

Contingency Planning Checklist for Pandemic Influenza
(assumes access to primary site)

Business Continuity	Status		
	Completed	In Progress	Not Started
Invest in developing and testing a Business Continuity Plan (“BCP”) that includes a business impact analysis and assessment. Must include a financial loss assessment.			
Define the roles & responsibilities of employees, contractors, executives, supervisors, managers and organizations.			
Develop an emergency communications plan (component of the BCP) to include key contacts, back-ups, health official contacts, external emergency personnel, communication channels, and business processes to track and communicate employee status.			
Delineate accountability, & responsibility, capabilities, and resources for key employees engaged in planning and executing the BCP.			
Develop an action plan that allows an increased number of employees and/or contractors to work from any remote location. Needs to identify who, when and where. Assume at least 40% of personnel are out sick between 6 to 8 weeks.			
Include action procedures that provide support and assistance from HR staff to employee’s families.			
Assess the need to physically separate employees and contractors to establish independent locations, and/or preserve a “clean” site.			
Assess all physical security requirements as directed by local law officials and set these new “interim” procedures in place.			
Formalize agreements such as Service Level Agreements (SLA’s) with outsourced suppliers, vendors and value chain entities and address lines of communications, mutual aid, and other needs.			
Develop and update the company travel policy. Must include provisions for quarantine after returning from an area where an outbreak has occurred. Pertains to work and non-work related travel.			
Develop and test the company’s media policy.			
Develop and update a face-to-face meeting policy in support of managing an influenza outbreak.			
Develop and maintain a visitor’s contact information list			

with the same information required by employees and contractors. Manage according to World Health Organization (“WHO”) policies and procedures.			
Develop and maintain a visitor’s policy including a sign-in process that is to be implemented in the event of an incident. Manage according to World Health Organization (“WHO”) policies and procedures.			
Meet with external health officials to update confidentiality policies to manage employees that potentially have been exposed. Maintain tracking record in the BCP.			
Meet with an external health agency to ensure critical staff is receiving antiviral shots.			
Collaborate and meet with city, county, and state emergency personnel responders to participate in their planning processes, share pandemic planning information and understand breadth of capabilities.			
Communicate with public emergency responders about the assets and/or services supported/offered at your company’s facility.			
Assess and identify when complete separation of employees is necessary.			
Assess and identify when to vacate “non-critical” employees from the facility.			
Build an extensive employee and contractor contact sheet to include home addresses, cell phone numbers, pagers, and home phone numbers. Include secondary contacts.			
Develop and pass out to all employees and pertinent contractor’s wallet cards.			
Develop intra-company communication channels to ensure all employees and contractors are kept up-to-date with the situation and status. Maintain procedure to minimize potential transfer of infectious agents. May use appended web site with secured access.			
Disaster Recovery	Status		
	Completed	In Progress	Not Started
Develop and implement a disaster recovery action plan that includes a business impact analysis and assessment. Must include a financial loss assessment.			
Analyze and assess the IT infrastructure to verify its capability to support on-going operations under pandemic conditions. Assume at least 40% of employees are out sick between 6 to 8 weeks.			
Ensure web site access is secured from all remote access			

capabilities (VPN, dial-up, etc.)			
Ensure ISP connectivity can support increase in remote access traffic.			
Ensure existing TDMA voice switch, VoIP server, or PBX can support increase in remote access traffic.			
Assess the feasibility in using teleconferencing and videoconferencing to limit face-to-face meetings. Integrate new HW and SW as necessary.			
Obtain third party agreement/contract that supports video and teleconferencing capabilities. Have a back-up third party listed.			
Assess the ability to integrate thin-client technology for remote access from key individuals.			
Ensure IT architecture supports remote access via wireless and/or wire line devices.			
Assess the ability to integrate and support wireless technology for LAN and WAN access (Blue Tooth, 802.11b/g, Fixed Wireless Systems).			
Develop a remote use policy for Blackberry and/or PDA devices.			
Assess the level of security access required to access company databases from remote locations (e.g., single sign on, multi-level password access).			
Develop IT centric wallet cards for all IT personnel.			
Ensure there is a backup person for every critical IT person. Cross train as necessary.			
Develop and/or update the company's remote access policy. Disseminate to all employees and contractors.			
Train all employees and contractors on remote access policies and procedures.			
Develop a DR exercise with continuous improvement that validates IT processes, systems and functions under pandemic conditions.			
Business Impact Analysis & Assessment	Status		
	Completed	In Progress	Not Started
Invest in an end-to-end business impact analysis and assessment.			
Identify and recognize the level of influenza threat and appropriate response levels.			
Perform a classification analysis across all departments' functions and processes.			
From classification, list out all critical systems on a priority basis (High, Medium, Low).			

From classification, list out all critical business processes and functions on a priority basis (High, Medium, Low).			
Identify those critical personnel whose functions are vital to the on-going operations of the business.			
Obtain executive level consensus on level of criticality for each function and business process.			
Assess potential financial and budget impacts to interrupted operations, reduced revenues as well as degradation in supply/value chain, material and personnel costs.			
Assess the cost of assets needed to ensure remote access capabilities for extended time periods.			
Assess the expected telecommunications capacity requirements for remote workers.			
Assess potential insurance costs for increased medical costs.			
Identify key customers with specific needs. Must include first responders and hospitals.			
From the BIA work effort, develop an influenza recovery strategy for business functions and processes.			
From the BIA work effort, develop an influenza recovery strategy for technology systems and infrastructure.			
Facilities Management	Status		
	Completed	In Progress	Not Started
Identify critical inputs necessary to maintain safe water, i.e., chlorine, treatment chemicals, bottled water.			
Obtain outsourcing contract that will clean/disinfect computer equipment, common areas, work stations, etc.			
Provide each work station with a disinfecting agent – preferably in a spray bottle. Supply each station with paper towels and latex gloves for cleaning.			
Provide all critical staff with personal protective equipment.			
Identify and obtain quantities of masks, gloves, and gowns for personal protection. Especially those individuals deem vital to on-going operations.			
If there is a cafeteria within the facility, stock up on water, perishable and non-perishable food items, and beverages. Especially those food items that require heating.			
As needed, isolate the building, post signs stating temporary quarantine at the exits, and restrict electronic card access to critical staff.			
If needed, contract to a third party for cleaning and			

disinfecting workstations, shared work areas and equipment, washrooms, meeting rooms and kitchen areas. This work effort should be done by internal employees.			
As necessary and depending upon the severity of the outbreak within the enterprise, close all non-critical common areas. Have a contingency plan to accommodate all employees and contractors.			
Develop and implement an employee and visitor screening process to determine if they are a potential risk.			
Human Resources & Medical	Status		
	Completed	In Progress	Not Started
Develop and/or update the employee compensation policy unique to a pandemic.			
Develop and/or update the employee sick leave absences unique to a pandemic.			
Develop a policy that guides the non-management employees and contractors in what to do in case they are infected.			
Develop a policy that guides management employees in what to do when an employee or contractor becomes infected.			
Develop a policy that states physical proximity between employees and contractors.			
Work in unison with facilities management to control and mitigate employee and company risk. For example; frequent HVAC filter changes.			
Obtain legal counsel regarding all newly developed flu policies.			
Communicate latest health advisories to all employees and contractors with adherence to requirements.			
Advise on the placement and use of all anti-bacterial cleaners, hand cleaners and wipes.			
Advise any exposed employee or contractor to immediately consult with their physician and supervisor, and adhere to managing the virus.			
Advise all employees and contractors not to return to work until authorized by their physician. Consult with management as necessary.			