

[**TEMPLATE**]

BUSINESS CONTINUITY PLAN

OFFICE OF THE SAMOA PUBLIC SERVICE
COMMISSION

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1. INTRODUCTION

The Office of the Public Service Commission's (PSC) Business Continuity Plan (BCP) was developed to provide general guidance on the continuity of vital functions in the event of a critical crisis of any kind. The Plan outlines what is most important to continue when services are disrupted to identify the resources required to keep these important functions and services running, and to develop strategies for how to achieve it.

The Plan ensures that the PSC is able to take practical steps to become more resilient and to be able to minimize the impact of any disruptive event. It will also guarantee the safety and security of the staff during a crisis, emergency and disaster.

The BCP remains a living document and will be updated from time to time depending on circumstances and new developments with the Government's overall COVID19 Response Plan.

2. OBJECTIVE OF THE BCP

This BCP will enable the PSC:

- ✘ To provide strategic and operational guidance for the PSC in the ongoing, unfolding crisis created by the novel Coronavirus.
- ✘ To consolidate directives and instructions for the COVID-19 crisis into a single reference document.
- ✘ To promote a sense of institutional memory for future pandemics.

3. GUIDING PRINCIPLES

- ✘ Delivery of services to the public must remain a priority. This includes the efficient delivery of *critical and essential functions and services*.
- ✘ PSC employees are expected to continue to attend to the workplace, except where alternative work arrangements are activated as part of the BCP (i.e., remote work arrangements to ensure services are not disrupted).
- ✘ PSC employees are expected to maintain the *Spirit of Service* during these uncertain times, by being kind, empathetic and working together in keeping Samoa safe.

4. MANAGEMENT OF THE RESPONSE

4.1. ACTIVATION OF THE BCP

The CEO has the authority to activate the PSC BCP in response to any emergency or disaster. (Refer to Annex 4: Process and Procedure for Activation/Deactivation).

Upon activation of the BCP, ACEOs and/or immediate supervisors for each Division have the authority to:

1. Order facility shutdown (*Led by IT*);
2. Initiate evacuation of employees and customers (*Led by CHRAS*);
3. Communicate critical information about the continuation of PSC services with relevant stakeholders (*CEO ONLY*);
4. Initiate the emergency response alert notifications (*Led by IT to ACEOs/Immediate supervisors for each Divisions/Units*); and

Deactivation of the BCP

1. Declaration of the deactivation of the BCP (*CEO Approval and actioned by ACEOs/Immediate supervisors to each Division/Units*).

2. Communication critical information about the return of employees to work.

The functions and services in *Annex 3* have been designated as critical and essential for the PSC and will be maintained with no interruption throughout the related Alert Levels. Under each critical function the designated critical staff and/or the alternates are responsible for maintaining its implementation, processes and achievements.

4.2. ALERT LEVEL 1 – ALERT LEVEL 2:

ACEOs/Immediate Supervisors must:

- ✘ Encourage team members to continue planned work and provide continuous service for our customers.
- ✘ Identify High Risk employees and reconfirm vaccination status.
- ✘ Identify alternative work arrangements that will be activated when we move to Alert Levels 2 and 3.
- ✘ Reprioritizing work allocated per employee in order to achieve allocated KPIs.
- ✘ Identify communication modes for the team and ongoing support.
- ✘ Identify the provision of necessary support for resources required when budget permits.
- ✘ Provide reassurance to staff of job security and moral support.
- ✘ Working conditions and entitlements applicable during these Levels are clarified.

Note: Refer to Annex 2 for more details

4.3. ALERT LEVEL 3

ACEOs/Immediate Supervisors must:

- ✘ Activate Divisional Plans discussed at Alert Level 1 and 2.
- ✘ Maintain communication with your team utilizing online platforms on a weekly or fortnightly basis (e.g., zoom).
- ✘ Remind Principal Officers to be on standby to provide on call assistance at the hospital, borders, etc as and when required by NEOC.

Note: Refer to Annex 2 for more details

5. GENERAL OFFICE SECURITY ARRANGEMENTS

5.1. ALERT LEVEL 1 – 2

Depending on the conditions provided through the State of Emergency Orders, the following shall apply:

CONTENT	ACTION	RESPONSIBLE DIVISIONS
Mail Administration and Distribution	<ol style="list-style-type: none"> 1. All incoming mail will be received at the Front Desk/Reception Area only 2. All government agencies, clients and stakeholders are encouraged to send requests or enquiries through our email psc@psc.gov.ws for electronic processing. 3. All outgoing correspondences will be electronically processed and sent to relevant personnel of Government Agencies and stakeholders to minimize contact with others. 	<ul style="list-style-type: none"> ✘ The ACEO IT will take the lead to ensure that all office ICT equipment is used and accessed by employees in accordance with the PSC Information Communication Technology Policies and Procedures 2015. ✘ The ACEO CHRAS will take the lead with the assistance of the management and staff to ensure that all supplies, assets and other inventories are used and accessed in accordance with the Treasury Instructions 2013.

<p>External Stakeholders requiring services on PSC premises (e.g., general public)</p>	<p>The general public intending to visit the FMFMII Building for matters relating to the Office of the PSC must adhere to the following:</p> <ol style="list-style-type: none"> 1. Facial masks must be worn before and at all time while on Level 2 of the FMFMII Building. 2. Must hold a valid COVID-19 vaccination card AND valid photo identification as required before permitted inside the PSC Office. 3. Encourage the use of hand sanitizers available at the Foyer Desk before entering the Office. 4. Adhere to the social distancing at all times. 5. Prohibit entrance to children below 12 years of age at all times. 6. All visiting clients and stakeholders will be served at the front of the foyer, Level 2 of the PSC Office. 7. Issuance of a Public Notice for the general public's information. 8. Inform MOF and Building Manager of our BCP conditions. 9. Use of posters and signage at the foyer and around the Office for conditions to be adhered. 	<ul style="list-style-type: none"> ✘ CHRAS Reception team to monitor entrance of anyone to the Office. ✘ IT for posters and signage. ✘ Individual Divisions to inform their relevant customers (e.g., SES for contract employees, panel members, etc)
<p>Redeployment and Re-assignment</p>	<ol style="list-style-type: none"> 1. Working conditions for working hours and arrangements shall be in accordance to an official PSC CM circulated during a crisis shall apply. 2. The CEO and management must determine an appropriate number of employees to be within the workplace at any given time. Therefore, the following work arrangement can be considered: <ul style="list-style-type: none"> - Rostered Arrangement for employees that fall under the high-risk groups identified in the Covid19 Guidelines to work from home; and - Any other reason approved by the CEO. 3. Employees are advised to inform their immediate supervisors as soon as possible via mobile or other contactless means of communication <i>if they begin to experience or show any of the symptoms related to COVID19, as advised by MOH</i>. You are encouraged to <i>self-isolate</i> at this point and follow the advice of the MOH. 4. Employees who have been suspected or confirmed with Covid19 must submit a medical report using contactless means of communication of any mandatory quarantine/isolation as advised by MOH to the CHRAS or their immediate supervisor as soon as possible. 5. Upon completion or recovery or clearance from the MOF of employees who have been suspected or confirmed with Covid19, the employee must submit a medical clearance at least three (3) days prior to resuming work. 	<ul style="list-style-type: none"> ✘ CM issued by PSPP, PASC and CHRAS. ✘ Support: ALL Divisions.

5.2. ALERT LEVEL 3

Contactless form of communication is to be activated at all times during Alert Level 3.

CONTENT	ACTION	RESPONSIBLE DIVISIONS
<p>Mail Administration and Distribution</p>	<ol style="list-style-type: none"> 1. The keeping of vital records 2. Maintenance of financial records 3. Maintenance of systems, and equipment 4. Delegation of authority 5. Provision of supplies for essential functions and other procurement 6. Security arrangements 7. Maintenance of personnel contact lists 8. Affixing signatures 9. Payment of salaries and wages 10. Payments to suppliers and service providers 11. Processing of Human Resources Management requirements 12. Routine communication with stakeholders 	<ul style="list-style-type: none"> ✘ The ACEO IT will take the lead to ensure that all office ICT equipment is used and accessed by employees in accordance with the PSC Information Communication Technology Policies and Procedures 2015. ✘ The ACEO CHRAS will take the lead with the assistance of the management and staff to ensure that all supplies, assets and other inventories are used and accessed in accordance with the Treasury Instructions 2013.
<p>All Employees & Visitors</p>	<ol style="list-style-type: none"> 1. Maintaining a broad-based approach to communication to keep stakeholders engaged 2. Engaging in strategic partnerships to enhance our outreach 3. Using a variety of channels in a cost-effective manner 4. Using social media responsibly and consistently 5. Constructing and disseminating messages in ways suited to target groups 6. Supporting persons with the relevant skills to lead the communications and outreach effort 7. Learning and applying lessons as we go deeper into the crisis 8. Using templates to save time 	<ul style="list-style-type: none"> ✘ All Divisions
<p>Redeployment and Re-assignment We have made every effort to preserve the normal organisational structures, hierarchy and reporting relationships during the crisis. However, it is necessary to make some adjustments to respond effectively to the demands brought on by the pandemic. In that regard the following changes have been made</p>	<ol style="list-style-type: none"> 1. Working conditions for working hours and arrangements shall be in accordance to an official PSC CM circulated during a crisis shall apply. 2. The CEO and management must determine an appropriate number of employees to be within the workplace at any given time. Therefore, the following work arrangement can be considered: <ul style="list-style-type: none"> - Rostered Arrangement for employees that fall under the high-risk groups identified in the Covid19 Guidelines to work from home; and - Any other reason approved by the CEO. 3. Employees are advised to inform their immediate supervisors as soon as possible via mobile or other contactless means of communication <i>if they begin to experience or show any of the symptoms related to COVID19, as advised by MOH</i>. You are encouraged to <i>self-isolate</i> at this point and follow the advice of the MOH. 4. Employees who have been suspected or confirmed with Covid19 must submit a medical report using contactless means of 	<ul style="list-style-type: none"> ✘ All Divisions

communication of any mandatory quarantine/isolation as advised by MOH to the CHRAS or their immediate supervisor as soon as possible.

5. Upon completion or recovery or clearance from the MOF of employees who have been suspected or confirmed with Covid19, the employee must submit a medical clearance at least three (3) days prior to resuming work.

Internal and External Communication

Face-to-face communication is prohibited at all times. Alleviate the utilization of online-contactless communication modes.

6. USE OF TECHNOLOGY

As we encourage the use of ICT for continuation of our services and allocated work, all employees are responsible with maintaining the security and confidential information of the work allocated to them for 'work from home' arrangement with integrity. The following are advised:

- ✘ Keep equipment password protected;
 - ✘ Sharing of access passwords are prohibited;
 - ✘ Turn off or de-activate equipment when not in use;
 - ✘ Store equipment in a secure and clean space when not in use;
 - ✘ Follow all data security and encryption, protection standards and settings;
 - ✘ Refrain from downloading suspicious, unauthorised information;
 - ✘ Use the equipment solely for assignments related to work;
 - ✘ Scrutinise emails carefully. The prevalence of malicious emails increases during these times;
 - ✘ Do not install any unauthorised software on the computer, this includes browser add-ons;
 - ✘ Use the equipment in accordance with operating instructions and not store any personal files, or change the configuration of the equipment;
 - ✘ Ensure that equipment is not left unattended, particularly in any motor vehicle;
 - ✘ Asset tags/labels must not be removed or defaced; and
 - ✘ Ensure that any equipment provided for remote working is returned at the end of the period of the loan.
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- ✘ Please refer to *Annex 6* for the allocated ICT components of the PSC BCP
 - ✘ *Failure to comply with the conditions of the BCP will and may result in verbal reprimands, official write-ups and breach of the code of conduct specified under the PS Act 2004 and PS Regulations 2008.*

7. MONITORING AND REVIEW

The Monitoring of the BCP guidelines and its related conditions will be the responsibility of each ACEO and/or immediate supervisors for each Divisions/Unit.

The implementation of the BCP will therefore provide an avenue for review and sharing of experiences to improve on our planning for current and future activation of BCPs. The review of the BCP may be prompted by reasons approved by the CEO these may include and not limited to:

- ✘ New pandemics
- ✘ A catastrophic natural disaster affecting Samoa
- ✘ Cabinet decision

Upon approval of the CEO, a detailed review and record of the implementation of the BCP shall take place when it is deactivated and/or during the implementation where necessary changes are required.

We acknowledge that we are still responding to current natural disasters and health crisis and as such; it is important that we monitor not only our work but the state of well-being of all our staff. It is therefore through the BCP that we encourage all PSC employees to make an effort to assist our personnel to remain in the best psychological state possible

8. APPENDICES

Appendix 1: PSC EMT & IMT Contact List

❖ ANNEX 2: ALERT LEVEL PREPAREDNESS, RESPONSE

The relevant conditions shall apply in accordance to an Office Special PSC CM or based on the advice of SOE Orders.

LEVEL 1: PSC REMAINS OPEN – PREPAREDNESS ACTION PLAN

KEY MESSAGES:

- ❖ Come to work
- ❖ Get vaccinated
- ❖ Maintain physical/social distancing
- ❖ Practice proper hygiene etiquette
- ❖ Be vigilant at all times
- ❖ Be prepared for the unexpected

EFFECTIVELY IMMEDIATELY

COLOR CODE: YELLOW

All PSC employees to **immediately** enforce the following:

- ❖ Familiarize yourself with the PSC Business Continuity Plan;
- ❖ Management must discuss with their Staff arrangements and plans put in place to ensure the continuity of Divisional work in the event we move to Levels 2 & 3;
- ❖ Management must communicate with the IT Division on technical needs submitted by Staff to enable them to work from home;
- ❖ Ensure you are fully vaccinated, and have received your booster shot if not already done;
- ❖ Practice proper hygiene practices, respiratory etiquettes and social distancing in work places;
- ❖ Wear facial masks;
- ❖ Download contact tracing mobile app;
- ❖ Uphold mandatory citing of vaccine cards as per FK(21) 50;
- ❖ Avoid large gatherings/crowds, shaking hands, and other social contacts;
- ❖ Practice the elevated use of electronic means or social media for communication purposes within your Division;
- ❖ Use video conferencing for all Divisional meetings and trainings; and
- ❖ All PSC employees are encouraged to conduction risk assessments using the template provided in the Covid-19 Guidelines.

Reminder to Management and/or Acting ACEOs:

All PSC employees must maintain a record of staff vaccination statuses, by using the Template provided in the Covid-Guidelines. This information must be submitted periodically to the PSC and MPE, as and when requested.

LEVEL 2: PSC REMAINS OPEN WITH RESTRICTIONS – RESPONSES

KEY MESSAGES:

- ☒ Come to work, except employees classified as High Risk to work from home
- ☒ Get vaccinated
- ☒ Maintain physical/social distancing
- ☒ Practice proper hygiene etiquette
- ☒ CEOs to enforce contact tracing and record keeping
- ☒ Be vigilant at all times
- ☒ Be prepared for the unexpected
- ☒ Activate Business Continuity Plans and remote work arrangements (i.e., roster)

EFFECTIVELY IMMEDIATELY

COLOR CODE: YELLOW

All PSC staff to observe the following:

- a. PSC Office to open from Monday to Friday;
- b. Working hours will be from 9am – 3pm;
- c. Confirm with your ACEO as to whether alternative work arrangements will be put in place to allow for social/physical distancing;
- d. Continue to observe and practice proper hygiene practices, respiratory etiquettes and social distancing in work places and when responding to customer enquiries in accordance with current MOH guidelines;
- e. Ensure that you sign in or use other record keeping measures when entering the Workplace or other government premises. This will assist with contact tracing in the event of a confirmed community case;
- f. Get vaccinated, wear masks (Uphold mandatory citing of vaccine cards as per FK(21) 50);
- g. Those classified as High Risk, should work from home. *Refer to Covid Guidelines for reporting template;* and
- h. All Tier 1 (CEOs, DCEOs) and Tier 2 (ACEOs, Principal Officers) employees may be asked to be on standby in the case of providing support and assistance to NEOC.

Note: Any other additional conditions or instructions will be confirmed through a PSC Circular Memorandum.

LEVEL 3: COMPLETE SHUTDOWN FOR NON-ESSENTIAL DIVISIONS, EXCEPT ESSENTIAL STAFF INVOLVED IN NEOC OPERATIONS

KEY MESSAGE:

- ☒ Work from home (except for essential employees)

IN EFFECT

COLOR CODE: RED

(Relies on PSC advice and confirmation based on the advice of Cabinet)

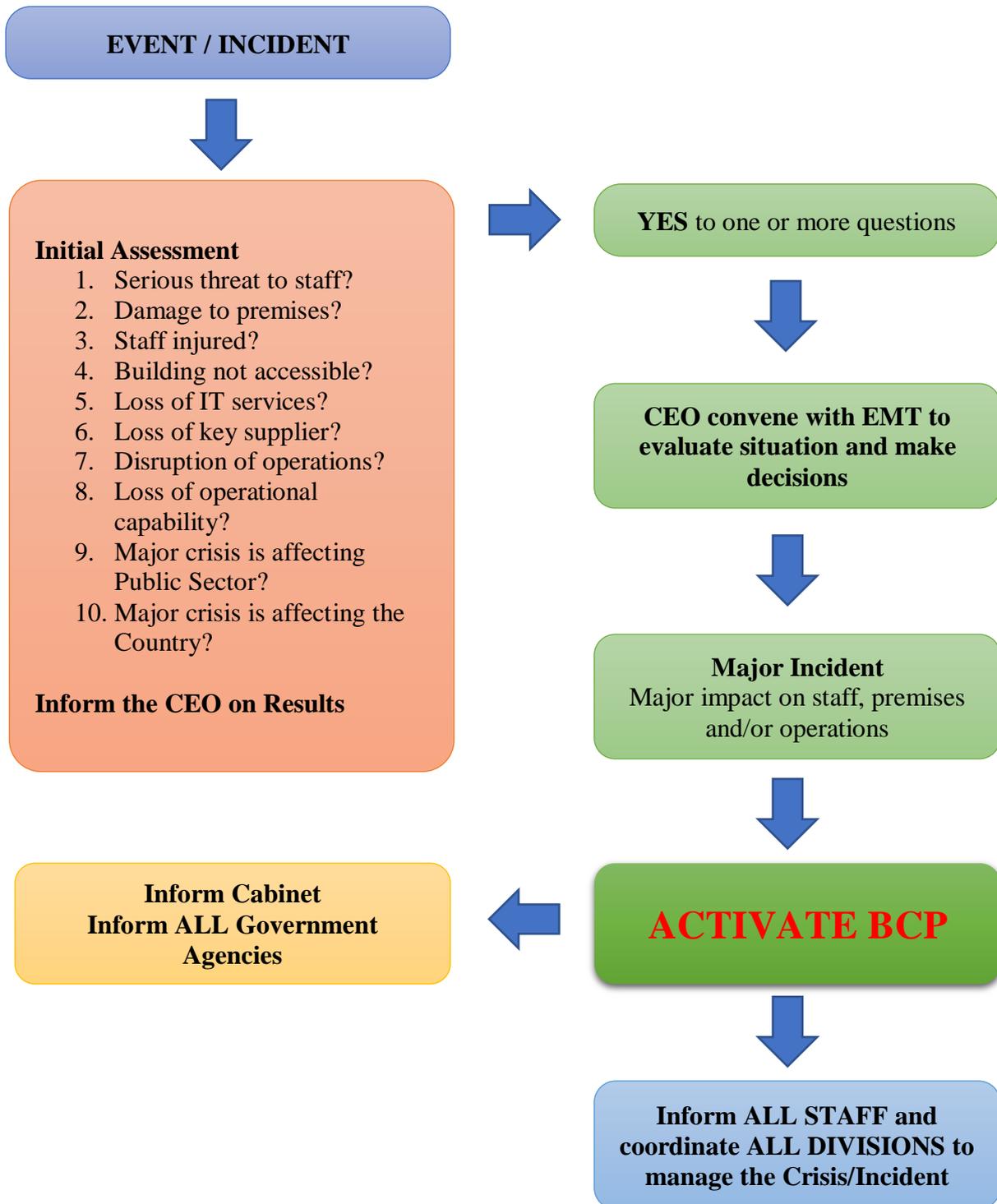
In the event a COVID19 community case is CONFIRMED or Cabinet issues an Alert Level 3 Lockdown, the following will come into effect:

- ☒ Aside from essential services, all other employees must remain at, and, work from home unless advised otherwise, or until Cabinet issues an official directive declaring that it is safe to resume work. Services classified as essential are listed in Annex 6 and Table 2.
- ☒ In line with the Guiding Principles listed on Page 5, all employees should work from home if possible. Managers must ensure they have a plan to maintain communication and connection with their divisional staff, as well as the Commission and other Managers, to ensure business and service delivery continuity. Reporting template for employees working from home is found in the Covid Guidelines.
- ☒ Further, Management must ensure that employees have reasonable access to support working from home where resources and assistance in possible. Human Resource and Corporate Services Managers must be on standby to facilitate remote assistance, where possible, to ensure business continuity.

✘ **APPENDIX 3: PRIORITY SERVICES, RESOURCES AND DELIVERY MODES**

✘ **APPENDIX 4: PROCESS AND PROCEDURE FOR ACTIVATION AND DEACTIVATION OF BCP**

Activation of the BCP Chart (**can be discussed further by Management**)



Deactivation of the BCP

- ✘ Declaration of the deactivation of the BCP (*CEO Approval and actioned by ACEOs/Immediate supervisors to each Division/Units*).
- ✘ Communication critical information about the return of employees to work.

✘ APPENDIX 5: TIPS FOR REMOTE WORKING

Concept of Remote Working

- ✘ The concept of “Remote Work” differs across organisations. The definition that we are using in this BCP is; “*Remote work is the practice of an employee working at their home, or in some other place that is not an organization’s usual place of business*”, *Government Workforce COVID19 Planning Guidelines*.

Methods of Remote Work

- ✘ During each Alert Levels of the current SOE, our work methods will vary and the same person may be using different methods. The information shown below is intended to provide clarity and equity.

Entitlements and Expectations

- ✘ The nature of remote work suggests that the organisation is required to assist our workers to be as productive as possible while working at a location that is different from the office or headquarters. In that regard, we will provide tools and supplies that an individual worker could not be reasonably expected to provide. The requisite administrative procedures must be followed with regard to loans and consumable supplies.

Remote Working Practices

- ✘ Remote Working varies but there are good practice principles and guidelines that we advise all staff and personnel to follow. It requires a high level of trust among employees. As such, efforts will be made to ensure that expectations are shared and agreed upon. The matters described below are provided as general indications of such expectations.
 - ❖ Agree to a remote work schedule and work from home agreement specifying the period for such arrangement.
 - ❖ Use daily/weekly virtual contact with your teams.
 - ❖ Agree to deliver specific targets and performance standards for outputs (“key deliverables”).
 - ❖ Have an Internet connection that is adequate for the job.
 - ❖ Use flexi-hours (with approval) to support individual productivity; not to insulate a team member from team meetings.
 - ❖ Ensure that schedules overlap with those of team members for as long as is necessary to complete their job duties effectively.
 - ❖ Make appropriate arrangements when working remotely to deal with correspondence and deliveries.
 - ❖ Ensure that all critical information is shared in a timely manner.
 - ❖ Take all reasonable steps to ensure effective secure online interaction and work tasks.
 - ❖ Protect and maintain equipment provided on loan.

To assist with preparations of work from home, consider the following:

- ✘ Need to change the mindsets of your employees to work from home.
- ✘ Provide directives for the way some tasks must be accomplished in the crisis environment.
- ✘ Loan/provision of equipment especially computers where applicable.
- ✘ Reduce face-to-face contact among employees, stakeholders and the public.
- ✘ Conducting virtual training using various software and IT platforms.
- ✘ Management of IT systems from off-site locations.
- ✘ Reorder short-term priorities.
- ✘ Purchase higher levels of cleaning and hygiene supplies.
- ✘ Distribute additional personal protective gear.
(Reference: NZ PSC)

✦ APPENDIX 6: ICT SUPPORT

Please Note: The Tier 1, 2 and 3 employee categories are defined below:

<u>Tier 1</u>	<u>Tier 2</u>	<u>Tier 3</u>
<ol style="list-style-type: none">1. CEO2. Commission Members3. Assistant CEOs/Managers	<ol style="list-style-type: none">1. Principal Officers	<ol style="list-style-type: none">1. Senior Officers2. Officers3. Temporary/Term Employees4. Consultants

