



Business Resumption Plan Template Checklist

East Grand Rapids Hotel / 15 May 2020 / Helen Roberts

Complete

Score	100%	Failed items	0	Actions	0
Name of Business	East Grand Rapids Hotel				
Location	Fulton across from Eastern WB, Grand Rapids, MI 49503, USA (42.962875, -85.649384)				
Conducted on	15th May, 2020 1:00 PM +08				
Prepared by	Helen Roberts				

Business Resumption Plan

100%

Preliminary Questions

100%

As per the guidance of the Center for Disease Control and Prevention (CDC), companies should consider these three questions when deciding whether to reopen.

Are you in a community no longer requiring significant mitigation?

Yes

Will you be able to limit non-essential employees to those from the local geographic area?

Yes

Do you have protective measures for employees at higher risk (e.g. teleworking, tasks that minimize contact)?

Yes

If you answered 'Yes' to all three questions, you can consider reopening and proceed with the completion of the business resumption plan.

About the Business

Business Name

East Grand Rapids Hotel

Primary Address

Fulton across from Eastern WB, Grand Rapids, MI 49503, USA

City, State, Zip Code

Grand Rapids, MI 49503

Telephone Number

616-302-4900

Primary Point of Contact

Primary Emergency Contact

Helen Roberts

Telephone Number

616-313-1567

E-Mail Address

helen.roberts@eastgrhotel.com

Business Resumption Planning Policy

The East Grand Rapids Hotel is committed to providing excellence in hospitality services to our clients and customers. We recognize that there are a number of factors that may impede our ability to provide these services and that actions must be taken to help preserve our ability to operate under difficult circumstances. Therefore, the East Grand Rapids Hotel is undertaking as part of its post-lockdown risk management strategy the development of a Business Resumption Plan to ensure continuity of services.

Business Resumption Planning Team

The following people will participate in business resumption planning

Team Leader

Name	Helen Roberts
Position	General Manager
Contact Number	616-313-1567

Member

Member 1

Name	Virgie Jackson
Position	Hotel Operations Manager
E-Mail Address	virgie.jackson@eastgrhotel.com

Member 2

Name	Dustin Matthews
Position	Asst. Hotel Operations Manager
E-Mail Address	dustin.matthews@eastgrhotel.com

Member 3

Name	Glen Jacobs
Position	HR Manager
E-Mail Address	glen.jacobs@eastgrhotel.com

Member 4

Name	Merces Orellana
Position	F&B Director
E-Mail Address	merces.orellana@eastgrhotel.com

Member 5

Name	Adam Hutchison
Position	Marketing and Sales Director
E-Mail Address	adam.hutchison@eastgrhotel.com

Meeting Schedule

Summary of Dates and Locations

May 14, 2020 | Online Meeting
May 17, 2020 | Online Meeting
May 19, 2020 | Online Meeting
May 21, 2020 | Hotel Board Meeting Room
May 24, 2020 | Hotel Board Meeting Room

Hazard Identification and Risk Assessment

Identify a list of hazards that your business can encounter as you resume the business. For each hazard, decide on the level of impact each will have on your business. Here is a brief guide on how to assess impact:

- ☒ Negligible – limited to no business disruptions or property damage
- ☒ Marginal – a hindrance that may affect business operations without shutting down, you have no minor damage, it may be an occurrence in the surrounding neighborhood
- ☒ Critical – temporary disruptions of business or major damage to the facility, impacts are to the community
- ☒ Catastrophic – a disaster that affects entire regional community causing business disruptions and forces closure of building(s). This is an event of large proportions. It can include complete destruction, multiple injuries or deaths, and a regional event which means limited or no outside resources available for prolonged periods of time.

Hazard/Event

Hazard/Event 1

Identified Hazard/Event	Potential presence of coronavirus particles within the hotel premises
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Impact to Critical Business Assets	Catastrophic
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Mitigating Actions

Employ professional cleaning/sanitation company to perform deep anti-bacterial cleaning of the hotel premises before holding meetings and resuming business hotel operations

Hazard/Event 2

Identified Hazard/Event	Coronavirus exposure of older staff members
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Impact to Critical Business Assets	Critical
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Mitigating Actions

1. Identify these members of the staff and make sure to talk to each of them and reiterate the need to keep them in quarantine due to the risk they can be exposed to
2. Develop an appropriate compensation plan that can help assist these employees with their everyday living expenses

Hazard/Event 3

Identified Hazard/Event	Asymptomatic Guests
Impact to Critical Business Assets	Catastrophic
Mitigating Actions	
<ol style="list-style-type: none"> 1. Prepare isolation facilities within the hotel 2. Have an updated list of health authorities and nearest medical facilities to ensure fast coordination in case there is a suspected new case 3. Print out informative flyers/leaflets to guests and staff to send key messages such as the importance of hand washing and coughing etiquette 	
Hazard/Event 4	
Identified Hazard/Event	Lack of appropriate PPE for staff
Impact to Critical Business Assets	Critical
Mitigating Actions	
Coordinate with Purchasing Manager to facilitate procurement of high-quality PPE with supply that can last for at least 6 months	
Hazard/Event 5	
Identified Hazard/Event	Inappropriate food handling by guests in buffets
Impact to Critical Business Assets	Critical
Mitigating Actions	
Assess alternatives to providing buffet service to guests	
Hazard/Event 6	
Identified Hazard/Event	Current lack of sanitation stations
Impact to Critical Business Assets	Critical
Mitigating Actions	
Coordinate with facilities team to setup sufficient number of sanitation stations within the hotel, particularly at the critical entry points	
Hazard/Event 7	
Identified Hazard/Event	Hand sanitizer dispensers not working
Impact to Critical Business Assets	Marginal
Mitigating Actions	
Increase the frequency of checks by housekeeping staff of all hand sanitizer dispensers in the hotel and ensure there's sufficient supply of soap	

Hazard/Event 8

Identified Hazard/Event

Broken ventilation in some areas/rooms

Impact to Critical Business Assets

Critical

Mitigating Actions

Have the facilities team have an extensive check of the entire ventilation system and every AC unit in the rooms

Hazard/Event 9

Identified Hazard/Event

Food Spoilage

Impact to Critical Business Assets

Critical

Mitigating Actions

Remind F&B team to always be on top of the expiry dates of food supplies and follow strict food storage system guidelines

Assessment of Organizational Outputs

100%

Identify key organizational outputs and evaluate their degree of importance. This involves describing and estimating the likely impact of loss or delay of that output and approximating the length of time needed to re-establish the lost output.

Output

100%

Output 1

100%

Describe Output

Profitability

Effect of Loss on Output

Profits have dropped 80% as travel was also restricted within Michigan

Time to Re-establish

1 year

Organizational Impact

Major

Priority for Recovery

High

Responsible Person/Department

Sales and Marketing

Status

In Progress

Output 2

100%

Describe Output

Food service

Effect of Loss on Output

Some of the stored food that was left before the lockdown was imposed have already spoiled

Time to Re-establish	1 week
Organizational Impact	Minor
Priority for Recovery	Medium
Responsible Person/Department	Food and Beverage
Status	Completed
Output 3	100%
Describe Output	Contractual obligations
Effect of Loss on Output	Some of them have been put on hold as mandated by the local state

Time to Re-establish	2-3 months
Organizational Impact	Major
Priority for Recovery	High
Responsible Person/Department	All departments that have contracts with outsourced companies
Status	In Progress
Output 4	100%
Describe Output	Customer Satisfaction and Safety
Effect of Loss on Output	Customers will be very cautious when booking with hotels

Time to Re-establish	Progressive
Organizational Impact	Major
Priority for Recovery	High
Responsible Person/Department	All departments
Status	In Progress

Business Recovery Contacts

Organization

Organization 1	
Organization Name	Medical Spectrum Hospital
Type (e.g. insurance, bank, supplier)	Hospital

Contact Person	Troy Alejo
Contact Details	
706-634-3888	
Organization 2	
Organization Name	East Michigan Farms
Type (e.g. insurance, bank, supplier)	Food Supplier
Contact Person	Chelsea Cooper
Contact Details	
360-376-1653	
Organization 3	
Organization Name	Bank of America
Type (e.g. insurance, bank, supplier)	Bank
Contact Person	Lasse Clausen
Contact Details	
303-986-6735	
Organization 4	
Organization Name	JDF Security Services
Type (e.g. insurance, bank, supplier)	Security Company
Contact Person	Elias Sorensen
Contact Details	
562-356-0230	
Organization 5	
Organization Name	Next I.T.
Type (e.g. insurance, bank, supplier)	IT maintenance services
Contact Person	Sofia Snuka
Contact Details	
978-621-7043	
Business Reopening Checklist	100%

Develop and implement appropriate workplace safety policies regarding:

100%

Social Distancing

In Progress

You can use the iAuditor Social Distancing Plan Checklist for Workplaces to help devise your social distancing guidelines.

Use of Personal Protective Equipment (PPE)

In Progress

Temperature Checks

Completed

Continuous testing, isolating, and contact tracing

In Progress

Disinfection of common areas and high-touch surfaces

Completed

Business Travel

Completed

Staggered phases of returning to work

In Progress

Remote Working/Telecommuting

Completed

Special accommodations for vulnerable members of the organization

Completed

Staggered gathering periods

Completed

Restricting use of shared items

Completed

Daily employee health checks

In Progress

Flexible time-off policies

Completed

COVID-19 Mass Testing within the organization

Completed

For US-based companies, an employer may choose to administer COVID-19 testing to employees before they enter the workplace to determine if they have the virus, as long as the test has been proven to be reliable and accurate.

Action plan if a member gets infected with COVID-19

Completed

Training Schedules

If there are any specific trainings identified as part of the mitigating actions in the prior risk assessment, you may list it here.

Training Event

Training Event 1

Title of Training

Hotel Reopening Guidelines

Purpose

To help inform the staff of the measures that the hotel will undertake to help mitigate the spread of the virus as they resume operations

Planned Schedule

May 23, 2020

Training Event 2**Title of Training**

Food Handling During Coronavirus

Purpose

To train food & beverage staff on new practices that must be implemented and practiced as recommended by the national hospitality management organization and the CDC

Planned Schedule

May 24, 2020

Training Event 3**Title of Training**

Proper Housekeeping During COVID-19

Purpose

To help reorient the staff on cleaning procedures after a long absence and train them on additional practices as part of a stricter housekeeping program

Planned Schedule

May 24, 2020

Maintaining and Updating the BRP

Schedule of Reporting Test Results

May 30, 2020

June 6, 2020

June 27, 2020

Plan Approval

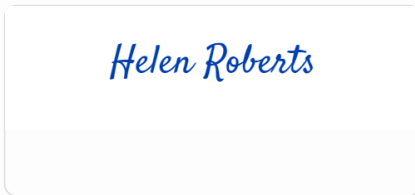
BRP Team Leader

You may contact the following representatives with any questions or comments about this plan.

BRP Team Representative

BRP Team Representative 1

BRP Team Leader



Helen Roberts

4th May, 2020 10:37 PM +08

Contact Number

E-Mail Address

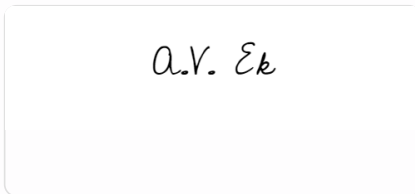
helen.roberts@eastgrhotel.com

Senior Management

Senior Management Team Member

Senior Management Team Member 1

Name



Aynur Van Ek

4th May, 2020 10:42 PM +08

Position

CEO

Senior Management Team Member 2

Name



William Pikefield

4th May, 2020 10:44 PM +08

Position

CFO