

Crisis Teams- Best Practices – March 18th: 5PM

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Description of issue: Employers have established crisis teams to proactively coordinate responses to emergency situations.

General best practices:

- Clearly define the objectives and roles for each group, including leadership and reporting structures.
- Ensure key stakeholders understand structure and plan

Detailed sample communication below:

Sample A:

We have designated a Global Coronavirus Management Team, with teams in each region organized by the following workstreams:

- **Lead**
 - Overall Decision Making
 - Project Management
- **People**
 - Employee Health/Wellbeing
 - Safety & Security
 - GIS/Technology
- **Finance**
 - Financial Scenario Planning
 - External Market Communications
 - Expense / Cost Actions
- **Business Continuity**
 - Supply Chain (Procurement)
 - Finished Goods
- **Communication**
 - Internal Messaging
 - External Communications

Sample B:

As part of our ongoing work to respond effectively to the rapidly evolving coronavirus (COVID-19) public health emergency, we have established a comprehensive preparedness effort. We have organized employees with relevant expertise into working groups and an overarching planning team, charging them with developing a set of contingency plans.

It is important to remember that the risk to our community is still relatively low, but we are taking these planning steps and engaging experts in our work out of an abundance of caution. The goal is to be fully

prepared in case the situation does change so that we can continue to ensure the health and safety of our community and continue to carry out our company's core functions.

The working groups and planning team will meet multiple times per week for the foreseeable future, and they will be monitoring issues and creating action plans in the following areas:

- **Operational continuity:** This working group will assess and evaluate essential operational functions; determine strategies for maintaining critical utilities and infrastructure; and develop policies that enable employees to work remotely. The group will also discuss implications and procedures for union staff and plans for stockpiling supplies in the event of a supply chain disruption.
- **Core business continuity:** This working group is developing plans to enable as much business continuity as feasible in situations where employees and customers may not be able to be on site for a brief or extended period of time, or are otherwise faced with limitations to normal business functions due to COVID-19. This includes planning and developing resources to support core business operations, planning and guidance for gatherings of all sizes, and assessing implications for travel. Importantly, the group will also be defining event-driven criteria and procedures for altering company policies.
- **Medical response:** This group will ensure a cohesive medical response for several different possible scenarios ranging from having employees under medical evaluation to evidence of community spread of the disease.
- **Employee response:** The employee response group is exploring a number of employee life issues, including ways to guarantee employees have continued access to health and wellness essentials and human resources support. In the event of a partial or full facility closure, this group will develop plans for disruptions to employee programming, including restricting or cancelling events, developing means for remote materials, and communicating recommendations regularly with supervisors as plans develop.
- **Communications response:** Providing timely and accurate information is a critical component of our response to COVID-19. The communications group will create multipronged communications plans for different planning scenarios, and identify ways to bolster existing communications methods.