



NATIONAL SOCIETY BUSINESS CONTINUITY HELP DESK

As your National Society reduces travel and cancels large-scale events, and as more and more volunteers and staff take sick days, the COVID-19 outbreak may seriously affect your ability to deliver critical humanitarian services.

- How can your National Society keep volunteers safe while they continue to provide services?
- How can services be adapted to address the needs of people vulnerable to COVID-19?
- What resources are available to support remote working by your staff and volunteers?

National Society business continuity planning is essential for ensuring the ability to maintain relevant country-wide services to vulnerable people affected by the crisis. With the situation rapidly evolving, you may need support and guidance on how to plan.



HELP DESK

The IFRC's Global Disaster Preparedness Center has established the **Business Continuity Help Desk** as a resource to support your National Society.

The Help Desk *offers information and referral services* to National Societies related to business continuity and pandemic preparedness. In close coordination with IFRC Regional Offices and the Secretariat, the Help Desk provides remote technical guidance through a team of experts and self-support resources.

The following types of support can be accessed through the Help Desk. Resources available in English, Spanish, French and Arabic:

Guidance



- IFRC and National Society business continuity guidelines, checklists, and training modules.
- Examples of good practices and policies.
- Comprehensive toolkit of guidance resources.

Support



- Self-support via FAQ.
- Direct technical guidance provided remotely by our team of experts at bcp.helpdesk@redcross.org

Learning



- Learning webinars provided on demand for your National Society.
- Connections to other National Societies developing business continuity plans.