



Business Continuity Readiness Guidelines for private sector establishments registered with the Ministry of Human Resources and Emiratization

In the event of the Novel Coronavirus (COVID-) 19

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Business Continuity Readiness

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Business Continuity Readiness

1.0 Introduction:

In order to ensure the continuity of work in the private sector facilities and the regularity of the labor market during the period of applying the precautionary measures to limit the spread of epidemics, the Ministry of Human Resources and Emiratisation issued a guide to raise the readiness of the work of the private sector facilities registered with the ministry. This guide clarifies in the case of the spread of epidemics, how to deal and take precautionary and preventive measures in a way that guarantees the general safety of all workers and customers, and explains ways to address the risks arising from the outbreak of epidemics in the private sector organizations that may directly affect business continuity and community stability. This guide has been prepared on the basis of the Guideline on Preparedness for Business Continuity in case of the novel CoronaVirus (COVID-19) AE/SCNS/NCEMA 7002:2020, issued by the National Emergency, Crisis and Disasters Management Authority.

Private sector organizations registered with the ministry are required to prepare procedures, by assessing risks, threats, weaknesses and consequences thereof. Scenarios, assumptions and considerations should be developed in an integrated manner to guide the process of planning at all levels, as related to points of improvement and the potential impacts of risks and threats. Business impact analysis is necessary to quantify the capabilities in terms of quantity and efficiency to perform the tasks.



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2.0 Concepts

Definition	Term	Definition	Term
Set of procedures in a documented form, which direct the organization to react, recover, restore and restart the predetermined level of operations after the interruption	Business Continuity Plan	The ability of the organization to continue its prioritized activities at predetermined level after the occurrence of disruptive incident.	Business Continuity
A person who is afflicted with the sickening factor, its toxic products or secretions, whether or not the signs and symptoms of the disease appear on him/her.	Sick Person	Health emergency that is represented in the emergence of cases of a severe disease among a group of people in a specific geographical area during a specific period of time with an obvious increase from the normally expected number compared to a similar period in the previous period, in the same location and time, for the same region, thus causing concern at the national level.	Epidemic
Restricting the activities of healthy people or animals who were exposed to the sickening factor during the period of disease spread, for a period equivalent to the longest incubator period.	Quarantine	Any person who has been in contact with a sick person or a carrier of the sickening factor in a way that the infection is likely to be transmitted during the period of the disease spread.	Contact Person
It is every male or female person who works in return for a fee in the service of the employer and under his management or supervision or out of his sight. This includes the employees and workers who work in the service of the employer and who are subject to the provisions of the law.	Employees / Staff	Separating the sick person, or a person suspected of being infected, from other healthy people, voluntarily or shortly, for the duration of the disease infection in appropriate places and health conditions, in order to prevent the transmission of the infection from the sick person or the person suspected of being sick to others.	Sanitary Isolation
The processes, services, procedures, products, or tasks that were identified during the process of analyzing the impact on workers.	Critical Activities	Individuals benefiting from the services provided by the organization.	Customers
Federal Law No. 8 (1980) on regulation of Labour Relations and its amendments	Labour Relations Law	Steps or procedures to eliminate deficiencies in the worker continuity management system	Corrective actions
Private sector establishments registered with the Ministry of Human Resources and Emiratisation	Employer	A work system in which the worker performs his work from outside the sites designated for work in the facility with which he is associated with an employment contract, whether this work is on a part-time daily, weekly, monthly or full-time work	Remote working
An innovative platform to provide employment services for job seekers and companies according to the artificial intelligence system that will facilitate the process of matching between job requirements announced by companies and job seekers profiles that are created and uploaded on the website to link the two parties in an interactive way.	Virtual labor market system	All that the worker receives for his work whether fixed or changing and in cash or in kind	Wages
A set of measures and procedures that establishments and their employees must follow in order to maintain business continuity, and to ensure the safety and protection of the work environment.	Precautionary measures	Work permits provided by the ministry on smart and electronic systems (work permit transfer to new employer, temporary work permit, part-time work permit).	Internal work permits



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3.0 Purpose

The purpose of this Guide is to demonstrate precautionary and preventive measures aiming to sustain business continuity for organizations, through:

Protecting and safeguarding individuals and society from the risk of epidemics in organizations.

Take necessary measures to limit the spread of epidemics within private sector organizations.

Determining the critical functions for business continuity measures, taking into account the potential impacts of the epidemic

Determine the mechanism for dealing with **labor** accommodations and means of transportation of private sector establishments through the specific controls and procedures

Knowing the necessary measures to be taken in the event of an epidemic outbreaks among employees.

How to activate business continuity plans in the event of losing individuals due to an outbreak in the workplace.



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4.0 Assumptions and considerations

assumptions and considerations have been developed that help reaching a comprehensive understanding of planning for business continuity in private establishments

Spread of epidemic to a institution/establishment near the workplace

identifying a sick person or contact(s) with sick person(s).

Difficulty in controlling the spread of the epidemic in the organization.

Absence of vaccine or medicine to limit the spread of the epidemic in the organization.

Intense presence of individuals in the workplace.

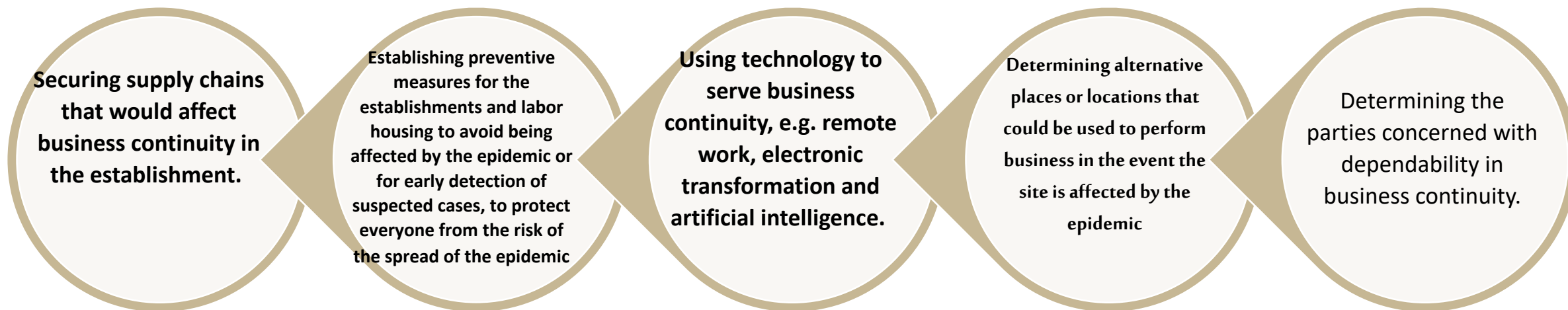
Spread of rumours, impacting the reputation of the organization and spreading panic among the



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5.0 Setting Priorities

Work priorities are set for the key elements as criteria to ensure business continuity; which are the individuals, systems, critical locations and labor accommodation in the organization and the mechanism of accessing them:



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6.0 Preventive and Precautionary Measures

6.0.1 Minimum working

The Ministry of Human Resources and Emiratisation (MoHRE) determines the precautionary measures and regulations that contribute to ensuring the safety and protection of the work environment in private sector establishments, according to specific controls that the private sector establishments registered with MoHRE must apply in accordance with the required precautionary measures:

Readiness of the facility to work at a minimum

- Private sector establishments should reduce the attendance of workers to the minimum level specified for them to conduct work in establishments.
- Reducing the number of customers in service centers. Establishing controls to leave sufficient distances between customers, sterilizing devices and facilities on an ongoing basis, and following precautionary measures from the competent authorities in the UAE.





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6.0 Preventive and Precautionary Measures

6.0.2 Preventive measures to be taken into consideration at workplace, labor accommodations, transportation used, and on suspicion of an infection of an individual:

1

Preventive measures that must be taken into account by private sector establishments at the workplace

The establishment shall continuously sterilize its equipment and facilities, and implement controls to leave sufficient distances between the facility's employees, and also between the customers

Provide check points (sorting) at the entrances to the workplace, in which temperature tests are taken, and the symptoms of the disease are taken on a daily basis, in two periods; in the morning upon arrival to work, or evening after leaving the workplace

Ensuring the availability of all necessary preventive and precautionary measures by establishments at the workplace within the business continuity plan specifying the necessary procedures, responsibilities and resources

Commitment to reducing the number of frequent customers on the establishment

Preparing posters in several languages that the worker understands in the workplace, including procedures to be followed to prevent the epidemic

Implementing precautionary measures by reducing the attendance of workers to the workplace, so that the number of workers whose work requires their presence at workplaces does not exceed 30% of the total number of workers in the establishment



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Preventive measures that must be taken into account by private sector establishments in labor

Sterilization of all labor housing and its facilities daily

Provide check points (sorting) at the entrances of workers' housing, in which temperature tests are taken, asking about symptoms of the disease on a daily basis, in two periods; in the morning before departure, or evening after arriving at the workers' accommodation.

Ensuring the availability of all necessary preventive and precautionary measures by establishments in labor camps

Preparing posters in several languages that the worker understands in the locations of labor accommodations, which include the procedures that must be followed to prevent the epidemic

Preventing gatherings and stopping all activities (cultural - sports - social) in the areas of labor housing. Reducing the number of workers at the time of eating meals in labor accommodation, and leaving a safe distance between workers with a minimum of two meters.



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3

Preventive measures that must be taken into account by private sector establishments in

Preparing posters in several languages that the worker understands in the means of transportation, including procedures to be followed to prevent the epidemic

Ensure that there is a safe distance between workers, in the means of transportation used.

Establishing a mechanism to organize the transportation trips from the workers 'housing to the work areas and vice versa, taking into consideration that the number of workers inside the transportation means does not exceed 25% of its capacity

Take temperature tests and ask about symptoms of the disease before moving

Application of health conditions and controls issued by the competent authorities in the event of delivery of goods and services.



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Preventive measures that must be taken into account by the private sector establishments in the event

The facility shall provide sanitary isolation places for infected workers or workers suspected of being infected by the epidemic.

Report cases of workers who show symptoms of the disease or suspected of being infected.

Exempting suspected cases from going out to work or entering workers' housing and referring them to health facilities to take the necessary measures.

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6.0 Preventive and Precautionary Measures

6.0.3. Remote Work



Private sector establishments shall use smart and electronic applications as soon as they carry out their activities through remote work, while providing electronic channels of support and assistance. Subject to confidentiality and security of information.

Activating the remote work system for all workers whose job duties do not require their presence at the workplace, with priority given to the following categories:

- Pregnant
- Workers who are over fifty five years old
- People of determination
- Workers who suffer from respiratory or chronic diseases
- Workers with children in ninth grade and below
- The institution has the right to include any category it deems appropriate.

To be coordinated with the human resource departments in their companies to approve their work remotely.

1

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2

Obligations of the parties to the remote work strategy

Employer's obligations

- Providing the technical tools necessary to complete the work remotely through the use of smart and electronic systems.
- Define efficiency and productivity mechanisms and standards and timeframes for all tasks assigned to the worker.
- Determine the mechanisms for managing the work remotely in terms of determining the working hours, whether they are specified in a specific time or a flexible time through the day, week, or month.
- Ensuring the availability of a secure technological environment to complete the work remotely and taking into account the controls related to maintaining the privacy and confidentiality of data and the powers to enter the systems.
- Follow-up with workers who work remotely electronically in order to ensure their commitment to working hours remotely and the completion of the tasks assigned to them.
- Facilitate remote workers' communication with their colleagues in the work, management and required leadership and communicate with them to perform tasks and access information and systems required to perform the work as well as provide video conference systems.



Obligations of the worker who works remotely

- Obtaining the approval of his employer to work remotely.
- Commitment to come to the workplace whenever requested to do so.
- Perform tasks according to the specified time frames for completion.
- To be available to answer all calls and e-mails and take advantage of the available means of communication to ensure continuous communication according to work requirements
- Maintaining confidentiality of information and documents and investing working time remotely in completing the required tasks
- Provide the supporting evidence required by the employer about his accomplishments and productivity.
- Preserving the remote work devices provided by the employer to him and returning them whenever he is required to do so.
- Read and adhere to the privacy policy of remote workers.





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Readiness of employees for remote work form

No	Name of Activity / Service	Total Staff	No of employees required to work from the workplace	No of employees for remote work	Remote work readiness	electronic system availability	Other requirement for remote work	Remarks
1								
2								
3								
4								
5								



6.0 Preventive and Precautionary Measures

6.0.4 Regulating the Labour Relations by agreement between the Employer and the Worker:

1

A ministerial decision is issued to regulate labor relations between the employer and the worker during precautionary measures in the event of epidemics and crises, which may include (but are not limited to):

- Determine working times
- Remote work application
- Vacations of all kinds
- Wages
- Other regulatory matters to ensure the stability of the labor market



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Options / alternatives for dealing with citizen employees working in private sector companies by their institutions

rather than laying them off, include the following:

Reducing basic / gross salary by a certain percentage

Giving the citizen worker a half-month leave for one month after the annual leave is exhausted, or a leave with a basic salary for a similar period or leave without pay.

Exhaustion of the annual leave balance before taking any action

The application of "remote work" for a specific percentage of workers in order to reduce the cost

Referral to retirement for a specific class of citizens who are on the verge of retirement

The expatriate must be replaced by the citizen if the expatriate occupies a position similar to that of the citizen

(Job sharing)

Transferring the citizen to other branches of the company

Re-training and qualification of the citizen worker in order to encourage him to work with other work patterns



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3

All establishments must work in accordance with the decisions issued by the Ministry, which would regulate the work relationship in harmony between the employer and the non-citizen worker authorized to work in the facility, in order to preserve the interests of both parties during the

1. Registering their data in the virtual labor market system to allow them to be rotated according to the need by other establishments, provided that their commitment to these workers remains valid in terms of housing and the fulfillment of all their entitlements (other than wages) until they leave the country or authorize them to work in another establishment
2. Update the data of job seekers whose services have been terminated or employed in the Tawteen system.

Establishments affected by the precautionary measures which have a surplus in the numbers of non-national workers who are authorized to work with them should

1. View the jobs available to them in the virtual labor market system, search the available labor database, and choose what corresponds to their requirements in the available jobs.
2. Using that labor according to the need by applying for one of the internal work permits provided by the ministry on electronic and smart systems (work permit transfer to a new employer, temporary work permit, work permit for some time).

Establishments wishing to employ non-national workers during the period of stopping recruitment from outside the country

Apply for the service “Modifying Employment Contract Details” to obtain the approval of the Ministry in accordance with the established procedures.

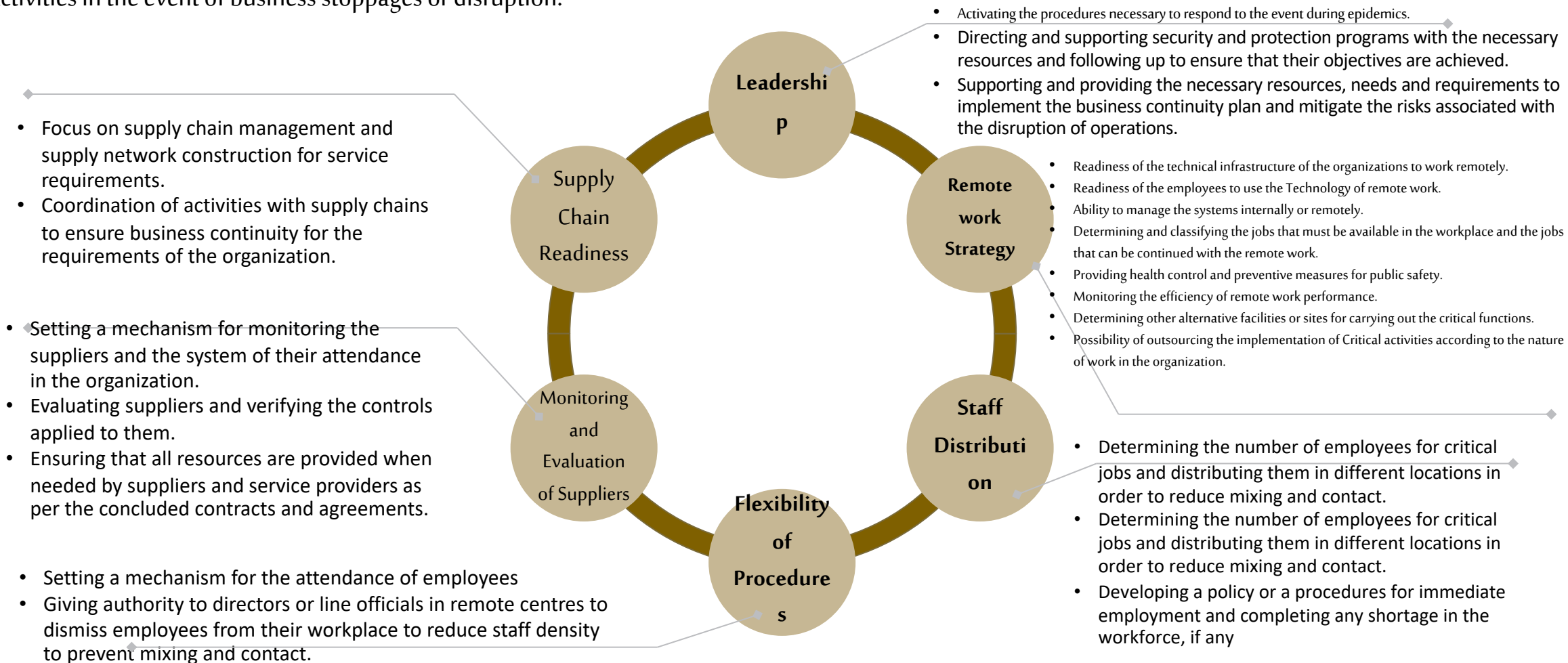
Establishments that want to reduce the wage of a non-citizen worker permanently must



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7.0 Planning for Business Continuity During Outbreaks

Business continuity planning stage is based on major steps that depend on the effectiveness and ability of the organization to continue its critical activities in the event of business stoppages or disruption:





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8.0 Preparedness and Readiness Measurement Tools

Institutional Readiness		
Procedures		
Remote Work Readiness Verification		
Notes	Employees in private organization	Yes/No
	Employees' familiarity with the required procedures upon readiness verification	
	Employees have already been involved in courses / exercises during which remote work technique has been activated	
	Employees use technology to work remotely during normal situations	
	The presence of technology and technical means for employees to do the work remotely (laptops, smart phones, tablets, etc.)	
	Have processes, vital functions and personnel in charge for them been identified?	
Notes	Technology (infrastructure, hardware, software, knowledge)	Yes/No
	Availability of remote computer-connection systems; (VPN), (Remote Desktop), etc.	
	Existence of a sufficient number of licenses for the remote work system as required for all concerned employees	
	Staff familiarity with the required technology when activation	
	Have the employees been introduced to these systems?	
	Existence of a written user guide / video on how to use the required technology	
	Possibility of using remote systems (system management, datacenter management)	
	Availability of a mechanism through which the attendance of employees can be recorded remotely	
	Existence of systems for holding meetings remotely	
	In case of power outages, the existence of a mechanism to restart equipment automatically	
	Staff can receive technical support remotely	
	Does the data center exist outside the organization?	
	Is the data center managed by a third party?	



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8.0 Preparedness and Readiness Measurement Tools

Remote Work Readiness Verification		
Notes	Customer Service (if applicable)	Yes/No
	Customers can receive the required services through smart platforms	
	Can all services be %100 automated for customers as early as possible, if they are not all ready?	
Notes	Logistics Services	Yes/No
	Are the facilities inside the institution sterilized as per the procedures set by the health authorities?	
	Is there a mechanism in place to clarify the health status of employees in the operational and service providers' companies?	
	Are there alternatives to contracts with operational and service providers?	
	Are the organization's transportation means (if any) sterilized as per the procedures set by health authorities?	
	Existence of places for temporary sanitary isolation if the need arises	
	Possibility of providing the necessary logistical support in all cases	
Notes	Preventive Measures	Yes/No
	Have preventive measures been put in place to monitor suspected cases in cooperation with the relevant authorities?	
	Have public safety preventive measures been put in place according to the guidelines document?	
	Have the preventive measures issued by the health authorities been circulated to the employees?	
	Are all employees familiar with preventive measures?	
	Activities of high and intense contact are suspended or cancelled	
	Involvement of the authorities in the process of monitoring, following up and reporting on the health status of the employees	
	Have the individuals concerned with the security and protection of the organizations been trained to ensure proper handling of any situation or suspicion?	
	Has coordination been made with specific hospitals in order to transfer the suspected cases (after isolation)?	
	Do all the employees in the organization have valid health insurance?	

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National Emergency Crisis & Disasters Management Authority References:

- Business Continuity Readiness Guidelines for UAE Organizations In the event of the Novel Coronavirus (COVID-) 19 AE/SCNS/NCEMA 7002:2020
- Version (I) March 2020
- Business Continuity Management Standard AE/SCNS/NCEMA 7000:2015

The guide will be updated periodically based on developments that may occur