

EMPLOYEE RELATIONS & CRISIS MANAGEMENT

THROUGH THE LENS OF LEGAL & COMPLIANCE

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EACH INDUSTRY IS AFFECTED DIFFERENTLY



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7 STEPS TO ENSURING EFFECTIVE MANAGEMENT AND OPERATIONS DURING A CRISIS



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1 - ADAPTING THE COMPLIANCE PROGRAM

Adapting the overall strategy

Effective reporting channels

Creating or bolstering a “Compliance Champion” program

Triangulate decision-making and responses



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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



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3 — ACCOMMODATE CUSTOMERS/VENDORS



Corporate Commitment Statement

Social Responsibility

Identify/Address Special Needs

Waive Normal Fees/Costs

Discounts

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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

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4 — MAINTAIN EMPLOYEE MORALE

Driving a healthy corporate culture

President/CEO messages

Reiterate available resources



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EFFECTIVE COMMUNICATION

AMAZON'S COVID-19 BLOG: DAILY UPDATES ON HOW THEY'RE RESPONDING TO THE CRISIS <https://blog.aboutamazon.com/company-news/amazons-actions-to-help-employees-communities-and-customers-affected-by-covid-19>

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



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5 - COPING WITH CHANGE

Preparedness Plan

Effective & transparent communication is key

- > Communication with employees
- > Communication with customers

Reiterate available resources

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6 - INTERNAL INVESTIGATIONS

Prepare for reporting spike

Adjusting internal review processes accordingly

Different types of concerns and trending may arise



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7 - STAY IN THE KNOW



Compliance Week Articles -

<https://www.corporatecompliance.org/publications/magazines/cep-magazine>

E-Books provided by Compliance Resources

FordHarrison Coronavirus Taskforce Knowledge Center -

<https://www.fordharrison.com/CoronavirusTaskForce>

Compliance Blogs

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KEY TAKEAWAYS



Legal

Risk Identification & Scenario Planning

Proactively Educate & Communicate

Continue Monitoring

Compliance

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

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QUESTIONS?



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