


<b>Document ID:</b>	<b>CIF-BVBD / BCP / COVID-19</b>	<b>Date:</b>	<b>18/03/2020</b>	
<b>Title:</b>	<b>Business Continuity Plan for COVID-19 Preparedness &amp; Response Plan for CIF Bangladesh</b>	<b>Rev:</b>	<b>00</b>	
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## PURPOSE & SCOPE

The purpose of this procedure is do define the roles and responsibility of the BV personnel to ensure protective and mitigative measures in response to COVID-19 pandemic.

The scope of this procedure will cover all the activities carried out under BV Bangladesh CIF which has 02 offices and 01 Laboratory.

## RESPONSIBILITY OF SECURITY GUARD


- ▶ Security guard shall do the **THERMAL SCREENING** of Employees, Visitors prior to entering the Office premises and share the visitors' temperature result to Reception for necessary record
- ▶ If temperature is identified below 38°C/ 100.4°F then employee / visitor is allowed to enter in the office premises.
- ▶ If temperature is identified on or above 38°C/ 100.4°F then employee / visitor shall NOT be allowed to enter into the office premises. If any employee's temperature is identified on or above 38°C/ 100.4°F then same is need to be share to HSSE & HR Department immediately
- ▶ Ensure that all personnel entering into BV Offices / Laboratory MUST use **HAND SANITIZER** (available in the Reception area) prior to entering the premises
- ▶ For Chattogram CTD Officer, where there is no security guard the above is to be ensured by Mr. Md. Murad Hossain

## RESPONSIBILITY OF HR DEPT.

- ▶ Ensure to **follow the Daily Screening Flowchart** and inform to Team Leader and Key Members of the Pandemic Response Team in case any **Office employee** has temperature on or above 38°C/ 100.4°F
- ▶ Ensure that All Visitors fill up the "travel declaration form" at the reception before entering the office and the keep record of the
- ▶ Ensure proper recordkeeping of 'visitors temperature log' and "travel declaration form" in electronic format so that immediate data sharing is ensured upon
- ▶ Proactive communication will be ensured to each employee regarding the notifying the his/her N+1 if he or she feels fever, cough, cold or such typical symptoms (which may indicate the possibility of infected by COVID-19)
- ▶ Ensure that if any employee is taken leave or discharged from his/her duties due to fever, cough, cold or such typical symptoms (which may indicate the possibility of infected by COVID-19), then Medical Fitness Certificate / Doctors Clearance via prescription is obtained before joining of that employee.

## RESPONSIBILITY OF HOUSEKEEPING PERSONNEL

Housekeeping Personnel need to ensure that Office premises will be cleaned at regular interval. Public places; door handles, switches, and taps using disinfectants on daily basis i.e. 15 minutes' interval a day starting from 0930 AM. Cleaners has been trained to perform the cleaning activity. CTD Office and CTC Lab may vary the frequency of such cleaning based on their visitors' numbers.

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## RESPONSIBILITIES OF THE KEY PERSONNEL OF PANDEMIC RESPONSE TEAM

- ▶ Once it is identified that if temperature of any employee is exceeding the permissible limit i.e. on or above 38°C/ 100.4°F **OR** if any employee declares symptoms of fever, cough, cold then the same need to be recorded and intimated to the **CIF HR dept.** for their further action.

## RESPONSIBILITY OF EACH EMPLOYEE


- ▶ Employees MUST apply STOP WORK AUTHORITY if any valid information is received regarding the COVID-19 infected person who may come across with him/her while working at office or on-site. This information should be immediately notified to his/her N+1, HSSE and HR Dept. This notification can be done through Email or WhatsApp or SMS as deem convenient.
- ▶ Employee MUST inform the N+1/ Team Leader/ Supervisor immediately after feeling fever, cold, cough and SELF-QUARANTINE himself/ herself for 14 days. He / she will consult with PHYSICIAN immediately for medical assistance. He/She will be able to re-join office or duties only after providing 'Medical Fitness Certificate'.
- ▶ In the above case, N+1 of the employee need to take daily update status of the employee and HSSE along with HR will keep contact with the N+1 to collect the update in case of any reporting to SAR is needed
- ▶ For the Treatment of COVID-19, the instructions of Institute of Epidemiology, Disease Control and Research and can be accessed through: <https://www.iedcr.gov.bd/> or the Facebook Page: [iedcr,COVID-19 Control Room; Page Link: https://www.facebook.com/iedcrCOVID-19-Control-Room-104339737849330/](https://www.facebook.com/iedcrCOVID-19-Control-Room-104339737849330/)
- ▶ A WhatsApp Group is Created '**BV Bangladesh CIF HSSE**' to provided immediate and urgent guideline, instructions as necessary and required to expedite the safety communication.  
**Group Link:** <https://chat.whatsapp.com/HEujctRZc2mD3Um5Hk3wp5>
- ▶ Each BL / Operation Team is advised to maintain a separate group (WhatsApp or Team) for immediate dissemination of information.

## PANDEMIC RESPONSE TEAM

Based on the necessity and assessing the scenario, the Country Manager will roll-out an Emergency Pandemic Plan upon consultation and approval of SAR Management to ensure safety of the employees and business continuity as much as practicable.

The Pandemic Response Team has been formed and contact details are shared below:

Sr	Name	Position	Contact	Email	Responsibilities
1	SOHEL AZAD	Country Manager - Bangladesh	01714130292	<a href="mailto:sohel.azad@bureauveritas.com">sohel.azad@bureauveritas.com</a>	Team Leader
2	TOWFIQUL ARIF	Head of Certification	01755642194	<a href="mailto:towfiqul.arif@bureauveritas.com">towfiqul.arif@bureauveritas.com</a>	CER
3	EMDAD YUSUF	Manager - TQR	01787690826 & 01911663667	<a href="mailto:emdad.yusuf@bureauveritas.com">emdad.yusuf@bureauveritas.com</a>	Key Member
4	MD. REZAUR RAHMAN	Manager, HR & Admin	01777795399	<a href="mailto:rezaur.rahman@bureauveritas.com">rezaur.rahman@bureauveritas.com</a>	Key Member + IND
5	TAPAN KUMAR SARKER	Manager – B & I	01787692342	<a href="mailto:tapan.sarker@bureauveritas.com">tapan.sarker@bureauveritas.com</a>	B & I
6	AHMED ALI	Country Finance Controller	01714080516	<a href="mailto:ahmed.ali@bureauveritas.com">ahmed.ali@bureauveritas.com</a>	FIN & CTG Office
7	KAZI WAHIDUL HAQUE	Chief Safety Officer	01938884851 & 01732079496	<a href="mailto:csso.bv@bvbd.org">csso.bv@bvbd.org</a>	ILO Project
8	MOHAMMAD KHALED SHAMS	Lab In-Charge	01755510469	<a href="mailto:khaled.shams@bureauveritas.com">khaled.shams@bureauveritas.com</a>	CTC Lab
9	MOHAMMED AMZAD HOSSEN	Asst. Manager-Operations (CTD)	01787690821	<a href="mailto:amzad.hossen@bureauveritas.com">amzad.hossen@bureauveritas.com</a>	CTD, CTG office
10	AFZAL KABIR BHUIYAN	Asst. Manager-Operations (GTS)	01709631464	<a href="mailto:afzal.kabir@bureauveritas.com">afzal.kabir@bureauveritas.com</a>	GTS
11	KHOKON AHMED	Executive, Admin	01787691606	<a href="mailto:khokon.ahmed@bureauveritas.com">khokon.ahmed@bureauveritas.com</a>	Key Member
12	MD. ARIF RABBANI	Executive-Credit Control	01709631461	<a href="mailto:arif.rabbani@bureauveritas.com">arif.rabbani@bureauveritas.com</a>	FIN
13	MD. SALEH MUSA	IKM Lead Officer	01712584546	<a href="mailto:ikmo.bv@bvbd.org">ikmo.bv@bvbd.org</a>	ILO Project
14	TANIA SULTANA	Jr. Executive	01709631457	<a href="mailto:bv.dhaka@bureauveritas.com">bv.dhaka@bureauveritas.com</a>	BD

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## ROLES & RESPONSIBILITIES OF PANDEMIC RESPONSE TEAM

### a) TEAM LEADER

- ▶ The Country manager will lead the team and provide leadership and decisions to manage the response at the time of Red Alert (which will be initiated by SAR Pandemic Response Core Team or Bangladesh Govt.)
- ▶ All the communications with the external stakeholders i.e. key clients, govt. institutions, BV network will be done by the Team Leader unless otherwise instructed or the responsibility is delegated by Team Leader.
- ▶ In absence of the Team Leader, the Mr. Towfiqul Arif will lead the team

### b) KEY TEAM MEMBER

- ▶ In consultation with team leader deploy the pandemic response plan during the red alert
- ▶ Maintain communication with CIF SAR Crisis Management Team
- ▶ Support team members in implementation of the local business continuity plan

### c) TEAM MEMBERS

- ▶ Team Members will support & assist the Team Leader to execute the decisions, instructions, guidelines, requirements received from the Govt., BV Bangladesh Management, SAR, APM and BV Group.
- ▶ Each Team members are designated for specific BL/ Dept. to communicate and receive the updates and will immediately inform to Team Leader and Key Team Members


## PANDEMIC RESPONSE PLAN

The Country Manager of BV Bangladesh CIF will roll out the plan with consultation of SAR Core response team upon assessing the situation. To deal such situation, the actions will be implemented as below:

### a) Leadership Contingency Plan

- ▶ Contingency plan for HOD's of BV Bangladesh is in place, due to potential risk of any HODs are being affected by COVID-19, the proposed 2nd person will perform the job of HOD and run the business of BV Bangladesh.
- ▶ Every HOD will make sure that his 2<sup>nd</sup> Person is well aware and prepared to carry out the required responsibilities and can perform the job smoothly during any crisis period.

BV Bangladesh N+1's Contingency Plan		
Name	Designation	Proposed 2nd Person as contingency
Sohel Azad	Country Manager	Md. Towfiqul Arif
Md. Towfiqul Arif	Head of Certification	Ahmed Saieef
Md. Rezaul Rahman	HR Manager	Sajjad Morshed
Md. Walid Hossain	Manager- Industry	Sajib Sarker
Md. Saiful Hoque Ansary	Manager - Accounts	Tasmia Mawla Chowdhury
Tapan Kumar Sarker	Manager-BNI	Md. Enamul Hasan
Emdad Yusuf	Manager-TQR/HSE	Sajjad Morshed supported by Rezaur Rahman
Mukut K Barua	National BD Manager	KM Nahid Hossain
Ahmmmed Ali	Country-Credit Controller	Md. Saiful Hoque Ansary
Shahriar Hossain	Manager-IVS	Md. Safiul Alam
Khaled Shams	Lab In charge	Shah Alam
Amzad Hossen	Asst. Manager- CTD	Dengil Baroi supported by Murad Hossain / Rahmat Ullah
Afzal Kabir	Asst. Manager- GTS	Amzad Hossen supported by Dengil Baroi
Kazi Wahidul Haque	CSO-ILO Project	Atiqul Islam supported by Emdad Yusuf

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## b) Team Deployment During Emergency

The **Leadership Team**, Pandemic Response Team, BL Managers, HODs will continue working from office, unless there are orders from authorities and situation warrants otherwise. Any absence during this period is considered as leave.

**Business Continuity** at Business Line Level, in the absence of HODs/ BL Managers, should he be affected will be followed according to the Leadership Contingency Plan as mentioned above.

### Marketing & Sales Team

- ▶ All M & S Team members are advised to interact with clients and make market visits directly from home. Any proposal making, contract reviews, etc. can be prepared from home. Visits to office can be done on need basis and in consultation with respective BL Managers. M&S employees **MUST NOT** conduct joint visit to client premise with another BV employee in any condition without consulting with BL managers

### Back-Office Operations Team

- ▶ This team typically involves Coordinator, Schedulers, Invoicing, Training Administration etc. Unless and until, the situation warrants, they will work from office. Any absence to work, will be considered as leave.


### Production Resources

- ▶ All Production resources will be available for production. All confirmed audits / inspections / assessments shall be performed. On any non-production days; production resources may prepare reports from home in consultations with the BL Managers
- ▶ In cases where production resources refrain to perform audits / inspection / assessment; this needs to be documented and the apprehensions expressed by the concerned employee must be validated. A suitable decision will be taken on a case to case basis by the BL Managers
- ▶ The inspectors of IND & CTD are advised to avoid Office Visit unless otherwise instructed by their respective BL Manager. QC Inspectors deployed at site shall work onsite and daily update the BL managers to assess the risk at site
- ▶ It must be understood; the above points are decided based on the current condition. There will be periodic update, based on changing situations. Notwithstanding the above points, the Country Manager, in consultation the with SAR Management will take suitable decisions, based on the local conditions
- ▶ These are extraordinary situations, so all cooperation from all the employees of BV Bangladesh is expected to sustain this.

## TEAM SEGREGATION - TEAM A & TEAM B

- ▶ In case of Red Alert following team segregation will be followed where Team A & Team B will do office alternatively unless otherwise instructed
- ▶ Since BD Team, IND & CTD Inspectors and CER auditors perform audit in separate teams hence team segregation is not required for them

Dept.	Manager / HOD	Contingency	Team A	Team B
Top Management	Sohel Azad	Towfiqul Arif	N/A	N/A
TQR & HSSE	Emdad Yusuf	Sajjad Morshed	N/A	N/A
HR & ADMIN	Md. Rezaur Rahman	Sajjad Morshed	Md. Rezaur Rahman	Sajjad Morshed & Khokon Ahmed
CTC Lab	Mohammad Khaled Shams	Md Shah Alam	Mohammad Khaled Shams & Md Jamal Hossain	Md Shah Alam & Kazi Shahriar

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Dept.	Manager / HOD	Contingency	Team A	Team B
CTC	Tapan Kumar Sarkar	Md. Enamul Hasan	Md. Enamul Hasan	Shahriar Hossain
			Md. Mahbulul Alam	Syed Zakir Hossain
			Anupom Deb Nath	Md. Naon Hasan
			Abul Quasem Twasin	S.M. Abdul Hannan
			Md. Dewan Shahnawaz	Md. Abdus Sobhan
			Tahmina Begam	Shitol Kumer Dash
			Mohammad Nurul Amin	Shahidul Islam
			Md. Abir Hossain Khan	Ashikur Rahman Khan Ayon
FIN	Ahmmed Ali	Md. Saiful Haq Ansary	Tasmia Mowla Chowdhury	Kaniz Fatima Jahan
			Md. Arif Rabbani	Sabiha Begum
			Sirina Akter	Roni Ahmed
CTD	Md. Amzad Hossen	Mr. Rohmotullah & Md. Murad Hossain	Md. Amzad Hossen	Md. Murad Hossain Mr. Rohmotullah
CER	Towfiqul Arif	Ahmed Saieef	Towfiqul Arif Md. Shahriar Ahmed Rahat Ara Reety	KBM Tareq Ahmed Mohammed Asraf Uddin Kabir
ILO	Kazi Wahidul Haque	Md. Atiqul Islam supported by Emdad Yusuf	Team segregation will be done after consultation with ILO & DIFE, Ministry of Labour & Employment. BV Bangladesh Management already communicated with stakeholders.	

### Revision / Review History:

Revision/Review Date	Revision Number	Change Description	Affected Page (s)	Prepared & Issued By
18.03.2020	00	First Issue	All	CIF Bangladesh HSSE & HR