



Thread Advisory

BUSINESS RE-OPENING - THOUGHT STARTER

INTRODUCTION

This document intends to provide a thought framework for the safe and productive re-opening of operations upon the lifting of Movement Control Restrictions imposed as a result of the COVID19 pandemic.



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CONSIDERATIONS

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It is recommended that organizational leaders answer the following questions, in order to ensure that re-opening is used as an opportunity to improve and become better as an organization:

- **What did we learn** about our operations under Movement Control conditions?
- Is there a need to **re-visit / review any operational SOP** so we can respond more effectively to a crisis in the future?
- Are we staffed adequately, or did we uncover **redundancies / deficiencies** that should be addressed immediately?
- Are there opportunities to improve the way we use **technology** to streamline our operations?
- How will we implement the **social distancing principles** so we can protect our employees / customers / stakeholders and avoid infection until such time when there is a cure / vaccine?
- Are our **employees engaged and ready** to face the challenges of working under the new normal?

OPERATING UNDER MOVEMENT CONTROL CONDITIONS

QUESTIONS TO CONSIDER	ANSWERS
What worked well?	
What challenges emerged?	
How did you address the challenges?	

OUR OPERATIONS

QUESTIONS TO CONSIDER	ANSWERS
For those who were able to work on-site or remotely, were you able to perform your role adequately? Yes / No / Why?	
Are there any processes or activities which should be revisited to enable operations to be performed more effectively?	
Did you implement any “work-around” activity in order to enable you to perform your role? If yes, please explain the “work-around” activity.	

STAFFING LEVELS

QUESTIONS TO CONSIDER	ANSWERS
Are there any functions that became essential to the organization's ability to continue performing its role during the Movement Control?	
Are there any functions that became unnecessary to the organization's ability to continue performing its role during the Movement Control?	
Are there any new functions that have emerged or for which no incumbents are available and that require resources to enable the organization to perform more effectively in the future?	

TECHNOLOGY

QUESTIONS TO CONSIDER	ANSWERS
Did you have the required technology tools (i.e. laptop, desktop, software, internet connection, remote meeting tools, document sharing drive etc.) available so that you could perform your role effectively?	
What technological tools did you use to keep connected to your team?	
What technological tools did you wish were available to enable you to perform your role more effectively?	

SOCIAL DISTANCING

QUESTIONS TO CONSIDER	ANSWERS
What are the top 3 challenges that we will face in order to implement social distancing in the office?	
How could we address the identified challenges?	
Should we implement a Work From Home policy after Movement Control is lifted? Yes / No / Why	

THE NEW NORMAL

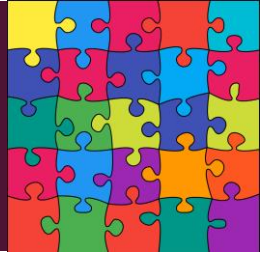
QUESTIONS TO CONSIDER	ANSWERS
What do you think should change in the way you and your employees perform their work once Movement Control is lifted?	
What additional resources (i.e. people / money / technology / time etc.) do you need in order to implement the required changes?	
How long do you think it will take to implement the required changes?	



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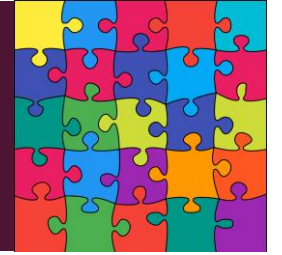
THE RE-OPENING PUZZLE

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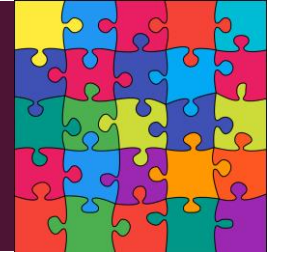
Re-opening may not take place all at once, in consideration of the social distancing requirements to ensure that we maintain a controllable rate of infection nation-wide. In consideration that we don't know the overall framework that the Government will implement, we need to think proactively, and plan ahead.

THE RE-OPENING PUZZLE



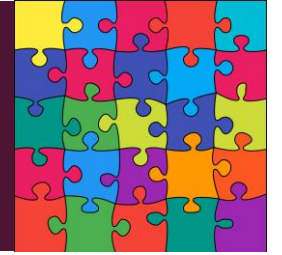
ASPECT	OPTIONS	PROS	CONS
Where shall we work from?	All in the office	<ul style="list-style-type: none"> We are able to quickly get together and resolve matters Nothing much will change from how we used to work before The sense of community and team is important 	<ul style="list-style-type: none"> Office is small Difficult to maintain social distancing Higher risk of becoming an infection cluster
	Work From Home	<ul style="list-style-type: none"> We are already doing it and know how to do it We will be able to minimize contact and reduce the risk of infection 	<ul style="list-style-type: none"> Not everyone can perform their role from home Operations will not go back to optimum level
	Blended approach	<ul style="list-style-type: none"> We will be able to start ramping up operations and test different alternatives We will be able to maintain social distancing 	<ul style="list-style-type: none"> Administratively complex, at least at the beginning

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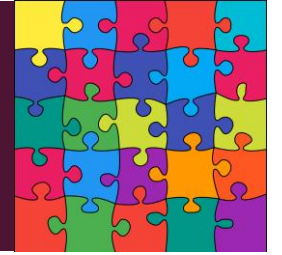
ASPECT	OPTION
What additional efforts do we need to take to keep the office premises safe?	<ul style="list-style-type: none">• Distance between workstations need to comply with minimum distancing area i.e. 6ft• Office surfaces i.e. door nobs, desks, light switches, stair rails need to be cleaned regularly, therefore sufficient cleaning detergents must be available and additional cleaning staff may be required.

THE RE-OPENING PUZZLE



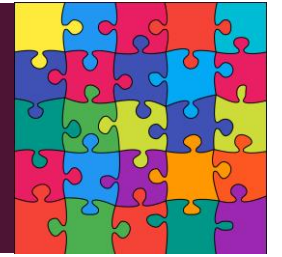
ASPECT	OPTION
<p>What additional efforts do we need to take to monitor the health of our employees working in the office?</p>	<ul style="list-style-type: none">• Their temperature must be measured regularly. Minimum at the time of their entering the office or even before they come to work to avoid them having to come and go back in case they have a fever.• Employees must wear at all times a face mask / cloth.• If employee has any symptom, he/she must refrain from coming to the office.• Employees must wash their hands regularly, therefore sufficient soap must be available.• Lunch time must be further staggered and employees must ensure social distancing while eating.• To avoid employees having unnecessary contact with outsiders, should they bring food from home? Should food delivery be organized?

THE RE-OPENING PUZZLE



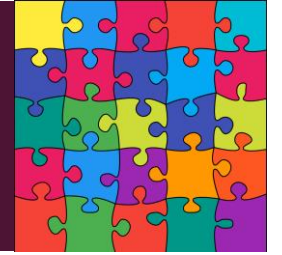
ASPECT	OPTION
What additional efforts do we need to take to monitor the health of our employees?	<ul style="list-style-type: none">• They must wear adequate PPE whenever they are with customers / stakeholders?• If employees travel to other states / countries, they should declare and depending on activity and destination, they may need to isolate themselves upon their return.

THE RE-OPENING PUZZLE



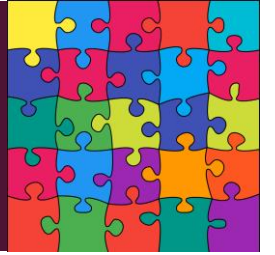
ASPECT	OPTION
Do we need to make any change to any client facing process?	

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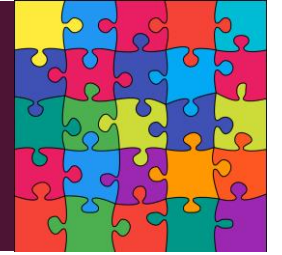
ASPECT	OPTION
<p>Do we need to make any change to our internal processes?</p>	

THE RE-OPENING PUZZLE



ASPECT	OPTION
<p>In view of the fact that most likely gatherings will not be allowed for the foreseeable future, what are we going to do about the planned activities for the rest of the year?</p>	

THE RE-OPENING PUZZLE



ASPECT	OPTION
<p>Is there a need to revise the allowances? (i.e. to enable the availability of wifi connection at home for those having to work remotely?) Or to recognize the hazard employees will need to face during the New Normal?</p>	

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**PLEASE CONTACT US IF YOU REQUIRE
SUPPORT TO BE READY TO RE-OPEN YOUR
OPERATIONS AFTER THE MOVEMENT
CONTROL RESTRICTIONS ARE LIFTED**