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CK 1990/024041/23

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PLANNING FOR THE CORONAVIRUS PANDEMIC A GUIDE FOR BUSINESSES AND ORGANIZATIONS

DEVELOP A BUSINESS CONTINUITY AND CONTINGENCY PLAN

Dear valued client, supplier and fellow person,

Whilst we are all well aware of current circumstances and global efforts to mitigate risk we recommend to look at this information regarding Business Continuity especially with regards to insurance. We have compiled this information for you for ease of reference and to assist you in making decisions regarding your business protection and measures in place for this global event occurring right now. We can assist with your cloud migrations and remote workplace for staff members so please do contact us for assistance with this regard.



AVOID SCAMS

- Verify the legitimacy of emails, phone messages, text messages, bills, etc.



REVIEW EMPLOYMENT POLICIES AND PROCEDURES

- Review, update, and communicate your employment leave policies and procedures. Implement flexible workplace and leave policies.
- Do not require a healthcare provider's note for employees who are sick to validate their illness or to return to work, as healthcare provider offices and medical facilities may be extremely busy and not able to provide such documentation in a timely way.
- Anticipate absenteeism. How can you back fill positions if employees are absent? Cross-train employees to carry out essential functions.
- Unemployment will create an economic hardship. Consider alternative ways to keep employees employed, such as temporary reduced pay or permit flexible work hours like staggered shifts.
- Update all employee contact information and share with your team.



EVALUATE EXPENSES AND BORROWING CAPABILITIES

- Contact your financial institutions to understand current lending capabilities and make any necessary arrangements.
- Take inventory and understand your current monthly expenses. Consider prioritizing payments based on size, due date, and disaster assistance related support offerings.



DOUBLE CHECK YOUR INSURANCE COVERAGE

- You may have business interruption insurance coverage. Contact your insurance agent to review your policy and understand what you are covered for.



ANTICIPATE INVENTORY + SUPPLY CHAIN DISRUPTIONS

- Who are your key partners, suppliers, and contractors? Contact them to anticipate any delays or shortages.
- What raw materials does your business need to function? Ensure you have adequate supplies of inventory for a sustained period of 30 days.
- Diversify distributor sources.



MARKETING + COMMUNICATION

- Minimize impact on your customers and business partners.
- Communicate with your customers about the status of your operations.
- Offer creative and incentivizing reasons for customers to patronize your business.
- Consider converting portions of your business to digital. ecommerce, promote tap and pay or digital payment methods, utilize delivery services, utilize booking and scheduling to stagger customer flow, offer discounts on shipping; etc.



MAINTAIN FACILITY CLEANLINESS

- Reduce spread of the disease among staff. Encourage hand hygiene at the entrance of your business or workplace by placing hand sanitizer containing at least 60% alcohol in a visible locations
- Keep a supply of tissue, wipes, soap, and hand-sanitizer containing at least 60% alcohol in a visible locations and routinely refill.
- Clean and disinfect frequently touched surfaces and objects.
- Check your maintenance contracts and supplies to ensure they meet the increased demand for cleanliness.

PREPARE FOR SOCIAL DISTANCING + LEVERAGE TECHNOLOGY

- Opt for video or phone conferencing instead of in-person meetings. Check out these resources:



- [Zoom: Free Video Conference Service](#)
- [Free Conference Call/Video Service](#)
- [Google Hangouts Meet](#)
- [Microsoft Teams](#)

- Determine which employees are essential or non-essential for your business or organization to operate. How can you accomplish critical tasks? Consider allowing telecommuting where possible.
- Ensure you have the technology and infrastructure needed to support employees working from home.

ENCOURAGE AND PRACTICE GOOD HEALTH + HYGIENE



- Avoid all non-essential out-of-state travel.
- Take precautionary steps to stay healthy, such as:
 - Washing your hands often with soap and water, for at least 20 seconds. If soap and water are not available, use a hand sanitizer containing at least 60% alcohol.
 - Clean and disinfect frequently touched surfaces and objects.
 - Actively encourage sick employees to stay home.
 - Help encourage positive mental health with these available US based [tips from the CDC](#).
 - Call the Department of Health national Hotline at 0800 029 999 if you are exhibiting any of the symptoms of COVID-19. Those symptoms include fever, cough, or trouble breathing. These symptoms may appear 2 to 14 days after being exposed to the virus.

COMMUNICATE CLEAR + ACCURATE INFORMATION + STAY INFORMED



Establish a communication protocol. Keep your workforce and customers informed. For official information and updates on COVID-19 use the following resources:

- [World Health Organization](#)
- [Center for Disease Control and Prevention](#)
- <http://www.health.gov.za/index.php/gf-tb-program/465-corona-virus-outbreak>
- <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/myth-busters>

If you or a loved one are concerned that you may be infected with Covid-19, immediately call the national hotline on 0800 029 999 for advice and assistance.

Follow the Health Department's [latest updates on the Coronavirus \(Covid-19\)](#), including the [NICD's prevention methods](#). Travellers from Covid-19 affected areas are advised to stay at home for up to 14 days. If you develop [any symptoms](#) contact your doctor or clinic, they will advise your next steps. For more information visit the [National Institute for Communicable Diseases website](#) or call 0800 029 999.

FACT:

The new coronavirus can be transmitted in areas with hot and humid climates

From the evidence so far, the new coronavirus can be transmitted in ALL AREAS, including areas with hot and humid weather.

Regardless of climate, adopt protective measures if you live in, or travel to an area reporting COVID-19.

The best way to protect yourself against COVID-19 is by frequently cleaning your hands. Eliminate viruses that may be on your hands and avoid infection that could occur by then touching your eyes, mouth, and nose.



#Coronavirus #COVID19

9 March 2020

The above is from The World Health Association and further handy and downloadable information and posters can be obtained from their site:

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>

Should you wish to explore Business Continuity and offsite or remote workplace for staff members including telephony during this difficult time and for future business practice please do not hesitate to call so we can implement a solution for you ASAP.

Many Thanks
The ARMit GeexSquad



Cloud Office365



VOIP/CLOUD iPBX