

PANDEMIC EMERGENCY MANAGEMENT PLAN

(Insert Organisation name)

VERSION: _____
DATE: _____
AUTHOR: _____
LAST EDITED: _____

TEMPLATE 1

Introduction, Authority of the Chief Executive Officer (CEO)/Managing Director (MD), and Role Allocation of (organisation name)

The (organisation name), as part of its business continuity planning, is putting in place a Pandemic Management plan. Whilst the likelihood of a human influenza pandemic is low, the effects on the organisation in such an event would be devastating.

(Insert the nominated Pandemic Manager's name) is nominated as the Pandemic Manager for the organisation, and will work with all business units and sections in identifying mission critical staff and functions.

(Insert the alternative Pandemic Managers' name) will assist (Insert the nominated Pandemic Manager's name), and be the alternative Pandemic Manager.

It is required that all business units and sections offer as much assistance to the Pandemic Manager and provide as much information as is necessary to enable the construction of a robust plan for the protection of our critical energy supply, and business continuity.

The plan will be reviewed (insert a nominated review period, suggested annually).

On completion of the pandemic plan, a desk-top exercise will be carried out to test the plan.

It is emphasised that the pandemic plan is to work in conjunction with the organisation's crisis management plans, and those lines of authority are maintained.

I trust all business sections will offer as much assistance as is required.

(Signed and dated by the CEO/MD)

TEMPLATE 2

Purpose of the Plan

To enable (organisation name), to plan, prepare, respond and recover in the event of influenza pandemic.

Regulatory Framework

The regulatory framework in which (insert organisation's name) operates is (insert the regulatory framework).

In the event of influenza pandemic, the following actions will be taken to ensure compliance within this framework.

(insert actions as required)

Commonwealth:

State and/or Territory:

Other:

What are the potential situations that any regulator may need to consider:

Consider also, the regulator in the communications plan.

TEMPLATE 3

Identification of Mission Critical Functions

Throughout a human influenza pandemic, there are some work functions that can be reduced, some that can be stopped and some that are vital to ensure business continuity during and after a pandemic episode. The CEO/MD has determined that, for (insert organisation’s name), the following tasks are critical to the organisation and must be maintained. As such, support to these functions will be our first priority (refer to functionality templates on pages 7 and 8). Where possible the names of these staff members should be included (being aware of privacy provisions).

Table 1: Mission Critical Functions

Name of Mission Critical Business Unit	Number of Essential Staff	Other Requirements
(List functions)		
Human Resources—Payroll		

Identifying and Prioritising Mission Critical Functions and Staff

The following tables are active and formula-driven spreadsheets embedded into this Word™ document. These serve as an extensive tool to identify and to prioritise key personnel that support the operational functions of any energy business. In turn, these people are the priority of this business to provide dedicated support identified in the plan, such as social distancing, PPE, or other prophylaxis.

In electronic format, this spreadsheet can be accessed by “Double clicking” on the table(s). This will launch MS Excel™, and the spreadsheet template can be varied and used as per a normal spreadsheet.

This specific template is the most complex and value adding template for the pandemic management plan. Populating this template will take extensive organisational consultation. It is not a quick-fix tool and it does require effort and time.

Once the Pandemic Manager has consulted widely and populated the spreadsheet tables, it is best to return to the last tab of the spreadsheet as viewed here. “Click” outside of the spreadsheet border, and into this will bring you back into *Word*, with the table up-dated. This can then be copied and “special paste” into a *Word* document – as has occurred with this document.

The spreadsheets consist of several worksheets, or “tabs”. The spreadsheet has its own guideline at the first tab, and this should be the first tab accessed, read and understood prior to populating this template.

Most worksheets in the following tables are formatted to print in A3 size.

Table 2: Electricity Sector - Criticality Table

Over-view for XYZ company, organisation,

Business Unit organisational Ranking - Considering Long Term Impact

Electricity Sector

Impact Period

21 weeks

(Note - Do not change cell contents - this sheet is not protected and to enable users to manipulate the information automatically sourced from previous worksheets. Use Sort and Filter commands as required)

	Critically of This Service to the over-all business.	% of all
1 Electricity Distribution Maintenance	0	#DIV/0!
2 Generating Plant Fuel Supply	0	#DIV/0!
3 Generation	0	#DIV/0!
4 System Control	0	#DIV/0!
5 Transmission (Asset Management)	0	#DIV/0!
6 IT Services	0	#DIV/0!
7 Network Field Services	0	#DIV/0!
8 Network Engineering Support	0	#DIV/0!
9 Purchasing	0	#DIV/0!
10 Alternative Fuel Supply	0	#DIV/0!
11 Human Resources, Industrial Relations & Safety	0	#DIV/0!
12 Network Planning	0	#DIV/0!
13 Finance	0	#DIV/0!
14 Corporate Management, Incl. Disaster Management	0	#DIV/0!
15 Retail and Customer Services	0	#DIV/0!
16 Corporate Support	0	#DIV/0!
17 Spare Sheet for Services # 1	0	#DIV/0!
total	0	#DIV/0!

(Double Click inside this table to start the Excel™ template)

Table 3: Oil and Liquid Fuels Sector - Criticality Table

Over-view for XYZ company, organisation,

Business Unit organisational Ranking - Considering Long Term Impact

Oil and Liquid Fuels Sector

Impact Period

21 weeks

(Note - Do not change cell contents - this sheet is not protected and to enable users to manipulate the data which is automatically sourced from previous worksheets. Use "Sort" and "Filter" commands as required)

	Critically of this service to the over-all business.	% of all
1 Business & Corporate Support	0	#DIV/0!
2 Downstream Oil Shipping	0	#DIV/0!
3 Refining	0	#DIV/0!
4 Storage and Distribution	0	#DIV/0!
5 Oil Retail Operations	0	#DIV/0!
6 Aviation Fuels	0	#DIV/0!
7 Business General Management, disaster recovery	0	#DIV/0!
8 Spare sheet 1	0	#DIV/0!
9 Spare sheet 2	0	#DIV/0!
10 Spare sheet 3	0	#DIV/0!
total	0	#DIV/0!

(Double Click inside this table to start the Excel™ template)

TEMPLATE 4

Assumptions:

In developing the pandemic plan, list the expectations and associated assumptions about the environment (organisation name) will be operating in at the time. Some of these expectations and assumptions are summarised in Table 1 below (modify the table and its contents as required).

Table 4: Expectations and assumptions of the operating environment of (insert organisation name)

Expectations	Assumptions
Business as usual	Availability of staff, infrastructure, freedom of movement, access to supplies, ability to protect staff (and families)^
Staff will come to work	People will not panic and stay at home, people will have freedom of movement as essential service providers, transport systems will be operating, people will have access to petrol for their cars, availability of personal protection equipment etc (if required).^
Minimal operating requirements	Agreements with staff, changing work routines, availability of remote access.* (See assumptions below for <i>IT—Organisation network expectation</i>).
Staff will be paid	Availability of communication and banking and finance systems, continuity of law and order.
Staff will work from home	Availability of communications, organisation's systems can cope* (See assumptions below for <i>IT—Organisation network expectation</i>).
Security of assets/infrastructure	Continuity of law and order.
Maintenance of assets/infrastructure	Freedom of movement for essential service providers, access to supplies for repair (including access to imported goods if required), availability of personal protection equipment.^
IT Network – (Public)	The National telecommunications system will remain operational. Staff operating from home or other bases* will be able to use this network to remotely access the organisation's IT systems (See assumptions below for <i>IT—Organisation network expectation</i>).
Organisation will not operate	No regulatory obligation, agreements with staff in place (holiday leave, unpaid leave, sick leave)
IT - Organisation network	The organisation's IT network will remain operational to accept ___ (insert a number of expected) staff seeking remote access to the organisation's IT network. It has been researched that ___ (insert a number) staff have suitable and operating IT hardware and software infrastructure to access the organisation's IT network from home or other bases. This has been randomly tested to ___ (insert a number) as at _____ (insert a date).

* This assumption will entail an organisational policy on remote access arrangements.

^ Use in conjunction with TEMPLATES 10 and 11.

TEMPLATE 5

Table 5: Interdependencies within the organisation

The table below lists the critical operational functions and elements of the organisation and the groups within the organisation that are responsible for this function.

Operational element/function	What support systems/groups are critical to these business functions?	What is being done to ensure this critical function will be maintained?
E.g. Information technology	IT services and support	
Human Resources	Payroll	
Physical Security		

TEMPLATE 6

Table 6: External stakeholders/major clients likely to be affected

Pandemic Managers should consider the plans and alternative arrangements together with the organisations’ inter-dependents, such as suppliers, customers, governments, or other key stakeholders affected by the loss of the organisations’ essential services or critical infrastructure. Refer to tables 2 and 3.

Organisations affected by potential loss of services <i>typically major clients</i>	Contact person	Contact Details	When do they need to be contacted <i>what effect will a loss of services, have on this client / end user</i>	Assistance they can offer to lessen demand on our infrastructure <i>eg load shedding power systems, delaying or reducing high levels of manufacturing that may cause high demand</i>
Modify as required				

TEMPLATE 7

Table 7: Major suppliers to the organisation

Loss of services/products from the major suppliers listed in the table below will have an affect on the organisation.

Suppliers who the organisation depend on for services/products	Contact person	Contact details	What effect will loss of services from this supplier have on the organisation?	What can the organisation do to lessen the demand on this supplier?
Modify as required				

TEMPLATE 8

Organisation Pandemic Alert Phases – Trigger points

An example from an electricity company that has adopted three pandemic alert phases in the event of a pandemic outbreak:

- Yellow Pandemic Alert Phase
- Orange Pandemic Alert Phase
- Red Pandemic Alert Phase

Table 8: Trigger points

Pandemic alert phases	Trigger Point: National Pandemic Alert Phases		Preferred Action	By Whom
Yellow	Aus 1	Animal infection in Australia: the risk of human infection or disease is considered low.		
Orange	Aus 3	Human infection in Australia with new subtype(s) but no efficient or reliable human to human spread or at most rare instances of spread to a close contact.		
Red	Aus 6a	Pandemic in Australia: localised (one area of country)		

These alert phases will be decided by the (insert organisation's name) Pandemic Manager. The Pandemic Alert Phases will be triggered based on changes to the National Pandemic Alert Phases. The World Health Organisation (WHO) uses a series of three periods and six phases to categorise the progression of a Pandemic. Australia has adopted the same phase structure to reflect the human influenza pandemic status in Australia.

TEMPLATE 9

Table 9: Health Contacts and Network

List here any State Government representatives (such as the Queensland Department of Mines and Energy and/or Department of Health), or similar health related contacts. You should also include Emergency Services contacts.

Name	Organisation	Level of Authority	Primary Contact	Alternative contact

TEMPLATE 10

Policy on Prophylaxis, medication stock-pile, and Protective Materials (to be used with TEMPLATE 11).

Policy: (insert organisation's policy) i.e. to use Social Distancing, OH&S arrangements and/or other PPE methods.

If the organisation does choose to invest in PPE and/or anti-virals, the following may be useful in keeping track of these:

Anti viral medication is/is not to be stockpiled within the Organisation (is/is not based on research and advice from jurisdictions).

If stockpiled by the organisation, these anti viral medications were procured and received on _____ / _____ / _____. This medication is labelled and batched numbered _____, and is due to expire on _____.

Anti viral medication is/is not accessible by other means. They are available in _____ quantities and will service _____ people for a period of _____, at a dose rate of _____.

Anti viral medication is/is not available in tablet form. If anti- viral medication is in Vial injection form, administration of the medication is to be carried out (by injection by *an authorised health professional*) by _____, contact details _____.

The organisational policy for dealing with obsolescent stock is _____.

Families of critical staff have/have not been allocated anti viral medication.

List of persons to receive anti-viral medication should be created and maintained. This list is attached (insert location of list).

Maintenance of this list is carried out (list the maintenance of staff list and processes here).

The Pandemic Manager will review this list and up-date (insert a review date).

TEMPLATE 11

Personal Protective Equipment (to be used with TEMPLATE 10. See also *Box 1: Additional Responses*)

The organisation has/has not decided to invest in PPE. PPE refers to gloves, face masks, and protective body wear. It can also include cleaning products and new cleaning regimes.

Protective materials are mainly stored and located (insert location here).

The organisational policy for dealing with obsolescent stock is _____.

Protective material description	Purpose / use	Location	Quantity	Expiry date	Distributed by	Distributed to
Alcohol wipes	Cleaning materials					
Face masks						
Soap in bathrooms						
Cleaning regimes						

TEMPLATE 12

Testing the Plan

In order to be prepared for a pandemic, not only do you need to develop the plan, but you also need to test the plan (as well as the overarching crisis management plan) and amend as necessary. Each plan should also include feedback mechanisms for studying its effectiveness. The organisation could also observe tests undertaken by other organisations.

The Plan will be retested _____ months/years, as directed by the CEO of (insert organisation name).

The testing schedule is will have test in (Month) _____ at _____ (year).

The level of testing will be (desk-top, or at field level).

The test will / will not include independent assessment, and will / will not include interdependent organisations and suppliers.