



# Top 10 Actions to Take During a Pandemic



COVID-19 has been declared a pandemic by the World Health Organization (WHO) and unlike seasonal flu scenarios, is expected to last for at least a year or more (i.e., a sustained event). The approach to be considered goes beyond an organization's traditional pandemic response plan. Organizations should consider how best to adapt to the current situation, be ready to bounce back when the crisis subsides, continuously provide the mandatory level of care for staff, and constantly communicate the right situation/developments, providing assurance in a timely manner.



1. Review your current plans (i.e., pandemic response or infectious disease response plans) and compare if there are any deviations to local health advisories for COVID-19. Update the key points as soon as possible, considering the current dynamics.
2. Communicate these plans to all staff and covered vendors (contracted to/ residing in your organization). If this is already in the organization's online portal, do a quick summary and communicate out again. Stress on the relevant points.
3. Initiate approved staff/ vendors communication campaign. Determine frequency of key points/reminders release. Exceptions would be those points that are "breaking news" or "with immediate effect".
4. Review current client/ legal agreements and activate your respective business continuity plans, especially where supply of goods or services may either be disrupted or need to be deferred.
5. If a pre-arrangement has been made, ramp up your personal proactive equipment (PPE) such as face masks, hand sanitizers and thermometers (in addition to your current stockpile which may have been based on old planning assumptions). However, only issue them based on local health authority's recommendation.
6. Initiate a calibrated approach for remote working, virtual meetings, non-critical events deferment/postponement, as well as social distancing.
7. As COVID-19 will require workplace segregation and designated routes to be taken (in the premises) in event staff needs to be conveyed to hospital, establish if such measures will impact the processes of other physical safety and security scenario plans.
8. Review staff counseling initiatives.
9. Think about post recovery where your company can be brought back up to business as usual and even thrive. Review current organization staff skillsets and invest in training. Likewise, consider technology initiatives that will not only facilitate the current COVID-19 situation, but can also be a part of enhancing organizational resilience during normalcy or future crises.
10. Continue to monitor developments closely and adapt your plan(s) accordingly. Above all, stay calm, but do not be complacent.

For more information and current updates on the COVID-19 situation, please visit the [World Health Organization \(WHO\)](#) or the [Centers for Disease Control and Prevention \(CDC\)](#).

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