



ILO Jakarta

Special Edition on

Avian Flu and the Workplace and Business Preparedness in times of Pandemic



October 2011

Mitigating the Impact of a Flu Pandemic to Workplaces, **Preparing Business in time of Crisis**

INDONESIA was the country with the world highest number of human cases infected by the avian flu virus (H5N1) by September 2008. An approximately 137 people were infected, of whom 112 died or equal with 82 per cent fatality rate. The risk of being infected by the flu virus was high, considering that 31 provinces out of 33 provinces were endemic areas for avian flu virus in poultry. Human cases also continuously happened in some provinces.

The greatest concern about this disease was the possibility of virus mutation that allowed easy and sustainable human-to-human transmission. Influenza pandemic was an outbreak of a new flu virus that spreads around the world. Because it was new to human at that time, most people were unprotected and had no immunity.

Due to its easy spreading among humans, the pandemic could make people sick and lose their lives. As part of the general population, workers, employers and workplaces had the same risk of getting infected. In fact, workplace could be used as an important point in promoting ways to prevent the spread of the virus.

Therefore, as an effort to mitigate the impact of the virus, the ILO developed a project called Avian Flu and the Workplace in 2008 for a year, covering six provinces: DKI Jakarta, West Java, Banten, Central Java, East Java and Bali. Funded by the UN Central Fund for Influenza Action, the project focused on promoting awareness and implementation of best practices on occupational safety and health (OSH) issues relating to workers' rights and protection, aiming to help preventing

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the spread of avian flu in the workplaces. The project also focused on assisting small medium enterprises (SMEs) to protect their workers and businesses from the pandemic.

To assist both workers and employers, three main strategies were devised. First strategy was to provide a map of informal economy and assessment on level of knowledge, attitude and practices (KAP) of the workers at selected industrial areas. The second strategy involved the development of participatory, action-oriented training methods by using best practices in OSH relating to hygiene and sanitation measures and the final strategy focused on strengthening tripartite constituents' institutional capacity to support the project through their active involvement in the implementation and monitoring of the training programmes.

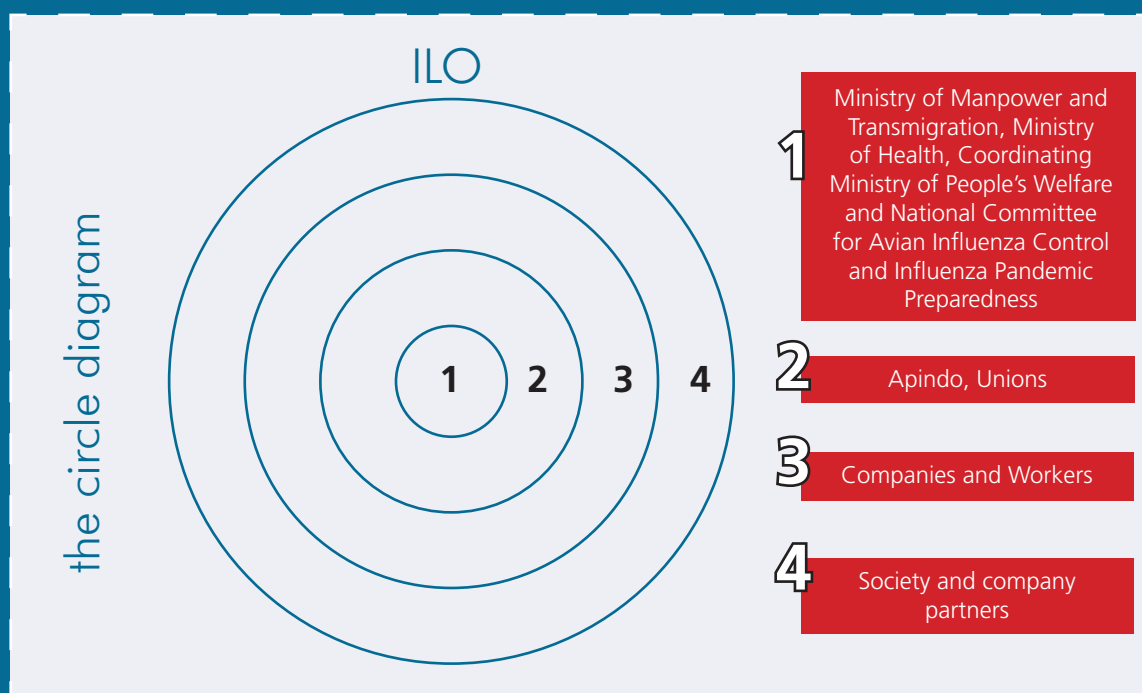
In addition, a new strain of influenza, known as the human Influenza A (H1N1), broke out in May 2009 and had since spread globally and rapidly to become a pandemic. This new outbreak prompted the ILO to strengthen its effort to assist infection prevention and business preparedness in enterprise. The ILO continued and expanded the Avian Influenza and the Workplace project to a new project called the Business Continuity Plan in times of Pandemic. This 10-month project started

in July 2010 and ended in April 2011, with the same donor—the UN Central Fund for Influenza Action.

Different from the previous project, the main focus of this new project was extended to promote business continuity planning by applying risk management approach that could be customized for various types and forms of threat, danger or crisis. Based on experiences from the previous

Multi-layer Effect Approach: Partnerships for Sustainable Impact

THE TWO PROJECTS – the Avian Flu and the Workplace project and the Business Continuity Plan project – closely worked with their main constituents from the governments (Ministry of Manpower and Transmigration, Ministry of Health, Coordinating Ministry of People's Welfare and National Committee for Avian Influenza Control and Influenza Pandemic Preparedness/Komnas FBPI), the employers' organization (the Indonesian Employers' Association/Apindo), and the three national confederations (KSPI, KSPSI and KSBSI). This close collaboration applied a multi-layer effect approach, aimed to ensure the efficiency of the project implementation and to ensure the sustainability of the project achievements.



In the layer 1, the projects provided technical support and capacity building for governmental institutions to encourage the development of policies and programmes on flu pandemic preparedness at the workplaces. Based on the development of policies and programmes, **in the layer 2**, the projects in collaboration with Apindo and trade unions implemented these policies through trainings and workshops and developed communication kits aimed to enhance skills and knowledge for their members and organizations. Results of the trainings were widely disseminated **in the layer 3** to a wider target group through Apindo and unions, who continued to share the information with their families, relatives, partners and the public at large **in the layer 4**. 🌟

project, it was found that the customized risk management approach was not only effective in dealing with a threat caused by health problems, but could also be applied to improve the preparedness of the business to deal with other threat or crisis.

The main project strategies were implemented in two stages. The first stage focused on providing a

package of business continuity planning training to enterprises that agree to participate; while the second stage involved assisting the trained enterprises to provide similar training packages to their supply and distribution chains. The training programme was intensively conducted for two days using a participatory and practice-oriented approach with simple tools and practical methods. ❀

Implemented main activities:

Enhancing Awareness of Workers to Prevent the Spread of Pandemic

UNDER the Avian Flu and the Workplace project, eight trainings on avian influenza and best practices of OSH on hygiene and sanitation measures were conducted, covering a total of 266 workers from the three confederations. Using a participatory, action-oriented training programme, the trainings were specifically designed for workers to prevent the spread of the avian flu. By providing information on avian flu and OSH, the trainings aimed to enhance the capacities of the workers to develop feasible, low-cost actions to promote preventive measures that could be implemented in their workplaces and neighbourhood. The trainings also concluded with the formulation of a concrete action plan from each participant to be implemented at the organizational level.

A one-day seminar was also organized in conjunction with the commemoration of the World Day for Safety and Health at Work on 28 April 2009, focusing on how to effectively mainstream avian influenza issues into the POSITIVE (Participatory Action-Oriented Safety Improvement by Trade Union Initiative) Programmes. "It is crucial for workers to pay more serious attention to the



preventive measures and the preparedness actions for influenza pandemic," said M. Bey Sonata, the then ILO's Avian Flu Project Manager. ❀

Workers' success story

Strategically share the avian flu information...

AFTER participating in one of the ILO's trainings on avian flu in 2008, Sutik, Secretary of DPC SBSI in Surabaya, East Java, has been actively promoting and disseminating issues related to preventive measures of avian influenza to other workers in Surabaya. She also managed to get financial support from local government institutions, such as Provincial Manpower Office, Provincial Health Office and Provincial Jamsostek in East Java, to conduct follow-up awareness raising activities to other branches of working unions under the Health Chemical Federation Commissioner. She also strategically used the commemoration of the AIDS World Day at the provincial level to promote issues related to avian influenza and its preventive measures. "Since I do not have any funding for widely disseminating information related to avian influenza and its preventive measures, I have to be strategic in doing so. By mainstreaming the information related to avian influenza to a big, provincial campaign like AIDS, I gained two benefits. First, there is no additional funding needed, and secondly the coverage has also reached the whole province of East Java," she said. ✿

Taking ownership to avian influenza awareness raising activities

BINU Rakhmansah and Nur Cholis were representatives from the Federation of Union for Welfare Solidarity in Forestry, Timber and Agriculture Sectors of KSBSI in Semarang, Central Java, who joined the ILO's training in 2009. To ensure that they could implement low-cost and feasible awareness raising activities regarding avian influenza related issues to their fellow workers and their families, they mainstreamed the avian influenza issues in regular organizational meetings both at the provincial and district level. "By taking ownership, we can mainstream the avian influenza related issues as part of organizational activities. There is no additional cost needed and we can reach all of our members," said both Binu and Nur. ✿



Preparing SMEs to protect their businesses from the pandemic

SIMILAR to the trainings for workers, six training programmes were also conducted for 202 members of Apindo from national and provincial levels, aimed to promote better understanding concerning pandemic preparedness and business continuity plans. The trainings were targeted to human resource departments to ensure the implementation of the practical, low-cost and workable pandemic preparedness activities. The trainings emphasized the importance of support obtained from the management to mainstream the preparedness activities to company policies and to integrate it into the existing OSH programmes of the companies.



Linked to this activity, the project has supported the initiatives of the government on its pandemic preparedness plan, particularly in dealing with preparedness in the business sector. In collaboration with the Directorate of Occupational Health of Ministry of Health, the Avian Flu project conducted a two-day workshop titled "Workplace Preparedness for Influenza Pandemic from Occupational Safety and Health Perspective" in 2009. This workshop aimed to develop recommendations on pandemic preparedness at the workplace, especially in relation to labour and social security regulation as well as surveillance and infection control. ❀

Employers' success story

Darwono: "We started with simple, preventive actions..."

THE FIRST initiative taken by Darwono, the human resources of PT Aerowisata Catering, was to raise the awareness of the management regarding pandemic preparedness and business continuity plans as a way to protect their workers and businesses from the pandemic. With a full support from the management, he started the awareness raising programme on preventive measures by emphasizing the importance of clan and healthy living. As a service company, Darwono said that the management fully realize that they have to maintain high standard of hygiene and sanitation measures.

When the outbreak of the influenza A (H1N1) broke out, PT Aerowisata immediately took a preventive measure by establishing a Committee for Pandemic Preparedness Planning and Business Continuity. Darwono was appointed as the Head of the Committee and, together with the management, he designed a preparedness workplan using a checklist provided by the ILO as the main reference.

"We started with simple, preventive actions by monitoring employees' body temperature. We also developed a warning system, informing all the employees to report themselves to the Committee if they show influenza symptoms or if their body temperature is high, above 39 degree Celcius," explained Darwono, adding that the Committee had disseminated information kits to all 270 employees to be further shared and disseminated to their families, relatives and surrounding communities. ❀

Business Continuity Plan in time of Crisis

Establishing Business Continuity Plan at the Company Level

UNDER the continuation project, the Business Continuity Plan in times of Pandemic Project, the ILO continued to assist employers and workers in their efforts to respond to and be prepared for the consequences of the current Influenza A pandemic as well as other future unexpected events that could cause disruptions in ordinary businesses. The training programmes conducted under this project has reached 126 companies, aimed to assist the companies in developing their own business continuity plan and in providing a similar training package to their supply and distribution chain.

Majority of companies participated in the trainings were big-scale companies with a total number of employees more than 500. They also had policies on business continuity plan and standardized procedures in handling emergency or crisis. However, they

...the main existing challenge is to change the misconception between the business continuity plan and the emergency plan....



had no a specific emergency procedure for infectious diseases. After the training, most of the participants committed to do follow-up activities by integrating the raising awareness activities on the outbreak to their training programmes as well as their weekly and monthly meetings. They also began to provide masks and antiseptic gels for employees.

“However, the main existing challenge is to change the misconception between the business continuity plan and the emergency plan. Some companies still take these two plans as similar and, as a result, they only take into

account emergencies like flood and fire, and pay less attention to the wider and longer-term aspects of emergencies underlined in the business continuity plan,” said Bey Sonata. ❀

Promoting Public-Private Partnership for Business Continuity Plan

THE PROJECT

also actively promoted business continuity planning into the whole of society pandemic preparedness through the public-private partnership. Support from various stakeholders is needed to ensure the effectiveness of the business continuity planning, in particularly the supports from both public and private



sectors. The business continuity planning can only be conducted with the availability of the essential support from the public sector; while the readiness of the essential service managed by the public sector will, in turn, contribute to the continuity planning of the private sector.

The importance of interdependencies between public and private sectors was one of the important lessons learnt from the previous ILO's Avian Flu Project. "The public sector plays an important role in assisting the private sectors develop their continuity plans in times of crisis; while the continuity of the private sectors during the crisis will help the government ensuring the economic continuity. The ILO as a tripartite organization would play an important role in promoting this partnership," highlighted Bey Sonata. 🌸

Guidelines on Business Continuity Plan

THE PROJECT in collaboration with the Ministry of Health and the Ministry of Manpower and Transmigration has developed several publications on this issue.

- ◆ Business Continuity Planning for Small and Medium Enterprises: Workbook – the workbook introduces seven steps for business continuity planning for small and medium enterprises.
- ◆ Business Continuity Planning for Small and Medium Enterprises: Guide – the guide provide guidelines for businesses to protect their workers and businesses from pandemic.
- ◆ Business Continuity Plan: Manual - the manual consists of presentation materials and working papers required to support companies in implementing internal training and in preparing personnel for designing the Business Continuity Plan. 🌸

Supports from the governments

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“The government is committed to prevent infectious diseases at the workplace, especially the influenza pandemic, as part of the effort to protect workers, through the Circular Note of the Minister of Manpower and Transmigration in 2009 regarding the Influenza Pandemic Preparedness at the Workplace. We also greatly welcome collaborative efforts from the Manpower Ministry, the Ministry of Health, the ILO and other related partners to publish the guidelines for business continuity planning for influenza pandemic” –

I Gusti Made Arke, *Director General of Labour Inspection, Ministry of Manpower and Transmigration*

“The impact of the virus mutation as the main cause of this pandemic is not only affected the health aspect of society, but also has an impact to social and economic aspects. Therefore, the Ministry of Health greatly welcome the publication of the guidelines for business enterprises to be prepared in times of crisis and to be able to provide proper responds” –

Prof. Dr. Tjandra Yoga Aditama, *Director General of Disease Control and Environmental Health, Ministry of Health*

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Raising Awareness through Communications Strategy

Media Activities

THE AVIAN FLU and Business Continuity Plan projects, in close collaboration with SmartFM, a leading radio network, actively participated in interactive radio talkshows called Smart Workers. The activities were conducted to raise public awareness and to promote awareness and implementation of best practices on occupational safety and health (OSH) issues to prevent the spread of avian flu in the workplaces. Furthermore, it assisted SMEs to protect their workers and businesses from the pandemic.



Reaching out to more than one million listeners, the talkshows were relayed in nine cities: Jakarta, Medan, Palembang, Pekanbaru, Balikpapan, Makassar, Manado, Banjarmasin and Semarang. The projects had actively engaged with the media through the press releases, newsletter articles, seminars and events. 🌟

Communications Materials

The Avian Flu and Business Continuity have published books, guideline, posters, flyers for dissemination by its social partners and civil society at large.



Business Continuity Planning for Small and Medium Enterprises: Workbook (bahasa Indonesia only)



Business Continuity Planning for Small and Medium Enterprises: Guide (bahasa Indonesia only)



Business Continuity Plan: Manual (bahasa Indonesia only)

TAHAP 7 – KERANGKA Uji Rencana

DAFTAR PERIKSA PERENCANAAN KEBERLANGSUNGAN USAHA

Pertanyaan	Ya	Tidak
Apakah produk dan layanan yang paling penting dari organisasi/perusahaan telah diidentifikasi? <i>Yes, is it documented?</i>	X	X
Apakah dampak dari pandemi terhadap usaha dan perusahaan telah diidentifikasi? <i>Yes, is it documented?</i>	X	X
Apakah staf/pelajar/karyawan dalam perusahaan dan peran mereka telah diidentifikasi? <i>Yes, is it documented?</i>	X	X
Apakah keterampilan utama yang dibutuhkan untuk terus menghasilkan produk/layanan utama telah diidentifikasi? <i>Yes, is it documented?</i>	X	X
Apakah sudah diidentifikasi berapa lama kegiatan usaha bisa terus beroperasi dengan pasokan dan sumber yang terbatas? <i>Yes, is it documented?</i>	X	X
Apakah ada data/atau peralatan yang diperlukan untuk operasional penting telah diidentifikasi? <i>Yes, is it documented?</i>	X	X
Apakah telah diidentifikasi, pemenuhan mana yang penting agar terus beroperasi? <i>Yes, is it documented?</i>	X	X
Apakah telah diidentifikasi faktor risiko/ancaman yang mungkin terjadi yang dapat mengganggu produksi/layanan yang diperlukan? <i>Yes, is it documented?</i>	X	X

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Checkpoints of Pandemic Influenza (bahasa Indonesia only)

Protect Yourself and Your Family from Avian Influenza virus

International Labour Organization

Identify and be aware on source of infection and mode of virus transmission

Direct contact with infected poultry

Contact with poultry product or materials contaminated with poultry droppings, and body fluid

Implement personal hygiene at the workplace and at home

Wash hands with soap and running water

- after going to toilet
- before eating

Handle your poultry safely

Keep poultry in cage and separate from house

Keep poultry in appropriate cages, clean the cages frequently

Use gloves and mask when handling the poultry/poultry waste

Wash hands with soap after contact with poultry/poultry waste

Handle your food safely

Wash hands before handling food and often during food preparation

Separate raw and cooked

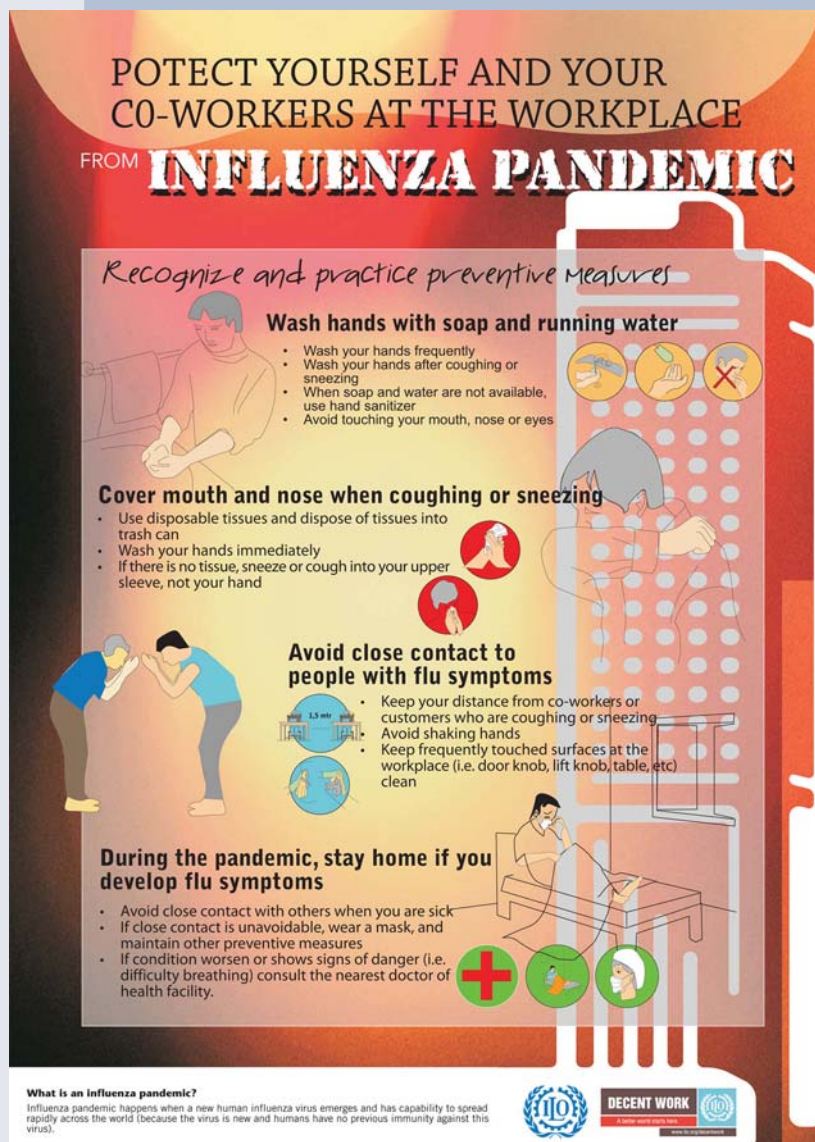
Use separate equipment and utensil such as, knives and cutting board for handling raw foods

Cook food thoroughly

Avian Influenza is an infectious disease in birds caused by influenza virus (H5N1), which can be transmitted to human (zoonotic disease)

DECENT WORK
www.ilo.org/jakarta

Poster on Protect Yourself and Your Colleagues from Influenza Pandemic



Poster on Protect Yourself and Your Colleagues at the Workplace from Influenza Pandemic

All materials are available online at www.ilo.org/jakarta



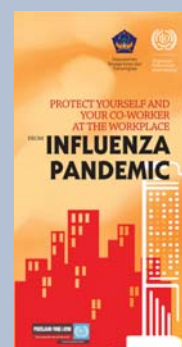
Sticker – “Avian influenza is an infectious disease caused by H5N1 virus originated from animals



Project Brief on Avian Influenza



Project Brief on Business Continuity Plan



Information leaflet on Yourself and Your Co-Worker at the Workplace from Influenza Pandemic

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