

# **Principles of Pandemic Preparedness Planning in the TÜV AUSTRIA Group**

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## 1 Principles of pandemic preparedness planning

The possibility of a pandemic represents a serious risk for the TÜV AUSTRIA Group. If a pandemic does occur, a situation can be expected in which only limited time is available for appropriate action. The management has therefore adopted this pandemic plan to protect TÜV AUSTRIA Group's employees, customers and partners and to ensure ongoing operations.

The measures to be implemented in the specific situation depend on the current pandemic status of the TÜV AUSTRIA Group. The pandemic plan of TÜV AUSTRIA Group is based on a 5-stage system (0-4), building on the pandemic phases of the World Health Organization (WHO) (see [here](#)).

## 2 Basis of the measures: AGES and company medical service

The basis for the measures and recommendations are the information provided by AGES, the Austrian Agency for Health and Food Safety ([www.ages.at](http://www.ages.at)), and also by the company medical service of the TÜV AUSTRIA Group.

In addition to protecting the health of employees, this plan aims to maintain TÜV AUSTRIA Group's operations during a pandemic and to avert economic damage to the Group as far as possible. The plan therefore also provides for intensive mutual communication and cooperation between managers, staff or staff representatives and external stakeholders in all phases of the crisis.

This plan is also mandatory in the event of an epidemic (localised outbreak). The level system is then to be applied accordingly.

The plan applies in organizational terms, particularly with regard to the deployment of the crisis management team (defined via internal corporate policy KRL-025 "Crisis Management") and the safeguarding of critical processes, insofar as the operations of the TÜV AUSTRIA Group are threatened by other events that could lead to the absence of a significant proportion of employees (example: absenteeism for fear of a reactor accident, terror warning or similar).

## 3 The 5 pandemic stages

### 3.1. Measures pandemic level 0

No sign of a pandemic. No danger for employees, customers and partners of TÜV AUSTRIA Group.

#### ✓ General measures

- The pandemic precaution plan is adapted by the TÜV AUSTRIA Group HR with the support of the specialists for occupational safety and the company medical service on a recurring basis, at least once per calendar year, if the need for this can be identified.
- In the event of an imminent pandemic (media reports are to be used as indications), the pandemic precaution plan is to be checked by the TÜV AUSTRIA Group HR for up-to-dateness and revised if necessary.

## 3.2. Measures pandemic level 1

The risk of a pandemic is high: infections from person to person accumulate but remain locally limited.

### ✓ Preventive and health-related measures

- After consulting with the company medical service and the head of occupational safety, the TÜV AUSTRIA Group HR requests the managing directors of all companies and heads of staff units to check that the documentation of their critical processes and contractual obligations is up to date so that, in the event of level 2 occurring, the necessary precautions to safeguard them and the necessary measures can be taken quickly.
- Critical processes for the maintenance of the current business are
  - IT (provision of the business-critical IT infrastructure)
  - Financial accounting (ensuring the ability to pay and transfer payments at any time, correct and timely booking and transfer of taxes and duties)
  - Salary accounting (ensuring the salary run at the end of the month including correct booking of taxes)
- An overview of special contractual obligations (e.g., with penalty payments) or with high social responsibility (e.g. stand-by duty for public transport) must be updated by the business area managers and, in the event of entry into level 2, must be made known to the crisis team.

## 3.3. Measures pandemic level 2

There is a preliminary pandemic phase. Human-to-human infections are on the rise. There are outbreaks in at least two geographically separate WHO regions.

The crisis team is convened in accordance with KRL-025 "Crisis Management", expanded by the management of the Safety Center, the occupational physician, the head of TÜV AUSTRIA Group HR and the chairmen of the works councils of the TÜV AUSTRIA Group companies.

The pandemic precautionary plan is discussed with the employee representatives and scenarios relevant under labor law (e.g. agreement on vacation, consumption of time compensation credits, etc.) are agreed in the event of the outbreak of the pandemic (level 3).

### ✓ Preventive and health-related measures

- The TÜV AUSTRIA Group HR makes the hygiene measures recommended by the WHO or AGES known.
- Determination of the need for aids (e.g. disinfectants) by the managing directors of the individual TÜV AUSTRIA Group companies; procurement of aids by the Central Purchasing Department and agreement of shorter cleaning intervals by the cleaning service providers.

### ✓ Business Continuity measures

- Provision of the TÜV AUSTRIA Group's pandemic plan to the contact persons of the Facility Management departments or the purchasing departments of our clients.
- The employees are informed that laptops incl. charging cables must be taken home in the evening in order to be able to work remotely in case the office building is locked.
- The managing directors of the individual companies adjust their pandemic preparedness plans to the current situation and discuss them with the crisis management team. In doing so, the current recommendations for action by the authorities must be taken into account (e.g. ban on events with a certain number of people).

- In order to maintain the critical processes as well as the contractual obligations, a named plan including substitutions must be drawn up to ensure that sufficient personnel are available in the event of a pandemic. Thus, in the companies of the TÜV AUSTRIA Group, preparedness plans including a list of named representatives are drawn up.
- Creation of scenarios in case of possible closure of individual offices, e.g.
  - relocation of employees including their activities to alternative, unaffected offices
  - Storage of hardware, test equipment or other resources at more than one location to minimize the risk of non-access when the location is blocked

### 3.4. Measures pandemic level 3

Pandemic has broken out. Global spread, the entire population is affected.

#### ✓ Preventive and health-related measures

- All suspected cases and cases of infection must be reported to TÜV AUSTRIA Group HR.
- TÜV AUSTRIA Group HR maintains contact with the authorities in order to initiate the necessary official steps in the event of an infection.
- In close cooperation with the occupational health and safety specialist and the company medical service, the HR staff unit issues specific information on conduct to TÜV AUSTRIA Group employees.
- Compliance with general personal hygiene rules to prevent infections must continue to be ensured.
- The issue of the aids (e.g. disinfectants) procured in level 2 is the responsibility of the managing directors of the individual companies of the TÜV AUSTRIA Group and is organised by them.

#### ✓ Business Continuity measures

- The measures prepared in the preliminary phases are now being activated.
- Internal meetings: As far as organizationally possible, it is recommended to hold cross-location meetings via video conferences/telephone conferences.
- Meetings at TÜV AUSTRIA locations with external participants: Where possible and justifiable, video conferences or telephone conferences are held - in coordination with the participants.
- Preparation of employees for a possible discontinuation of our customers' business operations (emergency contact numbers are provided, communication channels to be followed are announced).
- Training and further education area: Suspension of attendance courses that exceed the maximum group size recommended by the authorities and conversion to streaming services where technically possible.
- Provision of supply services in the event of closure of the company restaurant.
- In case of quarantine of individual employees or in case of care-related absences of employees due to the closure of (play-)schools, the substitution plans prepared in level 2 shall be used.
- In case of an ordered closure of an office location as well as a possible ordered quarantine, the staff has to ensure that the operation is maintained as far as possible. This applies in particular to the defined critical processes (IT, financial accounting, payroll) as well as areas with contractual obligations involving penalty payments and/or high social responsibility.
- If an office location is closed, it must be evaluated whether it is possible and expedient to deploy the employees not in quarantine at other TÜV AUSTRIA Group locations not affected. This should at least be considered for maintaining the critical processes.
- The maintenance of operations is to be ensured remotely by using the IT hardware (laptop, mobile phone).
- Postponement of non-urgent activities
- In the interests of maintaining solvency, all investments and orders not immediately required will be postponed, payments of overtime and bonuses will be temporarily suspended (until the end of the pandemic).

### 3.5. Measures pandemic level 4

Official bodies, WHO, AGES and other institutions have officially announced the end of the pandemic. Depending on the type of pathogen, it is possible for the pandemic to subside in phases and then flare up again.

The TÜV AUSTRIA Group HR announces the end of the pandemic.

- Termination of pandemic-related measures and dissolution of the crisis unit.
- The managing directors of the individual TÜV AUSTRIA Group companies pass on the discontinuation of pandemic-related measures and ensure their implementation.
- All facility services, especially cleaning services, are again implemented in accordance with the agreed standard service specifications.
- Evaluation of the effects of the pandemic as well as crisis management under the direction of the TÜV AUSTRIA Group HR with all those involved (management, crisis team, head of occupational safety, company medical service, works council, client).

## 4 Responsibilities in the event of a pandemic

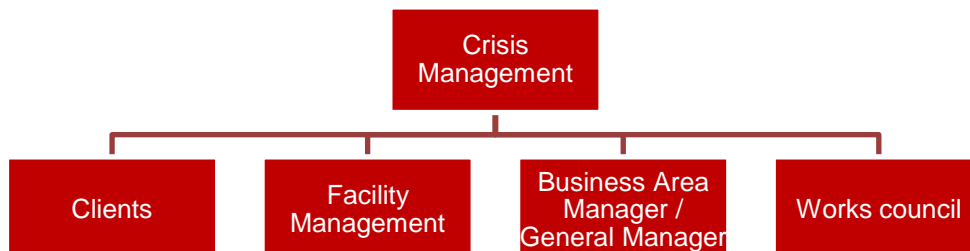
### 4.1. TÜV AUSTRIA Group HR

The TÜV AUSTRIA Group HR coordinates and takes decisions on all fundamental questions regarding the pandemic preparedness plan.



### 4.2. CEO

According to KRL-025, the CEO heads the crisis team in an enlarged composition.



### 4.3. Crisis Management

In the event of a pandemic, the crisis team according to KRL-025 will be expanded to include the head of the Safety Center, occupational physician, head of TÜV AUSTRIA Group HR, facility management and chairman of the works councils of the TÜV AUSTRIA Group companies and the managing directors of the companies.

- ✓ **The tasks and responsibilities of the crisis management**
  - External / Internal Communication
  - Ensuring the availability of personnel
  - Guaranteed 24-hour mobile availability
  
- ✓ **The tasks of the occupational safety specialists**
  - Coordination with the company medical service
  - Advising the crisis management on questions of occupational safety for our employees and on questions of hygiene and disinfection
  - Advice on the procurement of necessary aids (mouthguards, disinfectants and other aids in coordination with the company medical service)

## 5 FAQs

In the following you will find an overview of frequently asked questions:

- ✓ **Business Trips**

If a level 5 and 6 travel warning issued by the Federal Ministry for European and International Affairs is available, business trips to affected countries/regions are prohibited.
  
- ✓ **Holidays in risk areas**

In principle, the employer cannot prohibit holiday trips to risk areas. Risk areas are defined by the Federal Ministry for European and International Affairs (<https://www.bmeia.gv.at/reise-aufenthalt/reisewarnungen/>). The Ministry lists travel warnings and partial travel warnings. If such official warnings exist, holiday trips are subject to the duty of disclosure to the employer before the start of the trip!
  
- ✓ **Return from risk areas**

In the event of quarantine measures ordered by the authorities, return to the workplace is prohibited. A home office activity or holiday consumption must be agreed with the employee's disciplinary superior for the duration of the quarantine.
  
- ✓ **Inability to work**
  - This is the case (cf. Epidemic Law 1950) if an employee has not caused the hindrance to work intentionally or through gross negligence. Obstruction of work requiring continued payment of remuneration may also be due to traffic obstructions, such as the closure of railway stations or airports, which prevent an employee from starting work (on time).
  - A disruption of service also exists in the case of the closure of kindergartens or schools ordered by the authorities, provided that it can be proven that this results in an obligation to provide care (usually for children up to 12 years of age) and that a home office agreement is not possible.
  - An impediment to work requiring continued payment of remuneration does not exist if employees do not appear at work for fear. An exception to this is if there has actually been an infection in the immediate work environment.
  
- ✓ **Sickness notification**

In the case of symptoms that could be related to an infection that is in correlation to a classified pandemic, a temporary suspension of the obligation to present a sickness notification created by the family doctor comes into effect.
  
- ✓ **Internal Meetings**

As far as organizationally possible, it is recommended to hold cross-location meetings using video conferences/telephone conferences.
  
- ✓ **Meetings at TÜV AUSTRIA locations with external participants**

Where possible and justifiable, video conferences or telephone conferences are recommended - in consultation with the participants.

✓ **Participation in external education and training**

Information from the organizers must be observed.

✓ **Compliance with customer and supplier deadlines**

As long as there is no force majeure or official measures apply, contractually agreed services are to be provided. This means that companies of the TÜV AUSTRIA Group are not entitled to withdraw from contractual agreements either as customer or supplier.

## 6 Contact points

### 6.1. International

✓ [International Emergency Telephone Numbers by Country \(Wikipedia\)](#)

✓ European Emergency Number: 112

### 6.2. Austria

✓ Health advice by telephone Speed dialling: 1450

✓ AGES

- Hotline: 0800 555 621

- [AGES Website](#) for actual informations

### 6.3. TÜV AUSTRIA

✓ Crisis Unit Speed Dialling: 5747

## 7 Revision history

The following list provides a key-word-based overview of the changes made to this QM document over time.

Revision	Date	Change	Training
00	16.03.2020	Initial draft	n.a.