



Planning for Public Health Emergencies

Critical Activities

Review your Business Impact Analysis to confirm critical activities and the resources required to maintain them, particularly staffing.

Cross-Training and Succession Planning

Confirm that sufficient staff have been trained to cover for absences in critical areas. Ensure that deputies have been identified if key decision-makers are unavailable for an extended period.

Incident Management Plans

Check that plans are up-to-date with appropriate procedures for monitoring and responding to an evolving situation.

Suppliers

Confirm what arrangements key suppliers have in place and identify alternates (where possible) in case there should be problems

Remote-Working

Ensure that there is sufficient IT and communications capacity to deal with an increased demand for home-working; and identify priority users in case of capacity constraints.

Products and Services

Consider how the health emergency may affect demand for your products and services eg increased demand for on-line services.

Communicating with Staff

Confirm what methods will be used to communicate with staff; run tests to ensure that staff are familiar with these methods and that contact details are current.

Facilities

Ensure that plans are in place for additional cleaning and waste disposal, if required.

HR

Check that appropriate policies are in place for dealing with unusual absences (eg caring for sick relatives) and other issues that may emerge in a pandemic.

Travel

Ensure that you know where in the world staff are; and identify appropriate trigger points for suspending travel.