



Business Contingency Planning: Position Statement

Clybiau Plant Cymru Kids' Clubs always strives to deliver the best possible service to its customers at all times and are also fully aware of our responsibility for the health, safety and wellbeing of our employees.

The organisation has a number of processes and procedures in place to monitor both of these, but sometimes, for reasons beyond our control one will affect the other. In those circumstances, the health, safety and wellbeing of our employees takes priority.

One such circumstance is the 'second wave' of **swine flu** that is predicted this autumn and winter, which the Health Protection Agency believes will be more serious than the first wave this summer (which subsided with less disruption than was originally expected). Clybiau Plant Cymru Kids' Clubs will be taking the following action in relation to minimising the incidence and spread of the disease and the disruption to our day-to-day workings. We think it would be naïve to think that none of our staff will suffer from swine flu, particularly as the Government estimates that by April 2010, 30% of the population could have experienced some of the symptoms of pandemic swine flu.

In the **short term** the organisation will:

- Make all staff aware of the symptoms of swine flu and urge them to seek medical advice / attention if they feel unwell or they have a sick child under 1 year old
- Advise employees on measures to reduce the spread of disease (avoiding physical contact, always carrying tissues and coughing or sneezing into them then binning them after one use, washing hands with antibacterial soap / hygiene hand gel after coughing or sneezing) – 'catch it, bin it, kill it'
- Look at the viability of enabling office-based workers to work from home where possible to minimise their exposure to others
- Encourage home workers to limit the number of visits to regional offices and to telephone clubs before they visit to ascertain the risk. Employees will be left to make up their own mind whether it is safe or not to visit the club, taking into account their own personal health and circumstances.
- Reinforce the use of video-conferencing to reduce the amount of face-to-face contact between members of staff and investigate the possibility of using video-conferencing with our suppliers and customers wherever possible
- Ensure that each employee's work plans are up to date such that activities and deadlines can easily be picked up by another employee if they fall ill
- Identify key roles within the organisation and make sure that multi-skilled staff are able to cover those functions if necessary
- Discuss the possibility of accruing TOIL and cancelled holidays depending on business priorities / level of work and the extent of sickness absence
- Inform employees about salary during their absence, referring them to the organisation's flexible working, sickness absence, dependant care leave and TOIL policies.
- Keep up to date with advice for employers from the Department of Health, the Health Protection Agency and the Health & Safety Executive

If employees feel unwell the organisation will:

- Send the employee home and urge them to seek medical advice as soon as possible to confirm whether or not they have swine flu
- Request that they stay away from work until they are symptom free and feel well enough to return to work
- Identify the most appropriate person to take over the unwell employee's work

- Inform the unwell employee's key contacts of the situation, discuss priorities and agree what is feasible to achieve
- Arrange for the unwell person's telephone calls and emails to be diverted to a nominated individual where possible, otherwise an 'out of office' type message will be left and the caller asked to telephone the regional office or Head Office
- Inform employees who have been in contact with that person that they have fallen ill and to be extra vigilant in looking out for symptoms

These principles will be put in place as and when necessary. Their effectiveness will be monitored regularly and adjustments made as required. It is highly likely that swine flu will affect a number of individuals in the organisation and we hope that these measures will limit the impact of it on our ability to meet our service requirements.

Another such circumstance is **adverse weather** affecting employees' ability to get to their place of work. Given our temperate climate this is not usually an issue, however, in recent years we have seen some extremes which have led to heavy snowfall, flooding, high winds and higher than average summer temperatures. Heavy snowfall, flooding and high winds all have the potential to prevent employees from getting to their place of work, therefore the company will implement the following measures:

- Monitor local weather forecasts, radio broadcasts and transport service information and seek advice from relevant agencies such as the Environment Agency in relation to weather conditions and their likely impact on travel services
- Warn all employees of impending adverse weather and inform them that it is their decision as to whether or not they are able to get to their place of work safely; if employees are already at work ask each of them to consider their own personal circumstances and make their own decision as to whether to leave early or not
- Ask those who are set up and/or able to work from home to do so rather than struggling to get into the office, and to plan for this by taking appropriate work home with them
- Ask those employees who are not able to work from home and unable to get to their normal place of work because of the adverse weather to take TOIL or annual leave in consultation with their Team Leader
- For those whose role is to work with and visit clubs, to ensure that they telephone the clubs in advance of setting off to see if the club is open and to get local information on the usability of roads
- Ask employees to contact their Team Leader in the same way they would if they are off sick so that work commitments and deadlines can be discussed and covered if necessary

It is hoped that adverse weather conditions will only have a **limited effect** on the day to day running of the business and our level of customer service. We hope that the measures listed above will allow business to carry on as usual as far as is reasonably practical and we shall monitor and review our actions to make them as effective as possible.