CAPJEM™

CRISIS MANAGEMENT SELF-ASSESSMENT

Coronavirus disease (COVID-19)

Assess your organization on the following questions:

Executive Management

Do you have a Crisis Management Plan?
Do you have a spokesperson?
When was the last time the plan was tested?
Do you have a plan for an employee testing positive? Shut down? Cleaning? Monitoring?
Do you know your overall risk from the virus? Occurrence Probability? Impact?
What employee functions can be performed working from home?
What are the issues of working from home?
Do you have a business/financial plan to support decreased sales and/or production?

Supply Chain

Suppliers and Receiving

Do you have a Supplier Approval program?
Do you know the manufacturing location of your raw materials?
Are your raw materials from "Hotspot" areas?
Have you inquired with your suppliers about the virus?
Do you have secondary suppliers or an emergency spot buy program?
Do your raw materials go through warehouse prior to arrival? Location? Approved?
Are your materials on dedicated transport? LTL? Do you know the remaining transport make-up? Approved shippers?
Do you have a receiving inspection program? CoAs? Seals?

Shipping

Are your materials on dedicated transport? LTL? Do you know the remaining transport make-up? Approved shippers?
Do you have a vessel inspection program prior to loading?
Do your finished products go through warehouse prior to arrival? Location? Approved? Co-mingled?
Do you have a secondary shipper program?

Operations

Do you have Personnel Processing Practices (GMPs) in place to effectively mitigate risk?
Do you have enhanced GMPs ready to go? Deep cleaning? Frequency? Chemicals?
Do you utilize contract manufacturers? Are you aware of their procedures?
Do you utilize offsite storage for WIP or finished product? Under your control?
Do you have alternate production sites approved?
Do you have a temporary employment agency approved?
Do you have a production plan for limited production? Minimum workforce production?

Sales and Marketing

Can you reduce onsite sales visits to customers? Can business be conducted remotely?

Do you have a reduced sales projection forecast? Sales leading? Production leading?

Do your customer service representatives have the proper information/talking points to address issues or concerns coming from customers?

Human Resources

Do you have a sick leave program? Do you enhance program for virus? Does your program cover children unable to go to school? Quarantine?

Do you have an illness reporting program? Are procedures effective?

Do you have a travel program and reporting of travel? How do you protect other employees?

Do you have enhanced GMPs during the virus? Hand wash prior to eating? Deep cleaning of break areas?

Do you have a method to contact all employees with virus updates?

Do employees have a method to reach you with updates?

Do you have a work from home program?

Have you examined enhanced benefits during the virus?

Have you examined support and monitoring for infected employees and/or families?

How do you communicate to employees about infected employees?

Do you have a plan for an employee testing positive? How do you deal with the infected employee? How do you deal with the remaining workforce?

Do you have a temporary workforce? How is all of the above handled with your agency?

Visitors and Contractors

Do you have a visitor program which address GMPs? Prior travel? Illness?

Are your visitors escorted?

Do you handle contractors the same way?

IT

Do you have the ability to provide connectivity from home? Security concerns?

Finance and Accounting

Do you have varying budget levels to support sales or production downturn?

Capjem is a global leader in effective risk assessment and mitigation. We are here to help guide your organization with effective and efficient risk mitigation strategies. To schedule a follow-up conversation, please contact Michelle Fossett with IMEC at mfossett@imec.org.

For more information, visit www.capjem.com.