**Disaster Recovery Plan and Pandemic Flu Plan**

**Tips and Considerations**

**Applicability.** This sample Plan applies to voluntary company actions to recover from a major business disruption. It is focused on the recovery of business operations after the immediate disrupting event has passed, or for dealing with a continuous disruption such as a flu pandemic. Other emergency plans that are required by law, such as OSHA’s emergency action and fire prevention plans, or EPA’s spill response and contingency plans, are separate plans that can be attached as part of the Disaster Recovery Plan.

**Test the Plan.** Conduct a test of as many sections of the Plan as possible when it is complete. Otherwise, the likelihood of failures increases greatly in case of actual, but unprepared, execution of the Plan. If you are located in a high-hazard area (e.g., prone to earthquakes, tornadoes, extended power outages, or hurricanes) conduct tests annually.

**Distribute the Plan to office and home.** Make sure updated copies of the Plan are distributed to all critical personnel. Copies of the Plan should be kept both at the office and at the employees’ residences. Place copies of the Plan at key locations within the company building(s), including designated off-site disaster recovery centers.

**Human resources issues.** Disasters may cause work stoppage, layoffs, greater absenteeism, extended leave, and related compensation issues. Some employees may be required to relocate and others to work from home during disaster recovery operations. Please keep in mind that laws, regulations, and court decisions may affect your decisions. Before taking action on any of these matters, you should consult a professional knowledgeable in these human resource issues.

**Occupational Safety and Health Act (OSH Act).** Under the OSH Act and related state laws, an employer is obligated to provide a safe workplace. Following a disaster, your work areas may not be safe. If employees refuse to report to work because they believe the facility is unsafe, the OSH Act or state laws may protect them.

**Family and Medical Leave Act.** FMLA may provide time off for employees to care for themselves or family members injured during a disaster. Generally, the employer must allow the eligible employee up to 12 weeks of leave in any 12 months.

**State leave laws.** State law may allow leaves to care for more relatives than the federal law.

**Wage and hour.** Employees who actually work during an emergency must be paid for those hours.

**Docking pay.** Reducing pay of employees scheduled to work, but who do not because of an emergency, may affect the employees’ status of being exempt from overtime. Generally, the federal Fair Labor Standards Act (FLSA) permits an employer to make a deduction for a full-day absence for an exempt employee—but only for a full-day absence—when an exempt employee chooses not to report to work due to an emergency. However, if the exempt employee is absent only for part of the day due to the emergency, the employer may not make a deduction from pay. Instead, the employer may make a deduction from paid time off such as unused vacation time, if any. (FLSA Opinion 2005-46)

**Forced vacations for a closed business.** The FLSA does not require an employer to provide vacation time. If an employer closes its business due to an emergency, it may require exempt employees to use any accrued vacation time. However, if the exempt employee has no accrued vacation time, then the employee must be paid for those days missed, unless the business is closed for an entire workweek. If the business is only closed for part of the workweek, then the exempt employee who has no vacation time must be paid (FLSA Opinion 2005-41). Please keep in mind that different rules apply to the injured or ill exempt employee or the employee who does not report to work in an emergency. State law may be different.

**Injured or ill employees.** Under the FLSA, deductions may be made for absences of a day or more occasioned by sickness or injury if the deductions are made in accordance with a bona fide plan, policy, or practice of providing compensation for loss of salary occasioned by both sickness and injury. Thus, if the employer’s particular plan, policy, or practice provides compensation for such absences, deductions for absences of one or more full days because of sickness or injury may be made before an employee has qualified under such plan, policy, or practice and after he or she has exhausted his or her paid leave allowance.

Where an employer has bona fide benefit plans, it is permissible to substitute or reduce the accrued leave in the plans for the time an employee is absent from work, even if it is less than a full day, without affecting the salary basis of payment if, by substituting or reducing such leave, the employee receives in payment an amount equal to his or her guaranteed salary.

**Workers’ compensation.** Employees injured in the course of employment during the disaster may be entitled to workers’ compensation coverage and payments.

**Volunteers.** Individuals who assist your company to recover from the disaster may be volunteers or may be temporary employees. If they are employees, they are entitled to be paid for their time. The more control you exercise over the individual, the more likely that the person will be considered an employee. Please keep in mind that true volunteers are not likely to be covered by your workers’ compensation policy. If they are injured while assisting you, your general liability insurance policy may apply.

**New hires.** Generally, if you hire new employees to assist you to recover from the disaster, you are still obligated to complete I-9 forms and to complete the new hire reporting forms. At times, these requirements have been waived due to the extent of a disaster.

**Plant closing notices.** The federal Worker Adjustment and Retraining Notification Act of 1988, known as WARN, may require that you provide notices to employees of a temporary closing due to a natural disaster as soon as it is practical.

**Terminations.** If you lay off or terminate employees due to the disaster, state laws generally will establish the standard for paying the final paycheck to the employee. You may be obligated to pay for accrued, but unused, vacation time, and there may be a deadline for you to get a check to the employee.

**Maintaining your workforce.** Consider adopting policies that will encourage employees to return to your workplace rather than seek jobs with other employers.

**Discretion.** Because a natural disaster may close your business for 1 day or for 1 month, you may want to allow for varying circumstances in your policy. For a 1-day closing, you may want to pay employees for the time missed even if the law allows you to make deductions. For a 2-month long closing, you may need to take deductions, require employees to take vacations, or use other measures as part of the company’s efforts to survive financially.

# Payroll and benefit data. You will want plans to operate your payroll, COBRA, 401(k) plan, health plan, and the like from a remote location in the event of an extended evacuation. Do you maintain compensation and benefits data offsite in the event of a natural disaster?

# [Company name]

# Disaster Recovery/Business Continuity Plan

Program last updated: **[date]**

Authority and Scope

Authority: This Disaster Recovery/Business Continuity Plan (“the Plan”) is authorized by **[name or executive entity]**.

Scope: The Plan covers the resumption of critical business operations after a disaster or other major business disruption at **[name of organization, division, department, or other entity or location]**. It covers the following resources:

* **[describe in general terms the covered property, equipment, and services]**

# Policy Statement

It is the policy of **[Company name]** to provide a process to resume and sustain business operations after a disaster or any other major business disruption. All **[divisions/departments/units]** of **[Company name]** **[must/are encouraged to]** have operational continuity plans to ensure continuation of programs and services in the event of a major disruption of operations.

The plan for operational continuity will contain clear strategies and procedures needed to continue operations and execute a recovery in the event of an interruption that compromises the ability of **[company, department, or unit]** to carry out its critical functions. The determination that such an interruption has occurred will be made by **[name or executive office]**.

# Program Administration

Table **[number]** provides contact information for the administration of the Disaster Recovery Plan.

**Table [number]**

**Disaster Recovery Company Contacts**

**[Modify the table, including sample entries, as applicable to your facility needs.]**

|  |  |  |
| --- | --- | --- |
| **Continuity Function** | **Contact Person/ Department/ Physical Location** | **Contact Person Information** |
| Crisis Manager (primary) |  | Work phone:Home phone:Cell phone:Beeper:E-mail: |
| Crisis Manager (alternate) |  | Work phone:Home phone:Cell phone:Beeper:E-mail: |
| Recovery Management Team | **[Name]**, Information Technology (IT) Manager | Work phone:Home phone:Cell phone:Beeper:E-mail: |
| **[Name]**, Physical Plant Manager | Work phone:Home phone:Cell phone:Beeper:E-mail: |
| **[Name]**, Media Relations Manager | Work phone:Home phone:Cell phone:Beeper:E-mail: |
| **[Name]**, Vendor/Contractor Manager | Work phone:Home phone:Cell phone:Beeper:E-mail: |
| **[Name]**, Facility Security | Work phone:Home phone:Cell phone:Beeper:E-mail: |
| **[Name]**, Human Resources Manager | Work phone:Home phone:Cell phone:Beeper:E-mail: |
| Customer Service Manager |  | Work phone:Home phone:Cell phone:Beeper:E-mail: |
| Recovery Command Center Supplies Manager |  | Work phone:Home phone:Cell phone:Beeper:E-mail: |
| Environmental, Health and Safety (EHS) Manager |  | Work phone:Home phone:Cell phone:Beeper:E-mail: |
| **[Other]** |  |  |
| **[Other]** |  |  |

**Crisis Manager.** The primary Crisis Manager, alternate Crisis Manager, or designee is responsible for directing the recovery of business operations and has full authority to make decisions related to recovery efforts. The Crisis Manager will be responsible for communications with the insurance provider.

**Recovery Management Team.** The Recovery Management Team members are responsible for implementing the portions of the Recovery Plan for their functional areas and are given authority to do so by the Crisis Manager.

**IT Manager.** The Information Technology Manager will implement the IT Systems Recovery program and maintain all IT operations.

**Physical Plant Manager.** The Physical Plant Manager will direct the reestablishment and maintenance of basic utility services (e.g., communications, water, electric, waste disposal) and ensure that critical equipment remains in service.

**Media Relations Manager.** The Media Relations Manager will establish and maintain contact with the news media and other organizations concerning disaster recovery operations.

**Vendor/Contractor Manager.** The Vendor/Contractor Manager will reestablish and maintain contact with vendors and contractors to provide supplies and services during recovery from a disaster.

**Facility Security Manager.** The Facility Security Manager will ensure that facility surveillance is maintained, prevent unauthorized entry to the facility, and maintain communications with government enforcement authorities as needed to protect employees and property.

**Human Resources Manager.** The Human Resources Manager will implement any changes or amendments to personnel policies during disaster recovery, and administer personnel relocation or layoff programs.

**Customer Service Manager.** The Customer Service Manager will reestablish and sustain communications with customers, and resume other customer services as soon as feasible.

**Recovery Command Center Supplies Manager.** The Command Center Supplies Manager will provide basic supplies and services for Command Center operations.

**EHS Manager.** The EHS Manager will ensure that appropriate safety programs are implemented to protect employees from workplace injuries and illnesses. The EHS Manager will also administer the disaster recovery training programs and the disaster recovery integrity test.

**Suppliers and contractors.** Certain suppliers and contractors have agreed to provide supplies and services during a disaster or any major business disruption. See Attachment **[number]** for the Suppliers and Contractors List form.

**Critical operations support staff.** Attachment **[number]** contains a critical operations staff list of key employees that are considered critical for the continuation of business operations after a disaster. The list is categorized into specific business operations.

## Plan Review and Update

The Recovery Plan will be updated **[frequency]**, and whenever training exercises, emergencies, or other sources of information demonstrate inadequacies or flaws in the Plan.

## Coordination with Other Emergency Plans

**[Company name]** has developed the following plans for handling emergencies that may be implemented concurrently with the Recovery Plan, and are available for review **[location]**:

**[List applicable plans, e.g., Emergency Action Plan (EAP), Fire Prevention Plan, Process Safety Management Plan, Risk Management Plan, Contingency Plan, or others.]**

# Definitions

*Business Continuity*—business resumption processes and procedures put in place to ensure that essential functions can resume or continue during and after a disaster

*Disaster*—a serious disruption in critical business functions caused by natural or man-made events or actions and other disruptions, such as critical equipment failure, that result in a prolonged or permanent shutdown of operations

*Disaster Recovery*—ability to respond to an interruption in services by implementing a plan to restore critical business functions

*Pandemic Influenza*—widespread outbreak of influenza over a large geographic area, such as a continent or the globe

# Risk Assessment

**[Company name]** has conducted an assessment of risks and potential costs to our operations from several potential disasters or serious business disruptions. Table **[number]** contains a list of potential disasters or business disruptions that could impact this facility and the probability that each will occur.

**Table [number]**

**Potential Disasters and Business Disruptions**

**[Modify the following table entries as applicable to your business operations.]**

|  |  |  |
| --- | --- | --- |
| **Disaster/Disruption** | **Probability Level****[very high, high, medium, low, very low]** | **Impact on Operations [minor, manageable, critical, terminal]** |
| Hurricane |  |  |
| Electrical outage |  |  |
| Equipment of system failure |  |  |
| Data loss or theft |  |  |
| Terrorism/Sabotage |  |  |
| Flood |  |  |
| Pandemic flu |  |  |
| Snowstorm |  |  |
| Drought |  |  |
| **[Other]** |  |  |
| **[Other]** |  |  |

Table **[number]** contains a cost analysis of the impact of major business disruptions.

Table **[number]**

**Disaster Cost Analysis**

**[Modify the following list as applicable to your business operations.]**

|  |  |  |  |
| --- | --- | --- | --- |
| **Business Activity/ Function** | **Duration of Loss** | **Impact on Operation****[minor, manageable, critical, terminal]** | **Estimated Cost** |
| IT system **[or specific part of IT system]** | < 2 hours24 hours2 days7 daysOne month |  | **[$$]****[$$]** |
| Customer service | < 2 hours24 hours2 days7 daysOne month |  |  |
| Data loss | < 2 hours24 hours2 days7 daysOne month |  |  |
| **[Other]** |  |  |  |
| **[Other]** |  |  |  |

# Recovery Plan Activation

The **[Company name]** Recovery Plan will be activated by **[name or committee name]**.

## Recovery Activation Levels

In the event of a disaster or major business disruption, use the following criteria to activate the appropriate level of response to the crisis:

**Response Level 1**—The disruption is likely to impact a limited number of critical operations that may require standby or activation of some recovery team members.

**Response Level 2**—The disruption is likely to impact a moderate number of critical operations that will require activation of some recovery team members.

**Response Level 3**—The disruption is likely to impact a large number of critical operations and will require activation of all recovery team members.

# Recovery Command Center

The primary Recovery Command Center will be located **[location]** once the Recovery Plan is activated. If the disaster involves the Command Center location, a secondary Command Center will be established **[location with address if different from the primary location]**. If both the primary and secondary locations are affected by the disaster, the Crisis Manager or designated person will notify employees and others about the Command Center location at the earliest possible time.

## Supplies and Equipment

Table **[number]** contains a list of supplies and equipment required for the Recovery Command Center. The Supplies Manager will ensure that adequate supplies are maintained at the Command Center.

Table **[number]**

**Recovery Command Center Supplies and Equipment**

**[Modify the following table, including the sample entries, as applicable to your facility.]**

|  |  |
| --- | --- |
| **Category** | **Supplies/Equipment** |
| **Communications** | **Landline Phones****Cell phones and chargers****AM/FM radio****Police scanner** | **Fax and backup fax****Two-way radios****Television****Weather radio** |
| Office Supplies | Command Center log book |  |
| Office Equipment |  |  |
| Forms and Other Documents |  |  |
|  |  |  |

## Communications

**[Modify the following notification procedures to meet your company’s communications structure.]**

The Crisis Manager or designee will provide critical information, advisories, and updates to disaster recovery personnel as soon as it is received **[insert method, e.g., on the company intranet, on the command center notice board, at crisis management meetings]**. The Crisis Manager or designee will also periodically provide informational updates to supervisors, if feasible, who will forward the information to employees **[insert method, e.g., on the company intranet, by email, at crisis management meetings]**.

Command Center telephone numbers will be given to all disaster recovery team members. Team members will report any information relevant to business operations directly to the Crisis Manager or designee as soon as possible.

Employees with information about business operations should first attempt to notify their supervisor. If the supervisor is not available, they should contact disaster recovery personnel. If such personnel are not available, the employee should contact the Crisis Manager or designee directly using the phone number or email designated for such purposes.

## Recordkeeping and Logs

All internal communications among Command Center personnel, between the Command Center and other company employees, and communications with all other contacts outside of the company will be preserved at the Command Center, and each correspondence will be recorded in the Command Center log book.

All calls will be recorded in call log sheets.

# Internal and External Communications

## Employee Notification

**[Company name]** will make every attempt to contact employees in the event of a disaster or major business disruption as quickly as possible. If a disaster occurs while employees are still at work, the notification and emergency response procedures in the company’s **Emergency Action Plan** will be implemented.

Employees who are not present at the business location where the disaster has struck will be notified and provided instructions by phone, e-mail, or through the news media.

Employees will be updated periodically concerning:

* The status of the recovery efforts
* The schedule for the resumption of operations
* Alternate work locations
* Company or department employee meetings
* Payroll
* Human resource activities
* Injured co-workers

## Customer Services

**[Name, job title, or department]** will notify customers concerning the effects of business operations, and assist with customer needs and requests.

## Vendors and Contractors

**[Name, job title, or department]** will contact vendors and contractors with information or instructions.

## Press or News Media

All inquiries or requests for company information from the press or news media will be referred to **[name]** or the Crisis Manager. Only authorized personnel are permitted to make statements to the media.

## Coordination with Government Agencies and Other Organizations

**[Company name]** has made arrangements with federal, state, and local government agencies and other organizations to notify them when the company Disaster Plan is activated, and to cooperate with them in recovery operations whenever possible.

Attachment **[number]** contains a list of contacts for government agencies and other organizations.

# Recovery Procedures

## Information Technology (IT) Systems Recovery

Following is a description of procedures for protecting computer and data systems at the company.

See Attachment **[number]** for a copy of the company Data Backup, Recovery, and Storage Procedures document.

### IT Shutdown

In the event of a partial or complete disruption or shutdown of the IT system, the backup system will be activated as soon as it is feasible. Once the backup system is activated, the cause of the primary system failure will be investigated by **[name or department]** and attempts to diagnose and restart the system will be made.

### Backup System

Backups of all critical software applications and associated data are performed **[frequency]**. Backup files are located **[location]**. In the event of primary IT system failure, the backup system will be installed and activated **[location]** within **[timeframe]**.

The following equipment is available at **[location]** for the safe installation and operation of the backup system:

* **[Equipment]**
* **[Equipment]**

### Priority IT System Restoration

IT systems will be restored and maintained in the following order of priority:

1. **[System]**
2. **[System]**

Attachment **[number]** contains a summary of existing IT backup and recovery procedures and data storage arrangements.

## Office Equipment and Supplies

**[Name]** is responsible for providing the appropriate equipment and adequate supplies in order to resume and sustain business operations.

## Customer Services

Customer service is a critical function that must be restored within **[timeframe]** to prevent **[level of impact, e.g., irreparable, or terminal]** impact to the company.

**[Name]** is responsible for reactivating customer service operations and establishing operations at the alternate site (if an alternate site is used).

Following is the sequence of procedures required to restore customer service:

**Day 1—[procedure, e.g., reroute calls]**

**Day 2—[procedure, e.g., establish call center or customer service center]**

**Day 3—[procedure, e.g., relocate all available staff]**

**Day 4—[procedure, or end of recovery procedures]**

## Communications Systems

**[Modify this subsection as applicable to your business operations.]**

**[Name]** is responsible for reestablishing communications systems at the predisaster site or alternate site if the predisaster site is unavailable.

Following is the list of communication systems that will be reactivated, or activated at the alternate site, highest priority first:

1. **[system]**
2. **[system]**
3. **[system]**

## Personnel

**[Modify this subsection as applicable to your business operations.]**

### Critical Operations Staff

The Crisis Manager, in consultation with the Recovery Management Team, will finalize the list of the personnel who are deemed critical to resumption of business operations on the basis of the response level required to address the disaster and the availability of the employees for work.

See Attachment **[number]** for a copy of the Critical Operations Staff List of employees by business function that are considered critical for minimal business operations after a disaster occurs.

### Temporary Relocation

**[Company name]** will temporarily relocate and set up accommodations for critical personnel at company cost. Expenses and allowances for temporary relocations and accommodations will depend upon the length of relocation, project conditions, relocation area conditions, and cost.

See Attachment **[number]** for an explanation of the employee relocation guidelines and policies.

### Permanent Relocation

A permanent relocation means at least six (6) months. The company will cover the expenses for employees permanently relocated for the first **[time frame]** of the transfer to the new location. The company will assist employees in finding permanent residence.

### Layoffs

Temporary layoffs may be initiated immediately without notice and may last up to **[time period]**. After the temporary layoff period has lapsed, the affected employee(s) will be returned to work or given permanent layoff notice. A temporary layoff may be extended if approved by **[name, job title, or department]**.

### Extended Leave

Extended leave will be granted according to the company’s disaster recovery leave policies.

See Attachment **[number]** for copies of the company’s employee compensation and extended leave policies.

## Relocation of Operations

**[Modify this subsection as applicable to your business operations.]**

In the event that **[Company name]** is unable to operate at its normal location(s), temporary business operations will be established a soon as the Recovery Command Center has secured the alternate location.

### Partial Relocation

In the event that part of the facility is shut down, it is anticipated that critical operations will be moved to **[location]**.

### Complete Relocation

In the event that the normal facilities are not available for use, it is anticipated that critical operations will be moved to **[location]**.

### Relocation Procedure

The Recovery Team responsible for relocation to the alternate site will implement move procedures. They will initiate contact with suppliers and contractors to deliver supplies and equipment and ensure that all critical utilities (i.e., electric, water, sewage) are available at the alternate location.

When critical equipment and supplies have been delivered to the alternate site, designated employees will be notified to report to the site.

The Recovery Command Center will coordinate travel, food, and accommodation arrangements for employees unable to commute.

See Attachment **[number]** for a copy of the relocation procedures.

## Security

**[Modify this subsection as applicable to your business operations.]**

The Security team will secure the damaged areas and ensure that an inventory of damaged property, equipment, and supplies is made. The Security team will periodically report to the Crisis Manager concerning the status of security measures and make recommendations for any changes that are needed.

The Security team will ensure that the alternate business site (if established) is secure.

## Damage Assessment

**[Modify this subsection as applicable to your business operations.]**

A Damage Assessment team will be appointed by the Crisis Manager to assess the damage caused by the disaster. The team will enter the damaged site once it has been determined to be safe to do so by **[name(s), e.g., governmental authorities, the EHS manager, and site security]**.

The Damage Assessment team will report its findings to the Crisis Manager.

## Insurance

**[Modify this subsection as applicable to your business operations.]**

**[Name or department]** will report the findings of damage assessments to **[insurance provider]** and provide updates to the provider as soon as they become available.

# Training

The Crisis Manager, alternate Crisis Manager, and all disaster recovery team members will receive initial training on recovery concepts in general, and function-specific training for their respective areas of operation. A designated training provider will conduct the training sessions.

## Training Exercises

All Recovery Plan personnel will participate in training exercises **[frequency]** to provide experience to management in handling recovery operations.

## Recordkeeping

Records of the names of trainers, names of participants, and dates of training will be maintained for **[number]** years at **[location]**.

# Disaster Recovery Integrity Test

All Recovery Plan personnel will participate in training exercises **[frequency]** to test the overall effectiveness of the Recovery Plan, provide experience to management in handling recovery operations, and identify areas for improvement in recovery procedures.

## Test Exercises

A separate Disaster Recovery exercise will be conducted for each of the following critical business operations:

**[Modify the following list as applicable to your business operations.]**

* IT
* Communications systems
* Office equipment and supplies
* Customer service
* Personnel (absenteeism and lost productivity)
* Relocation
* Security

The exercise dates will be announced **[timeframe]** before each exercise is conducted.

Attachment **[number]** is the Disaster Recovery Test Evaluation form for recording the test results, improvements required, and other outstanding issues.

# Recovery Cost Analysis

Attachment **[number]** describes the process for tracking the costs of recovery planning, recovery operations, and the mechanism for distinguishing disaster recovery costs from other business expenditures.

**[Add as an attachment a copy of any cost/benefit analysis or other financial audit of anticipated costs of recovery operations.]**

# Pandemic Influenza Emergency Plan

The seasonal influenza virus is already a significant cause of absenteeism, lower productivity, and disruption in the lives of our employees. The threat or onset of pandemic flu will create a major disruption of business operations should it occur. **[Company name]** has developed this Pandemic Influenza Emergency Plan (Flu Plan) to sustain business operations during a pandemic flu event.

## Flu Plan Administration

Table **[number]** contains the contact information for the Flu Plan.

**Table [number]**

**Pandemic Flu Plan Contact Information**

|  |  |  |
| --- | --- | --- |
| **Flu Plan Task** | **Contact** | **Contact Information** |
| Pandemic Flu PlanAdministrator | **[name, job title, department]** | Work phone:Home phone:Cell phone:E-mail:Beeper: |
| Flu Recovery Team member | **[name, job title, department]** | Work phone:Home phone:Cell phone:E-mail:Beeper: |
| Team member | **[name, job title, department]** | Work phone:Home phone:Cell phone:E-mail:Beeper: |
| Team member | **[name, job title, department]** | Work phone:Home phone:Cell phone:E-mail:Beeper: |
|  |  |  |

See the **Program Administration** section of the company **Disaster Recovery Plan** for more contact information and administration of business operations during a disaster.

## Plan Activation and Deactivation

**[Name, job title, department, or committee]** will activate the Pandemic Influenza Emergency Plan when:

* Federal, state, or local public health authorities issue an alert concerning a pandemic flu outbreak
* Employee absenteeism from flu exceeds or is expected to exceed **[percentage of or number]** employees

**[Name, job title, department, or committee]** will deactivate the Flu Plan as it deems appropriate.

## Education and Information

**[Company name]** will develop or obtain materials covering the signs and symptoms of influenza, modes of transmission, personal and family protection and response strategies (e.g. hand hygiene, coughing/sneezing etiquette, contingency plans), and resources for obtaining countermeasures such as vaccines and antiviral drugs.

At the outbreak of pandemic flu, or when a pandemic flu alert is posted, **[Company name]** will distribute the pandemic flu educational materials to all employees. **[Company name]** will also develop **[information platform, e.g., hotline, dedicated website]** for communicating pandemic flu status and actions to employees **[other target audience, e.g., vendors, suppliers, and customers inside and outside the worksite]** in a consistent and timely way.

## Flu Transmission Control Measures

### Supplies

The following supplies will be kept **[location or department]** to prevent and control the spread of the flu virus at the facility:

* Hand sanitizer
* Disinfectant (for work surfaces and equipment)
* N95 face mask
* Nitrile gloves
* Tissues
* Receptacles for used supplies
* **[other]**
* **[other]**

### Work Station

Individual work stations will be placed at least three (3) feet apart from each other where feasible, so that transmission of the virus among people near one other will not occur.

### Telecommuting

Telecommuting will be encouraged for those employees who, due to the nature of their work, can work from home.

### Meetings and Conversations

All meetings will be conducted via conference call or phone during an emergency unless authorized by **[name or department]**.

Face-to-face conversations between employees will be minimized by increasing the use of e-mail and phone.

### Flu Vaccination

Flu shots will be provided to employees when available, but availability is not guaranteed. All employees are urged to get a flu shot through their doctor or other health service, and to make sure that their family’s immunizations are up to date. Employees over the age of 65 or those with a chronic illness such as diabetes or asthma are urged to get a pneumonia shot to prevent secondary infection.

### Business Travel

Business travel will be suspended for the duration of the pandemic flu outbreak or pandemic flu alert. Employees who are traveling at the time of a pandemic flu outbreak or alert will immediately return home or follow the directions of government authorities. Any traveling employees will contact their supervisor with a status of their location and when they have reached their final destination.

## General Hygiene Practices

Table **[number]** contains general hygiene practices that will be followed by employees while they are in the facility, and will be recommended for employees to follow at home. These practices will be posted **[location(s)]** at all times.

**Table [number]**

**Flu Prevention General Hygiene Practices**

|  |  |
| --- | --- |
| **General Practice** | **Procedure** |
| Wash Hands | Wash hands with soap and water often, for at least 20 seconds at a time, especially after a cough, a sneeze, touching a doorknob, coffee pot or refrigerator door handle, phone, or any other surface touched by many people. |
| Avoid Close Contact | Avoid close contact with people who are sick. Keep your distance (at least 3 feet) from others to limit further spreading of the virus. |
| Stay Home While Sick | Stay home from work and social gatherings if you get the flu or flu symptoms (e.g., feel achy and feverish). |
| Wear a Face Mask | Wear the N95-rated respirator (face mask) when you believe there is a risk of contact with someone who has pandemic flu. |
| Get Vaccinated | Get vaccinated even after a pandemic virus hits. Exposure to other flu viruses can weaken the body’s immune defense against pandemic flu. |
| Consider Antiviral Drugs | Talk to your healthcare provider about taking antiviral drugs. Some antiviral medications may help prevent infection in people at risk and shorten the duration of symptoms in those infected with pandemic flu. |
| Clean Work Surfaces and Implements | Use a commercial disinfectant or bleach (dilutions as low a 1 part bleach to 10 parts water) to kill the virus on a work surface. The seasonal flu virus can live up to 2 days on a surface. |
| Use Tissues | Cover your noses and mouths with a tissue when coughing or sneezing, and properly dispose of the tissue immediately after use. |
| **[Other]** |  |

## Medical Treatment

**[Modify the following information as applicable to your operations. If your facility provides medical treatment, insert the medical treatment policy here or refer to it as an attachment.]**

**[Company name]** will ensure availability of medical consultation and advice for emergency response for all employees.

## Human Resource Policies

The following amendments to the **[Company name]** employee policies will apply when this Pandemic Flu Plan is activated and for the duration of the emergency.

### Extended Sick Leave

In the event of a pandemic (i.e., widespread outbreak of a communicable disease such as influenza), **[Company name]** will grant additional unpaid leave to employees who are unable to work due to special circumstances related to the pandemic.

In the event of a pandemic, employees will be permitted additional paid medical leave if they are infected with the pandemic virus or if they have been exposed to it. Additional unpaid leave will be granted to employees who are unable to work due to the pandemic, but for reasons unrelated to their own illness such as to care for family members who are ill, or to care for a dependent child whose school has closed temporarily due to the pandemic.

See Attachment **[number]** for copies of the company extended leave policies.

### Absenteeism Unrelated to Illness

Employees will be granted unpaid leave when transportation services are disrupted, such as subways, buses, and trains, and highways, except for those employees approved for telecommuting and the internal and external communication systems are operating.

### Telecommuting

In the event of a pandemic (i.e., widespread outbreak of a communicable disease), **[Company name]** will make temporary telecommuting arrangements with the appropriate employees as deemed necessary under the special circumstances created by the pandemic (e.g., public transportation system shutdown prevents employees from commuting to work; employee has been exposed to disease).

## Disruption of Business Operations

If **[name, job title, department, or committee]** determines that the pandemic flu outbreak has become a disaster for the company, the company’s Disaster Recovery Plan will be activated. See the **[Company name]** **Disaster Recovery Plan** for more information.

## Coordination with Other Organizations

**[Modify the following list as applicable to your operations.]**

**[Company name]** will:

* Collaborate with insurers, health plans, and major local healthcare facilities to share pandemic flu plans and understand their capabilities and plans.
* Collaborate with federal, state, and local public health agencies and/or emergency responders to participate in their planning processes.
* Communicate with local and/or state public health agencies and/or emergency responders about the assets and/or services our business could contribute to the community.
* Share best practices with other businesses, chambers of commerce, and associations to improve community response efforts.

## Recordkeeping

**[Name]** will maintain records of all materials related to the Pandemic Influenza Plan, including the most recent version of the Plan, training, education and information materials, flu-related supplies, vaccination forms, and copies of company announcements and correspondence with employees and with other organizations.

**[Name, job title, or department]** will maintain all records related to medical treatment and surveillance.

Human Resources will maintain records of all personnel policies.

Supporting Materials

**[*This product includes supporting materials, such as forms or attachments, which you may need to supplement your EHS plan. Please refer to the main menu on the CD for a complete list of supporting materials included with this product.*]**

## Attachments

Contacts for Government Agencies and Other Organizations

Suppliers and Contractors List

Critical Operations Staff List

Employee Compensation and Extended Leave Policies

Data Backup, Recovery, and Storage Procedures

Disaster Recovery Test Evaluation form