**XYZ Company Pandemic planning update for Coronavirus (COVID-19)**

**Background**

XYZ Company has introduced a Pandemic policy to help manage and protect our employees from the spread of the Coronavirus (COVID-19) disease.

It is a mandatory requirement that all XYZ Company staff review and familiarize themselves with these policy guidelines.

**Safety During International Travel**

Be aware of the higher risks at times when you are traveling, especially overseas. It is XYZ Company Policy that all employees check the [U.S. Department of State Travel Advisories Website](https://travel.state.gov/content/travel/en/traveladvisories/traveladvisories.html/) prior to undertaking business travel to ensure that destinations employees travel are safe for them to travel to.

**Once you have checked the site, please confirm the advisory status when you submit your travel request.**

If upon checking the Travel Advisories website you determine that the advice provided is to “Exercise Increased Caution” to traveling to that area, or greater, then you must not feel obliged to travel to that site.

If the risk as stated on the safe travel site is to “Reconsider Travel” or “Do Not Travel” it is XYZ Company policy not to approve travel to that site. Please notify your manager and the Head of PPC of the risk stated in order to determine an alternative appropriate business response to your travel requirement.

This requirement includes (but not limited to) threats to your safety through potential terrorist activity, pandemics, disease or other civil unrest.

If you have travelled overseas, you must be especially vigilant on returning to your home country to remain alert to any symptoms or possible contact with infected persons or place. When traveling abroad, you should follow the same basic precautions to prevent transmission of the virus by regularly washing and drying hands, staying away from people who are unwell, covering coughs and sneezes, and staying away from others if they become sick. Please take the time particularly to familiarize yourself with the potential viruses contained within this policy.

You should always consult the [Travel.state.gov](https://travel.state.gov/content/travel/en/international-travel/International-Travel-Country-Information-Pages.html) website.

If the area that you live in becomes a High Risk or Extreme Risk area you should follow the guidelines given to you on the [Travel.state.gov](https://travel.state.gov/content/travel/en/international-travel/International-Travel-Country-Information-Pages.html) website, and the advice contained within this policy. You may also contact XYZ Company to determine what additional support we might be able to provide you with.

# COVID-19

The most common symptoms of COVID-19 are fever, tiredness, and dry cough. Some patients may have aches and pains, nasal congestion, runny nose, sore throat or diarrhea. These symptoms are usually mild and begin gradually. Some people become infected but don’t develop any symptoms and don't feel unwell. Most people (about 80%) recover from the disease without needing special treatment. Around 1 out of every 6 people who gets COVID-19 becomes seriously ill and develops difficulty breathing. Older people, and those with underlying medical problems like high blood pressure, heart problems or diabetes, are more likely to develop serious illness. About 2% of people with the disease have died. People with fever, cough and difficulty breathing should seek medical attention.

Spread of the Pandemic

People can catch COVID-19 from others who have the virus. The disease can spread from person to person through small droplets from the nose or mouth which are spread when a person with COVID-19 coughs or exhales. These droplets land on objects and surfaces around the person. Other people then catch COVID-19 by touching these objects or surfaces, then touching their eyes, nose or mouth. People can also catch COVID-19 if they breathe in droplets from a person with COVID-19 who coughs out or exhales droplets. This is why it is important to stay more than 1 meter (3 feet) away from a person who is sick.

Risk

If you are not in an area where COVID-19 is spreading, or if you have not travelled from one of those areas or have not been in close contact with someone who has and is feeling unwell, your chances of getting it are currently low. However, it’s understandable that you may feel stressed and anxious about the situation. It’s a good idea to get the facts to help you accurately determine your risks so that you can take reasonable precautions. Your healthcare provider, your national public health authority and your employer are all potential sources of accurate information on COVID-19 and whether it is in your area. It is important to be informed of the situation where you live and take appropriate measures to protect yourself.

If you are in an area where there is an outbreak of COVID-19 you need to take the risk of infection seriously. Follow the advice issued by national and local health authorities. Although for most people COVID-19 causes only mild illness, it can make some people very ill. More rarely, the disease can be fatal. Older people, and those with pre-existing medical conditions (such as high blood pressure, heart problems or diabetes) appear to be more vulnerable.

**What to do when an employee comes to work with COVID-19 - like illness symptoms in a community where the virus is circulating**

* Notify appropriate health center or alternatively XYZ Company’s first aid personnel.
* Place the employee in a room by him or herself.
* If the employee needs to go into a common area, he or she should cover coughs/sneezes with a tissue or wear a facemask.
* Notify Primary or Secondary Pandemic Manager (listed below).
* Send the employee home as soon as possible.
* Initiate XYZ Company Pandemic plan and mitigation requirements e.g. Facemasks, hand sanitizer etc
* Call for emergency medical services if the ill person develops any of the emergency warning signs.
  + Ensure the ill employee stays home for 14 days after symptom onset or until symptom-free for 24 hours, **whichever is longer.**

**Pandemic Business Operation and Continuity Plan**

Goal of implementing Business Continuity Plan is to limit the impact of the virus on XYZ Company Employees and Clients, while minimizing the risk to XYZ Company’s business.

If a XYZ Company employee has been infected with a virus that falls under the Pandemic Policy and has not been in self-quarantine for 14 days prior, the following guidelines have been laid out and are to be executed immediately.

**ALL COMMUNICATION IS TO GO THROUGH THE PRIMARY PANDEMIC MANAGER, IF YOU ARE UNABLE TO CONTACT THE PRIMARY PANDEMIC MANAGER YOU MAY CONTACT THE SECONDARY PANDEMIC MANAGER. CONTACT DETAILS ARE BELOW, IF YOU ARE UNABLE TO CONTACT EITHER MANAGER LEAVE A MESSAGE AND YOU WILL BE CONTACTED SHORTLY.**

* The Primary Pandemic Manager will liaise with the Executive team and Board to decide whether it is appropriate to require staff to operate from home until further notice
* All communications will be via the following methods ONLY
  + Email
  + Mobile Phone
  + Help Desk Telephone re-direction to mobile
  + Web conference (e.g. Microsoft Skype or Teams)
* All staff are to report to their **Pandemic Coordinator** their current health status immediately once you have been tested/treated by medical staff.
* Staff not infected by the virus are still to remain at home until further instructions.
* Any staff infected by the virus are not permitted to travel to clients or suppliers under any circumstances until further notice.
* Pandemic Manager/s will contact staff once confirmation from all employees status is received and each employee will be emailed a list of next steps.
* Staff responsibilities will be allocated, a detailed table is listed below

**Staff Response Table**

If an employee is diagnosed with any virus under the Pandemic Plan, then they must:

1. Notify their manager that they have been diagnosed as contracting a virus that falls under our Pandemic Plan.
2. Manager **and** Individual notify Primary Pandemic Manager. Pandemic Manager triggers emergency response meeting of available Executive team members.
3. Primary Pandemic Manager triggers Health status collection of all staff in local office via Pandemic Coordinators (see table below).
4. Any staff displaying any symptoms listed in virus symptoms in sections above are to immediately be removed to work from home (or be off on sick leave as is appropriate).
5. To limit impact on the rest of the team the Executive team may decide to instruct ALL staff in the local office (or potentially a subset of staff) to work from home until further notice (to stop the spread of the infection).
6. Staff not infected by the virus are still to remain at home until further instructions are received from the Primary Pandemic Coordinator.
7. Any staff infected by the virus are not permitted to travel to clients or suppliers under any circumstances until further notice.
8. Staff who have displayed any symptoms of the virus MUST gain medical permission to return to work (in the form of a doctor’s note) when they have received the all clear, a copy of which should be supplied to the Primary Pandemic Manager before returning to work.

**Primary Pandemic Manager**

First Name Last Name - Contact Number - [firstname.lastname@XYZ Company.com](mailto:firstname.lastname@XYZ%20Company.com)

**Secondary Pandemic Manager**

First Name Last Name - Contact Number - [firstname.lastname@XYZ Company.com](mailto:firstname.lastname@XYZ%20Company.com)

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| ***Department*** | ***Responsibilities*** |
| Head of Human Resources / PPC | Notify all staff of the plan |
| Head of Global Services/Marketing | Consider Client communications if required. |
| Pandemic Coordinators | Gather Symptoms of any existing staff and report back to Primary Pandemic Manager (or Secondary Pandemic Manager if primary not available) |
| Executive Team | Ensure business continuity of their own teams with reduced numbers |
| Information Technology Department | Ensure Skeleton crew available to keep systems running. Make sure no staff at risk (as non-essential staff away). |

\*\*All clients are to be notified on the status of XYZ Company and that quarantine protocols are in effect and all site visits in local country of infection are suspended until further notice.

**Pandemic Coordinators**

Region 1:

First Name Last Name - Contact Number

[firstname.lastname@XYZ Company.com](mailto:firstname.lastname@XYZ%20Company.com)

Region 2:

First Name Last Name - Contact Number

[firstname.lastname@XYZ Company.com](mailto:firstname.lastname@XYZ%20Company.com)

Region 3:

First Name Last Name - Contact Number

[firstname.lastname@XYZ Company.com](mailto:firstname.lastname@XYZ%20Company.com)

**Role of Pandemic Coordinators**

The role of the Pandemic Coordinators is to liaise with a specific group of people regarding instructions relating to the pandemic, and to determine what symptoms (if any) they are displaying, and what support they may need.

Pandemic Coordinators may meet for a daily heartbeat with Primary and Secondary Pandemic Managers during any pandemic situation.

Executive Team continue their daily heartbeats to discuss business continuity and emergency impact management. CEO to notify the Board.

Each individual on the Executive team must have a nominated deputy to make decisions on their behalf in the event of them being directly impacted by the crisis.

# Helpful Support Information

The following may be useful:

<https://www.cdc.gov/>

<https://www.who.int/news-room/q-a-detail/q-a-coronaviruses>