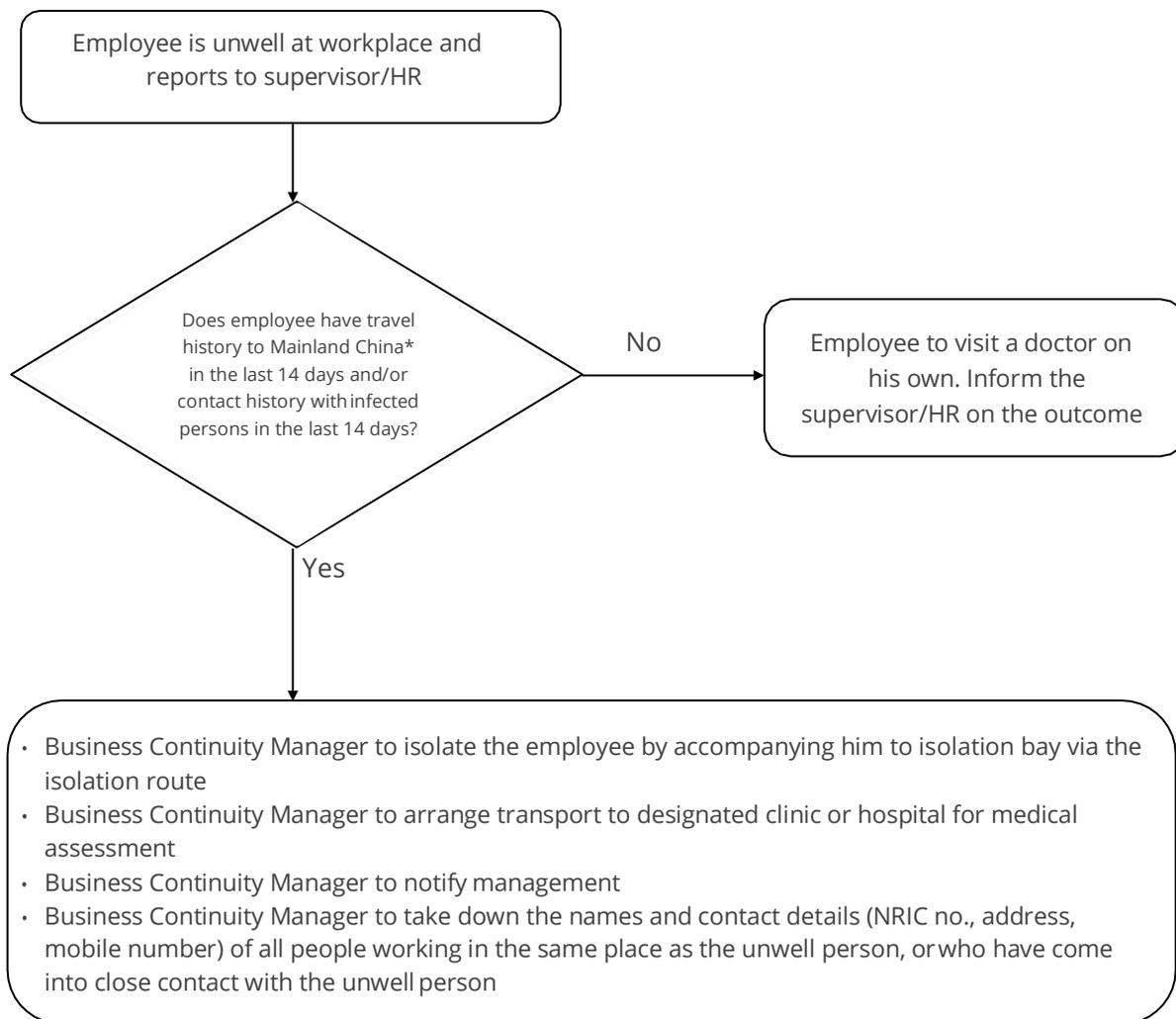


Additional Note:

- *Please refer to affected countries and areas as advised by DOH
- Additional procedures and measures may be required if advised by DOH and other government agencies
- PPE (e.g. masks and gloves) to be made available at the counter for employees and visitor

Annex 3B

SOP #2: Example of a workflow for managing an unwell employee at workplace

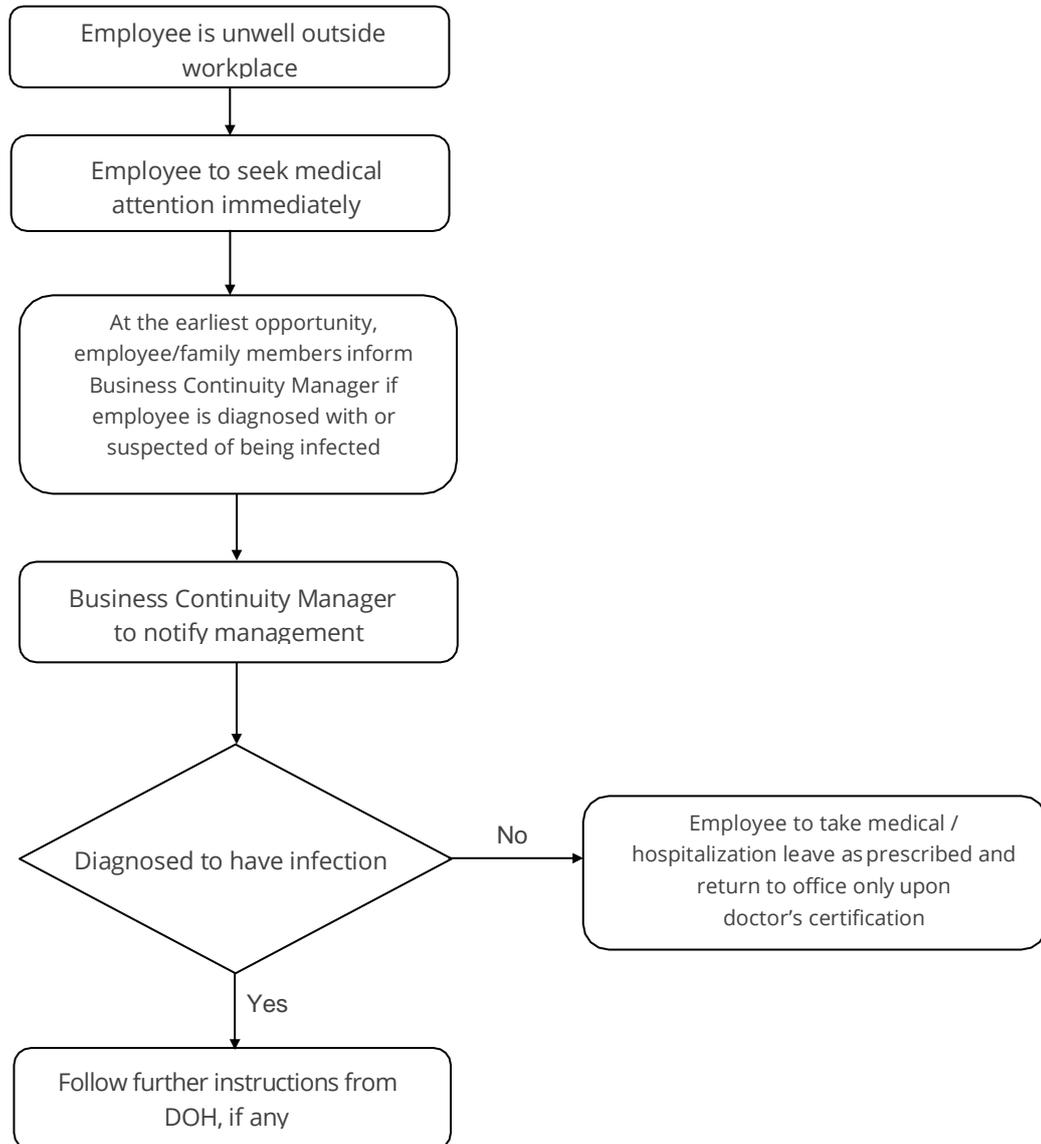


Additional Note:

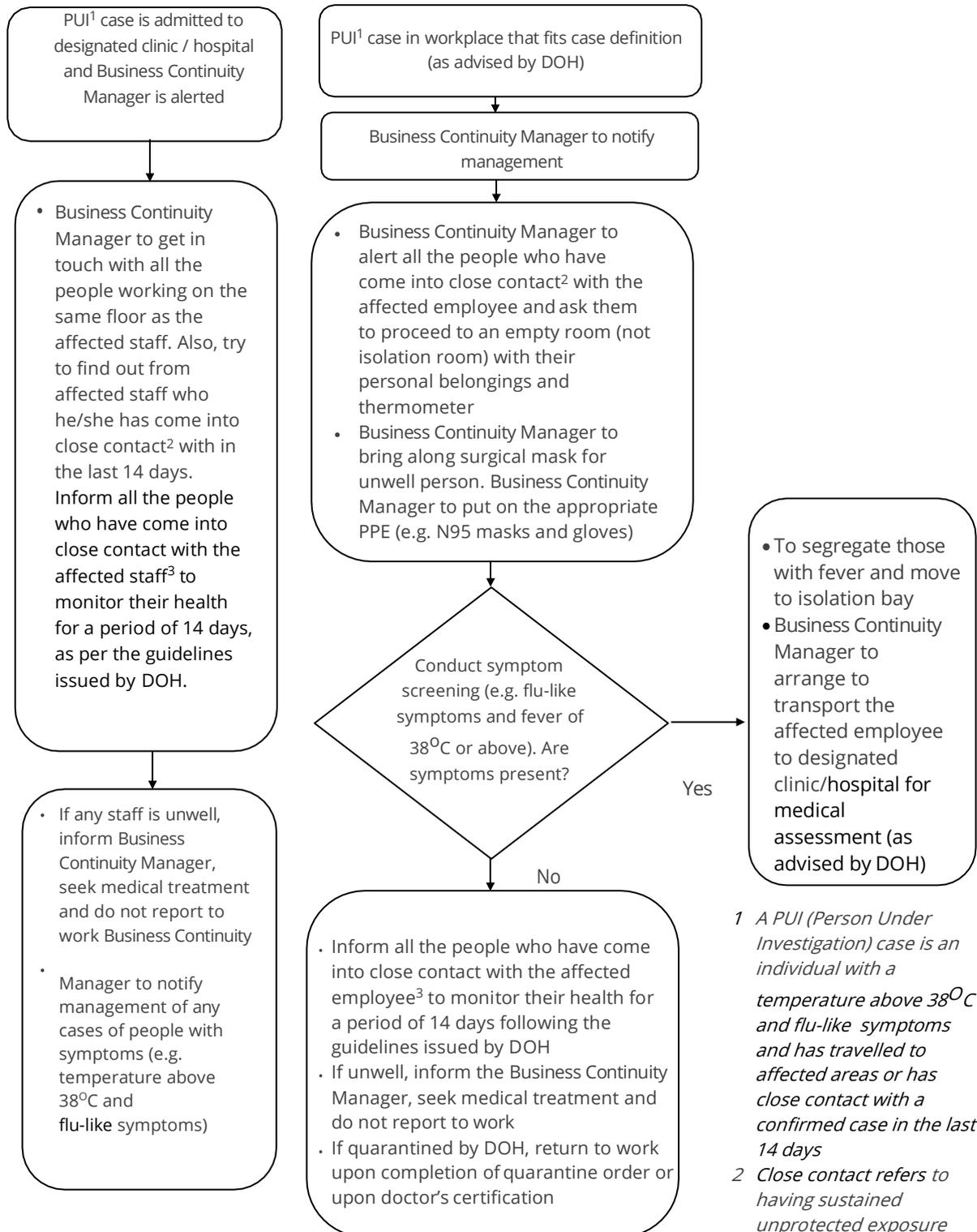
- *Please refer to affected countries and areas as advised by DOH
- Additional procedures and measures may be required if advised by DOH and other government agencies
- PPE (e.g. masks and gloves) to be made available at the counter for employees and visitor

Annex 3C

SOP #3: Example of a workflow for managing employee unwell outside workplace



SOP #4: Example of a workflow for contact tracing



1 A PUI (Person Under Investigation) case is an individual with a temperature above 38°C and flu-like symptoms and has travelled to affected areas or has close contact with a confirmed case in the last 14 days

2 Close contact refers to having sustained unprotected exposure within 2 metres of a confirmed case over a period of 30 minutes or more

3 As a precaution, staff may be advised to work from home or remotely

Example of Health Screening Form for Visitors

Dear Sir / Madam

To prevent the spread of novel coronavirus (nCoV) in our community and reduce the risk of exposure to our staff and visitors, we are conducting a simple screening questionnaire. Your participation is important to help us take precautionary measures to protect you and everyone in this building. Thank you for your time.

Visitor's name:	Personal contact number (Mobile number/Home):
ID / Passport no*:	Nationality:
Organization of visitor (If applicable):	
Meeting venue / level / department to visit:	Name of host:
Temperature reading of visitor:	Recorded by staff (name):

Self Declaration by visitor	
1	<input type="checkbox"/> No symptom If you have the following symptom(s), please tick the relevant boxes. <input type="checkbox"/> Fever <input type="checkbox"/> Sore throat <input type="checkbox"/> Dry Cough <input type="checkbox"/> Runny Nose <input type="checkbox"/> Body Aches <input type="checkbox"/> Tiredness <input type="checkbox"/> Headaches <input type="checkbox"/> Shortness of Breath <input type="checkbox"/> Others: _____
2	Have you been in contact with a confirmed novel coronavirus (nCoV) patient in the past 14 days? <input type="checkbox"/> Yes <input type="checkbox"/> No
3	Have you been to Mainland China and/or affected countries/areas in the past 14 days? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please indicate the affected country(s) or area(s): _____

Signature (visitor): _____

Date: _____

**Note: Information captured is used for contact tracing if required*

Example of Notification Form for Employees

Suspected infection case at work

Details of affected employee

Name:	Department/worksite:	Location of isolation:
Job title:	Nationality:	NRIC / Passport no*:
Address:		
Contact number: _____ (W) _____ (H) _____ (M)		
Symptoms: <input type="checkbox"/> Fever <input type="checkbox"/> Body aches <input type="checkbox"/> Shortness of breath <input type="checkbox"/> Sore throat <input type="checkbox"/> Tiredness <input type="checkbox"/> Dry cough <input type="checkbox"/> Headache <input type="checkbox"/> Runny nose <input type="checkbox"/> Others: _____		
Date & time of fever onset:		
Date & time of isolation:		
Travel history over the last 14 days		
Countries visited:		
Flights taken:		

Details of recording employee

Name:	
Job title:	
Address:	
Contact no: _____ (W) _____ (H) _____ (M)	
Date & time of recording:	

**Note: Information captured is used for contact tracing if required*

Annex 4

Tips on Temperature Taking

When to take your temperature:

1. Wait for 20 to 30 minutes after smoking, eating, or drinking a hot or cold liquid
2. Wait at least 1 hour after heavy exercise or a hot bath before measuring body temperature

How to take your temperature:

3. There are different ways of temperature taking for the different types of thermometers available

Glass thermometer

4. Wash the thermometer bulb with soap and water before use
5. Shake the thermometer a few times to bring the level of liquid in the thermometer below 35°C
6. Temperatures can be taken from the armpit or mouth

Armpit reading

7. Place the thermometer bulb under your armpit. Press arm against body to hold the thermometer in place. Remove the thermometer and read the temperature after 5 minutes

Oral reading

8. Place the thermometer bulb under your tongue. Close your mouth and do not talk or bite the thermometer. Remove the thermometer and read the temperature after 3 minutes
9. Wash the bulb of the thermometer with soap and water after use

Note: Do not use a mercury thermometer for children under six in case of breakage leading to mercury poisoning.

Digital thermometer

10. Wash the area of the thermometer bulb with soap and water before use
11. Switch on the thermometer and wait until it is ready to register a reading
12. Temperatures can be taken from the armpit or mouth

Armpit reading

13. Place the thermometer bulb under your armpit. Press arm against body to hold the thermometer in place. The thermometer will beep to signal that the temperature display is ready for reading. Remove the thermometer and read the temperature.

Oral reading

14. Place the thermometer bulb under your tongue. Close your mouth and do not talk or bite the thermometer. The thermometer will beep to signal that the temperature display is ready for reading. Remove the thermometer and read the temperature
15. Wash the area of the thermometer bulb with soap and water after use

Ear (tympanic) thermometer

16. To keep the probe clean, use a disposable probe cover. Use a new cover each time you take an ear temperature
17. Switch on the thermometer
18. Pull the ear backwards and upwards to straighten the ear canal when the thermometer is ready to register a reading
19. Center the probe tip in the ear, and push gently inward towards the eardrum. Do not force it in.
20. Press the activation button and hold until a reading appears (some models may beep when it is ready for a reading)
21. Remove the thermometer and read the temperature
22. Discard cap after use (use a new cap for every temperature taking)

Non-contact infrared forehead thermometer

23. Non-contact infrared forehead thermometers are held 3 cm to 5 cm from the person and typically measure temperature on the forehead or temple
24. If the temperature reading is $>37.4^{\circ}\text{C}$, you may have fever
25. Person's head to hold still and to hold the thermometer steady for 2-3 seconds during the measurement. Movement will impact the temperature reading
26. For best results, the person should be indoors and away from direct sunlight for at least 30 minutes before taking temperature
27. Remove any hair from forehead before measuring temperature. Clean any sweat or dirt or cosmetic away from forehead to improve accuracy

Remember:

- It is important to read the manufacturer's instructions on the proper use of the thermometer
- When washing glass or digital thermometers, wash only the area in contact with the mouth/skin as the thermometer may not be waterproof
- Do not talk when taking an oral temperature or move about when taking an armpit temperature

Do you know:

- Temperatures taken at different parts of the body present different readings – those taken from the armpit are lower than readings from the mouth and ear
- For adults: if the armpit temperature is 37.0°C and above, the oral temperature is 37.3°C and above or the ear temperature is 37.7°C and above, you have a fever.
- Children (below 12 years) have a fever if the armpit temperature is over 37.2°C , the oral

temperature is over 37.5°C or the ear temperature is over 37.9°C

- The normal temperature for healthy adults and children ranges from 36.2°C to 37.2°C and the average normal temperature is taken as 37.0°C
- Children tend to have higher body temperatures due to higher metabolic rates
- Women who are ovulating may have temperatures that are 0.6°C higher due to hormonal changes in their bodies
- Adults over 65 years of age may have temperatures that are 0.3°C lower because of lower metabolic rates

Sources:

- HealthHub
<https://www.healthhub.sg/a-z/diseases-and-conditions/693/common-childhood-conditions-fever>
- Singapore Medical Association
https://www.sma.org.sg/sma_news/3603/personally_cyc_11.pdf
- MedlinePlus [a service of U.S. National Library of Medicine (NLM)]
<https://medlineplus.gov/ency/article/001982.htm>
- National Center for Biotechnology Information
<https://www.ncbi.nlm.nih.gov/books/NBK331/>

Annex 5

Code Alert System for COVID-19

The Department of Health’s Code Alert System for COVID-19 (see Table below), is a color-coded framework that shows you the current disease situation. It also demonstrates what needs to be done to prevent and reduce the impact of infections

DOH’s Code Alert System considers both disease severity and spread to predict the impact on the community. Our risk assessment for the Code Alert System includes:

- The current disease situation overseas
- How transmissible the disease is
- How likely it is to arrive in the Philippines
- What impact it may have on the local community

Color	Nature of Disease	Impact on Daily Life	Advice to Public
White	<p>Disease is mild OR Suspect or case identified outside the Philippines</p> <p>(e.g. MERS, H7N9)</p>	<p>Minimal disruption</p> <ul style="list-style-type: none"> • Coordination with DFA and embassies • Strengthening of surveillance at points of entry and quarantine, enforcement of Health Declaration Checklist • Enhanced disease surveillance to monitor cases outside the country • Preparation of laboratories and referral hospitals • Preparation of essential medicines, PPEs and equipment • Review/updating of protocols for detection, case management and referral based on previous experiences (Decision tool, interim guidelines) • Risk communication focused on individual, household and public awareness • Convening of inter-agency Technical Working Group 	<ul style="list-style-type: none"> • Be socially responsible: if you are sick, stay home • Maintain good personal hygiene • Look out for health advisories

<p>Blue</p>	<p>Alert Level 1: Identification of even 1 imported case inside the Philippines</p> <p>Alert Level 2: WHO Declaration of Public Health Emergency of International Concern (PHEIC)</p>	<p>Moderate Disruption</p> <ul style="list-style-type: none"> • Activation of inter-agency task force on Emerging Infectious Diseases (EID) • Enhanced collaboration with different agencies and stakeholders • Active monitoring of flights from affected countries and enforcement of Health Declaration Checklist • Established guidelines for COVID-19 surveillance • COVID-19 testing and subsequent development of in-house capacity • Preparation and capacitation of referral hospitals • Triage and isolation and management in health facilities • Intensification of standard infection prevention and control in health facilities • Inventory, procurement, prepositioning and augmentation of PPEs, supplies and equipment • Non-pharmaceutical interventions (Personal hygiene, travel restriction, home quarantine, isolation of cases, social distancing) • Intensified risk communication and community engagement campaign focused on individual, household and public awareness 	<ul style="list-style-type: none"> • Be socially responsible: if you are sick, stay home • Maintain good personal hygiene • Look out for health advisories • Practice social distancing • Comply with control measures
<p>Red</p>	<p>At least one documented case of community transmission that may or may not be traced from imported case(s).</p> <p>OR</p> <p>Sustained human-to-human transmission.</p> <p>OR</p> <p>Cases may be traced beyond the fourth generation from index case.</p>	<p>Major Disruption</p> <ul style="list-style-type: none"> • Expansion of inter-agency membership to include other instrumentalities of the government • Selective contact tracing • Testing and management to prioritize vulnerable and high-risk groups • Monitoring of disease trends • Strict enforcement of non-pharmaceutical interventions • Implementation of 	<ul style="list-style-type: none"> • Be socially responsible; if you are sick, stay home • Maintain good personal hygiene • Look out for health advisories • Comply with control measures (i.e. community quarantine / lockdown) • Practice social distancing; avoid crowded areas

		<p>mitigation guidelines</p> <ul style="list-style-type: none">• Ensuring back-up systems to address surge capacity• Sustained level of public awareness, to minimize fear, reduce anxiety and unrest.• Sustained inter-agency, multi-level, whole-of-society coordination and response	
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Source: Department of Health

Recommended measures to be taken at various Code Alert level are given in the table below. Businesses should refer to the latest advisories issued by the DOH and other government agencies to guide them in their business continuity planning.

	Green	Blue	Red
Human Resource Management	Overseas travel		
	<ul style="list-style-type: none"> Review employee management policies on overseas travel (e.g. avoid non-critical travel to affected countries or areas and leave of absence after returning to the Philippines from affected countries or areas) 	<ul style="list-style-type: none"> Defer travel to affected countries or areas and recall of employees from affected countries or areas (if travel advisory is issued by DOH) Recalled employees should be subject to a 14-day home quarantine as advised by the DOH Adhere to advisories issued by DOH and other government agencies on affected employees after they returned to the Philippines from affected countries and areas (e.g. quarantine, leave of absence and housing) 	<ul style="list-style-type: none"> Defer travel to affected countries and areas Adhere to advisories issued Any employees coming from affected countries or areas are subject to a strict 14-day home quarantined and is not allowed to enter the company premises until cleared.
	Working arrangement of employees		
	<ul style="list-style-type: none"> Update details of employees Conduct briefing/training/ exercise to familiarize employees on the company's response plan Plan to group essential employees into two or more teams to minimize disruption to business operations Identify high-risk employees (e.g. elderly employee and pregnant women) 	<ul style="list-style-type: none"> Update employees regularly on health advisories issued by the DOH and other related agencies Conduct exercise (e.g. on-site simulation) Adhere to health advisories issued by DOH and other government agencies Update the grouping of essential employees and list of high-risk employees 	<ul style="list-style-type: none"> Update employees regularly on health advisories Adhere to health advisories Maintain deployment of essential employees into two or more teams Deploy all non- essential employees (including high-risk employees) to work from home and focus HR resources on critical areas
	Personal Protection Equipment (PPE)		

Process and
business
functions

- Plan and prepare adequate quantity of PPE (e.g. surgical masks and/or gloves, alcohol, etc.) and undertake training to familiarize employees with their usage
- Issue appropriate PPE, as advised by DOH and other agencies
- Put on appropriate PPE

Process and business functions	Cleaning and disinfection		
	<ul style="list-style-type: none"> Prepare/update cleaning and disinfection guidelines for workplaces 	<ul style="list-style-type: none"> Clean and disinfect common areas within the workplace (including cleaning of the air-conditioning system, if required) Clean and disinfect areas used by suspected or confirmed cases of infection 	<ul style="list-style-type: none"> Increase frequency of cleaning and disinfecting common areas within the workplace Clean and disinfect areas used by suspected or confirmed cases of infection
	Screening for employees and visitors		
<ul style="list-style-type: none"> Prepare screening procedures (e.g. temperature and travel history) for employees and visitors Prepare isolation room(s) and routes from workplace/ reception area to the isolation room(s) 	<ul style="list-style-type: none"> Activate screening procedures if required and ensure adequate screening equipment Activate isolation room(s) if required 	<ul style="list-style-type: none"> Maintain screening procedures and isolation room(s) Visitors are highly discouraged from entering the premises Maintain assistance to DOH with contact tracing if required 	
Remote working			
<ul style="list-style-type: none"> Plan and prepare remote communications access among employees working from home/off-site/affected areas Plan for alternate site(s) or remote working areas 	<ul style="list-style-type: none"> Activate remote communications access among employees working from home/off-site/affected areas Plan to support remote communications access for employees to interact with suppliers and key customers Prepare and set up alternate or remote working site(s) 	<ul style="list-style-type: none"> Maintain remote communications access among employees and their interactions with suppliers and key customers Maintain alternate or remote working site(s) In the case of a community quarantine / lockdown, provide resources to employees (equipment, internet access, etc) when possible to ensure continued operations 	

Supplier and customer management	Supply and delivery		
	<ul style="list-style-type: none"> • Prepare/update contact information of suppliers and key customers • Identify single source suppliers and plan for alternative suppliers and deliveries (e.g. pre-qualify alternative suppliers if required) • Identify and plan alternative delivery means to key customers (e.g. border closures) 	<ul style="list-style-type: none"> • Prepare for alternative suppliers and deliveries (e.g. if no alternative supplier is available, increase inventory levels) • Prepare for alternative delivery means to key customers • Monitor inventory level 	<ul style="list-style-type: none"> • Maintain alternative suppliers and alternative deliveries for suppliers and key customers • Manage inventory level • In the case of a community quarantine / lockdown, arrange for fastest or nearest delivery route or schedule for re-delivery.
Communications	Internal Stakeholders		
	<ul style="list-style-type: none"> • Develop a communication plan for internal stakeholders • Create general awareness of the company's response plan for virus outbreak (e.g. remote working) • Monitor government advisories 	<ul style="list-style-type: none"> • Activate communication plan (e.g. update employees and other internal stakeholders on the company's response plan at various Code Alert Levels) • Monitor and disseminate government advisories • Plan counselling for employees if required 	<ul style="list-style-type: none"> • Update employees regularly • Maintain counselling if required
External stakeholders			
<ul style="list-style-type: none"> • Develop a communication plan for external stakeholders (e.g. suppliers and customers) 	<ul style="list-style-type: none"> • Activate communication plan (e.g. inform suppliers and customers on how the company should receive its supplies and deliver its products and services) • Prepare for cancellation of planned mass gathering events 	<ul style="list-style-type: none"> • Update external stakeholders regularly • Cancel mass gathering events 	

Remote Working Arrangement

In the event where businesses are required to arrange for remote working (i.e. employee is under quarantine, implementation of enhanced community quarantine), it is important that decision makers and its team is familiar with the various tools to ensure continuity of operations during this time.

Team communications & Project Management

SLACK https://slack.com/	Free w/ limited features	
TEAMWORK https://www.teamwork.com/	Paid plan	
WORKPLACE https://www.facebook.com/workplace	Free w/ limited features	
GOOGLE HANGOUTS hangouts.google.com	Free	
SKYPE Skype.com	Free	
VIBER Viber.com	Free	

<p>ZOOM Zoom.us</p>	<p>Free (40-min limit per meeting)</p>	 zoom
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Annex 6

Information on Advisories

Information on local advisories

<p>Department of Health www.doh.gov.ph/2019-nCov www.facebook.com/OfficialDOHgov/</p>	
<p>Department of the Interior and Local Government www.dilg.gov.ph https://www.facebook.com/dilg.philippines/</p>	
<p>Department of Labor and Employment www.dole.gov.ph www.facebook.com/laborandemployment/</p>	
<p>Department of Transportation www.dotr.gov.ph www.facebook.com/DOTrPH/</p>	
<p>Department of Education www.deped.gov.ph www.facebook.com/DepartmentOfEducation.PH/</p>	

<p>Rappler www.rappler.com www.facebook.com/rapplerdotcom/</p>	 <p>RAPPLER</p>
<p>CNN Philippines www.cnnphilippines.com www.facebook.com/CNNPhilippines/</p>	
<p>GMA News www.gmanetwork.com www.facebook.com/gmanews/</p>	

Information on international advisories

<p>World Health Organization www.who.int</p>	
<p>Centers for Disease Control and Prevention www.cdc.gov</p>	



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