

## Pandemic response Organisational preparedness guide

**Definition:** A pandemic is defined as an outbreak of a disease that covers a wide expanse of geographical area, usually the entire world, and affects a vast majority of the population.

### Understanding the organisational impact



**Mass absenteeism:** Employees who fear they have contracted the disease may refrain from coming to office, which results in a halt of critical business processes.



**Loss of key personnel:** As a result of casualties, we may lose personnel in key positions, which could result in strategic uncertainty and reduced shareholder confidence.



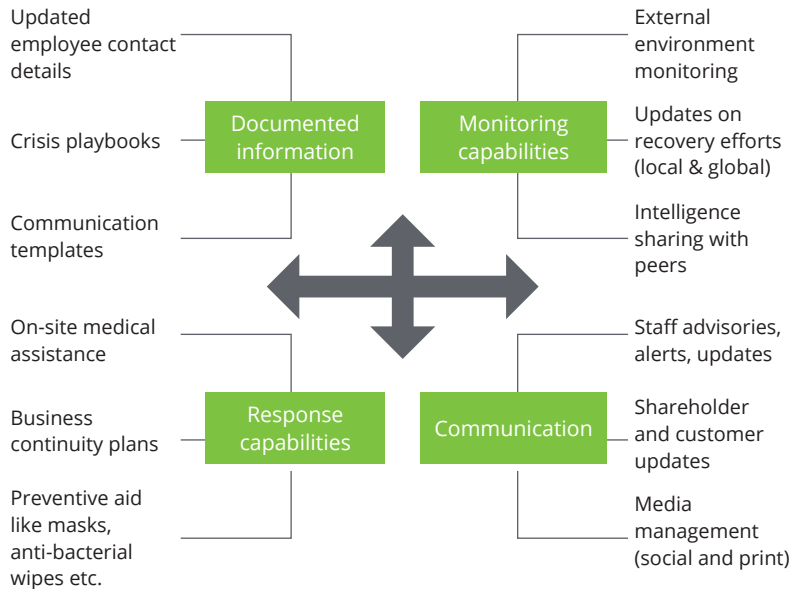
**Affected suppliers or business partners:** An inability to procure critical, outsourced services or any supply-chain disruption could bring operations to a halt.



**Significant decline in market demand:** Key markets, if affected, could see a demand slump in the short-to-medium-term, resulting in unsold inventory.

### Key components of a pandemic response plan

A pandemic outbreak can escalate quickly, crippling an organisation's business operations and threatening the life and safety of its employees. It is, therefore, imperative to have an effective pandemic response plan, which includes:



### Key actions

Immediate action	Concerning employees	Concerning operations	Concerning customers
<p>Activate Crisis Command Centre (CCC) and set-up periodic status update calls with CMT*.</p> <p>Gauge the extent of exposure the pandemic poses to the immediate and extended organisation (In a short-to-mid-term timeframe).</p> <p>Take stock of crisis management arrangements; procure as required.</p> <p>Identify authentic information sources and establish liaison channels with government /civic authorities.</p>	<p>Notify employees and contractors about the outbreak and provide a platform for them to report any potential incidents of contracting the disease.</p> <p>Initiate awareness campaigns to help employees identify symptoms and take action.</p> <p>For severely affected areas, instruct staff to work from home.</p> <p>Arrange for medical assistance, insurance support for employees and family members.</p>	<p>Perform a BIA** to assess impact due to mass absenteeism, depleting inventory, and critical vendor or supplier unavailability.</p> <p>Invoke recovery plans:</p> <ul style="list-style-type: none"> <li>Scale-up secondary production units</li> <li>Determine an alternate sourcing plan (back-up suppliers)</li> <li>Transfer critical processes to offshore centers or outsourcing vendors</li> </ul> <p>Instruct non-critical operations to stand down until the crisis is contained.</p>	<p>Proactively communicate the impact endured due to the crisis and outline any possible future implications.</p> <p>Communicate the recovery efforts being undertaken to reduce the impact of disruption.</p> <p>Evaluate the Force Majeure clause to safeguard the organisation against penalties.</p>

\*CMT: Crisis Management Team

\*\*BIA: Business Impact Analysis

### Key contacts

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