

▶ *Hanover Risk Solutions*

## Flu: Incorporating Pandemic Situations in Business Continuity Plans

No one is able to predict if the upcoming seasonal flu combined with H1N1 flu will severely restrict operations. The Center for Disease Control (CDC) is tracking the number of cases being reported, and there are significant resources being dedicated to limiting the transfer of the virus. It is important that a business examine the impact of an influenza pandemic on operations and align planning efforts to leverage existing crisis management plans. This handout is designed for business leaders to examine and establish alternatives to navigate the upcoming flu season.

The checklist that follows is designed to provide businesses with a review of strategies designed to respond to two levels of severity. Public health officials will monitor local conditions, and this will influence a business owner's ability to operate in a crisis mode. Taking time now to review or establish plans should prepare the company for increased numbers of employee absences and plans for essential business functions to continue.

	YES	NO	N/A
Do existing crisis management and emergency plans include planning for pandemic flu?			
Are emergency measures outlined to assure continuation of critical functions?			
Has a threshold been identified for when to implement certain emergency measures?			
Is the emergency plan reviewed periodically to make sure that all key personnel are familiar with the plan and able to execute the steps?			
Is the plan updated when changes in business require modification and to protect key revenue and service activities?			
Have critical supplies been identified, and are they properly secured?			
Is there an emergency communications plan that is centralized and communicated to all employees?			
Have employee education and communications about preventing the spread of flu and what to do if a worker has the flu been provided?			
Do employees have access to credible sources, such as the CDC or <a href="http://www.flu.gov">www.flu.gov</a> , so that they can stay informed about the various flu updates?			

*continued* ▶

	YES	NO	N/A
Is there communication with the local health department?			
Are messages simple and designed to communicate information in a way that all workers understand (addressing cultural barriers, visual etc.)?			
Will absenteeism have a substantial impact on productivity?			
Has the possibility of providing alternative work arrangements been examined?			
Has there been consideration of development of a system-wide internet portal with secure remote access?			
If so, has the portal been tested for function and to determine how many users the portal can accommodate safely?			
If workers will be working remotely using a virtual private network (VPN), has the VPN been tested to assure it can manage the anticipated needs?			
Since Information Technology (IT) may be limited due to system demand, has IT considered how they will prioritize user activity?			
Has the workplace been evaluated to provide social distancing or alternative work arrangements for employees who may be at higher risk to influenza?			
Have contingency plans to cancel non-essential travel been prepared?			
Is someone responsible for reviewing timely and accurate information used to trigger the various threat level actions?			
Are plans in place to communicate emergency plans to the staff?			
Are critical supplies identified, and are there purchase orders prepared ahead of time to be executed when needed?			
Is there a list of prioritized key customers who will receive products or services?			
Has leadership met with key suppliers to find out what types of contingency plans they might have in place?			
Have essential and nonessential operation functions been identified?			
Are there cross-training programs in place to ensure adequate staffing for essential functions?			
Have staffing shortages been contemplated, and are there plans to reallocate employees as needed?			
Has the idea of developing <b>quick cards</b> outlining key activities by position, to be used by a substitute employee, been evaluated?			
If so, has the alternate staff tested the process to ensure that the <b>quick cards</b> accurately reflect the core activities?			
Is there a plan to shift workers to home or other sites if the threat of pandemic flu escalates?			
Has there been consideration of the impact of disruption in the local community on the organization (for example, transportation, travel, sanitation, etc.)?			

	YES	NO	N/A
Are there plans to address the possibility of school dismissal or temporary closure of child care?			
Considering that employers may be tracking and monitoring worker health and changing work environments, have the appropriate legal implications been evaluated?			
Have various approaches been evaluated to assure that contractual obligations are met?			

▶ To learn more about Hanover Risk Solutions, visit [hanoverrisksolutions.com](http://hanoverrisksolutions.com)

## Why The Hanover?

The Hanover is a leading Property and Casualty insurance company dedicated to achieving world-class performance. Our commitment is to deliver the products, services, and technology of the best national companies with the responsiveness, market focus, and local decision making of the best regional companies. This powerful combination has been a proven success since our founding in 1852, and is backed by our financial strength rating of "A" (Excellent) from A.M. Best.



The Hanover Insurance Company  
440 Lincoln Street, Worcester, MA 01653

hanover.com

Copyright ©2009, ISO Services, Inc.

The recommendation(s), advice and contents of this material are provided for informational purposes only and do not purport to address every possible legal obligation, hazard, code violation, loss potential or exception to good practice. The Hanover Insurance Company and its affiliates and subsidiaries ("The Hanover") specifically disclaim any warranty or representation that acceptance of any recommendations or advice contained herein will make any premises, property or operation safe or in compliance with any law or regulation. Under no circumstances should this material or your acceptance of any recommendations or advice contained herein be construed as establishing the existence or availability of any insurance coverage with The Hanover. By providing this information to you, The Hanover does not assume (and specifically disclaims) any duty, undertaking or responsibility to you. The decision to accept or implement any recommendation(s) or advice contained in this material must be made by you.