



BCP

Implementing a Business Continuity Plan (BCP) for your Organization

What is a Business Continuity Plan

A document that outlines how a business will continue operating during an unplanned disruption in service.

It contains contingencies for business processes, assets, human resources and business partners – every aspect of the business that may be affected.

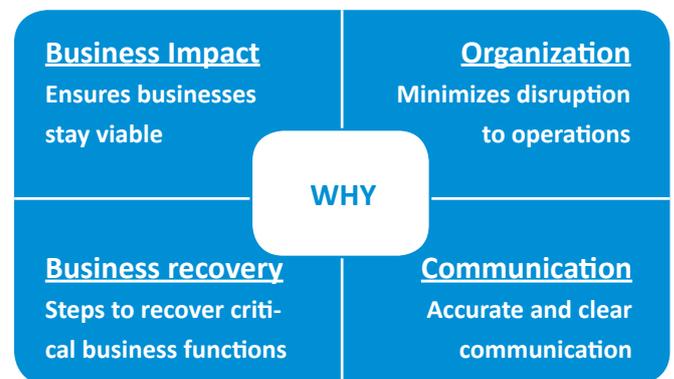
Overview

Enterprises are encouraged to implement a Business Continuity Plan (BCP) to minimise disruptions to operations and ensure that the business remains viable.

Across BIPO's offices globally, our teams have put in place various measures, including BCPs in response to the current COVID-19 situation.

To help HR Managers, we have highlighted some key areas to consider when implementing a BCP during this period :

1. Human Resource Management
2. Business Functions
3. Communications



Source: [Enterprise Singapore](#)
– [Guide on Business Continuity Planning 2019 novel coronavirus](#)

[Humanresourcesonline](#)
– [Singapore Employers Urged to develop business continuity plans amidst virus outbreak](#)

1. Human Resource Management



Safe working environment

Creating a safe working environment to ensure the health and well-being of your employees and customers is crucial. Simple measures include :

- **Temperature screening**
Twice daily for employees
- **Visitor registration**
Basic information eg: date of visit, contact details are captured to facilitate contact tracing if required.
- **Personal Protection Equipment (PPE)**
Availability of items such as thermometers, hand sanitizers and surgical masks, etc when required.
- **Designated Rest Areas**
If required, designate a room or area with toilet facilities as the isolation area for employees with fever or flu symptoms.

Flu Manager

- For large organizations, consider appointing a “Flu Manager” to ensure that employees are familiar and comply with the BCP during this period.
- This person could also be the designated point of contact when liaising with the relevant health authorities, ensuring that information is disseminated in a timely and accurate manner.
- In the event employees need to be quarantined, the Flu Manager can keep such employees informed of events in the office.

Flexible Work Arrangements (FWAs)

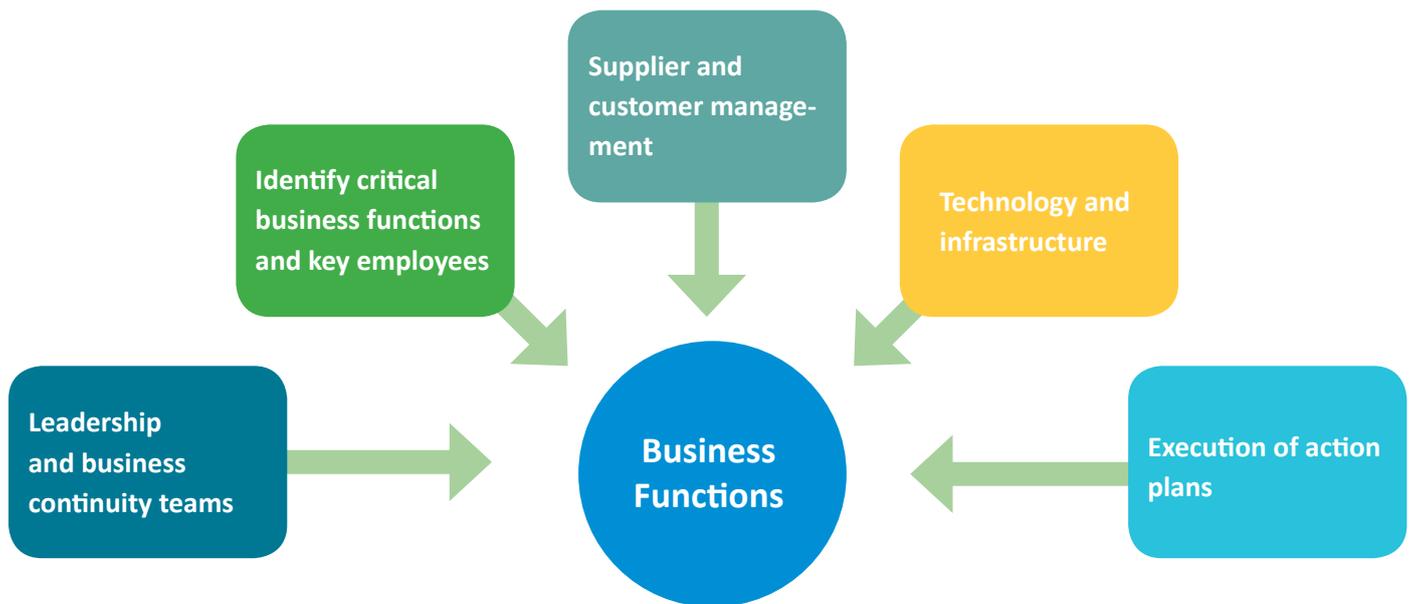
- Encourage employees who show mild flu symptoms to stay home and consider waiving the need to produce a medical certificate if appropriate.
- Consider flexible work arrangements especially for high-risk employees.

- Review policies such as sick leave, overseas travel, and the recall of non-critical employees (and their families) from affected countries.

Travel and Health Declarations

- Stay updated of travel advisories.
- Obtain a health and travel declaration from employees who have travelled to affected countries.
- Companies are encouraged to put in place flexible work arrangements for employees who have returned from affected countries in the last 14 days. Such employees should also monitor their temperature twice daily during this period.
- Differ all non-essential travel in the interim.

2. Business Functions



Leadership + Business Continuity Teams

Decision making especially among SMEs and smaller companies tends to be concentrated at the top level, among a few members within the senior leadership team. It is important to have in place a “second-in-command” and ensure that Business Continuity Teams are in place with a clear understanding of their role and responsibilities when the BCP is activated.

Identify critical business functions and key employees

- Think about splitting employees into separate teams who can be deployed at different work schedules.
eg: Team A works from home and Team B works in the office to avoid the risk of infection between teams.
- Do take into consideration high-risk employees eg: pregnant women, elderly employees or those with pre-existing health conditions.

- Where possible, cross-train team members or put in place a “buddy system” to ensure that back-up options are available.
- Document and update processes regularly, ensure these are easily available on the cloud for future access.
- Employees holding critical information should document these clearly and share these with core team members.

Supplier and customer management

- Discuss BCP issues with key suppliers and service providers, including action plans to support you.
- Internally, discuss and decide when to activate alternative suppliers.
- Identify who your key customers are, if enough measures are in place to meet their requirements, and alternative options available to them.

Technology and infrastructure

Having in place the right technology and tools are essential, including an infrastructure that supports your business needs.

Virtual communication tools are easy to implement, cost-effective and offer convenience, ensuring regional teams stay connected if travel advisories / restrictions are in place.

Useful tools include :

- Microsoft Teams (included in your Office 365 subscription)
- Zoom Video Conferencing
- Slack
- Trello
- Google Drive
- Microsoft OneDrive for Business

As a HR Tech company, we advocate the use of technology for daily tasks. Our teams are consistently on the move yet easily contactable through virtual communication tools like Microsoft Teams and Zoom.

Execution of Action Plans

Appoint a team or Department to help with the co-ordination and execution of the BCP. This ensures all Departments are operationally aligned and clear communication channels in place throughout the execution of the BCP, minimizing risks while ensuring compliance.

3. Communications

Who

- Internal | External stakeholders
- HR's key role in sharing information related to BCP

Internal stakeholders

- Employees to be informed of BCP measures and impact in advance, stay updated of policies and ask questions if unclear about their roles/responsibilities

External stakeholders

- Identify suppliers, service providers, key customers and begin dialogue on potential contingency measures

What

- Ensure communications plan executed is aligned with BCP

How

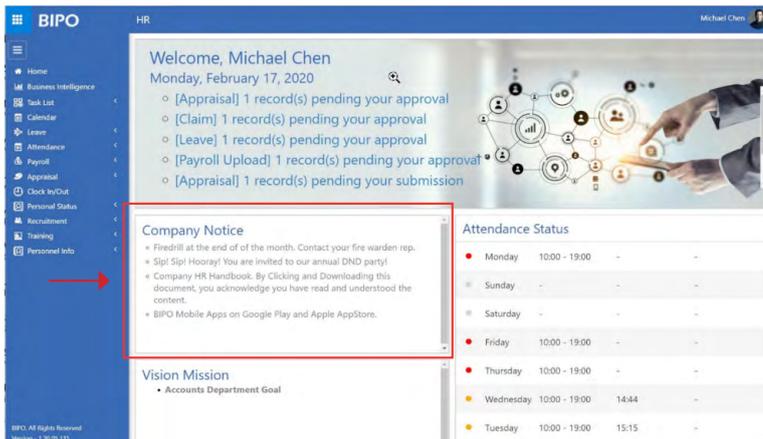
- Set up a communication channel so that employees can report their status and make enquiries.

Internal Communications Channel

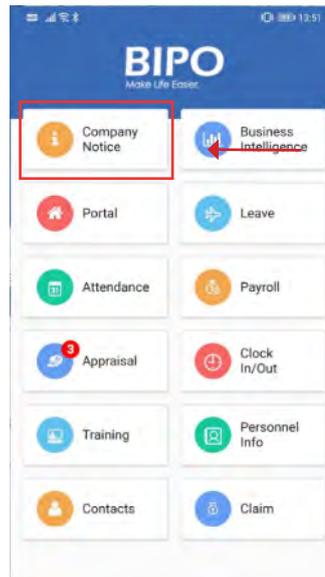
Are you leveraging technology to communicate effectively with employees?

Did you know that BIPO's HRMS platform enables Managers to post internal announcements via its Dashboard? Announcements can be easily viewed by employees on their laptops and BIPO's mobile app.

BIPO HRMS



BIPO Mobile App



Stay Updated

Stay updated of the latest information and ensure these are obtained from credible sources. Here are some useful links related to COVID-19 :

- World Health Organization
- Centres for Disease Control and Prevention

Sharing Our Experience | #theBIPOway

Our experience in implementing the BCP has been an enriching one. Using our Hong Kong and Singapore teams as examples, here are some key takeaways :

(a) Tech tools for communication is key

Beyond group chats, tools such as Microsoft Teams, OneDrive for Business are our "go to" channels that help us maintain daily communication effectively. Zoom Video Conferencing is great too especially if you need to share screens and include multiple participants at once.

(b) Remote working

• Activation time

How quickly are you able to implement this, especially during critical situations.

For larger organisations with more complexed business needs, this may take longer.

• Business and communication tools

Are these in place to support employees in performing their tasks effectively

• Software and hardware

Software that's cloud-based with mobile applications are great during such times.

What about spare laptops loaded with the required software and tools, etc?

• Defined working hours, staying contactable, etc should be communicated in advance as some colleagues may value a structured working environment more than others.

• The concept of "Working from home" may require some getting used to, especially for those who favour interaction and working with teams. Recognize this and be prepared to adjust along the way. Remember to keep the lines of communication open, and don't forget to check in with your teams to see how they are coping.

(c) Virtual meetings are now the norm.

(d) Be prepared to fine-tune your BCP

A week before implementation, our teams conducted a trial run by testing our communications platforms and business tools (among other things). Along the way, we realised that some items needed fine-tuning while others were right on track. Knowing what worked and what needed tweaking gave us the full confidence to implement our BCP when it was time to do so.

About BIPO



BIPO is a leading one-stop human resources provider in Asia Pacific, focused on providing organisations with innovative ways to manage complex end-to-end HR processes. Through our cloud and mobile-based Human Resources Management system as well as industry-leading solutions such as Payroll Outsourcing, Attendance Automation, Business Intelligence, HR Consulting, Recruitment & Business Process Outsourcing and Flexible Employee Management, we help companies transform their HR operations to and beyond their expectations, while achieving business goals related to cost and profitability.

Established in Shanghai in 2004, our Asia Pacific headquarters is in Singapore and R&D centre in Indonesia. We have offices in Australia, Hong Kong, India, Japan, New Zealand, Philippines, Vietnam, Taiwan and Thailand with business links in over 10 countries and regions. Visit www.biposervice.com and connect with us on Facebook, LinkedIn and WeChat.