

Special Measures for Prevention of Risk during the COVID-19 crisis - 2020

During this unprecedented time, it is more important than ever that companies, regardless of size or industry, revise or create strategies, policies, and procedures that are intended **to protect employees, customers, and operations**. This is also extremely prudent if your organization adheres to a standards authority, such as the International Organization for Standardization (**ISO**); or is involved in any form of tendering.

Operations Preparation & Response Plans

The COVID-19 outbreak is causing companies to reflect on their preparation and response plans, as the spread of this virus and its resulting economic and operational impacts are being experienced. Healthcare businesses would have a detailed plan in place to respond to or manage an outbreak of a disease; but, many companies in *other* industries may find themselves unprepared or ill equipped to manage the response required for a pandemic like COVID-19 - because this had not previously been considered as a contextual issue to business, on such a scale.

Communications

Companies whether operating locally or internationally, must ensure consistent and timely communications which provide stakeholders the information they need to feel confident and well-informed, or risk facing significant economic and reputational consequences.

Employees

During times like this, employees will be mainly concerned about their physical safety, their job security, and what their employer plans to do in order to maintain operations. When designing messages to employees, these concerns should be taken into consideration, and addressed clearly, and with empathy.

Now is the time for leaders from all industries to review plans to help keep some calm in this unprecedented situation. Top Management should determine what to communicate externally, keeping in mind the values of your organisation.

Asking is this what our employees and our customers have come to expect from us?

MACKIN can help assist and advise in developing these policies around dealing with the COVID-19 crisis, as it affects all companies and their workforces. **Please contact us at 021 4211545 for more information.**