

## BUSINESS PANDEMIC PLANNING CHECKLIST

Planning for a pandemic is essential to ensure the continuity of your business operations. The following checklist identifies steps that all businesses can undertake now in preparation.

### 1. Plan for the impact of a pandemic on your business.

Item	Description	Actioned
1.1	Identify a pandemic coordinator and/or team with defined roles and responsibilities for preparedness and response planning.	
1.2	Identify essential employees and other critical inputs (e.g. raw materials, suppliers, subcontractor services/products and logistics) required to maintain business operations by location and function during a pandemic.	
1.3	Train and prepare ancillary workforce (e.g. contractors, employees in other job titles/descriptions, retirees). (In house training).	
1.4	Develop and plan for scenarios likely to result in an increase or decrease in demand for your products and/or services during a pandemic.	
1.5	Determine the potential impact of a pandemic on company business financials using multiple possible scenarios that affect different product lines and/or business sites.	
1.6	Determine the potential impact of a pandemic on business-related domestic and international travel (e.g. quarantines, border closures).	
1.7	Find up-to-date, reliable pandemic information from community public health, emergency management and other sources, and make sustainable links.	
1.8	Establish an emergency communications plan and revise periodically. This plan includes identification of key contacts (with back-ups) and chain of communications (including suppliers and customers).	
1.9	Implement an exercise/drill to test your plan and revise periodically.	

2. Plan for the impact of a pandemic on your employees and customers.

Item	Description	Actioned
2.1	Forecast and allow for employee absences during a pandemic due to factors such as personal illness, family member illness, community containment measures and quarantines, school and/or business closures and public transportation closures.	
2.2	Implement guidelines to modify the frequency and type of face-to-face contact (e.g. handshaking, seating in meetings, office layout, shared workstations) among employees and between employees and customers.	
2.3	Evaluate employee access to and availability of healthcare services during a pandemic and improve services as needed.	
2.4	Evaluate employee access to and availability of mental health and social services during a pandemic, including corporate, community and faith-based resources, and improve services as needed (if applicable).	
2.5	Identify employees and key customers with special needs and incorporate the requirements of such persons into your preparedness plan (if applicable).	

3. Establish Policies to be implemented during a pandemic.

Item	Description	Actioned
3.1	Establish Plan Activation Guidelines. (Include thresholds based on Government guidelines).	
3.2	Establish policies for employee compensation and 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.	
3.3	Establish policies for flexible worksite (e.g. telecommuting) and flexible work hours (e.g. staggered shifts).	
3.4	Establish policies for preventing the spread of influenza at the worksite (e.g. promoting respiratory hygiene/cough etiquette, and prompt exclusion of people with influenza symptoms).	
3.5	Establish policies for employees who have been exposed to pandemic influenza, are suspected to be ill or become ill at the worksite (e.g. infection control response, immediate mandatory sick leave).	
3.6	Establish policies for restricting travel to affected geographic areas (consider both domestic and international sites), evacuating employees working in or near an affected area when an outbreak begins and guidance for employees returning from affected areas.	

4. Allocate resources to protect your employees and customers during a pandemic.

Item	Description	Actioned
4.1	Provide sufficient and accessible infection control supplies (e.g. hand-hygiene products, tissues and receptacles for their disposal, alcohol-based sanitizer in all staff areas including Housekeeping storerooms) in all business locations.	
4.2	Enhance communications and information technology infrastructures as needed to support employee telecommuting and remote customer access.	
4.3	Ensure availability of medical consultation and advice for emergency response.	

5. Communicate and educate your employees.

Item	Description	Actioned
5.1	Develop and disseminate programs and materials covering pandemic fundamentals (e.g. signs and symptoms of influenza, mode of transmission), personal and family protection and response strategies (e.g. hand hygiene, coughing/sneezing etiquette, contingency plans).	
5.2	Anticipate employee fear and anxiety, rumours and misinformation, and plan communications accordingly.	
5.3	Ensure that communications are culturally and linguistically appropriate (if applicable).	
5.4	Disseminate information to employees about your pandemic preparedness and response plan.	
5.5	Provide information for the at-home care of ill employees and family members (Consultation with local government, hospitals and doctors for current advice on taking care of ill patients).	
5.6	Develop platforms (e.g. hotlines, dedicated websites) for communicating pandemic status and actions to employees, vendors, suppliers, and customers inside and outside the worksite in a consistent and timely way, including redundancies in the emergency contact system.	

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6. Coordinate with external organisations and help your community.

Item	Description	Actioned
6.1	Collaborate with insurers, health plans and local healthcare facilities to share your pandemic plans and understand their capabilities and plans.	
6.2	Collaborate with federal, state and local public health agencies and/or emergency responders to participate in their planning processes, share your pandemic plans, and understand their capabilities and plans.	
6.3	Communicate with local and/or state public health agencies and/or emergency responders about the assets and/or services your business could contribute to the community.	
6.4	Share best practices with other businesses in your communities to improve community response efforts.	

References

HHS Pandemic Influenza Plan 2017 Update: <https://www.cdc.gov/flu/pandemic-resources/pdf/pan-flu-report-2017v2.pdf> Pandemic influenza planning and preparedness resources  
<https://www.cdc.gov/flu/pandemic-resources/index.htm> Guidelines and resources for vaccine storage, handling, administration, and safety: <https://www.cdc.gov/vaccines/index.html>  
<https://www.cdc.gov/flu/pandemic-resources/pdf/businesschecklist.pdf>