

**FAQ**  
**FLU PANDEMIC BUSINESS CONTINUITY PROGRAMME**

**1. Why is flu pandemic a threat to business continuity?**

A flu pandemic occurs when there is a widespread outbreak of infectious disease due to a new flu virus, against which the human immune system has no pre-existing immunity. The flu pandemic poses a threat to business continuity by impacting normal business such as:

- Prolonged absence / loss of key staff
- High absenteeism of staff
- Loss of customers
- Disruption to supplies.
- Disruption to transportation

**2. What is the intent of the Flu Pandemic Business Continuity Programme?**

The Flu Pandemic Business Continuity Programme would help to prepare companies for a more effective response in the event of a potentially more severe flu pandemic outbreak. By planning ahead, the business impact can be minimised and operations can recover more quickly after the outbreak. The Flu Pandemic Business Continuity Programme adopts the SS540 framework. It acts as an interim step towards full-fledged Business Continuity Management (SS540) certification.

**3. What does my company need to do to participate in this programme?**

Interested companies are required to put in place a flu pandemic business continuity plan based on the Flu Pandemic Business Continuity Guide developed by SPRING Singapore.

**4. What is SPRING Singapore's Flu Pandemic Business Continuity Guide: 2009 based on?**

The guide is developed based on the principles of SS 540 Business Continuity Management (BCM) standard. The Flu Pandemic Business Continuity Guide provides a framework that steps up companies' preparedness and will build resilience in the event of a more severe H1N1 outbreak.

**5. What are the benefits to my company?**

The verification will demonstrate that your company is able to

- Minimise losses and disruption to operations
- Maintain the confidence of investors and business partners
- Enhance your competitive edge in the current volatile business climate

## **6. How do I know if I have implemented the Guide correctly?**

A third-party verification by appointed certification bodies accredited by SAC for quality management systems will ensure that your company has addressed the gaps and have met the requirements of the framework.

## **7. Who are the verifiers for the Flu Pandemic Business Continuity Programme?**

The verifiers are appointed from the pool of SAC accredited Quality Management Systems (QMS) certification bodies. The list of appointed verifiers can be found on the SBF website.

## **8. Is the verification renewable?**

It is a one-off verification. Enterprises which have been verified for flu pandemic preparedness are encouraged to take the next step towards SS540 certification to address threats beyond flu pandemic.

## **9. Is there any incentive support for my company to participate in this programme?**

The verification cost is funded through the Flu Pandemic Business Continuity Programme. Each verification is fixed at \$2000 which is an equivalent of two man-days. 80% of the cost is subsidised and enterprises need to pay only \$400.

## **10. Who can apply?**

The programme is open to all Singapore-based enterprises.

For more details and to apply, please contact:  
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National Business Continuity Management (BCM) Centre  
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