**AIM**

The aim of this plan is to provide a reference tool for the actions required during or immediately following an emergency or incident that threatens to disrupt normal business activities.

An emergency is an actual or impending situation that may cause injury, loss of life, destruction of property, or cause the interference, loss or disruption of an organisation’s normal business operations to such an extent it poses a threat.

An incident is any event that may be, or may lead to, a business interruption, disruption, loss and/or crisis.

The plan will help to ensure the continuation of business-critical services by minimising the impact of any damage to staff, premises, equipment or records.

The plan will help to include an adequate level of detail used to maintain the business
and:

* To ensure a prepared approach to an emergency/incident.
* To facilitate an organised and co-ordinated response to an emergency/incident.
* To provide an agreed framework within which people can work in a concerted manner to solve problems caused by an emergency/incident.

The plan will also help to identify actions that could be taken in advance of an emergency or incident to reduce the risk of it happening.

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| **CONTROL AND MANAGEMENT SYSTEMS** |
| Review Pandemic Plan. |  |
| Establish a Response Team (ERT) (key decision makers, senior management, recovery management team members, etc):  |  |
| Discuss/review steps for managing the situation internally (escalation procedures, communications, addressing employee concerns, mitigate risks, etc.) |  |
| **INTERNAL COMMUNICATIONS** |
| Review business continuity plans with employees Topics include how to work from home, alternate site, internal and external contact information, set workload expectations, conference calls, etc. |  |
| **EXTERNAL COMMUNICATIONS** |
| Establish preliminary plan for dealing with external communications (clients, etc) |  |
| Ensure you have current contact information for your employees and external business partners. Also make sure you can access that information outside of the office. |  |
| **ISOLATION, VOLUNTARY QUARANTINE AND SOCIAL DISTANCING** |
| Identify employees that have been to impacted regions or traveling, as well as employees who have been in contact with people who have travelled internationally or been traveling |  |
| Actively encourage any employees with cold like symptoms to stay home and not come to work until they are free of fever/symptoms for 24 hours? |  |
| Consider postponing business travel and monitor employee personal travel. When travel is necessary advice employees before traveling. |  |
| Anyone else returning to the UK from affected areas will be advised to stay at home for 14 days. |  |
| Verify all employees have documentation on and have tested remote access capabilities; Additionally, ensure you have adequate remote access resources (i.e. LAPTOPS, VPN) for your entire staff |  |
| **EMPLOYEE REMOTE ACCESS** |
| Ensure employees can work remotely and are familiar with doing so |  |
| Distribute instructions for accessing applications remotely |  |
| Ensure you have adequate remote access (i.e. VPN) for your entire staff |  |
| Confirm IT Support will be available to support remote workers |  |
| **VISITORS** |
| Monitor all visitors |  |
| Decide whether or not to prohibit all external meetings taken place at the office |  |
| Consider moving meetings to alternative locations (i.e. hotels) to reduce risk for employees |  |
| **OTHER PREPARATIONS** |
| Provide hand sanitizers for every desk and at entryways |  |
| Provide disinfecting wipes for every employee |  |
| Avoid unnecessary travel, use conference facilities |  |
| Leave and absence policies to be continuously developed as the status of the pandemic changes. |  |
| **STAFFING** |
| Consider our policies for staff absences, e.g. staff taking time off short-term tocare for a sick member of their family, and how these policies might operate within the exceptional circumstances of a pandemic. |  |
| Consider the differential impact of absence of different staff groups, identify mission critical areas and develop proposals for covering absences in them. |  |
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