

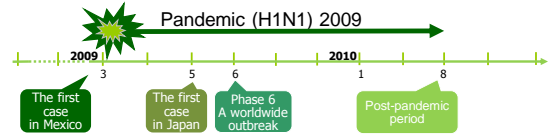
Measures against pandemic (H1N1) 2009 in the Japanese workplace: Follow-up surveys in large-scale enterprises



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Pandemic (H1N1) 2009



Worldwide outbreak

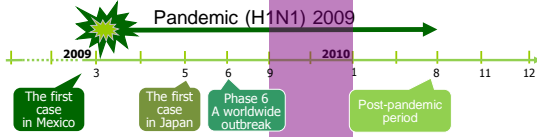
- Began in March 2009; spread globally and continued until August 2010
- Global infection rate of 11% to 21%

Pathogenicity

- Mild/Like a seasonal flu
- But severe illness and death in some cases, particularly in more vulnerable groups



Background



Previous Research

Interviewed 18 large-scale Japanese enterprises that had

- Already developed a BCP (Business Continuity Plan);
- Differed in assumptions on the actual flu virus type; and
- Had to amend established measures.

What is a BCP? A set of documents, instructions, and procedures which enable a business to respond to accidents, disasters, emergencies, and/or threats without any stoppage or hindrance in its key operations



18 Japanese large-scale enterprises

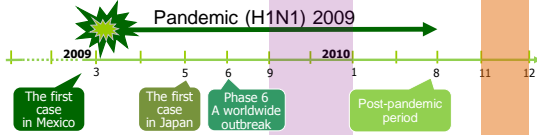
No.	Type of Industry	Consolidated Sales (US \$ Billion)	Number of Employees
1	Insurance Carrier	212	20,859
2	Construction Machinery	221	41,059
3	Electric & Other Services	269	16,645
4	Electric & Other Services	178	19,768
5	Gas & Other Services	18	3,838
6	General Building Contractors	198	12,188
7	General Traders	1,193	40,026
8	Grocery Stores	46	13,386
9	Pharmaceutical Preparations	459	94,000
10	MFR Chemicals & Allied Products	74	11,237
11	MFR Chemicals & Allied Products	172	25,085
12	MFR Chemicals & Allied Products	40	5,972
13	MFR Electrical Equipment	54	27,303
14	MFR Instruments Related Products	118	36,503
15	Personal Credit Institutions	41	4,061
16	Petroleum Refining	4,773	83,600
17	Primary Metal Industries	154	23,674
18	Process Control Instruments	26	8,261

Features

- Global companies
- Worldwide offices, factories, supply chains, and subsidiary companies
- Different industries
- Consolidated sales: between US\$ 18 and 4,773 billion per annum
- Number of employees: between 3,838 and 94,000



Objective



Follow-up Surveys

We surveyed the same 18 enterprises by questionnaire

- We asked the enterprises:
 1. What had their solutions to the issue been and what new problems had arisen since the previous research?
 2. What would they do for a future high-pathogenicity avian flu?



Methods

Subjects: 18 large-scale Japanese enterprises

- All respondents were individuals that play a key role in anti-pandemic measures in each enterprise (e.g., crisis control officers, directors of personnel and general affairs, and occupational health staff)

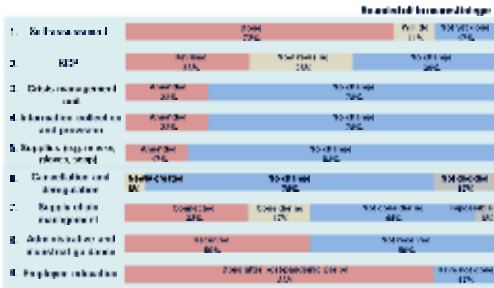
Method: Multiple-choice, self-administered questionnaire

Contents: 20 items

- (1) Assessments of measures against pandemic (H1N1) 2009
- (2) Examples of BCP revisions and amended measures
- (3) Problems and requests in the post-pandemic period
- (4) Preparations for the next pandemic

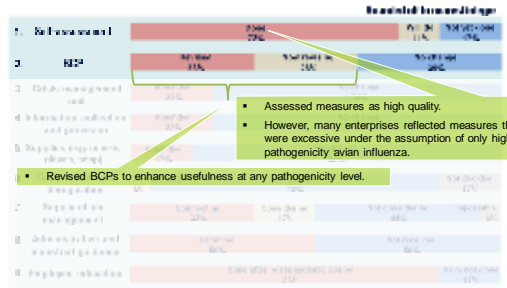
Period: November to December 2010

Results



[Figure 1] Results of the follow-up survey on measures against pandemic (H1N1) 2009 in 18 large-scale Japanese enterprises

Results

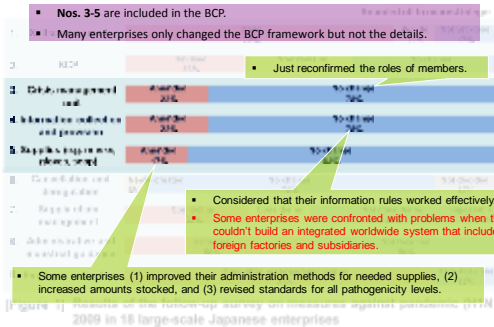


[Figure 1] Results of the follow-up survey on measures against pandemic (H1N1) 2009 in 18 large-scale Japanese enterprises

- Assessed measures as high quality.
- However, many enterprises reflected measures that were excessive under the assumption of only high-pathogenicity avian influenza.

- Revised BCPs to enhance usefulness at any pathogenicity level.

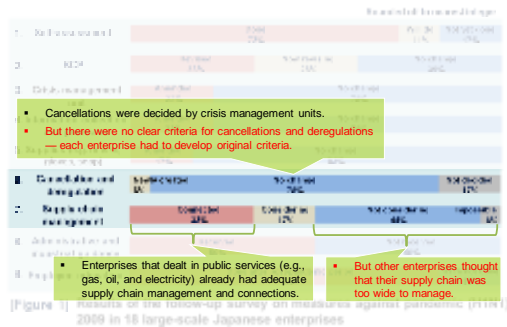
Results



[Figure 1] Results of the follow-up survey on measures against pandemic (H1N1) 2009 in 18 large-scale Japanese enterprises

- Nos. 3-5 are included in the BCP.
- Many enterprises only changed the BCP framework but not the details.
- Just reconfirmed the roles of members.
- Considered that their information rules worked effectively.
- Some enterprises were confronted with problems when they couldn't build an integrated worldwide system that included foreign factories and subsidiaries.
- Some enterprises (1) improved their administration methods for needed supplies, (2) increased amounts stocked, and (3) revised standards for all pathogenicity levels.

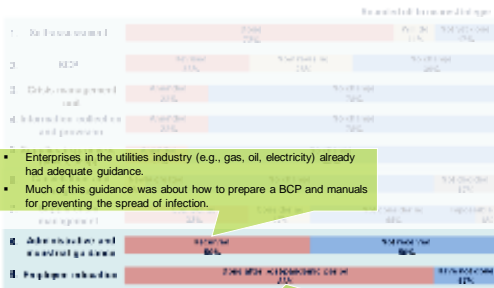
Results



[Figure 1] Results of the follow-up survey on measures against pandemic (H1N1) 2009 in 18 large-scale Japanese enterprises

- Cancellations were decided by crisis management units.
- But there were no clear criteria for cancellations and deregulations — each enterprise had to develop original criteria.
- Enterprises that dealt in public services (e.g., gas, oil, and electricity) already had adequate supply chain management and connections.
- But other enterprises thought that their supply chain was too wide to manage.

Results



[Figure 1] Results of the follow-up survey on measures against pandemic (H1N1) 2009 in 18 large-scale Japanese enterprises

- Enterprises in the utilities industry (e.g., gas, oil, electricity) already had adequate guidance.
- Much of this guidance was about how to prepare a BCP and manuals for preventing the spread of infection.
- Many enterprises also provided education via the company network after the pandemic period, because workers have less motivation for infection prevention in the post-pandemic period.

Discussions

This survey revealed the current status and problems of pandemic preparation in the post-pandemic period in large-scale Japanese enterprises.

Problems	Solutions
<ul style="list-style-type: none"> Couldn't construct a worldwide system including foreign factories and subsidiary companies. 	<ul style="list-style-type: none"> Nations <ul style="list-style-type: none"> Provision of information on the infection situation in other nations. Speedy provision of useful information such as virus type, pathogen, and cancellation point of anti-pandemic measures.
<ul style="list-style-type: none"> No clear criteria for cancellations and deregulations. 	<ul style="list-style-type: none"> Industrial associations <ul style="list-style-type: none"> Provision of guidance for supply chain management (e.g., range of cooperation of other companies, range of field)
<ul style="list-style-type: none"> Supply chains are too wide to manage. 	<ul style="list-style-type: none"> Enterprises <ul style="list-style-type: none"> Continuing education of workers to bolster their motivation.
<ul style="list-style-type: none"> Workers have less motivation for infection prevention after the pandemic period. 	



Conclusions

- Many large-scale Japanese enterprises have revised or are revising their BCPs to enhance their usefulness at any pathogenicity level in the post-pandemic period.
- But they have still not resolved issues with **information collection** and **information provision from government**.
- Nations, industrial associations, and enterprises should correct each deficiency and improve measures against future high-pathogenicity avian flu.



Acknowledgements

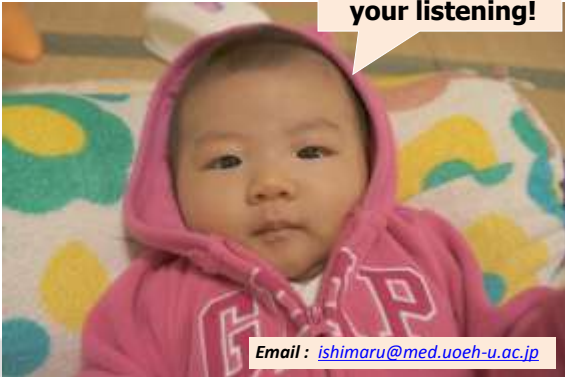
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**Thank you for
your listening!**



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