Covid-19 Exit Strategy: Part 2 - 'Management & Communication Tools'

F24

⚠️ Existing or new tools needed?
- ➢ **Tools for Business Continuity Planning:**
  - ➢ **Smaller businesses (100 staff or less)**
    - ➢ **BC Planning template tools**
  - ➢ **Larger businesses (over 100 staff)**
    - ➢ **Dedicated BC planning tools**

- ➢ **Tools for managing or communicating in a crisis:**
  - ➢ **Smaller organisations (100 staff or less)**
  - ➢ **Ad-hoc tools: WhatsApp, email, call-trees**
    - ➢ **HOWEVER - know the risks & limitations**
  - ➢ **Larger businesses (100 staff and greater)**
    - ➢ **Integrated, automated Crisis Communication & Management tools**
    - ➢ **Easier to control and admin**
    - ➢ **Easier to manage contact info & groups**
    - ➢ **Better for data security**
    - ➢ **Much faster to communicate & respond**
    - ➢ **Vital to use private contact details**

👤 How should I communicate with my staff, & key stakeholders during these rapid & fluid changes?
- ➢ **Perfect for crisis management & comms system**
  - ➢ **Frequent comms to cut-through the confusion**
  - ➢ **Send daily '2-way' stakeholder message**
  - ➢ **Instruct; tasks, roles for safety & productivity**
    - ➢ **Staff respond with number on the key-pad**
    - ➢ **All work and private contact details**
    - ➢ **Make sure you group staff by location**
- ➢ **Singapore client using F24 communication tools**
  - ➢ **Manufacturing ventilators for Covid Crisis**
  - ➢ **Workforce informed, safe and present**
  - ➢ **Keeping production lines going at critical time**
  - ➢ **Production line staff have no *company* email addresses or company mobile phones!**

🔒 How do I ensure employee safety?
- ➢ **Standard practices for Hygiene**
- ➢ **Do organisations have a duty to monitor & remedy?**
- ➢ **Simple way for any member of staff to raise alert.**