

PANDEMIC COVID-19 RESILIENCE/CONTINUITY CHECKLIST FOR BUSINESSES DC-SM-COVID 1

BACKGROUND: On 31 December 2019, a cluster of pneumonia cases of unknown aetiology was reported in Wuhan, Hubei Province, China. On 9 January 2020, China CDC reported a novel coronavirus as the causative agent of this outbreak, which is phylogenetically in the SARS-CoV clade. The disease associated to it is now referred to as novel coronavirus disease 2019 (COVID-19).

As of 2 March 2020 at 08:00, more than 89,068 cases of COVID-19 have been reported worldwide, mainly in China and from all Chinese provinces; of these cases, around 9,000 cases were reported from other countries. As of 2 March, 66 countries have reported cases.

In the EU/EEA, the UK, San Marino, Monaco and Switzerland, 2,199 cases have been reported as of 2 March. Among these cases, 38 have died. Italy represents 75% of the cases.

As of 9am on 10 March 2020, 26,261 people have been tested in the UK, of which 25,888 were confirmed negative and 373 were confirmed as positive. Six patients who tested positive for COVID-19 have died. 91 cases have been reported in London.

COVID-19 is the illness seen in people infected with a new strain of coronavirus not previously seen in humans.

WHO declared the outbreak of COVID-19 a “Public Health Emergency of International Concern” (PHEIC).

WHO has declared this a worldwide Pandemic

It is crucial to prepare or adapt business continuity/resilience plans in accordance with the latest public health risk assessment and guidance from national, regional or local health authorities to ensure continuity of services. The business continuity plan should define the procedures and processes a business should follow in response to the potential impact of COVID-19 on critical functions (business processes, assets and human resources). The plan should also include policies and recommendations for employees with symptoms of acute respiratory illness, separation of sick employees, routine environmental cleaning and travel health advice based on the objectives of the business continuity plan. Collaboration with supply chain partners may be initiated to understand the usage, availability and access to critical resources, and sustainable financing mechanisms could be put in place.

This checklist is not exhaustive. It is a guide to help you start thinking about what you may need to plan for.

1 Plan for the impact of COVID-19 on your business:

| | Complete | In progress | Not started | |
|-----|--------------------------|--------------------------|--------------------------|---|
| 1.1 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Identify a pandemic coordinator and/or team with defined roles and responsibilities for preparedness and response planning. The planning process should include input from a wide range of stakeholders e.g. health and safety representatives and trade union officials. |
| 1.2 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Identify the critical activities undertaken by your business which would have to continue during a pandemic, as well as the employees and other inputs that support those activities (e.g. raw materials, suppliers, sub-contractor services/products, logistics, process controls, security). Consider how internal resources could be re-allocated to ensure those activities are maintained. |
| 1.3 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Discuss with your suppliers/sub contractors whether they have robust Business Continuity plans in place – your organisation is only as good as those on whom it depends. |
| 1.4 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Consider preparing an additional pool of workers to undertake key tasks and provide training where appropriate (e.g. contractors, cross train employees, retirees). |
| 1.5 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Determine the potential impact of a pandemic on your business-related travel (e.g. should international travel be curtailed in certain countries due to quarantines and/or border closures). Note that current planning assumes that domestic travel will not be restricted, although the Government may advise against non-essential travel. |
| 1.6 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Find up-to-date, reliable pandemic information on https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public |
| 1.7 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Establish an emergency communications plan and revise periodically. This plan should identify key contacts (with back-ups), chain of communications (including suppliers, customers and employees), and processes for tracking and communicating business and employee status. |
| 1.8 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Implement an exercise to test your plan, and revise periodically taking into account updated advice and guidance from Government. |

Notes

2. Plan for the impact of COVID-19 on your employees and customers:

| | Complete | In progress | Not started | |
|-----|--------------------------|--------------------------|--------------------------|---|
| 2.1 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Guided by advice issued by Government, forecast and plan for employee absences during a pandemic. This could be the result of a number of factors including personal illness, family member illness, bereavement, possible disruption to other sectors for example closures of nurseries and schools or reduced public transport. |
| 2.2 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | As a general approach to reducing the spread of the infection across the country, assess your business needs for continued face to face contact with your customers/suppliers and consider plans to modify the frequency and/or type of face-to-face contact (e.g. video or tele-conferencing instead of travelling to meetings) among employees and between employees and customers. Whilst there is no intention to restrict domestic travel, the Government is likely to advise against non-essential travel, and this should be taken into account in planning. |
| 2.3 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Plan for a likely increase in demand for employees welfare services, if they are available, during a pandemic. |
| 2.4 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Identify employees and key customers with special requirements, and incorporate the requirements of such persons into your preparedness plan. |
| 2.5 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Consider your customers' needs during a pandemic and whether to review your business model and arrangements to continue to meet those needs. (e.g. enhance mail ordering and internet shopping capacities, e-learning, webinars, remote trainer mentors.) |

Notes

3. Establish policies to be implemented during COVID-19:

| | Complete | In progress | Not started | |
|--|--------------------------|--------------------------|--------------------------|---|
| 3.1 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Guided by advice issued by Government, establish policies for sick-leave absences unique to a pandemic, including policies on when a previously ill person is no longer infectious and can return to work after illness (i.e. when they are no longer showing symptoms and feel better) and agreeing them with trade unions and other professional representative bodies. |
| 3.2 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Establish policies for flexible worksite (e.g. working from home) and flexible work hours (e.g. staggered shifts). |
| 3.3 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Guided by advice from Government, establish policies for reducing spread of influenza at the worksite (e.g. promoting respiratory hygiene/cough etiquette, and asking those with influenza symptoms to stay at home). |
| 3.4 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Guided by advice from Government, establish the current policies for employees who are suspected to be ill, or become ill at the worksite (e.g. infection control response, sick leave policies). |
| 3.5 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Set up authorities, triggers, and procedures for activating and terminating the company's response plan, altering business operations (e.g. reducing operations as necessary in affected areas), and transferring business knowledge to key employees. This should include nominating deputies for key employees in advance, in case of absence. |
| And in the early stages of a pandemic with outbreaks overseas, but not yet in UK | | | | |
| 3.6 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Guided by advice from the FCO (which would be informed by the latest information from the World Health Organisation and/or advice from Health Departments), establish policies on travel to affected geographic areas overseas and develop policies on managing employees working in or near an affected area when an outbreak begins (and later on in the pandemic). We are recommending that staff should be asked to stay at home for 2 weeks after return from affected areas and anyone displaying symptoms should also stay at home for 2 weeks, note no doctors note is required in these circumstances. |

Notes

4. Allocate resources to protect employees and customers during COVID-19:

| | Complete | In progress | Not started | |
|-----|--------------------------|--------------------------|--------------------------|--|
| 4.1 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Provide sufficient and accessible means for reducing spread of infection (e.g. provision of hand washing facilities or hand-hygiene products). |
| 4.2 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Consider additional measures to reduce the risk of infection, such as more frequent cleaning on premises, and ensure the resources to achieve these will be available. |
| 4.3 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Consider whether enhanced communications and information technology infrastructures are needed to support employees working from home, tele-conferencing instead of face to face meetings and remote customer access. |
| 4.4 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Consider policy on access to medical treatment for UK staff working overseas, and whether any specific arrangements need to be put in place, and more generally develop policies, based on duty of care, on managing your overseas staff taking into account possible reduced access to consular services. |

Notes

5. Communicate to and educate your employees about COVID-19:

| | Complete | In progress | Not started | |
|-----|--------------------------|--------------------------|--------------------------|--|
| 5.1 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Disseminate easily-accessible information about COVID-19 to your workforce which is appropriate to the stage of alert (e.g. signs and symptoms of COVID-19, modes of transmission when this information is available), personal and family protection and response strategies (e.g. hand hygiene, coughing/sneezing etiquette, contingency plans). |
| 5.2 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Ensure that communications are culturally and linguistically appropriate. |
| 5.3 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Disseminate information to employees about your pandemic preparedness and response plan for your business, including their role in this plan. |
| 5.4 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Develop platforms (e.g. hotlines, dedicated websites) for communicating pandemic status and actions to employees, vendors, suppliers, and customers. |
| 5.5 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Ensure that DH, PHE, HSE, HPA, WHO & .GOV websites are the sources for timely and accurate pandemic information (domestic and international). |

Notes

6. Co-ordinate with external organisations and help your community

| | Complete | In progress | Not started | |
|-----|--------------------------|--------------------------|--------------------------|---|
| 6.1 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Find out about pandemic planning in your region and locality, for example through regional resilience teams and local resilience forums, and liaise with agencies and local responders. |
| 6.2 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Share best practice with other businesses in your community, as well as through industry associations. |

Notes

Name of Organisation:.....

Full Name of Competent Representative:.....

Signature of Competent Representative:.....

Job Title:.....

Date:.....

REFERENCES

<https://assets.publishing.service.gov.uk/>

<https://www.ecdc.europa.eu/>

USEFUL LINKS

<https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public>

<https://www.arcgis.com/home/item.html?id=e5fd11150d274bebaaf8fe2a7a2bda11>

<https://www.arcgis.com/apps/opsdashboard/index.html#/f94c3c90da5b4e9f9a0b19484dd4bb14>

<https://www.gov.uk/government/publications/coronavirus-covid-19-number-of-cases-in-england/coronavirus-covid-19-number-of-cases-in-england>

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

<https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-advice/>

<https://www.gov.uk/government/publications/wuhan-novel-coronavirus-self-isolation-for-patients-undergoing-testing/advice-sheet-home-isolation>

USEFUL VIDEOS

<https://youtu.be/bQCP7waTRWU>

<https://youtu.be/mOV1aBVYKGA>

<https://youtu.be/1APwq1df6Mw>