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**CRISIS COMMUNICATION TEMPLATES**

**Please refer to the “Crisis Communication Templates” PDF datasheet for information on how to use the following templates.**

**Subject:** BlackBerry Mobile App Registration

The BlackBerry AtHoc Mobile App can be downloaded onto your mobile device and used to receive notifications.

Follow the instructions attached to this email.

The Org Code is: (ORG CODE)

You will find the BlackBerry Mobile app for iPhone:

<https://apps.apple.com/us/app/blackberry-athoc/id597971367>

You will find the BlackBerry Mobile app for Android:

<https://play.google.com/store/apps/details?id=com.athoc.panic&hl=en_US>

**Subject:** Important Information on COVID-19

The World Health Organization (WHO) has declared the current COVID-19 situation as a pandemic.

Given the current developments and dynamics, it is anticipated to last for a few months (up to a year or even more).

During this period, it is important to adopt the following:

a) Wash your hands frequently (soap and water, or alcohol-based hand rub).

b) Maintain social distancing (at least 1 meter).

c) Avoid touching eyes, nose and mouth.

d) Cover your mouth and nose when coughing or sneezing. Use tissue and dispose immediately.

e) If you have a fever, cough or breathing difficulty, seek medical care early. Take measured steps if you are at higher risk.

f) Stay informed and follow the advice of your healthcare provider, health authorities, or Government advisories.

STAY CALM, DO NOT PANIC. STAY INFORMED AND DO NOT SPREAD RUMORS.

To-date, most people who do become infected experience mild illness and recover, but it can also be severe for others. As such, do take care of your personal health and adopt the above guidelines.

More info:

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

<https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

<https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/high-riskcomplications.html#who-is-higher-risk>

**Subject**: Your Health is Our Concern

As a valued partner in our organization, your well-being is of our utmost concern.

To enable us to allocate the relevant resources and prepare our organization during this period, the following template will be sent to you on a DAILY basis (at the start of the day, and at the end of each day).

We seek your cooperation to complete the attachment and email to our Workplace Safety and Health (WSH) Team.

Thank you.

**Subject**: Current COVID-19 Situation Update (dated XX/YY/2020)

As communicated in our initial broadcast, the current situation is still dynamic.

As such, the following situation updates can be found through the below link.

Do clarify with your Managers or WSH Team should you need further clarifications.

Thank you.

More info:

<https://www.cdc.gov/coronavirus/2019-ncov/cases-updates/summary.html>

**Subject:** Current COVID-19 Travel Advisory Updates (dated XX/YY/2020)

As communicated in our initial broadcast, the current situation is still dynamic.

As such, the following travel advisory updates can be found through the below links.

Do clarify with your Managers or WSH Team should you need further clarifications.

Thank you.

More info:

<https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>

<https://travel.state.gov/content/travel/en/traveladvisories/ea/covid-19-information.html>

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/travel-advice>

**Subject:** Work from Home Preparation

As part of our organization’s business continuity measure, we will be preparing to transit into either split operations, or remote working. The options will be based on our receptive job functions.

As part of preparatory measures, all staff (and supporting vendors) are requested to observe the following:

a) Ensure you have a stable home internet/ WiFi connection.

b) Ensure you have valid teleconferencing software installed.

c) Review, reschedule or postpone non-business critical meetings or discussions. If required, to opt for teleconferencing.

d) Ensure you can access to our applications and files remotely.

e) Provide an available cell line to your Managers in event of BCP activation.

Staff and vendors should start bringing home their office IT devices/ laptops at the end of each business day, to validate the above.

More info:

<Insert any IT requirement checklist or intranet link for remote working facilitation>

**Subject:** Activation of BCP - Work from Home

In line with current health advisories issued, the organization will be activating its business continuity plan (work from home) procedure.

With effect from <indicate date>, all staff and supporting vendors will commence remote working. Do ensure your contact details have been updated.

Staff and vendors are to conduct any required meetings and discussions via teleconferencing.

Do clarify with your Managers or the IT team for further clarification or support.

Stay safe.

More info:

<Insert link to local health advisory>

**Subject:** Return to Normalcy

In line with current health advisories issued, the organization will be taking steps to return to normalcy.

With effect from <indicate date>, all staff and supporting vendors will resume business as usual operations, unless specified.

Do clarify with your Managers for further clarification.

Welcome back.

More info:

<Insert link to local health advisory>