



# Pandemic Planning Checklist for Retailers

## Pandemic Influenza Checklist for Businesses

The World Health Organization has advised that although the timing of an influenza pandemic outbreak is highly unpredictable, we should be planning now.

RCC recommends that retailers adopt a structured yet flexible business strategy to minimize any disturbances. The primary role of retailers in the event of a pandemic is to reduce the health and safety risk to employees and customers as well as managing necessary business operations. It is essential to try and cover all possible circumstances and levels of severity due to the unpredictability of time and scope of a pandemic.

To assist you in developing and reviewing plans, RCC has developed the following checklist for retail businesses of all sizes.

This checklist is considered to be a general guideline and should not be considered as a comprehensive checklist to address all business planning for an influenza pandemic.

### 1. Your Business

	Not started	In Progress	Complete
Ensure you have up-to-date and reliable information readily available (Government of Canada website: <a href="http://www.influenza.gc.ca/index_e.html">http://www.influenza.gc.ca/index_e.html</a> )	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Identify and assign roles and responsibilities for response plans. When you are planning, ensure you include everyone involved and have their feedback	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Determine what essential needs are required to maintain business. Ensure you have the process set up from beginning from the supply side to other inputs that support the business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Discuss with your suppliers on whether they have a response plan on standby and coordinate it with your own	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ensure you have access to another pool of employees to take on essential task to run your business where appropriate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assess the possible impact a pandemic will have on business related travel. Consider reducing non-essential travel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Formulate a communications strategy. This plan should be a chain system with key contacts, employees, suppliers, customers, and include a process for tracking and checking status of those involved	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ensure your plan is in working order and have a test run. Taking into account advice and updates from the government	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### 2. Your Employees & Customers

	Not started	In Progress	Complete
Forecast and plan for staff absences during a pandemic depending the perceived severity of the pandemic. Remember that the scope can range from staff absences to disruptions in transit system, schools etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assess your businesses' need for continued face-to-face contact with your customers and suppliers. Consider plans to change the frequency or the type of contact because there could be an advisory against non-essential travel domestically as well as internationally	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Plan for an increased request in employee welfare services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ensure your customers and your employees with special needs are considered for while planning a response plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Consider your customers' needs and ensure you devise alternative business strategies and arrangements to meet those needs. (i.e. increase internet shopping capabilities, mail ordering etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### 3. Your Policies

	Not started	In Progress	Complete
Ensure you have absence policies that correspond with regulations advised by the government. (i.e. provisions on when infected people can return to work when symptoms have gone) Make sure you correlate your policies with the advice of health care professionals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ensure you have an alternative response worksite and work hour schedules (e.g. working from home, staggered shifts)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ensure you have policies for reducing infection set up at work (i.e. respiratory etiquette, hand hygiene, persons with slight symptoms asked to stay home)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ensure you have policies in place for employees who are suspected to be ill, or become ill at work (e.g. infection control strategy, absences)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ensure you have proper mechanisms to notify the authorities and health care professionals when a suspected infection has occurred. Also ensure containment of the infection when it has occurred	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
With latest information from the WHO, staff who have recently traveled to infected areas should be asked to stay home for 2 weeks and with updates, travel should be limited as staff should not be sent overseas to the infected areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### 4. Your Resources

	Not started	In Progress	Complete
Ensure you have sufficient products on hand to reduce spread of infection (i.e. hand sanitizer, disinfectant soap)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ensure you have taken additional measures for more frequent cleaning on the premise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ensure you have additional channels for communication with your staff in case face-to-face interactions are not possible (i.e. tele-conferencing) and that they are able to access their files via remote access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ensure policies are in place for staff who may be working overseas and that they have specific arrangements in place for their care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ensure staff lists with emergency contact numbers are up-to-date	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### 5. Communication & Education

	Not started	In Progress	Complete
Ensure that your information is from accurate, up-to-date sources and that it covers international and domestic issues (i.e. WHO)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ensure you have communication channels set in place in for status and action updates to your employees, customers, vendors and suppliers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ensure your staff have information about response plans including their roles in the preparedness plans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ensure that your plan is culturally and linguistically catered to your staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Share available information to educate your staff depending on the appropriate stage of the alert. (e.g. signs & symptoms, modes of transmission, personal and family protection, personal hygiene etiquette, contingency plans)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### 6. Your Community

	Not started	In Progress	Complete
Involve yourself in resilience teams and forums in your community. Find out what other organizations and agencies are planning for a possible outbreak.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Share best practices with surrounding businesses and industry associations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Information adapted from UK Resilience <http://www.ukresilience.info/index.shtml>

For more information please visit: [www.retailcouncil.org](http://www.retailcouncil.org).

If you have any questions please contact Derek Nighbor, Vice President, National Affairs via telephone at (888) 373-8245 ex. 234 or [dnighbor@retailcouncil.org](mailto:dnighbor@retailcouncil.org).