



Ref: SSA/050/20/EML

Date: 1 April 2020

Dear Members,

SSA Business Continuity Plan (BCP) Work Arrangement

As efforts are stepped up to battle the COVID-19 outbreak, we at the SSA have been closely monitoring the situation. We will be implementing appropriate measures to continue delivering our membership services to each of you while providing a safe environment for our small team of secretariat staff.

Our Business Community Plan (BCP) will go into effect on **Monday, 6 April**. This will provide for the immediate segregation of our staff into two teams. The respective teams will alternate weekly to work in the office or from home.

As a small and lean team, we are vulnerable to disruptions. With immediate effect until further notice, we will minimise hosting physical meetings at our office premises. We do not foresee major issues with this as most of you would have already been communicating and 'e-meeting' with SSA using video/teleconferencing tools.

My own experience, and that of my colleagues' and external stakeholders', have been that this manner of interaction has been extremely effective in these extraordinary times. We are therefore confident that we are more than equipped with the necessary secured IT infrastructure to continue to be responsive to your needs and to provide you with the high level of service that you have come to expect of us.

We have been stepping up on our use of technology to conduct committee work and meetings. We will continue to provide all latest updates and developments that are relevant and crucial to you *via* our SSA circulars and augmented by our [SSA website](#) and [SSA LinkedIn](#) page for relevant highlights of what's happening in our industry. We hope you will find these resources useful.

Please do not hesitate to call the SSA Secretariat at 63052260 or reach out any of our staff should you have any queries.

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We will continue to monitor the situation, and if needed, a further level of enhancement of our BCP, may come into effect. This may include the SSA adopting a full work-from-home arrangement except for a core group of support personnel who need to be present in the office.

We value every SSA member, and we want you to know that your wellbeing and safety are important to us. We wish you and your families good health in these uncertain times.

Thank you.

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