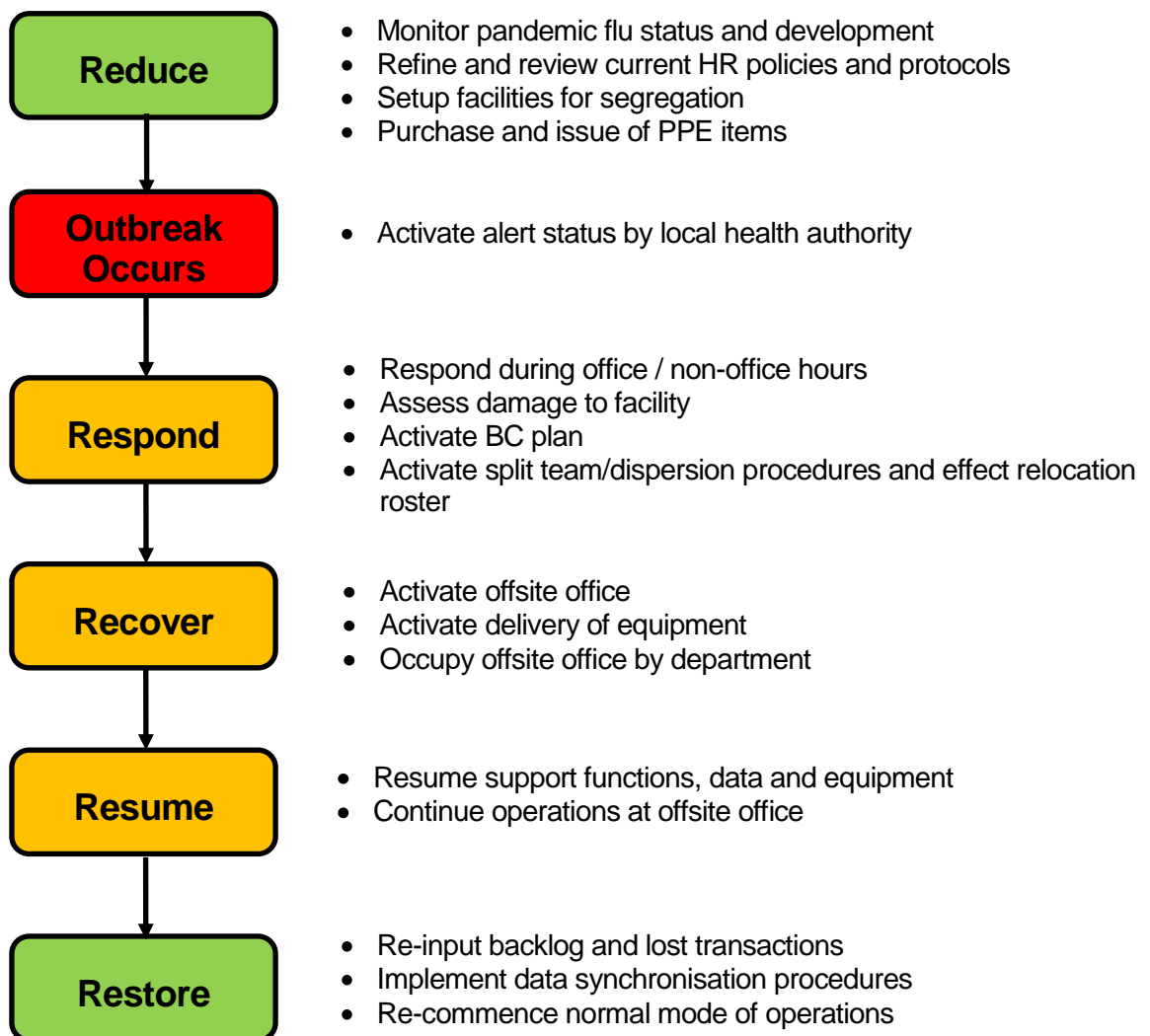

PART B: CORPORATE PROCEDURES

1 SEQUENTIAL FLOWCHART



2 DETAILED CORPORATE PROCEDURES

2.1 The following table shows the detailed procedures for each part of the flowchart shown in paragraph 1.

Task Ref.	Tasks	Person Responsible	Document	Annex
WHO (MOH) Pandemic Influenza Phases 1, 2 & 3 Preparedness				
A01	Monitor pandemic flu status and development	Organisation BCM Coordinator	Monitoring Status Report	-
A02	Refine and review current HR policies and protocols	HR Mgr	HR pandemic flu policy	-
A03	Inculcate personal hygiene	HR Mgr/ Admin Manager	HR pandemic flu policy	-
A04	Prepare for facility cleaning contractor	Facility Mgr	Facility cleaning contract	-
A05	Update all contact details (internal and external)	BU BCM Coordinators	BC Plan	-
A06	Update business unit's Business Continuity (BC) Plan	BU BCM Coordinators	BC Plan	-
A07	Offsite storage of vital records	BU BCM Coordinators	Offsite Inventory List	-
A08	Setup facilities for segregation	BU BCM Coordinators / Organisation BCM Coordinator	Alternate site	-
A09	Setup roster for segregation	BU BCM Coordinators	Personnel roster	-
A10	Identify backup manpower	BU BCM Coordinators / HR Mgr	Backup Manpower list	-
A11	Purchase and issue of PPE items	Admin Manager	PPE List	-
A12	Raise awareness on pandemic flu for entire organization	Organisation BCM Coordinator	-	-
A13	Designate quarantine and route for evacuation an "infected" staff within the office	Fire Wardens/ Manager, Admin Manager	Fire Evacuation Plan (Modified)	-
A14	Pre-arrange with vendors for supply of equipment for alternate office during a disaster	Admin Manager / IT Team	Additional Equipment List	-
WHO (MOH) Pandemic Influenza Phases 4, 5 & 6 Respond & Mitigate				
To complete this section, the reader will need to select the activates that is relevant to your organization from the " Phases 4, 5 & 6 " Section				

Task Ref.	Tasks	Person Responsible	Document	Annex
Outbreak in Country; Office Unaffected				
During/After Office Hours				
B01	Activate Alert Status by local health authority	Organisation BCM Coordinator	Contact by Ministry of Health	-
B02	Summarize overall situation for infected/ quarantine manpower and access to building status	Organisation BCM Coordinator/ HR Mgr/ Admin Manager	Chart for situation report	
B03	Coordinate with health and public authorities	Organisation BCM Coordinator/ HR Mgr/ Admin Manager	-	-
B04	Setup Pandemic Flu Crisis Management Committee and meeting schedule	Organisation BCM Coordinator	Crisis Management Plan	-
Primary Site Not Affected & Operating				
C01	Assemble at the business units' planning room to discuss finalize the detailed plan	BU BCM Coordinators	-	-
C02	Activate dispersion plan and effect relocation roster	Organisation BCM Coordinator	BC Plan	-
C03	Remind staff during the activation of the BCP to retrieve items under the 'Critical Document List'	BU BCM Coordinators	Critical Document List	Annex 1
C04	Activate problem escalation procedures for isolation, contact tracing and decontamination	BU BCM Coordinators	-	-
C05	Enforce quarantine of personnel	HR/ BU BCM Coordinators	HR Policy: Quarantine	-
C06	Enforce travel restrictions	HR/ BU BCM Coordinators	HR Policy: Travel restriction	-
C07	Activate country evacuation	HR/ BU BCM Coordinators	HR Policy: Country evacuation	-
C08	Activate temperature checking and completion of declaration form	HR/ BU BCM Coordinators	HR Policy: Temperature checking	-
C09	Account for all staff and medical conditions	HR/ BU BCM Coordinators	HR Policy: Staff monitoring	-
C10	Trigger Corporate BC Plan/ Activate Offsite Office	Organisation BCM Coordinator & Admin Manager	-	-

Task Ref.	Tasks	Person Responsible	Document	Annex
C11	Activate the BU Recovery Procedures	BU BCM Coordinators	BU Recovery Procedures	Annex 3
C12	Report status to Command Center	BU BCM Coordinators	Status Report	Annex 4A
DISASTER OCCURS				
Outbreak in the Office				
D01	Activate Damage Assessment Team. Perform damage assessment.	Organisation BCM Coordinator	Damage Assessment Checklist	-
D02	Trigger Corporate BC Plan/ Activate Alternate Office	Organisation BCM Coordinator/ DAT	Offsite Office Layout	Annex 5
D03	Activate dispersion plan and effect relocation roster	Organisation BCM Coordinator	BC Plan	-
D04	Activate containment procedures	Organisation BCM Coordinator/ Admin Manager	Containment Procedure	-
D05	Start contact tracing	Organisation BCM Coordinator/ Security Mgr	Containment Procedure	-
D06	Activate cleanup and decontamination	Admin Manager	Containment Procedure	-
D07	Activate Corporate Call Tree Notification	Organisation BCM Coordinator & Admin Manager	Corporate Call Tree	Part A - No 5
D08	Activate BU Call Tree Notification Note: only the critical personnel need to report at alternate site office; the rest are to stay at home and await further instructions	BU BCM Coordinators / Alt. BU BCM Coordinators	Call Procedures & BU Call Tree	Annex 2
D09	Re-routing of PABX to offsite office	Admin Manager	-	-
D10	Re-routing of data communication/ info feeds to offsite office	IT Team	-	-
D11	Set up Command Center	Admin Manager / Organisation BCM Coordinator	Command Center Layout	-
D12	Occupy Command Center and be ready to operate	Organisation BCM Coordinator	-	-
D13	Request the relevant health agencies to inspect and certify the affected area	HR/ Admin Manager		

Task Ref.	Tasks	Person Responsible	Document	Annex
D14	Proceed to alternate site	Individual staff members	Call Procedures & BU Call Tree	-
D15	Execute BU Recovery Procedures	BU BCM Coordinators	BU Recovery Procedures	Annex 3
D16	Report status to Command Center	BU BCM Coordinators	Status Report	Annex 4A
OFFSITE ACTIVITIES				
E01	Activate additional offsite offices	Admin Manager / Organisation BCM Coordinator	Offsite Office Layout	Annex 5
E02	Maintain social distancing	HR Mgr	HR Policy	-
E03	Monitor quarantine of staff/family members	HR Mgr	HR Quarantine Policy	-
E04	Print pre-arranged reports for business units	IT Team	-	-
E05	Display a notice at the old location giving directions to the offsite office	Corporate Comms	-	-
E06	Coordinate any necessary transportation requirements	Admin Manager	-	-
E07	Activate delivery of additional equipment	Admin Manager / IT Team	Equipment Inventory & Vendor Contact List	-
E08	Occupy additional offsite office	BU BCM Coordinators	Offsite Office Layout	Annex 5
E09	Check that all facilities, equipment and materials are available in the offsite office	BU BCM Coordinators	Facilities, Equipment and Materials Inventory	Annex 6
E10	Restore support functions at offsite office and ensure site is fully functional	Admin Manager / IT Team	BC Plan	-
E11	Retrieve items/ stationery/ records held offsite	Admin Manager / IT Team	List of Items/ Stationery Stock Held Offsite	Vital Hard Copy Records Held Offsite
E12	Report status to Command Center	Admin Manager / IT Team	Status Report	-
E13	Continue operations at offsite office	BU BCM Coordinators	-	-
E14	Notify all business partners of relocation of business	BU BCM Coordinators	Key Contact List	Annex 7

Task Ref.	Tasks	Person Responsible	Document	Annex
E15	Report status to Command Center (at the end of first day's operations in the offsite office)	BU BCM Coordinators	Status Report	Annex 4B
POST-PEAK & POST PANDEMIC				
To complete this section, the reader will need to select the activates that is relevant to your organization from the "Post-Peak & Post Pandemic" Section				
F01	Check and verify main building is operational	Admin Manager	-	-
F02	Implement data synchronization procedures	IT Team	Recovery Procedures	-
F03	Re-input backlogged and lost transactions	BU BCM Coordinators	-	-
F04	Report status to Command Center	BU BCM Coordinators	Status Report	Annex 4C
F05	Prepare for next wave of the outbreak (if it is still in progress)	Organisation BCM Coordinator	-	-
F06	Brief BU BCM Coordinators to resume normal operation	Organisation BCM Coordinator	-	-
F07	Re-commence normal mode of operations	BU BCM Coordinators	-	-