

Developing Exceptional People



Pandemic Procedure

January 2020
Version 2.0

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MANAGEMENT INFORMATION

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1. SCOPE

- Carlisle Support Services adopts this plan to prepare for and respond to a threat of a pandemic which may cause serious widespread illness in the UK or worldwide. The purpose of this plan is to address the following issues related to pandemics:
- Establishing contingency plans to maintain delivery of services during times of significant and sustained worker absenteeism.
- Where possible, establishing mechanisms to allow workers to provide services from home if public health officials advise against non-essential travel outside the home.
- Establishing Business Continuity Plans to provide mutual support and maintenance of essential services during a pandemic.

2. RELATED DOCUMENTS

- Carlisle Support Services Business Continuity Plan V6 (“BCP”). October 2019 and any updates thereto

3. RESPONSIBILITIES

Identification and Categorisation of Pandemics - World Health Organisation (WHO)

Monitoring of WHO status - CSS Legal, HSQE & HR

It is the duty of CSS Legal, HSQE & HR to:

- Monitor issues and information related to pandemics to keep our plan up to date.
- Recommend any changes to the plan as circumstances warrant.
- Recommend employee training.
- Communicate with public health agencies, emergency responders and others regarding our plan, and understand their capabilities should an outbreak occur.

Premises Co-ordination - Procurement / Estates Management

It is the responsibility of Procurement / Estates Management to:

- Identify and communicate to the business which employees, vendors, suppliers and systems are essential to maintaining operations at our locations.
- With the support of Group Communications develop and communicate to the business an emergency communications plan for departments/locations, including identification of key personnel, vendors, and clients.
- Ensure that sufficient employees are adequately trained on emergency procedures in the case of a pandemic and in the prevention of illness.

Employee Notifications - Human Resources (“HR”)

It is the responsibility of HR to:

- HR will be responsible for deciding how information regarding a pandemic event should be shared with employees and for instigating the same.

Communications - Group Marketing

- Group Marketing will be responsible for all external communications, which will include communication to clients, candidates, temporary workers, media etc, during any pandemic event and will have in place communication plan which will be based on those within the BCP

4. PROCEDURE

4.1 Preparation

- Legal will, on the advice of the WHO, provide information to Human Resources regarding those practices that are recommended by public health officials that will reduce the spread of any infection.
- Carlisle Support Services will have published BCP’s in place which have plans which will cover a pandemic event and has employee contact plans and nominated points of contact.
- Carlisle Support Services will identify deputies for all business-critical roles.
- Carlisle Support Services will make available laptops for all support staff to enable them to work from home in the case of self-isolation and look to minimise personal contact by means of teleconferencing.
- Carlisle Support Services will work with our clients and their specific pandemic plans to ensure continuity of service provision.

HR will maintain the following policies and procedures:

- Flexible work hours, including staggered work hours and telecommuting;
- Sickness policy;
- Employee (including temporary workers) communication policy for emergencies;
- Special procedures/accommodations for employees and customers with special needs or disabilities.

4.2 Pandemic event procedure

Should a pandemic occur the business will, after consultation with knowledgeable health officials, implement the following steps as deemed necessary: -

- Employees that show symptoms of a specific illness will be informed to report this immediately to their line manager who will record the details and pass on to HR.

- HR will follow up each individual case to monitor those that may have been in contact with that individual.
- Employees with job duties that can be accomplished by telecommuting will be encouraged to work from home unless they have been cross trained to work in place of an employee who is ill.
- Team members will be nominated by their business or department head to contact key vendors to determine the impact of the outbreak on their operations and its effects on our ability to perform our daily functions, and they will communicate the results.
- The business and departments will monitor staffing levels at all locations and assist managers in finding ways to maintain critical operations in light of any staffing shortage.
- Should an office be closed, notices shall be posted prominently at the location informing clients and employees of the situation and telling them where and how they can contact us. Telephone and other lines of communication must be routed to a location where they will be staffed by employees, so customers' attempts to reach us do not go unanswered.
- Where appropriate other forms of notification will be used such as email, twitter and company website.
- Each business Division to implement its employee contact plan to ensure that all employees are kept informed of developments as they occur, including employees who remain at home.

5. CONTACT POINTS

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6. APPENDIX 1

UK GOVERNMENT: PANDEMIC INFLUENZA CHECKLIST FOR BUSINESSES

Plan for the impact of a pandemic on your business:

- Identify a pandemic coordinator and/or team with defined roles and responsibilities for preparedness and response planning. The planning process should include input from a wide range of stakeholders e.g. health and safety representatives and trade union officials.
- Identify the critical activities undertaken by your business which would have to continue during a pandemic, as well as the employees and other inputs that support those activities (e.g. raw materials, suppliers, sub-contractor services/products, logistics, process controls, security).
- Consider how internal resources could be re-allocated to ensure those activities are maintained.
- Discuss with your suppliers/sub-contractors whether they have robust Business Continuity plans in place – your organisation is only as good as those on whom it depends.
- Consider preparing an additional pool of workers to undertake key tasks and provide training where appropriate (e.g. contractors, cross train employees, retirees).
- Determine the potential impact of a pandemic on your business-related travel (e.g. should international travel be curtailed in certain countries due to quarantines and/or border closures).
- Note that current planning assumes that domestic travel will not be restricted, although the Government may advise against non-essential travel.
- Find up-to-date, reliable pandemic information on the Department of Health Website <http://www.dh.gov.uk/pandemicflu>.
- Establish an emergency communications plan and revise periodically. This plan should identify key contacts (with back-ups), chain of communications (including suppliers, customers and employees), and processes for tracking and communicating business and employee status.
- Implement an exercise to test your plan and revise periodically taking into account updated advice and guidance from Government.

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

- Guided by advice issued by Government, forecast and plan for employee absences during a pandemic. This could be the result of a number of factors including personal illness, family member illness, bereavement, possible disruption to other sectors for example closures of nurseries and schools or reduced public transport.
- As a general approach to reducing the spread of the infection across the country, assess your business needs for continued face to face contact with your customers/suppliers and consider plans to modify the frequency and/or type of face-to-face contact (e.g. video or tele-conferencing instead of travelling to meetings) among employees and between employees and customers.
- Whilst there is no intention to restrict domestic travel, the Government is likely to advise against non-essential travel, and this should be taken into account in planning.

- Plan for a likely increase in demand for employee’s welfare services, if they are available, during a pandemic.
- Identify employees and key customers with special requirements and incorporate the requirements of such persons into your preparedness plan.
- Consider your customers’ needs during a pandemic and whether to review your business model and arrangements to continue to meet those needs. (e.g. enhance mail ordering and internet shopping capacities)

Establish policies to be implemented during a pandemic:

- Guided by advice issued by Government, establish policies for 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 (i.e. when they are no longer showing symptoms and feel better) and agreeing them with trade unions and other professional representative bodies.
- Establish policies for flexible worksite (e.g. working from home) and flexible work hours (e.g. staggered shifts).
- Guided by advice from Government, establish policies for reducing spread of influenza at the worksite (e.g. promoting respiratory hygiene/cough etiquette, and asking those with influenza symptoms to stay at home).
- Guided by advice from Government, establish the current policies for employees who are suspected to be ill, or become ill at the worksite (e.g. infection control response, sick leave policies).
- Set up authorities, triggers, and procedures for activating and terminating the company’s response plan, altering business operations (e.g. reducing operations as necessary in affected areas), and transferring business knowledge to key employees. This should include nominating deputies for key employees in advance, in case of absence.

And in the early stages of a pandemic with outbreaks overseas, but not yet in UK;

- Guided by advice from the FCO (which would be informed by the latest information from the World Health Organisation and/or advice from Health Departments), establish policies on travel to affected geographic areas overseas and develop policies on managing employees working in or near an affected area when an outbreak begins (and later on in the pandemic). We are not recommending that staff should be asked to stay at home for 2 weeks after return from affected

Allocate resources to protect employees and customers during a pandemic:

- Provide sufficient and accessible means for reducing spread of infection (e.g. provision of hand washing facilities or hand-hygiene products).
- Consider additional measures to reduce the risk of infection, such as more frequent cleaning on premises, and ensure the resources to achieve these will be available.
- Consider whether enhanced communications and information technology infrastructures are needed to support employees working from home, tele-conferencing instead of face to face meetings and remote customer access.
- Consider policy on access to medical treatment for UK staff working overseas, and whether any specific arrangements need to be put in place, and more generally develop policies, based on duty of

care, on managing your overseas staff taking into account possible reduced access to consular services.

Communicate to and educate your employees:

- Disseminate easily accessible information about pandemic flu to your workforce which is appropriate to the stage of alert (e.g. signs and symptoms of influenza, modes of transmission when this information is available), personal and family protection and response strategies (e.g. hand hygiene, coughing/sneezing etiquette, contingency plans). This should be based on the information already available on the DH website.
- Ensure that communications are culturally and linguistically appropriate.
- Disseminate information to employees about your pandemic preparedness and response plan for your business, including their role in this plan.
- Develop platforms (e.g. hotlines, dedicated websites) for communicating pandemic status and actions to employees, vendors, suppliers, and customers.
- Ensure that DH, HPA and WHO websites are the sources for timely and accurate pandemic information (domestic and international)

Co-ordinate with external organisations and help your community:

- Find out about pandemic planning in your region and locality, for example through regional resilience teams and local resilience forums and liaise with agencies and local responders.
- Share best practice with other businesses in your community, as well as through industry associations.

TABLE OF AMENDMENTS

Version number	Date	Short description of amendment	Amended By
1.0	April 2017	First Issue	Paul Taylor
1.0	05/01/2018	Full Review	Paul Taylor
2.0	29/01/2020	Fully updated to include contacts, appendix 1 added	Paul Taylor