

## Pandemic Policy

### 1.0 Introduction

A pandemic is the worldwide spread of a disease. The last influenza pandemic declared by the World Health Organisation (WHO) was in 2009.

This policy is in reference to any type of pandemic outbreak, such as influenza.

Influenza is an acute viral infection of the respiratory tract usually characterised by the sudden onset of fever, chills, headache and extreme fatigue. Recovery commonly takes 2-7 days in otherwise healthy individuals, although existing conditions can complicate the recovery process. Children under six months of age, older people and those with underlying health conditions such as bronchitis are most at risk of serious illness.

### 2.0 Purpose and Scope

The purpose of this policy is to define how Kings Solutions Group Limited (“Kings”) respond to and manage a pandemic outbreak. The policy addresses frontline and non-frontline staff impacts and requirements.

This policy has been written with guidance from the government’s scientific pandemic influenza modelling subgroup (SPI-M) summary, last updated November 2018, available to review at <https://www.gov.uk/government/publications/spi-m-publish-updated-modelling-summary>. The policy addresses advised national planning for the reasonable worst case scenario.

The reasonable worst case scenario is based on the following:

- 80-85% of the population infected, with 50% ill
- Of which, 10-25% experience complications
- Absence rates might reach 30-35% at the peak of the pandemic (with an average absence of 7 working days – accounting for parents taking leave to care for children)

### 3.0 Impact of an unmitigated pandemic

Absences of up to 50% of departmental staff have been considered as part of the business impact analysis and risk assessment process. Those departments with high residual risk ratings on the risk register (ISF02) have risk treatment plans in place to cross train with other departments.

When absence figures hit 30%, additional measures will be implemented amongst senior management to monitor the situation. When absence figures reach 50% the Business Continuity Plan will be invoked. Stand Down will be triggered when absences lower to 30% or less.

The impact for non-frontline staff would be increased work load whilst covering for other team members, delays in responding to customer enquiries, processing and administration delays.

A reduction in frontline staff would impact customers directly with a delay in service provision.

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### 4.0 Response to a pandemic

All employees are encouraged to have an annual flu jab. The company will reimburse the cost of this through expenses on proof of receipt.

Where a pandemic is confirmed resulting in 48+ hours of operational impact to frontline staff provisions, the Business Continuity Plan will be invoked, with guidance sought from the master plan (BCP21) and government updates and guidelines.

Considering the most current and available government guidance a memo will be issued to all employees notifying the company's stance and plan. This may involve advising any employees with symptoms or illness within the household to stay at home until the incubation period has passed (as recommended by current government guidelines), such social distance measures are likely to decrease the spread of infection.

Priority one activities will be prioritised with lower priority activities reduced or temporarily suspended.

Holidays and training scheduled will be suspended (where possible).

Where possible, members of the management team will move to assist on the frontline.

Interested parties will be contacted as appropriate, in line with guidance from the Business Continuity Plan (BCP21).

The day to day response to changing absence levels will be monitored daily by the Incident Management Team (IMT) considering:

- Company gross absence levels
- Local clusters of absence
- Number of affected and absence rates

Regular communication with interested parties will be maintained, and it is recognised within the policy that any pandemic would be nationwide, possibly impacting commuting and access to customer premises, so regular communication is key.



**Bob Forsyth**  
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