



# COVID-19- The Important of a Pandemic Response plan for Business (2019 Novel Coronavirus)

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Business Continuity • Enterprise Risk • Disaster Recovery • Crisis Management



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ISO - International Organization for Standardization**

**More than 20 years** of experience in Risk, Resilience, Business Continuity & Crisis Management

## **CREDENTIALS**

- Chairman, Business Continuity Institute Asia Chapter
- Vice President, RIMAS
- ISO 22301 Working Group Member, Singapore Standard Development
- Certified Management Consultant, PMC
- Chairman, IAEM (US) SE Asia Chapter
- Certified ISO22301 Lead Auditor (ANSI)
- ISO 31000 Certified Lead Risk Manager, PECB
- Certified Trainer (ACTA) by WDA Singapore
- Approved Trainer by BCI, PECB, EXIN
- Member of UNDRR, Private-Public Partnership for Disaster Management

# Agenda

- 1 Introduction to Business Continuity & Pandemic Preparedness
- 2 Key Considerations in BCP for Pandemic
- 3 Guide on Business Continuity Planning for COVID-19
- 4 Question & Answer





# Introduction to Business Continuity & Pandemic Preparedness

# Disasters & Crises in Asia



Pandemic



Earthquake & Tsunami



Bombing Incidents



Hacking Incidents

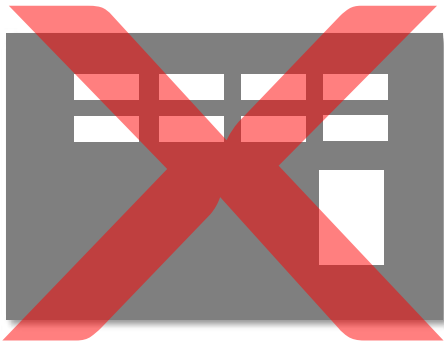


Extreme Weather



Protests

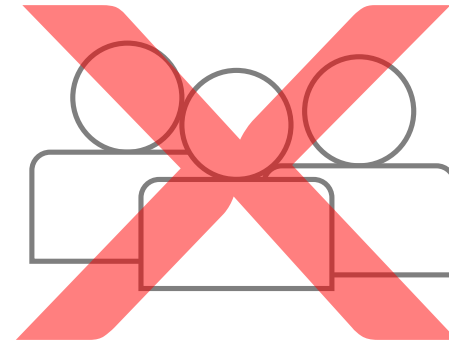
# The Impact to Businesses Due to the Disasters



Premises



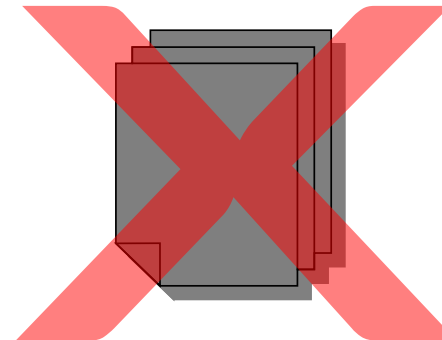
Supplies



Staff



Equipment



Data



# Business Continuity

Business Continuity is the capability of an organisation to continue the delivery of products and services within acceptable time frames at predefined capacity during a disruption.

Enterprises are encouraged to plan and implement **business continuity plans** to minimise disruption to your operations and ensure that business remains viable during the virus outbreak.



# Pandemic

A pandemic is an outbreak resulting in the spread of an infectious disease worldwide. It usually occurs when the whole population has **no immunity** to the disease, which is more common when there have been no cases in the community before. Pandemics can be caused by different diseases, ranging from the mild to the very severe.

In the last decade, Singapore have experienced two pandemics:

- Severe Acute Respiratory Syndrome (SARS) in 2003
- H1N1 influenza in 2009

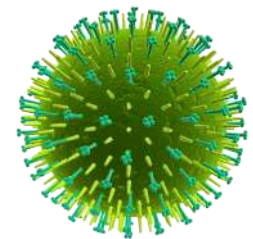




# COVID-19

The COVID-19 belongs to a family of viruses known as the **Coronaviruses**, which can cause illnesses ranging from the common cold to more severe diseases, such as the **Severe Acute Respiratory Syndrome (SARS)** and **Middle East Respiratory Syndrome (MERS)**. The COVID-19 infections started in China but confirmed infections have also been reported in Singapore and other parts of the world.

The symptoms of the COVID-19 are similar to that of regular pneumonia. Typical symptoms include **fever**, **runny nose**, **sore throat**, **cough** and **shortness of breath**.



# World Health Organization (WHO)



On this website you can find information and guidance from WHO regarding the current outbreak of novel coronavirus (2019-nCoV) that was first reported from Wuhan, China, on 31 December 2019. Please visit this page for daily updates.

WHO is working closely with global experts, governments and partners to rapidly expand scientific knowledge on this new virus, to track the spread and virulence of the virus, and to provide advice to countries and individuals on measures to protect health and prevent the spread of this outbreak.



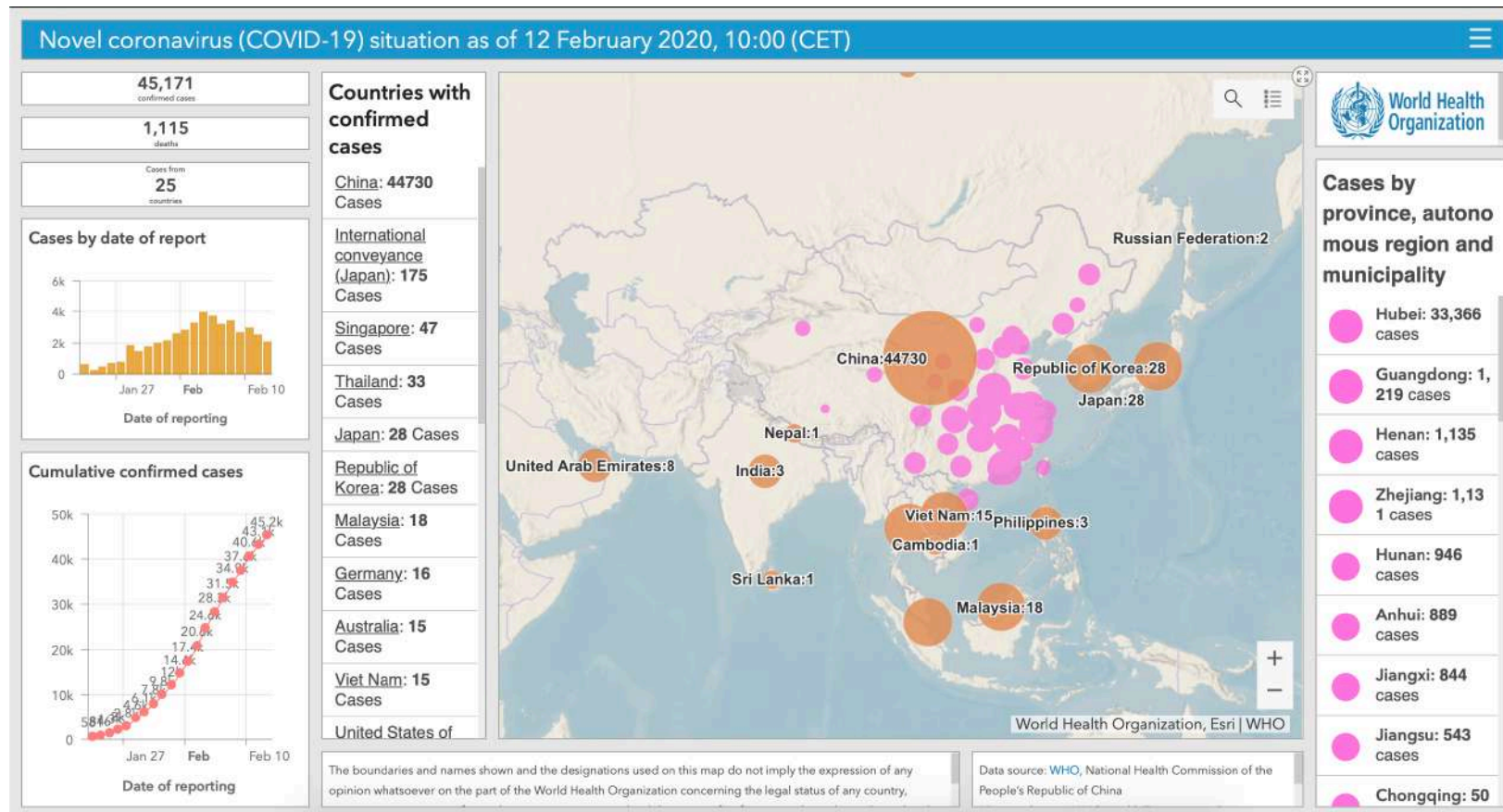
**Protect yourself**

**Questions & answers**

**Myth-busters**

Website: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

# WHO Dashboard for COVID-19



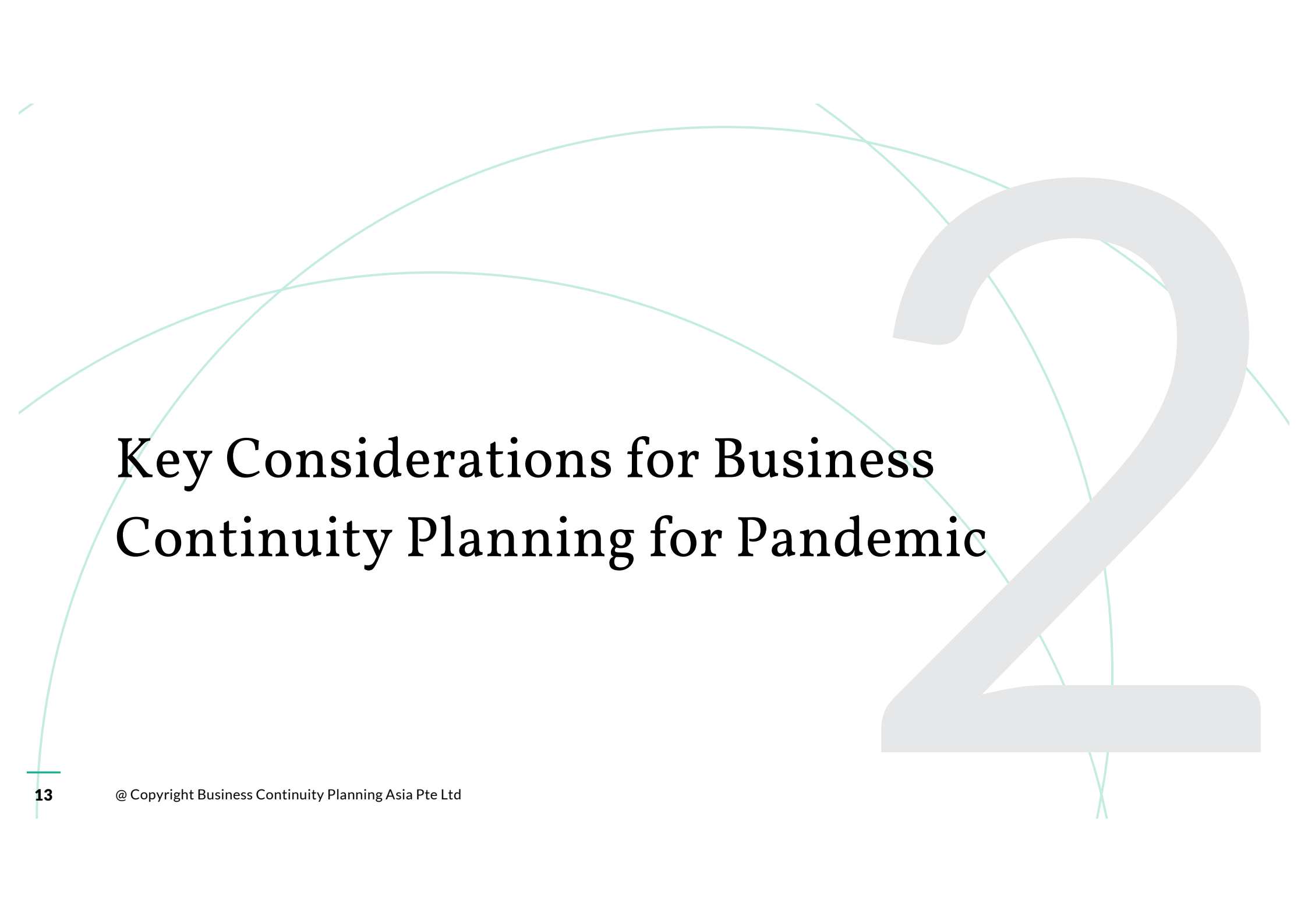
Source: <http://who.maps.arcgis.com/apps/opsdashboard/index.html#/c88e37cfc43b4ed3baf977d77e4a0667>

# Mortality Rate

Virus	Cases	Mortality Rate
SARS	8,422	11%
MERS	2,494	34%
H5N1	861	53%
Ebola	3,416	66%
COVID-19	45,171*	2.5%



\*Figures as of 12 Feb 2020 as report by WHO



# Key Considerations for Business Continuity Planning for Pandemic

# Key Considerations for Business Continuity Planning

```
graph LR; A[Appoint a BC Manager] --> B[Analyze Key Impact of a Pandemic]; B --> C[Identify Prioritized Activities]; C --> D[Identify Alternate Sites];
```

Appoint a  
BC Manager

Analyze Key  
Impact of a  
Pandemic

Identify  
Prioritized  
Activities

Identify  
Alternate  
Sites

# Business Continuity **Manager**

## Roles & Responsibilities

- Actively monitor alert levels
- Educate employees on disease and mode of transmission
- Collate contact information of all employees
- Ensure at least one designated Point of Contact is appointed to liaise with MOH
- Check MOH website daily & update employees accordingly
- Quarantine employees who have travelled to affected areas for sufficient number of days
- Appoint staff to keep quarantined employees informed of events in office
- Ensure workplace has adequate tissue paper, disinfectants and masks

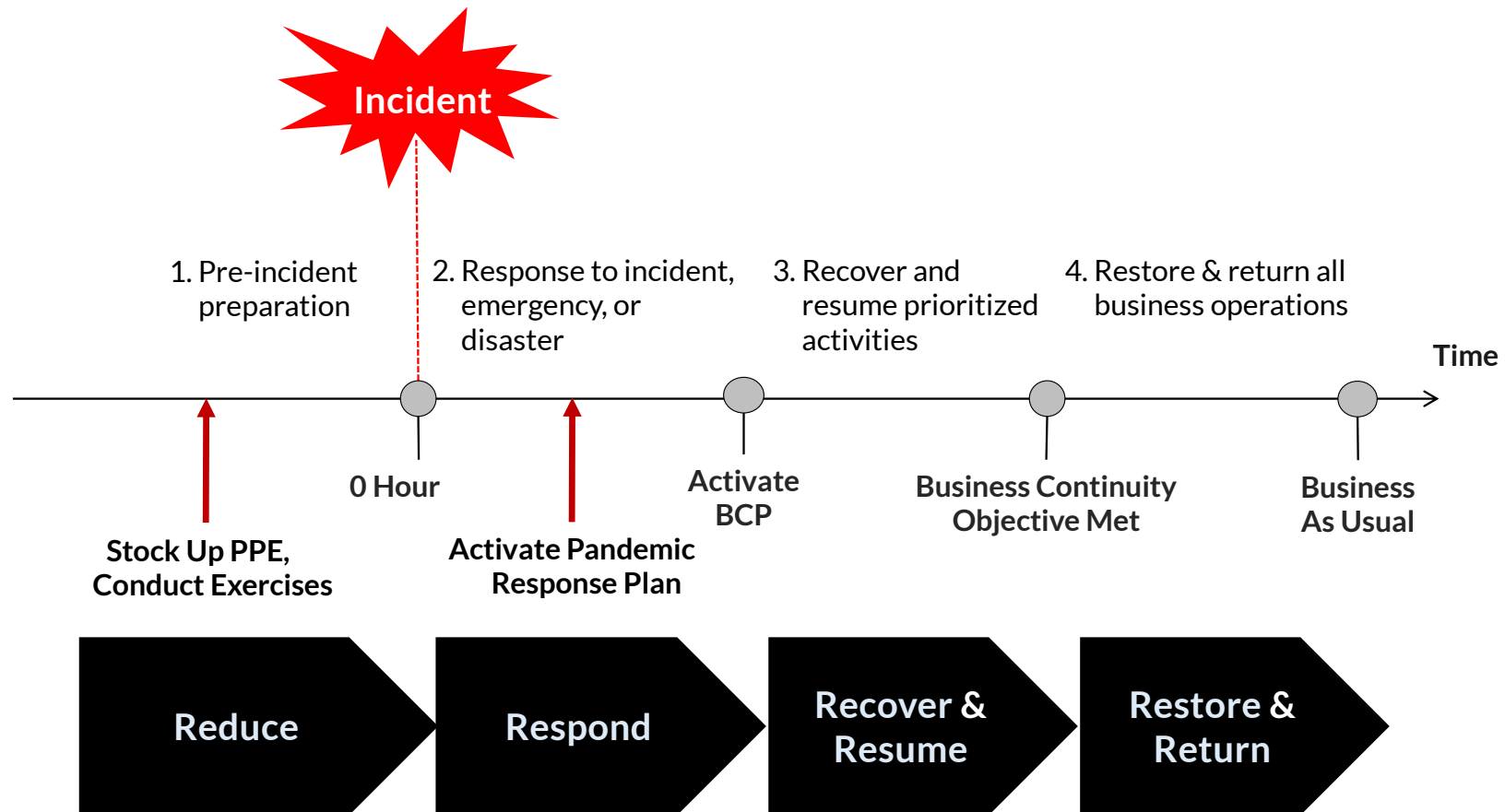


# Business Continuity **Manager**

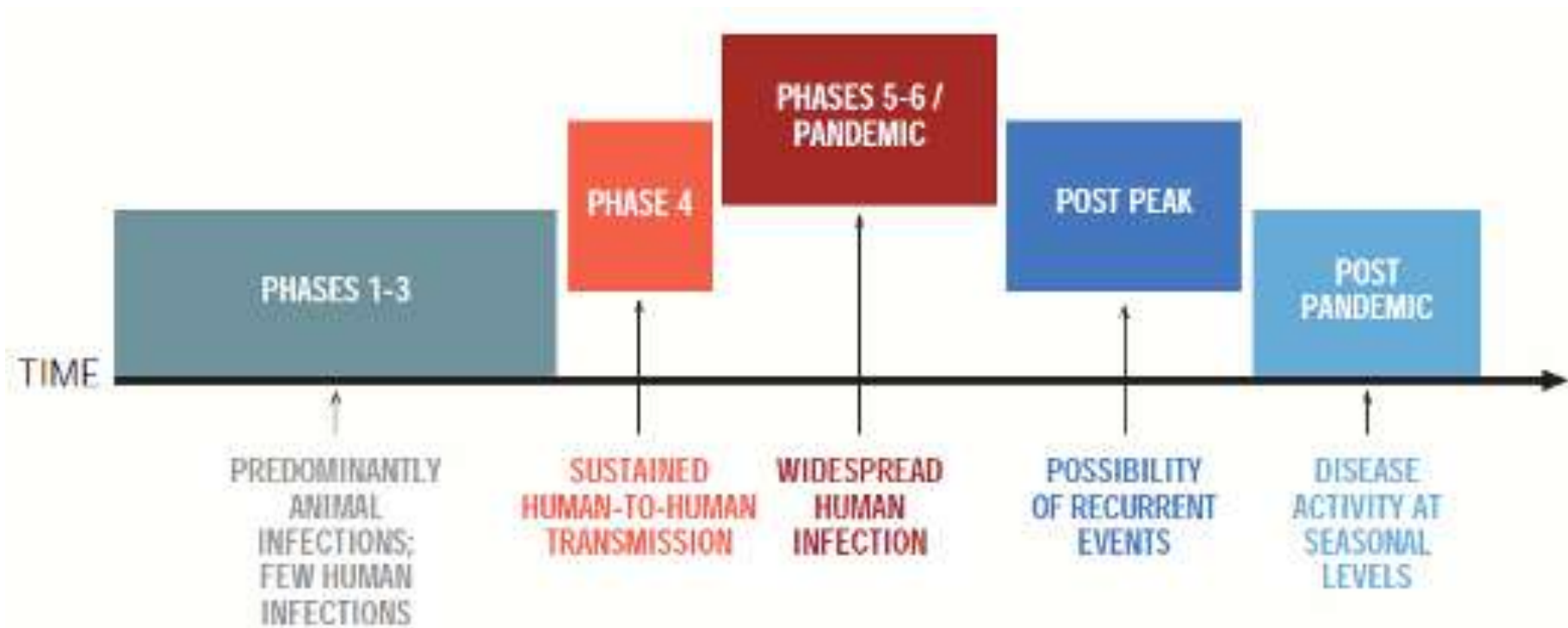
## Roles & Responsibilities

- Brief employees on personal hygiene measures
- Put up proper hand washing techniques notices in washrooms
- Ensure common areas are disinfected daily
- Designate isolation bay in the office and identify isolation route
- Identify hospital / clinics that unwell employees can be brought to
- Carry out symptom or temperature monitoring, where advised by MOH
- Ensure required recourses are available and able to support for split operations
- An **assistant Business Continuity Manager** should be appointed as a backup

# Crisis Management Timeline

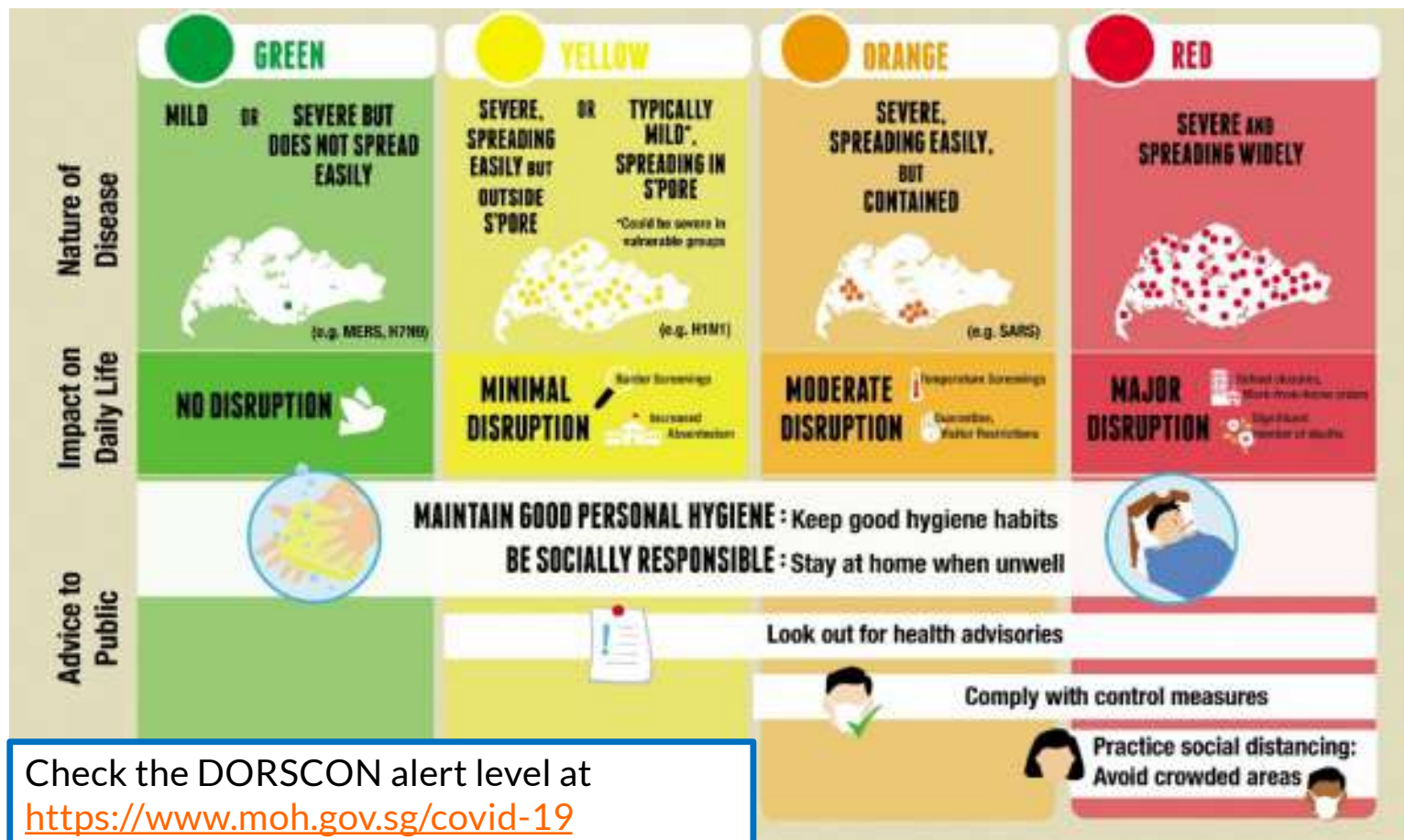


# WHO Pandemic Warning Phases



Source: WHO

# DORSCON Alert Level

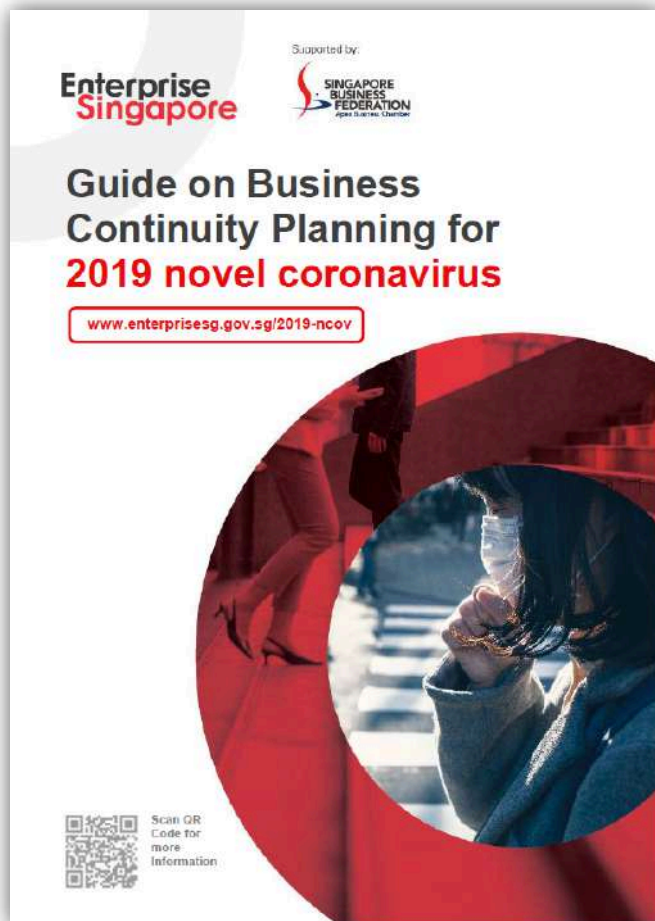


Check the DORSCON alert level at  
<https://www.moh.gov.sg/covid-19>



# Guide on Business Continuity Planning for COVID-19

## Guide on Business Continuity Planning for COVID-19



The objective of this guide is to help enterprises in their business continuity planning in response to the COVID-19. It covers the following key business operational risks.

- a. Human resource management
- b. Processes and business functions
- c. Supplier and customer management
- d. Communications, both internal and external

Access the latest version of the guide at:  
[www.enterprisesg.gov.sg/2019-ncov](http://www.enterprisesg.gov.sg/2019-ncov)

# What's in the Guide?

- Introduction
- What is the Novel Coronavirus (COVID-19)?
- Business Continuity Plans (BCP)
- DORSCON
- Health advisories

## Annexes

**Annex 1: Roles and responsibilities of the Business Continuity Manager**

**Annex 2A: Good personal hygiene**

**Annex 2B: How to wear a surgical mask**

**Annex 3A: Screening procedures of visitors and employees**



# What's in the Guide?

**Annex 3B: SOP #2: Example of a workflow for managing an unwell employee at workplace**

**Annex 3C: SOP #3: Example of a workflow for managing employee unwell outside workplace**

**Annex 3D: SOP #4: Example of a workflow for contact tracing**

**Annex 3E: Example of Health Screening Form for Visitors**

**Annex 3F: Example of Notification Form for Employees**

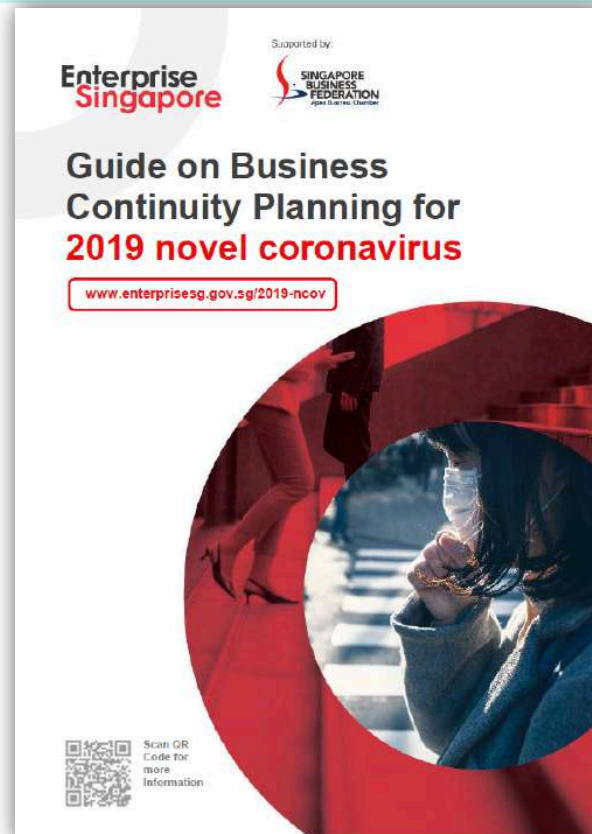
**Annex 3G: Temperature Monitoring Log**

**Annex 4: Tips on Temperature Taking**

**Annex 5: Disease Outbreak Response System Condition (DORSCON) Framework**

**Annex 6: Information on Advisories**

# Guide on BCP for COVID-19

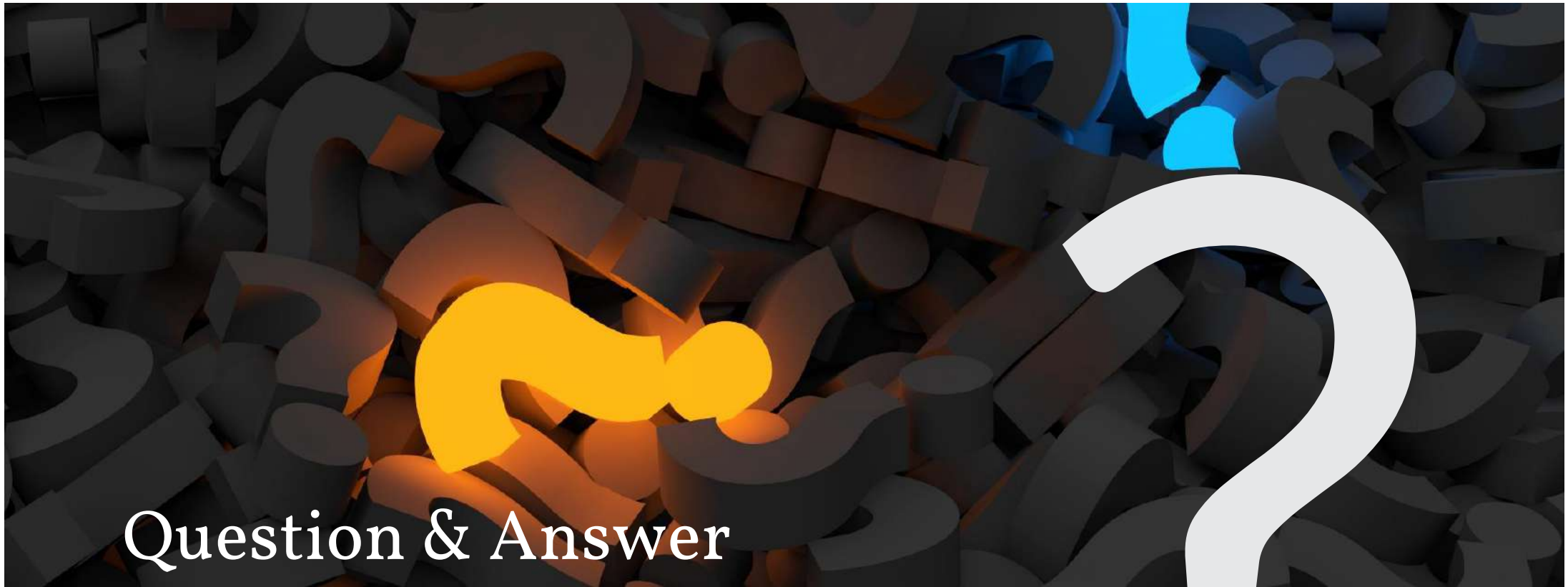


[www.enterprisesg.gov.sg/2019-ncov](http://www.enterprisesg.gov.sg/2019-ncov)

# A Quick Poll



- 1) Have you started **Split Team** arrangement?
- 2) What are your **challenges** to implement your Pandemic Response Plan?



# WEBINAR ON HOW TO PREPARE A PANDEMIC RESPONSE PLAN



PART 1 - PREPARE	PART 2 - TAKE ACTION
<ul style="list-style-type: none"><li>• Overview of Coronavirus and its difference with SARS and MERS</li><li>• Discuss the key difference and similarities of a Business Continuity and Pandemic Response plan.</li><li>• Determine the critical business functions or processes to be protected</li><li>• Discuss the possible Pandemic Response strategies to be adopted.</li><li>• Prepare the Pandemic Response Plan</li></ul>	<ul style="list-style-type: none"><li>• Determine the activation procedures aligning to the authorities advisory</li><li>• Establish the communication protocols, channels and procedures</li><li>• Discuss the policies and precautionary measures to take</li><li>• Get into Action : Test the plan!</li><li>• Key success factors</li></ul>

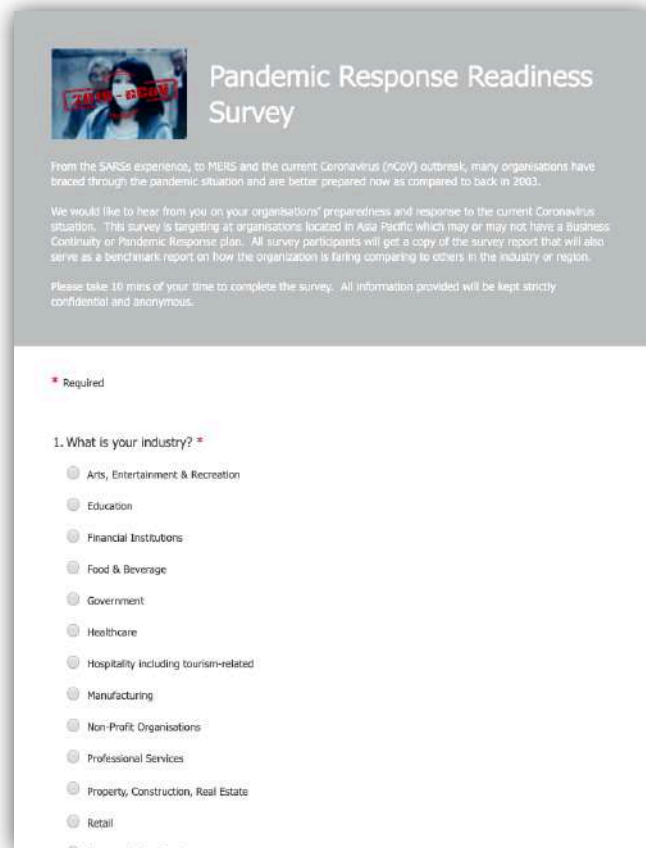
**TEMPLATES will be provided!**



1<sup>st</sup> Run on 17 & 19 Feb, 2<sup>nd</sup> Run on 4 & 6 March

[https://www.bcpasia.com/training-details/nCoV\\_webinar](https://www.bcpasia.com/training-details/nCoV_webinar)

# COVID-19 Survey



**Pandemic Response Readiness Survey**

From the SARS experience, to MERS and the current Coronavirus (nCoV) outbreak, many organisations have braced through the pandemic situation and are better prepared now as compared to back in 2003.

We would like to hear from you on your organisations' preparedness and response to the current Coronavirus situation. This survey is targeting at organisations located in Asia Pacific which may or may not have a Business Continuity or Pandemic Response plan. All survey participants will get a copy of the survey report that will also serve as a benchmark report on how the organization is faring comparing to others in the industry or region.

Please take 10 mins of your time to complete the survey. All information provided will be kept strictly confidential and anonymous.

\* Required

1. What is your industry? \*

- ☐ Arts, Entertainment & Recreation
- ☐ Education
- ☐ Financial Institutions
- ☐ Food & Beverage
- ☐ Government
- ☐ Healthcare
- ☐ Hospitality including tourism-related
- ☐ Manufacturing
- ☐ Non-Profit Organisations
- ☐ Professional Services
- ☐ Property, Construction, Real Estate
- ☐ Retail

**URL:** [tiny.cc/nCov](https://tiny.cc/nCov)







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# THANK YOU!

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