

Checklist in the event of a pandemic

The checklist for companies provides a quick overview of how they can take action in the event of an imminent pandemic.

Organisational and operational processes

Specify who is responsible/project management and deputisation arrangements in the event of an imminent pandemic

- Define the organisational structure (e.g. as part of crisis management/team)
- Define high priority in senior/middle management
- Include in budgeting (e.g. costs of protective measures, etc.)

Define measures as part of a pandemic plan

- Draw up strategy for continuation of business activities
- Define responsibilities and assignment of roles
- Identify key functions in the company
- Identify functions and processes that can only be carried out within the company
- Define and communicate distribution channels and strategies for protective equipment
- Establish code of conduct and hygiene rules (e.g. avoid direct contact with other people, hand washing, etc.)
- Raise awareness among staff and first aiders about pathogens and hygiene measures
- Plan a return to normality

Assess the influence and economic impact on operations (e.g. personnel, supply and demand, logistics, finance)

- Identify the needs of individual groups of people (e.g. parents with childcare responsibilities, cross-border commuters, persons posted abroad)
- Identify external dependencies (e.g. subcontractors, suppliers, cleaning companies)
- Identify potential logistical bottlenecks (e.g. in the cross-border movement of goods)
- Ensure financial security in the event of a pandemic (e.g. start active discussions with the bank, clarify the possibility of emergency loans)

Personnel

Include the special case “flu pandemic/virus pandemic” in staff regulations and directives

- Procedure regarding continued salary payment, working time regulations and deputisation arrangements in the event of absence
- Procedure in the event of illness (e.g. extended deadlines where incapacity to work is confirmed with a medical certificate)
- Take employment law into account: the SECO website (www.seco.admin.ch) provides information on this subject.

Communicate internal and external code of conduct

- Provide tips and FAQ for employees who come into contact with customers.
- Prepare a concept for travel to work (avoid public transport if necessary, use private transport, possibility of organising rental vehicles)
- Rules for dealing with employees who are at risk or who have recovered
- Raise awareness among employees regarding personal responsibility and communicate company responsibility

Plan staff resources

- Plan resources and availability
 - Who needs to be available where and how?
 - Which activities can we temporarily do without?
 - What additional resources can be used or which staff recruited?
- Develop a plan for dealing with absences
- Identify and educate employees who are working or travelling abroad
- Measures and directives to restrict business travel
- Concept for determining employees' state of health, taking the incubation period into account
- Procedure for determining possible infection points for employees within the incubation period
- Clarify the availability of cross-border commuters (potentially define agreement)

Communication

Make communication media available

- Define and prepare information channels (e.g. virtual information events, newsletters via email, website, intranet site, SMS service, hotline)
- Provide communication tools (e.g. video/conference calls, mobile phone, landline, chat/messenger service)
- Make communications available in all company languages (e.g. instructions, information sheets)
- Plan, procure and set up the required communication technology

Internal communication

- Inform employees about information channels (e.g. newsletter via email, homepage, intranet site, etc.)
- Provide information at an early stage to allay fears (include family members if necessary) and to promote solidarity; inform about cantonal and federal guidelines
- Communicate code of conduct and hygiene rules to help employees protect themselves
- Provide additional advice and tips for outside work (e.g. checking and replenishing medical supplies at home)
- Disclose the most important telephone numbers for emergencies
- Publish the latest medical and specialist information, in addition to trusted sources
- Provide tips for working from home (e.g. reference to the Helsana blog)

External communication

- Raise awareness among customers and keep them informed (e.g. appeal to them to take personal responsibility)
- Maintain communication and cooperation with our own suppliers
- If necessary, set up a hotline for customers, partners and suppliers
- Identify and highlight dependencies
- Take legal advice if necessary

External communication with authorities

- Contact with authorities including the Federal Office of Public Health (FOPH): obtain regular updates and news
- Continuous monitoring of news from international health organisations

Infrastructure

- Set up home workstations (check feasibility and technical implementation requirements)
- Prepare individual offices and/or flexible workstations (plan and test whether different individuals can log in or the necessary software is installed)
- Set up barriers, e.g. protective walls made of Plexiglas, and plan entrances/exits and walking paths (e.g. restrict use of the lifts or access to the canteen)
- Prepare a ventilation concept (e.g. regular opening of doors and windows, check filter systems, etc.)

Hygiene measures

Plan procurement of protective equipment

- Assess what protective items are required and how many are needed
- Identify and include suppliers of medical and non-medical auxiliary items (masks, protective clothing, disinfectants, etc.).
- Organise the purchase of protective materials, taking into account how long they will be required, quantity and budget, or agree on purchase options
- Prepare a concept for cleaning and disposal (coordinate with suppliers for the removal of hazardous waste)
- Plan the allocation – and cleaning – of work equipment (IT equipment, tools, machines etc.)
- Identify infection points and prepare a disinfection concept (reception areas, sanitary facilities, lift, canteen, etc.)
- Prepare a storage and disposal concept for protective equipment and plan an emergency supply