

Webinar

แผนรับมือเหตุฉุกเฉิน COVID-19
สำหรับอุตสาหกรรมการผลิต
(ยานยนต์, อิเล็กทรอนิกส์)

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May 20

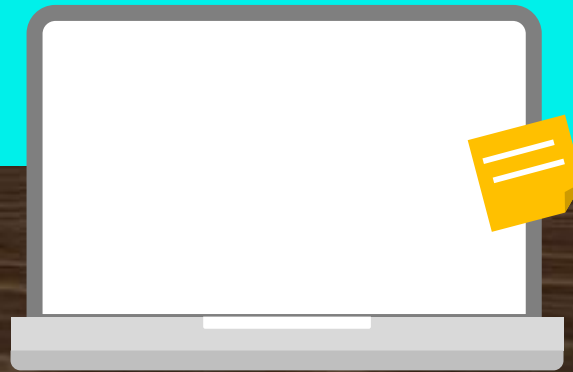
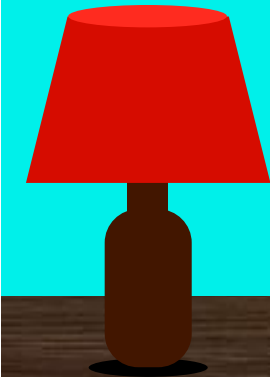
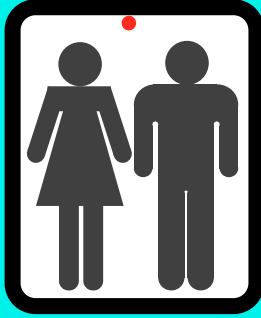
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By Royal Charter

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Welcome

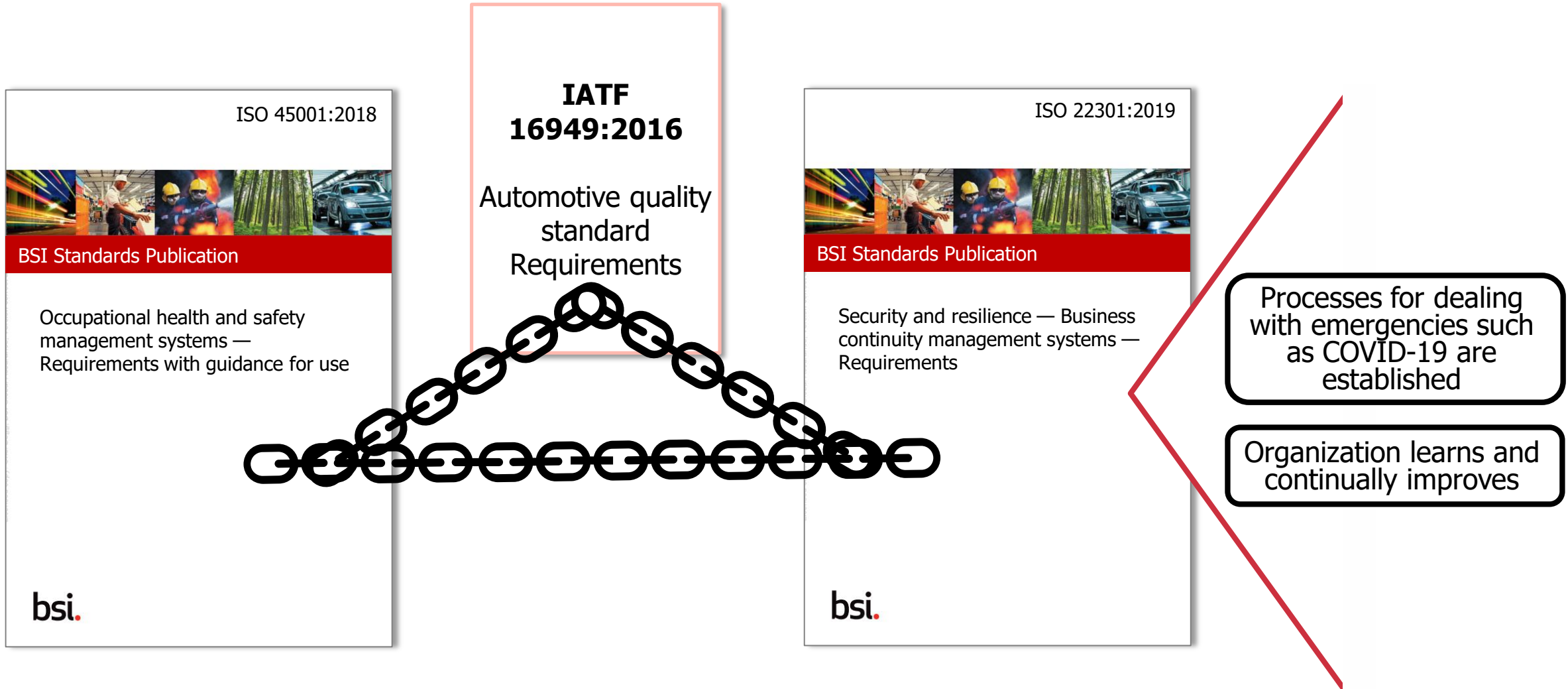


แผนรับมือเหตุฉุกเฉิน COVID-19 สำหรับอุตสาหกรรมการผลิต (ยานยนต์, อิเล็กทรอนิกส์)

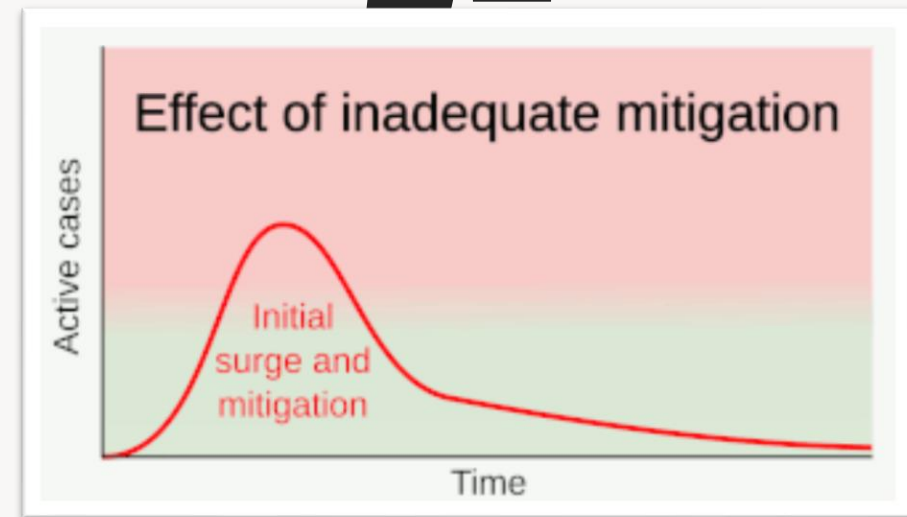
- 1) เหตุฉุกเฉินในสถานการณ์ฉุกเฉินการแพร่ระบาดโควิด-19
- 2) Pandemic Preparedness and Business Continuity
- 3) People Aspects of Business Continuity Management (ISO/TS 22330:2018)
- 4) Supply Chain Aspects of Business Continuity (ISO/TS 22318:2015)
- 5) ขั้นตอนการทำแผน Emergency Response Plan



ISO 45001 links with ISO 22301



สถานการณ์



CORONAVIRUS data in detail



Scroll table to see more data

*Deaths per 100,000 people

Filter: The world



Country	Deaths	Death rate*	Total Cases	New Cases	
				0	10 100 1k 5k **
US	79,577	24.3	1,332,475	24 JAN	05 OCT
UK	32,065	47.8	223,060		
Italy	30,739	50.7	219,814		
Spain	26,744	57.0	227,436		
Thailand	56	0.1	3,015		

<https://www.bbc.com/news/world-51235105>

Potential business impacts

Financial



- Emergency expenditures
- Revenue interruption

Operational



- Manufacturing
- Travel

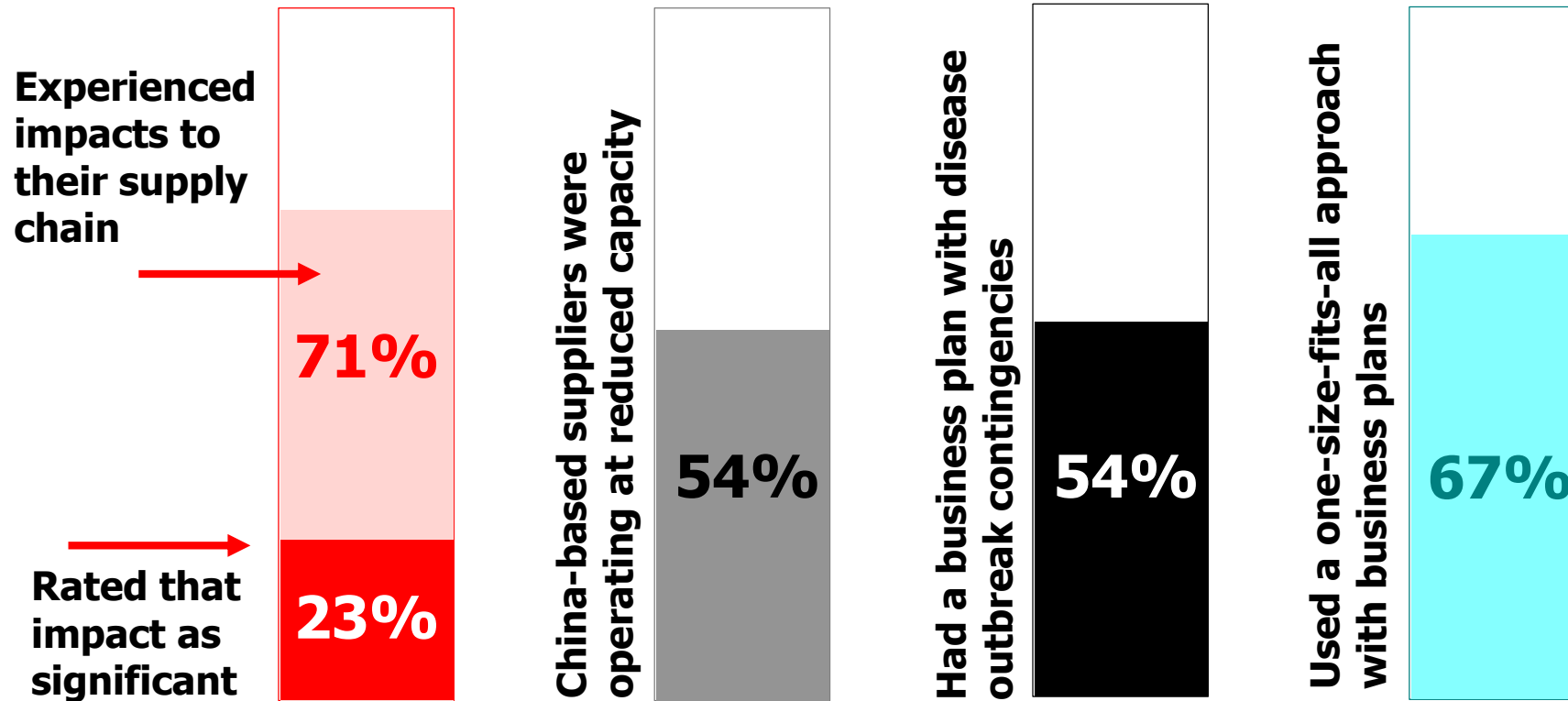
Reputational

- Employee and customer relations
- Investor concerns



Supply chain impacts: COVID-19

In February of 2020, BSI performed a multi-industry benchmarking survey to determine the supply chain impact of the Coronavirus pandemic



กระบวนการผลิต

COVID-19

Process

- การเตรียมการก่อนการปฏิบัติ
- การปฏิบัติตามขั้นตอน
- Transformation RM
- การเตรียมพร้อมสถานะฉุกเฉิน - Contingency Plan (8.1, 8.4)
- แผนการจัดการความเสี่ยงและโอกาส (6.1.2, 8.1)

Infrastructure

- เครื่องจักร/เครื่องเครื่องมือ อุปกรณ์ (7.1.1, 7.1.3)
- อะไหล่ (7.1.1)
- สารอุปโภค (7.1.3)

Competence Training

- ผู้ปฏิบัติงาน และ ความรู้ที่ก่อบรม ความตระหนัก (5.3, 7.1.2, 7.1.6, 7.2, 7.3)

Input

- แผนการผลิต
- Product Spec
- Process standards

Output

- Product delivery to WH
- ผลการปฏิบัติงานตามแผน

Documents & Records

- คู่มือเครื่องจักร (7.5.1, 7.5.2, 7.5.3)
- บันทึกการซ่อมบำรุง และประวัติเครื่องจักร
- IT

Monitoring

- การติดตามผลการปฏิบัติ (6.2.1, 6.2.2, 9.1.1, 9.1.2, 9.1.3)
- การแก้ไขป้องกันเมื่อลูกค้าร้องเรียน, CAR จาก IQA (10.2)
- การปรับปรุงอย่างต่อเนื่อง (10.1, 10.3)

สินค้าส่ง
ลูกค้า

วัตถุดิบ

Focus

เน้น

- อาชีวอนามัยและความปลอดภัย
- ความต่อเนื่องธุรกิจ

มุมมอง

- เตรียมการลดความเสี่ยง คน ธุรกิจ รวมถึงห่วงโซ่อุปทาน
- ตอบสนองเหตุการณ์

Risk assessment



**Risk
assessment**

*Overall process of risk identification,
risk analysis and risk evaluation*

Risk

effect of uncertainty on objectives

ISO 31000:2018

OHS Risk

*combination of the likelihood of occurrence of a work-related
hazardous event or exposure(s) and the severity of injury and ill
health (3.18) that can be caused by the event or exposure(s)*

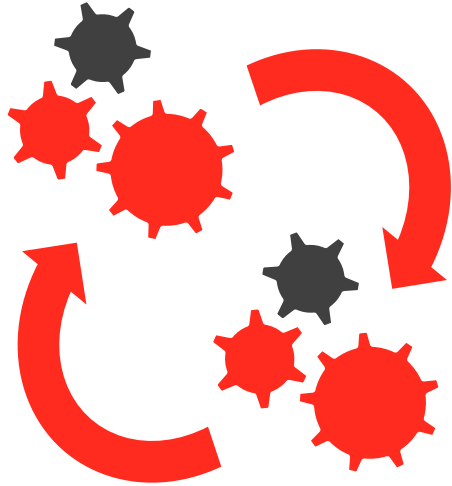
ISO 45000:2018

ISO 22301, ISO 45001 refers to IEC 31010 Risk
Assessment section for assessment techniques

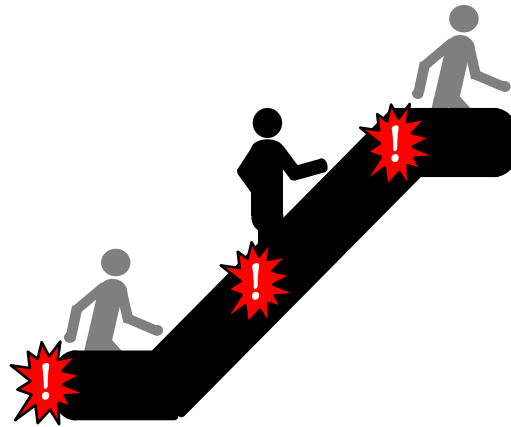
Communicable Disease Risk Assessment from COVID-19 (องค์กรขนาดใหญ่ 1,000 คน)

Assess	OHS Risk	BC Risk	Impact	Likelihood	Risk Level	Prevention Plan	Response Plan	Recovery Plan
พนักงานที่จำเป็น	โรคติดต่อ		เจ็บป่วยจำนวนมาก	ปานกลาง (ระบาคภายในประเทศ)	* M	Social Distant, Visitor screen	Spare persons	Investigate , hospital
พนักงานสนับสนุน	โรคติดต่อ		เจ็บป่วยจำนวนมาก	ปานกลาง (ระบาคภายในประเทศ)	* M	Work from home	Spare persons	Investigate , hospital
Raw Material		ผู้ส่งมอบ เจ็บป่วยหรือหยุดงาน	ไม่สามารถผลิตได้	ปานกลาง (ระบาคภายในประเทศ)	* M	Promote awareness	Move alternate	Supplier recovery
อุปกรณ์ supply		ผู้ส่งมอบ เจ็บป่วยหรือหยุดงาน	สามารถผลิตได้ช้า	ปานกลาง (ระบาคภายในประเทศ)	* M	Stock	Move alternate	Supplier recovery
Outsource ขนส่ง		ผู้ส่งมอบ เจ็บป่วยหรือหยุดงาน	ส่งมอบไม่ทันเวลา	ปานกลาง (ระบาคภายในประเทศ)	* M	Back up source	Move alternate	Supplier recovery
ห้องปฏิบัติการ อาคาร		มีการติดเชื้อ ห้ามใช้	ไม่สามารถผลิตได้	ปานกลาง (ระบาคภายในประเทศ)	* M	Social Distant, Visitor screen	Back up site	Cleaning

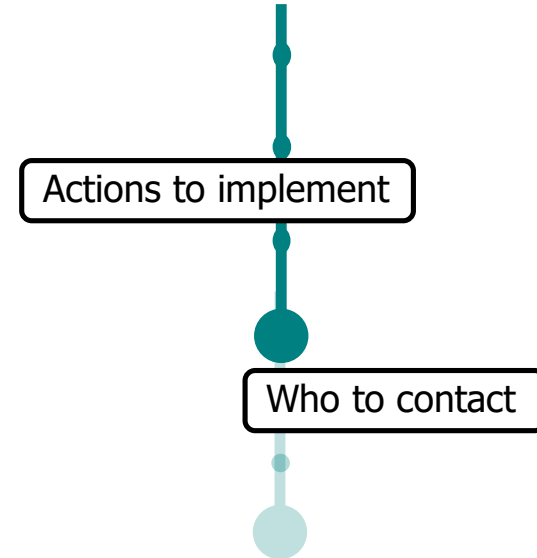
Pandemic response protocols



Consider all pandemic related events that may impact business continuity



Form a graduated, comprehensive escalation policy



Include required and suggested actions triggered by each phase

ISO 22330:2018

People Aspects of Business Continuity Management

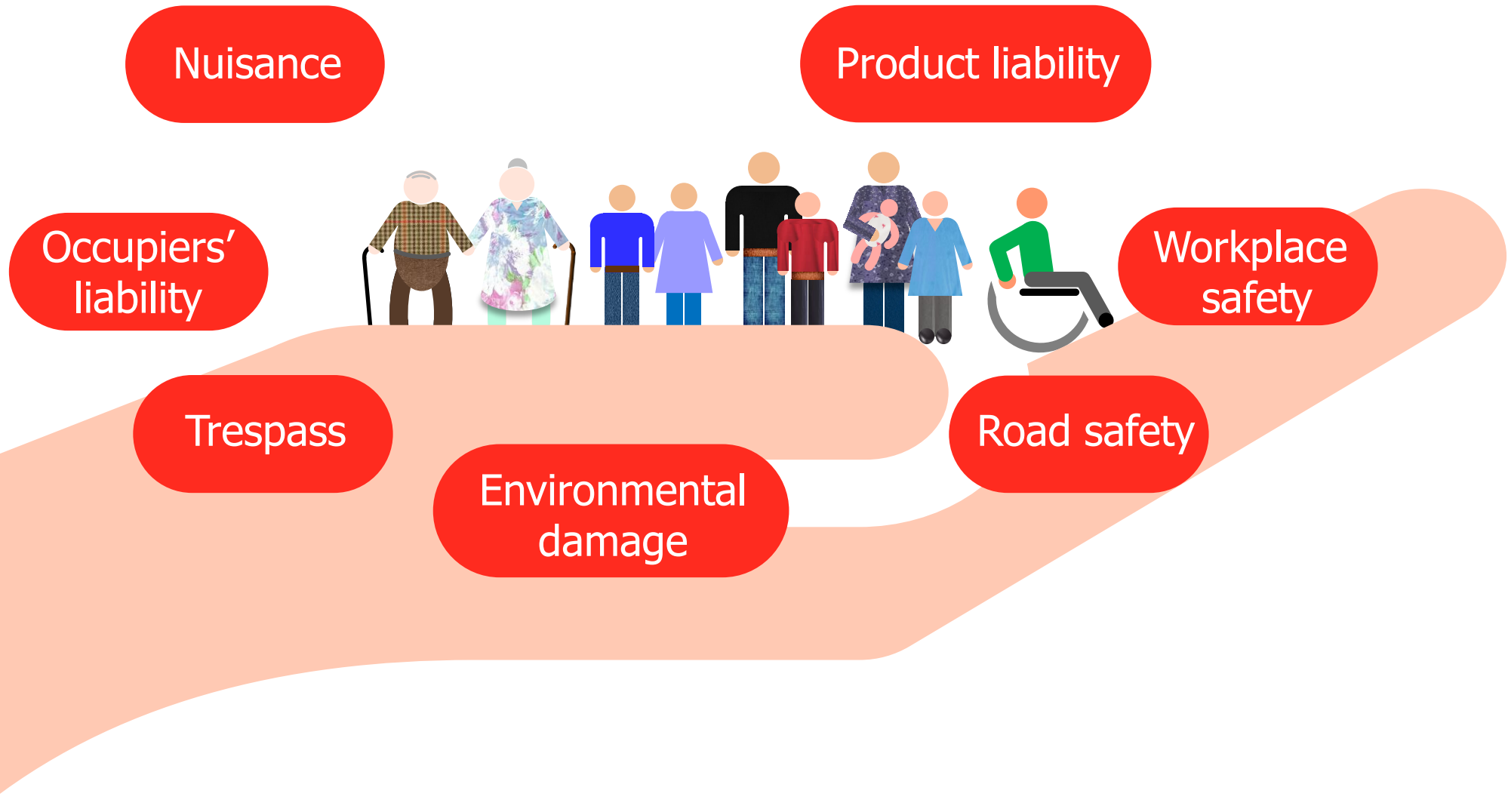


First priority of business continuity

Preservation of life is the first priority of business continuity

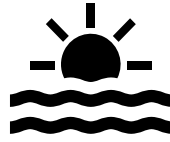


Precursors - Duty of care



Respond

Three broad themes



Body temperature >37.5 C

Early warning

WHO?

WHAT?

WHERE ?

- Accounting for people
- Managing injuries and fatalities

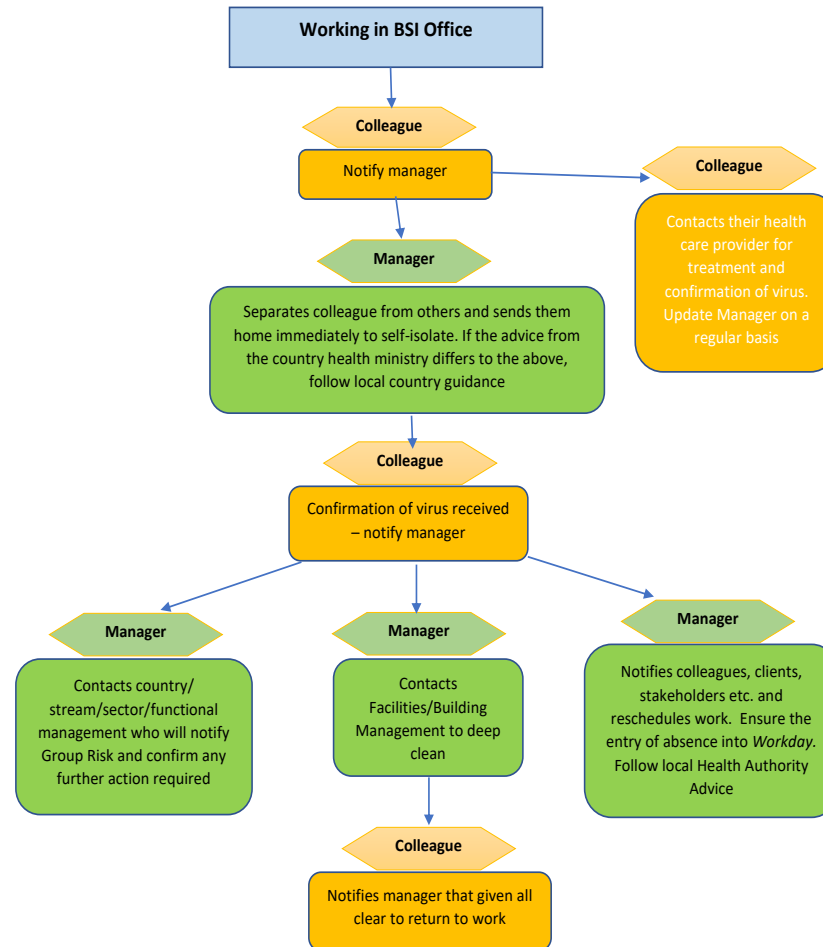
Incident response

- Evacuation
- Reception centres
- Shelter in place

Working with emergency services

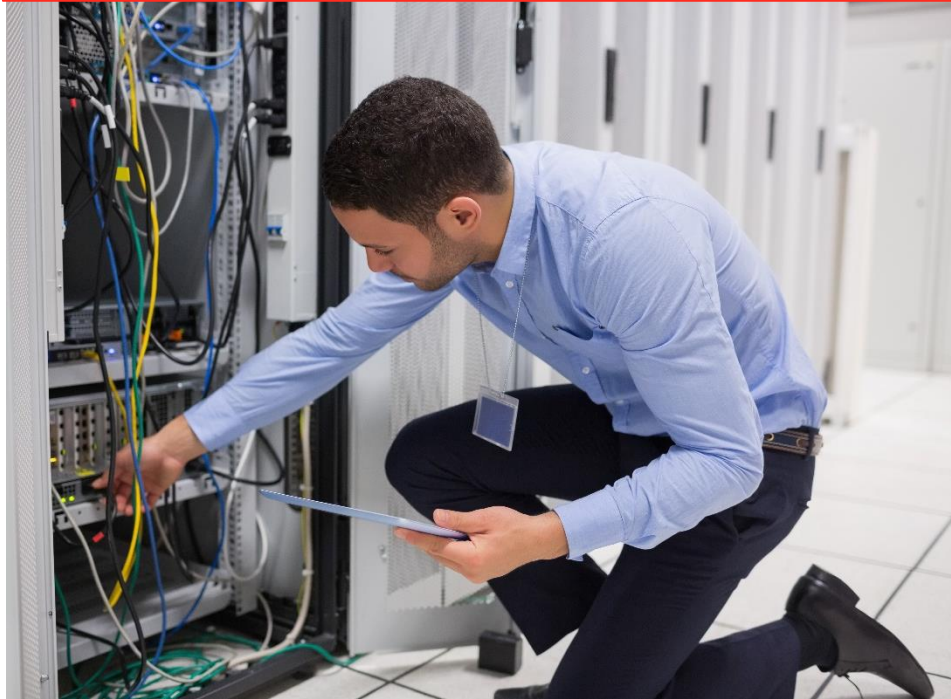
Suspected cases of COVID-19 virus – Actions Scenario 1

Scenario 1 colleague working in the BSI office - mild to severe respiratory illness with symptoms such as fever, cough, and shortness of breath



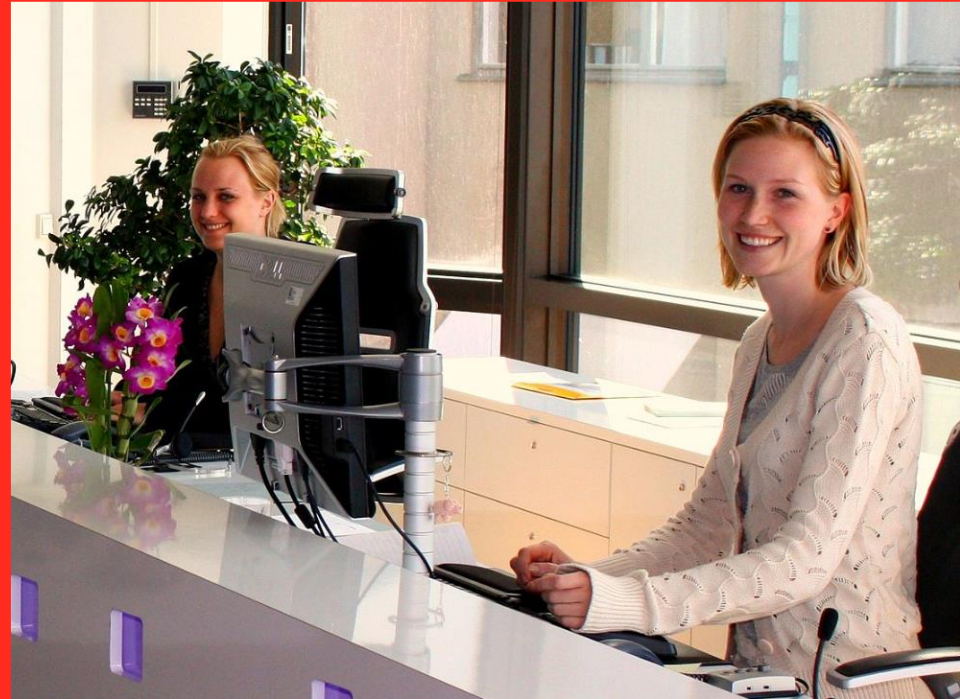
Essential vs. non-essential roles

Essential role



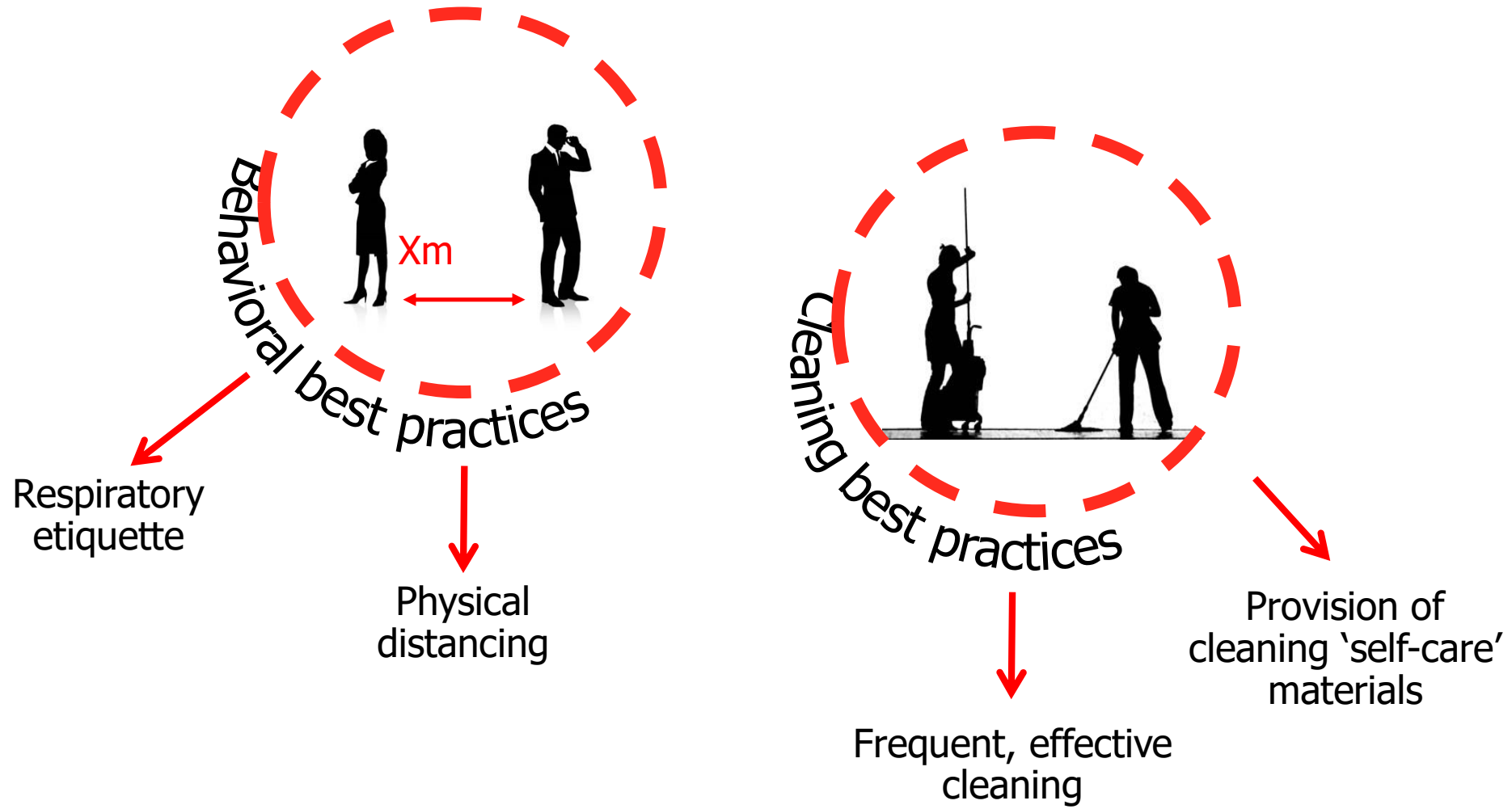
Responsibilities are required for the continuation of core business functions

Non-essential role



Responsibilities can be temporarily suspended without long-lasting harm to the business's ability to function

Preventing transmission



Visitors



- Security/building access control procedures
- Screening of visitors
- Provide PPE where needed
- Technology to communicate
- HR and legal resources determine what is appropriate

Travel



Remote work planning

- 1) Preparing for travel
- 2) Business information
- 3) Using home Wi-Fi
- 4) Use your VPN
- 5) Phishing
- 6) Mobile phone and device security
- 7) Backups
- 8) Conference calling and internal communication
- 9) Working patterns
- 10) Working environment



Working from home – stay safe and secure, what should I do?

Guidance from BSI's consultants on how to keep you and your business safe and secure when working from home:

- 1 Preparing for travel – What should I do when I leave the office?**
Make sure you have your IT dept's contact details as you may need their support during the days ahead. If you are asked to take your laptop, business equipment and business information, take care when travelling and remember basic personal security. Criminals are opportunistic and if they see something lying in the back of the car, for example, it could be stolen.
- 2 Business information – What should I do if I have confidential business information?** Always keep it secure and have in your possession and never out of eyesight. If you are taking a break or leaving the documentation, store it in a safe environment. Remember business information will need to remain confidential even if stored in your home.
- 3 Using home Wi-Fi – I've never connected my work laptop or device to my home Wi-Fi?** If you have been asked to connect to your home internet, make sure that your Wi-Fi connection is secure and password enabled so you can control who connects to it. For public and unsecured Wi-Fi's, the best advice is to avoid connecting with them.
- 4 Use your VPN – What is a VPN and how do I connect to it?** A VPN is a Virtual Private Network that most businesses use to allow you to create a secure connection to the network over the internet. Most companies have a policy on VPN usage and how to connect to it – usually a password enabled or token system. How to find out ask your IT dept as a starting point.
- 5 Phishing – What is phishing and why do I need to be careful?** Phishing is a fraudulent practice where scammers or cybercriminals send emails that look like they are from reputable and trustworthy sources in order to entice individuals to reveal personal information, such as passwords and credit card numbers. It is one of the largest causes for cybercrime and all users both in work and home need to be on the watch out. If you do see any emails that look to be from untrustworthy sources, report it to your IT dept and follow their advice. If you happen to click on a link or download something by mistake, contact your IT dept immediately who will have protocols in place to remediate or solve the issue.
- 6 Mobile phone and device security – Is my mobile phone safe?** Maybe not. We are seeing an increase in phone numbers calling that you may not recognize or calls from "unknown numbers". Best not to answer the unknown numbers and for those ringing from unrecognized numbers, use caution when answering as fraudulent activity can occur with such calls.
- 7 Backups – What is a backup and what do I need to do?** A backup or data backup is a copy of computer data taken and stored elsewhere. It can be used to restore the original data after an event or preparing for a potential data leak event. Talk to your IT dept about what you need to backup, how to back it up and what equipment you need to do it.
- 8 Conference calling and internal communication – What are they and why use them?** Your company may be able to provide you with calling capabilities through the different applications you will use in your normal work environment. Check in with teammates using your company conferencing applications like WebEx, Microsoft Teams and Zoom to name a few. Keep up to date with the company policies and internal communications. For client engagements also ensure that your clients have these applications or if not that they can download and access in line with their company policies.
- 9 Working patterns – How can I maintain my normal working habits?** Keep to your good working habits. For those who are not accustomed to working from home, the prospect can be difficult to adapt to for extended periods of time. Apply as many of the normal office routines as possible such as waking up time, start and finish times, coffee breaks, lunch breaks, meetings and client interactions, even when conducted remotely. The more in sequence with normal office practices, the easier the remote working process becomes.
- 10 Working environment – What is the best working environment for me?** Where you can, establish a comfortable working environment. Ergonomics are as important at home as they are in the office. Think about the equipment, data and information you will now have in the home and how you need to protect it from unintended sight or use. Also, be aware of your company policies around disposal of data and information.

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People support strategies

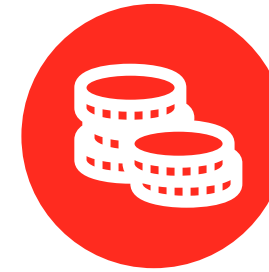
Manage needs of families and friends

Physical and psychological well-being



Employee Assistance Programs (EAP)

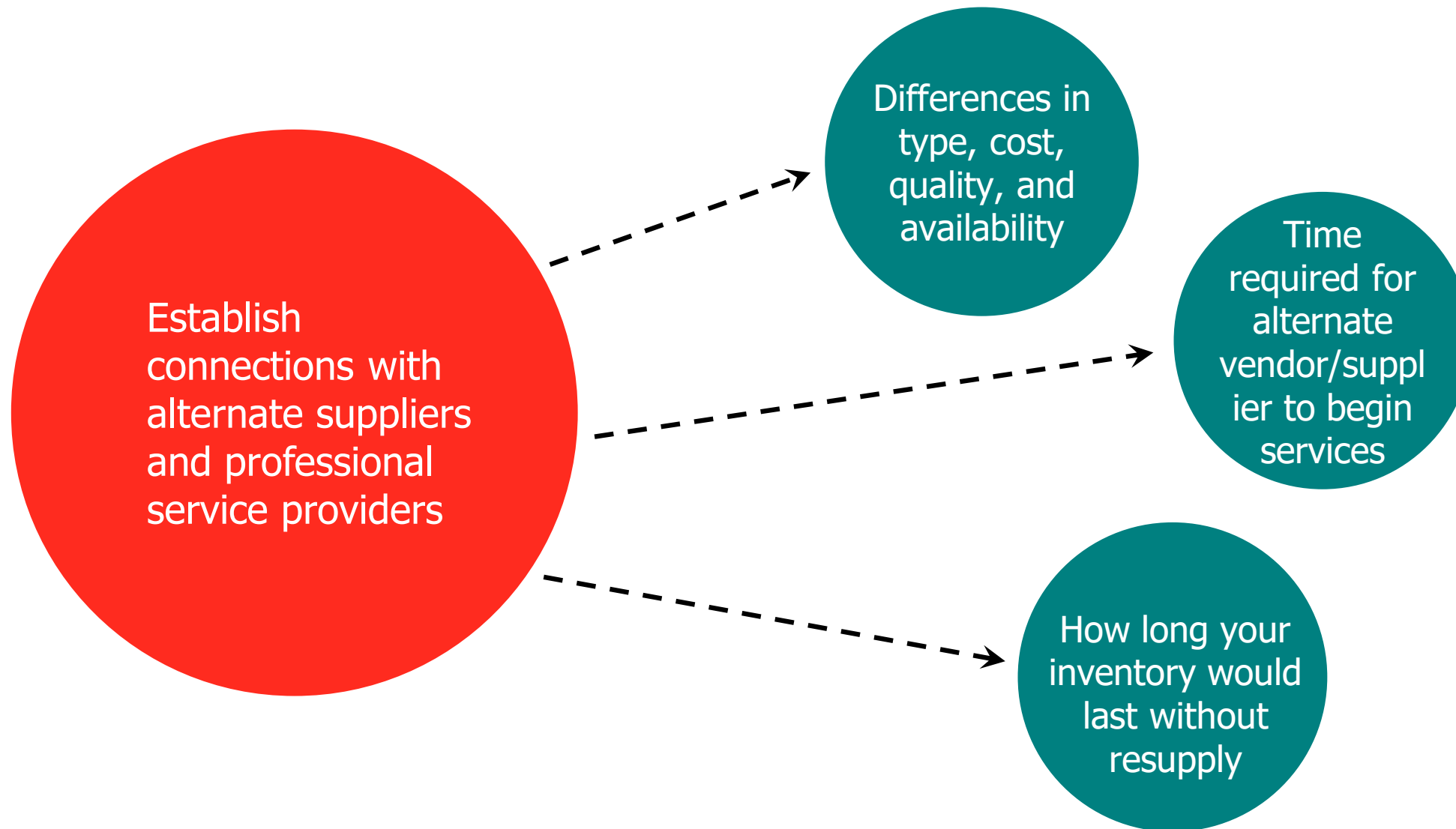
In a pandemic incident, there can be a variety of impacts on employees where an EAP can be valuable to help them and your business survive



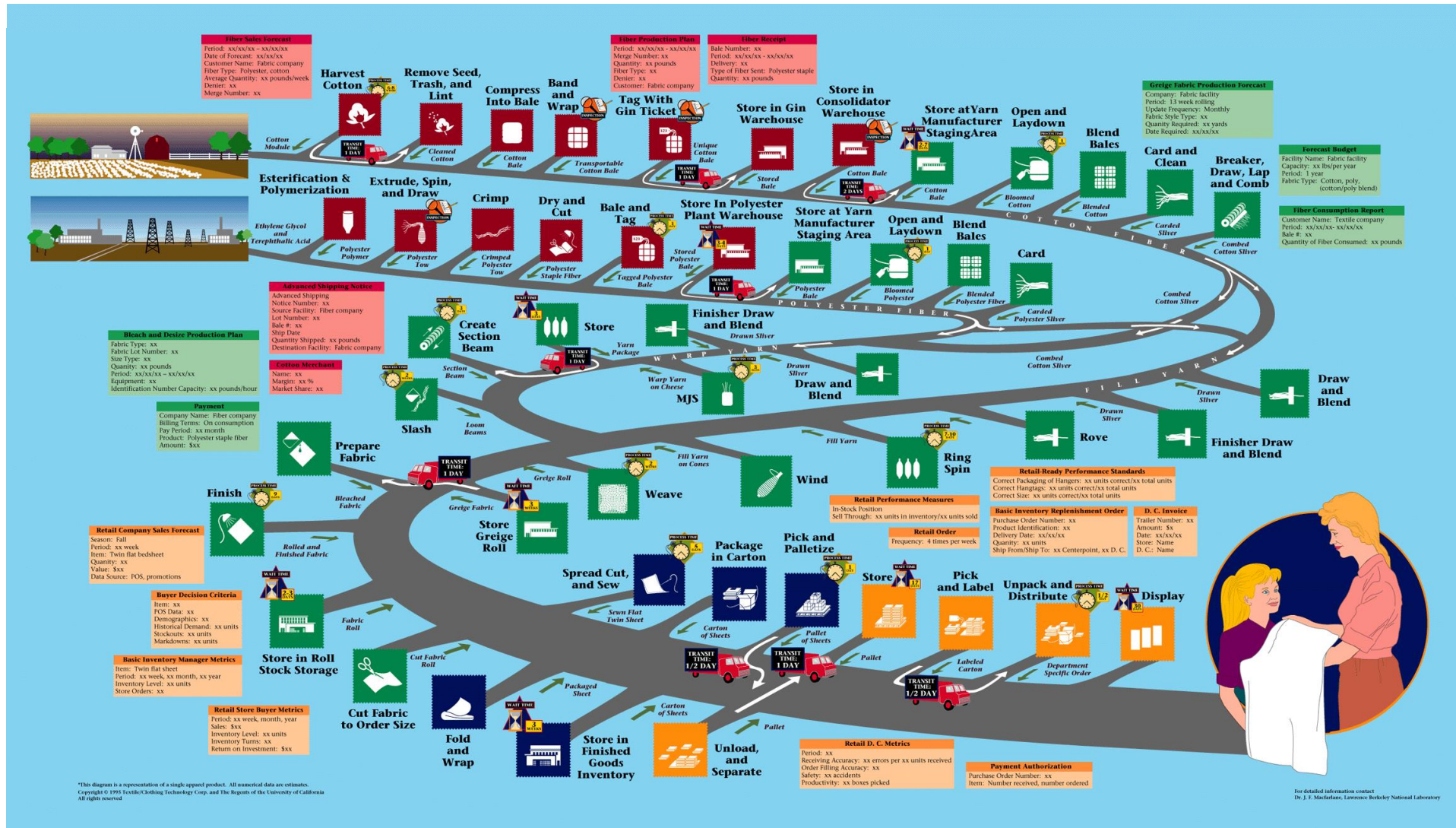
The background of the slide features a circular gradient from red on the left to green on the right. Overlaid on this are several stylized, glowing virus particles with prominent surface spikes, resembling coronaviruses. One large virus is in the center, another is to its left, and a smaller one is to its right.

A focus on ISO/TS 22318: Moving towards resilience: Supply Chain and COVID-19

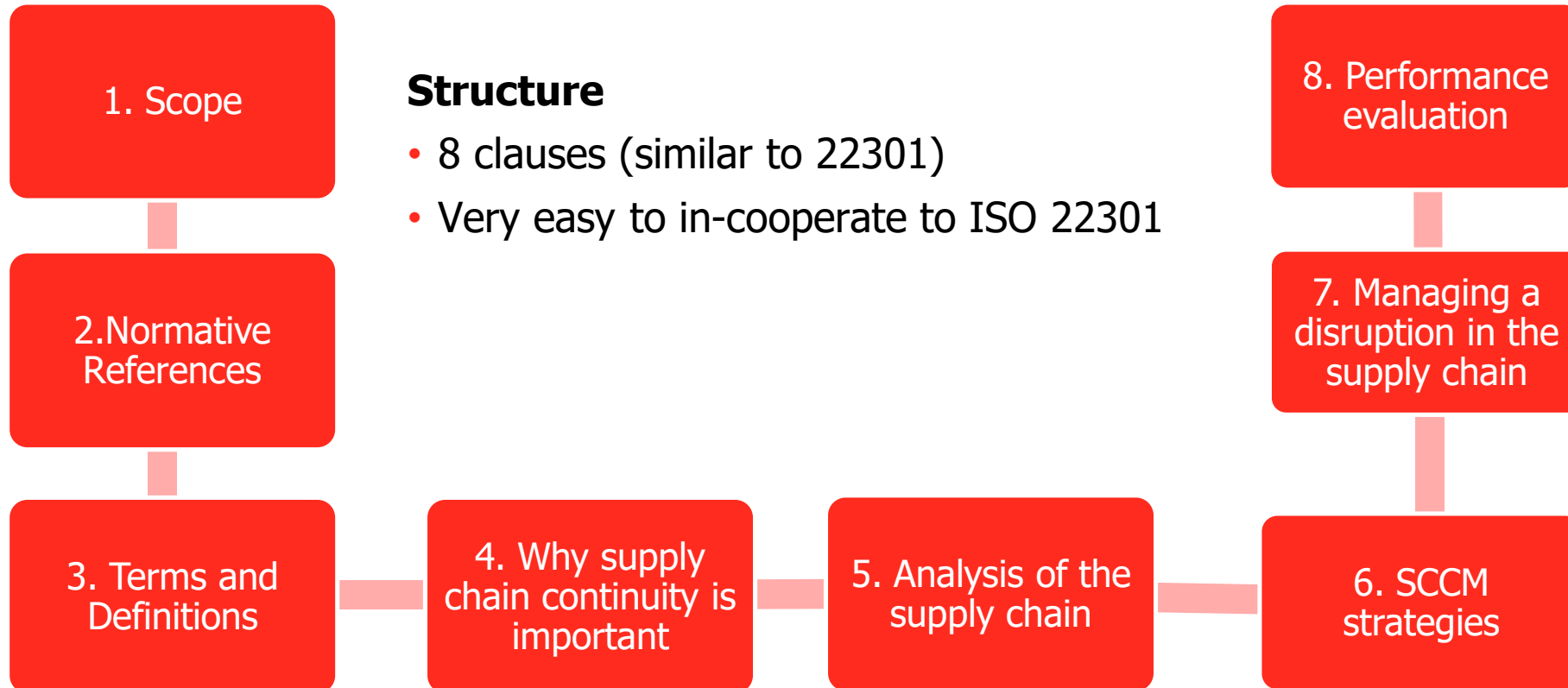
Service and supply chain disruptions



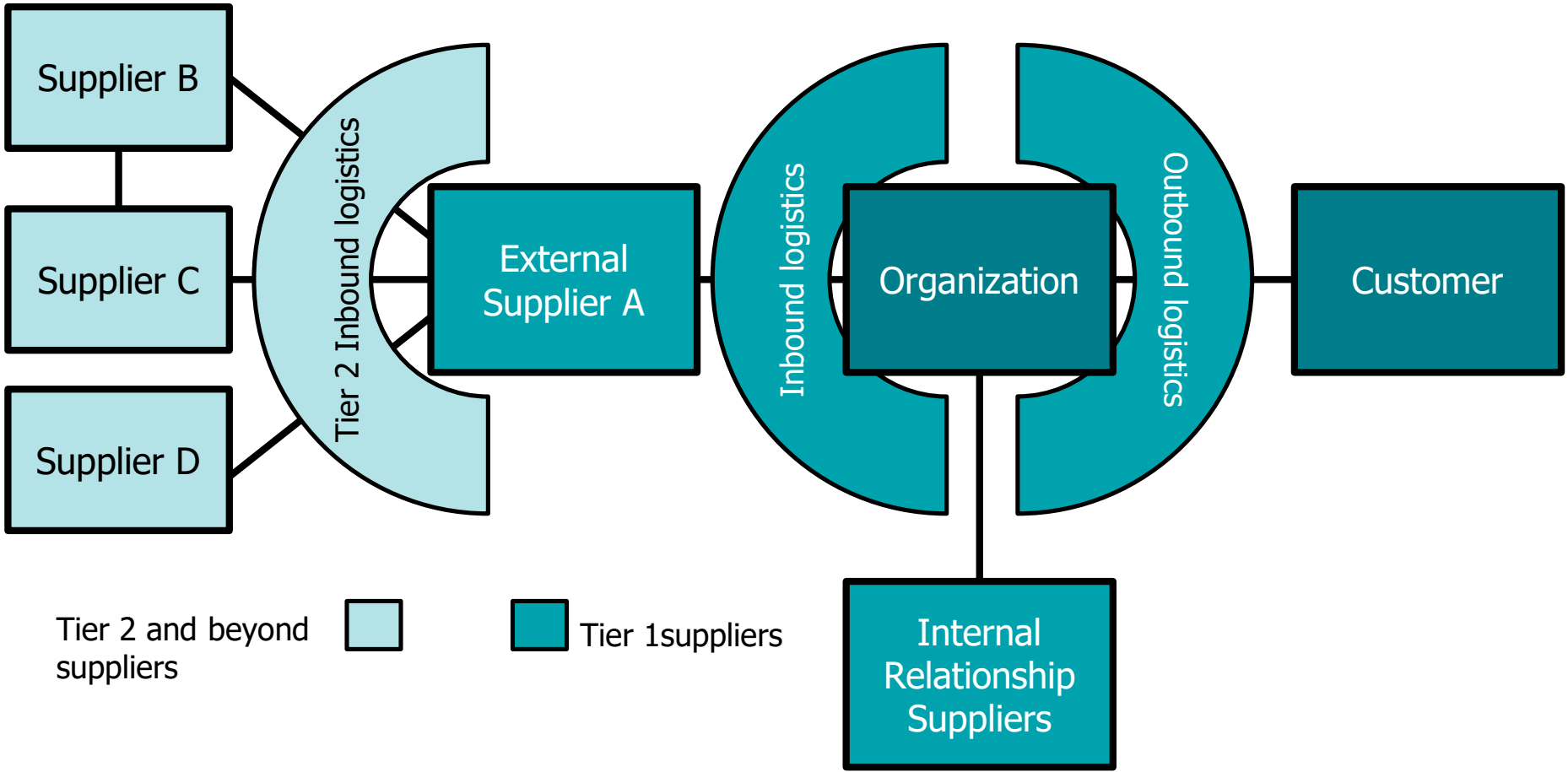
COVID-19: Process steps for bedsheet



What is ISO/TS 22318:2015



ISO/TS 22318:2015 – Clause 4



Building a more robust supply chain

The largest hospital in a city, which has a population of 4 million, is implementing a BCMS. The implementation team is discussing how the supply chain resiliency could be improved.

Activities for building a more robust supply chain ISO/TS 22318:2015	Correct?
Buy warehouse and increase storage capacity	No
Reduce dependency	Yes
Increase resilience	Yes
Buy the competition	No

What critical RM, Supplier?

Vendor/supplier resiliency form: Example questions

Below is an example questionnaire that can be used to gather information from your supply chain (especially top/critical ones), on what level of BCP planning they have in place.

The answers provided should give you a better understanding of what support your suppliers have in place for you as a client. Requesting completion of such a questionnaire will also notify your suppliers that you are serious about BCP as a business.

Example business: MKS

Example supplier: ACE Semiconductor

MKS Business Continuity Planning (BCP)

Vendor Resiliency Analysis

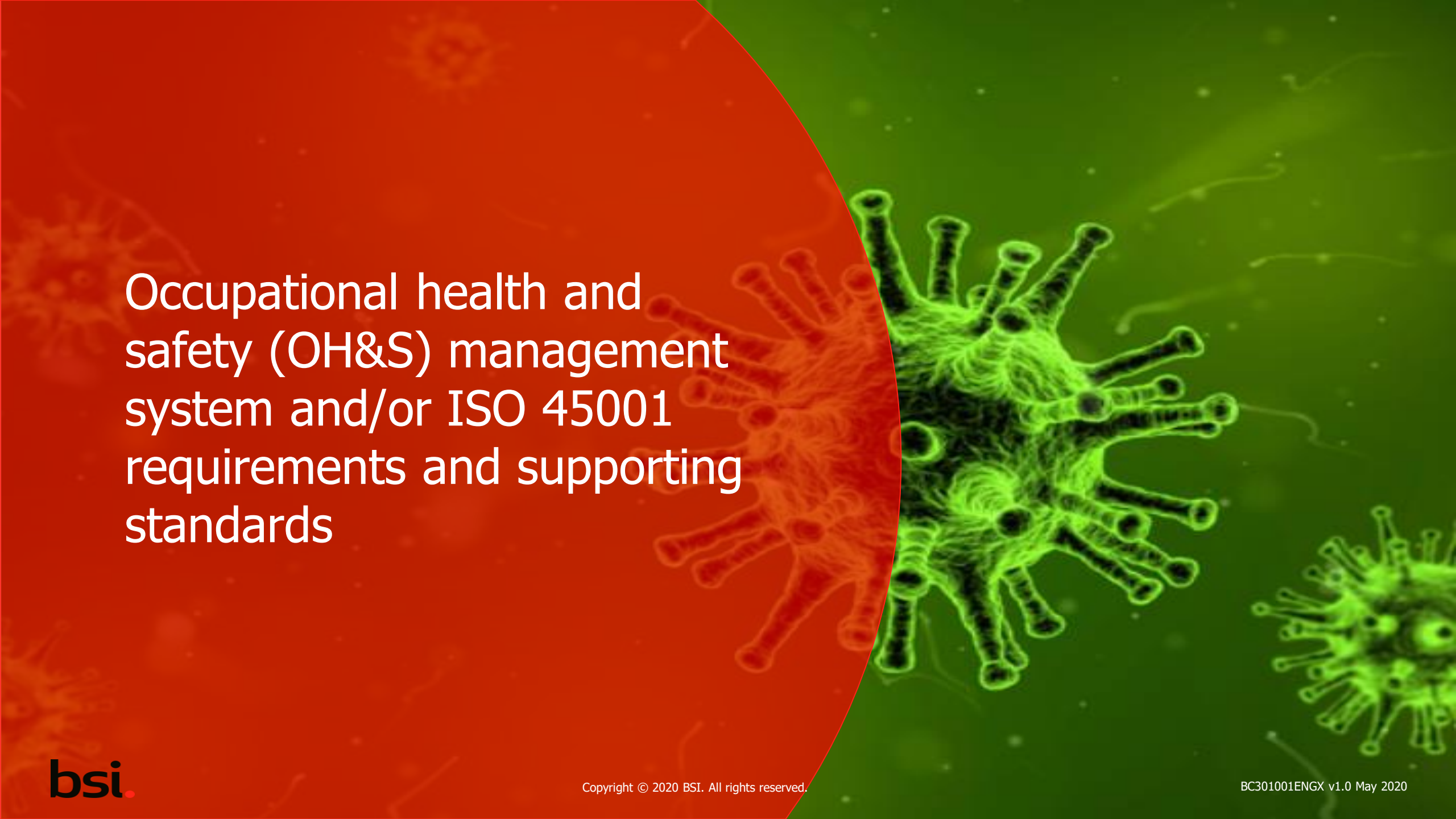
Revision – September 20XX

	Area	Question	YES (Y)	NO (N)	Added information or comments
1	BCP Governance and Organizational Structure	<ul style="list-style-type: none">Does a policy exist that details senior management's responsibilities to ensure timely resumption of critical business processes following a disaster or interruption? If so, when was it last updated?			
		<ul style="list-style-type: none">Does a Crisis Management team exist that integrates with Emergency Response (life safety) and Business Continuity (operational recovery) Planning?			
		<ul style="list-style-type: none">Are reviews of your key third party vendors and suppliers reformed to review existence of BCP?			
2	Administration	<ul style="list-style-type: none">Is there a qualified individual accountable for managing the BCP program? If so, please provide contact information			

ISO 22301 Summary

There are several ways to ensure that your supply chain is resilient and therefore your business is better prepared for events and incidents - and this will enhance your client's trust into YOUR organization's ability to deliver.





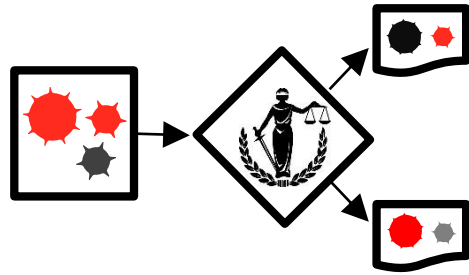
Occupational health and safety (OH&S) management system and/or ISO 45001 requirements and supporting standards

Level of risk to workers

Even where a communicable disease is confirmed, the risk to others is generally very low, unless those individuals have had direct exposure to bodily fluids



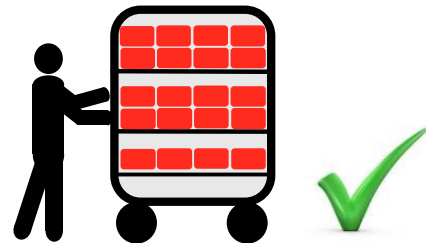
ISO 45001 manages changes brought about by communicable diseases



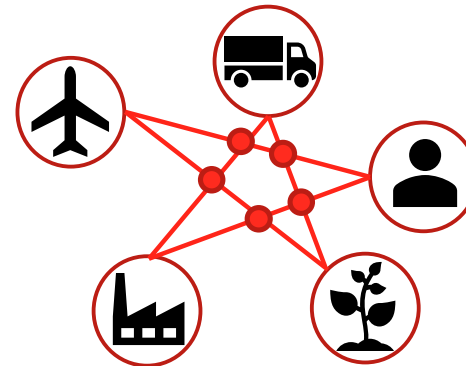
Processes: Comply with legal requirements or temporary measures



Resources, competency and communication in place

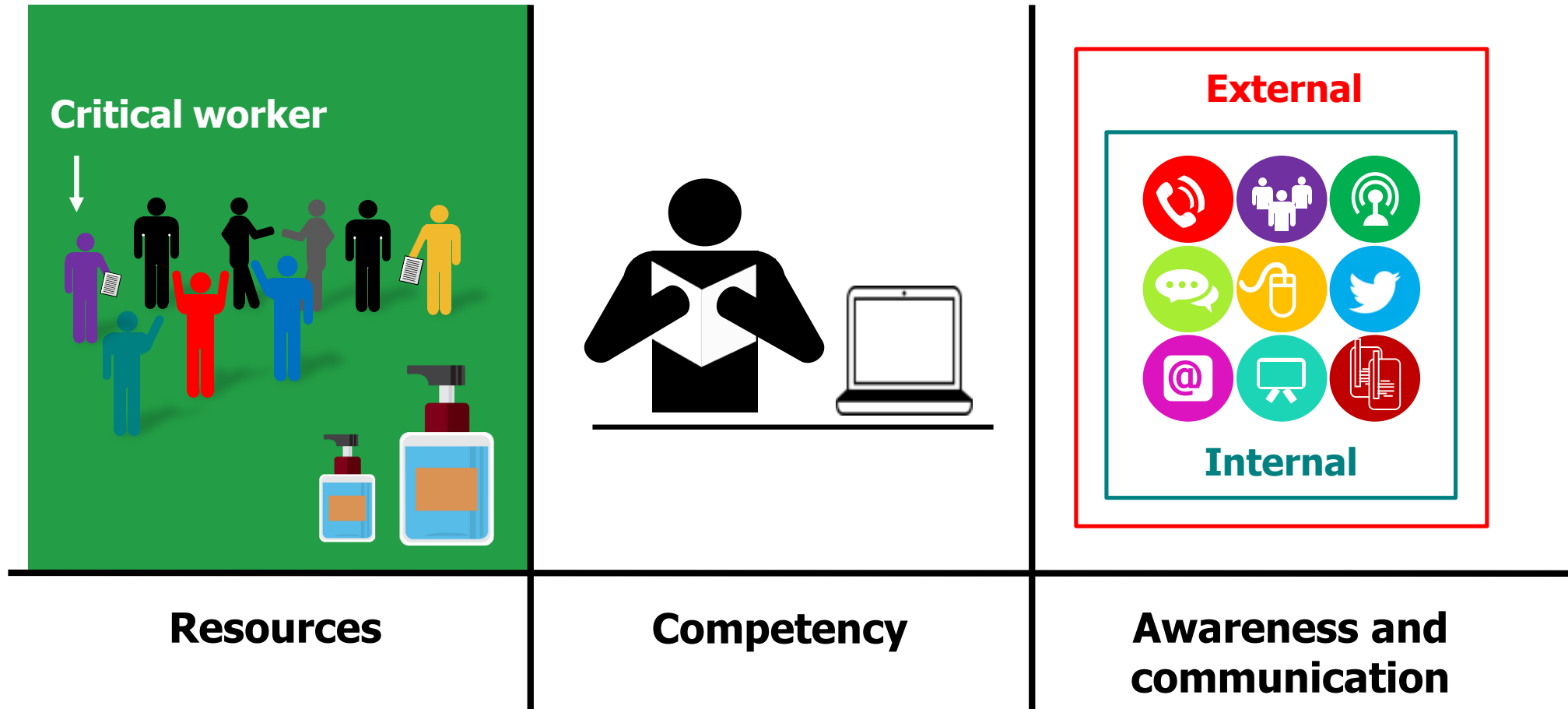


Framework: Workers are protected to the highest level



Procurement and supply chain risks assessed

ISO 45001 as part of pandemic risk management – Clause 7 Support



ISO 45001 as part of pandemic risk management – Clause 8 Operation

Review risk controls as the likelihood and consequence may increase around violence, stress or fatigue

Implementing effective controls e.g. good personal hygiene and ensuring sick workers stay home

Sectors at higher risk such as airlines, healthcare, education and public transportation will need higher levels of controls

Managing emergencies in light of specific controls issued during a pandemic



Pandemic Action Plan – Example



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Related Training Courses

- Pandemic Preparedness and Business Continuity Training Course
 - People Aspects of Business Continuity Management Training Course
 - Guidelines for Supply Chain Aspects of Business Continuity Training Course (ISO/TS 22318:2015)
-
- ISO 22301
 - ISO 45001
 - IATF 16949



สถาบันขอขอบคุณผู้เข้าร่วมสัมมนาทุกท่าน

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