

Pandemic Continuity Plan

Introduction

In the light of current advice from the World Health Organization (WHO) we have prepared this document to be used in the event that our business practices are affected by a Flu Pandemic.

The purpose of the document is to coordinate and prepare a plan to ensure the impact of any disruptions are minimised.

Arrangements are now in place for operating in a crisis situation taking into account the health, safety and welfare of staff and customers.

Procedures have been tested and the plan will be continually maintained and tested.

In the event that 50% of our workforce are affected either directly or indirectly by the pandemic the Response Plan will be activated.

Outline of Response Plan during pandemic

The Flu Pandemic team will take responsibility of the day to day business practices.

Contact numbers/tables have been distributed to staff in the event that a member of the team falls ill; a replacement team member will then take the post.

Staff will be advised to commence working from home to avoid further spread of the infection; IP telephony and improved broadband have been allocated to all workers with remote access to the server. Firewall security has been given to all staff with password protected access to ensure security on systems is maintained.

All incoming calls **will be answered**. Site assurance has been set up on the office main number and calls will divert to an IP number which will be directed to the Flu Pandemic team.

24/7 Call Centre Staff (already working with GlemNet) will be alerted to take any overflow calls and log faults.

Emails will continue to be answered with out of office set up remote for staff unable to respond.

A dedicated voice to email mailbox has been set up for staff to call into on a regular basis. The email will then be sent to the Flu Pandemic Team to monitor the workforce and set up any diverts.

All on site visits and appointments will be curtailed with only critical appointments being met; all engineering laptops have remote access software.

The Response plan will only be brought out of the critical stage once 50% of the workforce is able to return to work.

Doctor's certificates will be required to ensure any previously ill staff are no longer infectious.

All staff will be consulted prior to any decision being reached.

Outline of Response Plan – on-going activities.

Staff Training – the response plan has been developed with input from all departments however now the final plan has been issued training is being carried out to ensure all team members are fully aware of the response plan for GlemNet, including their role in the plan.

Regular documentation will be passed to the workforce at different stages (e.g. signs and symptoms of influenza, most likely methods of transmission), personal and family protection and response strategies (e.g. hand hygiene, coughing / sneezing etiquette, contingency plans).

Hand-hygiene products, tissues and disposal facilities are being sourced and will be stored/passed to staff.

Maintaining skill set list for key staff/engineers.

Maintaining contact lists for suppliers.

Maintaining and testing the response plan and procedures in place.