# BE A PREPPER
PREP YOUR POLICIES

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neoRhino understands that your staff and their families are the highest safety priority during the growing concern of COVID-19/Coronavirus and may be transitioning into working remotely. To help you "be a prepper" for potential work lifestyle transitions, here are some tips on how to prepare remote work policies and protocols for current situations as well as and for future possible crises.

If you have any questions regarding implementing what you need to work from home successfully, neoRhino is available during this tough period to assist you. Do not hesitate to visit our website www.neoRhino.com or call us at 281.779.4850 with any inquiries. We are in this together.

Develop a Work-From-Home Policy

- Assess the current situation and determine whether you want your staff to strictly work from home or allow flexibility to be in or out of the office.
- Determine if you will require exemptions for key personnel. For example: requiring a space for face-to-face meetings.
- Create an availability protocol for your staff. Schedule check-ins, but be aware that during this time staff may be tending to their families and loved ones. Express flexibility.
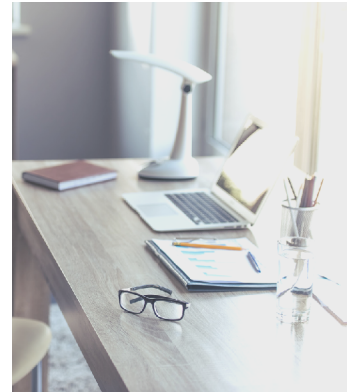
Security and Privacy Protocols

- Evaluate remote data center management and cloud options for critical systems
- Set up a Virtual Private Network (VPN) for each of your staff members so they can access their files securely while remote.
- Establish Endpoint Security Protocols
  - Enterprise-Level Antivirus (AV)
  - Firewalls
  - E-mail security and Encryption
  - & More!
- Address Individual Access Management
  - Implement Multi-Factor Authentication (MFA) for all users for confidential logins.
  - Expand or limit access per user pending their role.
  - Train your users and create rules around data protection and proper data use, including how to safely exchange documents or information electronically.
- Make sure IT Support is available in case of device issues.

Clarify Roles
- Identify the roles that are critical to your business operations and determine whether those individuals can carry out their jobs while working remotely.
- Make sure possible changing goals are communicated and defined for the times of a crisis. (Not just COVID-19!)
- Initiate a preparedness exercise such as a work-from-home drill to test processes and identify any possible issues.
- Identify any gaps in recovery capability and resource needs.
- Set expectations for communications and response times while remote working.

Take inventory of equipment & systems your workers need to get their job done and have access to their programs and files.
- Communicate what can and cannot be taken from the physical office.
- Consider digitizing physical materials to make remote work easier.
  - Assess or create policy if it's ok to take photos of physical whiteboards, Kanban Boards, and calendars.

Have your staff prepare a "ready-bag" that would allow them to grab and go at a moment's notice in case of sudden events that consist of everything they need to work remotely.
- Here's a Work-From-Home Checklist for you to reference.

Consider a BYOD (Bring Your Own Device) Policy
- Determine what personal devices are acceptable to use.
- Set minimum requirements per device.
  - For example: Assess the level of company network access there is going to be for the employee device.
  - Have Enterprise-Level AC implemented on each device.
  - Lock your machine when not in use.
  - Operating System (OS) version.

Emphasize Personal Interactions While Working From Home
- Develop an agenda for digital all-team get-togethers and meetings.
- Ensure workers feel connected by scheduling virtual team lunches and digital social time.
- Be available for those not used to remote work as a resource.

**Review Finance and Treasury Implications**
- Make sure to revise revenue forecasts and communicate with investors and suppliers about any potential financial issues.

Treat all medical information as confidential and enforce the same protection guidelines as those enforced by HIPAA
- In addition, be aware all Personally Identifiable Information (PII) is stored correctly and securely.

Practice Social Distancing
- Stay at least 6 feet away from others.
- Practice Cough Etiquette.
  - Don't cough into your hands or with your mouth uncovered.
  - Cough into a tissue and throw it away in a trash receptacle.
  - If you do not have a tissue, then cough into your elbow.
- Be sure to wash your hands often!
- Utilize your electronic tools like email or messaging platforms to communicate.
- Opt to have virtual meetings rather than in-person to avoid any physical proximity.
- Extend clean workplace/personal hygiene protocols. Take a look at our 10 Tech Hygiene Tips Infographic.
  - Have cleaning supplies/sanitizer readily available.
- Offer Work-From-Home options.
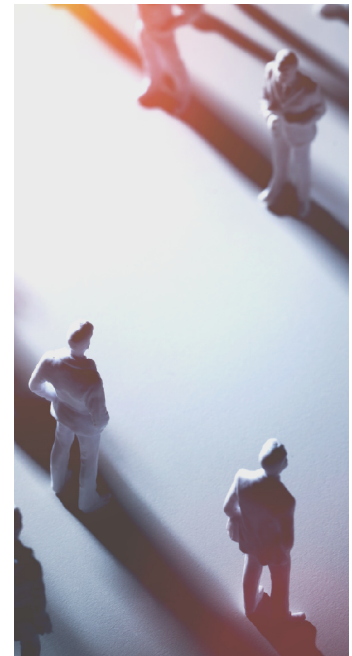
Establish Travel Restrictions
- Cancel non-essential travel for any planned events and plan for any employees returning from affected areas to potentially work from home or take a leave of absence.
- Reassess HR policies & practices on temporary sick leave.
  - Self-quarantine. Urge your staff to stay home if they are sick! Reassure your staff with paid sick leave/extended work-from-home disposition that beyond preventing diseases from spreading, it gives your workers an opportunity to address any heath concerns.