

SITE LEVEL RESPONSE FOR CORONAVIRUS EXAMPLE - CUSTOMISE FOR USE; ADAPT TO LATEST ADVICE

Alert Level	1	2	3	4
Descriptors	New form of Coronavirus is largely limited to China, with little effect in country of operations. Travel to affected areas can safely continue as normal with basic precautions.	Coronavirus spreads to cities in country, with clusters emerging. Some very minor effects. Impact on travellers becoming concerning.	Widespread Coronavirus spread globally. Significant effects on society with effects on operations and personnel.	Significant effects on operations, productivity and personnel.
General	<p>Put in place Incident escalation procedures</p> <p>Site BRT or Senior leadership team understand potential threat and response plans</p> <p>Put in place Emergency Response Team (ERT) & First Aider Network</p> <p>Ensure ERTs have adequate PPE</p> <p>Ensure ERTs have training and run tests of process and plans</p> <p>Put in place an Emergency Response Plan to deal with suspected Coronavirus (Covid-19) cases</p> <p>PREPARE TO MOVE TO NEXT ALERT LEVEL</p>	<p>Run a BRT/Senior leadership team exercise</p> <p>Set up formal communication rhythm</p> <p>Prepare a list of all non-essential staff working from home</p> <p>Confirm work from home policy and processes</p> <p>Put all canteens on standby to close and "lunchbox" meals to be issued at various times. Delivery to rooms.</p> <p>Ensure continued availability of water and food supplies</p> <p>Control changing rooms</p> <p>Enhance hygiene behaviours</p> <p>Prepare contingencies for shared transportation (buses etc) and encouraged use of private cars</p> <p>Identify options for site residences (living quarters for staff and dependents)</p> <p>PREPARE TO MOVE TO NEXT ALERT LEVEL</p>	<p>Hold regular meetings of BRT/ senior leadership team</p> <p>Cease non essential activities</p> <p>Ensure no canteen facilities are in use, people bring their food from home. No delivery to rooms/offices</p> <p>Confirm and release suitable accommodation on site</p> <p>Only essential staff to operate plants, minimal support functions.</p> <p>Active work from home policy</p> <p>Main offices core staff only</p> <p>Take attendance taken by physical sign-in procedure</p> <p>Ensure only authorized people enter the site, list to be communicated with reception</p> <p>Disable fingerprint readers / access control electronics and access cards issued by HR</p> <p>No shared transportation (buses etc), private cars only</p> <p>Develop security plan for social disorder/ site lockdown</p> <p>PREPARE TO MOVE TO NEXT ALERT LEVEL</p>	<p>Hold daily meetings of BRT (remote meetings if needed)</p> <p>Prevent access to the facility for all non critical employees/contractors</p> <p>Control movements only out of the facility</p> <p>Change weekly shifts and essential core staff only</p> <p>No physical meetings - Hangout / calls only</p> <p>Cease logistics and supplies</p> <p>Ensure water and food suppliers are available for min. 15 days at all sites</p> <p>Issue full medical PPE to front line staff, medical staff etc.</p> <p>Prepare for full shut-down of operations.</p> <p>Prepare to activate secure site lockdown</p>
Internal Communications	<p>Access Coronavirus intranet page</p> <p>Raise awareness among all employees</p> <p>Make basic hygiene posters / material available in all public and communal areas, dining areas, restrooms, changing areas, etc</p> <p>Direct employees to download ISOS app</p> <p>Ensure all management is cascading good hygiene awareness to all staff</p>	<p>Open log books at entrances to sites for staff to report any movement to/from location of concern (including family)</p> <p>Escalate hygiene awareness campaigns, enhance behaviours such as social distancing, "elbow-bumps" instead of handshakes</p> <p>Maintain hygiene posters</p> <p>Increase hand sanitizers, also wipes</p> <p>Issue frequent news updates on Coronavirus, target FAQs</p>	<p>Provide regular information to all employees</p> <p>Communicate preventive measures to all employees</p> <p>Reaffirm all staff have access to emergency numbers</p> <p>Reaffirm all staff that we are monitoring the case closely</p> <p>Confirm site lockdown procedure</p>	<p>Provide daily briefings to internal / external stakeholders</p> <p>Prepare and issue statements as directed by CCEO</p> <p>Communicate situation information and procedural instructions to employees and other stakeholders</p> <p>Communicate with employee families and the local community</p> <p>Adapt continuously to changing events associated with the emergency</p>
External Communications	<p>Reactive only to incoming requests</p>	<p>Confirm stakeholder map and points of contact</p> <p>Agree communication messages to all external stakeholders</p> <p>Commence proactive communication to external stakeholders</p> <p>Set up liaison with governmental authorities</p> <p>Inform local residents / community engagement</p> <p>Follow the local situation with the health authority/ local medical centres/info service</p>	<p>Maintain communications with all external stakeholders</p> <p>Review comms to local communities with governmental authorities</p> <p>Inform local residents / community engagement</p> <p>Follow the local situation with the medical info service</p>	<p>As above</p>
Travel advice	<p>Confirm access to national advice (see link on intranet)</p> <p>Confirm access to travel advice</p> <p>Implement national / travel advice</p>	<p>Implement national / travel advice</p>	<p>Implement national / travel advice</p> <p>Prepare plans to repatriate international staff</p>	<p>Implement national / travel advice</p> <p>Consider EVAC of all non-essential leadership team</p> <p>CCEO to nominate core senior team to manage from home</p>

Medical Measures	Ensure PPEs are in place for emergency response staff	<p>Implement self declaration form for all visitors to site</p> <p>Conduct random temperature checks by medical teams in all locations</p> <p>Conduct random screening (temp) of truck drivers and start questioning on recent travel</p> <p>Brief staff to consider using PPE at home and vigilance of other family members for signs of illness</p>	<p>Set up medical screening in the entrance of all facilities</p> <p>Prepare isolation rooms next to gates</p>	<p>Provide mask and gloves to all employees in priority for access control and guards at gates</p> <p>Isolate the suspected person, his assets and belongings</p> <p>Set up medical screening in the entrance of all facilities</p> <p>Ensure medical team liaise daily with external agencies keeping the BRT fully abreast of events</p>
Safety Measures	Identify PPE sources for future procurement	<p>Start immediately stockpiling of masks, disinfectant, gloves, alcohol wipes etc</p> <p>Clean meeting rooms and offices more frequently (with disinfectant e.g. chlorine agent, alcohol based cleaners)</p> <p>Clean communal facilities more frequently</p> <p>Issue materials to all staff to help educate friends and family</p>	<p>Continue stockpiling of masks, disinfectant, gloves, alcohol wipes etc</p> <p>Clean facilities, esp communal areas such as meeting rooms and offices more frequently using disinfectants</p>	As above
HR	<p>Set up information contact point (person, dedicated email etc) for all staff questions</p> <p>Ensure process in place to contact trace in case of exposure</p>	<p>Prepare policies for absenteeism, carer leave, working from home, self instructed isolation, company instructed isolation, medical professional instructed self isolation</p> <p>Confirm and update daily POB</p> <p>Cascade down working from home policy</p> <p>Confirm contingency staffing plans</p> <p>Consider rotational working for those who can</p> <p>Agree policies and strategy for supporting local communities</p>	Update PoB on a daily basis	Update PoB on a daily basis
Operations	Conduct business impact analysis to understand critical business activities and resources	<p>Prepare a contingency plan for site operations with minimum staff</p> <p>Define the positions that can be managed remotely from home</p> <p>Avoid when possible, people gathering in some areas inside the site</p> <p>Set up daily communication with teams on the prevention rules</p> <p>Identify areas with high risks of contamination (toilets, workshop, control room, meeting rooms) and set strict rules related to hygiene</p>	<p>Launch the contingency plan for operation with minimum staff</p> <p>Start the plan for stay@home and put in place the rules (meetings schedule by phone or visio)</p> <p>Reduce FTEs mainly for subcontractors</p> <p>Stop temporary jobs with low priority (gardening, some housekeeping activities)</p> <p>Stop collective transportation by bus and encourage transport by individual cars</p>	<p>REACTIVE</p> <p>Prepare the shutdown of the infected employee's area of work if necessary (plant, RMX, office..)</p> <p>Close the working area of the suspected/infected persons</p> <p>Shutdown facilities where suspected/infected persons work according to the severity</p>
Supply Chain/Sales	Issue all suply chain with pocket guide for basic hygiene measures	<p>Prepare lunch box for drivers and no gathering for food inside the canteen</p> <p>Eliminate direct contact between drivers and dispatchers by providing microphones and speakers to keep isolated two way communications</p> <p>Suspend driver training, inductions and driver medical checkup inside clinic</p> <p>Inspect/screen drivers at gates having proper equipment</p>	<p>Close drivers canteen / rest rooms in plants to minimize interactions between drivers</p> <p>Minimize onsite staff as much as possible (it should be aligned with HR and line manager recommendations). Same concept has to apply for office team later</p> <p>Close driver rest room and use it for quarantine</p>	Prepare to close operations.
Procurement	<p>Identify any critical consumables (raw materials), heavy or capital equipment which are dependent on supply from endemic areas</p> <p>Review scheduled maintenance programme and identify any critical elements</p> <p>Commence liaiso with key suppliers of critical supplies which may be impacted</p>	<p>Track procurement of essential consummables and heavy/capital equipment</p> <p>Communicate the risk level with all procurement team</p>	<p>Cease non essential procurement</p> <p>Confirm continued supply of essential consummables, heavy equipment and maintenance</p> <p>Limit sourcing will to the minimum and required goods/services</p>	Review suspension of procurement activities