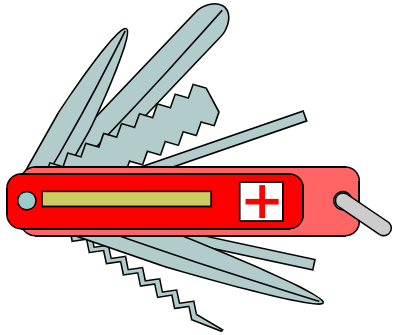


# Flu Pandemic

**To catch it or not to catch it ?**

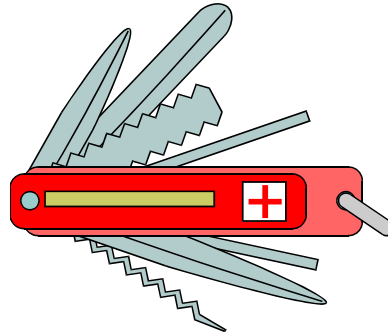
**Bangkok 2<sup>nd</sup> July**

# The Foundations



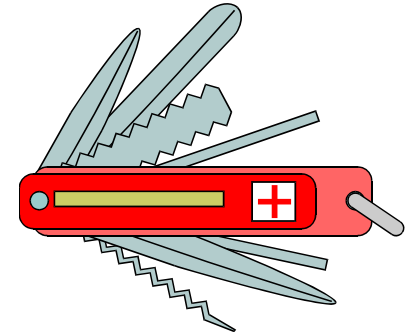
## PPP (\*)

- A set of procedures to protect the personal



## BCP (\*\*)

- A Corporate BCP to operate the company situation despite a pandemic situation
- A Divisional set of predefined responses



## Crisis Committee

- A Management team trained to handle the crisis situation

(\*) PPP : Preparedness Pandemic Plan

(\*\*) BCP : Business Continuity Plan

# BCP

A Corporate strategy

WHO Phases	Description
<b>Phase 1</b>	No new influenza virus subtypes have been detected in humans. An influenza virus subtype that has caused human infection may be present in animals. If present in animals, the risk of human infections or disease is considered to be low.
<b>Phase 2</b>	No new influenza virus subtypes have been detected in humans. However, a circulating animal influenza virus subtype poses a substantial risk of human disease.
<b>Phase 3</b>	Human infection(s) with a new subtype. No human-to-human spread, or at most rare instances of spread to a close contact.
<b>Phase 4</b>	Small cluster(s) with limited human-to-human transmission. Spread is highly localized, suggesting that the virus is not well adapted to humans.
<b>Phase 5</b>	Larger cluster(s) but human-to-human spread still localized, suggesting that the virus is becoming increasingly better adapted to humans, but may not yet be fully transmissible (substantial pandemic risk).
<b>Phase 6</b>	Pandemic: increased and sustained transmission in general population.

## Nestlé Alert States

Alert State One	Alert State Two	Alert State Three	Alert State Four
<b>PREPARATION MAINTENANCE</b>	<b>READINESS</b>	<b>CASE MANAGEMENT</b>	<b>EMERGENCY RESPONSE</b>
<ul style="list-style-type: none"> <li>No new virus subtypes detected in humans.</li> <li>An animal flu virus poses substantial risk for human.</li> <li>Human infection with new subtype.</li> <li>No human-to-human spread yet.</li> </ul>	<ul style="list-style-type: none"> <li>Clusters of human to human contamination abroad, not in Thailand.</li> </ul>	<ul style="list-style-type: none"> <li>Clusters of human to human contamination in Thailand.</li> </ul>	<ul style="list-style-type: none"> <li>Full fledge pandemic</li> <li>Sudden development of large clusters of human to human contamination in Thailand</li> </ul>

# TRIP WIRE

## Alert State 1

- No new influenza virus subtypes have been detected in humans. The risk of human infections or disease is considered to be low.
- However, a circulating animal influenza virus subtype poses a substantial risk for human disease.
- Human infection(s) with a new subtype. No human-to-human spread Previous flu pandemic virus has wind down.
- Previous flu pandemic virus has wind down.

## Alert State 2

- Small cluster(s) of contamination abroad with limited human-to-human transmission.
- Larger cluster(s) of contamination abroad but human-to-human is still localized
- Nestlé Task Force instructs Markets to partially implement BCP
- Thai health authorities instruct private sector to take pro-active stand regarding the safety of people and live stock.

## Alert State 4

- Increase and sustained transmission in general population. The pandemic is spreading out of control.
- Widespread human-to-human contamination in Thailand.
- Thai health authorities declare "Sanitary State of Emergency".
- Sudden and scores of flu pandemic threatening cases amid Nestlé Thai staff.

## Alert State 3

- Small cluster(s) of contamination in Thailand with limited human-to-human transmission.
- Larger cluster(s) of contamination in Thailand but human-to-human spread is still localized.
- Thai health authorities instruct private sector to take pro-active stand regarding the safety of people
- Some employee(s) disclose flu pandemic symptoms.
- Nestlé Group gives instructions for BCP implementation

# Crisis Committee (CC) Expected Actions

## Alert State 1

- Crisis Committee Coordinator ensures the followings:
- BCP & PPP is up-to-date and rehearsed in all sites
- Key staff is identified and replacement is trained
- Strategy of stockpiling is defined & implemented for medical and non medical supplies
- Preventive measures are implemented – e.g. seasonal flu vaccine, awareness campaign
- Raise awareness (Suppliers, Co Man, NDP, Staff)

## Alert State 2

- Crisis Committee Coordinator seeks Market Head endorsement for Crisis Committee activation
- CC consults on weekly basis for case management and situation review
- CC communicates internally (staff) and liaise with Vevey
- CC members must familiarize themselves with the plan and the tasks listed in Alert State 2
- **Travel restrictions & Quarantine** measures as needed
- Hygiene measures reinforced. Travel kits supplied.

## Alert State 4

- CC “meets” immediately
- Reviews and assesses the current situation
- Decides of emergency measures for immediate implementation
- Decides of full or partial BCP implementation
- Communicates internally and externally
- Follows through on all tasks listed in Alert State 4
- Manages the crisis

## Alert State 3

- CC implements part or all BCP & PPP:
- **Implement measures to reduce risk outside, to limit introduction of virus into and limit spread of virus inside facilities**
- CC “meets” for **case** management and situation review. CC follows through on all tasks listed in Alert State 3
- CC follows through on all instructions coming from Vevey or local authorities. Review leave policy.
- CC members report back to CC tasks’ status.
- CC ensures supply of key SKUs on market

# PPP

An anticipated protection of our employees

# CHAPTER 1 : Don't catch the flu outside

## Personal hygiene (hand washing, cough etiquette)



## Social distancing (“ Kind of “self” Isolation”)



# CHAPTER 1 : Don't catch the flu outside

Several communications done like the “Leaflet on Flu”.

cially important: before preparing food and after eating, after coughing or sneezing, blowing your own or your child's nose, using the toilet or contact with (sick) people (for example, when attending to them).

- Avoid touching your eyes, nose and mouth.
- Use disposable tissues only.
- Cover your mouth and nose when sneezing or coughing preferably with a disposable tissue or into your sleeve.
- When you get home: take your shoes and coat off as soon as you enter the doorway and wash your hands.
- Clean daily the surfaces that you touch most often (kitchen and bathroom surfaces, door handles).
- Do not share your plates, glasses or cutlery with others when eating
- Make sure the rooms of your home are well ventilated.

### 3. Masks

There is very little research about the effectiveness of masks in protecting people in public settings. However, using a surgical face mask correctly and consistently could help reduce the spread of a flu pandemic.



Be advised that no single action provides complete protection. Therefore wearing a mask should be viewed as an additional precautionary measure only.

### What should I do if I get sick?

1. Contact your doctor.
2. Stay at home to avoid infecting others.
3. Follow hygiene precautions scrupulously
4. Avoid contact with uninfected persons, particularly infants, small children and persons with chronic health conditions.
5. Use disposable tissues only and dispose them in plastic bags immediately after use.
6. Drink plenty of fluids.
7. Avoid physical activity: bed rest is best.
8. As usual, follow the instructions on your doctor's prescription.
9. Take your prescription medicine regularly.
10. Follow the national recommendations.

## Nestlé Group Thailand

Emergency contact no.0-2657-8000 Ext. 8899

### Contact at Locations

<b>Head Office</b>	Dr. Chatchai Aungsuroj Nestlé Clinic Tel. 0-2657-8000 Ext. 8297
<b>Srinakarin</b>	First Aid Room Tel. 0-2648-7000 Ext. 7455
<b>Ayuthaya</b>	First Aid Room Tel. 0-3571-0312-4
<b>Bangpoo</b>	First Aid Room Tel. 0-2648-7800 Ext. 7891
<b>Bangchan</b>	First Aid Room Tel. 0-2648-4600 Ext. 4798
<b>Chachoengsao</b>	First Aid Room Tel. 0-3859-3090 Ext. 5277
<b>Navanakorn</b>	First Aid Room Tel. 0-2648-4000 Ext. 4423

### Regional Office

<b>Chiangmai</b>	Tel. 0-5320-3340-4
<b>Hatyai</b>	Tel. 0-7422-5445-6
<b>Korat</b>	Tel. 0-4425-4850-4

# Influenza & Avian Flu



Nestlé Group Thailand



One communication tool set up & used for crisis management : SMS

# CHAPTER 1 : Don't catch the flu outside

Use of available materials, like this movie from UK Health Department.



## Distribution of Surgical masks and Travel Kits



# CHAPTER 2 : Don't bring the flu inside work premises

## Self screening + Door screening



# Chapter 2: Don't bring the flu inside.

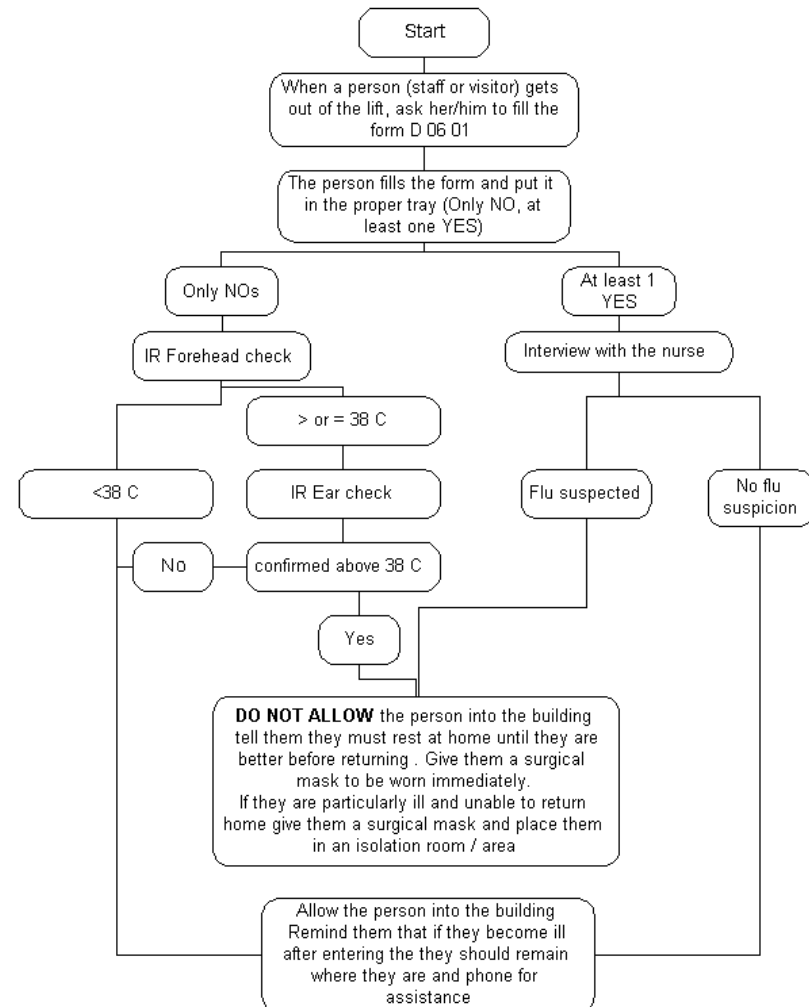
## Door Screening Procedure

All staff involved in screening **MUST** wear a N95 respirator (if available) or surgical mask, and gloves at all times. Remember to wash your hands regularly.

### Isolation suspect cases

Similar procedure is implemented at Bangkok Airport by Authorities:

- All travelers are “thermo checked” (measurement of their temperature by Infra Read Thermo scanner) at arrival.
- If measurement positive, body temperature is retested by medical attendants.
- If fever is confirmed, the person is sent to hospital for minimum 2 days quarantine.
- First the person is tested for virus H1N1. If test negative, the person is released after 2 days.
- Otherwise the person is quarantine for one week.



## **CHAPTER 2 : Don't bring the flu inside work premises**

### **Travel / Meeting restrictions. Examples of internal communications**

**6<sup>th</sup> May** : All (outbound – inbound) business travels, workshops, trainings, conferences must be reported ahead of time to the Market Security (K Taweesak 8982 / K Somkiat 8521) via email for Crisis Committee clearance and endorsement.

**12<sup>th</sup> June**: Avoid non business critical trip especially the trip to severe infected country.

Domestic travel to the area where serious outbreak was reported should be avoided also.

All workshops, trainings, conferences involve people from foreign country must be reported ahead of time to the Market SHE & Security (K Taweesak 8982 / K Somkiat 8521) via email for Crisis Committee clearance and endorsement.

# CHAPTER 3 : Don't spread the flu inside

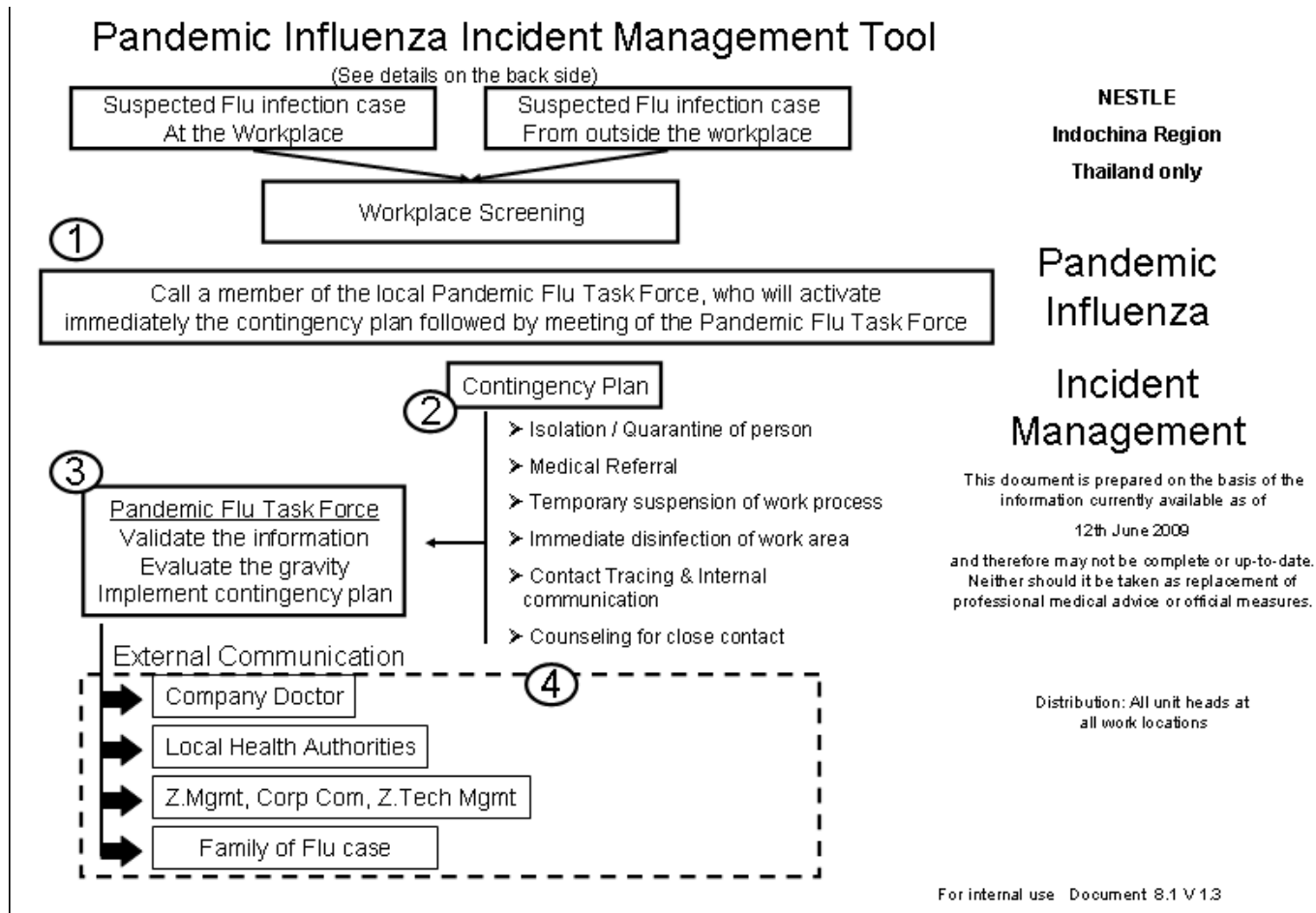
## Reinforce cleaning disinfection

With Alert State 2, we initiated daily cleaning & disinfection of door handles, doors knobs etc...



# CHAPTER 3 : Don't spread the flu inside

## Treatment of suspected cases



# CHAPTER 3 : Don't spread the flu inside

## Contact tracing

**“Close contacts” with suspected case need to be quarantined.**



Pandemic Preparedness: Contact list Document 8.10 Version 1.0 Chapter 9

Information collected by: \_\_\_\_\_  
Date: \_\_\_\_\_  
Index case's name: \_\_\_\_\_

### Contact List

Record information during the tracing procedure. Contacts will probably include family members, housemates, close friends and workmates (if they share close contact or work in an environment with confined spaces). You may be required by law to track this information; consult local health authorities for more information.

Name	Email	Phone	Address	Nature of contact <small>close/intermediate/distant</small>	Date of interaction	Symptoms	If symptoms present, infection route?

\*Use the contacts to fulfil next procedure (index case, first contacts, ring, infection, etc. and so on)

1. The contact acquired their infection from the index case.
2. The contact could have been the source of the index case's infection (if yes, consider the contact as a new index case and start another [index case](#) information sheet)
3. The contact acquired their infection from the same source as the index case.
4. The contact's infection is unrelated to the index case.

Worldwide reach  
Human touch

## Limit meetings - Social distancing

**Avoid to shake hands**

**Favor telephone conference rather than meetings etc...**

# Resources

## **PPP**

Developed in 2005 based on SOS International Protocol.

## **BCP**

Developed internally based on BS 25999-1 2006 Business Continuity management and HB 292-2006 A Practitioners Guide to Business Continuity Management and HB 436:2004 Risk Management Guidelines Companion to AS/NZS 4360:2004.

# Resources

Thermometer IR Forehead 8877	Thermom. IR Ear IRDB1	Ear probe cover for Thermom. IRDB1	Mask N95 small (for ladies)	Mask N95 large (for men) (*)	Facial Mask
<i>model : 8877 from AMET with calibration certificate</i>	<i>model IRDB1 from Microlife/Sa maphan with calibration certificate</i>	<i>Boxes of 40 pieces (have 10 boxes in stock - minimum 5 boxes)</i>	<i>model 3M 8110S (Supplied by PDS)</i>	<i>model 3M 8210 (Supplied by PDS)</i>	<i>facial mask from PDS (1 model only)</i>



*Unit price:  
2,246.25 TB  
included  
Calibration  
Certificate*

*Unit price:  
2,000 TB  
included  
Calibration  
Certificate*

*Unit price:  
224 TB/box*

*Unit price:  
22 TB*

*Unit price:  
22 TB*

*Unit price:  
1.90 TB*

(Information of 2006)

## **Conclusion**

**In case of flu pandemic, one prime objective of the Company is to preserve the staff to get infected. The responses have been defined since 2005 in our PPP.**

**The measures to be implemented are graduated within the Alert State levels defined in the BCP in order to properly respond to a given situation.**

**Alert State 2 on 6<sup>th</sup> May**

**Alert State 3 on 22<sup>th</sup> June**

**The Crisis Committee must stay abreast of the situation and activate accordingly the BCP fully or partially.**