

ENTERPRISE RESPONSE TO COVID-19

MODULE 1

GUIDELINES FOR A HEALTHY AND MORE PRODUCTIVE WORKPLACE

PROTECT YOUR PEOPLE



Importance of planning at this stage

COVID-19 raises significant challenges for enterprises. Companies throughout the globe are conceiving new ways of operating their businesses. The strategies which companies have previously worked out so scrupulously might all of a sudden feel useless. What is important at this stage is to protect the businesses from additional damages and this can only be possible if we plan ahead all the options arising and evaluate how we are going to overcome these challenges.

How can creating a healthy work environment help?

A company may have defined a very good plan for its business to start again but what will happen if employees are not willing to resume work? Can such a situation be prevented? People are facing a period of uncertainty, anxiety and fear. Thus, it becomes very important to create healthy working environments for employees to feel safe and ready to be productive at work again. If not, the company will continue to suffer from high absenteeism thus causing additional damage to the cashflow of the business.

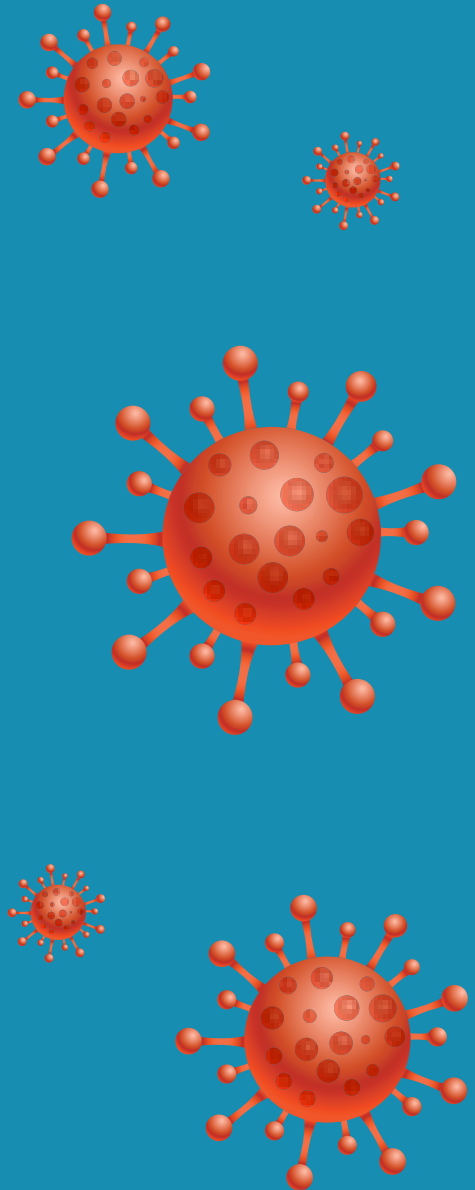


What is an Enterprise Response Team and how can it contribute to the situation?

An Enterprise Response Team (ERT) is made up of employees responsible to implement a COVID-19 response planning. The ERT should include representatives from different departments including Human Resources, Health and Safety, Operations and Communications. The team will have the overall responsibility for developing effective contingency and communication plans, coordinating and updating the plans as COVID-19 continues to evolve or regress.

Why is it important to establish an Enterprise Response Team before opening your business?

The impact of Covid-19 on enterprises may be high and the Management team will be busy handling many issues. It is thus very important for companies to use their resources intelligently so as to minimize the impact and create more value-added opportunities as may be recommended by the ERT.



The Enterprise Response Team



How to establish an Enterprise Response Team in your company?

- Identify and choose different employees from your company (preferably one from each department).
- Create a communication medium for the Enterprise Response Team (Using WhatsApp group, email etc.).
- Brief the team on the objective behind setting up a response team.
- Assign roles and responsibilities (Example: Who will create the group? etc).
- Monitor each task and act/ report accordingly.

Example of an Enterprise Response Team Plan

The worksheet is annexed and can be downloaded

COVID-19 Safety Team						
	Name of company			Meeting no		
Team Members name and Designation				Facilitator		
REF. No	Actions	PERSON RESPONSIBLE	PLANNED FINISHING DATE	COMMENTS		
				Text	Photos	
1	Set up Enterprise response Team on Safety					
1.1	Form a team to work on a plan in each department to prepare and respond to Covid-19					
1.2	Create a whatsapp group (with a leader in each group (if applicable)					
1.3	Explain and brief the team on what are the expectations					
1.4	Define role and responsibilities					
1.5	Decide on meeting time and communicate on whatsapp					
1.6	Follow up in each department					
2	Sensitisation of employees					
2.1	Posters in English, Creole, Bangla(if Bangladeshi workers) and French (Malagasy workforce) about the virus and precautions to be taken					
2.2	Print visuals for the workplace and/or for the dormitories					
2.3	Send video on You Tube to group leader and group leader to share will all members of team					
3	Cleaning and disinfection guidance and plan					
3.1	Provide hygiene equipment					
3.2	Prepare a plan for cleaning for each department (cleaning schedule, frequency etc)					
4	Social Distancing in working areas					
4.1	Floor marking					
4.2	Separate working spaces					
5	Emergency Drivers Maintenance Team					
5.1	Create group					
5.2	Facilitate discussion and ideas					
5.3	Posters and checklist for each emergency vehicles					
5.4	Videos to post on whatsapp					
5.5	Update management					

Planning a healthy work environment for employees to resume work

Educate employees about how they can reduce the spread of COVID-19:

- Provide education and training materials.
- Look for videos and share with employees using emails or WhatsApp.
- Share digital posters on hand hygiene at the entrance of your workplace and in other workplace areas where they are likely to be seen.
- Start preparing employees by empowering and educating them.
- Give them simple tasks as a checklist to develop or to adapt to their departments.

Ensure the company is ready with all health and safety equipment

- Order Personal Protective Equipment - PPE (Face masks etc.) for your employees ahead.
- Make provision for sanitizing hand rub dispensers.
- Provide soap and water in the workplace.
- Place hand sanitizers in multiple locations to encourage hand hygiene.



Communicate with your employees

It is very important to communicate the plan to all the employees. Understand the most commonly used methods before communicating to your employees. Do not wait for the business to re-open to communicate. Share all initiatives with your employees and re-assure them that their work environment is safe to work.

Checklist for Health and Safety

1. Do you have your response team already?
2. Do you have sufficient PPE for all your employees as soon as they join work?
3. Have you planned to disinfect the workplace before employees resume?
4. Are you planning to hire a cleaning company? If yes, have you already contacted them?
5. If you are planning to do it internally: Does the cleaning team have equipment and products to disinfect the workplace?
6. Does the cleaning team have required PPE?
7. Does the cleaning team have required training on how to use PPE and disinfection products?



Developing a new cleaning culture

- Affix a Cleaning Schedule (items to clean, time to clean, responsible persons) in each area of your workplace.
- Develop a routine cleaning and disinfection of all frequently touched surfaces in the workplace, such as workstations, keyboards, telephones, handrails, and doorknobs.
- Discourage workers from using other workers' phones, desks, offices, or other work tools and equipment, when possible. If necessary, clean and disinfect them before and after use.
- Provide disposable wipes so that commonly used surfaces (for example, doorknobs, keyboards, remote controls, desks, other work tools and equipment) can be wiped down by employees before each use.

Improve Ventilation System at work

Consider improving the ventilation system

- Increase ventilation rates.
- Increase the percentage of outdoor air that circulates into the system.

Biometric attendance system

- Consider another attendance option.
- If using same system, put in place strict hygiene measures.



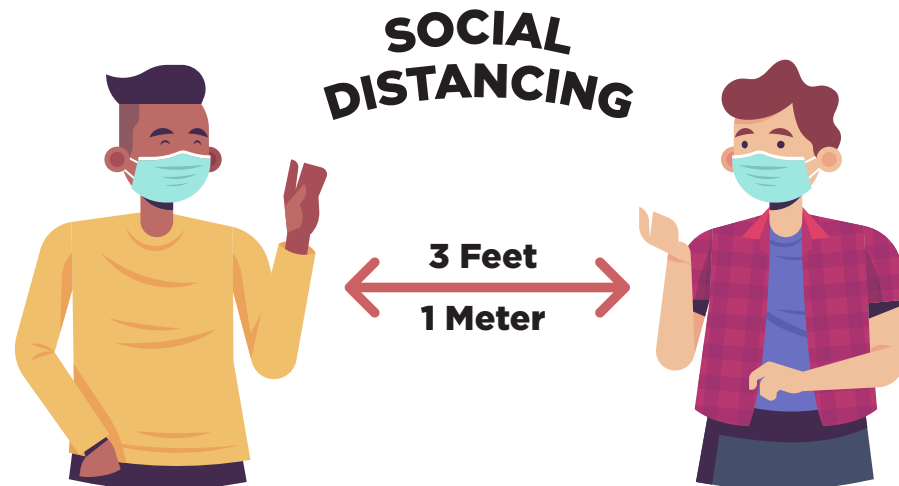
Social distancing at work

Consider establishing policies and practices for social distancing

Social distancing means avoiding group gathering and maintaining distance (approximately 3 feet or 1 meter) from others when possible (e.g., breakrooms and cafeterias).

Strategies that business could use include:

- Implementing flexible worksites (e.g. telework).
- Implementing flexible work hours (e.g. staggered shifts).
- Increasing physical space between employees at the worksite.
- Increasing physical space between employees and customers (e.g. drive through, partitions).
- Implementing flexible meeting and travel options (e.g postpone non-essential meetings or events).
- Downsizing operations.
- Delivering services remotely (e.g. phone, video, or web).
- Delivering products through pick-up or delivery.



Undertaking a Risks Assessment of your workplace

The template below, with an example, can be used to conduct an assessment of the risks at your workplace.
Each employer should consider his/her own unique circumstances.

What are the hazards?	Areas	Who might be harmed?	Controls Required	Additional Controls	Action by whom?	Action by when?	Status
Spread of Covid-19 Coronavirus	Reception	<ul style="list-style-type: none"> • Staff • Visitors to your premises • Cleaners • Drivers • Vulnerable groups – Elderly, Pregnant workers, those with existing underlying health conditions 	<p>Hand Washing</p> <ul style="list-style-type: none"> • Hand washing facilities with soap and hot water in place. • Stringent hand washing taking place. • Paper towels/hand dyers for drying of hands • See hand washing guidance. Here we can add our poster on hand washing • Gel sanitisers in any area where washing facilities are not readily available 	<p>Employees to be reminded on a regular basis to wash their hands for 20 seconds with warm water and soap and the importance of proper drying. Also reminded to catch coughs and sneezes in tissues – Follow Catch it, Bin it, Kill it, to avoid touching face, eyes, nose or mouth with unclean hands. Tissues will be made available throughout the workplace.</p> <p>To help reduce the spread of coronavirus (COVID-19)important to remind everyone of the public health advice</p> <p>Posters, leaflets and other materials are available for display.</p> <p>Rigorous checks will be carried out by managers to ensure that the necessary procedures are being followed.</p>			

Sources

Centers for Disease Control and Prevention(CDC)

<https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>

<https://www.hse.gov.uk/simple-health-safety/risk/risk-assessment-template-and-examples.htm>

Check the Ministry of Health and other local authorities

websites for latest advices regarding COVID-19.



The NPCC can facilitate the discussions for the modules where you need us most.
We can arrange for online discussions and group work.

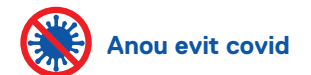
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