

Recommendations to assure employees and reduce potential COVID-19 impact

<p>Employee Communication</p> <ul style="list-style-type: none"> ✓ Communicate existing workplace wellness, work-from-home, sick and PTO policies. Consider changes. ✓ Any employee or those with a family member showing signs of sickness must stay home. ✓ If an employee COVID-19 case is confirmed, inform others but respect confidentiality. ✓ Identify minimum service required to function. Consider rotations. 	<p>Business Continuity Planning</p> <ul style="list-style-type: none"> ✓ Ensure all employees who can work from home are setup to do so. ✓ Test work-from-home procedures and technology. ✓ Develop strategies to conduct business without business travel for an extended period. ✓ Cross-train employees especially where you have a single point of failure.
<p>Supply Chain</p> <ul style="list-style-type: none"> ✓ Evaluate potential interruption of any points of the supply chain. ✓ Ask suppliers to provide their continuity plans. ✓ Review contracts with key suppliers. ✓ Evaluate alternative vendors and suppliers. 	<p>Revenue Impact</p> <ul style="list-style-type: none"> ✓ Develop alternative strategies for acquiring customers that do not require in-person contact. ✓ Develop plans for a 25%, 50% or 75% decrease in revenue. ✓ Review business disruption insurance for adequacy. ✓ Evaluate products, services and markets for new revenue streams.
<p>Physical Environment</p> <ul style="list-style-type: none"> ✓ Provide on-site stock of sanitation supplies. ✓ Engage cleaning service for deep cleaning. ✓ Train employees on best practices for employee contact and social distancing. 	<p>Customer Impact</p> <ul style="list-style-type: none"> ✓ Assess potential impact/delay to customer shipments/service. ✓ Communicate with customers whether or not you expect a service impact.
<p>Leadership</p> <ul style="list-style-type: none"> ✓ Communicate often with your staff. ✓ Show concern but not panic. ✓ Take care of your employees first. ✓ Lessons learned from the Great Recession. 	<p>Cash Position</p> <ul style="list-style-type: none"> ✓ Evaluate your balance sheet and cash position. ✓ Reduce fixed or discretionary costs wherever possible.

**Actions to Reduce Risk
(focus on items that are Urgent and Important)**

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