

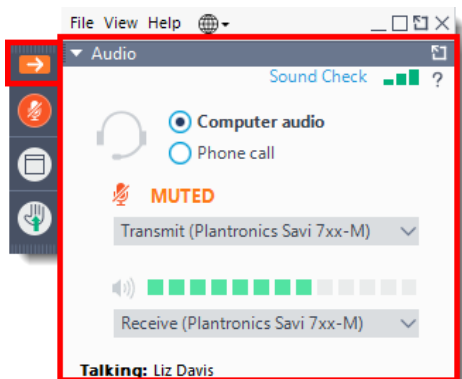
# RETURNING TO OPERATIONS IN A COVID-19 WORLD

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May 7, 2020



# GOTOWEBINAR HOUSEKEEPING: ATTENDEE PARTICIPATION



## Your Participation

Open and close your control panel

Join audio:

- Choose **Mic & Speakers** to use VoIP
- Choose **Telephone** and dial using the information provided

Submit your questions using the **questions** panel, we will answer as time allows.

**Note:** Today's presentation is being recorded and will be provided via email.

# AGENDA

- COVID-19 Status Update
- Return to Operations Planning
- 5 Steps to Return to Operations
- What's Next



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SVP Consulting Operations  
International SOS



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Director of Account Management  
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# STATUS UPDATE



COVID-19 Dashboard by the Center for Systems Science and Engineering (CSSE) at Johns Hopkins University (JHU)



Total Confirmed

3,751,069

Confirmed Cases by

Country/Region/Sovereignty

1,228,177 US  
220,325 Spain  
214,457 Italy  
202,359 United Kingdom  
174,224 France  
168,162 Germany  
165,929 Russia  
131,744 Turkey  
126,148 Brazil  
101,650 Iran  
83,968 China  
64,693 Canada  
54,817 Peru  
52,987 India



Cumulative Confirmed Cases

Active Cases

Incidence Rate

Case-Fatality Ratio

Testing Rate

Hospitalization Rate

187

countries/regions

Lancet Inf Dis Article: [Here](#). Mobile Version: [Here](#).  
Lead by JHU CSSE. Automation Support: [Esri Living Atlas team](#) and [JHU APL](#). Contact [US](#), [FAO](#).

Data sources: [WHO](#), [CDC](#), [ECDC](#), [NHC](#), [DXY](#), [1point3acres](#), [Worldometers.info](#), [BNO](#), the [COVID Tracking Project](#) (testing and

Global Deaths

263,346

73,207 deaths  
US

30,150 deaths  
United Kingdom

29,684 deaths  
Italy

25,857 deaths  
Spain

25,812 deaths  
France

8,566 deaths  
Brazil

8,339 deaths  
Belgium

Global Deaths

Global Recovered

US State Level

Deaths, Recovered

25,346 deaths, 54,597 recovered  
New York US

8,549 deaths, 15,642 recovered  
New Jersey US

4,420 deaths, recovered  
Massachusetts US

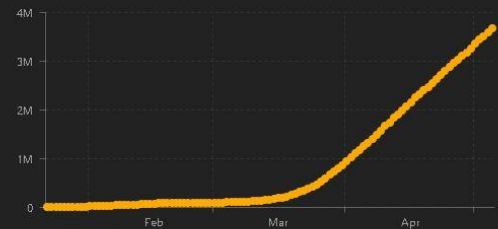
4,256 deaths, 15,659 recovered  
Michigan US

3,345 deaths, recovered  
Pennsylvania US

2,974 deaths, recovered  
Illinois US

2,718 deaths, 4,346 recovered

US Deaths, Recovered



Confirmed

Logarithmic

Daily Cases

Last Updated at (M/D/YYYY)

5/6/2020, 8:32:28 PM

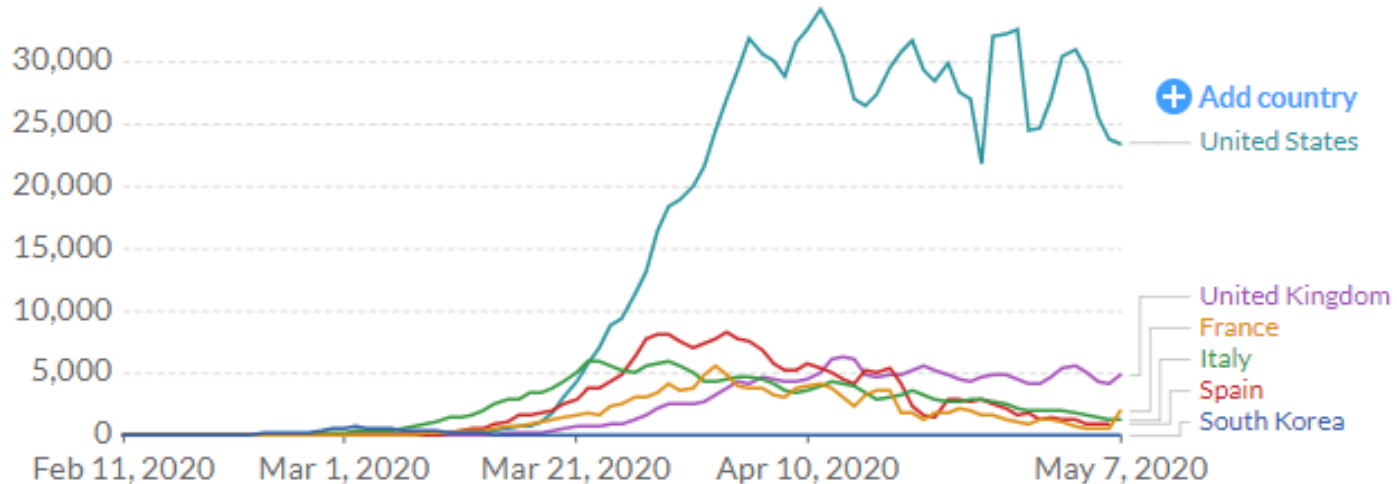
# STATUS UPDATE

## Daily confirmed COVID-19 cases, rolling 3-day average

The number of confirmed cases is lower than the number of total cases. The main reason for this is limited testing.

Our World  
in Data

LINEAR



Source: European CDC – Situation Update Worldwide – Last updated 7th May, 11:15 (London time)

Note: The rolling average is the average across three days – the confirmed cases on the particular date, and the previous two days. For example, the value for 27th March is the average over the 25th, 26th and 27th March.

OurWorldInData.org/coronavirus • CC BY

<https://ourworldindata.org/grapher/daily-covid-cases-3-day-average>

# STATUS UPDATE



COVID-19 Dashboard by the Center for Systems Science and Engineering (CSSE) at Johns Hopkins University (JHU)



Total Confirmed

63,215

Confirmed Cases by  
Country/Region/Sovereignty

1,204,351 US  
219,329 Spain  
213,013 Italy  
196,243 United Kingdom  
170,687 France  
167,007 Germany  
155,370 Russia  
129,491 Turkey  
115,455 Brazil  
99,970 Iran  
83,968 China  
63,215 Canada  
51,189 Peru  
50,509 Belgium

Admin0 Admin1 Admin2

Last Updated at (M/D/YYYY)

5/5/2020, 10:32:31 PM



Cumulative Confirmed Cases Active Cases Incidence Rate Case-Fatality Ratio Testing Rate Hospitalization Rate

187

countries/regions

Lancet Inf Dis Article: [Here](#), Mobile Version: [Here](#).  
Lead by JHU CSSE. Automation Support: Esri Living Atlas team and JHU APL. Contact US, FAO.

Data sources: WHO, CDC, ECDC, NHC, DXY, 1point3acres, Worldometers.info, BNO, the COVID Tracking Project (testing and

Global Deaths

4,190

4,190 deaths  
Canada

US State Level

Deaths, Recovered

25,124 deaths, 58,950 recovered  
New York US

8,244 deaths, 15,642 recovered  
New Jersey US

4,212 deaths, recovered  
Massachusetts US

4,183 deaths, 15,659 recovered  
Michigan US

3,179 deaths, recovered  
Pennsylvania US

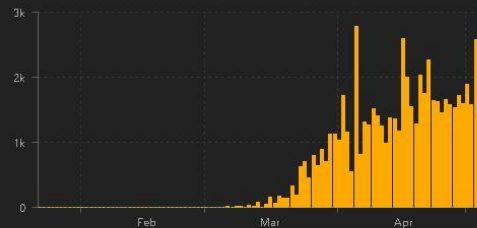
2,834 deaths, recovered  
Illinois US

2,633 deaths, 4,346 recovered

US Deaths, Recovered

Global Deaths

Global Recovered



Confirmed

Logarithmic

Daily Cases



# STATUS UPDATE



COVID-19 Dashboard by the Center for Systems Science and Engineering (CSSE) at Johns Hopkins University (JHU)



Total Confirmed

170,687

Confirmed Cases by  
Country/Region/Sovereignty

1,204,351 US  
219,329 Spain  
213,013 Italy  
196,243 United Kingdom  
170,687 France  
167,007 Germany  
155,370 Russia  
129,491 Turkey  
115,455 Brazil  
99,970 Iran  
83,968 China  
63,215 Canada  
51,189 Peru  
50,509 Belgium



Cumulative Confirmed Cases

Active Cases

Incidence Rate

Case-Fatality Ratio

Testing Rate

Hospitalization Rate

187

countries/regions

Lancet Inf Dis Article: [Here](#). Mobile Version: [Here](#).  
Lead by JHU CSSE. Automation Support: Esri Living Atlas team and JHU APL. Contact US. FAQ.

Data sources: WHO, CDC, ECDC, NHC, DXY, 1point3acres, Worldometers.info, BNO, the COVID Tracking Project (testing and

Global Deaths

25,537

25,537 deaths  
France

US State Level

Deaths, Recovered

25,124 deaths, 58,950 recovered  
New York US

8,244 deaths, 15,642 recovered  
New Jersey US

4,212 deaths, recovered  
Massachusetts US

4,183 deaths, 15,659 recovered  
Michigan US

3,179 deaths, recovered  
Pennsylvania US

2,834 deaths, recovered  
Illinois US

2,633 deaths, 4,346 recovered

Global Deaths

Global Recovered

US Deaths, Recovered



Confirmed

Logarithmic

Daily Cases

Last Updated at (M/D/YYYY)

5/5/2020, 10:32:31 PM

# STATUS UPDATE

## California Counties Plans to Open





# STATUS UPDATE



## South Korea: COVID-19 situation update

### OVERVIEW

**Level:** Notice  
**Location:** South Korea  
**Category:** COVID-19

**Last Updated:** 01 May 2020 03:08 (GMT)

The outbreak of COVID-19 has passed the peak of the first wave, with the number of new cases having declined since early April. All provinces are affected, and there is gradual easing of some restrictions that have been imposed. International SOS has classified South Korea's COVID-19 Status as "waning" ([Locations With Cases Map](#)).

### ADVICE

- Follow the advice and requirements of authorities.
- Continue to monitor the situation for the latest updates.
- Pay strict attention to **hygiene**: Wash your hands frequently. Carry hand sanitiser for use when soap and water are not readily available. Avoid touching your face. Cover coughs and sneezes. Avoid food, drinks and personal items. If you have to touch objects which are handled by many people (as handrails, door knobs) ensure you do not touch your face. Clean your hands as soon as possible. Increase the cleaning in your home, including frequently touched surfaces.
- Social and physical distancing**: Avoid crowded places. In public areas, as much as possible, keep at least 1.5 metres away from others. If you are in a higher risk group\* for severe illness – do not have unnecessary face-to-face contact with other people. Tell others that if they are even mildly unwell, they should not meet with you. Try and minimize any time spent in contact with others, and maximize distance from them.
- Have your annual flu vaccination.
- Do not spread illness. Anyone who has any symptoms, even if only mild, should stay home, and seek medical advice and consider getting tested. Avoid contact with other people, especially do not have close contact with people who are at higher risk for severe disease\*. When travelling to medical care, consider wearing a mask, use private transport, avoid contact with others as much as possible.

### MORE DETAIL

South Korea's extensive campaign to test, trace and contain has slowed the spread of COVID-19. These early interventions are largely successful because they were coupled with community cooperation and compliance with public health advice. Since mid-to-late April the authorities have started to relax the restrictions on gatherings and outdoor activities, on the premise that the public health guidance continues to be adhered to. Nevertheless, there is still a risk of further transmission and a second wave may occur.

#### For more information:

- See the International SOS [COVID-19 website](#), the South Korea [Location Guide](#) including Security Alerts (membership number required).
- See COVID-19 information from the Korean Ministry of Health Welfare [website](#).
- Contact any International SOS assistance centre.

### MANAGER ADVICE

- Undertake an assessment of the risk of exposure of employees to COVID-19 in their work / workplace and the measures you can implement to reduce those risks.
- Continue to communicate with and educate your employees on preventive measures. Ensure that employees who may have been exposed do not come to work but follow medical advice and quarantine themselves.
- Continue increased hygiene and cleaning measures, physical distancing, and limiting in-person meetings.
- Continue with annual flu vaccination programme.
- Prepare for a second wave of an outbreak.

# STATUS UPDATE

## Discontinuation of Isolation for Persons with COVID-19 Not in Healthcare Settings

Interim Guidance

### Summary of Recent Changes

#### Updates as of May 3, 2020

- Changed the name of the 'non-test-based strategy' to the 'symptom-based strategy' for those with symptoms. Added a 'time-based strategy' and named the 'test-based strategy' for asymptomatic persons with laboratory-confirmed COVID-19. Extended the home isolation period from 7 to 10 days *since symptoms first appeared* for the symptom-based strategy in persons with COVID-19 who have symptoms and from 7 to 10 days after the date of their first positive test for the time-based strategy in asymptomatic persons with laboratory-confirmed COVID-19. This update was made based on evidence suggesting a longer duration of viral shedding and will be revised as additional evidence becomes available. This time period will capture a greater proportion of contagious patients; however, it will not capture everyone.



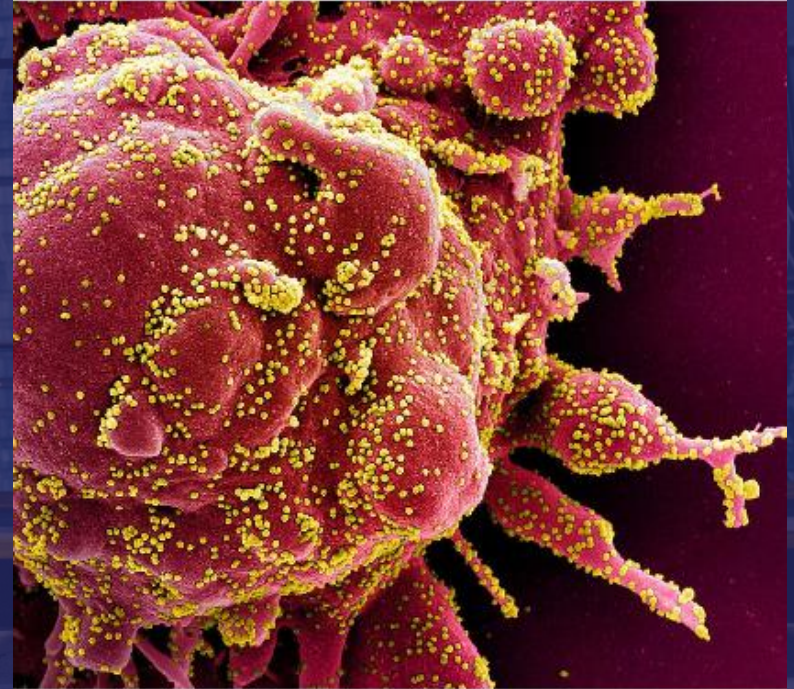
# STATUS UPDATE

## NEWS RELEASES

Wednesday, April 29, 2020

NIH clinical trial shows Remdesivir accelerates recovery from advanced COVID-19

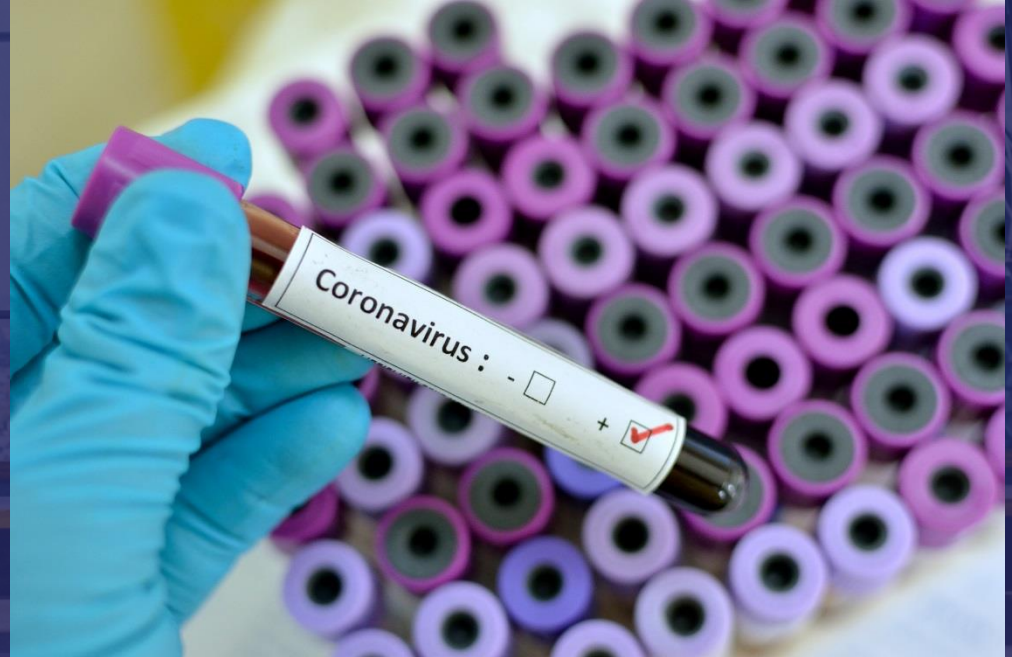
Colorized scanning electron micrograph of an apoptotic cell (red) heavily infected with SARS-COV-2 virus particles (yellow), isolated from a patient sample. Image captured at the NIAID Integrated Research Facility (IRF) in Fort Detrick, Maryland. *NIAID*





# STATUS UPDATE

## Pre-Infectious Test?





World Health  
Organization



2020  
INTERNATIONAL DAY  
OF THE NURSE AND  
MIDWIFE

**SAVE LIVES  
CLEAN YOUR HANDS**



**NURSES AND MIDWIVES**

**CLEAN  
CARE**

— IS IN YOUR —

**HANDS**

**#SupportNursesAndMidwives**

**#HandHygiene #InfectionPrevention**

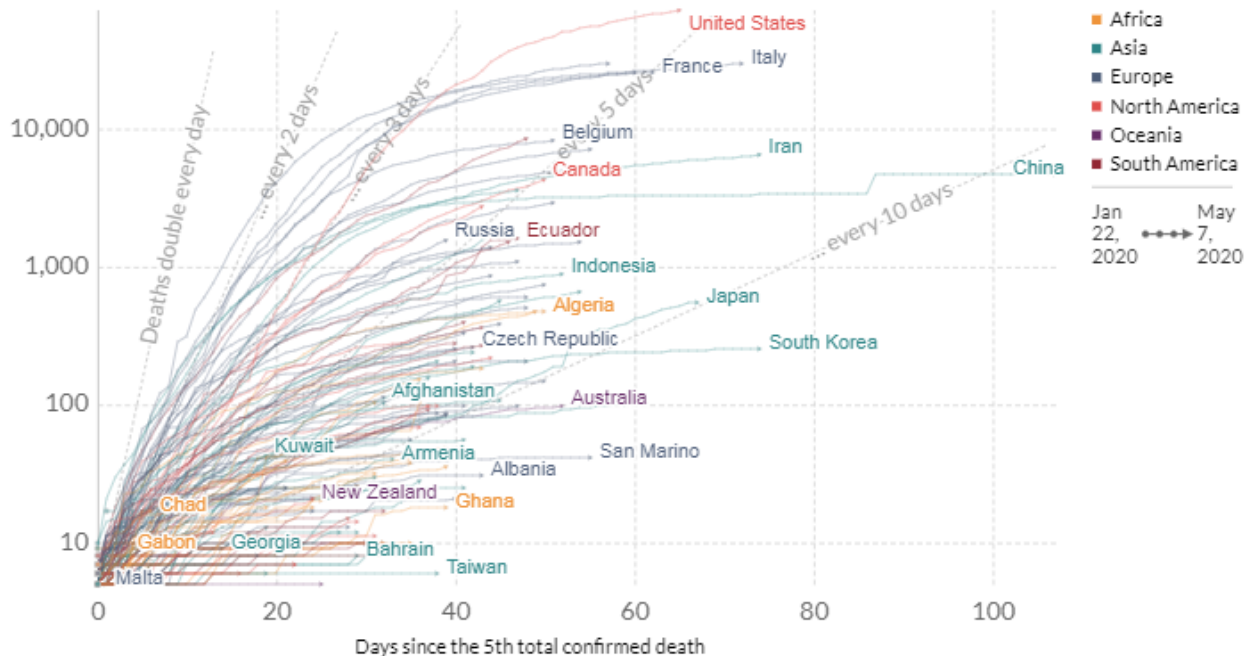
<https://www.who.int/news-room/events/detail/2020/05/05/default-calendar/hand-hygiene-day>

# ARE WE FLATTENING THE CURVE?

## Total confirmed COVID-19 deaths: how rapidly are they increasing?

Limited testing and challenges in the attribution of the cause of death means that the number of confirmed deaths may not be an accurate count of the true number of deaths from COVID-19.

LOG

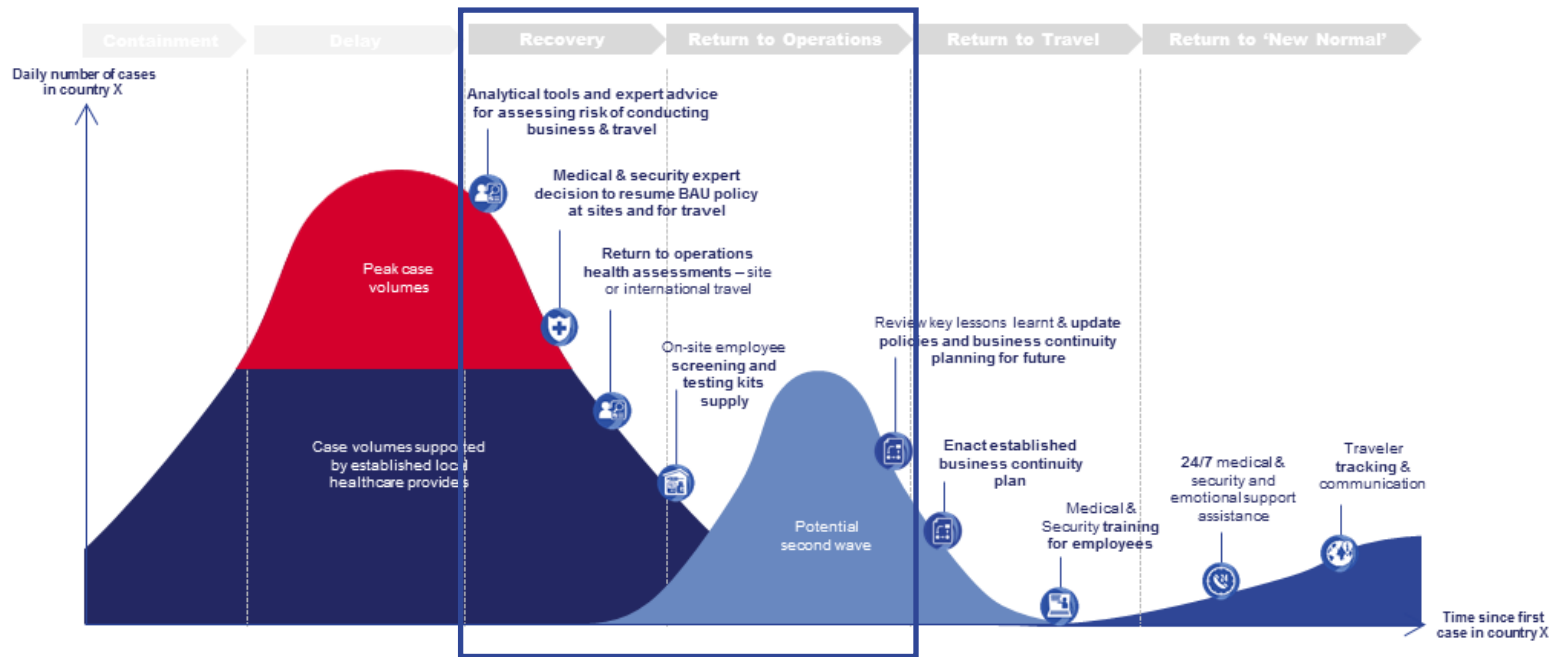


Source: European CDC - Situation Update Worldwide - Last updated 7th May, 11:15 (London time)

CC BY



# RECOVERY > RETURN TO OPERATIONS?



# RETURN TO OPERATIONS PLANNING



**KARISSA OTA**

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International SOS



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SVP, Consulting Operations  
International SOS

## 1

RISK  
ASSESSMENT

Do you have access to the latest information and the proper tools to develop 'back to work' policies, procedures and playbooks?

- Materials
- RTO assessment
- Readiness evaluations
- Screening procedures







## 2

### WORKPLACE ZONING

**Have you reviewed and evaluated your building readiness and site safety guidelines prior to returning?**

- ☐ Phased RTO plan
- ☐ Processes for symptomatic employees
- ☐ Space guidelines

3

### POINT-OF-ENTRY SCREENINGS

**Do you have the appropriate procedures in place if an employee becomes symptomatic?**

- Screening protocols and procedures
- Program Management





## 4

### STAFF TRAINING

**Have you reviewed and evaluated your building readiness and site safety guidelines prior to returning?**

- ☐ Cleaning Staff
- ☐ Contractors
- ☐ Employees and visitors

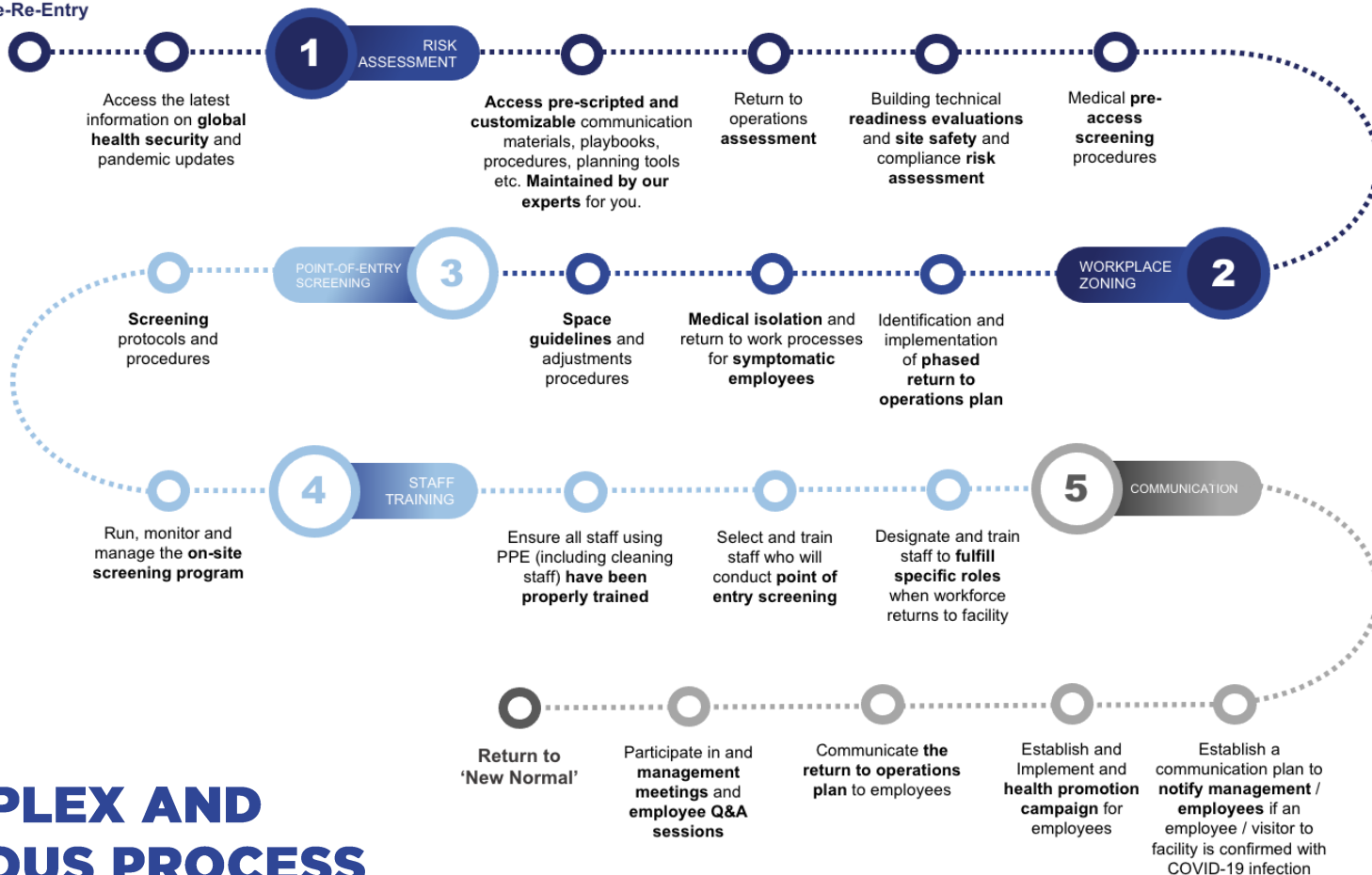
**Do you have access to a trusted and trained Medical physician to ask questions and advise on best practices?**

- COVID-19 Communication plan
- Health promotion campaign
- RTO plan
- Employee Q&A sessions





## Pre-Re-Entry



# A COMPLEX AND RIGOROUS PROCESS

# A HOLISTIC SOLUTION TO FIT YOUR NEEDS



## ASSISTED DELIVERY

Enterprise Health Security  
Center - Site Monitor with  
Dedicated Support

### Service Elements

Access to the **latest information** on COVID-19 globally

**COVID-19 'Playbook' and detailed checklist** outlining best practice procedures to get operations ready to return

COVID-19 **up-to-date** library of over 100 **customizable** documents

Customizable **email notifications** when there is an alert near one of your workplaces

Track **absenteeism**, level of **disruption** and planning progress at all operations globally

**Monitor and manage** of your workplaces globally (250 sites, and users, and 5 admins included)

**Up to 4 hours** of program implementation training and support

#### Dedicated Support

- **Coordinate** workplace risk assessment and preparation
- Provide **Management training**
- Assist in **identifying and implementing** phased return to operations plan
- Review and/or implement **PPE program**
- Review and/or implement **workplace COVID-19 case management**
- Review enhanced **cleaning procedures**
- Review and/or implement **point of entry screening** program
- Review and/or implement **workplace zoning** and social distancing
- Review **transport to work** plan
- Review **customer engagement** plan, if required
- Assist in **employee communication and education**
- Participate in **management meetings** as requested
- Customize plan for **specific workplace locations**
- Review and/or implement COVID-19 employee **monitoring program**

#### Additional Services

- **Screening** (with or without testing) **advisory**
- COVID-19 positive case **return to work advisory**
- **Other advisory requiring medical expertise**
- Protocol development on **point of entry screening** and **PPE equipment requirements**
- Implementation and maintenance of a **digital employee monitoring program**

# WHAT'S NEXT

- Return to operations planning
- Learn from other regions
- More testing available
- Return to travel
- New breakthroughs on COVID-19

# Q&A



## THANK YOU FOR ATTENDING

Webinar recording and materials will be emailed within the next few hours.

A thumbnail image for a webinar. The top half shows a modern glass skyscraper. The bottom half is a white box containing the webinar title, a subtitle, a 'BOOK A DEMO' button, and a detailed flowchart titled 'RETURN TO OPERATIONS'.

**PREPARING FOR RETURN TO OPERATIONS IN A COVID-19 WORLD**  
A holistic approach to safeguarding the health and safety of your people  
[BOOK A DEMO](#)

**RETURN TO OPERATIONS**  
To address organisations' immediate and imminent needs during this constantly changing crisis, International SOS has developed a holistic approach to help safeguard the health and safety of your workforce when you are able to head back to work.

**Pre-Ready**

1. Assess the current situation in your organisation and the external environment.
2. Develop a return to operations plan.
3. Implement the return to operations plan.
4. Monitor and evaluate the return to operations plan.
5. Review and update the return to operations plan.

**Ready to Return**

1. Develop a return to operations plan.
2. Implement the return to operations plan.
3. Monitor and evaluate the return to operations plan.
4. Review and update the return to operations plan.
5. Review and update the return to operations plan.

[Click on the above image to enlarge/download.](#)

[Have questions on your preparation to return to operations?](#) [TALK TO US](#)

[internationalsos.com/rto](https://internationalsos.com/rto)