**Business Operations Plan for Telecommuting**

***Courtesy of the Hawaii Chamber of Commerce***

Hi team - As a follow-up to a previous COVID19 update email, below outlines our business continuity plan in preparation for the possibility that all or part of the team needs to work remotely. It’s important that these protocols are followed to ensure that we meet the needs of our members and the business community during this time of great uncertainty for them, as business owners, and for all, as residents and consumers, and to support each other as best as possible. If you have any questions, please let me know.

**COMMUNICATIONS PROTOCOL**

Our Emergency Phone Tree will be activated when everyone needs to be contacted with any urgent news or updates. An updated phone tree is attached. Please have this readily available.

**STAFFING**

There are some duties that need to be done onsite (e.g., checking mail) and designated staff members will be assigned to these essential onsite functions, as needed.

**SICK LEAVE POLICY**

The sick leave policy outlined in our employee handbook will apply to any absence related to COVID19 concerns. If sick leave lasts more than 7 days, Temporary Disability Insurance benefits will kick in according to state eligibility requirements. Please refer to our Employee Handbook for sick leave and TDI benefit policies.

**SETTING UP DIRECT DEPOSIT**

If you are paid using printed, live checks, ProService encourages you to switch to direct deposit. In the event of any disruptions, postal systems or banks may choose to adjust their operations. Switching to direct deposit now ensures that you will receive your paycheck without disruption. [View direct deposit instructions.](https://info.proservice.com/hubfs/ProService_Direct%20Deposit%20Instructions.pdf?utm_campaign=Corona%20Virus%20Updates&utm_source=hs_email&utm_medium=email&utm_content=84679102&_hsenc=p2ANqtz--yxVuAxEVRf2wEgLC9OEjEWDDp_Dg4kUN-GWehJxRGZczJmM-V4KXu7_6UZmFNrY4WRRP83BBqBx1HTV4ZEVxFPk_UoQ&_hsmi=84679102)

**WORKING FROM HOME PROTOCOLS**

**Works Schedules**

Work schedules remain the same. As outlined in the Employee Handbook: *The Chamber observes a flexible work schedule with employees expected to arrive by 9:00 AM and work an eight-hour day (any 8-hour increment, not including a one-hour lunch – e.g., 8:00 AM- 5:00 PM, 9:00 AM-6:00 PM), with the understanding that there will be instances when lunches run long and work at evening events might impact adherence to this policy.*

**Access to IDrive**

Kory is working on setting our system up so that everyone can access the IDrive from home. We’re hopeful that this should be done by Monday.

**Responsiveness**

Our commitment to responding to email and phone messages within 24 hours – and sooner, if possible, if a message is marked urgent – still stands.

**Microsoft Teams Tool**

You should’ve received a Microsoft Teams email notification, providing us with a tool so we can chat and/or meet 1:1 and in groups and share files. You will receive training on this tool at our next team meeting. This tool will also be used for:

* **Online Sign Out Sheet** – Similar to the sign out sheet at the front desk, a “Sign Out” document has been created within the Microsoft Teams tool (under the “Files” tab) so that you can sign out when needed and the team can see when someone might not be readily available. Please use this sign out sheet as you would our current manual sign out sheet at the front desk.
* **Twice Daily Conference Calls** –Because we won’t have the benefit of in-person interactions, rather than having weekly team meetings, we’ll convene twice daily conference calls to update each other on any news and/or activities for the day. Please plan on calling in at **9am** and again at **4pm** using our Microsoft Office tool. Again, while the last check-in is at 4 p.m., please ensure you work the full 8-hours.

**Productivity**

Your supervisor will be working with you on work assignments and deadlines to ensure productivity levels are kept up.

**Security and Member Confidentiality**

Please review the attached Chamber Data Protection and Privacy Policy. These policies also apply to the use of personal  laptops and computers while working remotely.

**Forwarding Your Phone**

Although any voicemail left on your work phone is forwarded as an email, we should plan to forward calls so that calls can be received in real time. To forward calls:

* Press “Forward” soft key (soft keys are located just below the display screen – press “More” to scroll to the “Forward” key).
* Using the Navigation Pad, select the type of forward you wish to enable (select “Always”).
* Enter a forwarding number and press the “Enable” soft key. The phone displays a bouncing arrow next to the line key. Your calls will be forwarded.

**Disabling Call Forwarding**

* Press “Forward” soft key
* Select the Forwarding type (“Always”)
* Press the “Disable” key