



# **Pandemic response planning**

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# Plan for Pandemic Response

Company X employs this technique to prepare for and respond to a pandemic of influenza or similar infection that causes widespread illness. The Board of Directors appoints Person X as the pandemic response plan's coordinator.

The following pandemic-related problems are addressed in this plan:

- Creating a workplace infection-control culture that is reinforced throughout the annual influenza season, including, if possible, options for working offsite while unwell, infection-control measures, and staff education.
- Developing contingency plans to keep services functioning during prolonged worker absences
- forming partnerships with other financial community members to give mutual support and the maintenance of crucial services during a pandemic if public health experts advise against non-essential travel outside the home.

The board also forms a Pandemic Response Team, which includes senior management and other appropriate professionals, to assist the Coordinator. This team must include at least one person from each department of our agency, as well as one from each branch. If the Coordinator or a member of the Pandemic Response Team falls sick, a backup employee will be assigned to take over their responsibilities. This person will be kept up to speed on any emergency measures, and this list will be maintained with the plan and updated as needed.

The Coordinator's role is to keep track of pandemic-related problems and information so that our approach remains current.

- Make any necessary changes to the approach as circumstances warrant.
- Provide personnel with training.
- Inform public health officials, first responders, and others about our approach and their capabilities in the case of an outbreak.
- Attend external pandemic influenza training/seminars to keep informed about the pandemic threat in our area.
- Implement this plan if necessary.

Members of the Pandemic Response Team will be given the following tasks:

- They determine which workers, vendors, suppliers, and systems are needed to keep operations functioning at their locations and advise the Coordinator.
- Identify and communicate to the Coordinator the names of potential auxiliary workers who might perform certain job duties in the case of a pandemic (e.g., consultants, temporary work services, retired employees).
- Create an emergency communications plan for their departments/locations and send it to the coordinator, including vital personnel, suppliers, and customers.
- They develop and propose a plan to maintain Company's operating at their present premises with the fewest possible staff.
- Ensure that all employees in their departments have undergone sufficient pandemic preparation and illness prevention training.
- Encourage all employees to obtain flu vaccines each year.
- If necessary, they assist the coordinator in implementing the plan at their locations.

## **Preparation**

The Coordinator will have a list of health-care contacts who may give consultation and guidance on the plan and its execution.

At least once a year, prior to the influenza season, the Coordinator shall deliver information to all workers on the procedures that public health experts prescribe for reducing the spread of the virus. The Coordinator will also compile a list of recommended infection control materials (such as hand soaps and tissues) and verify that each site has enough of them.

The Coordinator will keep track of the responsibilities and positions within the bank that each employee is cross trained for. Supervisors may use this list to fill in roles as required if personnel numbers reduce due to an epidemic.

The Coordinator will keep track of the tasks that workers may do from home, as well as any equipment (such as computers) that may be required. Supervisors may then use this list to have staff complete such tasks from home if it becomes necessary.

In the case of a pandemic, the Coordinator will suggest to the Board an emergency sick leave policy to be implemented. According to the policy, employees who have been exposed to the virus or are showing signs of the illness must stay at home, according to the policy.

The Coordinator and the Director of Information Technology will ensure that the agency's IT infrastructure is adequate to allow employee telecommuting and remote access to agency services.

The following policies and procedures will be established by the Coordinator and the Human Resource Director:

- Work hours that are flexible, such as staggered shifts and telecommuting
- Restricting employee travel to impacted locations
- Providing guidance to workers returning to the U.S. from affected areas
- Providing counselling services to all employees and their families, especially those affected by sickness,

The Coordinator will devise a strategy for keeping all workers, including those who work from home, aware of changes as they occur. This might include plans to collect home e-mail addresses, phone numbers for workers to call to get recorded messages, and employee-only areas on the company's website, among other things. During a flu epidemic, the plan must also contain protocols for reacting quickly to employee inquiries about whether or not to report to work and special operating hours.

Random exercises will be conducted by the Coordinator and the Pandemic Response Team at all sites to evaluate the efficacy of our strategy.

### **Should a Pandemic Occur**

If a pandemic occurs, the Coordinator will take the following actions, as needed, after consulting with relevant health officials:

- Encourage customers and prospects to utilize remote facilities.
- Employees with job duties that can be accomplished via telecommuting will be encouraged to work from home unless they have been cross trained to work in place of an employee who is ill. Supervisors will be told to send and keep staff home if they show signs of sickness, with the option of working from home if possible. Team members will call their main suppliers to assess the outbreak's impact on their operations as well as our capacity to accomplish our daily tasks, and they will report back to the Coordinator.
- The Coordinator will ensure that we get an additional supply of any essential items that may be jeopardized by the epidemic. With the help of team members, the Coordinator will keep track of staffing numbers at all sites and support supervisors in identifying

strategies to keep important operations running in the event of a staffing shortfall. If the closure of any sites is being considered owing to a lack of personnel, the Coordinator will first contact the Health Officer for their advice and agreement before proceeding. If an office is closed, signs must be clearly displayed at the site advising clients of the situation and informing them of where and how they may do business. So that customers' efforts to contact us do not go unanswered, telephone and other lines of communication must be sent to a place where they will be handled by workers.

- The Coordinator's job is to keep the public informed about any changes that may influence their business dealings with us. This information will be shown on our website's main page, in our locations' lobbies, and in other media as needed.
- The Coordinator is responsible for implementing the employee contact strategy to ensure that all workers, including those who work from home, are kept aware of changes as they occur.

## **IT Infrastructure Security Policy Implementation**

- Information asset owners must keep confidential and restricted information safe. A risk assessment should be conducted to evaluate the level of security needed to protect the data being stored.
- The Company-X shall ensure that the information and equipment housed in their premises are subject to appropriate controls.
- Physical access to buildings should be restricted to authorized people, with access to secure areas strictly controlled. Anyone who isn't wearing a badge or other kind of identification should be questioned by security personnel. Each crew is in charge of securing the doors and windows.
- Identification and access tools/passes should only be supplied or distributed to police who are authorized to visit such locations.
- Visitors to secure areas must sign in and out and wear an identification badge that indicates their arrival and departure hours. All visitors who access protected ICT sites must be always watched by an ICT Services employee.

- ICT Services must keep the keys to all secure places housing ICT equipment safe and away from these areas.

### **Maintenance of Equipment**

ICT Services and users are responsible for ensuring that all of Company-ICT X's equipment is maintained in accordance with manufacturer's specifications and any established internal procedures in order to keep it in working order. The ICT Service Desk will handle the following responsibilities:

- Keep a copy of the manufacturer's instructions in a secure place.
- Only allow authorized specialists to use the equipment.
- Keep meticulous records of any remedial actions taken.
- Determine whether insurance is necessary.
- Keep note of any mistakes and the actions that need to be performed.

ICT Customer Service will maintain track of equipment's service history so that decisions may be made about when it should be replaced when it becomes outdated.

### **Testing our plan**

The board instructs the Emergency Preparedness Coordinator to perform an annual review of our Pandemic Response Plan and report back to the board with the results, as well as the Pandemic Coordinator's and individual managers' reactions to deviations.

The Board of Directors approves the proposal.