

TÜV Rheinland

COVID-19 Response & Business Continuity Plan

Occupational Health & Safety		Measures focused on the protection of the health of staff and their availability to continue services
Hygiene Measures	We have trained our staff on proper, effective hygiene practices for reducing the risk of contracting or spreading the virus; protective measures, such as hygiene rules, distance requirements, contact rules etc. have been defined and implemented.	
Offices & Facilities	Enhanced daily cleaning procedures in offices and all operational facilities; precautionary measures for distancing in facilities with customer traffic	
Travel Restrictions	Travel guidelines have been set up following governmental regulations; non-essential travel has been restricted; all essential travel requires business head and country manager approval.	
Flexible Working	All staff which is non-essential for presence work use home office if possible.	
Operations		Measures focused on ensuring services can be delivered in a safe environment across our network
Business Continuity Plans	Business continuity plans have been set up globally for all business units and locally adopted.	
Workstations	Workstations have been reconfigured to keep safer distances between employees.	
International Collaboration	The worldwide laboratories network can be utilized to shift urgent and time sensitive projects to meet customer needs.	
Remote Services	We are setting up ways to deliver services remotely (in accordance with accreditation standards): Audits, inspections, testing activities and trainings.	
Shifts	We are utilizing shifts to keep staff at any given time to a minimum.	
Online Calls	Face-to-face meetings have been reduced to a minimum and replaced by Skype meetings.	
Communication		Focused on ensuring crisis responsiveness, rapid decision making, communication and staff alignment in the interest of employee health and service delivery
Crisis Management	Crisis teams have been set up to organize regular leadership calls scheduled on corporate level as well as on regional level; define rules and provide guidelines, ensure reporting, take consistent decisions, and share experiences	
Operational Task Forces	Global and local task forces created which meet on a regular basis to set up BCM measures and monitor their implementation	
Location Responsibilities	Lists of site responsible for all locations worldwide available using chain of commands and implementing HSE and BCM measures on-site	
Internal Communication	Regular meetings and calls for all groups of employees and supervisors; information available on intranet, via e-mails and video messages	
External Communication	Customer information is available on company website as well as in newsletters and via social media; customer service is available as usual.	