

## SECTION 2 – TEMPLATES

This section provides templates to assist organisations to plan and recover from a pandemic event. Each section is based on the relevant points outlined in Section 1 and incorporates:

- the authority of the CEO;
- regulatory frameworks;
- identification of critical functions;
- Assumptions under which policies are based;
- interdependencies;
- PPE stockpiles; and
- testing of the developed pandemic plan.

The templates are available electronically via the TISN website at [www.tisn.gov.au/www/tisn/tisn.nsf/Page/Publications\\_Energypublications](http://www.tisn.gov.au/www/tisn/tisn.nsf/Page/Publications_Energypublications). Organisations are encouraged modify the templates to suit their business.

Also provided on website is an Excel spreadsheet that can be used to identify the critical functions of the organisation, and the persons, contractors, or suppliers that support and deliver those critical functions. The spreadsheet has several worksheet tabs that represent suggestions of major functions of a typical energy business.

The spreadsheet also has a summary “ranking” of all these functions for use by the CEO and Pandemic Manager, enabling them to prioritise the planning and recovery effort to those most critical parts of the organisation.

In the templates are *suggested* critical areas and functions of a typical energy organisation. These serve as prompts to identify critical functions, and can be changed to suit the organisation.

## **TEMPLATE 1**

The \_\_\_\_\_ (organisation name), as part of its business continuity planning, is putting in place a Pandemic Management plan. Whilst the likelihood of a human influenza pandemic is low, the effects on the organisation in such an event would be devastating.

\_\_\_\_\_ (Insert the nominated Pandemic Manager's name) is nominated as the Pandemic Manager for the organisation, and will work with all business units and sections in identifying critical staff and functions.

\_\_\_\_\_ (Insert the alternative Pandemic Manager's name) will assist \_\_\_\_\_ (Insert the nominated Pandemic Manager's name), and be the alternative Pandemic Manager.

It is required that all business units and sections offer as much assistance to the Pandemic Manager and provide as much information as is necessary to enable the construction of a robust plan for the protection of our critical energy supply, and business continuity.

The plan will be reviewed \_\_\_\_\_ (insert a nominated review period, suggested annually).

On completion of the pandemic plan, a desk-top exercise will be carried out to test the plan.

It is emphasised that this pandemic plan will work within the organisation's existing business continuity framework and will maintain the established lines of authority.

I trust all business sections will offer as much assistance in this as is required.

\_\_\_\_\_  
(Signed and dated by the CEO/MD)

## **TEMPLATE 2**

### **Purpose of the Plan**

To enable \_\_\_\_\_  
(organisation name), to plan, prepare respond and recover in the event of influenza pandemic.

### **Regulatory Framework:**

The regulatory framework in which \_\_\_\_\_  
(insert organisation's name) operates is \_\_\_\_\_  
(insert name of the regulatory framework/s).

In the event of influenza pandemic, the following actions will be taken to ensure compliance within this framework.

Commonwealth:

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State and Territory:

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Other:

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## TEMPLATE 3

### Identification of Mission Critical Functions

The CEO/MD has determined that, for \_\_\_\_\_ (insert organisation's name), the following tasks are mission critical to the business and must be maintained. As such, support to these functions and the relevant staff members will be our first priority.

**Table 1: Mission Critical Business Functions**

Name of Mission Critical Business Unit	Number of Essential Staff	Other Requirements
<i>E.g. (List functions)</i>		
<i>Human Resources—Payroll</i>		

### Identifying and Prioritising Mission Critical Functions and Staff

Section 3 of the pandemic guide contains formatted spreadsheets (designed by Brian Kelly, former Chair of the Energy Pandemic Col) which are available on the TISN Website at [www.tisn.gov.au/www/tisn/tisn.nsf/Page/Publications\\_Energypublications](http://www.tisn.gov.au/www/tisn/tisn.nsf/Page/Publications_Energypublications) .

The spreadsheets consist of several worksheets, or “tabs”. The spreadsheet has its own guidelines at the first tab which should be read prior to populating the template.

Tables 2 and 3 (page 23) demonstrate how to use the spreadsheet tool to identify and prioritise key people that support the operational functions of any energy business. It should be noted that there are key differences in the functioning of electricity and oil and gas sectors. As such, each sector will have different criticalities, as presented in Tables 2 and 3.

Once the pandemic manager has consulted widely and populated the spreadsheet tables, this can then be copied and “special paste” into a *Word* document and included in your pandemic plan.

**Table 2: Electricity sector - criticality table**

<b>Over-view for XYZ company, organisation,</b>			
Business Unit organisational Ranking - Considering Long Term Impact			
<b>Electricity Sector</b>			
<b>Impact Period</b>			
<b>21 weeks</b>			
(Note -Do not change cell contents - this sheet is not protected and to enable users to manipulate the information automatically sourced from previous worksheets. Use Sort and Filter commands as required)			<b>Critically of This Service to the over-all business.</b>
			% of all
1	Electricity Distribution Maintenance	0	#DIV/0!
2	Generating Plant Fuel Supply	0	#DIV/0!
3	Generation	0	#DIV/0!
4	System Control	0	#DIV/0!
5	Transmission (Asset Management)	0	#DIV/0!
6	IT Services	0	#DIV/0!
7	Network Field Services	0	#DIV/0!
8	Network Engineering Support	0	#DIV/0!
9	Purchasing	0	#DIV/0!
10	Alternative Fuel Supply	0	#DIV/0!
11	Human Resources , Industrial Relations & Safety	0	#DIV/0!
12	Network Planning	0	#DIV/0!
13	Finance	0	#DIV/0!
14	Corporate Management, Incl. Disaster Management	0	#DIV/0!
15	Retail and Customer Services	0	#DIV/0!
16	Corporate Support	0	#DIV/0!
17	Spare Sheet for Services #1	0	#DIV/0!
	total	0	#DIV/0!

**Table 3: Gas and liquid fuels sector - criticality table**

<b>Over-view for XYZ company, organisation,</b>			
Business Unit organisational Ranking - Considering Long Term Impact			
<b>Gas and Liquid Fuels Sector</b>			
<b>Impact Period</b>			
<b>21 weeks</b>			
(Note -Do not change cell contents - this sheet is not protected and to enable users to manipulate the data which is automatically sourced from previous worksheets. Use "Sort" and "Filter" commands as required)			<b>Critically of this service to the over-all business.</b>
			% of all
1	Business & Corporate Support	0	#DIV/0!
2	Downstream Oil Shipping	0	#DIV/0!
3	Refining	0	#DIV/0!
4	Storage and Distribution	0	#DIV/0!
5	Oil Retail Operations	0	#DIV/0!
6	Aviation Fuels	0	#DIV/0!
7	Business General Management , disaster recovery	0	#DIV/0!
8	Spare sheet 1	0	#DIV/0!
9	Spare sheet 2	0	#DIV/0!
10	Spare sheet 3	0	#DIV/0!
	total	0	#DIV/0!

## TEMPLATE 4

### Assumptions

The following expectations and associated assumptions regarding the environment \_\_\_\_\_ (insert organisation name) will be operating in at during a pandemic event are listed below.

*Some examples are summarised in Table 4 below (modify the table and its contents as required to best suit your circumstances).*

**Table 4: Expectations and assumptions of the operating environment of:** \_\_\_\_\_ (insert organisation name).

Expectations	Assumptions
Business as usual	Availability of staff, infrastructure, freedom of movement, access to supplies, ability to protect staff (and families)^
Staff will come to work	People will not panic and stay at home, people will have freedom of movement as essential service providers, transport systems will be operating, people will have access to petrol for their cars, availability of personal protection equipment etc (if required).^
Minimal operating requirements	Agreements with staff, changing work routines, availability of remote access* (See assumptions below for <i>IT—Organisation network expectation</i> ).
Staff will be paid	Availability of communication and banking and finance systems, continuity of law and order.
Staff will work from home	Availability of communications, organisation's systems can cope* (See assumptions below for <i>IT—Organisation network expectation</i> ).
Security of assets and infrastruc	Continuity of law and order.
Maintenance of assets/infrastruc	Freedom of movement for essential service providers, access to supplies for repair (including access to imported goods if required), availability of personal protection equipment.^
IT Network – (Public)	The national telecommunications system will remain operational. Staff operating from home or other bases* will be able to use this network to remotely access the organisation's IT systems. (See assumptions below for <i>IT—Organisation network expectation</i> ).
Organisation will not operate	No regulatory obligation, agreements with staff in place (holiday leave, unpaid leave, sick leave).
IT - Organisation network	The organisation's IT network will remain operational to accept ____ (insert a number of expected) staff seeking remote access to the organisation's IT network. It has been researched that __ (insert number) staff have suitable and operating IT hardware and software infrastructure to access the organisation's IT network from home or other bases. This has been randomly tested to ____ (insert number) as at _____ (insert a date).

\*This assumption will entail an organisational policy on remote access arrangements that will need to be tested with your telecommunications provider.

^ Use in conjunction with templates 9 and 10.



## TEMPLATE 6

**Table 6: External Stakeholders / Major Clients likely to be Affected**

The following list of external stakeholders have been identified as interdependent organisations for. These organisations have been included in \_\_\_\_\_(insert organisation name) communications plan and alternative arrangement options have been considered in consultation with each of them.

<b>Organisations affected by potential loss of our services - typically major clients</b>	<b>Contact person</b>	<b>Contact Details</b>	<b>When do they need to be contacted - What effect will a loss of services, have on this client / end user</b>	<b>Assistance they can offer to lessen demand on our infrastructure</b>
<i>Modify as required</i>				

## TEMPLATE 7

**Table 7: Major suppliers to the organisation**

Loss of services/products from the major suppliers listed in the below table will have an affect on the organisation.

Suppliers who the organisation depend on for services/products	Contact person	Contact details	What effect will loss of services from this supplier have on the organisation?	What can the organisation do to lessen the demand on this supplier?
<i>Modify as required</i>				



## **TEMPLATE 9**

### **Policy on Prophylaxis, medication stock-pile, and Protective Materials**

*Note: There are serious considerations if you wish to stockpile PPE and antivirals, such as maintaining appropriate storage, turnover of stocks and, appropriate prescription and administration of medicines.*

**Policy:** (insert information on the organisation's policy i.e. to use Social Distancing, OH&S arrangements and/or other PPE methods.)

*If the organisation does choose to invest in PPE and/or anti-virals, the following may be useful in keeping track of these:*

**Anti viral medication** is/is not to be stockpiled within the Organisation.

*If stockpiled by the organisation:*

These anti viral medications were received on \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_. This medication is labelled and batch numbered \_\_\_\_\_, and is due to expire on \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_.

There are \_\_\_\_\_ (quantity) doses of antiviral medications in this batch which will service \_\_\_\_\_ people at a dose rate of \_\_\_\_\_ per person.

Anti viral medication is/is not available in tablet form.

*If anti- viral medication is in vial injection form:*

Administration of the medication is to be carried out by \_\_\_\_\_ (qualified personnel), contact details \_\_\_\_\_.

The organisational policy for dealing with obsolescent stock is \_\_\_\_\_ (eg. donate to charity prior to expiry)

**Families of critical staff** have/have not been allocated anti viral medication.

*List of persons to receive anti-viral medication should be created and maintained.*

This list is attached /or can be found at \_\_\_\_\_ (insert location).

The Pandemic Manager will review this list and up-date on \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ (insert a review date).



## TEMPLATE 11

In order to use the Pandemic Response Matrix in Figure 1, organisations will need to clearly articulate their response to any changes in severity. The table below demonstrates how this template can be used to map out your organisations responses. Please note the template contains *examples* of response actions, each organisation will have specific needs that will need to be addressed through their own response actions.

**Table 11: Severity Response Actions**

	Monitor Situation	Communicate	Control Infection	Support Employees	Maintain Essential Operations	TISN / IAAG
<b>Routine</b>	Planning and development of pandemic preparedness, response and recovery strategies.	Development of communication policies / strategies for changes in alert phases and to be routinely reviewed in light of current research.	Development of Pandemic countermeasures.	Review existing polices or develop new policies and identify when polices would be invoked	Business to identify and review essential services	
	Maintain a watching brief on current pandemic situation via credible sources.				Review contracts with a view to maintaining supply	
<b>Engage</b>	Maintain a watching brief on current pandemic situation via credible sources.	Briefing executive team as necessary	Instigate basic social distancing, quarantine and hygiene practises	Consider support for managers to make decisions WRT employee concerns	Review BCPs and update with latest information	Activate IAAG / TISN communication strategies
		Periodic updates to staff	Confirm anti-viral priorities and consult with health authorities			
<b>Enhance</b>	Maintain a watching brief on current pandemic situation via credible sources.	Briefing executive team as necessary	Maintain infection control measures and consider further developments to control infection	Consider support for managers to make decisions WRT industrial relations matters	Review BCPs and update with latest information	Enhance IAAG / TISN communication strategies
		Periodic updates to staff				Activate State SCN / engagement model plans / communications
						Activate BRG information flows
<b>Fully Activate</b>	Maintain a watching brief on current pandemic situation via credible sources.	Briefing executive team as necessary	Prepare to support vaccine distribution as necessary to control infection	Enhanced support for managers WRT staff prioritisation	Activate BCPs to maintain essential services	Activate TISN / IAAG interaction
	Monitor employee absentee rates	Periodic updates to staff	Maintain infection control measures and consider further developments to control infection	Develop recovery plans		Activate relevant crisis response

## **TEMPLATE 12**

### ***Testing the Plan***

This pandemic plan will be retested on \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_, or as directed by the CEO of \_\_\_\_\_ (Insert organisation name).

The level of testing will be desk-top / at field level.

The test will / will not include independent assessment.

The test will / will not include interdependent organisations and suppliers.