Pandemic emergency checklist – central office

SITUATION	TASKS	
INITIAL CRITICAL ACTIONS (prior to and during an event)	Monitor pandemic alerts (WHO, national agencies) and media reports.	☐
	Ensure that employees have a clear understanding of their roles and responsibilities, in particular with regard to business continuity management and crisis management.	☐
	Review and, if necessary, update the succession plan and specific delegation arrangements for continuity of leadership in the absence of key decision makers and executives.	☐
	Identify critical staff and their deputies, based on business impact analysis results. Also, identify and train backup staff in critical activities to enable the implementation of a business transfer strategy.	☐
	Prepare and validate employee and stakeholder contact information to be used for updates. Consider the adoption of a mass notification system using various channels (e.g. text message, e-mail, mobile, voice, apps).	☐
	Apply social distancing arrangements, allow remote working and alternative site recovery strategies, limit visitors in the workplace, and postpone or cancel large meetings and events.	☐
	Encourage employees who are unwell to stay at home.	☐
	Develop a set of instructions for all staff (central office and field office) on proper handwashing and hygiene procedures. Use multiple channels and visual aids (posters, videos, e-mail) to communicate the message.	☐
	Set up tele/videoconferencing services and increase capacity for remote access to the IT network.	☐
	Review employee management policies, such as leave of absence, absenteeism, sick leave, overseas travel, workplace closure and recall of non-critical employees and their families from affected countries. In particular, review and consolidate the remote working policy and associated arrangements.	☐

SITUATION	TASKS
RESPONSE PROCEDURES (0-48 hours)	Ensure that details of the response to the pandemic are recorded and that updated situational reports are provided on a regular basis. ☐
	Consider activation of the business continuity plan and implementation of remote working for central office operations. Inform field offices and external stakeholders as required. ☐
	Establish communication with field office staff. Bear in mind that mobile and landline telephone networks may be saturated. Consider using text messaging and priority telecommunication services, if available. Use satellite phones where available. ☐
	Evaluate supplies of soap and hand sanitizer. Reinforce the cleaning/disinfection protocols implemented at the central office. ☐
	Gauge the potential impact on business-related domestic and international travel (i.e. quarantine measures, border closures). ☐
	Monitor EmIS reports from the UPU to determine which countries have suspended or restricted mail services. ☐
	Implement and periodically revise an emergency communications plan that sets out key contacts (primary and backup), including suppliers and customers, as well as processes for tracking and reporting business and employee status. ☐
	Implement guidelines to adapt the frequency and nature of face-to-face contact (handshaking, seating in meetings, office layout, shared workstations, interaction during acceptance and delivery of mail) among employees and between employees and customers. ☐
RECOVERY ACTIONS (48+ hours)	Review human resource policies to allow employee absences during a pandemic, so as to take into account factors such as personal or family member illness, quarantine measures, school closures, and reduced or suspended public transport services. ☐
	Evaluate the availability of mental health and social services for employees during the pandemic, and improve services as needed. ☐

SITUATION	TASKS
	Review options for hiring additional staff if the number of employees quarantined or on sick leave is impacting operational continuity. ☐
	In coordination with the health authorities, evaluate disinfection protocols (disinfectants, application methods and personal protective equipment) following a confirmed positive among the staff. ☐
	Develop procedures for the return to work of staff members who have tested positive. ☐
	If central office staff are instructed to work remotely, develop a plan for their return once the pandemic emergency measures have been lifted. ☐
	Ensure that all staff are informed when the emergency is over. ☐
	Coordinate retrospective meetings and reports with the emergency management team to determine whether pandemic plans, procedures or contact information need to be updated or amended. Record comments in a final retrospective report and corrective action plan. ☐

Pandemic emergency checklist – field offices

SITUATION	TASKS
INITIAL CRITICAL ACTIONS (prior to and during an event)	Instruct field office staff to follow pandemic alerts and instructions issued by local authorities, and to monitor media reports. ☐
	Set up a communication channel for employees to report their status and to make enquiries. ☐
	Apply social distancing arrangements, limit visitors in the workplace, and postpone or cancel large meetings and events. ☐
	Identity critical staff and train backup staff in critical activities, to prepare for anticipated staff absences owing to illness. ☐
	Prepare and validate employee and stakeholder contact information to be used for updates. Consider the adoption of a mass notification system using various channels (e.g. text message, e-mail, mobile, voice, apps). ☐
	Encourage employees who are unwell to stay at home. ☐
RESPONSE PROCEDURES (0-48 hours)	Communicate employee management policies, such as leave of absence, absenteeism, sick leave, overseas travel and workplace closure. ☐
	Ensure that details of the response to the pandemic are recorded and that updated situational reports are provided to the central office on a regular basis. ☐
	Ensure that soap and hand sanitizer are available, along with handwashing instructions (in writing and in poster form). Reinforce cleaning/disinfection protocols, as directed by the central office. ☐
	Specify the channels that will be used to keep field office employees and stakeholders informed during the pandemic. ☐
	Implement and periodically revise an emergency communications plan that sets out key contacts (primary and backup), including suppliers and customers, as well as processes for tracking and reporting business and employee status.

SITUATION	TASKS	
		☐
	Implement guidelines to adapt the frequency and nature of face-to-face contact (handshaking, seating in meetings, office layout, shared workstations, interaction during acceptance and delivery of mail) among employees and between employees and customers.	☐
RECOVERY ACTIONS (48+ hours)	Implement human resource policies to allow employee absences during a pandemic, so as to take into account factors such as personal or family member illness, quarantine measures, school closures, and reduced or suspended public transport services.	☐
	Evaluate the availability of mental health and social services for employees during the pandemic, and improve services as needed.	☐
	In coordination with the health authorities, implement applicable office disinfection protocols (disinfectants, application methods and personal protective equipment) following a confirmed positive among the staff. Reinforced hygiene protocols may be required in order to slow the spread of the disease, as follows: • Keep common surface areas and items clean; • Maintain a sufficient supply of cleaning and disinfectant agents, personal protective equipment, towels, soap and hand sanitizers; • Ensure that housekeeping personnel are appropriately trained in cleaning and disinfection methods, and are being adequately supervised; • Educate employees with regard to smart health habits, such as handwashing, cough hygiene and staying home when unwell.	☐
	Ensure that all staff are informed when the emergency is over.	☐
	Coordinate retrospective meetings and reports with the emergency management team to determine whether pandemic plans, procedures or contact information need to be updated or amended. Record comments in a final retrospective report and corrective action plan.	☐