

# GROUP CRISIS MANAGEMENT BRIEFING

**HK**➤**A**

MEETING #6  
18 MARCH 2020

# RECENT COMMENTARY BY WHO

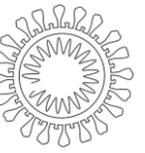
17 March 2020 News release

## **WHO calls for urgent, aggressive actions to combat COVID-19, as cases soar in South-East Asia Region**

- The World Health Organization today called on Member states in South-East Asia Region to urgently scale-up aggressive measures to combat COVID-19, as confirmed cases cross 480, and the disease claims eight lives.
- The situation is evolving rapidly. We need to immediately scale up all efforts to prevent the virus from infecting more people,” said Dr Poonam Khetrapal Singh, Regional Director, WHO South-East Asia Region.
- Eight of the 11 countries of WHO South-East Asia Region have confirmed cases of COVID-19. While Thailand has 177 confirmed cases, Indonesia 134, India 125, Sri Lanka 19, Maldives 13, Bangladesh 5, Nepal and Bhutan one each. These numbers are increasing quickly.
- Looking at the numbers, some countries are clearly heading towards community transmission of COVID-19



# STATUS REPORT – THE WORLD



## Statistics

**Confirmed Cases**  
(Global)

**200,099**

**+29,921 cases since last meeting**

**Deaths**  
(Global)

**8,010**

**Critical Condition**  
(Global)

**6,423**

**Mild Condition**  
(Global)

**102,853**

**Recovered & Discharged**  
(Global)

**82,813**

## Top 20 (out of 167 countries & territories affected)

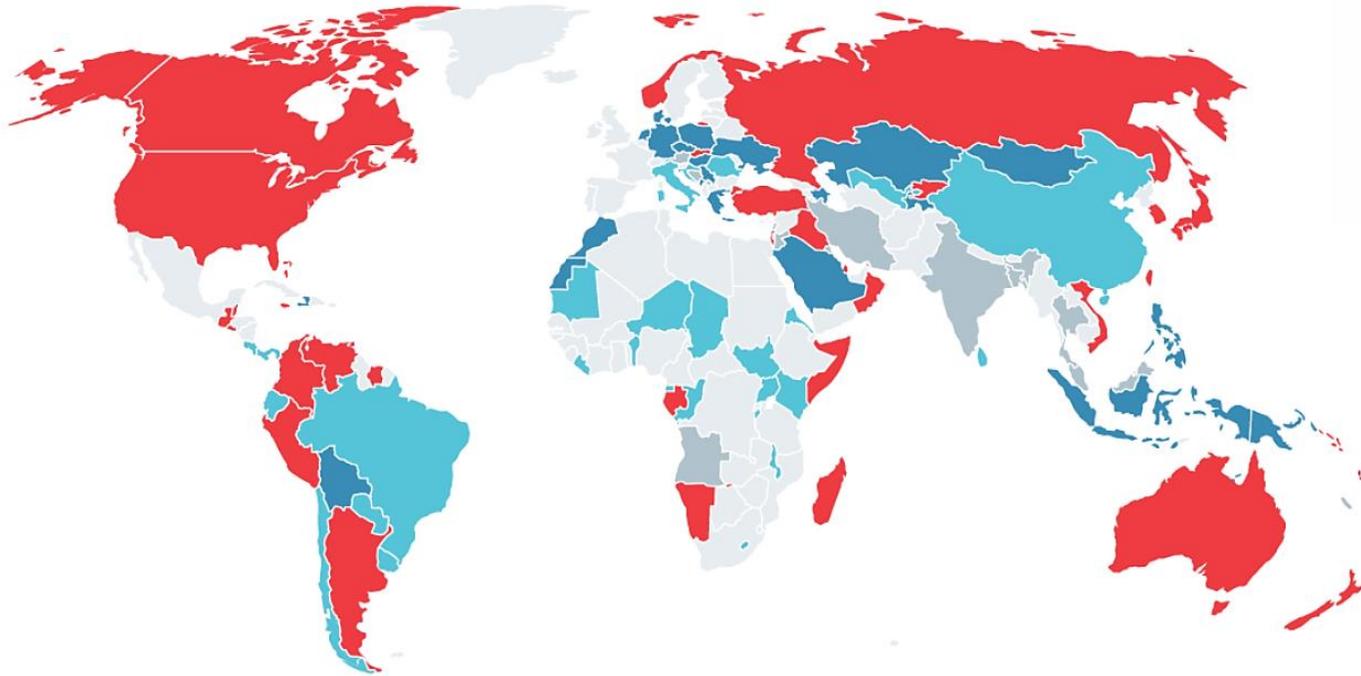
	Confirmed	Deaths	Recovered	Critical
China	80,894	3,237	69,614	2,622
Italy	31,506	2,503	2,941	2,060
Iran	16,169	988	5,389	Unknown
Spain	11,826	533	1,028	563
Germany	9,877	26	71	2
South Korea	8,413	84	1,540	59
France	7,730	175	602	699
USA	6,524	116	106	12
Switzerland	2,742	27	15	Unknown
United Kingdom	1,950	71	65	20
Netherlands	1,705	43	2	45
Norway	1,471	4	1	27
Austria	1,471	4	9	12
Belgium	1,243	10	14	33
Sweden	1,196	8	1	12
Denmark	1,044	4	1	18
Japan	882	29	144	41
Malaysia	790	2	60	15
Canada	598	8	12	1
Australia	565	6	43	1



# USEFUL MAPS

## Global Travel Restrictions

- Quarantine
- Travel ban or flights suspended
- Travel ban and quarantine
- Other



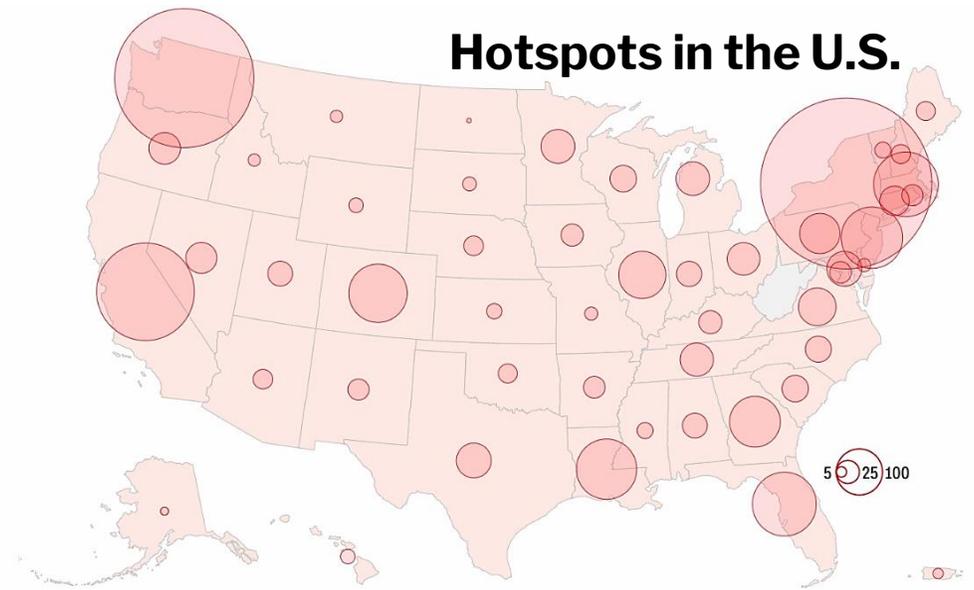
Sources: Mayer Brown; press reports

The Economist

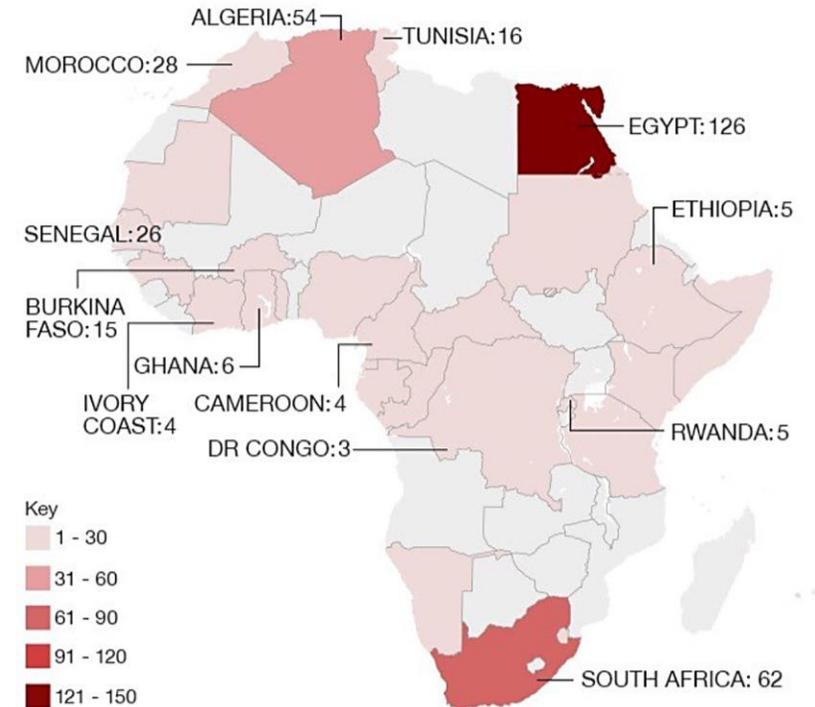


Coronavirus COVID-19  
Group CMT Briefing

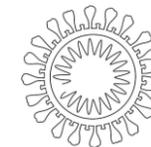
## Hotspots in the U.S.



## Hotspots in Africa

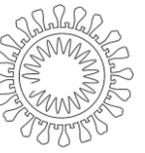


# IN THE NEWS...



## The coronavirus outbreak has plunged the [world's economy into a global recession](#), according to S&P Global.

- A crucial projection study that helped convince the British government to impose more stringent measures to contain COVID-19 painted a worst case picture of hundreds of thousands of deaths and a health service overwhelmed with severely sick patients. The modelling study, by a team led by Neil Ferguson, a professor of mathematical biology at Imperial College London, used new data gathered from Italy where the infectious disease epidemic has surged in recent weeks.
- Coronavirus lockdowns: 24 hours of confusion around the world
- Coronavirus updates: Global cases approach 200,000 as lockdown becomes the new normal
- EU leaders agree to close EU's external borders in virus battle
- Volkswagen suspends production as coronavirus hits sales
- Italy rushes new doctors into service as coronavirus deaths rise above 2,500
- Trump administration pressed for enactment of a \$1 trillion stimulus package
- Oil prices fell for a third session on Wednesday to be down about 17% so far this week
- ExxonMobil scrambles to save credit rating by axing capex, as oil stocks tank
- Global stock futures and Asian shares tumbled in choppy trade on Wednesday
- Global airlines are fast running out of cash after cutting capacity by 90% or even grounding entire fleets due to the broad travel restrictions
- US and Canada preparing joint statement that could suspend non-essential travel between the two countries
- California schools likely to be closed for rest of school year, governor says

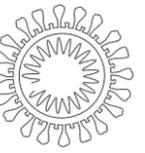


# IN THE NEWS...

## Treasury Secretary warns US could see 20% unemployment rate due to coronavirus

- Nearly 8 million Northern California residents asked to shelter in place
- NASA orders all employees to telework until further notice
- Americans should "only purchase enough food and essentials for the week ahead," FDA says
- Coronavirus is now in all 50 states
- UN Security Council cancels all meetings this week
- Pentagon prepares to ready Navy hospital ships to support coronavirus response
- Malaysia begins first day of restrictions, as officials warn "we have a small window" to contain virus
- Philippines declares a "state of calamity" for six months
- Australia announces a "human biosecurity emergency" and bans large indoor gatherings
- An unprecedented, indefinite level-four travel ban is in place for the entire world. The travel advice for all Australians wanting to go overseas is "Do Not Travel"
- Ontario declares State of Emergency "Covid-19 constitutes a danger of major proportions," Ontario's premier, Doug Ford, said in a Tuesday
- Belgium will implement a lockdown from March 18 until April 5. Citizens will be allowed to leave their homes only for essential visits to supermarkets, pharmacies, banks and in cases of emergency
- WHO confirms two coronavirus cases among its staff

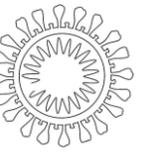
**For a full list of countries with travel bans or restrictions as of now refer to CNN Travel via this [LINK](#)**



# SOME GOOD NEWS TOO...

- World's youngest victim is 'recovering well'
- China has closed down its last coronavirus hospital
- Researchers at Rotterdam and Utrecht University 'have found an antibody against coronavirus'
- Apple reopens all its 42 China stores
- Cleveland Clinic has developed a COVID-19 test that gives results in hours
- Cases are declining in South Korea
- Canadian scientists make 'excellent progress' in Covid-19 research

# BUSINESS PREPAREDNESS & ENABLERS

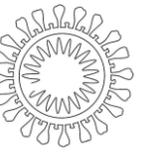


## What's happening

- Displaced staff information
- Travel management system reports
- Business controls matrix being consolidated
- CMTs monitoring the situation in the field
- Regional briefings and townhall meetings held
- Assessing commercial impact on our business
- Communications being updated constantly
- Policies around travel and office attendance by clients being enforced
- IT enabling business continuity and resilience
- Regions completing risks assessments (BIAs) at office level
- Letter to clients being reviewed
- Internet page being developed for external users
- IDOPR-C19 active

## Next big thing...

- Global comms being drafted
- IT stress-test happening Thursday 19 March
- IT guidelines on using teams
- LinkedIn Learning modules to support remote working
  - Create a productive workspace
  - Avoiding distractions
  - Health and wellness
  - Plan meaningful breaks
  - Productivity and coworker relationships
  - Building culture in your remote team
  - Successful remote meetings
  - Work with remote teams
  - Working with a remote manager
  - Managing remote teams



# STAFF FEEDBACK

## Number of replies

**28** (quite high in our standards)

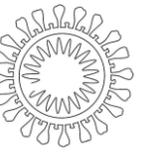
## Did you find the information useful?

**26/28**

## Comments by staff:

*HKA are handling the crisis so professionally and putting their staff first; excellent work. The email updates are well thought, useful, and informative. Very impressed with the handling by Management.*

# ISSUES SINCE LAST MEETING & OUR RESPONSE



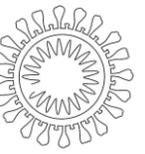
## Issue

- Staff were confused about the shut down
- Staff enquiring about the Thursday IT stress-test
- Regional communications being issued without proper review by the group CMT, potentially causing confusion
- Confusion about personal versus business travel, which is banned, and which is discouraged
- Some CMT meetings were ad-hoc and unstructured
- Confusion about sick leave, self isolation, and work from home
- Staff asking for a letter to be sent to our clients outlining our current position
- Travel Management Systems not up to date

## Response

- Comms revised and CMTs explained the measures to staff
- CMTs explained the measures to staff
- Group CMT explained and reiterated the requirement that all communications must be reviewed by GCMT before being issued
- CMTs explained the measures to staff, explaining that personal travel is discouraged, and business travel banned
- All CMTs are having routine meetings
- Group CMT provided explanation as queries raised
- Letters have been drafted and are with CMT Leads for review. Once finalised will be issued for use
- Group CMT coordinating access and briefings

# USEFUL INFORMATION SHARED BY THE TEAM



**Organización Mundial de la Salud**

### Mental Health and Psychosocial Considerations During COVID-19 Outbreak

12 March 2020

In January 2020 the World Health Organization (WHO) declared the outbreak of a new coronavirus disease to be a Public Health Emergency of International Concern. WHO stated there is a high risk of the 2019 coronavirus disease (COVID-19) spreading to other countries around the world. In March 2020, WHO made the assessment that COVID-19 can be characterized as a pandemic.

WHO and public health authorities around the world are acting to contain the COVID-19 outbreak. However, this time of crisis is generating stress in the population. These mental health considerations were developed by the WHO's Department of Mental Health and Substance Use as messages targeting different groups to support for mental and psychosocial well-being during COVID-19 outbreak.

**General population**

- COVID-19 has and is likely to affect people from many countries, in many geographical locations. Do not attach it to any ethnicity or nationality. Be empathetic to all those who are affected, in and from any country. People who are affected by COVID-19 have not done anything wrong, and they deserve our support, compassion and kindness.
- Do not refer to people with the disease as "COVID-19 cases", "victims" "COVID-19 families" or the "diseased". They are "people who have COVID-19", "people who are being treated for COVID-19", "people who are recovering from COVID-19" and after recovering from COVID-19 their life will go on with their jobs, families and loved ones. It is important to separate a person from having an identity defined by COVID-19, to reduce stigma.
- Minimize watching, reading or listening to news that causes you to feel anxious or distressed; seek information only from trusted sources and mainly to take practical steps to prepare your plans and protect yourself and loved ones. Seek information updates at specific times during the day, once or twice. The sudden and near-constant stream of news reports about an outbreak can cause anyone to feel worried. Get the facts; not the rumors and misinformation. Gather information at regular intervals, from [WHO websites](#) and local health authorities' platforms, in order to help you distinguish facts from rumors. Facts can help to minimize fears.
- Protect yourself and be supportive to others. Assisting others in their time of need can benefit the person receiving support as well as the helper. For example, check in by phone on neighbors or

27 de febrero de 2020, versión 1.4

**McKinsey & Company**

## Coronavirus COVID-19: Facts and Insights

Updated: February 28, 2020  
Global Health + Crisis Response

**DOCUMENT INTENDED TO PROVIDE INSIGHT AND BEST PRACTICES RATHER THAN SPECIFIC CLIENT ADVICE**

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A flyer comparing the symptoms for COVID-19 vs cold and flu:

COVID-19: IDENTIFYING THE SYMPTOMS			
SYMPTOMS	COVID-19	COLD	FLU
<b>Fever</b>	Symptoms range from mild to severe Common	Gradual onset of symptoms Rare	Abrupt onset of symptoms Common
<b>Cough</b>	Common	Common	Common
<b>Sore Throat</b>	Sometimes	Common	Common
<b>Shortness of Breath</b>	Sometimes	No	No
<b>Fatigue</b>	Sometimes	Sometimes	Common
<b>Aches &amp; Pains</b>	Sometimes	No	Common
<b>Headaches</b>	Sometimes	Common	Common
<b>Runny or Stuffy Nose</b>	Sometimes	Common	Sometimes
<b>Diarrhea</b>	Rare	No	Sometimes, especially for children
<b>Sneezing</b>	No	Common	No

Adapted from material produced by WHO, Centers for Disease Control and Prevention.

**WATSON FARLEY & WILLIAMS HUB**

EXPERTISE MENU

ARTICLE

## AN EPIDEMIC OF UNCERTAINTY – THE CORONAVIRUS AND FORCE MAJEURE

27 FEBRUARY 2020

**The Washington Post**  
*Democracy Dies in Darkness*

Health

## Why outbreaks like coronavirus spread exponentially, and how to “flatten the curve”

By **Harry Stevens** March 14, 2020

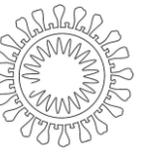
**HK>A** Coronavirus COVID-19 Group CMT Briefing

**HELP STOP THE SPREAD AND STAY HEALTHY**

**TOGETHER WE CAN HELP STOP THE SPREAD AND STAY HEALTHY.**

For more information about **Coronavirus (COVID-19)** visit [health.gov.au](https://www.health.gov.au)

**Australian Government**



# KEY TAKEAWAYS...

- Stay calm and pace yourself
- Enforce business controls
- Prepare for the first case, manage through IDORP
- Stay in touch with staff; look after their mental health and balance
- Use virtual meetings for BD and delivery
- Complete Business Impact Analyses (BIAs)
- Complete the actions already initiated on the Actions Log
- Keep a record of sick individuals to enable tracing and reporting
- Map out the process to notify the building management and the authorities of any positive tests
- Monitor commercial impact and opportunities arising
- Exercise social distancing yourself
- Stay safe

IF YOU WOULD LIKE TO KNOW MORE  
ABOUT HOW WE ARE MANAGING  
THE COVID-19 CRISIS  
VISIT [HKA.COM](https://www.hka.com)



Coronavirus COVID-19  
Group CMT Briefing