



Disease Outbreak Business Continuity

Based on ISO 27001:2013 standard

Ver 1.0

Document Control:

Document Title: Disease Outbreak Business Continuity
 Document ID: INSZoom\BCP 01
 Document Version: 1.0
 Document type: Company Confidential

Document Publication History:

Document Prepared By: Monisha Babu
 Document Reviewed By: Irene Renith
 Document Approved By: CISO
 Effective Date: Mar 5 2020
 Retention period: Minimum 12 months or whenever there is a version change

Document Review and Approval History:

Version Number	Revision Description	Revision Date	Change Approver
1.0	Baseline	Mar 5 2020	Steering Committee

Document Distribution List

Name	Designation	Organization	Purpose
Sunil Kolkur	CISO Global	INSZoom	Review, contribute and approve
Irene Renith	CISO India	INSZoom	Review, contribute and approve
Monisha Babu	ISO-Role	INSZoom	Review and contribute
Committee Members	Steering Committee	INSZoom	Review and contribute
Practitioners	Practitioners	INSZoom	Reference

Contents

1. Introduction	4
2. Business Continuity Plan	4
3. Process and Business Functions	5
4. Supplier and Customer Management	6
5. Disease Outbreak Response System Condition (DORSCON) framework that shows the nature of disease	6
6. Conclusion	7

1. Introduction

The objective of this document is to help INSZoom's business continuity planning in response to the COVID-19. It covers the following key business operational risks.

- a. Human resource management
- b. Processes and business functions
- c. Supplier and customer management
- d. Communications, both internal and external

This document helps INSZoom with the following:

- a. Minimize health risks to employees.
- b. Minimize the risk of premises becoming a node of transmission.
- c. Plans are in place for employees to be on leave of absence, quarantined or infected.
- d. There are alternative arrangements made with suppliers and customers so that business operations can continue.

2. Business Continuity Plan

- a) Splitting teams (across the hierarchy if workable) and/or splitting locations for contingency planning.
- b) Implementing flexible work arrangements employees and a rotating roster of workdays/shifts for on-property employees whose jobs are more manual in nature and do not easily lend themselves to remote working.
- c) Allowing employees to take unpaid leave or work reduced hours.

- d) Offering to train/upskill staff to be redeployed in critical areas requiring more or urgent manpower; and
- e) Ensuring that crisis management protocols and infrastructure are pro-actively put in place so that timely and effective action can be taken in response to a crisis to properly protect customers, employees, and the business.
- f) Obtain a health and travel declaration from employees who have traveled to affected City/Countries recently, or who have any upcoming plans to travel to affected City/Countries during the virus outbreak.
- g) Comply with all quarantine orders issued by the Department of Health or any other government agencies.

3. Process and Business Functions

- a) Identified critical business functions (prioritized activities) and essential employees. INSZoom has considered the following:
 - Setting up alternate teams of employees (e.g. Team A & Team B) who can be deployed at different work schedules (e.g. Team A working in the office at alternate weeks, while Team B telecommutes). The teams have been physically segregated to avoid the risk of infection between teams.
 - Cross-train employees and establish covering arrangements are made to minimize disruptions.
- b) Educating employees on infection control and good personal hygiene.
- c) Developed plans related to visitor and employee screening and follow-up actions.
- d) Developed a robust employee sickness surveillance process to identify and manage unwell employees.
- e) Ensuring an adequate supply of appropriate Personal Protection Equipment (PPE) and medical equipment (e.g. thermometers, disposable gloves, surgical masks, N-95 masks, and disinfectants) and undertake training to familiarize employees on their usage.
- f) Cleaning and disinfecting INSZoom premises.

4. Supplier and Customer Management

- a) Identifying essential suppliers and service providers and discuss and prepare business continuity measures. These include understanding the BCP of the suppliers and service providers.
- b) Identifying essential customers and ensure that plans are in place to meet customer needs.
- c) Developed a plan on how and when to activate:
 - Alternative suppliers.
 - Alternative delivery means to customers.

5. Disease Outbreak Response System Condition (DORSCON) framework that shows the nature of the disease

The ‘Disease Outbreak Response System Condition’ (see Table below), is a color-coded framework that shows you the current disease situation. It also demonstrates what needs to be done to prevent and reduce the impact of infections

Color	Nature of Disease	Impact on Daily Life	Advice to Employees
Green	The disease is mild OR Disease is severe but does not spread easily from person to person.	Minimal disruption e.g. border screening, travel advice	<ul style="list-style-type: none"> • Be socially responsible: if you are sick, stay home. • Maintain good personal hygiene. • Look out for health advisories.
Yellow	The disease is severe and spreads easily from person to person but is occurring outside US/India OR Disease is spreading in US/India but is (a) typically mild i.e. only slightly more severe than seasonal influenza. Could be severe in vulnerable groups OR (b) being contained	Minimal disruption e.g. additional measures at border and/or healthcare settings expected, higher work and school absenteeism likely	<ul style="list-style-type: none"> • Be socially responsible: if you are sick, stay home • Maintain good personal hygiene • Look out for health advisories

Orange	The disease is severe AND spreads easily from person to person, but the disease has not spread widely in US/India and is being contained	Moderate disruption e.g. quarantine, temperature screening, visitor restrictions at hospitals	<ul style="list-style-type: none"> • Be socially responsible: if you are sick, stay home • Maintain good personal hygiene • Look out for health advisories • Comply with control measures
Red	The disease is severe AND is spreading widely	Major disruption e.g. school closures, work from home orders, a significant number of deaths	<ul style="list-style-type: none"> • Be socially responsible; if you are sick, stay home • Maintain good personal hygiene • Look out for health advisories • Comply with control measures • Practice social distancing; avoid crowded areas

6. Conclusion

INSZoom has put in place robust plans to ensure the health and safety of employees, which have been coupled with a detailed business continuity plan to be triggered if the ‘Disease Outbreak Response System Condition’ rating is raised, and/or other critical events such as a suspected or confirmed case coming into contact with their employees or customers.

INSZoom also ensures that they comply with the recent employment advisories from the Health Ministry directing employees to take necessary precautions to prevent the spread of COVID-19. This has also be viewed against the wider context of employers’ continuing duty of care owed to their employees to provide a safe and healthy workplace.