

# COVID-19: Lessons from China (1 of 3)

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## Leadership

- **Who will lead** your BRP team and who will participate?
- **How will actions be tracked?**
- **Are roles and areas of oversight clear?**

## Respond quickly

- **Assess risk quickly:** Identify high risk areas and actual/potentially exposed employees
- **Work backwards:** Survey high risk employees to identify recent movements – where, who and when
- **Prioritize the actions:** based on risk, employees concerns, government guidance and business needs
- **Agility:** Take flexible and quick actions, managing each day, ensuring responsibility for actions is clear. Forecast a week out



# COVID-19: Lessons from China (2 of 3)

## Prep and plan

- **Test** remote working in preparation
- **Identify** & elevate any manager issues with Working From Home
- **Promote** the remote working checklist

## Communicate often

- **All the channels:** Use multiple comms channels: local IM networks, email, Everbridge, etc.
- **Decide who leads on Comms** and route all message through them
- **Over-communicate** and repeat messages – rumour will quickly fill a lack of communications
- **Listen and respond** employee's changing concerns – from physical safety and PPE to mental well-being / moral
- **Be transparent** – if you don't know, say so and provide dates



# COVID-19: Lessons from China (3 of 3)

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## Engage widely

- **Conduct Townhalls**, allowing questions
- **Collate questions** and create local FAQs
- **Join business forums** to answers local issues
- **Alignment** with employee reps / union, collecting questions and feedback
- **Benchmarking** with competitors and other companies



## Build support

- **Use** IT for local support and remote working help
- **Involve Employee Assistance Program** conference consultation
- **Arrange** Virtual working efficiency training to support remote working



## Use teamwork

- **Task** your teams and delegate key actions
- **Collaborate** well all BRP leadership
- **Use the network** – utilise the global resources and benefit of time differences