

# PANDEMIC INFLUENZA RESPONSE GUIDE

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This guide serves as a supplement to Pandemic Influenza Planning Guide.

Record Holder

**PANDEMIC MANAGER**

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Version

**2020**

Issue Date

**20 March 2020**

# ABOUT US

**Alphonsa Cashew Industries is one of the largest procurer, importer, processor and exporter of cashew and cashew-based products.**

We have ownerships or active engagements in all stages of the cashew value chain starting from procurement of the highest quality raw cashew nut at the farm-gate level from 6 origins to in-house processing in 13 processing facilities in India and distribution of superior quality cashew kernels to over 43 countries worldwide. Cochin Chamber of Commerce, one of the most reputed Chamber of Commerce in India, ranks us among the top 10 shippers of cashew from India. We are uniquely positioned to provide the finest quality fully traceable cashew kernels that have been procured sustainably and processed responsibly to our diverse customers worldwide.

# INTRODUCTION TO PANDEMIC INFLUENZA

Among the many natural and technological hazards that threaten modern society, pandemic influenza represents one of the greatest risks. No one knows for sure when we will see the next pandemic, but experts agree it could arrive in the near future.

Depending on the nature of the next pandemic influenza virus, the rate of spread and consequences could exceed anything we have encountered in the last century. The disease could spread easily, resulting in high rates of employee absenteeism. Viral infection and associated complications could lead to prolonged illness among a large portion of the population, and a significantly increased death rate. Traditional health services could be overwhelmed by the demand for urgent care. Illness and death will have an emotional impact on family, friends, and colleagues.

A pandemic is a global disease outbreak. A flu pandemic occurs when a new influenza virus emerges for which people have little or no immunity, and for which there is no vaccine. The disease spreads easily from person-to-person, causes serious illness, and can sweep across the country and around the world in very short time. History suggests that influenza pandemics have probably happened during at least the last four centuries.

While it is difficult to predict when the next influenza pandemic will occur, or how severe it will be, health professionals are concerned that the continued spread of a highly pathogenic avian H5N1 virus across eastern Asia and other countries represents a significant threat to human health, as it may evolve into a strain that can be easily spread from person to person.

# PHASES OF A PANDEMIC

The phases described below have been summarised from the World Health Organization global influenza preparedness plan published in 2005. It is important to understand that actual spread of the virus may or may not be described by these phases.

## Inter-pandemic Period

**Phase 1:** No new influenza virus subtypes have been detected in humans. An influenza virus subtype that has caused human infection may be present in animals. If present in animals, the risk of human infection or disease is considered low.

**Phase 2:** No new influenza virus subtypes have been detected in humans. However, a circulating animal influenza virus subtype poses a substantial risk of human disease.

## Pandemic Alert Period

**Phase 3:** Human infection(s) with a new subtype, but no human-to-human spread, or at most, rare instances of spread to a close contact.

**Phase 4:** Small cluster(s) with limited human-to-human transmission but spread is highly localised, suggesting that the virus is not well-adapted to humans.

**Phase 5:** Large cluster(s) but human-to-human spread still localised, suggesting that the virus is becoming increasingly better adapted to humans, but may not yet be fully transmissible (substantial pandemic risk).

## Pandemic Period

**Phase 6:** Pandemic; increased and sustained transmission in general.

## Post-Pandemic Period

### Transition to Pre-Pandemic Period

# INTER-PANDEMIC PERIOD PHASE 1 AND 2 (PLANNING PHASE)

## Business Continuity

1. Develop formal protocols for implementing “Delegations of Authority”. Businesses should plan for at least a two-deep leadership back-up system (primary with one back-up leader) where possible; a three-deep system is preferable.
2. Develop and implement formal processes for “Orders of Succession” for all essential employees.
3. Identify essential services/functions the business requires to sustain its own operations and survive as an economic entity.

## Communications

1. Nominate a business spokesperson, and ensure that all employees know who it is. For resilience, make sure more than one employee is nominated.
2. Make certain that information released is the same from all sources. If emergency services are involved, coordinate information with them.
3. It is essential to keep employees well informed about progress, especially if all employees cannot remain on-site during recovery.
4. Be sensitive in communicating the continuity plan; phrases like essential employees or vital departments can be misinterpreted to mean that some of your employees are not as important as others.
5. Develop internal and external information sharing processes and protocols tailored for each audience group.
6. Plan for minimal face-to-face contact with suppliers and customers (e.g., tele- or video-conferences).

7. Create general awareness of flu and preventive measures among employees. Consider various communications channels such as briefings, newsletters, Intranet or e-mail.

8. Develop an external communications plan for various alert levels aimed at customers, suppliers and shareholders.

## **Facilities**

1. Assure access to business facilities can be controlled.

## **Human Resources**

1. Establish or update employee policies and procedures related to an influenza pandemic.

2. Set up a system to monitor employees who are ill or suspected to be ill in the event of a pandemic, including contacting employees who are unexpectedly absent from work.

3. Set up a process to facilitate/encourage the return of employees to work once they are better or at the end of an isolation period.

4. Ensure that the workplace has adequate supplies of tissues, medical and hand hygiene products, cleaning supplies, etc. for employees who become ill at work. It may be difficult to purchase such products once a pandemic begins.

5. Establish or update employee policies on flexible work schedule, telecommuting, overseas travel, absenteeism and extended medical leave, recall of employees based in affected areas and voluntary quarantine/isolation.

6. Assess and propose pandemic response policies and actions to initially protect and sustain all employees, their family members, customers, clients, and the public, and then more specifically for the business' essential employees.

7. Ensure availability of medical consultation and advice for potentially ill employees and their families and for emergency response.

8. Establish flexible worksite (e.g., telecommuting) and work time policies.

9. Establish policies to limit influenza spread at the worksite.

10. Establish infection control policies (e.g., immediate mandatory sick leave) for sick employees, and reassign employees who are at high risk to develop influenza-related complications.

11. Establish policies restricting travel to affected domestic and international areas, evacuating employees working in or near affected areas, and providing guidance to employees returning from affected areas.
12. Train managers and educate employees on policies and procedures.
13. Develop pandemic education and information sharing processes targeted for employees' families. Integrate protocols and technologies into emergency communications.
14. Assess the number of employees with school-age children or other dependents at home.
15. Review the number of employees and their families who rely solely on public transportation.
16. Plan for grief counselling and psychiatric care.
17. Account for language issues and barriers.

## **Legal**

1. Review labor contracts for work schedule, cross training, and ill employees.

## **Supply Chain**

1. Inform external parties of restrictions on visits to the business' premises.
2. Identify customers, suppliers and shareholders who are likely to be affected by the pandemic (e.g., due to border closures or travel restrictions).
3. Identify alternate suppliers of key services, components and/or goods.
4. Review all in-house supply requirements. Meet with suppliers to identify the supply chain through each level of supply and delivery. Meet with inbound distributors and transporters. Examine all second and third tier relationships and other contract arrangements.
5. Assess and prioritise impacts from potential disruptions to national, regional, and local supply chains. Assess the business' supply chain for potential impacts from movement disruptions. Prioritise operational impacts.

## **Physical Security**

1. Review building access procedures and identify critical equipment locations.

## **Technology Management**

1. Prepare telecommunications access for employees working from home/off- site (e.g., telephones, laptops, etc.).
2. Provide for appropriate information technology, support, and protocols to ensure effective and efficient information sharing and risk communications consistent with the business' pandemic preparedness, response, and recovery needs.
3. Establish tailored business emergency communications and information protocols that address differing requirements across all pandemic phases.

## **Travel**

1. At this planning stage, travel is open unless to an area that has announced having an influenza outbreak. Planning should include a recovery strategy (i.e., how to get employees back into the country or state).



# PANDEMIC ALERT PERIOD PHASE 3, 4 AND 5 (INITIAL RESPONSE PHASE)

## Business Continuity

1. Identify critical functions that may be affected due to absence of employees (e.g., production, sales, etc.).
2. Plan for an absenteeism rate of up to 30-40%; consider cross-training of employees in critical functions.
3. Identify functions that can be done off-site or from home.
4. Develop screening and isolation procedures for visitors and employees.
5. Update contact information of key suppliers and customers.
6. Identify customers, suppliers and shareholders who are likely to be affected by the pandemic (e.g., due to border closures or travel restrictions).
7. Identify alternate suppliers of key services, components and/or goods.
8. Develop a plan on how/when to activate alternate suppliers and how/when to activate alternate delivery means to customers.
9. Coordinate business continuity plan with suppliers and customers.
10. Pre-qualify alternative suppliers from unaffected areas. If no alternative supplier is available, increase inventory levels.
11. Activate processes and systems to support remote access for employees to interact with customers and suppliers.
12. Inform external parties of restrictions on visits to business premises.

13. Update relevant customers/suppliers/shareholders if some employees have been isolated due to exposure or illness. This will help ensure confidence in the continuity of your business.

## **Communications**

1. Create general awareness of flu and preventive measures among employees. Consider various communications channels such as briefings, newsletters, Intranet or e-mail.
2. Inform external parties of restrictions on visits to business premises.
3. Develop an external communications plan for various alert levels aimed at customers, suppliers and shareholders.
4. Update employees and stakeholders regularly of actions taken to in-still confidence.
5. Have non-critical employees work from home.
6. Make arrangements for counselling support..

## **Facilities**

1. Clean and disinfect common areas more frequently, including the air-conditioning system.
2. Activate agreements with cleaning/decontamination contractors.

## **Human Resources**

1. Update employee policies on overseas travel (e.g., avoid non-critical travel to flu-affected areas), absenteeism and extended medical leave (e.g., employee compensation) and recall of employees based in affected areas.

## **Legal**

1. Implement contracts with alternate suppliers.
2. Work with Human Resources on personnel issues.

## **Supply Chain**

1. Inform external parties of restrictions on visits to business facilities.
2. Update relevant customers/suppliers/shareholders if some employees have been isolated. This will help ensure confidence in the continuity of the business.

## **Physical Security**

1. Develop process with Human Resources to update employer access list

## **Technology Management**

1. Prepare telecommunications access for employees working from home/off- site (e.g., telephones, laptops, etc.).
2. Plan for minimal face-to-face contact with suppliers and customers (e.g., tele- or video-conferences).

## **Travel**

1. Limit travel.
2. Account for all employees in travel status (e.g., work, vacation).
3. Determine effect of international/national quarantine policy on traveling employees.

# **PANDEMIC PERIOD PHASE 6 (FULL RESPONSE PHASE)**

## **Business Continuity**

1. Develop policies for financially assisting furloughed employees.

## **Communications**

1. Assess pre-planned message and adjust for changing conditions.
2. Address rumours and misinformation quickly.
3. Keep all internal and external stakeholders informed in a timely manner.

## **Facilities**

1. Clean worksite surfaces with soap and water or a detergent/disinfectant, depending on the nature of the surface and the type and degree of contamination. Clean surfaces touched with hands, at least daily.

## **Human Resources**

1. Implement a formal employee and workplace protection strategy for assessing employee conformance and workplace cleanliness.
2. Monitor employee and their family social and psychological concerns.
3. Implement relevant social distancing policies, including furloughing non-essential employees.
4. Promote hand hygiene and cough etiquette in workplace.
5. Modify office and plant layouts and workstation arrangements with barriers and distance where possible.

6. Provide sufficient and accessible infection control supplies. These include wash disinfectants and tissues.
7. Evaluate employee access to and availability of health care services during a pandemic.
8. Implement personal social distancing strategies: where practical maintain three feet separation between employees.
9. Stagger work time where practical.
10. Avoid crowded places and heavily populated gatherings.
11. Avoid face-to-face meetings—use teleconferences, videoconferences, and the Internet to conduct business.
12. Avoid public transportation or avoid rush hour crowding on public transportation.
13. Avoid workplace cafeterias and introduce staggered lunch times.
14. Avoid congregating in break rooms.
15. Avoid face-to-face meetings with people. If unavoidable, minimise the meeting time, choose a large room, and sit at least one yard away from each other.

## **Legal**

1. Avoid face-to-face meetings.
2. Assure continued legal review of employees and contracts.

## **Supply Chain**

1. Assess the supply chain and all supporting businesses to ensure essential functions are sustained.
2. Coordinate with supporting businesses to ensure no previously unknown challenge has arisen.
3. Monitor international, national, state, and local information channels for new impacts and implications.

## **Physical Security**

1. Assure security has current listing of authorised employees. Verify update access daily.

## **Technology Management**

1. Verify telecommuters have correct hardware/software.
2. Conduct business using teleconferences, conference calls or other means.

## **Travel**

1. Establish policies for restricting travel to affected geographic areas, evacuating employees working in or near affected areas, and providing guidance for employees returning from affected areas.
2. Monitor employee travel plans.
3. Cancel trips based on government issued travel advisories.

# POST-PANDEMIC PERIOD (TRANSITION PHASE)

## Business Continuity

1. Assess all physical, economic and social impacts.
2. Adjust recovery actions based upon actual impacts and circumstances.
3. Assess costs to prepare for next wave.
4. Implement all planned and adjusted recovery actions to restore the business to full, normal operations.

## Communications

1. Communicate with customers, suppliers and government recovery teams on potential challenges resulting from delayed plant restarts.
2. Ensure communications and information-sharing channels remain open with all external stakeholders.
3. Provide continuous updates concerning business recovery and preparedness efforts for the next pandemic wave.
4. Share all information in an honest, consistent and timely manner.
5. Address any rumours and misinformation quickly.
6. Keep all internal and external stakeholders informed in a timely, consistent manner.

## Facilities

1. Coordinate maintenance of essential equipment.
2. Check maintenance schedules to assure delayed items are handled first.

## **Human Resources**

1. Develop internal programs to assist employees and their families with financial concerns if possible.
2. Plan for long-term psychological trauma potentially caused by widespread fear and grief.
3. Assess actual impacts on the business' employees and their families.

## **Supply Chain**

1. Assess shortage impacts on the business.
2. Forecast costs and time to recover.
3. Implement options and actions to correct shortages.
4. Monitor international recovery operations and assess impacts from any delays.
5. Mitigate delays in international supply chain recovery.

## **Physical Security**

1. Review physical security procedures. Update and then return to pre-pandemic level.

## **Technology Management**

1. Conduct after-action review.
2. Return to pre-pandemic level.
3. Review past actions, assure employees have recovered, and return to maintenance levels.

## **Travel**

1. Institute pre-pandemic travel.
2. Maintain review of web sites for possible second wave.
3. Assure those who have had influenza or a vaccination are immunised against current strain.



## Review

1. Conduct a review of the effectiveness of Pandemic Influenza Planning Guide and Pandemic Influenza Response Guide.
2. Incorporate any changes or suggestions.

## CONTACT INFORMATION

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