



# **Business Continuity & Relocation Plan**

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## Plan Overview

CHELCO provides critical infrastructure services and as such is charged with a special responsibility to plan for continued operation in a crisis. A continuity plan is essential to ensure preparedness and responsiveness. The objective of the cooperative's plan to ensure that critical business functions and services are maintained. More specifically, it is intended to prepare for the possibility of a pandemic or other issues that might affect employee staffing (e.g. catastrophic hurricanes) and/or our offices or other facilities.

## Business Continuity

### **Pandemic or Illness Affecting Staffing**

CHELCO will educate employees about a possible pandemic and its impact on the cooperatives' business operations. The cooperative will implement reasonable measures to mitigate the impact of an influenza pandemic on the cooperative and its employees.

#### *Coordination/Monitoring*

The Manager of Human Resources & Training will serve as the workplace coordinator dealing with influenza issues and the impact at the workplace. The workplace coordinator will monitor information from the Health Department and the Centers for Disease Control for pandemic activity. This should provide adequate lead time to prepare for the arrival of a pandemic. The plan will be shared with employees and clearly communicate the cooperative's expectations.

A significant increase in the level of contagious disease activity will be reported to the executive staff, which will then be responsible for determining if specific action related to the activation of a pandemic response is required (see [Business Continuity & Relocation Plan ~ Appendix A ~ Proximity of Influenza Pandemic Matrix](#) ).

The Human Resources & Training department will work with the Executive Team to develop and communicate plans and procedures for responding to a pandemic and promoting employee wellness. Plans will minimize opportunities for employees to be exposed to the disease while at the cooperative (see Appendix C – Pandemic Training Materials).

#### *Pandemic Response Actions Checklists*

Appendix B ~ Pandemic Response Action Checklists contains the action checklists that will be implemented in the event of a pandemic.

### *Department Supervisors/Manager Responsibilities*

Department supervisors and managers will examine their critical business process plans to determine if changes are necessary to cover a contagious disease pandemic. Specifically (see also [Appendix D–Business Continuity Plan by Department](#)):

- 1) Identify business-essential positions and employees required to sustain the business necessary functions and operations.
  - Plan for downsizing services as needed.
  - Prepare for operations with a workforce reduced by 20% to 40%.
  - Plan for a reduced workforce for 6 to 8 weeks.
- 2) Classify employee exposure to contagious disease at work.

Use OSHA Occupational Risk factors:

Very High Exposure Risk – Occupations within Healthcare field.

High Exposure Risk – Healthcare or laboratory personnel.

Medium Exposure Risk – Occupations include jobs that require frequent, close contact (within 6 feet), exposures to known or suspected sources of pandemic influenza virus, such as coworkers, the general public, etc.

Lower Exposure Risk – Occupations that do not require contact with people known to be infected, nor frequent close contact (within 6 feet) with the public. (Even at this lower risk level OSHA states that employers should be cautious and develop plans to minimize employee infections.)

- 3) Minimize employees' exposure to external sources and coworkers. Determine how employees at risk of exposure can best be protected.
  - Examples of *work practice* controls: Promoting personal hygiene by providing tissues, no-touch trash cans, hand soap, hand sanitizer, disinfectants and disposable towels for cleaning work stations. Providing up to date education and training, and minimizing contacts between employees and between employees and consumers.
  - Examples of engineering controls: Installing physical barriers, such as clear plastic sneeze guards or using drive-through windows for customers.
  - Examples of administrative controls: Requiring sick employees to stay home, discontinuing unessential travel to sites with high illness rates, minimizing face-to-face contact between employees by using email, websites and teleconferences. Consider staggering shifts or telework.
  - If PPE (Personal Protective Equipment) is recommended in addition to the above controls, supervisors and managers will list the job titles and reasons for PPE.
- 4) Work with suppliers to ensure continued supplies and services.

- 5) Coordinate with respective executive team member and Information Technology Department to determine who, if anyone, can work from home to minimize exposure. IT will install software for remote access for employees with a company laptop to work from home. IT can provide a web link for all employees who need to access email from the internet, but only company issued laptops will be allowed remote access to CHELCO's network.

### *Post-Pandemic Evaluation*

Following a pandemic, all plans and procedures related to pandemic response will be examined for effectiveness and modified to prepare the cooperative for similar events in the future.

### **Hurricane or Other Major Weather Event**

In the event a hurricane or other major weather event affects the availability of staffing, CHELCO's executive team will review functions to determine which ones should be curtailed or suspended.

### **Telework Staffing & Records Management**

Telework can help ensure essential cooperative work continues during emergency situations, including a potential pandemic influenza outbreak or that may compromise the ability of the cooperative to accomplish its mission. Telework can be used to help slow the spread of disease by keeping face-to-face contact to a minimum (often referred to as "social distancing") while maintaining operations as close to normal as possible. Therefore, CHELCO has planned to deal with the potential implications for human resources management.

Telework can be an important tool in two different ways:

1. As the pandemic influenza approaches and intensifies in a geographic area, telework can be used in advance of any formal evacuation orders and requirements to work at home
2. If an evacuation is ordered, and designated employees must work at home, departments who have prepared for and tested telework capabilities as part of their normal staffing flexibilities program, will be in a far better position to meet mission needs.

Information Technology department needs to implement and maintain a robust IT system with the necessary infrastructure (including bandwidth and VPN access) to accommodate a sudden spike in remote usage of agency systems as well as the accompanying technical support personnel to resolve remote connectivity issues. Departments also need to maintain a robust routine telework program. As many employees as necessary should have telework capability; meaning that they have



current telework arrangements, connectivity and equipment commensurate with their work needs, and frequent opportunities to telework so that systems are tested and known to be functional.

Leaders should consult with senior management to determine if teleworking can be offered to employees with compromised immune systems to better minimize their exposure to the pandemic illness. The CEO will direct when CHELCO as a whole will implement telework as part of our response to the pandemic.

The IT department, leaders, and employees will ensure that all CHELCO records utilized during teleworking are securely maintained. This includes ensuring the ability to access documents over secure systems (not public WIFI), that paper documents are locked up when not in use, and that laptops or other equipment used in telework is virus free and stored security.

If the severity of the pandemic require maximum use of telework and/or office closures, employees should plan to check the Hurricane Hotline each day at 9:00 a.m. for status updates. If possible, leaders should maintain daily contact with their direct reports.

## Business Relocation

The section of this plan is to address the needs of the departments in the cooperative should CHELCO ever experience serious damage to or loss of a facility. Departments should identify what they will need to provide the critical and intermediate services required to meet the needs of our members and employees. Those individual department requirements can be found in Appendix D.

## Appendix A ~ Proximity of Influenza Pandemic Matrix

The [Business Continuity & Relocation Plan ~ Appendix A ~ Proximity of Influenza Pandemic Matrix](#) will apply to any variation related to a pandemic event and will be reviewed and modified each year as needed by the leadership team and the Human Resources & Training department.

## Appendix B ~ Pandemic Response Actions Checklists

See [Business Continuity & Relocation Plan ~ Appendix B ~ Pandemic Response Actions Checklist](#)



## Appendix C ~Pandemic Training Materials

Listed below are hyperlinks to the training materials.

### *PowerPoint Presentations*

[Business Continuity & Relocation Plan ~ Appendix C ~ Pandemic Training Materials ~ Leaders](#) (PolicyTech)

[Business Continuity & Relocation Plan ~ Appendix C ~ Pandemic Training Materials ~ Employees](#) (PolicyTech)

### *Posters & Handouts*

[Stop the Spread of Germs at Work](#) (CHELCO Forms folder)

[Slow the Spread of Germs Poster](#) (CDC Website)

[The Flu: Caring for someone sick at home](#) (CDC Website)

## Appendix D ~ Business Continuity by Department

Listed below are hyperlinks to the respective business continuity plans for each department.

[Business Continuity & Relocation Plan ~ Appendix D ~ Accounting](#)

[Business Continuity & Relocation Plan ~ Appendix D ~ Administrative Support](#)

[Business Continuity by Department - Communications & Community Affairs](#)

[Business Continuity by Department - Corporate Services \(Includes Safety\)](#)

[Business Continuity by Department - Credit Department](#)

[Business Continuity by Department - Energy Control Center](#)

[Business Continuity by Department - Engineering/Design](#)

[Business Continuity by Department - Engineering/Easements](#)

[Business Continuity by Department - Engineering/Engineering Services](#)

[Business Continuity by Department - Engineering/GIS-GPS](#)

[Business Continuity & Relocation Plan ~ Appendix D ~ Engineering/Power Quality](#)

[Business Continuity by Department - Engineering/Projects](#)

[Business Continuity by Department - General Facilities](#)

[Business Continuity by Department - Human Resources & Training](#)

[Business Continuity by Department - Information Technology/Network](#)

[Business Continuity by Department - Marketing](#)

[Business Continuity by Department - Materials/Warehouse](#)

[Business Continuity by Department - Member Service](#)

[Business Continuity by Department - Meter Services](#)

[Business Continuity by Department - Operations](#)

[Business Continuity by Department - Revenue & Billing](#)

[Business Continuity by Department - Vehicle Shop](#)