

Prepare. Plan.



Respond. Recover.

PANDEMIC READINESS SURVEY **December 2009 - January 2010**



During December 2009 – January 2010, the ImpactReady division of ImpactWeather co-sponsored a national survey of pandemic readiness with the Association of Contingency Planners (ACP) and the Energy Security Council (ESC).

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Goals

- Perception of H1N1 as an operational threat
- Deployment / provision of mitigation tactics

Timing

- Collect data in the core of influenza season
- Leverage first and second wave experiences with H1N1 in 2009



The purpose of the survey was to determine how companies perceived the H1N1 pandemic as an operational threat and what types of mitigation and prevention efforts companies were undertaking. The survey was intentionally timed to coincide with the core of the seasonal influenza season and to leverage the results from the first and second waves of the H1N1 pandemic in 2009.

- **Participation**
 - Holiday period
- **Survey Content**
 - Detail level based on H1N1 preparations
 - Formulated after first wave of H1N1
- **Response**
 - Potential perception of non-risk



Conducting the survey during the holiday period may have reduced participation. Equally well, “H1N1 fatigue” following the first and second waves that did not result in catastrophic outcomes may have lowered the risk perception. The past 10 weeks of reports from the CDC have indicated a fall-off in cases reported, seasonal flu illness is lower than normal and the UK recently reported that it was “standing down vigilance.”

- **Survey period**
 - One month
 - December 15th through January 18th
- **Survey Participants (197)**
 - ACP National Membership (71)
 - Energy Security Council Members (20)
 - ImpactWeather Clients (106)



The survey was conducted for a total of 34 days and included 197 responding companies.

Industry	Percent
<i>Banking/Finance/Insurance</i>	12
<i>Computer Services</i>	2
<i>Education</i>	3
<i>Energy</i>	33
<i>Government</i>	20
<i>Health Care</i>	8
<i>Manufacturing</i>	16
<i>Sales (Wholesale/Retail)</i>	4
<i>Transportation</i>	3
Total	100



Most of the responding companies came from the energy sector, followed by government, manufacturing and financial services.

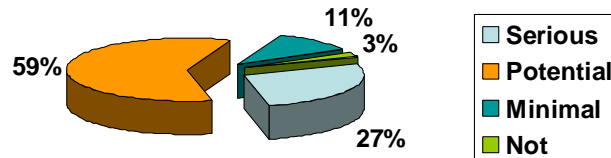
Did being part of the national Critical Infrastructure impact your preparedness efforts?

Status	Count	Percentage
Not "Critical Infrastructure"	95	48
CI – Minimal Impact	34	17
CI – Some Impact	38	19
CI – Significant Impact	32	16



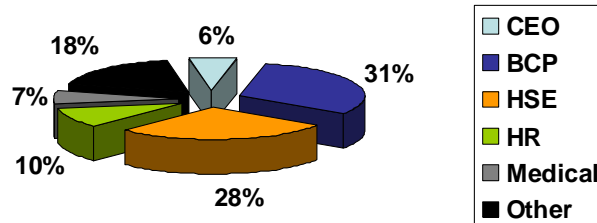
About half of the responding companies were part of the national Critical Infrastructure (CI), half were not. Of those who were, the impact was equally divided between little, some and major.

How did management perceive the H1N1 threat to business operations?



While most businesses perceived H1N1 as a potential threat to their operations, about a third saw it as a serious impact.

Who leads your pandemic readiness effort?



In about a third of companies, the business continuity (BCP) or health/safety (HSE) staff lead the pandemic preparedness effort followed by Other (facilities, legal or IT) and HR. In only 6-7% of the cases did the company chief executive or medical staff manage the preparation efforts.

Awareness / Communications

The survey examined the extent of employee awareness and communications programs as part of overall pandemic preparedness.

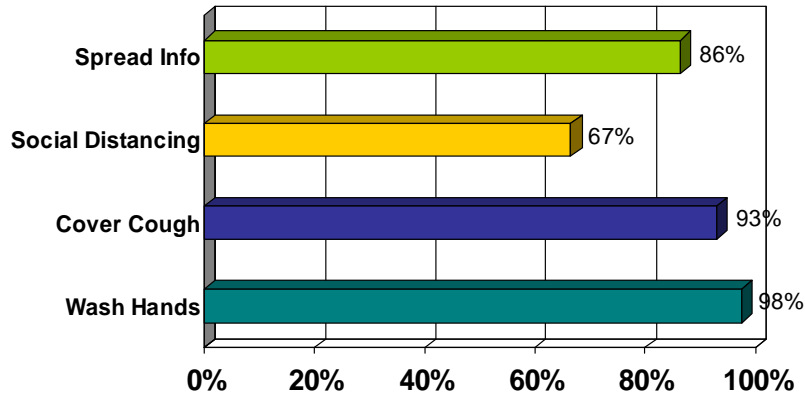
The image displays four CDC informational cards arranged horizontally. Each card features the CDC logo in the top right corner and includes illustrations of people and actions related to the topic.

- symptoms of Influenza A (H1N1) / Síntomas de la Gripe A (H1N1):** Includes a list of symptoms such as fever, cough, sore throat, and body aches. It also provides instructions on when to seek medical attention and how to prevent the spread of the virus.
- Cover your Cough:** Illustrates a person coughing into their elbow. It includes the instruction: "Stop the spread of germs that make you and others sick!" and lists steps for covering coughs and sneezes.
- Wash your Hands:** Illustrates hands being washed under a faucet. It states: "It's the best way to STOP the spreading of germs." and provides a list of "why", "when", and "how" to wash hands.
- social distancing:** Illustrates people standing apart. It defines social distancing as the practice of maintaining space between yourself and other persons during flu season and lists general and specific guidelines.



Extensive educational and preparedness materials like this are available for free from the CDC and local and state public health authority websites as well as from commercial vendors for a fee.

What employee education is planned or in place?

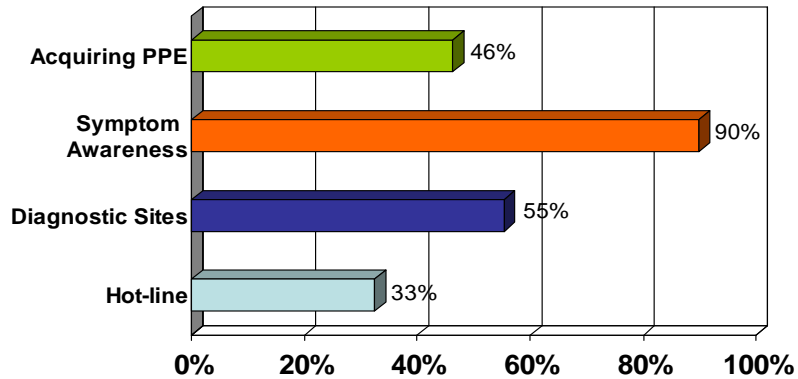


The vast majority of companies had educated their employees on the three basic prevention countermeasures:

- Cover your mouth when you cough
- Wash your hands frequently
- Stay home/away from others when you are sick

There was also extensive training on how H1N1 was spread.

What awareness programs are planned or in place?

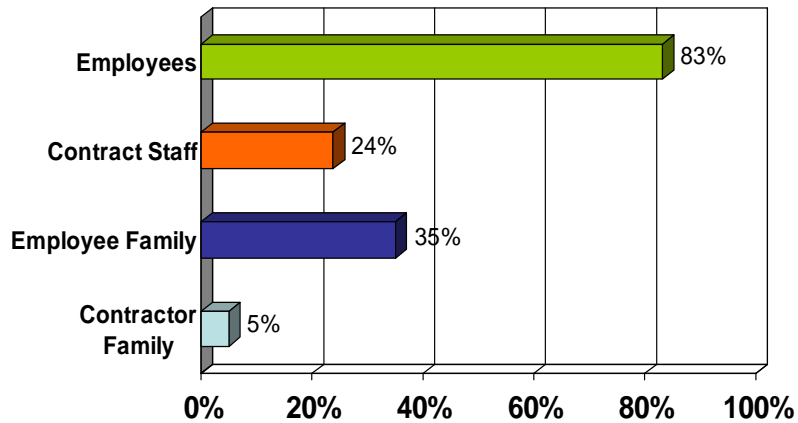


While an extensive effort was made to educate employees about pandemic influenza symptoms, far less of an effort was made on how to acquire personal protective equipment (PPE) like masks or how to access online websites to diagnose symptoms or hot-lines to call for further information on the disease.

Influenza Mitigation Efforts

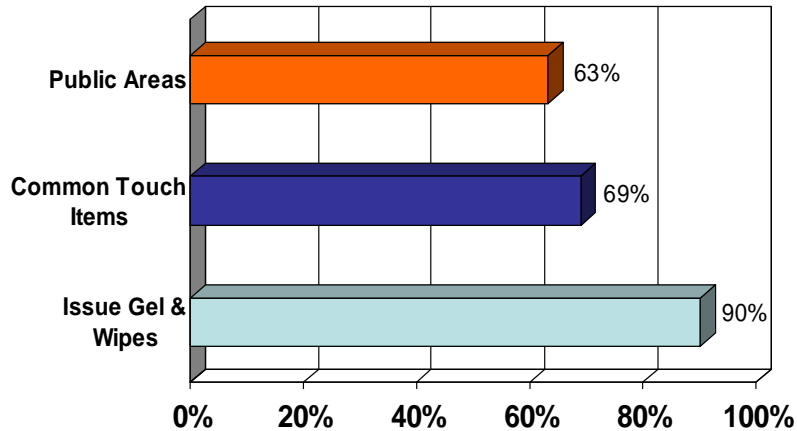
The survey also looked at efforts to mitigate the impact and spread of H1N1.

Who receives company sponsored vaccinations?



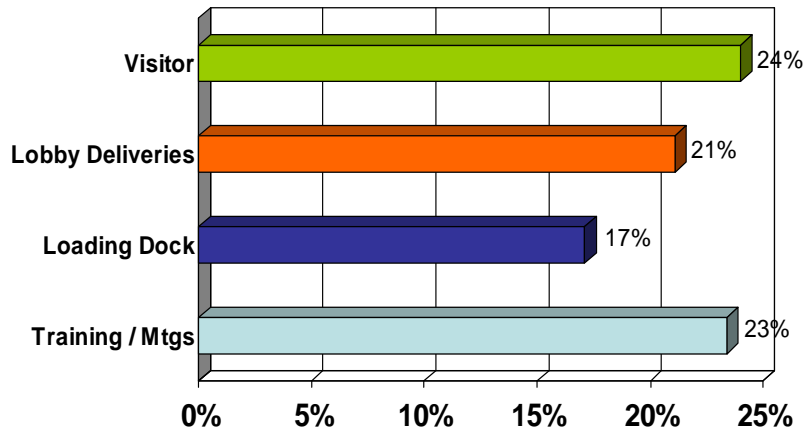
While most companies surveyed sponsored vaccinations for employees, few offered those services to contract staff or families.

What cleaning oriented measures are in place?



Most companies issued or provided hand-sanitizer gels or wipes to staff and in common areas like restrooms or kitchens. Increased cleaning in public areas and on common touch items like copiers and phones were also common but less extensive.

What access control and clearance measures are in place?

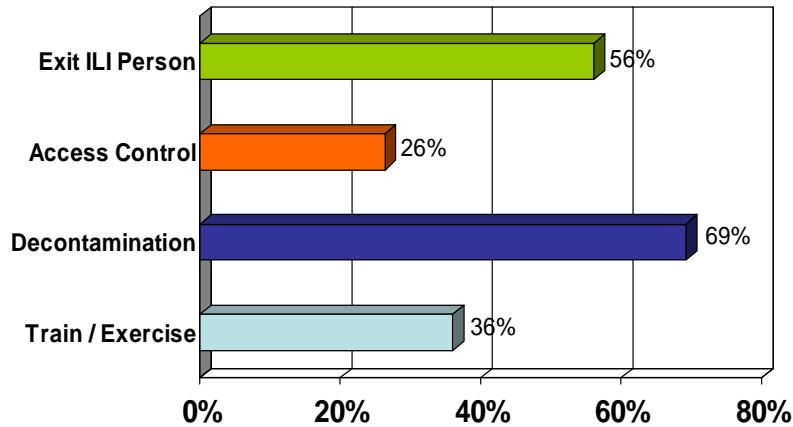


Less than a quarter of companies initiated or plan to initiate access control procedures for visitors, deliveries, external meetings or training events.

Exposure Response Procedures

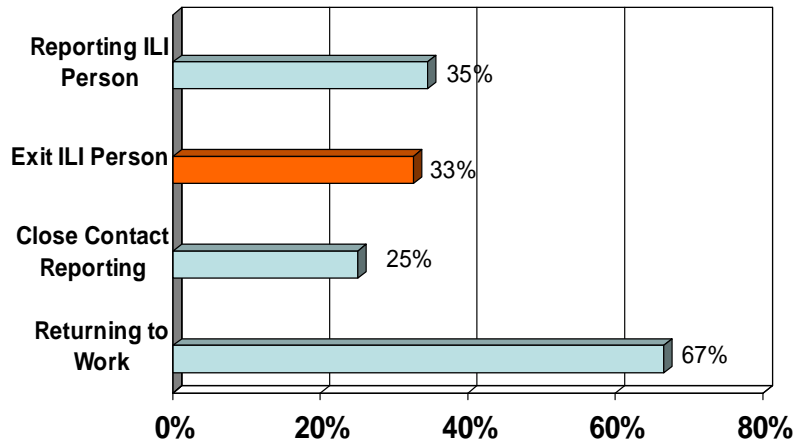
The survey assessed how companies prepared to respond to influenza-like illness (ILI) events.

How will company respond to an Influenza Like Illness (ILI)?



While few companies plan to initiate access control or having training/exercises on their response procedures, the majority had procedures in place or planned to remove ill personnel from the facility and to decontaminate the exposed area.

How have employees been educated to respond?

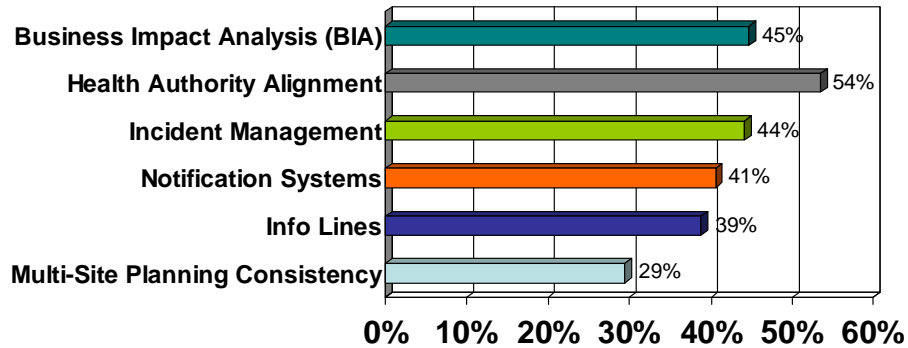


A large majority of companies surveyed had educated employees on when it was appropriate to return to work following exposure. Far fewer organizations were discussing what employees should do regarding reporting suspected illness, removing ill employees from the work area or reporting close contact with someone suspected of being ill.

Business Continuity Program Measures

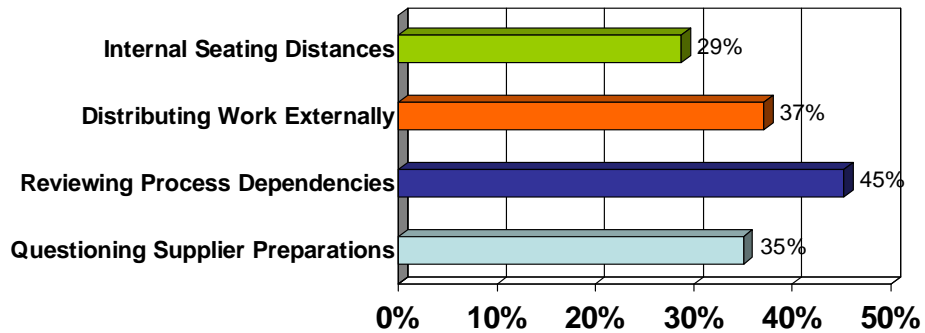
The survey also examined how companies altered established business continuity procedures in the face of the H1N1 pandemic.

What plans or procedures were reviewed or revised?



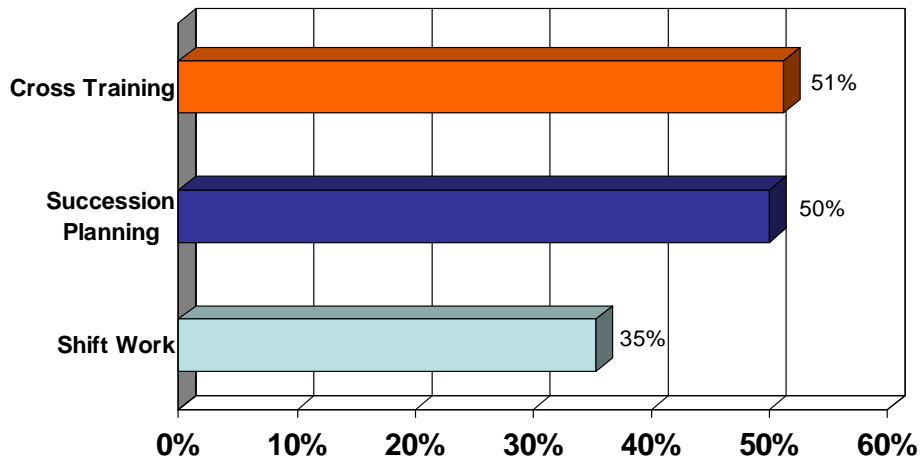
While most companies reviewed their alignment with local public health authorities and hospitals, somewhat fewer re-examined their existing business impact analysis (BIA), incident management policies, emergency notification procedures or employee hotlines in the wake of the H1N1 pandemic. Even more interesting, less than a third tried to ensure procedural consistency among multiple company sites.

What facility or process adjustments were made?



While nearly half of companies reviewed process dependencies within their operations, fewer looked at distributing work externally, questioning supplier pandemic preparations or adjusting spacing between internal office seating.

What changes were made to company operations?

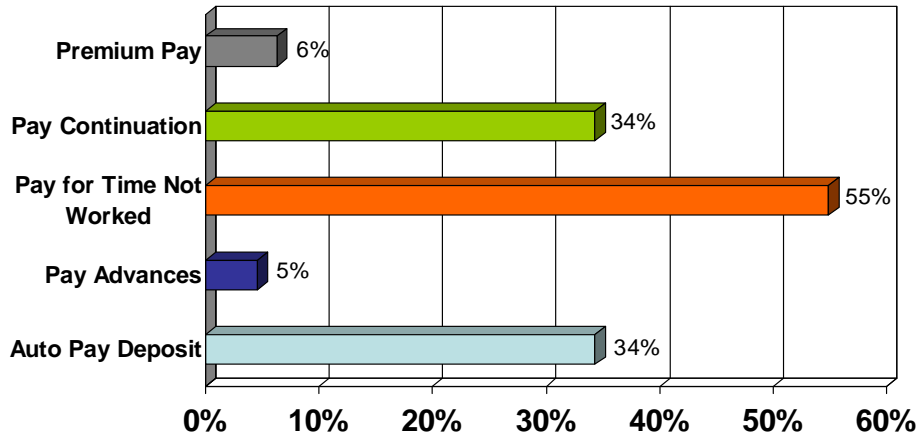


Many companies instituted cross-training among employees or planned for who would succeed to a position if a staff member were not available. Employing shift work as a response to H1N1 was considered in only a third of companies surveyed.

Human Resources

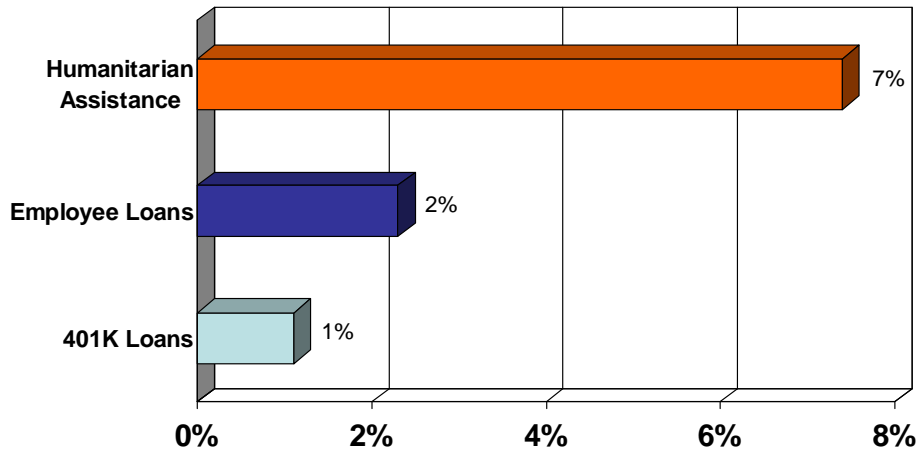
Responding to people issues is an important component in pandemic preparedness.

What HR policies were reviewed or revised?



While most companies examined compensation policies for time not worked, only about a third addressed pay continuation or direct deposit payments. Pay advances or premium pay for critical personnel were considered in less than 10% of companies.

Which HR support programs were reviewed or revised?

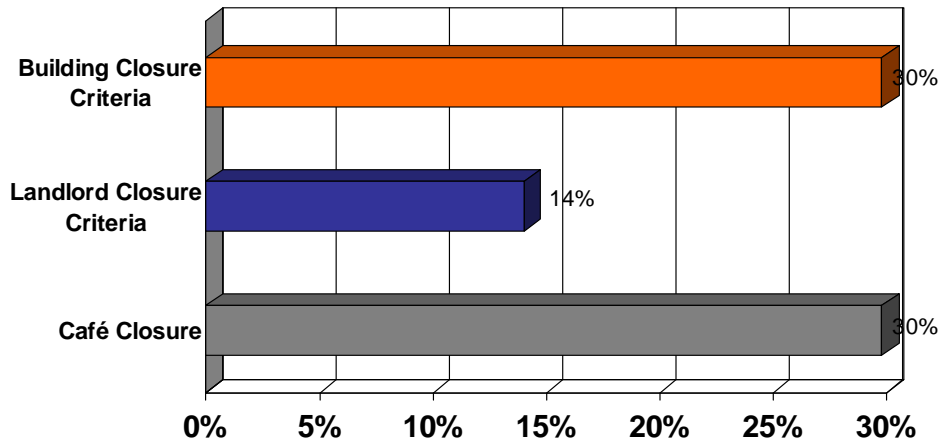


Few companies looked at employee support programs such as humanitarian assistance or loans as a way to respond to this pandemic.

Facility Operations

How companies address facility operations is a factor in their overall readiness efforts.

What facility mitigation efforts were reviewed or revised?

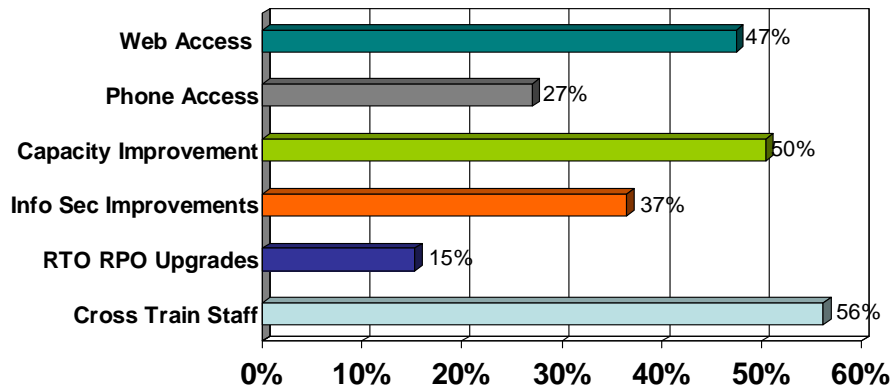


Only about a third of companies examined when they should close their owned/operated buildings or food service facilities/cafeterias. Only 14% discussed building closure criteria with their landlords or property management companies.

Information Technology

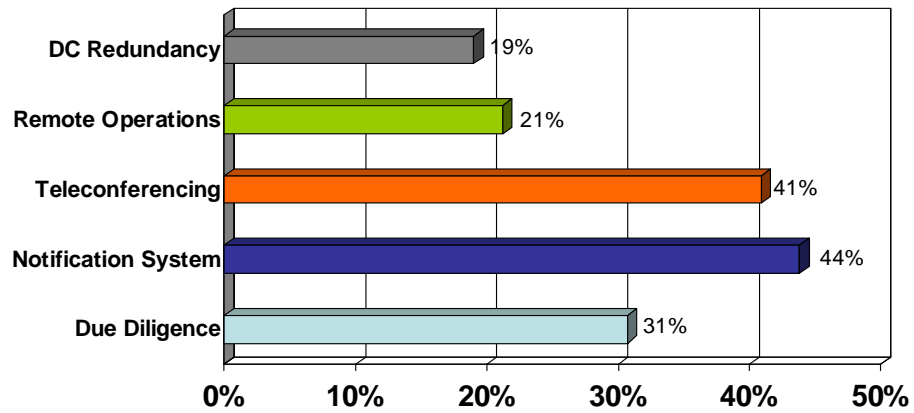
The survey also examined how companies intended to employ technology or alter communications as part of their readiness efforts.

What infrastructure enhancements are planned or in place?




The most common preparation employed by companies was to cross-train the IT staff, followed by improvements to IT systems capacity and enhanced web access for employees both at work and remotely. Fewer efforts were devoted to improved phone access or improvements in information/network security or shortening existing recovery time/point objectives (RTO/RPO).

What infrastructure enhancements are planned or in place?



Close to half of companies made or planned improvements to their emergency notification or teleconferencing systems.



- **Assessment**
 - Standards-based Plan Evaluations
 - Risk Analysis, Threat Profiling
- **Remediation**
 - Action Plan & Tracking
- **Crisis Management**
 - Incident Command (NIMS)
- **Business Resumption**
 - Disaster Recovery Planning (DRP)
- **Continuity of Operations**
 - Alternate Work Locations
- **Severely Reduced Workforce**
 - Pandemic Planning
 - Personal Resiliency
- **Indications & Warning Systems**
 - Mass Emergency Notification
 - Severe Weather, Event Alerts
- **GIS Mapping**
 - Location of Assets and Resources
- **Plan Development & Maintenance**
 - ePlan
- **Training & Testing**
 - Exercises, Drills, Instruction
 - Emergency Response
 - National Standards & Accreditation
- **Corporate Messaging**
 - Employee Communications
 - Public & Shareholder Relations

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Besides pandemic response planning, our ImpactReady planning division offers the full suite of business continuity, emergency response and contingency planning services.

CONTACT

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For more information about pandemic readiness, personal resiliency, or business continuity assistance, contact Mike Thomson via phone or email.