



## **Corporate Standard**

### STANDARD PROCEDURE FOR INFLUENZA PANDEMIC PLANNING

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**Prepared by:** Ken Ellis  
Craig Smith

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## 1. FORWARD

The aim of this standard is to ensure that Delta retains the capacity to maintain safe and effective business operations during a major influenza pandemic. This standard procedure outlines Delta's approach to this issue and the manner in which progress will be monitored and reported.

## 2. OBJECTIVES

The objectives of this standard procedure are to:

1. ensure that Delta retains the capacity to operate effectively during any pandemic period;
2. establish controls to prepare Delta for any pandemic period;
3. establish a monitoring procedure of staff and operations should any outbreak occur;
4. implement strategies to control and prevent the spread of any outbreak;
5. ensure that all staff are kept informed of developments in this area.

## 3. SCOPE

This standard is to be applied to all employees and positions within Delta.

## 4. PLANNING & COORDINATION

A Pandemic Steering Committee has been established & its charter is defined in the document "Pandemic Steering Committee Terms of Reference."

The primary objectives of the Pandemic Steering Committee are to:

1. Monitor the development and maintenance of procedures for Delta to utilise in varying levels of Pandemic Alert
2. Link these procedures into Delta's Business Continuity Management Plan and associated Action Plans;
3. Monitor the preparedness of Delta to be able to respond to a Pandemic event.

Delta's Pandemic Alert Notification Model details the appropriate responses during each Pandemic Phase. Further details of the response will be set-out in various policies, documents and lists that are referenced in the Pandemic Alert Notification Model.

Maintenance of the Pandemic Alert Notification Model and its associated response documentation will be the responsibility of the Pandemic Steering Committee. These will be reviewed on an annual basis.

A separate Pandemic Action Plan will be maintained and tested as part of Delta's Business Continuity Management Plan.

## 5. HUMAN RESOURCE PREPAREDNESS

Corporate Standard DES PE 001-36 “Human Resource Standard Procedure RE Influenza Pandemic” has been developed to outline Delta’s approach to many of the HR related issues that will be confronted in the period up to and during a pandemic event.

These HR issues relate to:

1. Provision for employee absences from the workplace due to:
  - Sickness
  - Caring for family members
  - Transport disruptions
  - Emergency services volunteers duties
  - Staff directed to stay at home
2. Attendance – flexible performance of duties
  - Working remotely (from home or other agency)
  - Utilising staff in other areas
  - Utilising volunteers, retirees or trainee staff
  - Interagency transfers
  - Flexible rostering practices & provisions
3. Occupational Health & Safety
  - Monitoring staff for illness & adverse reactions to antiviral medications
  - Implementing six week rotations of staff on antivirals
  - Supervised & recorded dosing of antivirals

Under these arrangements Delta will be required to:

- Advise staff on how long to stay away from work & when to return
- Checking staff during absence from work
- Ensuring they are healthy prior to allowing them to return to work

## 6. EXTERNAL GOVERNANCE

The “NSW Interim Human Influenza Pandemic Plan” has been developed by the State Emergency Management Committee (SEMC). This document will provide specific guidelines and information for organisations in responding to a Pandemic event. It is intended that this document will also provide the policy and strategy for a whole of government approach.

In an influenza pandemic the peak strategic and policy decision-making body in NSW will be the NSW Influenza Pandemic Committee.

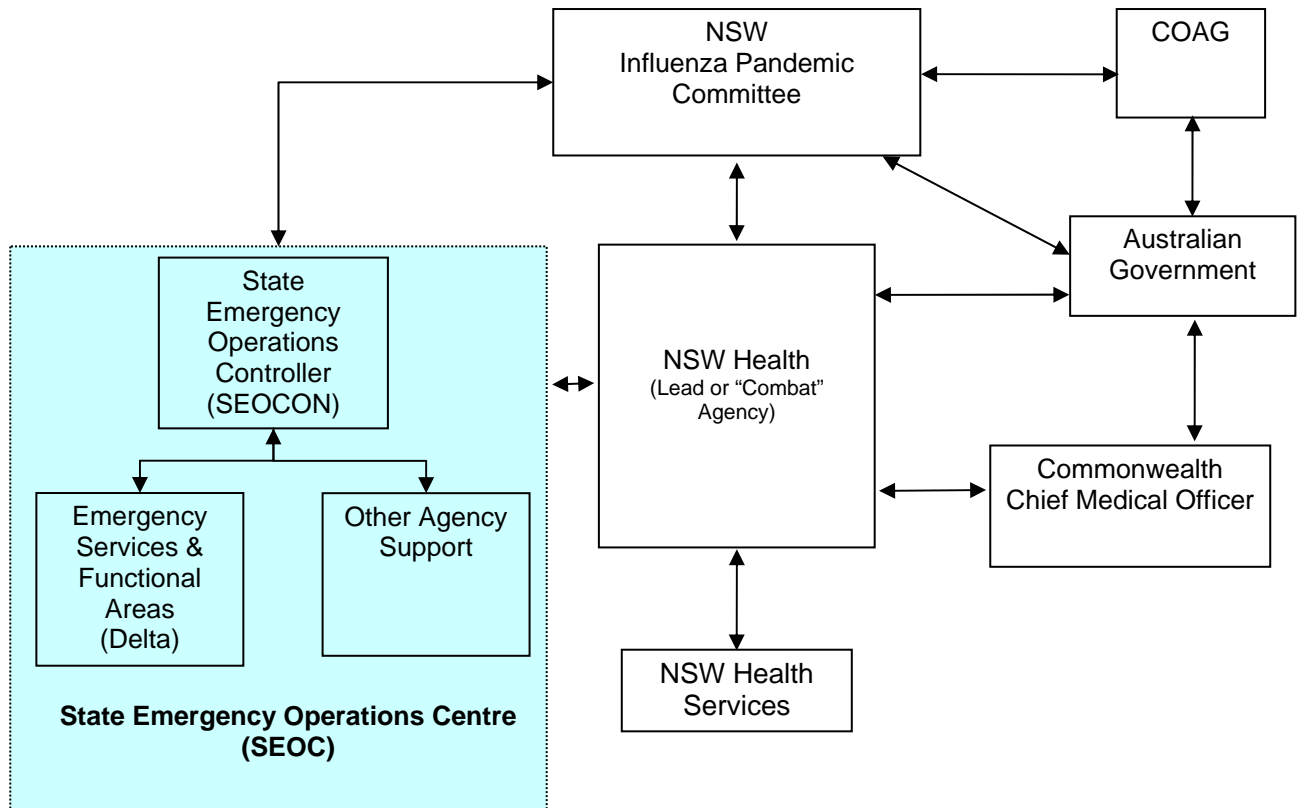
Sector Co-ordination will be provided by the Energy & Utilities Sector (DEUS) under three main Acts:

- State Emergency and Rescue Management Act 1989
- Energy and Utilities Administration Act 1987 (2004)
- Essential Services Act 1988

DEUS is further supported by a number of sub-plans:

- Energy & Utilities Supporting Plan (EUSPLAN)
- Energy & Utilities Sector Pandemic Plan

*Figure 1: NSW operational arrangements during a pandemic.*



COAG = Council of Australian Governments

## **7. NOTIFICATION, ESCALATION AND RESPONSE**

Delta's Chief Executive will be notified via communications initiated by the NSW Influenza Pandemic Committee of any change to the Pandemic Alert Phase.

While movements in the alert status will be largely driven by the WHO notification, issues such as the location of any outbreak and the likely impact upon Delta staff will be considered prior to moving from one phase to the next.

The Pandemic Steering Committee will notify and advise the Business Continuity Command Team of the situation when Pandemic Alert Phase 3 is reached.

Control is handed over to the Business Continuity Command Team when Pandemic Alert Phase 4 is reached and a Business Continuity event will be declared.

Control will be handed back to the Pandemic Steering Committee when the alert is scaled down below Pandemic Alert Phase 4.

Delta's Pandemic Alert Notification Model and its supporting documentation will detail Delta's response for each phase of the Pandemic.

## **8. INFLUENZA PANDEMIC PHASES, PERIODS & APPROACHES**

Delta has aligned itself with the NSW Interim Human Influenza Plan which is based on the Australian adaption of the WHO Pandemic Phases.

These phases and approaches are shown in the diagram on the following pages.

NSW Emergency Management Phase		Global Period	Global Phase	Australian Phase	Description of Phase	Main Approach	
Prevention and Preparedness		Inter-pandemic		AUS 0	No circulating animal influenza subtypes in Australia that have caused human disease	Containment	
			1	Overseas 1	Animal infection overseas: the risk of human infection or disease is considered low		
				AUS 1	Animal infection in Australia: the risk of human infection or disease is considered low		
			2	Overseas 2	Animal infection overseas: substantial risk of human disease		
				AUS 2	Animal infection in Australia: substantial risk of human disease		
			Pandemic Alert	3	Overseas 3		Human infection overseas with new subtype/s but no human to human spread or at most rare instances of spread to a close contact
		AUS 3			Human infection in Australia with new subtype/s but no human to human spread or at most rare instances of spread to a close contact		
		Recovery	Response	4	Overseas 4		Human infection overseas: small cluster/s consistent with limited human to human transmission, spread highly localised, suggesting the virus is not well adapted to humans
					AUS 4		Human infection in Australia: small cluster/s consistent with limited human to human transmission, spread highly localised, suggesting the virus is not well adapted to humans
				5	Overseas 5		Human infection overseas: larger cluster/s but human to human transmission still localised, suggesting the virus is becoming increasingly better adapted to humans, but may not yet be fully adapted (substantial pandemic risk)
AUS 5	Human infection in Australia: larger cluster/s but human to human transmission still localised, suggesting the virus is becoming increasingly better adapted to humans, but may not yet be fully adapted (substantial pandemic risk)						
Long Term Recovery as Pandemic Waves Subside (may take years)		Pandemic	6	Overseas 6	Pandemic overseas: increased and sustained transmission in general population	Maintenance of Social Functioning	
				AUS 6a	Pandemic in Australia: localised (one area of country)		
				AUS 6b	Pandemic in Australia: widespread		
				AUS 6c	Pandemic in Australia: subsiding		
				AUS 6d	Pandemic in Australia: next wave		

## 9. PREVENTION AND CONTAINMENT

Prevention & containment strategies have been grouped into:

1. General Strategies – pre pandemic declaration for all staff.
2. Specific Strategies – under Pandemic declaration for essential staff.

These strategies will be communicated to staff via a number of awareness modules. See Section 10 “Communication” for further details.

General Strategies will be aimed at:

- Promoting good health & well being, and safe hygiene practices;
- Providing guidelines to minimise physical contact and gatherings;
- Managing unwell staff, sick leave and return to work procedures.

Specific Strategies will be aimed at:

- Distributing antiviral medication;
- Invoking additional cleaning procedures;
- Issuing of personal protective equipment;
- Enforcing isolation and quarantine procedures both for physical contact and re-circulation of air.

## 10. COMMUNICATION

A number of awareness modules have been developed to ensure all Delta staff receives consistent, appropriate and timely information with regards to Delta’s preparedness and intended response in the event of a Pandemic.

These are intended to:

- establish a contact point within Delta for all inquiries
- provide general health warnings/advice to staff
- ensure that Delta initiatives and actions are communicated

The awareness modules that have been developed include:

- Influenza Pandemic Awareness
- Workplace Hygiene
- Influenza Pandemic Response – note: these will be released when Pandemic Alert Phase 3 is reached

Remote access capabilities and facilities have been established for normal operations and these capabilities will be reviewed and tested to ensure sufficient facilities are available in a pandemic event to support staff required to work remotely on critical functions and processes.

## **11. MARKETING STRATEGY**

The Marketing Group is responsible for developing and maintaining specific marketing plans to allow a suitable response during a pandemic event. These plans will be reviewed on an annual basis.

A key component of Marketing's response to a pandemic is to ensure the NSW jurisdiction has clear guidelines in place that will ensure a timely implementation of an administered market. This must extend to accessing sufficient quantities of coal and other critical supplies for Delta where deliveries from suppliers are significantly affected.

It is anticipated that in the event of a Pandemic, Delta would be able to rely on provisions under the "Essential Services Act" to allow it access to critical supplies and resources required to meet its operational commitments as directed.

## **12. PRODUCTION STRATEGY**

The Production Group is responsible for developing and maintaining documentation that details the critical functions and processes necessary to allow Delta to continue to operate at the required level of production during a Pandemic. This documentation will detail:

- Required Staff numbers
- nominated appropriately trained staff to select from
- nominated retirees and former staff to select from
- Critical supplies, usage quantities and their Suppliers
- Critical services and their Suppliers

### **13. CRITICAL SUPPLIES**

Critical Suppliers will be contacted and their Pandemic Plans and their preparedness will be reviewed. This will be monitored by Delta's Purchasing Group on an annual basis.

Tenders for critical supplies will include provisions that require the Tenderer to demonstrate their Business Continuity Plan preparedness.

New Contracts and the renewal of Contracts for critical supplies will include provisions that require the Supplier to maintain their Business Continuity Plans and their preparedness.

Documentation has been prepared that sets out the details of critical supplies required to support Marketing and Production Strategies. These details include the requirements for each Phase of a Pandemic:

- Critical Suppliers and their locations, highlighting any supplies that could be effected by transport restrictions
- Reorder Points (ROP)
- Holding levels
- Expected Lead-times and any expected delays in resupply

### **14. RESPONSIBILITIES**

Responsibilities for planning are defined in the document "Pandemic Steering Committee Terms of Reference".

Responsibilities for specific tasks are defined in the "Pandemic Alert Notification Model Responsibilities & Documentation Matrix".

### **15. RELATED DOCUMENTATION**

- NSW Interim Human Influenza Pandemic Plan
- Energy & Utilities Supporting Plan (EUSPLAN)
- Energy & Utilities Sector Pandemic Plan
- Delta's Corporate Standard DES PE 001-36 "Human Resource Standard Procedure RE Influenza Pandemic"
- Delta's Pandemic Steering Committee Terms of Reference
- Delta's Pandemic Alert Notification Model
- Delta's Pandemic Alert Notification Model Responsibilities & Documentation Matrix
- Delta's Business Continuity Management Plan
- Delta's Pandemic Action Plan

"End of Document"