

# Business Resilience Pandemic Planning Checklist



The following checklist can assist you to monitor the development of your Pandemic Response Plan:

**Note:** This checklist is not exhaustive. It is a guide only and your organisation's specific context should always be taken into account.

## Plan for the impact of a pandemic on your business:

Action	Not Started	In Progress	Completed
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.			
Identify critical activities undertaken which would have to continue during a pandemic, as well as the employees and other inputs that support those activities (e.g. materials, suppliers, sub-contractor services/products, logistics, process controls, security). Consider how internal resources could be re-allocated to ensure those activities are maintained.			
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.			
Develop and plan for scenarios likely to result in an increase or decrease in demand for your programs and/or services during a pandemic (e.g. effect of restriction on mass gatherings, need for hygiene supplies).			
Determine potential impact of a pandemic on the organisations financials using multiple possible scenarios that affect different programs and/or worksites.			
Determine potential impact of a pandemic on business-related domestic and international travel (e.g. quarantines, border closures). <a href="https://www.smartraveller.gov.au/destinations">https://www.smartraveller.gov.au/destinations</a>			
Find up-to-date, reliable pandemic information from community public health, emergency management, and other sources and make sustainable links. <a href="https://www.health.gov.au/health-topics/novel-coronavirus-2019-ncov">https://www.health.gov.au/health-topics/novel-coronavirus-2019-ncov</a>			
Establish an emergency communications plan and revise periodically. Include identification of key contacts (with back-ups), chain of communications (including suppliers and customers), and processes for tracking and communicating business and employee status.			
Implement an exercise to test your plan, and revise periodically taking into account updated advice and guidance from Government.			

## Plan for the impact of a pandemic on employees and customers:

Action	Not Started	In Progress	Completed
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.			
As a general approach to reducing the spread of the infection, assess your business needs for continued face to face contact with customers/clients/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/clients.			
Plan for a likely increase in demand for employees welfare services, if they are available, during a pandemic.			
Identify employees and key customers/clients with special requirements, and incorporate the requirements of such persons into your preparedness plan.			
Consider your customers/clients' needs during a pandemic and whether to review your business model and arrangements to continue to meet those needs.			
Identify employees and customers/clients with special needs, and incorporate the requirements of them into your plan.			

# Business Resilience Pandemic Planning Checklist cont.



## Allocate resources to protect your employees and customers during a pandemic:

Action	Not Started	In Progress	Completed
Provide sufficient and accessible infection control supplies (e.g. Hand-hygiene products, tissues and receptacles for their disposal) in all business locations.			
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 access.			
Ensure availability of medical consultation and advice for emergency response.			
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.			

## Establish policies to be implemented during a pandemic:

Action	Not Started	In Progress	Completed
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 staff, trade unions and other professional representative bodies.			
Establish policies for flexible worksite (e.g. working from home) and flexible work hours (e.g. staggered shifts).			
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 symptoms to stay at home).			
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).			
Establish policies for restricting travel to affected geographic areas, evacuating employees working in or near an affected area when an outbreak begins, and guidance for employees returning from affected areas (refer to <a href="https://www.smartraveller.gov.au/destinations">https://www.smartraveller.gov.au/destinations</a> ).			
Set up authorities, triggers, and procedures for activating and terminating the organisations response plan, altering business operations, and transferring business knowledge to key employees. This should include nominating deputies for key employees in advance, in case of absence.			

# Business Resilience Pandemic Planning Checklist cont.



## Communicate to and educate your employees:

Action	Not Started	In Progress	Completed
Disseminate easily-accessible information about pandemic flu to your workforce which is appropriate to the stage of alert (e.g. signs and symptoms of influenza, modes of transmission when this information is available), personal and family protection and response strategies (e.g. hand hygiene, coughing/sneezing etiquette, contingency plans). Refer to Ansvar Risk resources in our <i>Risk Alert – Considerations and Information – Pandemic Risk</i>			
Anticipate employee fear and anxiety, rumours and misinformation and plan communications.			
Ensure that communications are culturally and linguistically appropriate.			
Disseminate information to employees about your pandemic preparedness and response plan.			
Develop platforms (e.g. hotlines, dedicated intranet sites) for communicating pandemic status and actions to employees, suppliers, and customers/clients inside and outside the workplace in a consistent and timely way.			
Identify community sources for timely and accurate pandemic information and resources for obtaining counter-measures (e.g. vaccines and antivirals).			
Share best practices with other organisations in your communities and industry to improve community response efforts.			

Further information on the coronavirus (2019-nCoV) can be found at Australian Government Department of Health <https://www.health.gov.au/health-topics/novel-coronavirus-2019-ncov> and for current travel advice Smart Traveller website <https://www.smarttraveller.gov.au/destinations>.

Note: Please contact your insurance broker for full information on your insurance coverage

1300 650 540

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