



How to Enact Your
PANDEMIC PREPAREDNESS PLAN



In partnership with



How to Enact Your Pandemic Preparedness Plan

Written by OnCourse Learning, in partnership with SBS CyberSecurity

When the time comes that your financial institution will need to put your Pandemic Preparedness and Business Continuity Plans into play, you need a process that has been documented and tested. This will help you act faster, know what to do, and better protect your employees and your organization.

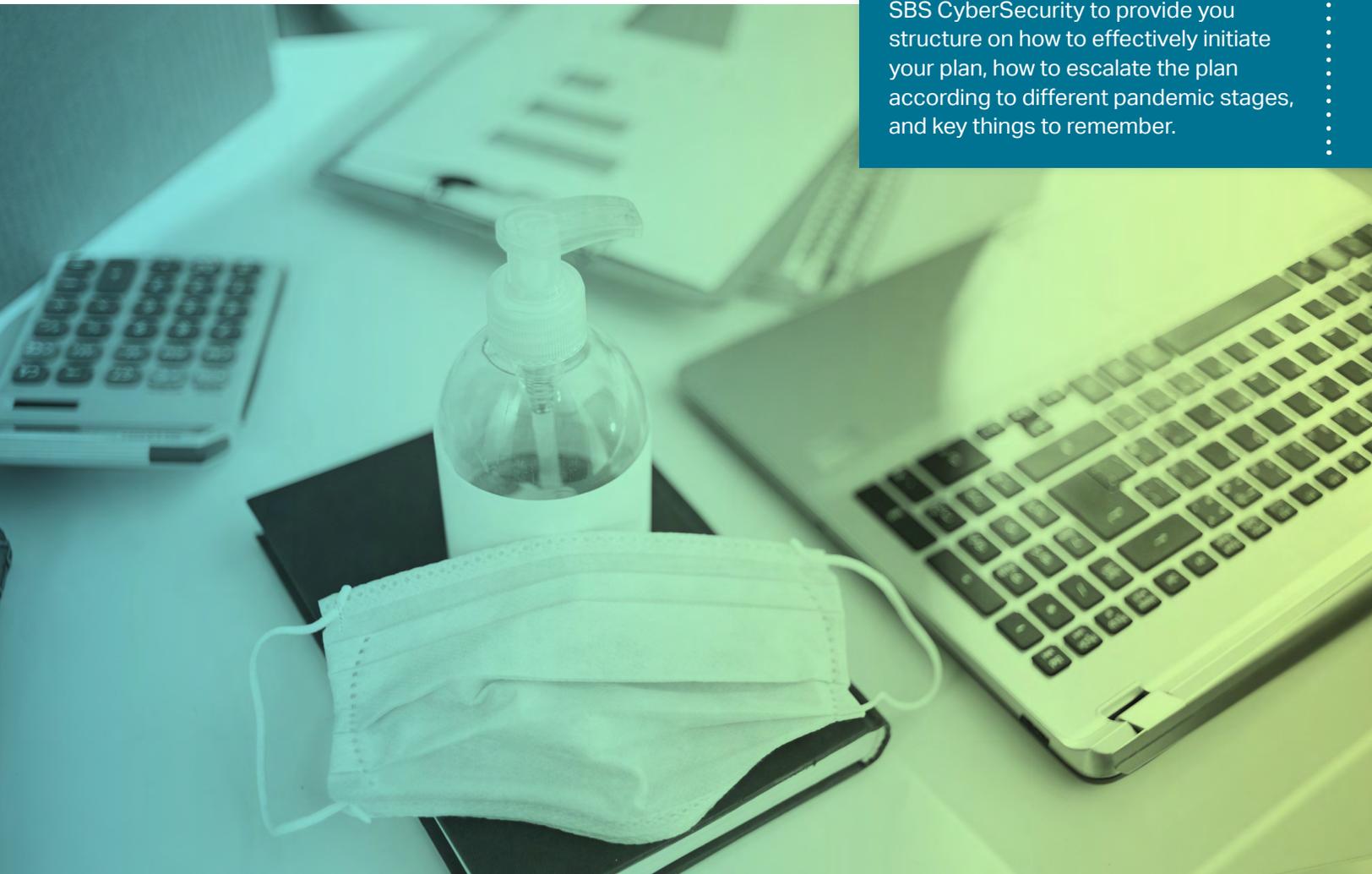
Your goal will be to put your institution in the best possible position to protect your employees and provide critical services to your customers.

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What to Expect

OnCourse Learning has partnered with SBS CyberSecurity to provide you structure on how to effectively initiate your plan, how to escalate the plan according to different pandemic stages, and key things to remember.

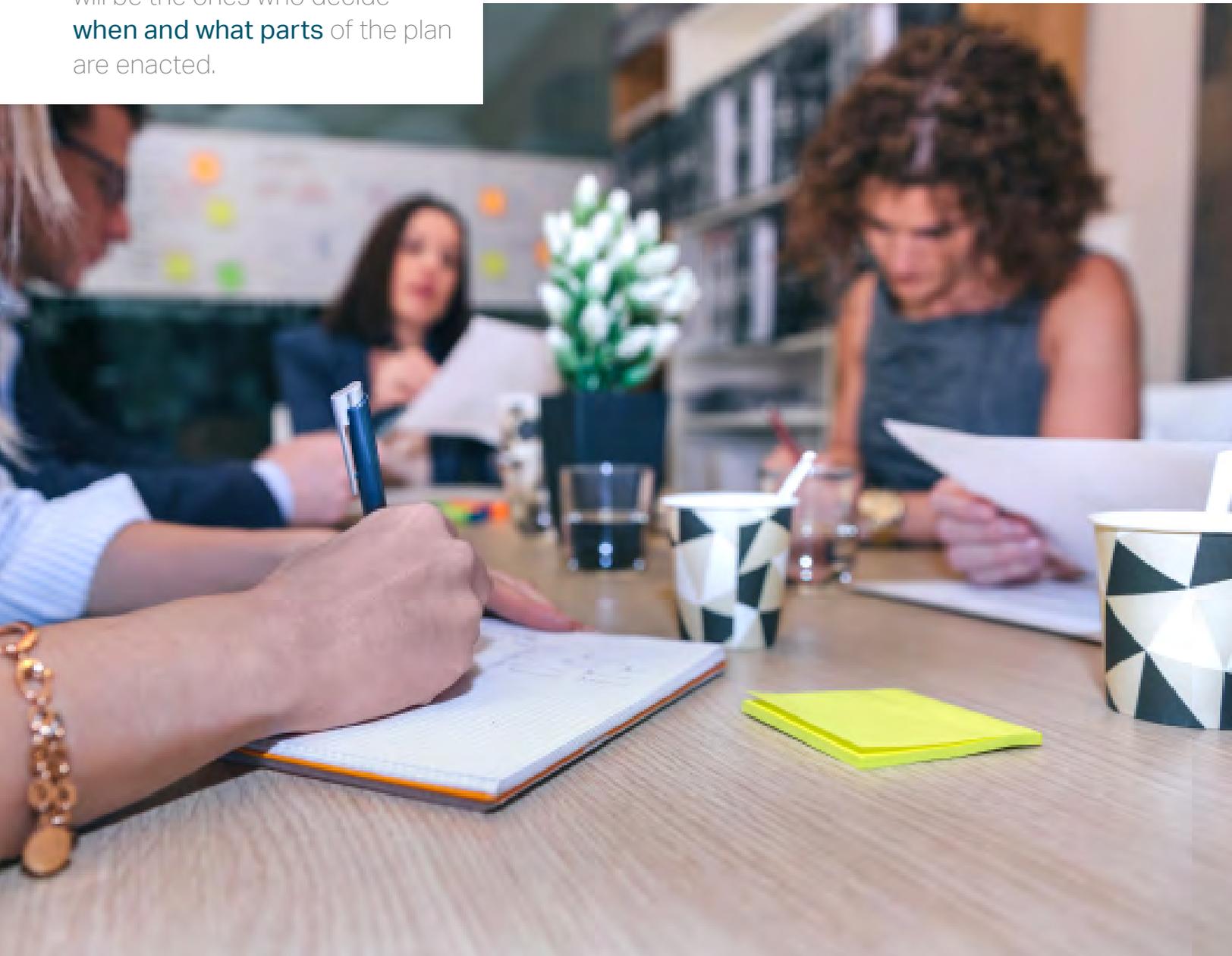


Establish *a* PANDEMIC RESPONSE TEAM

Your Pandemic Response Team will be responsible for maintaining, testing, updating and executing your Pandemic Preparedness Plan. They will also play a key role in communication with employees, customers and the media.

Ideally, a Pandemic Response Team will have gone through the pandemic tabletop testing prior to putting it into place.

The Pandemic Response Team will be the ones who decide **when and what parts** of the plan are enacted.



ACTION PLAN

for Pandemic Preparedness

The following sections of this eBook will outline the steps needed to take if a confirmed human outbreak occurs overseas, [in the U.S.](#) or with your [local community](#).

5 STEPS:

Confirmed Human Outbreak Overseas

Once a confirmed human outbreak has been reported overseas, the Pandemic Response Team should meet to discuss the situation and determine if/when the Pandemic Preparedness Plan needs to be activated.

Once there is a confirmed human outbreak in the U.S. there are [additional steps](#) to be taken.

01 • Notify Response Team

Notify the Pandemic Response Team that there is a potential pandemic.

02 • Hold a Meeting with the Response Team

Hold a Pandemic Response Team meeting. Be sure to discuss the following:

- Evaluate current status of the outbreak. Be sure to reference credible sources.
- Review current preparedness plans. Evaluate if portions need updating or if there are possible holes in the plan that need to be accounted for.
- Evaluate financial institution cash reserve and increase as necessary.
- Identify additional actions deemed necessary for the safety of the institution and its employees. This includes the inventory of needed supplies and making necessary employee information is collected.

03 • Schedule a Situational Awareness Meeting for Upper Management

- Review current status of outbreak. Again, it's critical to reference credible sources.
- Review current and additional preparedness items. Identifying what is established in the current plan and what still needs to be outlined or potential holes that may exist in the plan.
- Review current sick policy and make updates if necessary.
- Review remote working policy and make any adjustments needed.
- Prepare employee notification system and information.

04 • Prepare & Send Situational Awareness Notification for Employees *(if needed)*

- This communication should acknowledge what is happening overseas and outline how it could affect their own current situation.
- Review current status of preparedness items, and provide a reassuring, yet transparent, outlook on how their institution will combat a potential outbreak, resulting in the Pandemic Preparedness Plan being put into effect.
- Further instruct employees on how they can expect to receive updates and notifications. When possible, include a timeline of when they can expect to be updated next.

05 • Review Cross-Training Plans

Review cross-training plans to ensure all employees are cross-trained. Each institution should have an idea of how deep the bench should be for each critical job function. Your organization's pandemic preparedness tabletop testing exercises should identify potential job functions that need additional backups and cross-training.

...testing exercises should identify potential job functions that **need additional backups and cross-training.**



ACTION PLAN

for Pandemic Preparedness

7 STEPS:

Confirmed Human Outbreak in the U.S.

When there is a confirmed human outbreak in the U.S., the Pandemic Response Team should follow the steps under [human outbreak overseas](#), with a few additional precautions.

- 01 • **Notify** Response Team
Notify the Pandemic Response Team that there is a potential pandemic.
- 02 • **Hold a Meeting** with the Response Team
In addition to discussing the steps outlined in the previous section, this team should also review the current cash reserve and consider increasing.
- 03 • Schedule a Situational Awareness Meeting **for Upper Management**
Discuss all the steps previously outlined, as well as:
 - Prepare for a situational awareness meeting with employees. Include an overview of the current state of the pandemic, review of related policies and possible remote work opportunities.
- 04 • Schedule a Situational Awareness Meeting **for all Employees.**
Depending on your staff size, this many need to be scheduled for several time slots.
 - Let staff know how to prepare for a pandemic at home.
 - Review the sick policy and remote work policy, as well as any accommodations that may be made to better support the current pandemic state.
 - Review proper hygiene protocol (cough etiquette, etc.), Personal Protective Equipment (PPE) usage, including facial masks, gloves, etc., and review social distancing techniques.

05 • Implement Plan & Schedule for Cross-Training

Implement plan and schedule to ensure employees are cross-trained to ensure all critical job functions are appropriately covered and meet skeleton staff needs.

06 • Test Your Notification System

Ensure your institution has a call tree or another business continuity notification system for swiftly notifying employees about a disaster, pandemic or other business continuity scenario. Consider sending out a summary of the Situation Awareness Meeting held with employees to test and confirm employee notification system functionality.

07 • Raise Awareness

Increase the number of hygiene awareness posters in the workspace to raise awareness of handwashing and sanitation protocols.



...raise awareness of proper **handwashing** and **sanitation protocols**.

ACTION PLAN

for Pandemic Preparedness

3 STEPS:

Regional Outbreak

When a regional human outbreak occurs, the Pandemic Response Team should follow the steps under [human outbreak in the U.S.](#), with a few additional precautions.

- 01 • Implement **Social Distancing** Procedures (Stage 1)
 - Require all sick or potentially sick employees to stay home. If possible, allow these employees to work remotely.
 - Reduce the number of in-person meetings by either canceling or offering a virtual way of collaborating.
 - Attempt to reduce or eliminate customer presence inside the institution by enforcing social distancing procedures.
 - Review your financial institution travel policy, potentially reducing travel to essential trips only.

- 02 • Provide Additional **Supplies & Materials**
Conserve or regulate the below supplies if a shortage occurs:
 - Hand hygiene (*soap, hand sanitizer, etc.*)
 - Spray disinfectant
 - Facial tissue
 - Personal Protective Equipment (PPE) such as rubber gloves or facial masks
 - Regular disinfecting of work environment

- 03 • **Send Updates** via Employee Notification System
 - Review and provide current status of outbreak, while always referencing credible sources.
 - Review and show support of sick policy - encouraging employees to stay home or work remotely if infection occurs.
 - Review hygiene equate and proper PPE usage while also notifying employees of available hygiene and PPE items.
 - Review social distancing techniques and enforce that these precautions are to be followed.

ACTION PLAN

for Pandemic Preparedness

2 STEPS:

Local Outbreak

Once your local area begins to see its first infections, these procedures should be followed to fortify your institution's response in preventing further infections. Often, when an institution witnesses a local outbreak, they will experience workforce reductions.

In addition to all the steps outlined in the previous pandemic stages, when an institution witnesses a local outbreak, they should also take the following precautions.

01 • Implement **Social Distancing** Procedures (Stage 2)

- Require that staff who do not need to be on-site to stay home and/or work remotely. If this is not a feasible option, stagger shifts to limit the human-to-human interaction, while still maintaining safety protocols.
- Notify customers and media that social distancing procedures are in full affect.
- Notify customers if location/branch closures are occurring.
- Inform customers of all available options to access their funds, including digital banking, phone calls and drive-thrus.
- Ban all in-person group meetings and/or gatherings.
- Ban all travel. Offsite in-person meetings, including conferences and client visits, should be canceled, postponed or held virtually.
- No visitors should be allowed on the premises, unless approved by management.
- Physically secure building by locking entrances.
- Determine if location/branch closures are warranted.

02 • Employee **Notification System**

All the previous topics still apply. Most important is that employees feel connected and supported by their place of employment and you are providing relevant and timely updates to your staff.

RECOVERY PLAN

Recovery procedures will consist of stepping backwards through the escalation procedures.

The following procedures should be followed to resume normal business operations and will be directed by the Pandemic Response Team:

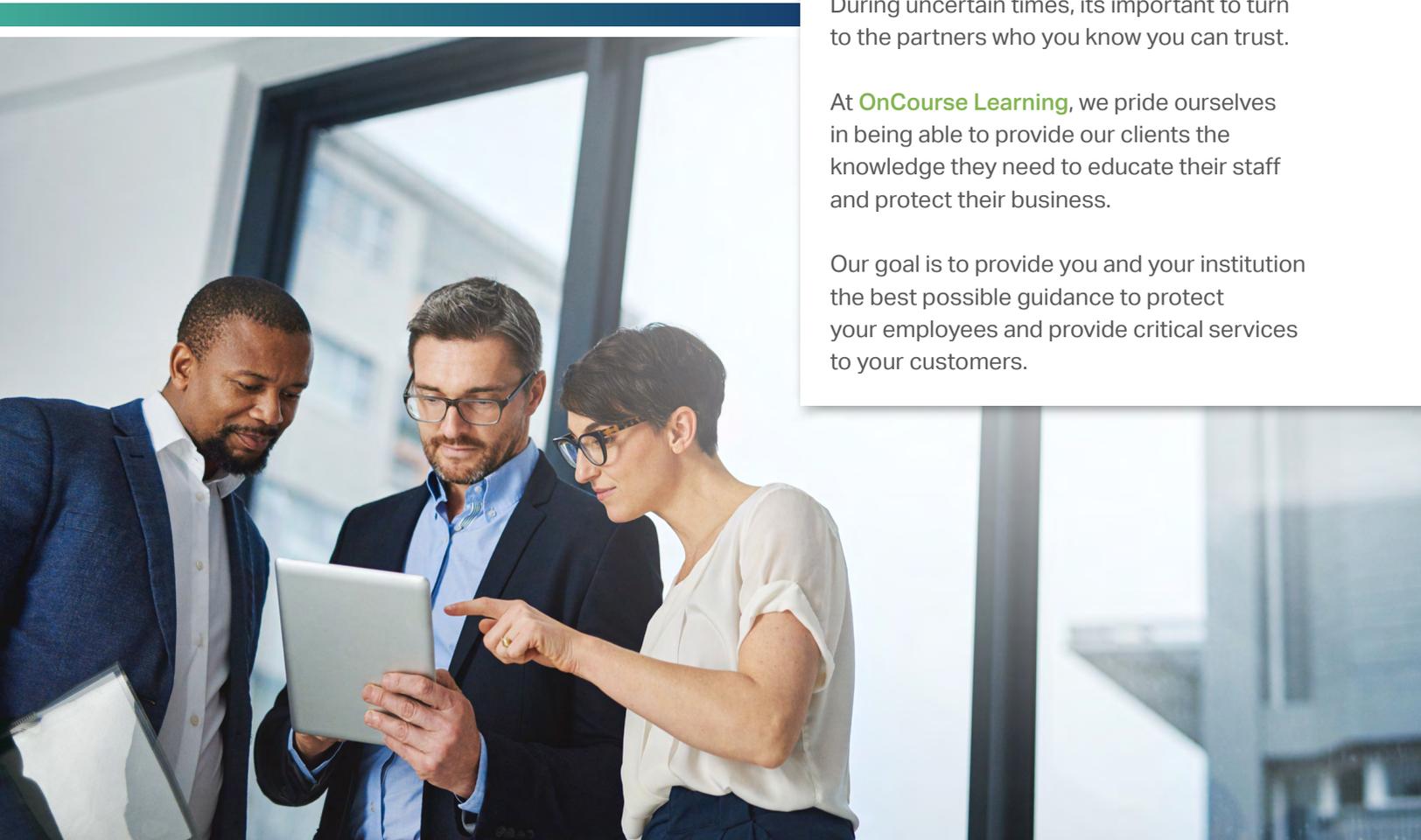
- Reverse the procedures implemented during [Stage 2](#) of the social distancing procedures, once the Pandemic Response Team has given the all clear.
- Reverse the procedures implemented during [Stage 1](#) of the social distancing procedures, once the Pandemic Response Team has given the all clear.
- Resume normal business operations.
- Resupply stockpiled items identified in the plan.
- Hold lessons learned meetings and update the Pandemic Plan as needed.

Partners You Can Trust

During uncertain times, its important to turn to the partners who you know you can trust.

At **OnCourse Learning**, we pride ourselves in being able to provide our clients the knowledge they need to educate their staff and protect their business.

Our goal is to provide you and your institution the best possible guidance to protect your employees and provide critical services to your customers.





Ready to Enact Your
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OnCourse Learning provides a comprehensive solution for your compliance training and personal development needs.

Learn more at [OnCourseLearning.com](https://www.OnCourseLearning.com)

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