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# **PLG GUIDE ON BUSINESS CONTINUITY PLAN FOR **COVID-19****

***PACIFIC LOGISTICS GROUP***

**Updated on: 30 Mar 2020**

## **Introduction**

1. The objective of this guide is to help enterprises in their business continuity planning in response to the COVID-19. It covers the following key business operational risks.

- a. Human resource management
- b. Processes and business functions
- c. Supplier and customer management
- d. Communications, both internal and external

This guide helps companies with the following:

- a. Minimise health risk to employees
- b. Minimise the risk of premises becoming a node of transmission
- c. Ensure plans are in place should employees be quarantined or infected
- d. Ensure alternative arrangements with suppliers and customers so that business operations can continue

## **What is COVID-19?**

2. The COVID-19 belongs to a family of viruses known as the Coronaviruses, which can cause illnesses ranging from the common cold to more severe diseases, such as the Severe Acute Respiratory Syndrome (SARS) and Middle East Respiratory Syndrome (MERS).<sup>1</sup> The COVID-19 infections started in China but confirmed infections have also been reported in Singapore and other parts of the world.

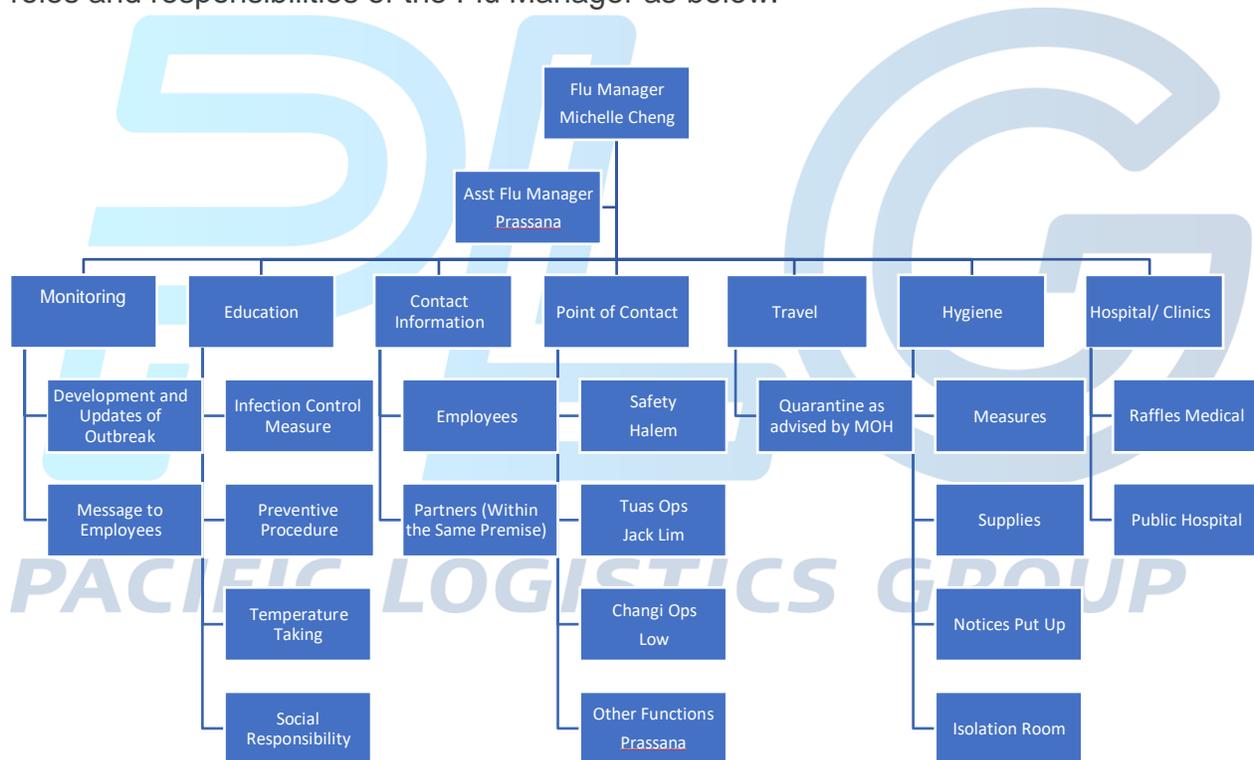
3. The symptoms of the COVID-19 are similar to that of regular pneumonia. Typical symptoms include fever, runny nose, sore throat, cough and shortness of breath.

## Business Continuity Plans (BCP)

4. Enterprises are encouraged to plan and implement business continuity plans to minimise disruption to your operations and ensure that business remains viable during the virus outbreak. Enterprises can take the following steps to ensure adequate preparation for business continuity.

### A. Human resource management

a. A Flu Manager (Ms Michelle Cheng) is appointed to ensure that employees are familiar with the business continuity plans and comply with them during this period. The roles and responsibilities of the Flu Manager as below:

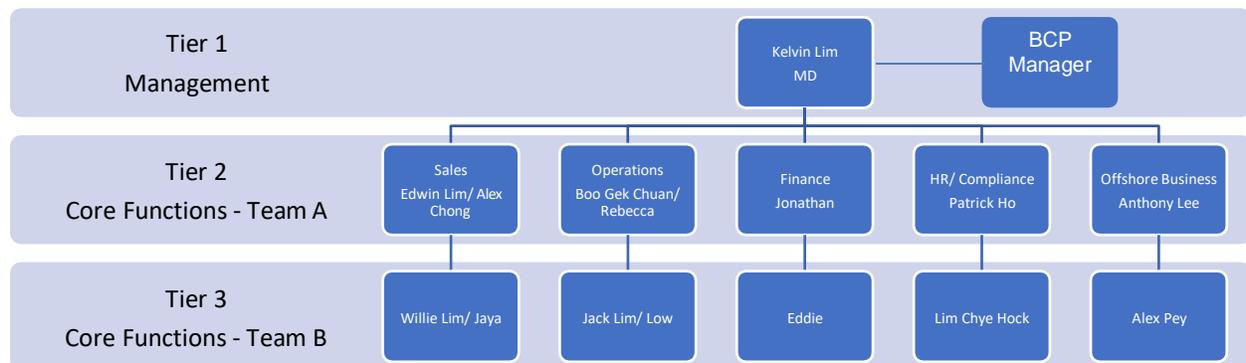


- Monitoring – to actively monitor the development of the COVID-19 outbreak and work with management to disseminate messages to employees with explicit instruction when activating the measures.
- Education – To make know to employees the latest update of the COVID-19. Brief them on the infection control measures (like wash hand, taking temperature, etc.) and the preventive procedures.

- Contact Information – Employees as well as Partners within the building. Be inform of the Point of Contact (POC) for any assistance related to the BCP.
- Point of Contact (POC) – Identified persons whose main responsibility is to assist Flu Manager for liaising with MOH during activation of contact tracing processes at the workplace.
- Travel – Report to Flu Manager for persons who have travelled to affected areas and are quarantined for sufficient days as advised by MOH. Flu manager, Asst Flu manager or POC to check on the employees’ health by phone or email during his/her absence of work.
- Hygiene –
  - Measure & Supplies - Adequate hygiene practice like wash hands, wearing masks when unwell, avoid sharing of cups, etc. and avoid physical contact such as shaking hands
  - Notices – Hand washing techniques
  - Isolation room – Direction to the isolation room
- Hospital/ Clinics – Company assigned clinics and public hospital

b. Plan for the continuity of leadership in the event of absence of key decision makers and executives as below:

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In ensuring the continuity of leadership, PLG has categories the core functions lead by Tier 2 decision makers (Sales, Operations, Finance, HR/ Compliance and Offshore Business). Tier 3 leaders to ensure business continuity in the event when obligatory due to leave of absence (LOA) and Stay Home Notice (SHN) of the decision makers.

A BCP manager is appointed by the management to support, update and coordinate between all stakeholders to ensure that the business has minimum impact to our value customers.

### **DORSCON RED**

In the event of **DORSCON RED**, the management will split into 2 Teams (Team A and B) either in different assigned offices or buildings to continue to run the business.

c. Flexible work arrangements for employees who need to stay at home due to other reasons relating to the COVID-19, e.g. to take care of family members who have travelled to known affected countries or regions. To inform the POC or Flu manager in this instance on the attendance and health conditions.

d. Review PLG employee management policies such as absenteeism, sick leave, overseas travel, workplace closure and recall of non-critical employees and their families from affected countries. To inform the POC or Flu manager in this instance on the attendance and health conditions.

e. Defer all travel to China (Refer Annex A for extension).

If business travel to known affected areas is unavoidable and alternative options such as teleconferencing and video-conferencing are not possible, employers should arrange for their employees to consult a doctor for travel health advice prior to travel

For employees whose work is performed in known affected countries or regions, employers should ensure that employees are adequately protected or monitored in accordance to MOH guidelines

f. Obtain a health and travel declaration from employees who have travelled to China or other affected areas recently, or who have any upcoming plans to travel to China or other affected areas.

g. Check and monitor closely the health condition of employees who had been in China in the past 14 days (Refer Annex A for extension)

Employees who have been issued with a Leave of Absence (LOA) and Stay Home Notice (SHN) should monitor their health closely for 14 days upon entering Singapore. Temperature checks should be made twice a day for 14 days. They should seek medical attention promptly if they feel unwell and inform their doctor of their travel history. If they have a fever or respiratory symptoms (e.g. cough, runny nose, sore, breathlessness), they should wear a mask and call the clinic ahead of the visit.

During the 14-day monitoring period upon their return, flexible work arrangements, such as telecommuting and teleconferencing, should be considered for employees to work from home.

h. Exercise readiness to implement public health response measures, e.g. contact tracing and social distancing, as advised by the MOH

## **B. Process and business functions**

### **a. Operations and Admin staffs & Partners/ Visitors/ Contractors**

#### **DORSCON ORANGE**

- Carry out 2 X Temperature Screening per working day

- Ensure proper hygiene – wash hand regularly
- Increase frequency of cleaning and disinfection of the commonly used area
- Maintain a temperature records of employees and partners/ vendors/ customers
- Declaration of travel for the past 14 days
- Wear surgical masks if having common flus or coughs
- Isolation room for employee(s) having fever before proceed to Clinic/ Hospital
- Reject Employees/ Partners/ Visitors/ Contractors politely to enter the premise (proceed to isolation room). Record and inform Flu manager to proceed with the necessary documentation and liaising with MOH.
- Meetings to conduct remotely by **Skype or Teleconferencing**
- BCP Manager to update support, update and coordinate between all stakeholders to ensure that the business has minimum impact to our value customers

### **DORSCON RED**

- Thorough disinfection of area/ affected area, including aircons (within 24 hours)
- Limit access to disinfected area and to maintain good ventilation. All windows open.
- Ensure N95 masks, goggles and gloves are used when performing work
- Admin staffs to split in different assigned working areas (work from home if appropriate, subject to management decision)
- Carry out 2 X Temperature Screening per working day
- Ensure proper hygiene – wash hand regularly
- Increase frequency of cleaning and disinfection of the commonly used area
- Maintain a temperature records of employees and partners/ vendors/ customers
- Declaration of travel for the past 14 days
- Isolation room for employee(s) having fever before proceed to Clinic/ Hospital
- Reject Employees/ Partners/ Visitors/ Contractors politely to enter the premise (proceed to isolation room). Record and inform Flu manager to proceed with the necessary documentation and liaising with MOH.
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- BCP Manager to update support, update and coordinate between all stakeholders to ensure that the business has minimum impact to our value customers

**b. Point of Contact (POC)**

For any enquiries with regards to the process or information, all employees and customers may look for the respective POC.

- Safety – Halem and Trevors
- Tuas Operations – Jack
- Changi Operations – Low
- Other Partners – Prasanna

**c. Immediacy Arrangement for Malaysia Border Control Measures Activated – 18 Mar 20**

	<b>Areas in Concern</b>	<b>Plans to be Activated</b>
<b>Workers Arrangement</b>	Malaysian workers not able to travel to Singapore for work	<ul style="list-style-type: none"> <li>• Workers lodging and necessities in Singapore for the next 14 days</li> <li>• More temperature checks to be conducted at the lodge premise by assigned PIC (person in charge) to ensure all temperatures are taken (8am and 10pm).</li> <li>• In the case of any emergency or a need for medical aids, PIC to inform POC immediate to activate the ambulance or nearest clinic</li> </ul>
<b>Operations Changes</b>	Warehousing Key Account Projects Transportation VAS	<ul style="list-style-type: none"> <li>• Skype and Teleconference</li> <li>• Split Shift</li> <li>• Cross Training</li> </ul>

	Sales Security IT Finance	<ul style="list-style-type: none"> <li>• Flexi Force/ Part Timer</li> <li>• Work from Home</li> <li>• e-Document – Delivery Orders, Invoices, etc.</li> </ul>
<b>Customer Communication – Updates</b>	Order Fulfilment of Key Accounts	<ul style="list-style-type: none"> <li>• Daily Reporting and Communication of Order Fulfillment</li> <li>• Corporate BCP Plan updates</li> </ul>

**d. Social Distance**

- i) On 24 March 2020, MOH has announced stricter safe distancing measures to limit gatherings outside of work and school to 10 persons or less, and ensure that physical distancing of **at least 1m** can be achieved in most settings where interactions are non-transient.



**Employers and employees must adopt safe distancing measures at the workplace**

- ii) The tripartite partners – the Ministry of Manpower (MOM), the National Trades Union Congress (NTUC) and the Singapore National Employers Federation (SNEF) – expect employers to adopt strict safe distancing measures at the workplace as outlined in this advisory, so as to provide a safe working environment for their employees. MOM and MOH will take enforcement actions against employers who do not implement safe distancing measures, including ordering employers or occupiers to cease operations until the measures are put in place.
- iii) Employees are reminded to practise social responsibility by observing good personal hygiene, monitoring their own health conditions and staying at home to rest if unwell. They must also cooperate with their employers in the implementation of these safe distancing practices at the workplace and encourage their co-workers to do so as well.

All feedbacks and information gathered must report to the Flu manager, Ms Michelle Cheng, and the BCP Manager, Mr Kelvin Lim, for their perusal. In the case of contact tracing, POC will assist Flu manager.

**e. Contact Matrix (Communication)**

Kelvin Lim – BCP Manager	HP: 65 6335 0020
Michelle Cheng – Flu Manager	HP: 65 8606 6128
Halem & Trevors – POC Safety	HP: 65 9823 6237 / 9871 2388
Jack – POC Tuas Operations	HP: 65 9863 2714
Low – POC Changi Operations	DID: 65 6542 2168
Prasanna – POC Other Partners	HP: 65 8169 0010
Jega – PIC	HP: 65 8808 2604
Raj – PIC assistant	HP: 65 8808 2604



## **Annex A**

In view of the evolving COVID-19 situation globally, Singapore has put in place additional precautionary measures for some travellers entering Singapore.

The border control measures in relation to COVID-19 are summarised in the [Annex B](#). These border restrictions will be reviewed in 30 days, and may be extended to more countries as the global and local situation evolves.

### **ASEAN countries [updated 15 Mar 2020]**

From 16 March 2020, 2359 hours, all travellers (including Singapore Residents, Long Term Pass holders, and short-term visitors) entering Singapore with recent travel history to ASEAN\* (Association of Southeast Asian Nations) countries within the last 14 days will be issued with a 14-day Stay-Home Notice (SHN)^.

In addition, they will have to provide proof of the place where they will serve the 14-day SHN, for example a hotel booking covering the entire period, or a place of residence they or their family members own. They may also be swabbed for testing for COVID-19, even if asymptomatic.

From 16 March 2020, 2359 hours, all short-term visitors who are nationals of any ASEAN country will have to submit requisite information on their health to the Singapore Overseas Mission in the country they are resident before their intended date of travel.

The submission will have to be approved by Singapore's Ministry of Health (MOH) before travel to Singapore, and the approval will be verified by the Immigration and Checkpoints Authority (ICA) officers at the Singapore checkpoints. Short-term visitors who arrive in Singapore without the necessary approval will be denied entry into Singapore.

*\*SHN will not apply to Singaporeans and Malaysians at land and sea crossings with*

*Malaysia.*

*^SHN will not apply to transiting in Singapore without leaving the transit area.*

*For more details, refer to MOH's [travel advisory](#).*

### **Japan, Switzerland, or the United Kingdom [updated 15 Mar 2020]**

From 16 March 2020, 2359 hours, all travellers (including Singapore Residents, Long Term Pass holders, and short-term visitors) entering Singapore with recent travel history to Japan, Switzerland, or the United Kingdom within the last 14 days will be issued with a 14-day Stay-Home Notice (SHN)^.

In addition, they will have to provide proof of the place where they will serve the 14-day SHN, for example a hotel booking covering the entire period, or a place of residence they or their family members own. They may also be swabbed for testing for COVID-19, even if asymptomatic.

*^SHN will not apply to travellers transiting in Singapore without leaving the transit area.*

*For more details, refer to MOH's [travel advisory](#).*

### **France, Germany, Italy and Spain [updated 13 Mar 2020]**

From 15 March 2020, 2359 hours, all new visitors with recent travel history to France, Germany, Italy and Spain within the last 14 days will not be allowed entry into or transit through Singapore.

For Singapore residents and long-term pass holders with recent travel history to France, Germany, Italy and Spain within the last 14 days, they will be issued a Stay-Home Notice (SHN). Under the SHN, they will have to remain in their place of residence at all times for a 14-day period after returning to Singapore.

For more details, refer to MOH's [travel advisory](#).

## **Iran and the Republic of Korea [updated 3 Mar 2020]**

From 4 March 2020, 2359 hours, all new visitors with recent travel history to Iran and the Republic of Korea (South Korea) within the last 14 days will not be allowed entry into or transit through Singapore.

ICA will suspend issuance of all forms of new visas to those with Iranian passports. Previously issued short-term and multiple-visit visas for those with Iranian passports, will also be suspended. During suspension, they will not be allowed entry in Singapore.

For Singapore residents and long-term pass holders with recent travel history to Iran or Republic of Korea within the last 14 days, they will be issued a Stay-Home Notice (SHN). Under the SHN, they will have to remain in their place of residence at all times for a 14-day period after returning to Singapore.

For more details, refer to MOH's [travel advisory](#).

## **Mainland China**

From 1 February 2020, 2359 hours, all new visitors with recent travel history to mainland China within the last 14 days will not be allowed entry into Singapore, or to transit through Singapore.

For more details, refer to MOH's [travel advisory](#).

From 18 February 2020, 2359 hours, Singapore residents (Singaporean Citizens and PRs) and long-term pass holders (including Work Passes and Permits, Student Pass, Dependent's Pass and Long-Term Visit Pass) returning to Singapore from mainland China

(outside of Hubei) within the last 14 days will be placed under SHN. Travellers from Hubei shall be subject to quarantine.

Under the SHN, they will have to remain in their place of residence at all times during the 14-day period. Those placed on the SHN will be reminded to monitor their health closely and minimise contact with others.

*For more details about SHN, refer to MOH's [press release](#).*

All the above border restrictions are temporary, and will be reviewed regularly based on the global situation.

With immediate effect on 13 March 2020, Singapore will cease port calls for all cruise vessels.

### **Swab tests at checkpoints**

Since 4 March 2020, travellers entering Singapore and exhibiting fever and/or other symptoms of respiratory illness are required to undergo a COVID-19 swab test at the checkpoints, regardless of travel history.

Such travellers will also be issued a 14-day SHN, which they will have to serve in full even if the result of the swab test is negative.

Those who meet the clinical suspect case definition will be conveyed to the hospital for follow-up.

Persons under SHN will have to remain in their place of residence at all times for 14 days after entering Singapore.

For the latest updates on the COVID-19 situation, go to [www.moh.gov.sg/covid-19](http://www.moh.gov.sg/covid-19)

## Annex B

Travel History in the last 14-days in Countries/Regions	For Singapore Residents and Long Term Pass Holders	For Short-Term Visitors
Hubei province (mainland China)	14-day quarantine	Not allowed entry or transit
Mainland China (except Hubei province), France, Germany, Italy, Iran, Republic of Korea, and Spain	14-day SHN	Not allowed entry or transit
<b>[New]</b> ASEAN countries*	14-day SHN	14-day SHN  Short-term visitors who are ASEAN nationals will also be required to submit requisite health information for approval before travelling
<b>[New]</b> Japan, Switzerland, and the United Kingdom	14-day SHN	14-day SHN
<b>*SHN will not apply to Singaporeans and Malaysians at land and sea crossings with Malaysia</b>		

**Table 1. Summary of Border Control Measure.**

## Annex C

	GREEN	YELLOW	ORANGE	RED
<b>Nature of Disease</b>	Disease is mild <b>OR</b> Disease is severe but does not spread easily from person to person (e.g. MERS, H7N9)	Disease is severe and spreads easily from person to person but is occurring outside Singapore. <b>OR</b> Disease is spreading in Singapore but is (a) Typically mild i.e only slightly more severe than seasonal influenza. Could be severe in vulnerable groups. (e.g. H1N1 pandemic) <b>OR</b> (b) being contained	Disease is severe <b>AND</b> spreads easily from person to person, but disease has not spread widely in Singapore and is being contained (e.g. SARS experience in Singapore)	Disease is severe <b>AND</b> is spreading widely
<b>Impact on Daily Life</b>	Minimal disruption e.g. border screening, travel advice	Minimal disruption e.g. additional measures at border and/or healthcare settings expected, higher work and school absenteeism likely	Moderate disruption e.g. quarantine, temperature screening, visitor restrictions at hospitals	Major disruption e.g. school closures, work from home orders, significant number of deaths.
<b>Advice to Public</b>	<ul style="list-style-type: none"> <li>• Be socially responsible: if you are sick, stay at home</li> <li>• Maintain good personal hygiene</li> <li>• Look out for health advisories</li> </ul>	<ul style="list-style-type: none"> <li>• Be socially responsible: if you are sick, stay at home</li> <li>• Maintain good personal hygiene</li> <li>• Look out for health advisories</li> </ul>	<ul style="list-style-type: none"> <li>• Be socially responsible: if you are sick, stay at home</li> <li>• Maintain good personal hygiene</li> <li>• Look out for health advisories</li> <li>• Comply with control measures</li> </ul>	<ul style="list-style-type: none"> <li>• Be socially responsible: if you are sick, stay at home</li> <li>• Maintain good personal hygiene</li> <li>• Look out for health advisories</li> <li>• Comply with control measures</li> <li>• <b>Practise social distancing: avoid crowded areas</b></li> </ul>

Diagram 1. Dorscon Alert Levels