



BCP OVERVIEW

- BCP took approximately 1 month to develop
- There are 4 members of LSA's BCP Project Management team
- Department managers are responsible for communicating BCP to their team/answering employees specific BCP-related questions
- LSA developed BCP to ensure the company's operations are not affected by a potential Swine Flu outbreak
- Should there be an outbreak, the need for language services will undoubtedly increase- but we will be ready
- BCP can easily be modified to cover other scenarios, such as a heavy snow storm, flash flooding, etc.
- LSA's employees and clients have been very receptive and appreciative of our plan

PREVENTIVE MEASURES/PRE-DISASTER INITIATIVES

- Ensure that all employees with home capabilities have been trained and have the ability to work from home
- Cross train employees in other departments to ensure adequate backup for the call center
- Assign a back-up to every key staff member
- Determine schedule availability and willingness of employees to take calls from home
- Separate call centers coordinators so there is one empty space between each other
- Develop internal IM system for easy communication between on-site and work from home employees
- Deliver hand sanitizer to every work station
- Flu shot incentive program for all employees
- Email to employees: "8 ways you can stay healthy this flu season"

LATEST INFORMATION

PCAST (President's Council of Advisors on Science & Technology)

- 30% to 50% of the population will be infected
- Half of them will seek medical attention
- 30,000 to 90,000 deaths* concentrated among children and young adults
- Peak may occur in Mid October

**Seasonal Influenza 30,000 deaths*

ASSUMPTIONS

LSA's BCP will be implemented in the event of a pandemic influenza in the US with the following assumptions:

- Cases reported in PA significantly increase due to winter time
- 30% to 50% of LSA employees contract the disease
- Schools will be cancelled
- UK is also having a Swine Flu outbreak
- An increase on the demand for our services from government agencies and hospitals

INFORMATION SOURCES

The sources of information that will be used to determine if the BCP should be executed are:

www.dsf.health.state.pa.us

www.cdc.gov/h1n1flu

<http://flutracker.rhizalabs.com/>

<http://www.who.int/en/>

http://www.google.org/flutrends/intl/en_us/

ACTION PLAN/TRIGGERS

EVENT	THRESHOLD
Schools Cancelled	Schools are cancelled in: (NJ) Burlington, Camden, Gloucester, Salem, (PA) Philadelphia, Delaware, Chester, Montgomery, Bucks, (DE) Newcastle (MD) Cecil
Cases Reported in S. East PA	200 % Increase for three weeks in a row
Cases Reported in PA	2,500 cases reported in one week (Historical Influenza figure)
Cases Reported in U.S.	More than 30,000
LSA Employee Sick	One
LSA Employee Information	A case in their household or a community outbreak
Government Alerts	An alert affecting our State or neighboring States

STEPS

There will be two stages in the BCP, the first one will be a preventive stage and the second one a full implementation of the plan.

Stage I

- 1. First frost or trend identified.** Preventive stage will be triggered either by the first frost or if the rate of people infected in PA increases by more than 50% for three weeks in a row.
- 2. Inform key staff members.** A call tree will be initiated by a member of the plan activation authority to inform key employees that Stage I has been initiated. Key staff members will work from home until the threat of a pandemic flu has been discarded. Either no significant increase is recognized after the first frost or the identified trend has been reversed.
- 3. Send home high risk employees.** In order to prevent flu complications, pregnant women and people with chronic medical conditions (such as asthma, diabetes, or heart disease) will be given the option to work from home.
- 4. Hand out masks.** Masks will be available for employees that are interested in using this method of protection.
- 5. BCP Policies Implemented.** Inform all employees that if they are feeling sick they should stay and work from home. If this isn't an option, LSA will make all possible attempts to permit them to make up for the time lost in the future.
- 6. Meetings.** When possible, schedule conference calls or internet based meetings instead of face to face.
- 7. Daily monitoring.** A key staff member will monitor the pattern of the disease to determine if Stage II should be initiated.

Stage II

- 1. Threshold surpassed.** One of the action plan triggers mentioned above has been exceeded.
- 2. Inform all employees.** A blast email and call tree will be initiated by a member of the plan activation authority to inform employees that the full BCP has been initiated.
- 3. Initiate department action plan.** Stage II will be initiated.
- 4. Contact Key Customers.** The sales and marketing department will contact our key clients letting them know that our company is being affected by the pandemic flu.
- 5. Meetings.** Only conference calls or internet based meetings should be scheduled.
- 6. Common areas will be closed.** To avoid increasing the chance of spreading the disease, common areas such as the kitchen will be closed. Staff members will be allowed to eat at their stations.