

Twelve-Point Guide for Pandemic Control and Mitigation

Pandemic risk assessment & response escalation

Since the outbreak of the SARS virus in 2002/03, many countries have introduced state or national pandemic alert response levels. Most alert response levels take into consideration specific features of the outbreak, including geographical spread, severity, transmissibility, availability of treatment methods and recommendations from relevant international organizations, such as the World Health Organization (WHO). National response systems generally consist of three (3) to five (5) tier alert levels. This Twelve Point Guide is intended to be used in conjunction with sample pandemic response levels indicated in the Table 1. However, clients are advised to consult the relevant alert response system applicable to the area in which they operate and adjust the implementation of this guide according to relevant local alert levels, local conditions and local authority recommendations.

Table 1: Pandemic Response Escalation Matrix

Sample Alert Levels					
5-Tier Alert System	Low	Moderate	Serious	Severe	Emergency
4-Tier Alert System	Moderate		Serious	Severe	Emergency
3-Tier Alert System	Alert		Severe	Emergency	
(1) Control & Coordination	Pandemic Crisis Management Team (CMT) activated & initiate implementation of Control/Mitigation Measures in line with a low to moderate level of response	Pandemic CMT Weekly Assessment / Heightened Implementation of Control & Mitigation Measures	Pandemic CMT Daily Assessment / Implementation of Control & Mitigation Measures in accordance with Situational Analysis and Authority recommendations.	Pandemic CMT Daily Assessment / Full Implementation of Control & Mitigation Measures in accordance with CMT & Authority recommendations.	Pandemic CMT Daily Assessment / Full Implementation of Control & Mitigation Measures in accordance with CMT & Authority recommendations.
(2) Information Sourcing & Sharing	Weekly Updates for Internal Stakeholders (e.g. employees) & Relevant External Stakeholders (e.g. suppliers)	Continuation of Weekly Updates for Internal Stakeholders & Relevant External Stakeholders	Continuation of Weekly Updates for all Internal & External Stakeholders	Daily Updates for all Internal & External Stakeholders	Daily Updates for all Internal & External Stakeholders
(3) Travel Advisory	Weekly Updates	Weekly Updates	In accordance with CMT Situational Analysis & as Notified by Relevant Agency	In accordance with CMT Situational Analysis & as Notified by Relevant Agency	In accordance with CMT Situational Analysis & as Notified by Relevant Agency
(4) Supply Chain Maintenance	Weekly Review of Stock Levels, Supply Availability & Delivery Schedules	Weekly Review of Stock Levels, Supply Availability & Delivery Schedules	Daily Review of Stock Levels, Supply Availability & Delivery Schedules	Daily Review of Stock Levels, Supply Availability & Delivery Schedules	Daily Review of Stock Levels, Supply Availability & Delivery Schedules
(5) Hygiene & Health Monitoring	Normal Hygiene & Health Monitoring Practices	Heightened Hygiene & Health Monitoring Practices for High Risk Activities / Groups	Heightened Hygiene & Health Monitoring for All Employees, Visitors & Guests	Full application of Hygiene & Health Monitoring for All Employees, Visitors & Guests	Full application of Hygiene & Health Monitoring for All Employees, Visitors & Guests
(6) Personnel Protective Equipment	Needs Assessment & Procurement	Donning for High Risk Activities / Groups	Donning for All Employees, Visitors & Guests	Donning for All Employees, Visitors & Guests	Donning for All Employees, Visitors & Guests
(7) Environmental Hygiene / Cleaning	Normal Environmental Hygiene, Cleaning Practices & Schedules	Heightened Environmental Hygiene, Cleaning Practices & Schedules for High Risk Activities / Areas	Heightened Environmental Hygiene, Cleaning Practices & Schedules for All Cleaning Critical Control Points	Full application of Environmental Hygiene, Cleaning Practices & Schedules for All Cleaning Critical Control Points	Full application of Environmental Hygiene, Cleaning Practices & Schedules for All Cleaning Critical Control Points
(8) Reporting & Notification Procedures	For Persons Traveling To/From Affected Areas	In accordance with CMT Situational Analysis & as Recommended by Relevant Authorities	For All Employees, Visitors & Guests & As Recommended by Relevant Authorities	For All Employees, Visitors & Guests & As Recommended by Relevant Authorities	For All Employees, Visitors & Guests & As Recommended by Relevant Authorities
(9) Isolation & Decontamination	Only if Recommended by Relevant Authorities	As Determined by the Incubation Period & Reporting of Suspect or Confirmed Cases	As Determined by the Incubation Period & Reporting of Suspect or Confirmed Cases	As Determined by the Incubation Period & Reporting of Suspect or Confirmed Cases	As Determined by the Incubation Period & Reporting of Suspect or Confirmed Cases
(10) Contact Tracing & Social Distancing	Only if Recommended by Relevant Authorities	Heightened Social Distancing / Contract Tracing for Suspect or Confirmed Cases	Mandatory Social Distancing / Contract Tracing for Suspect & Confirmed Cases	Mandatory Social Distancing / Contract Tracing for Suspect & Confirmed Cases	Mandatory Social Distancing / Contract Tracing for Suspect & Confirmed Cases
(11) Communication & Training	Weekly Stakeholder Communication Updates / Pandemic Training Plans Reviewed & Updated	Weekly Stakeholder Communication Updates / Weekly General Employee Training Activities	Weekly Stakeholder Communication Updates / Weekly General Employee Training Activities / Specific Training for High Risk Activities	Daily Stakeholder Communication Updates / Employee Training Activities as Required & as Circumstances Allow	Daily Stakeholder Communication Updates / Employee Training Activities as Required & as Circumstances Permit
(12) Pandemic Business Continuity	Pandemic Business Continuity Plan Review / Activation of Supply Chain Contingencies as Required	Continuation of Supply Chain Contingencies / Activation of Human Capital Contingencies as Required.	Heightened Focus on Key Activities for the Delivery of Core Products & Services	Temporary Suspension of Non-Essential Services / Delivery of Core Products & Services as Circumstances Permit with Priority Given to the Protection & Welfare of Employees, Visitors & Guests	Continued delivery of Core Products & Services as Circumstances Permit with Priority Given to the Protection & Welfare of Employees, Visitors & Guests

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Table 2: Detailed Guide

(1) Control & Coordination	(2) Information Sourcing & Sharing	(3) Travel Advisory	(4) Supply Chain Maintenance	(5) Hygiene & Health Monitoring	(6) Personnel Protective Equipment (PPE)
<p>The establishment of an internal business Pandemic Crisis Management Team(s) is essential to ensure a coordinated company response to the pandemic threat. The size and membership of the Pandemic CMT(s) should reflect the size, structure and number of locations at which the company operates.</p>	<p>As far as is reasonably practicable, endeavor to provide relevant stakeholders, including employees, guests and visitors, with regular & appropriate situation updates that are accurate, reliable, current and issued with appropriate authority.</p>	<p>The WHO and relevant government agencies provide clear guidance regarding intended travel to affected areas. These recommendations should be reviewed and implemented as a first consideration. In general, travel to affected areas and regions should be considered for deferment, where appropriate.</p>	<p>Identify critical supplies for the continuation of business operations during the pandemic outbreak and revise minimal storage levels for critical onsite stock. Ensure pandemic related PPE, and environmental hygiene/cleaning products are included in the critical supplies list.</p>	<p>Develop a personal hygiene plan and health monitoring plan for employees, guests and visitors in accordance with the recommendations of health authorities, as well as the virus modes of transmission, clinical features, and incubation periods.</p>	<p>Face Masks: Considerations may include the type, availability, use, donning and disposal procedures for face masks within the workplace. The type of face masks used may be determined by availability. However, where practicable, face masks with a minimum standard of protection (e.g. N95/P2 face masks) are recommended.</p>
<p>If a company operates at a number of separate locations, it may be warranted to establish a separate Pandemic Crisis Management Leader and/or Team at each location.</p> <p>However, in this case the CMT structure should ensure that each individual CMT Leader reports to a centralized corporate CMT.</p> <p>Ensure all CMT members have back-up leaders to fill their positions in their absence, if required.</p>	<p>The frequency of stakeholder updates should reflect the potential risk, particularly in terms of spread, severity and business impact, as well as any significant changes in the nature of the outbreak or changes in CMT or relevant agency recommendations.</p>	<p>At the time of preparing this document, Chinese authorities have restricted travel in/out of a number of cities in Hubei province, China. Additionally, other countries may impose travel restrictions on travelers attempting to leave the mainland.</p> <p>Businesses with operations within the mainland and the surrounding region, should consider the possible extension of these restrictions and prepare contingencies to mitigate the potential impact on operations, including the welfare of affected employees and the maintenance of critical supplies.</p>	<p>Be aware of the location of critical suppliers, their transport methods and routes.</p> <p>Contact critical suppliers and if possible, obtain confirmation of minimum supply levels. Also, confirm order/delivery lag-times.</p> <p>For supplies source from affected areas and/or other single source critical supplies, establish alternative sources of supply, where practicable.</p>	<p>The personal hygiene plan may include:</p> <ul style="list-style-type: none"> ✓ Type and use of PPE such as face masks. ✓ Hand hygiene techniques and frequency. ✓ Coughing, sneezing and spitting hygiene. ✓ Availability and use of paper tissues, alcohol swabs & soap. ✓ Availability and use of hand sanitizer. ✓ Disposal of personal hygiene products & PPE. ✓ Mitigation and reporting measures when experiencing symptoms. 	<p>Policies and procedures regarding the procurement, availability and mandatory use (where appropriate) of face masks within the workplace may need to consider:</p> <ul style="list-style-type: none"> ✓ Supply availability & maintenance. ✓ Government agency recommendations and guidelines. ✓ Legal and compliance requirements. ✓ OSH & CSR standards. ✓ Expiry dates. ✓ Minimum onsite stock levels and ordering/delivery timelines.
<p>If a CMT structure has already been established prior to the Pandemic outbreak, the established CMT should, if appropriate, provide leadership in guiding the organization in the implementation of its pandemic response plan.</p>	<p>Be cautious in relying on or sharing information obtained through social media or other similar sources, unless its accuracy has been confirmed.</p>	<p>Any employees intending to travel to affected areas or regions, for whatever reason, should notify the appropriate CMT Leader (e.g. HR). In this case, business travel should not be undertaken unless approved, and if approved, appropriate precautions need to be taken.</p>	<p>In relation to the procurement and storage of pandemic related PPE and environmental hygiene/cleaning products, ensure that expiry dates are known and allow for sufficient time for use during extended periods.</p>	<p>The health monitoring plan may include:</p> <ul style="list-style-type: none"> ✓ Methods and frequency of employee, guest and visitor temperature checking at property entry points. ✓ Reporting requirements and control measures when symptoms are experienced by individuals, family members, colleagues and other close contacts. ✓ Reviewing and where necessary updating company policies regarding sick leave, health cover, social distancing, isolation procedures and contact tracing. 	<p>Additional PPE requirements for employees or contractors potentially engaged in high risk activities may also need to be considered:</p> <ul style="list-style-type: none"> ✓ First Aiders / First Responders. ✓ Company Nurse / Doctors. ✓ Cleaning Staff. ✓ Public Facing Employees.
<p>Key members of the Pandemic CMT may include:</p> <ul style="list-style-type: none"> ✓ Pandemic CMT Leader. ✓ CMT Coordinator. ✓ CMT Administration Support. ✓ Risk / Insurance Leader. ✓ Emergency Response / First Aid / OSH Leader. ✓ Human Resources Leader. ✓ Marketing / Communications Leader. ✓ Supply Chain Leader. ✓ Security Team Leader. ✓ Environmental Hygiene Team Leader. ✓ Maintenance Team Leader. ✓ Legal / Compliance Team Leader ✓ Other Operational Team Leader(s) as required. 	<p>The content of stakeholder advisories may include:</p> <ul style="list-style-type: none"> ✓ General information regarding the nature of the virus. ✓ Affected areas. ✓ Mode of transmission. ✓ Spread and severity rates. ✓ Known symptoms. ✓ Incubation period. ✓ Prevention measures. ✓ Ongoing situation updates. ✓ Answers to frequently asked questions. ✓ Publicly issued warnings or recommendations issued by authorities. ✓ Treatment methods (if any). ✓ Relevant disclaimers. 	<p>The CMT should maintain a centralized record of any persons travelling to / returning from affected areas/regions, including instances of private travel.</p> <p>Employees returning from travel to affected areas/regions should notify the relevant CMT Leader before returning to work.</p> <p>In this case, employee should take appropriate precautions to prevent the possible spread of the virus (e.g. staying at home and donning PPE), whilst they are within the virus incubation period (e.g. 14 days).</p> <p>A medical certificate may be required before the employee returns to work.</p>	<p>Where appropriate, review supplier pandemic control measures to ensure the safety of products being procured.</p> <p>Also, where appropriate, implement measures to sample or screen critical supplies for potential pandemic risks upon receipt at company loading docks and other points of delivery.</p> <p>Keep suppliers, delivery persons and service providers up-to-date on your company's visitor screening requirements and property access restrictions.</p>	<p>Please refer to relevant agency guidelines for further details regarding recommended personal hygiene and health monitoring measures within specific regions and territories.</p> <p>Also, please note that when checking for fever, the normal body temperature is generally considered to be at or below 37oC.</p>	<p>Additional PPE requirements for employees involved in high risk activities, may include:</p> <ul style="list-style-type: none"> ✓ Minimum face mask requirements. ✓ Use of disposable gloves and double gloves. ✓ Safety goggles / face shields. ✓ Hair/head protection. ✓ Protective foot wear. ✓ Protective, gowns, pants, overalls, aprons. <p>Other considerations may include the development and implementation of donning, removal and disposal procedures.</p>

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(7) Environmental Hygiene/Cleaning	(8) Reporting & Notification Procedures	(9) Isolation & Decontamination	(10) Contact Tracing & Social Distancing	(11) Communication & Training Plans	(12) Pandemic Business Continuity
<p>General: 2019-nCoV is a new coronavirus and at this stage there is no definitive disinfection protocol. However, given the general properties of human coronavirus (i.e. low resistance to acid and alkali and sensitivity to organic solvents and disinfectants), it is recommended that cleaning and disinfection by general methods of environmental disinfection be adopted (using household bleach solutions containing 5.25% available chlorine)</p>	<p>General: Most countries and territories affected by the current 2019-nCoV virus outbreak have established notification procedures for the reporting of suspect or confirmed cases and, where appropriate, for the reporting of travel to/from affected areas. As these procedures may vary from territory to territory, clients and business partners are advised to refer to the notification procedures applicable to their locations and adopt these procedures within their Pandemic Response Plans.</p>	<p>General: The incubation period for 2019-nCoV is reported to be 14 days. Employees who have travelled to affected areas should follow the directions of their CMT or relevant authorities upon their return, which may include remaining away from work, in isolation at home or at a designated location determined by the authorities, wearing appropriate PPE until the incubation period has passed, and obtained a medical certificate before returning to work.</p>	<p>Close Contact Definition: <i>CDC Definition for Novel Influenza A Viruses (U.S.A) 07/04/15:</i> (1) Unprotected contact with infectious secretions, or (2) Within 2 metres of a confirmed or probable case for a prolonged period without protection, or (3) Within the room or care area of a confirmed case for a prolonged period without protection.</p> <p><i>NSW Dept of Health Definition for Novel Coronavirus 2019-nCoV (Aust) 29/01/20:</i> F2F contact for at least 15 mins or in the same closed space for at least 2 hours, as someone who has tested positive, when that person was infectious.</p>	<p>General: Pandemic communication and training plans are essential to ensure that employees and other relevant stakeholders are appropriately updated on the status of the outbreak, agency recommendations, as well as company support, control and mitigation measures.</p> <p>Marketing and Communication Leaders: Should be members of the company CMT & should be designated responsibility for the development and implementation of the company <i>Pandemic Communication Plan</i>.</p>	<p>Pandemic BCP Objectives:</p> <ul style="list-style-type: none"> (1) Maintaining the delivery of core products and services as long as is reasonably practicable. (2) Operate effectively during periods of high absenteeism & minimize close-contact interactions. (3) Develop contingencies to mitigate supply change disruptions.
<p>CCCP's & Frequency: Identify and document all Cleaning Critical Control Points (CCCP's) with the property (e.g. entry points, lifts, toilets, common areas, etc). Public area cleaning teams should determine frequency of CCCP cleaning schedules in line with escalation and de-escalation of alert levels. For companies within locations with moderate alert levels, consider a minimum frequency of once a day for general areas and twice a day for frequently used areas. For companies within locations with high to emergency alert levels or for high risk activities, consider a minimum frequency of every 4 hours for general areas and every two hours for frequently used areas, or higher rates of frequency if practicable.</p>	<p>Symptoms Reporting by Employees, Visitors & Guests: In addition to the above, individuals at work who experience virus symptoms, should have their condition reported to relevant personnel, as determined by the company CMT (e.g. HR, First Responder/First Aider, Security or Supervisor/Operational Head).</p> <p>Whilst avoiding close contact as far as possible, the effected person should be issued with a mask & advised / assisted to seek medical attention, in accordance with CMT & local authority guidelines. This may include the provision of ambulance transportation to hospital if the person is in a serious condition.</p>	<p>Employees who have been in close contact with a suspected or confirmed case (refer point 10) should also follow their CMT & relevant agency recommendations in relation to self-isolation. This may include staying away from work & wearing PPE until the status of the suspect case is confirmed or until the incubation period has passed. If an employee, visitor or guest at a workplace has been detected or has reported with symptoms of the virus and is in a serious condition, the CMT may establish a small isolation bay or room where the person can put on appropriate PPE and wait for ambulance transportation. If practicable, the isolation room should be near a workplace first aid station or exit point and should not be used for other purposes during the pandemic outbreak.</p>	<p>2019-nCoV Incubation Period: Reportedly 14 days.</p> <p>Suspect Case Definition: Any person showing virus symptoms who has been in close contact with a confirmed case and/or has travelled to affected areas within the incubation period.</p> <p>Contact Tracing Definition: A formal process of identifying, recording and monitoring the health of persons who may have come into close contact with persons infected by a virus.</p> <p>Note: <i>Above definitions are subject to change pending further advice from relevant authorities, as the situation develops.</i></p>	<p>Human Resource Leaders: Should be designated responsibility for the development and implementation of the <i>Employee Pandemic Training & Awareness Plan</i>, in consultation with the Communication CMT Leader.</p> <p>Emergency Personnel, First Aiders, OSH & Legal /Compliance Leaders on the CMT should provide professional advice and input for both the Communication Plan and Employee Training/Awareness Plan.</p> <p>Internal Employee Training/Awareness Plan: (1) If possible, begin communication before a pandemic directly affects employees. (2) Employees should be provided with well sourced and relevant situational updates, as appropriate.</p>	<p>Maintaining delivery of core products & services:</p> <ul style="list-style-type: none"> ✓ Identify the company's core products and services. ✓ Prioritize key activities that support the delivery of core products and services. ✓ Identify dependencies between activities. ✓ Determine critical supplies, equipment, technologies and human capital required to maintain key activities and dependencies. ✓ Assess the potential impact of the pandemic on key activities. ✓ Develop contingencies & establish resources to minimize impact.
<p>Additional Considerations: Cold water should be used for dilution as hot water may decompose active cleaning ingredients in bleach. A dilution rate of 1:100 for bleach/cold water solutions should be used for general cleaning. A rate of 1:10 may be applied for disinfection of surfaces containing bodily secretions. Do not use bleach or other cleaning products beyond stated expiry dates. Avoid using bleach on metal and other surfaces not suitable to be cleaned with bleach solution. In these situations, 70% alcohol may be considered for cleaning purposes. Diluted bleach should be used within 24hrs after preparation to ensure effective disinfection. Where appropriate, open windows within the workplace to effect air circulation.</p> <p>For cleaning of special facilities and equipment such as ventilation systems, bedding, clothing, linen, towels, kitchenware, gym equipment, swimming pools, child care facilities and the like, please refer to additional and separate guidelines issued by relevant authorities.</p>	<p>In most affected areas, authorities have established centralized notification centres with designated phone and/or fax numbers. A relevant member of the CMT should ensure that this centre is notified, where appropriate.</p> <p>If the effected person has been in close contact with other persons within the workplace a close contact tracing form should be completed (refer item 10). Where appropriate, the employee's workstation should also be thoroughly cleaned and disinfected.</p> <p>A relevant member of the CMT (e.g. HR) should notify a family member, where appropriate and regularly follow up with the employee and/or relevant authorities to obtain an update on the employee's condition. A medical certificate may be obtained before the employee returns to work. If the employee is later designated as a confirmed case, persons listed on the close contact tracing form should be advised to seek medical attention.</p>	<p>Hotel Industry: Hotel guests who report symptoms of the virus from their hotel room, should be advised to stay in their room and be provided with appropriate PPE, whilst medical assistance is arranged. Where appropriate, consideration may be given to transferring asymptomatic roommates to an adjacent vacant room and requested to remain there until their status has been confirmed. Employees should don appropriate PPE before coming into close contact with any person reporting known symptoms of the virus.</p> <p>Decontamination: Workstations, first aid rooms, isolation bays, hotel rooms and other areas where a suspect or confirmed case has been known to attend, should be thoroughly decontaminated, using methods described in point (7), as appropriate.</p> <p>Cleaning staff should wear appropriate PPE during this process. Hazardous waste should be placed in a clearly labelled biohazard waste disposal bag and disposed of by a biohazard waste collection agency, where appropriate.</p>	<p>Elements of Contact Tracing:</p> <p>(1) Contact Identification: As far as is reasonably practicable, reviewing the activities of a suspect or confirmed case to identify any other person who has been within 'close contact.'</p> <p>(2) Contact Listing: Record the details of any 'close contacts' on a Contact Tracing Form. Close contacts should be informed of their status as persons who have come into close contact of a suspected or confirmed case, and be advised to wear appropriate PPE and monitor their health condition. Social distancing options, such as work from home, may also be considered until the status of the suspect case is confirmed or the period of initial close contact has gone beyond the known incubation period.</p> <p>(3) Contact Follow Up: Conduct regular follow ups with the Close contact to check on signs for infection, throughout the incubation period or until the status of the suspect case is confirmed.</p> <p>Considerations: Contact tracing can be a time consuming exercise and may need a designated team to be effective. CCTV systems may assist in this process.</p>	<p>(3) They should also be made aware of business policies that may impact on them, such as health monitoring, symptoms reporting, sick leave arrangements and govt. agency recommendations. (4) Employee notices should be in appropriate languages and should only be issued by approved persons on the company CMT. (5) Recommendations and guidelines should be well sourced. (6) Key contact people within the organization should also be listed.</p> <p>External Communication Plan: (1) All external communications, including media statements, should be prepared and authorized by a designated & authorized Communications Team. (2) Any requests for public comment should also be referred to the same team. (3) WHO outbreak communication guidelines include the following, (a) Communicate in ways that build and maintain trust, (b) Be proactive and announce early, (c) Be transparent and include timely and complete information, (d) Listen to stakeholder's views & concerns, (e) Plan in advance & translate plans into actions.</p>	<p>Operating effectively during periods of high absenteeism:</p> <ul style="list-style-type: none"> ✓ Establish minimum staffing levels for core products and services & key activities identified above. ✓ Consider succession planning for key positions. ✓ Have key department leaders develop contingencies for specific absentee levels within their teams and departments (e.g. 10%, 25%, 50%). ✓ Plan for the temporary suspension of non-essential services & products where appropriate. ✓ Plan for local temporary accommodation for key personnel & foreign workers, where practicable. ✓ Consider cross training of available staff. ✓ Check on the availability and use of additional contracted staff for key activities. ✓ Prepare additional employee support and counselling services. ✓ Encourage work from home and other social distancing options identified in point 10.

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(7) Environmental Hygiene/Cleaning (con't)	(8) Reporting & Notification Procedures (con't)	(9) Isolation & Decontamination (con't)	(10) Contact Tracing & Social Distancing (con't)	(11) Communication & Training Plans (con't)	(12) Pandemic Business Continuity (con't)
<p>Safe Use of Bleach Solutions: Please note that bleach is a strong disinfectant. Relevant precautions should be taken when using it, particularly in relation to ventilation, concentration levels, PPE for cleaning staff, non-mixing with other cleaning agents, rinsing/soaking cleaning equipment after use & avoiding contact with eyes.</p>	<p>Travel & Hotel Industry: Companies operating within the travel and hotel industry are general considered to have a high exposure to the impacts of a pandemic outbreak. Operators within these industries should refer to specific guidance provided by relevant authorities, trade organizations, and internal risk advisors in relation to specific screening and reporting procedures for travelers, guests and visitors.</p>	<p>Considerations for Isolation Rooms: Seal air vents if practicable, provide appropriate PPE in the room at all times, remove all unrequired items from the room, maintain a log of persons entering/exiting the room, clearly sign post the isolation room, provide a telephone if possible, provide plastic or hard surface FFE, provide a travel history and health screen form, to be completed by the isolated person, where appropriate.</p>	<p>Social Distancing: Includes measures undertaken, as part of a pandemic response, to increase the physical space between people within a workplace & reduce frequency of contact.</p> <p>These measures may include, working from home, cancelling large events & meetings, using remote communication in lieu of F2F contact, restricting office, floor or building access, closing common areas, avoiding hand shaking & hot desking.</p>	<p>Additional Communication & Training Considerations: (1) Consider specific training needs for employees undertaking high risk activities (e.g. first aiders, cleaners). (2) Post additional signage to highlight heightened environmental cleaning regimes in common areas (e.g. lifts). (3) Ensure relevant contractors, frequent visitors, critical suppliers and other third party business partners are considered in the Communication & Training Plans.</p>	<p>Supply Chain Contingencies:</p> <ul style="list-style-type: none"> ✓ Refer to point 4 of this Guide. ✓ Update contact details with key suppliers who may also have absenteeism issues. ✓ Ensure key suppliers have BCP's in place, particularly supply contingencies. ✓ Consider sharing of limited supplies with sister organizations with the same company or industry group.

The information contained in this document is current as of 3 February 2020. Willis Towers Watson will continue to provide updates as the current coronavirus situation unfolds.

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