

14 May 2009

Dear Valued Clients

INFORMATION ALERT



WORLD – The information is correct as of 06:00 GMT, 13 May 2009, **33** countries have officially reported **5728** cases of influenza A (H1N1) infection.

Mexico has reported **2059** laboratory confirmed human cases of infection, including **56** deaths. The United States has reported **3009** laboratory confirmed human cases, including three deaths. Canada has reported **358** laboratory confirmed human cases, including one death. Costa Rica has reported **8** laboratory confirmed cases including one death.

The following countries have reported laboratory confirmed cases with **NO** deaths - Argentina (1), Australia (1), Austria (1), Brazil (8), China (3, comprising 1 in China, Hong Kong Special Administrative Region, and 2 in mainland China), Colombia (6), Cuba (1), Denmark (1), El Salvador (4), Finland (2), France (13), Germany (12), Guatemala (3), Ireland (1), Israel (7), Italy (9), Japan (4), Netherlands (3), New Zealand (7), Norway (2), Panama (29), Poland (1), Portugal (1), Republic of Korea (3), Spain (98), Sweden (2), Switzerland (1), Thailand (2), and the United Kingdom (68).med human cases, including one death.



SINGAPORE – The MOH has revised the Flu Pandemic Response Plan to include the Primary healthcare providers GP Clinics, who will be called upon in case of a sustained community transmission in Singapore. This revised framework called Pandemic Preparedness Clinics or PPCs will allow the PPC doctors from the 800 clinics who have signed up, to undergo training seminars and workshops to update themselves on protocols and practices such as N95 mask fitting.

Today's advisory is a guide to help you with the planning or reviewing of your Business Continuity Plan (BCP) (Part 1). Keep a look out for our next issue for the second half, where we will identify other important areas of the BCP.

Should you require further information or clarifications, please contact our Corporate Services Team or Account Managers for assistance.

Warmest regards,

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Deputy Medical Director
Raffles Medical Group

APPENDIX

Moving Forward In The Workplace

The following tips can serve as a guide towards your planning for a business continuity plan (adapted from Preparing for a Human Influenza Pandemic in Singapore).

Major Risks

The major risks to the survivability of a company during a pandemic are: -

- High absenteeism from sickness and quarantine from close contacts will put a strain on manpower situation. As high as 40% absenteeism rate may be present in the company during a pandemic event.
- Disruption of supply chains and delivery of services, which may put a strain to business operations.
- Movement restrictions as imposed by the government may impact businesses such as travel agency.
- Macroeconomic effects due to downturn of trade, commerce and finance in the event of a pandemic will lower company's profitability.



Considerations for Your Business Continuity Plan (Part 1)

Human Resource Planning

- A committee has to be set up to look into the BCP planning for the company. The committee will be tasked to also monitor pandemic situation development and to provide timely update to the management.
- Critical roles in the company have to be identified so that a continuity of leadership plan can be developed to tackle the potential problem of absence of key decision makers during a pandemic.
- Plan for splitting of work force into different teams working at different timings so as to guard against potential home quarantine orders being enforced when a staff is down with the infection.
- Plan for cross training of staff so that the different work teams are fully functional to carry out all of the company's operations.
- Develop telecommunication plan such as teleconferencing to minimise gathering of staffs during a pandemic.

- Consider increasing the capacity of staff that is able to work from home through Internet connections or means of other telecommunications.
- If the company employs large numbers of foreign staff, there is a need to consider contingency planning for: -
 - Housing of foreign workers in Singapore as a confirmed case may result in home quarantine order being issued for all the workers staying in the same dormitory.
 - Malaysian workers who may be travelling in and out of Singapore in the event of border closure.
- **Refine policy**
 - Policy regarding whether medical leave or hospitalisation leave can be considered to cover the period of enforced home quarantine order.
 - Flexible temporary paid or unpaid leave of absence for staff who is not able to work at home and also not critical for business operations.
 - Whether self declared flexible sick leave policy can be implemented for workers who can work at home when they are sick without the need to visit the clinics which are considered high risk areas during a pandemic.
 - Whether current health insurance policies for the staff provides adequate coverage.
 - Vaccination policy for staff who travel frequently.
 - Policy on travelling during a pandemic and whether the company will impose self-quarantine for staff returning from overseas trip during a pandemic.

