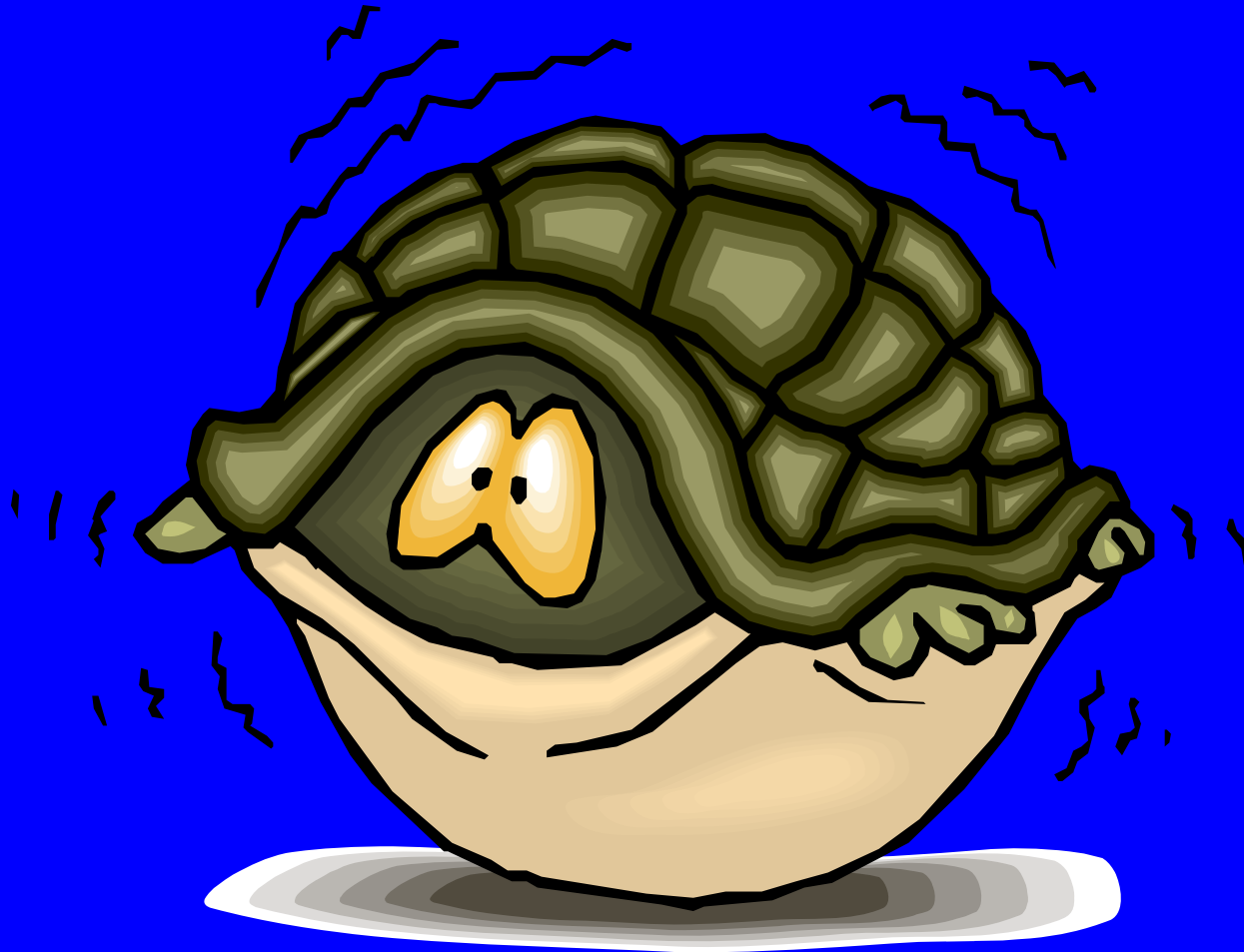


Pandemic Planning

**Patricia Burge, CIH
Director, Health & Safety Division
Arkansas Workers' Compensation
Commission**

Get Past The Fear Of The Unknown



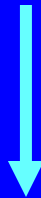
Pandemic

- ✓ Avian Flu
- ✓ Ebola
- ✓ Rift Valley Fever

Pandemic

- ✓ **Highly Contagious**
- ✓ **Lethal/Debilitating**
- ✓ **Little Human Immunity**
- ✓ **Large Populations Affected**
- ✓ **Potentially Lengthy and/or Wave Events**

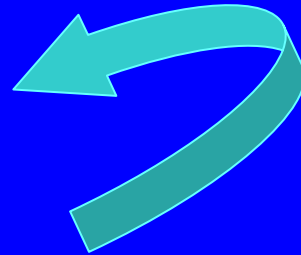
Pandemic Effects



Workforce



Goods & Services



Impacts Of Pandemic To Business

- ✓ **Upstream Impacts: Vendor Issues**
- ✓ **Midstream Impacts: Internal Issues**
- ✓ **Downstream Impacts: Customer Issues**

Vendor Issues

- **Global Dependencies: Product Shortages**
- **International Travel Restrictions**
- **Domestic Product Deliverability**
- **Domestic Services Deliverability**

Vendor Issues

- **Communications**
- **Transportation**
- **Water & Water Treatment**
- **Electricity**

Vendor Decisions

- **Safety Stock Of Critical Items?**
- **Second-Source Identification?**
- **Outsourced Services?**
- **Your Vendors' Pandemic Plan?**

Internal Issues

- **Transportation Impacts**
- **Absenteeism**
- **Visitor Screening**

Internal Decisions

- **Provide Company Transportation?**
- **Absentee Management?**
 - **Employee Has Been Exposed**
 - **Employee Caring for Sick Family**
 - **Employee Is Symptomatic/ill**
- **Single-person Gateway Function Continuity?**

Customer Impacts

- **Dealing With Inventory Shortfalls**
- **Dealing With Employee Absenteeism**
- **Response To Customer Queries**
- **Identification Of Critical Customers
(E.G., Hospitals, Public Safety, Etc.)**

Customer Decisions

- **Modify Inventory Management Strategy?**
- **Can You Meet Customer Needs With Half the Staff?**
- **Can You Reassign Employees?**
- **Do You Need To Discontinue Some Service Functions?**
- **Can You Relocate Employees?**
- **Will Employees Relocate?**

Designate The Planning Responsibility

Who Is Responsible For Creating The Plan?

- **“Elected” Manager/Management Team**
- **Environmental/Safety Organization**
- **Business Continuity Organization**
- **Human Resource Organization**

Create The Plan

■ Identify Potential Issues

- Changing Commodity Requirements
- Changing Customer Demands
- Modifying Hr Policies
- Protecting Property During Panic
- Communicating Strategies To Employees & Customers
- Addressing Employee Health And Safety Concerns

Create The Plan

- **Identify Critical Organizations**
 - **Purchasing/Vendor Management**
 - **Logistics**
 - **Transportation**
 - **Marketing/Sales**
 - **Human Resources**
 - **Security**
 - **Communications (Internal/External)**

Create The Plan

- Identify Roles And Responsibilities
- Create Necessary Documentation
- ID Document Distribution Method
- Establish Project Plan For Key Milestones And Implementation Steps
- Follow The “Kiss” Principle!

Validate & “Publish” The Plan

- **Review Of Plan By Each Critical Organization (Gap Analysis)**
- **Finalize The Plan (Close The Gaps)**
- **Publish The Plan – Insert It Into The Predetermined Distribution Method**

Test The Plan

- Bench Top Test Most Practical
- Drills
- The Real Test: Pandemic Onset

Resources

- www.cdc.gov
- www.pandemicflu.gov
 - General Information and Status
 - Pandemic Planning Checklist
 - ATA Pandemic Web Page
 - Business Roundtable Recommendations

Questions?