

WHAT SHOULD COMPANIES DO NOW?

Review Pandemic Plan

- Circulate the plan widely
- Executives should drive implementation of the plan
- Be sure all managers are familiar with the plan and can comply with its directives, including employee absences up to 30 percent.
- Update as necessary. For example, emergency communications plan should include key contacts (with back-ups), chain of communications (including suppliers and customers), and processes for tracking and communicating business and employee status.

Begin Communicating with Employees

- Educate employees about the situation and personal protection measures
- Encourage employees to prepare
- Make sure employees are aware of company plans
- Provide regular updates

Assess Business Continuity Plan for Critical Features

Your plan should:

- Identify essential employees and other critical inputs required to maintain business operations by location and function during a pandemic (e.g. raw materials, suppliers, sub-contractor services/ products, and logistics).
 - What are the critical skills for your organization? Are there positions where cross training is essential and currently inadequate? Are there outside sources available to fill gaps?
 - Assess supply chain and outsourcing capabilities in the face of a pandemic and identify alternatives.

- Develop and plan for scenarios likely to result in an increase or decrease in demand for your products and/ or services during a pandemic (e.g. decrease in travel, restrictions on mass gatherings, need for hygiene supplies).
- Determine potential impact of a pandemic on company business financials using multiple possible scenarios that affect different product lines and/or production sites.
- Set triggers for altering business operations.
- Anticipate and support needs of key customers.
- Enhance communications and information technology infrastructures as needed to support employee telecommuting and remote customer access.
- Update employee HR policies to reflect implications of swine influenza. Review sick, leave and travel policies.
- Provide guidance and supplies for prevention of exposures in the office.
- Reconsider travel policy, especially to areas with poor healthcare infrastructure or ongoing outbreaks.
- Ensure operations in all geographic locations participate in preparations and employees worldwide receive support.
- Anticipate employee fear and anxiety, rumors and misinformation and plan communications accordingly.