Pandemic Preparedness – Key Components

The 5 C’s of Workforce Planning

- **Command and Control** - effective decision process and interacting with local authorities
- **Communication** - the right message at the right time
- **Connectivity** - enabling secure remote access
- **Contingency** - sustaining critical business services
- **Counseling** - tracking workforce well-being and resources to help employees and families

**Functional Areas in Corporations Hardest Hit**

1. Areas that require face-to-face interaction - due to absenteeism and potential travel restrictions
   - Double or triple teaming of business critical functions
   - Access to information that is only in paper form for telecommuters
   - Internal controls adjustment for telecommuters to maintain effective quality and risk management, statutory reporting

2. Communications – internal and external

3. Transportation and distribution
   - Supply side: Raw materials, partially assembled products, finished goods
   - Demand side: decreases except for healthcare and social welfare products and services

4. Governance
   - Key decision makers are absent, resulting in organizational paralysis
   - Crisis management team to address high utilization areas: communications, security, legal and business

5. Information Technology
   - Bandwidth to support movement to telecommuting to enable social distancing
   - Security for broad range of remote devices

**Pandemic – A unique threat requiring a unique response**

Lessons from SARS and H5N1 taught us that the human factor in planning is a critical component for any continuity plan and that organizations were not as well prepared as they thought they were.

- High rates of illness could impact employees and their families, customers, partners and suppliers.
- Expect significant disruption to international and national infrastructures and commerce.
- Employee absenteeism may reach levels that can cripple business operations.

**Highlights**
Pandemic Planning and Preparedness - Key Components

- Company pandemic strategy, policy and guidelines
- Executive sponsorship
- Critical resource identification and tracking
- Communication and education plans for employees and customers
- Human resource planning and monitoring
- Employee impact and mitigation plans
- Proximity to healthcare facilities
- Supply chain impact and mitigation plans
- Government interface plans
- IT, network, security and workplace infrastructure continuity
- Business function and location-specific impact
- Linkages to crisis and business continuity plans
- Pandemic plan testing, audit and maintenance

Getting Help

- Assess and understand the potential impact of a pandemic across multiple facets of your organization
- Assist with planning and testing
- Maintain continuity of your business operations through extensive recovery resources and facilities
- Provide technology and automation to improve overall plan effectiveness
- Safeguard your brand reputation
- Demonstrate preparedness and corporate responsibility