EMPLOYEE RELATIONS & CRISIS MANAGEMENT
THROUGH THE LENS OF LEGAL & COMPLIANCE

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EACH INDUSTRY IS AFFECTED DIFFERENTLY
7 STEPS TO ENSURING EFFECTIVE MANAGEMENT AND OPERATIONS DURING A CRISIS

1 - ADAPTING THE COMPLIANCE PROGRAM

- Adapting the overall strategy
- Effective reporting channels
- Creating or bolstering a “Compliance Champion” program
- Triangulate decision-making and responses
2 — ACCOMMODATE THE WORKFORCE

Working Remotely
- Reimbursement of Working Expenses
- Remote Work Policies/BYOD Policies
- Payment of Exempt/Non-Exempt workforce

Safety at Work
- OSHA
- PPE

Evolving Workforce
- Layoffs/furloughs
- Hiring

3 — ACCOMMODATE CUSTOMERS/VENDORS

Corporate Commitment Statement

Social Responsibility

Identify/Address Special Needs

Waive Normal Fees/Costs

Discounts
SOCIAL RESPONSIBILITY

Fortune 500 companies are doing at least one of the following:

- Donating personal protective equipment (PPE) or other critical supplies, whether that is a mask, plane, or portable cell tower
- Donating infrastructure, expertise, logistics, transportation, manufacturing equipment, or space
- Converting production lines and/or manufacturing additional critical supplies
- Conducting clinical research
- Sharing data and technology
- Taking measures to keep workers employed, paid, and insured
- Helping customers get the products and financial assistance they need
- Doing something beyond its ordinary workflow and what is necessary for company survival

4 – MAINTAIN EMPLOYEE MORALE

Driving a healthy corporate culture

President/CEO messages

Reiterate available resources
EFFECTIVE COMMUNICATION


This blog focuses on:
1. What Amazon is doing for employees
2. What Amazon is doing for customers
3. What Amazon is doing for communities around the globe

5 - COPING WITH CHANGE

Preparedness Plan

Effective & transparent communication is key
> Communication with employees
> Communication with customers

Reiterate available resources
6 -内部调查

准备应对报告高峰

调整内部审查流程

不同类型的问题和趋势可能会出现

7 - 保持知情

合规周文章 -
https://www.corporatecompliance.org/publications/magazines/cep-magazine

电子书由合规资源提供

福特哈里森冠状病毒任务组知识中心 -
https://www.fordharrison.com/CoronavirusTaskForce

合规博客
### KEY TAKEAWAYS

**Legal**
- Risk Identification & Scenario Planning
- Proactively Educate & Communicate
- Continue Monitoring

**Compliance**
- Flexibility & Adaptability
- Driving Ethical Leadership
- Stay “in the know”

### QUESTIONS?

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