

Guideline for SARS Business Continuity Plan Development

Preface

The outbreak of Severe Acute Respiratory Syndrome – SARS (atypical pneumonia) has created great impacts to the operation of companies.

Regarding the situation, Alliance Management Consulting Limited has developed a simple but effective guideline for companies to develop its own Business Continuity Plan (BCP) for ensuring its operation can be maintained in a highly effective manner.

13 STEPS Guideline

1. Establish the BCP team
2. Work with each business unit / site office to develop Recovery Strategies
3. Conduct Business Impact Analysis (BIA)
4. Establish communication platform
5. Develop Emergency Policy for Client
6. Develop Emergency Policy for Vender
7. Develop Emergency Policy for Staff
8. Provide personnel / business units information exchange guidelines
9. Discuss the concerns and expectations with the building management company
10. Set up the Internal Clean Down / Hygienic Guideline
11. Conduct Drill & Plan Testing
12. Review and Refine
13. Periodically update internal communication platform

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13 Steps & Tips

1. Establish the BCP team

- HR/ Admin. and Business Operation
- Authorized by top management
- Develop the Resource Allocation Plan and Budget

2. Work with each business unit / site office to develop the Recovery Strategies

- Work with each department / site office for their identifying critical aspects may be affected
- Develop interim recovery guidelines and procedures for business units operation for resuming to normal situation when abnormality arise
- Identify the backup resources

3. Business Impact Analysis (BIA)

- Facilitate different business units to simulate the worst situation and the impacts (staff infected SARS...)
- Develop the Recovery Strategies and Action Plans
- Develop the Protection Strategies (e.g. stop spreading)
- Identify different options to recover the operation (e.g. home office, outsourcing, remote office)
- Determine recovery timeframe and minimum resource required for each scenario

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4. Set up communication platform

- BCP call tree system (emergency contacts list, staff tel.no., management contacts, Gov. contacts...)
- Communicate the Internal BCP with all parties concerned
- Minimize internal impacts (crystallize the situation)

5. Emergency policy for client

- Changing the channels of communication to minimize meetings and visits
- Set up Enquiry Hotline/ E-mail box
- Communicate the Internal BCP clearly with the clients to minimize panic and confusion

6. Emergency policy for vender

- Request for declaration/ report of any suspicious situation or potential problem
- Request for Protection Procedure for frontline staff
- Determine the Service Level Agreement (SLA)

7. Staff policy

- Request Declaration for Health Status (both for the staff and his/her family members)
- Study the Home Office feasibility and develop relevant procedures (e.g. Information security)
- Flexible working hour
- Update family emergency contacts

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8. Personnel / Business Unit Information Exchange

- Request for reporting any suspected case
- Placed a notice board/ web page for updated news and announcement
- Set up remote site/ mirror site for temporary operation

9. Work with Building Management

- Clarify the emergency procedures with the Building Management Company (i.e. emergency contact, special clean down, taxi arrangement)
- Discuss the expectation for special hygienic practices with the Building Management Company

10. Set up the Internal Clean Down / Hygienic Guideline

- Provide appropriate clean down / hygienic materials (e.g. germ kill / disinfect tissue, thermometer)
- Set up the utensil / pantry area clean down practices
- Set up the work station clean down practice
- Pay special attention to wastage management

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11. Conduct Drill & Plan testing

- Establish the criteria
- Collect data for reporting

12. Review and Refine

- Review the plan according to the changing situation
- Refine the plan according to the Drill and Testing results

13. Periodically update Internal Communication Platform

- Update the notice board and web site for both internal & external news and new practices
- Periodic meeting for information sharing

All above recommendations are extracted
from “SARS BCP workshop”

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