

AVIAN INFLUENZA PLANNING

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Lessons from SARS

- Economic disruption led to loss of 2% of East Asian GDP in the second quarter of 2003
- In the US, SARS blamed for losses of 15% of sales in tech sector
- SARS outbreak in Toronto led to sharp drop in tourist visits, costing US \$850 million in GDP
- During SARS outbreak, Cathay Pacific carried only 30% of its usual passengers – stock price decreased nearly 20%

Approach Like SARS Experience (March to July 2003)

- Task Force to Monitor Situation, Respond to Customers
 - Corporate Security –
 - Disaster Response and Recovery Planning (DRRP) –
 - Environmental, Health and Safety (EHS) -
- Task Force Escalation (Executive Champions)
 - EVP, HR
 - VP, Corporate Communications

Start With Information

- Employee Information Presentation
 - Distributed at Onset
 - Posted on Portal
 - Initial email distribution for introduction
 - Email update references to Portal
 - Updated Weekly
- Reporting Requirements
 - Incidents of Suspected Avian Flu
 - Precautions & Procedures Put in Place

Business Issue - Employees

- Employee Health & Absence (Sites in Infected Areas)
 - Telecommuting Options/Feasibility
- Business Travel
 - Exposure While Traveling
 - Evacuation from Infected Areas - Quarantines
 - Contributing to Spread
- Visitor Exposures
- Maintenance Work/Exposure

Example of Business/Customer Issue

- Customer demands for Cleaning e.g. Product Repair
 - Some of the network equipment delivered by “xyz” operates outdoors and in the field.
 - After sales support includes the return, repair and refurbishment of equipment from several countries, including areas where cases of Avian Influenza have been identified.
 - In rare cases the returned equipment might contain foreign bodies, as for example bird droppings.
 - Potential issues with transporting contaminated product

Response to Business/Customer Issue

- Decontamination Procedures
 - Any returned equipment contaminated by organic material from birds or other animals shall be cleaned and disinfected before any further handling
 - Mechanical cleaning with water and some mild detergent is recommended whenever feasible
 - After the mechanical cleaning, the surfaces shall be wiped off with a suitable disinfectant effective against both bacteria and viruses (for example [Virkon S](#) manufactured by DuPont)
 - The cleaning and disinfection shall take place in a space with a floor drain, in a separate washbasin or outdoors, taking applicable environmental issues into account. The space shall be separate from the ordinary washrooms

Response to Business/Customer Issue (cont'd)

- Decontamination Procedures (cont'd)
 - Personal protective equipment (PPE) shall be used when handling and cleaning the contaminated equipment:
 - Protective gloves (contaminated equipment shall not be handled with bare hands)
 - Protective clothing, face protection and rubber boots to avoid splashes while cleaning
 - Face mask (type N95) or respirator if handling and cleaning of the equipment creates dusts or aerosols (unlikely to occur)
 - PPE shall always be properly cleaned after use and it shall be stored in a separate locker in connection to the washrooms and showers
 - Hands shall be washed with soap and water after removing and cleaning the PPE
 - Applicable work procedures shall be updated accordingly

Other Considerations

- Transfer of Operations/Business
 - Avoid Restricted/Quarantined Areas
 - Avoid Bottlenecks
 - Leverage Existing Plans/Capabilities
- Supply Chain Management
- Outsourcing of Operations/Services
- Integration with Existing Disaster Response and Recovery Planning (DRRP) Procedures and Programs

Internal Approach – Planning & Tracking 1

A	B	C	D	E	F	G
Solectron BCP	WHO Phases	Transmission Levels	Objectives	Strategic Actions	Action Owners	Due Dates
Planning and Preparedness	1	Influenza virus subtype in animals only (Risk to humans Low)	Keep Current on Virus Status	Monitor Health Organizations		
	2	Influenza virus Subtype in animals only (Risk to humans substantial)	Begin Planning	Establish Task force		
				Continue monitoring of Health organizations		
				Send out corporate wide communications on hazards, hygiene practices, etc		

Internal Approach – Planning & Tracking 2

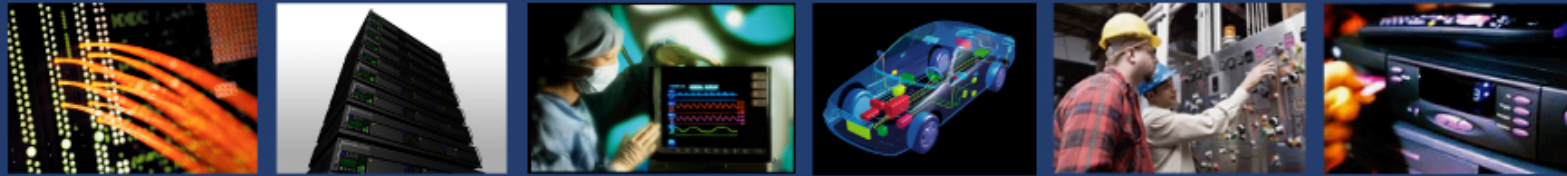
Solectron BCP	WHO Phases	Transmission Levels	Objectives	Strategic Actions	Action Owners	Due Dates
Planning and Preparedness	3 (Current Phase)	Human infection (transmission in close contact only)	Establish and finalize contingencies	Review and strengthen current BCP Plans		
				Alternate site transfer matrices packages (including identifying critical employees, suppliers, machines, test equipment, customer contact information etc.)		
				Develop work from home policy		
				Review government contingency plans		
				Review travel restriction guidelines		
				Review notification procedures		
				Review Logistics in regions		
				Review Prevention and Mitigation strategy for employees		
				Review IT DR		
				Review Equipment Decon Procedures for sites		
				Review of Alternate supplemental work force		
				Critical employee assessment (listing/work from home)		
				Create/identify redundancies in critical employees		
				Testing of transfer matrices, (Table Top exercises (Executive, Regional, and Site level), testing of contact lists.		
Expatriates						

Internal Approach – Planning & Tracking 3

Solectron BCP	WHO Phases	Transmission Levels	Objectives	Strategic Actions	Action Owners	Due Dates
Response and Crisis Management	4	Limited human to human spread; small clusters <25 cases lasting >2weeks	Solidify specific contingencies, ensure safety of employees	Discuss with customers possible scenarios		
				Activate notification protocols		
				Review potential mitigation strategy for affected employees and family members.		
				Identify affected employees		
				Activate work from home policy		
				Determine need for supplemental work force		
				Activate Travel restrictions		
				Evaluate affected site capabilities		
Crisis Management and Business Recovery	5	Localized human to human spread; Larger clusters 25-50 cases over 2-4 weeks	Maintain Manufacturing capabilities	Activation of Executive and Regional teams		
				Activation of any affected site teams		
Crisis Management and Business Recovery	6	Widespread in general population	Maintain Manufacturing capabilities	Review viability of affected regions		
				Possible Transfer of operations		
				Ongoing Crisis Management		

Approach Dependent on Pandemic Progress

- Localized Situation
 - Local Controls
 - Travel Restrictions In Company Control
- Full Blown Pandemic
 - Issues Common to Customers, Suppliers, Competitors
 - Controls Less Likely Within Company Control
 - Travel Restrictions
 - Quarantines



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Has the bird flu hit Florida?