DARe
Darussalam Enterprise

Enterprises Guide on Business Continuity Planning in Brunei Darussalam for COVID-19

Acknowledgement

DARe would like to express its special thanks of gratitude to Enterprise Singapore for sharing its knowledge to complete this guide.

Introduction

1. The objective of this guide is to help enterprises in Brunei Darussalam 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 enterprises 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 on leave of absence, quarantined or infected.
d. Ensure alternative arrangements with suppliers and customers so that business operations can continue.

What is COVID-19?

2. 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). COVID-19 infections started in China but confirmed infections have also been reported in Brunei 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 their operations and ensure that business remains viable during the virus outbreak. Enterprises can take the following steps to ensure adequate preparation for business continuity.

Human resource management

a. A Business Continuity Manager should be 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 Business Continuity Manager are given in Annex 1.

b. Develop a plan for the continuity of leadership in the event of absence of key decision makers and executives.

c. Consider flexible work arrangements for the high-risk employees, as well as employees who need to stay at home due to other reasons relating to COVID-19, e.g. to take care of family members who have travelled to known affected countries or regions.

d. Review employee management policies such as leave of absence, absenteeism, sick leave, overseas travel, workplace closure and recall of non-critical employees and their families from affected countries.

e. Adhere to all travel and health advisories issued by the Ministry of Health (MOH), Brunei Darussalam and other government agencies. Refer to the latest advisories and requirements on travel, health, quarantine and letter of absence and, as the situation evolves so that an informed decision can be made on whether to proceed with business travel plans.

f. Comply with all quarantine and self-isolation orders issued by MOH and other government agencies. These include all measures prescribed by MOH and other government agencies during the quarantine period.

g. Adhere to all leave of absence advisories issued by MOH and other government agencies.

h. Implement public health response measures, e.g. contact tracing and social distancing, as advised by the MOH.

i. Stay abreast of the situation as it evolves by subscribing to Gov.bn (**https://t.me/govbnofficial**) for live notifications of official updates and advisories, or refer to MOH website (http://www.moh.gov.bn/SitePages/COVID-19.aspx).

Process and business functions

a. Identify critical business functions (prioritised activities) and essential employees. Enterprises should consider the following:
   - Set up alternate teams of employees (e.g. Team A & Team B) who can be deployed at different work schedules (e.g. Team A works in the office while Team B works from home, alternating on a weekly basis). The teams should be physically segregated to avoid the risk of infection between teams.
   - Cross-train employees and establish covering arrangements to minimise disruptions.

b. Educate employees on infection control and good personal hygiene (see Annex 2).

c. Develop plans related to visitor and employee screening and follow-up actions (see Annex 3 on recommended procedures for screening visitors & employees).

d. Develop a robust employee sickness surveillance process to identify and manage unwell employees.

e. Ensure adequate supply of appropriate Personal Protection Equipment (PPE) and medical equipment (e.g. thermometers, disposable gloves, surgical masks, N-95masks and disinfectants) and undertake training to familiarise employees on their usage.

f. Clean and disinfect enterprises' premises exposed to suspected or confirmed case(s) of COVID-19.

Supplier and customer management

a. Identify essential suppliers and service providers, and discuss and prepare business continuity measures. These include understanding the BCP of suppliers and service providers.

b. Identify essential customers and ensure that plans are in place to meet customer needs.

c. Develop a plan on how and when to activate:
   - Alternative suppliers.
   - Alternative delivery means to customers.

Communications

a. Begin by identifying a communications coordinator who will disseminate your communications plan in line with your business needs and business continuity plans.

b. Ensure that employees have a clear understanding of their roles and responsibilities. For example, employees should be informed of the BCP measures that will impact them and be kept updated on policies and progress on the measures to be implemented by the company in the event of a virus outbreak. Consider setting up a communication channel for employees to report their status and to make enquiries.

c. Identify the relevant stakeholders such as suppliers, service providers and customers, and key messages for each stakeholder group; and begin a dialogue with them on potential contingency measures during a virus outbreak.

Alert Response Framework

5. Enterprises should develop an alert response framework to identify business continuity measures to be implemented according to level of severity and impact on business operations. Measures taken at each stage may differ depending on nature and scale of business. Enterprises are advised to implement appropriate measures in accordance with the latest advisories published by the government.

Example of Alert Response Framework:

Level of Alert Response	Impact on Business	BCP Measures to Implement
Level 1	Minimal disruption to operations	• Adhere to advisories as per PMO and MOH • Defer travels to affected countries • Cancel non-essential mass gatherings in the building • Deploy essential employees into two or more teams • Deploy high-risk employees to work from home • Minimise face-to-face meetings or contact • Activate remote communications access among personnel working from home / offsite • Activate screening procedures and/or isolation rooms • Deny entry for employees/ visitors/ customers with symptoms and nonessential business • Assist MOH with contact tracing if required • Increase frequency of cleaning and disinfecting common areas in the building
Level 2	Moderate disruption to operations	• Adhere to advisories as per PMO and MOH • Defer travels to affected countries • Activate skeletal workforce • Restrict face-to-face meetings or contact • Maintain remote communications access among personnel working from home / offsite • Activate remote communication access for employees to interact with key clients • Maintain screening procedures and/or isolation rooms • Restrict or limit number of visitors/ customers • Maintain assistance to MOH with contact tracing if required • Increase frequency of cleaning and disinfecting common areas in the building
Level 3	Major disruption to operations	• Adhere to advisories as per PMO and MOH • Maintain skeletal workforce • Contingency plans activated

		• Recovery plans ready for activation • Focus resources on critical areas • Maintain remote communications access among personnel working from home / offsite • Maintain remote communication access for employees to interact with key clients • Deploy teams to support critical areas • Maintain screening procedures and isolation rooms • Restrict or limit visitors/ customers • Maintain assistance to MOH with contact tracing if required • Increase frequency of cleaning and disinfecting common areas in the building
Level 4	Operations may be put on hold	• Adhere to travel advisories as per PMO and MOH • All essential functions to be carried out through available communications access • Standby recovery plans • Maintain remote communications access among employees and with key clients • Maintain assistance to MOH with contact tracing through available communications access

Annex 1

Roles and responsibilities of the Business Continuity Manager

1. Actively monitor development of virus outbreak and work with management to disseminate messages to employees with clear instructions when measures need to be activated.

2. Educate employees on the latest available information on the virus. Brief them on the need for infection control measures and the preventive procedures that have been set in place. Educate employees on the different types of thermometers, such as oral and ear thermometer, and the proper way of using them.

3. Collate updated contact information of all employees, i.e. home address/home telephone number/ mobile phone number. Make sure all employees have contact numbers of Business Continuity Manager/Assistant Business Continuity Manager*. Employees are to contact the Business Continuity Manager if they are admitted to hospital with suspected infections for contact tracing purposes.

4. Ensure that the enterprise has appointed at least one designated Point of Contact (POC) (may be the Business Continuity Manager), who will be responsible for liaising with MOH during activation of contact tracing processes at the workplace.

5. Check the following websites (http://www.moh.gov.bn/SitePages/COVID-19.aspx) daily for updated advisories (e.g. travel advisories) and update employees accordingly.

6. Ensure that employees who have travelled to affected areas are quarantined for a sufficient number of days, as advised by the MOH. Check on employees' health by phone or email during his/her absence from work.

7. Appoint employee to keep quarantined employees informed of events in office.

8. Ensure that workplace has adequate supplies of tissue paper/hand towels, disinfectants and masks.

9. Brief employees on personal hygiene measures (refer to Annex 2).

10. Put up notices in washrooms on proper hand washing techniques.

11. Ensure common areas e.g. pantries, washrooms, meeting rooms are disinfected daily. Liaise with cleaning employees/contractors on this.

12. Designate a room/area in the office with nearby toilet facilities as the isolation room/area for the employee(s) with fever to use. Identify the isolation route (a route that is not commonly used by employees/visitors) that leads to an area where the employees with fever can be brought to clinic/hospital.

13. Identify hospital/clinics that employees with fever can be brought to.

14. Where advised by MOH, carry out symptom or temperature monitoring of employees. If temperature monitoring is instituted, ensure employees measure their temperature twice daily (see Annex 3G: Temperature Monitoring Log). Once an employee is identified to have fever (37.5ºC and above), follow instructions in Annex 3B: Procedures upon Detection of Unwell Employee.

***Note: Depending on the employee strength and the size of your enterprise's premises, an assistant Business Continuity Manager should be appointed as a backup to cover the duties of the Business Continuity Manager. If applicable, a Response Team should be set up to support the execution of incident response measures.**

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. Practice frequent hand washing with soap (e.g. before handling food or eating, after going to 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.

   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:

Annex 2B

How to wear a surgical mask

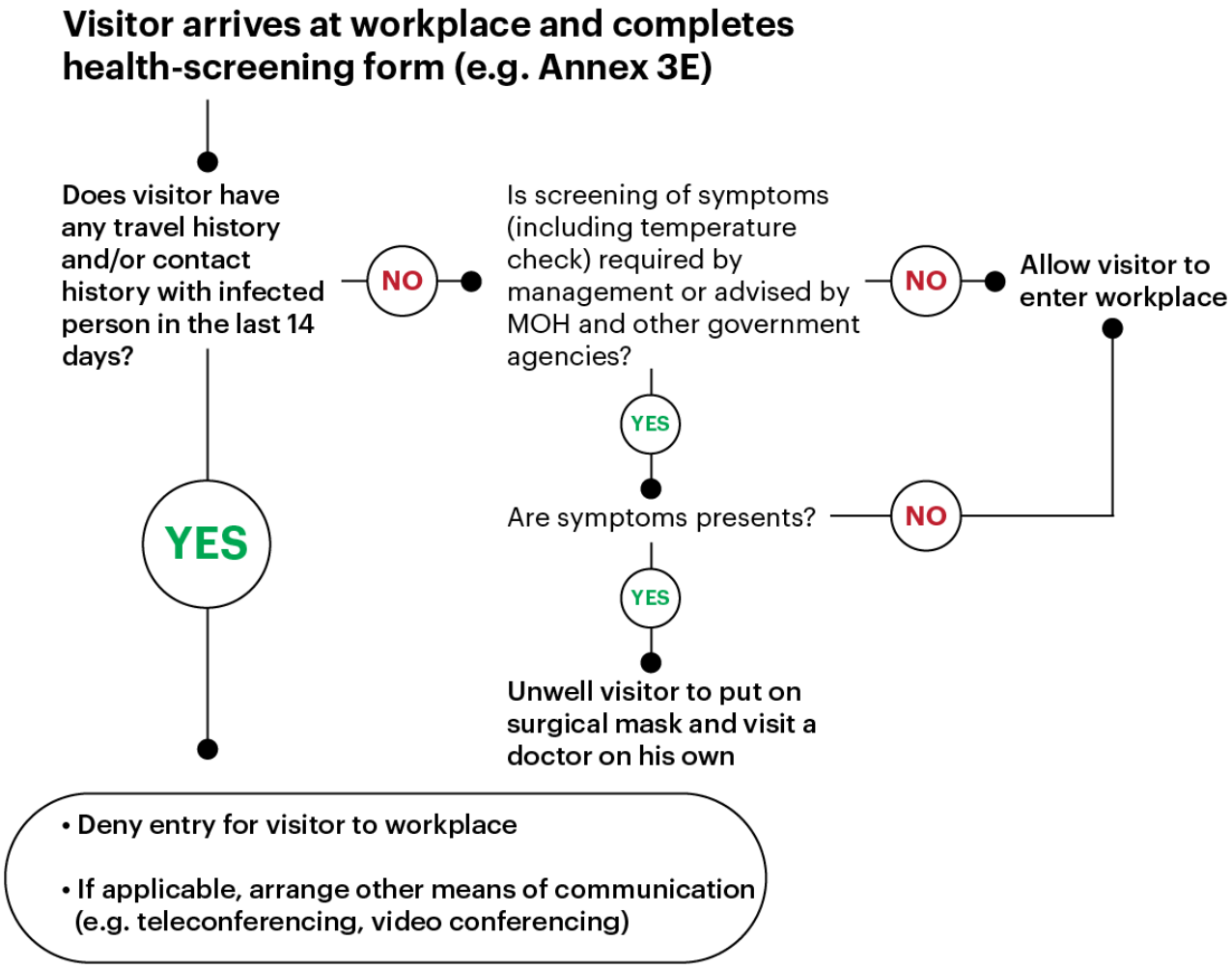
Note:

- **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 3A

Screening procedures of visitors and employees

SOP #1: Example of a workflow for visitor screening at the workplace

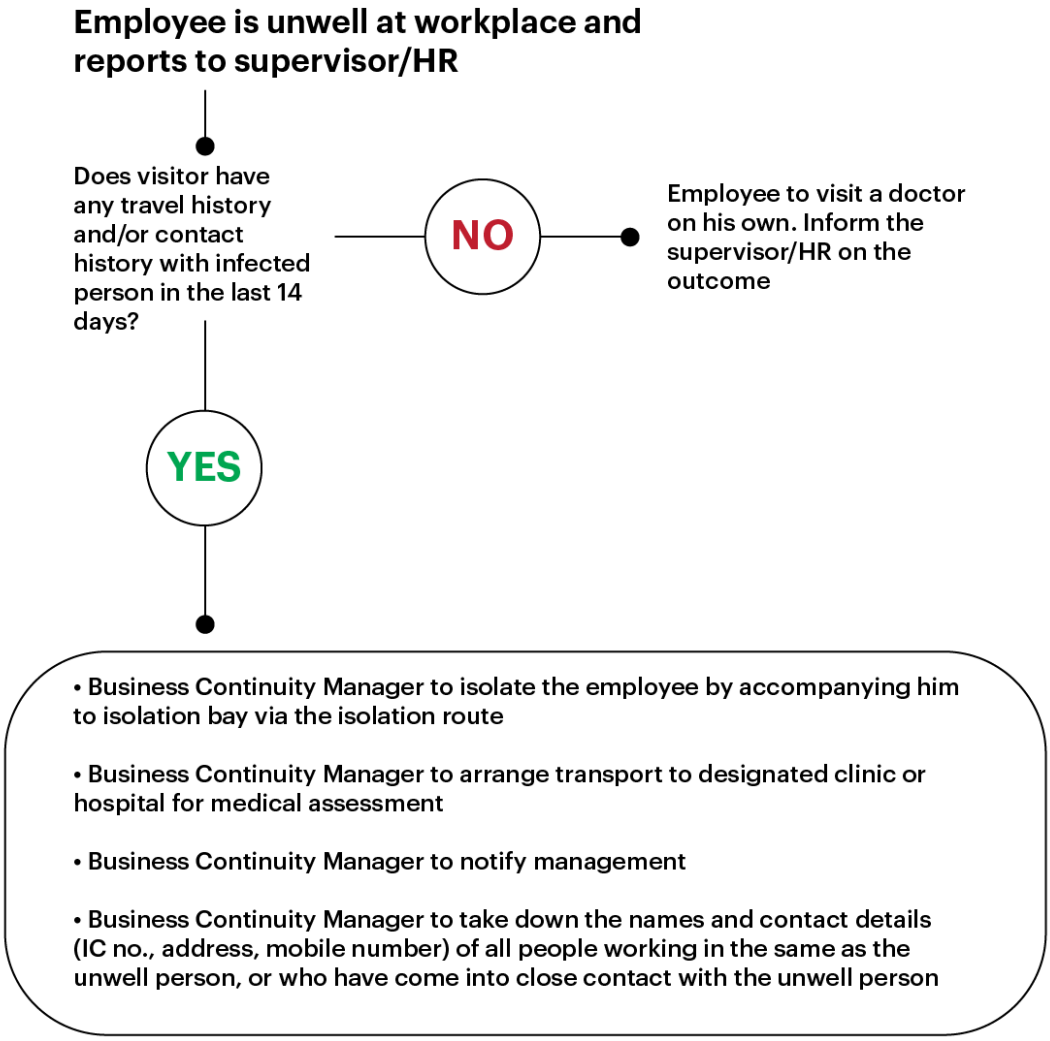


Additional Note:

- **Please refer to affected contries and areas as advised by MOH**
- **Additonal procedures and measures may be required if advised by MOH and other government agencies**
- **PPE (e.g. masks and gloves) to be made available at the counter for employees and visitors**

Annex 3B

SOP #2: Example of a workflow for managing an unwell employee at workplace

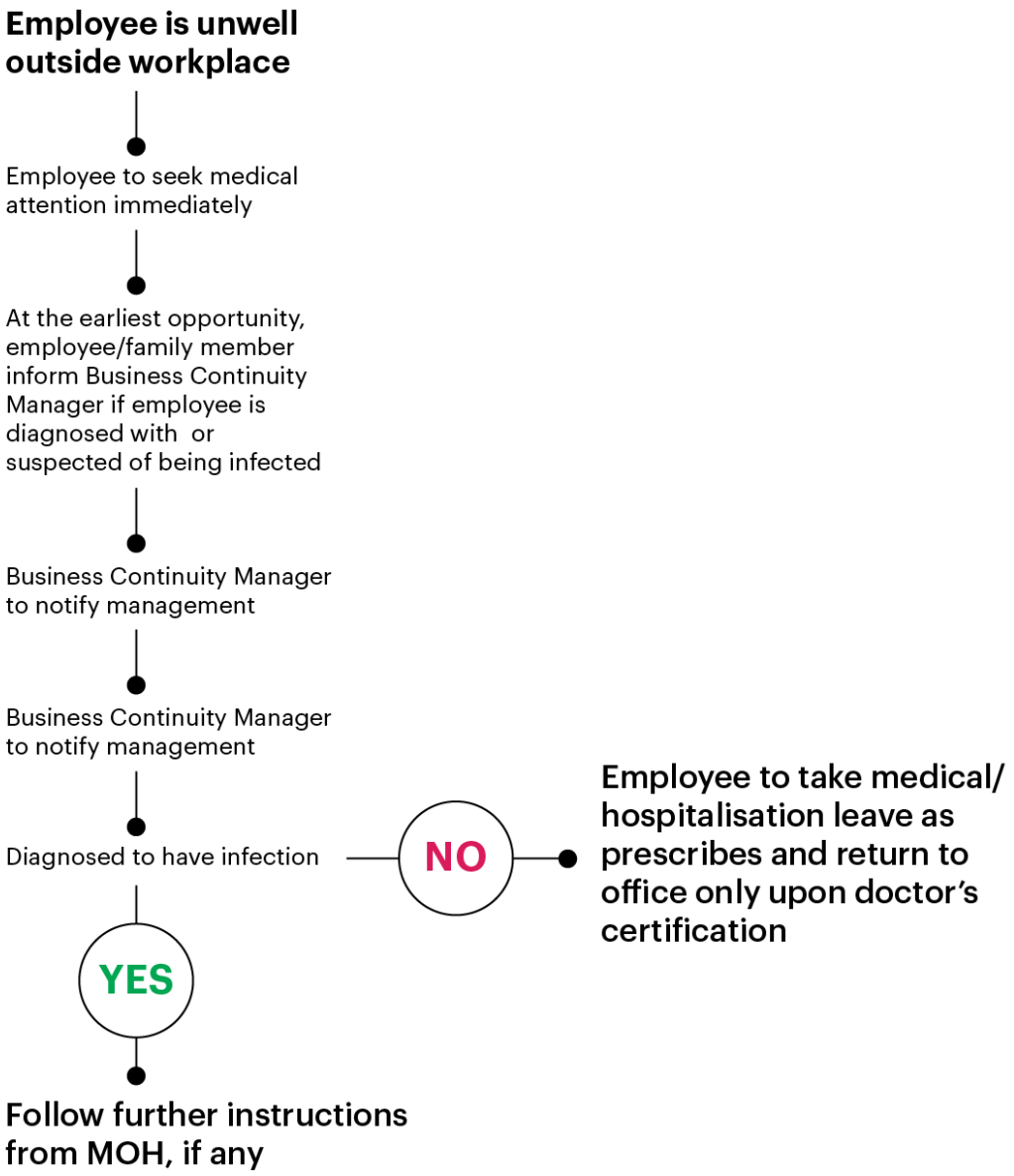


Additional Note:

- **Please refer to affected countries and areas as advised by MOH**
- **Additional procedures and measures may be required if advised by MOH and other government agencies**

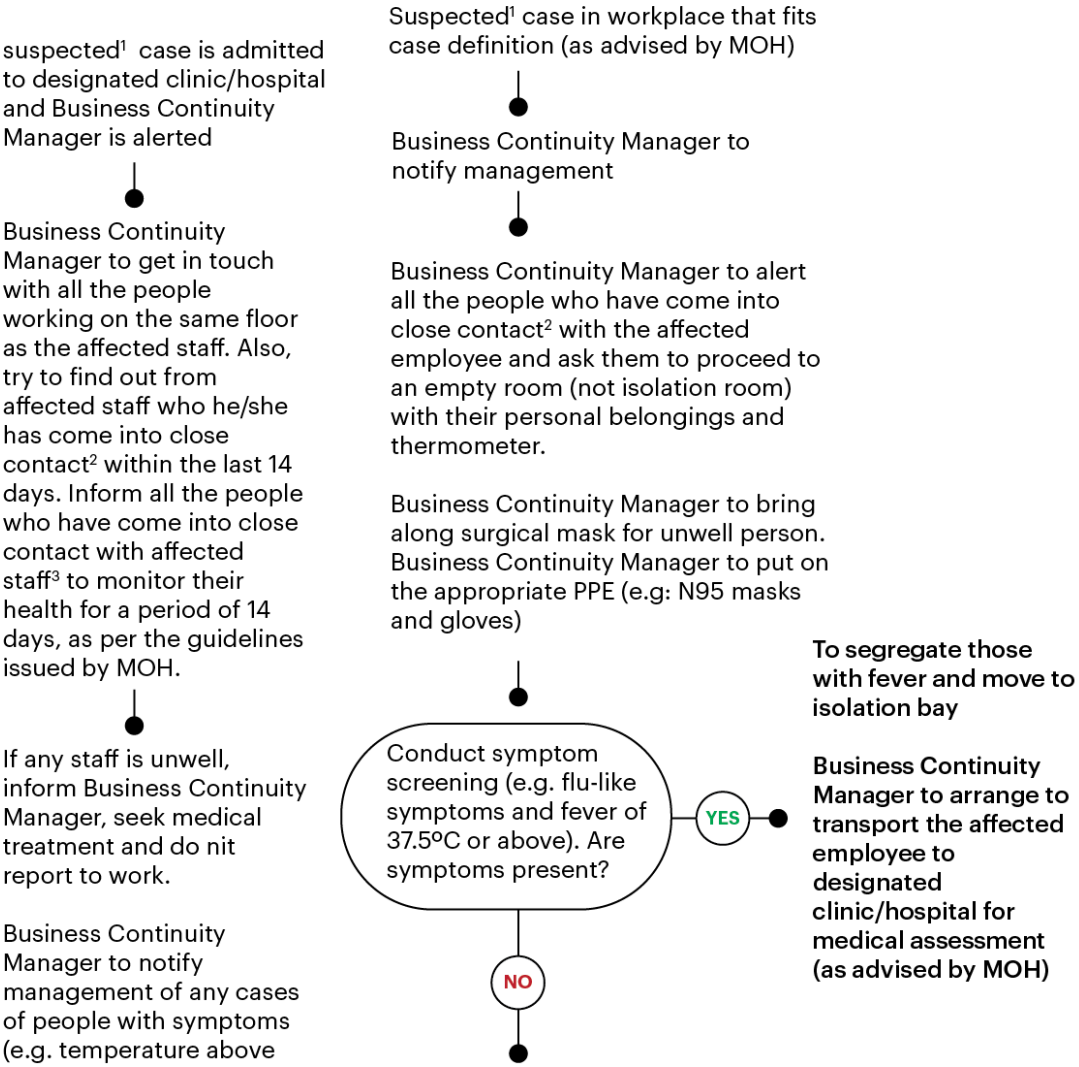
Annex 3C

SOP #3: Example of a workflow for managing employee unwell outside workplace



Annex 3D

SOP #4: Example of a workflow for contact tracing



1. A suspected case is an individual with a temperature above 37.5ºC and flu-like symptom and has travel to affected areas or has close contact with confirmed case in the last 14 days.

2. Close contact refers to having sustained unprotected exposure within 2 meters of a confirmed case over a period of 30 minutes or more.

3. As a precaution, staff may be advised to work from home or remotely.

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):
IC / 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	☐ No symptom If you have the following symptom(s), please tick the relevant box(es) ☐ Fever ☐ Dry cough ☐ Body aches ☐ Headaches ☐ Sore throat ☐ Runny nose ☐ Tiredness ☐ Shortness of breath ☐ Others _____
2	Have you been in contact with a confirmed COVID-19 patient in the past 14 days? ☐ Yes ☐ No
3	Have you been to highly infected countries or affected countries or area(s) in the past 14 days? ☐ Yes ☐ 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:	IC / Passport no*.:
Address: Contact number: _____(W) _____(H) _____(M) Symptoms: ☐ Fever ☐ Body aches ☐ Shortness of breath ☐ Sore throat ☐ Tiredness ☐ Dry cough ☐ Headache ☐ Runny nose ☐ 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**

Annex 3G

Temperature Monitoring Log

Name:

Department:

Date	Temperature (°C)			
	Morning reading	Initial by employee	Afternoon reading	Initial by employee

Please keep a record of your temperature reading twice daily

- 37.5°C and above
- Please alert Business Continuity Manager immediately
- Please keep temperature log for the Business Continuity Manager's audit

Annex 4

Tips on Temperature Taking

When to take your temperature:

1. Wait for 20 to 30 minutes after smoking, eating, or drinking a hot or cold liquid
2. Wait at least 1 hour after heavy exercise or a hot bath before measuring body temperature

How to take your temperature:

3. There are different ways of temperature taking for the different types of thermometers available

Glass thermometer

4. Wash the thermometer bulb with soap and water before use
5. Shake the thermometer a few times to bring the level of liquid in the thermometer below 35ºC
6. Temperatures can be taken from the armpit or mouth

Armpit reading

7. Place the thermometer bulb under your armpit. Press arm against body to hold the thermometer in place. Remove the thermometer and read the temperature after 5 minutes

Oral reading

8. Place the thermometer bulb under your tongue. Close your mouth and do not talk or bite the thermometer. Remove the thermometer and read the temperature after 3 minutes
9. Wash the bulb of the thermometer with soap and water after use

Note: Do not use a mercury thermometer for children under six in case of breakage leading to mercury poisoning.

Digital thermometer

10. Wash the area of the thermometer bulb with soap and water before use
11. Switch on the thermometer and wait until it is ready to register a reading
12. Temperatures can be taken from the armpit or mouth

Armpit reading

13. Place the thermometer bulb under your armpit. Press arm against body to hold the thermometer in place. The thermometer will beep to signal that the temperature display is ready for reading. Remove the thermometer and read the temperature

Oral reading

14. Place the thermometer bulb under your tongue. Close your mouth and do not talk or bite the thermometer. The thermometer will beep to signal that the temperature display is ready for reading. Remove the thermometer and read the temperature
15. Wash the area of the thermometer bulb with soap and water after use

Ear (tympanic) thermometer

16. To keep the probe clean, use a disposable probe cover. Use a new cover each time you take an ear temperature
17. Switch on the thermometer
18. Pull the ear backwards and upwards to straighten the ear canal when the thermometer is ready to register a reading
19. Center the probe tip in the ear, and push gently inward towards the eardrum. Do not force it in.
20. Press the activation button and hold until a reading appears (some models may beep when it is ready for a reading)
21. Remove the thermometer and read the temperature
22. Discard cap after use (use a new cap for every temperature taking)

Non-contact infrared forehead thermometer

23. Non-contact infrared forehead thermometers are held 3 cm to 5 cm from the person and typically measure temperature on the forehead or temple
24. If the temperature reading is >37.4°C, you may have fever
25. Person's head to hold still and to hold the thermometer steady for 2-3 seconds during the measurement. Movement will impact the temperature reading
26. For best results, the person should be indoors and away from direct sunlight for at least 30 minutes before taking temperature
27. Remove any hair from forehead before measuring temperature. Clean any sweat or dirt or cosmetic away from forehead to improve accuracy

Remember:

- It is important to read the manufacturer's instructions on the proper use of the thermometer
- When washing glass or digital thermometers, wash only the area in contact with the mouth/skin as the thermometer may not be waterproof
- Do not talk when taking an oral temperature or move about when taking an armpit temperature

Do you know:

- Temperatures taken at different parts of the body present different readings – those taken from the armpit are lower than readings from the mouth and ear
- For adults: if the armpit temperature is 37.0°C and above, the oral temperature is

- 37.3ºC and above, or the ear temperature is 37.7ºC and above, you have a fever
- Children (below 12 years) have a fever if the armpit temperature is over 37.2ºC, the oral temperature is over 37.5ºC or the ear temperature is over 37.9ºC
- The normal temperature for healthy adults and children ranges from 36.2ºC to 37.2ºC
- and the average normal temperature is taken as 37.0ºC
- Children tend to have higher body temperatures due to higher metabolic rates
- Women who are ovulating may have temperatures that are 0.6ºC higher due to hormonal changes in their bodies
- Adults over 65 years of age may have temperatures that are 0.3ºC lower because of lower metabolic rates

DARe
Darussalam Enterprise

Enterprises Guide on Business Continuity Planning in Brunei Darussalam for COVID-19

Design & Technology Building,
Spg 32-37, Kg Anggerek Desa,
Bandar Seri Begawan
BB3713,Brunei Darussalam

Darussalamenterpris

DARE.GOV.BN