



Guide on Business Continuity Planning for COVID-19

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This document is a guide on business continuity planning for enterprises, especially for the small and medium sized enterprises in Belize, to help them deal with the COVID-19 (Coronavirus Disease 2019) outbreak in China. It is guided by the relevant advisories issued by MOH and other government agencies.

Please note that this guide is non-exhaustive and does not cover all situations and businesses. This guide should be read in conjunction with the latest relevant advisories issued by MOH and other government agencies. Where applicable, users of this guide are advised to seek business continuity planning professionals' help on specific information relevant to their particular circumstances.

Due to the evolving situation of the COVID-19, The BCCI reserves the right to make changes to this guide without notice to reflect new developments. Users are encouraged to access the latest version of this guide at www.belize.org.

No matter what the size of the business, similar principles will apply:

- A senior person in the business should take ownership of the business continuity plan. The plan should be allocated the same importance in business planning as, for example quality management, cash flow or health and safety
- The responsibility of managing the business continuity plan must be clearly established within the business and everyone should know the importance of the plan and who has overall responsibility
- A small team of suitably qualified and/or experienced people should be assembled to review the business operations and itemize the key features and areas of operation

- The scope of the work must be established. An organization may already have, for example, adequate recovery plan for its IT system. Such a plan would however need to be included in the completed Business Continuity Plan.

We urge Businesses to follow the official health advisories from the Director of Health Services, Ministry of Health. It is highly recommended that you adhere to the following measures to significantly limit person-to-person interactions and suppress/prevent the spread of COVID -19.

1. Restructuring of your workplace and workforce:

- Employers could consider staggered working hours (for both reporting and ending times) Where possible, reporting and ending times should not coincide with peak hour travel (5:30am- 8:00am and 4:30pm – 6:00pm), if employees require the use of public transport (refer to the Ministry of Transport), a shift system, or working from home.
- Schedule staff on vacation so that human resources are in place when the economy bounces back.
- Reduce opening hours to accommodate for decline in economic activity.
- Reduce duration and proximity of physical interactions; if there is need for physical meetings, the number of attendees should be limited to fewer than 25, and the duration shortened. Seats in meeting rooms should be spaced at least 6 feet apart.
- Try to have employees positioned 6 feet apart in work settings.
- For open workspaces such as call centres: redistribute and relocate staff over a larger area to ensure distance of at least 6 feet between persons. Utilize unused spaces such as training rooms, conference rooms and cafeteria for redistribution of workstations.
- Ensure plans are in place should employees be on leave of absence, quarantined or infected.

2. Reduce Unnecessary Operational Expenses:

Evaluate your current business expenses and brainstorm ways to reduce your expenditure. Identify which expenses are not essential to your operation and temporarily suspend or terminate them.

- Reduce usage of utilities like electricity and water to save on costs
- Engage employees in other tasks that are usually contracted from outside.

3. Leverage Technology:

- Dependent on your business model consider the option of setting up your business to accommodate employees working from home.
- To reduce face-to-face meetings in a group setting conduct video conferencing using various online platforms.

4. Health and Safety in the workplace:

- For all businesses ensure that sanitizing stations are made available to staff, customers, staff lunchrooms and restrooms.
- Routine practice of disinfecting common areas and workspaces is key.
- Disinfect continuously frequently touched surfaces such as door handles, table tops, counter tops, stair rails, elevator buttons, chair handles, switches, shopping baskets and trolleys.
- Ensure anyone feeling ill and showing symptoms of being ill stays at home and contact their medical service provider.
- Promote corporate and individual compliance to the health and safety requirements must be emphasized.
- Washing hands for 20 seconds frequently in all work settings is a must.
- Use non-physical greetings and avoid handshaking.
- Maintain at least 6 feet between you and the next person.
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5. Education and information Dissemination to Management and Employees:

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- Set up a reliable system for smooth and steady flow of information through the members of the business. E.G set up a Whatsapp group to provide regular updates, email and telephone.
 - Establish protocols for sick employees and rely only on news from credible sources. If it does not come from an official and credible source it should not be shared.
 - Discourage your employees from sharing “fake news” which will be the source of fear and panic, which is not needed at this time.
 - Practice tuning in to your trusted local radio and TV broadcasting station.

Annex 2A

Good personal hygiene

1. Adopt the following precautions at all times:
 - a. Avoid contact with live animals including poultry and birds, and consumption of raw and undercooked meats
 - b. Avoid crowded places and close contact with people who are unwell or showing symptoms of illness
 - c. Observe good personal hygiene
 - d. Practise frequent hand washing with soap (e.g. before handling food or eating, after going to the toilet, or when hands are dirtied by respiratory secretions after coughing or sneezing)
 - e. Wear a mask if you have respiratory symptoms such as a cough or runny nose
 - f. Cover your mouth with a tissue paper when coughing or sneezing, and dispose the soiled tissue paper in the rubbish bin immediately; and
 - g. Seek medical attention promptly if you are feeling unwell
 - h. Wash hands
 - i. Regularly and thoroughly with soap and water
 - ii. Before and after preparing food
 - iii. After going to the toilet
 - iv. Before and after eating
 - v. After coughing and sneezing
 - vi. After removing personal protective equipment like mask and disposable gloves
 - i. Maintain good indoor ventilation
 - j. Avoid sharing food, cutlery, crockery, utensils and other personal hygiene items
 - k. Avoid physical contact such as shaking hands and avoid touching your face or rubbing your eyes
2. Maintain good personal hygiene, including hand washing with soap and water, or the use of alcohol-based hand rubs
3. Proper hand washing requires soap and water. The constant rubbing action helps soap break down the grease and dirt that carry most germs. Washing your hands for at least 15 to 30 seconds with soap and water does not just make your hands smell fresh but also reduces germ count by up to 99%

4. Follow these 8 simple steps to keep your hands clean:

8 STEPS TO CLEAN YOUR HANDS



Palm to palm



Between fingers



Back of hands



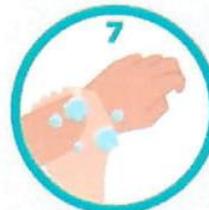
Base of thumbs



Back of fingers



Fingernails



Wrists



Rinse and wipe dry

Source: Ministry of Health

How to wear a surgical mask

HOW TO WEAR A MASK?



It should **COVER YOUR MOUTH, NOSE AND CHIN**, with the coloured side facing outwards.



PINCH THE METAL EDGE OF THE MASK so that it presses gently on your nose bridge.



Remove a used mask by **HOLDING ONLY THE EAR LOOPS**.



DO NOT WEAR A MASK IF YOU ARE WELL

There are sufficient masks in the warehouses and government stockpiles, if they are used responsibly.

WEAR A MASK ONLY IF



- You have a **FEVER, COUGH OR RUNNY NOSE**
- You are **RECOVERING FROM ILLNESS**

Note:

- To be effective, change your mask regularly or if soiled or wet
- Wash your hands with soap and water after disposing the soiled mask properly into a bin

Annex 3E

Example of Health Screening Form for Visitors

Dear Sir / Madam

To prevent the spread of COVID-19 in our community and reduce the risk of exposure to our staff and visitors, we are conducting a simple screening questionnaire. Your participation is important to help us take precautionary measures to protect you and everyone in this building. Thank you for your time.

Visitor's name:	Personal contact number (Mobile number/Home):
NRIC / Passport no*.::	Nationality:
Organisation of visitor (If applicable):	
Meeting venue / level / department to visit:	Name of host:
Temperature reading of visitor:	Recorded by staff (name):

Self-declaration by visitor	
1	<input type="checkbox"/> No symptom If you have the following symptom(s), please tick the relevant box(es) <input type="checkbox"/> Fever <input type="checkbox"/> Dry cough <input type="checkbox"/> Body aches <input type="checkbox"/> Headaches <input type="checkbox"/> Sore throat <input type="checkbox"/> Runny nose <input type="checkbox"/> Tiredness <input type="checkbox"/> Shortness of breath <input type="checkbox"/> Others _____
2	Have you been in contact with a confirmed COVID-19 patient in the past 14 days? <input type="checkbox"/> Yes <input type="checkbox"/> No
3	Have you been to Mainland China or affected countries or area(s) in the past 14 days? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please indicate the affected country(s) or area(s) : _____

Signature (visitor): _____

Date: _____

*Note: Information captured is used for contact tracing if required

Annex 3F

Example of Notification Form for Employees

Suspected infection case at work

Details of affected employee

Name:	Department/worksite:	Location of isolation:
Job title:	Nationality:	NRIC / Passport no*:
Address:		
Contact number: _____ (W) _____ (H) _____ (M)		
Symptoms: <input type="checkbox"/> Fever <input type="checkbox"/> Body aches <input type="checkbox"/> Shortness of breath <input type="checkbox"/> Sore throat <input type="checkbox"/> Tiredness <input type="checkbox"/> Dry cough <input type="checkbox"/> Headache <input type="checkbox"/> Runny nose <input type="checkbox"/> Others Details: _____		
Date & time of fever onset:		
Date & time of isolation:		
Travel history over the last 14 days		
Countries visited:		
Flights taken:		

Details of recording employee

Name:		
Job title:		
Address:		
Contact no: _____ (W) _____ (H) _____ (M)		
Date & time of recording:		

*Note: Information captured is used for contact tracing if required