



# O-BC CRISIS CHECKLISTS

## PANDEMIC

According to the World Health Organization ([www.who.int](http://www.who.int)) a pandemic is the worldwide spread of a new disease.

An influenza pandemic occurs when a new influenza virus emerges and spreads around the world, and most people do not have immunity.

Good hygiene standards are the best defence against a pandemic. These standards should be imposed.

### **PREPARE**

You can prepare certain measures in advance or if you get early warning.

This is where your Business Continuity People Planning comes into play.

| No  | What to Do   | Check |
|-----|--|-------|
| 1.  | Keep an eye on <a href="http://www.who.int">www.who.int</a> and <a href="https://www.gov.uk/government/organisations/public-health-england">https://www.gov.uk/government/organisations/public-health-england</a> for updates and advice |       |
| 2.  | Prepare posters and literature to raise awareness to prevent spread of infection & manage concerns of staff  |       |
| 3.  | Provide information sheets and educational and awareness sessions for all staff  |       |
| 4.  | Produce drafts of reactive press statements and for in house staff   |       |
| 5.  | Develop an absence policy (existing policies may have to be flexed) and distribute to staff.   |       |
| 6.  | Ensure managers are prepared for dealing with flu related absence  |       |
| 7.  | Set up a Return to work fitness assessment – you don't want people coming back to work when they are still unwell  |       |
| 8.  | Stock up on cleaning products, sanitising gels & wipes   |       |
| 9.  | Increase cleaning regimes & agree any food handling guidelines   |       |
| 10. | Prepare your first aiders to look out for symptoms   |       |
| 11. | Identify those who could work from home  |       |
| 12. | Identify those who have key roles or niche skills and develop alternative working practices  |       |
| 13. | Set up a procedure for dealing with people who feel ill at work. This should be sensitively handled.   |       |

To find out more about how you can make your business more resilient  
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## ACT

If the Pandemic reaches your organisation

| No  | What to Do   | Check |
|-----|--|-------|
| 1.  | Invoke your Crisis Management Team to monitor the situation. You may be in a serious people unavailability situation   |       |
| 2.  | Notify staff of change of situation  |       |
| 3.  | Provide updates to links to websites/web copies for public health info   |       |
| 4.  | Consider suspending badly affected areas or any areas which are non-urgent   |       |
| 5.  | Identify those who could work from home  |       |
| 6.  | Consider splitting operational teams to different sites, if possible, to avoid contagion   |       |
| 7.  | Monitor the situation for schools closing, reduced transport provision, which will affect staff availability   |       |
| 8.  | Keep all stakeholders regularly informed, develop a communication strategy and timeline to keep them up to date. Include all staff in this communication. But avoid over-reaction. |       |
| 9.  | Reiterate hygiene regimes to remind staff of the importance of cleanliness   |       |
| 10. | Monitor absence and report to Crisis Management Team so they can observe the impact on the business  |       |
| 11. | Consider staff with special health needs (vulnerable employees)  |       |
| 12. | Consider employing temporary staff – if available.   |       |
|     |  |       |

## SPECIFIC CHALLENGES WITH PANDEMICS

**Uncertainty:** there may be little or no information at the outset of a new pandemic about the severity of the illness.

**Speed:** in local areas, the number of cases and demand for services can be expected to develop with great pace, requiring an agile yet coordinated response.

**Local hotspots:** the demands of the pandemic are unlikely to be uniform, but different areas will be under pressure at different times.

**Profile:** the media and public and professional appetite for information is likely to be intense at times, requiring frequent, consistent and coordinated communications.

**Duration:** a pandemic wave can be expected to continue for many weeks, requiring robust arrangements to support individuals involved in the response. In time, further waves may also occur.

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