



**“THIS IS NOT A DRILL”**

Responding to COVID-19

Tony Harb  
Director, InConsult

**As at 22 March 2020**

 InConsult

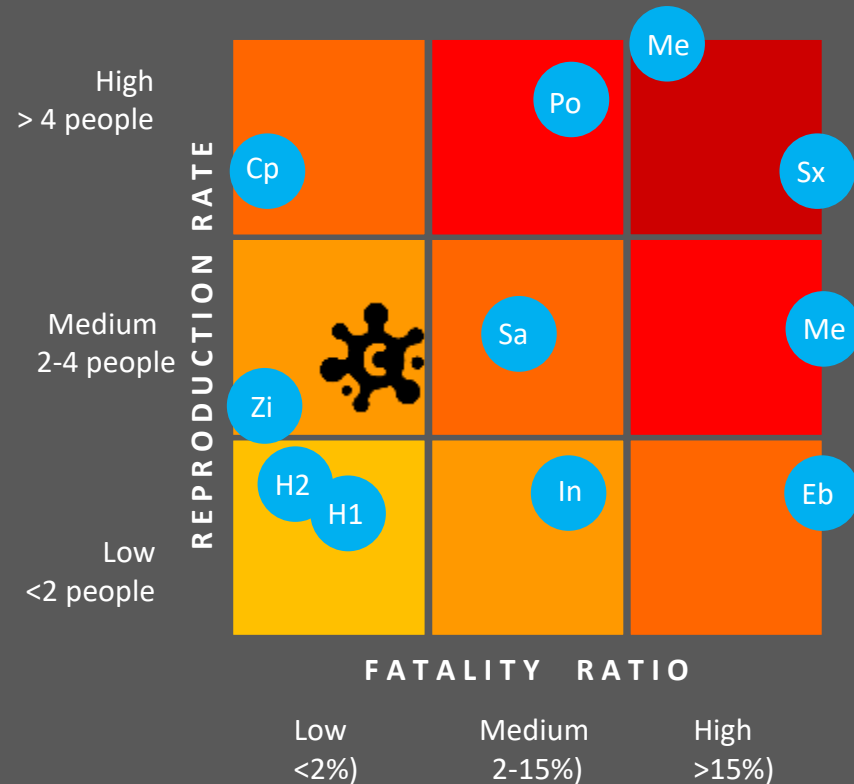
# CURRENT SITUATION

- Risk Perspective - Extreme risk to people and business by any risk assessment
- Limited Knowledge – Uncertainty about virus behaviour
- Continues to Spread – Over 188 countries
- No Vaccine – At best 12 months away
- Containment Date – Hard to model and predict. Unknown



# RELATIVE RISK

## COMPARISON TO OTHER DISEASES



COVID-19

- Me Measles
- Po Polio
- Sx Smallpox
- Cx Chicken Pox
- Me MERS-CoV
- Sa Sars-CoV
- Eb Ebola (West Africa 2014)
- In Influenza 1918
- H2 Influenza H2N2 1957
- H1 Influenza H1N1 2009
- Zi Zica

# SOCIAL, BUSINESS AND ECONOMIC IMPACTS



Increasing infection rate  
Increasing death frequency  
Peoples lives @ risk



Increase medical emergency  
Health system under stress  
Self isolation → Absenteeism



Additional control measures  
Prevent mass gatherings  
Enhance hygiene controls  
Lock down



Border control  
Travel restriction  
Social distancing



Less business activity  
Reduce demand  
Business shut down  
Staff terminated  
Unemployment increases



Supply chain disruption  
Global interdependencies



Doomsday preppers  
Panic buying  
Uncertainty



Less economic activity  
Share markets crash



Economic slowdown/ lower GDP  
Stimulus package

Some positive business impacts too...  
- Lower fuel prices, on-line business, food delivery

# WHAT LOCK DOWN COULD LOOK LIKE?

## Close all non-essential services

- Cafes, restaurants, bars, hotels
- Schools, universities, pre-schools
- Entertainment venues, cinemas, fitness centres

## Postpone or cancel

- Sporting events & concerts

## Limited services

- Public transport
- Places of worship open, but no services or ceremonies

## Still open

- Emergency services
- Key infrastructure
- Hospitals & pharmacies + Health care workers must cancel planned vacations
- Supermarkets
- Banks + Banks impose a moratorium on repayments

## Border control

- Strict travel ban between countries or within Australia

## Don't go out. Don't socialise.

- Friends or relatives

## People with no symptoms can leave their home only to:

- Do a shopping run - only one person per household
- Buy food and medicine
- Commute to work (subject to approval)
- Go to hospitals and banks
- Care for the young and the elderly

## Enforcement

- Life is highly controlled by government rules
- Drones monitor people compliance
- People must get police permission to travel
- In a line, people stay 1 -2 meters apart
- Police write tickets for people out wandering

# KEY RISK INDICATORS – AUSTRALIA\*



Daily new confirmed  
cases  
Increasing  
Doubling every 6 days



Total Confirmed  
Cases  
@ 21 March - 1072



Total Confirmed  
Deaths  
@ 21 March - 7

These are the key statistics that will determine the level of social distancing and eventually the extent of lockdown

# INTER-GOVERNMENT PANDEMIC ARRANGEMENTS



World Health Organisation

Help national authorities/ Member Nations to develop or revise national pandemic preparedness and response plans in conjunction with the 2017 WHO pandemic influenza preparedness framework (PIP Framework)

Whole-of-society approach where Governments at all levels have responsibilities in Preparedness, Preparation, Response and Recovery



Australian Government

Australian Health Management Plan for Pandemic Influenza (AHMPPI) 2019

Pandemic response in Australia is managed under a framework of prevention, preparedness, response and recovery (PPRR) in line with WHO guidelines

Australian Health Protection Principal Committee (AHPPC)

Emergency Response Plan for Communicable Disease Incidents of National Significance: National Arrangements (National CD Plan) outlines responsibilities



NSW Human Influenza Pandemic Plan. NSW Health is the combat agency

The State Emergency Operations Controller (SEOC) has invoked the State Emergency Operations Centre

Local government specific responsibilities

# THE PANDEMIC PLAN

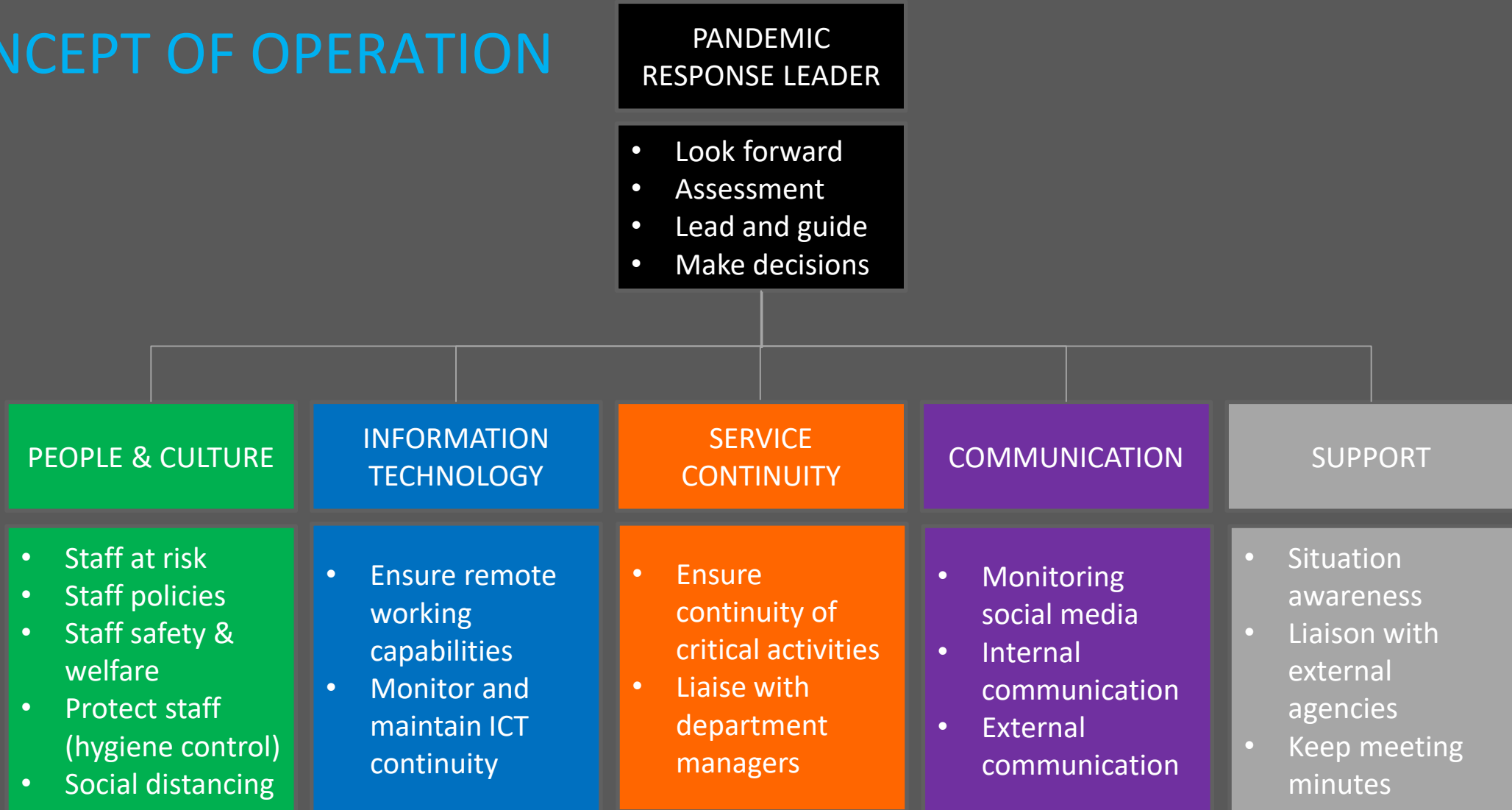
- Best as a 'sub-plan' of the Business Continuity Plan
- Follows the 4 stages of Prevention, Preparedness, Response and Recovery (PPRR)
- Considers key risks → Unavailability of staff for an extended period + knock on impacts in a pandemic (supplier risks, technology demands)
- Leverage from the Business Impact Analysis (BIA) and considers:
  - Critical business activities
  - Services that may experience higher demands
  - Range of disruption scenarios including lock down
  - People risks and hygiene controls
  - Key inputs - resources, suppliers & interdependencies
  - Organisational capabilities to respond

## PANDEMIC PLAN CHECKLIST

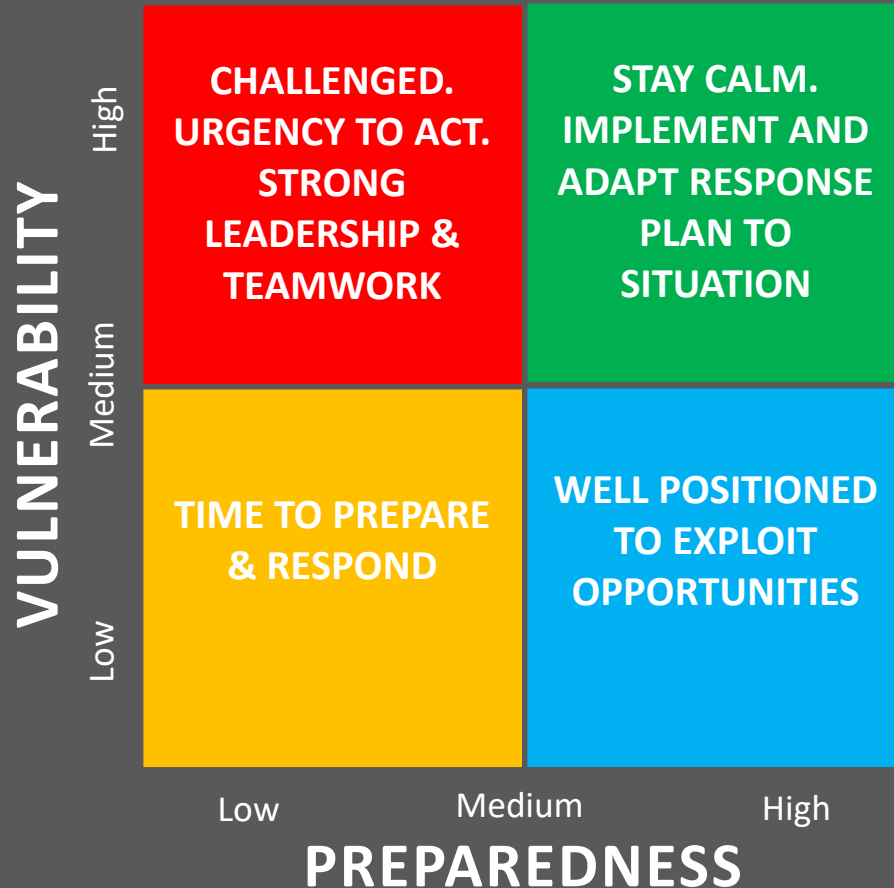
- Predefined activities across the 4 stages of PPRR
- Specific Pandemic Response Team (see page 9)
- Predefined team roles & responsibilities
- Regular meetings and record actions
- Regular monitoring & situation assessment
- Regular communication with stakeholders and tailored messages - staff, customers, suppliers
- Supporting procedures
  - Infection control
  - Social distancing
  - Alternate procedures for critical business activities
  - Communication templates



# RESPONSE TEAM: CONCEPT OF OPERATION



# READINESS ASSESSMENT: HOW PREPARED ARE YOU?



## VULNERABILITY:

- Number of critical activities
- High dependency on external suppliers
- Stakeholder expectations
- Consequence of failed response

## PREPAREDNESS:

- Documented crisis management plan or pandemic subplan to guide
- Regular crisis exercises and training
- Effective prevent & response strategies
- Readiness assessment
- Alternate arrangements – work from home
- Capable response teams
- Communication capabilities

**Where is your organisation?**

# PANDEMIC RESPONSE ADVISORY TEAM



**Tony Harb**



**Cameron Parsons**



**Kim Edwards**



**William Makdessi**

## COVID-19 Free Client Hotline

We want to help our clients through tough times. We have established a free general advice and guidance service in respect to critical crisis management and pandemic matters that is available for all our clients. Please contact us.

Email: [admin@inconsult.com.au](mailto:admin@inconsult.com.au)

Phone: +612 9241 1344

## Our Client Updates

Regular updates about availability of our team and services.

[Click Here](#)



# WE ARE HERE TO HELP

InConsult

[www.inconsult.com.au](http://www.inconsult.com.au)

Level 35, One International Towers  
Barangaroo Avenue, Sydney NSW 2000

T: +61 2 9241 1344

E: [info@inconsult.com.au](mailto:info@inconsult.com.au)

## REFERENCES

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*Australian Health Management Plan for Pandemic Influenza (August 2019)*

*Emergency Response Plan for Communicable Disease Incidents of National Significance: National Arrangements (May 2018)*

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*inconsult.com.au - Coronavirus: Know the risk, impact and review your pandemic plan now*

*inconsult.com.au - 7 Strategies To Protect Yourself From The Coronavirus*