

商业楼宇 流行病计划指南



北京·上海

Tel: (86-10) 65663220

Tel: (86-21) 61010366

E- Mail: info@bomachina.org

Web: www.bomachina.org

***BOMA CANADA GUIDE TO PANDEMIC
PLANNING***

汉化发行



汉化赞助



Rentokil
Initial
能多洁 中国

汉化小组成员

《商业楼宇流行病计划指南》汉化版得到了北京泰双英商贸有限公司、能多洁（中国）环境科技有限公司的大力支持与赞助。谨代表 BOMA 中国感谢以上供应商的参与。

参与《商业楼宇流行病计划指南》汉化小组成员如下：

北京泰双英商贸有限公司

北京泰双英商贸有限公司总经理 / 臧宗英
北京泰双英商贸有限公司副总经理 / 沈晰

能多洁（中国）环境科技有限公司

能多洁中国大陆及台湾地区总裁 / 陶敏芝
能多洁中国大陆及台湾地区市场总监 / 何小玥

《商业楼宇流行病计划指南》汉化版版权属于 BOMA 中国，任何企业或者个人未经出版者书面许可，不得擅自出版、发行、复印或者用作其他商业用途。不得以任何方式复制或抄袭本书内容。

Acknowledgement

BOMA Canada gives special thanks to the following individuals for their contributions to the development of the 2017 BOMA Canada Guide to Pandemic Planning:

Susan Bazak, MA (DEM)

Emergency Management Specialist
Bazak Consulting

Dr. Bunmi Fatoye , MD, CCFP, FRCPC

Medical Officer of Health
Winnipeg Regional Health Authority

Bruce Gamage RN, BSN, CIC

Network Director
BC Provincial Infection Control Network

Wayne Purchase

VP Martek Morgan Finch

Randall M. Rothbart

Solmon Rothbart Goodman LLP

Debbie Prince

Manager Member Services
BOMA Canada

Benjamin Shinewald

President & CEO
BOMA Canada



Copyright

The Building Owners and Managers Association (BOMA) of Canada owns the trademark on the cover of this document. Use or reproduction of this trademark is prohibited for any purpose (except as part of an accurate reproduction of the entire document) unless written permission is first obtained.

This document is subject to copyright protection. However, this document may be reproduced free of charge in any format or media without requiring specific permission, with the exception of its reproduction in whole or in part, in any media or format that is wholly or partially for the purpose of commercial gain. This permission is subject to the material being reproduced accurately and not being used in a derogatory manner or in a misleading context. If the material is being published or issued to others, the source and copyright status must be acknowledged. The permission to reproduce copyright protected material does not extend to any material in this document that is identified as being the copyright of a third party. Authorization to reproduce such materials must be obtained directly from the copyright holders concerned.

致谢

加拿大特别感谢以下个人为商业楼宇流行病计划指南的撰写所做的贡献:

Susan Bazak, MA (DEM)

应急管理专家
Bazak咨询公司

Dr. Bunmi Fatoye , MD, CCFP, FRCPC

卫生部医疗官员
Winnipeg地区卫生局

Bruce Gamage RN, BSN, CIC

网络主管
BC省感染病控制网络

Wayne Purchase

Martek Morgan Finch副总裁

Randall M. Rothbart

Solmon Rothbart Goodman LLP

Debbie Prince

会员服务经理
BOMA加拿大

Benjamin Shinewald

主席兼CEO
BOMA加拿大



版权保护

本文件封面的商标归BOMA加拿大所有。禁止以任何目的（除了作为对整个文件的精准复制的一部分）对该商标进行使用或复制，除非预先获得书面许可。

本文件受版权保护。但是，本文件能以任何格式或媒介免费复制，无需特定许可，除了以任何格式或媒介对其整体或部分的复制是全部出于或部分出于商业盈利为目的的情况。该许可要求材料进行精准的复制，且不得以贬损的方式或在误导性的背景下使用。如果该材料经出版或发行给他人，来源和版权状况必须被承认。对受版权保护的材料的复制许可不会扩展至本文件中任何被认定为版权归第三方所有的材料。对此类材料进行复制的授权必须获得来自版权所有方的直接许可。

Disclaimer of Any Legal Liability

By reading this guide you hereby agree to abide, without restriction or limitation of any kind whatsoever, by the terms of this disclaimer.

The Building Owners and Managers Association of Canada, including all of its officers, directors, employees, advisors, consultants, committee members, task force members, agents, volunteers and members (hereinafter collectively referred to as "BOMA") has assembled the material in this document for the purpose of canvassing potential practices in dealing with the potential for a Pandemic event as declared by:

- (i) Any governmental health authority;
- (ii) The World Health Organization; or
- (iii) A building owner or manager pursuant to its own pandemic plan

(any of the above being referred to as "Pandemic") as the case may be, and for no other health concern or other issue whatsoever. The information presented is solely and without exception, express or implied, for that purpose. BOMA makes no express or implied representations, warranties, guarantees, or promises, that the information presented is current or accurate at any point in time, be it presently, previously, or at any time in the future.

The information in these documents is not meant in any way to advocate, promote, or suggest any preferred method or methods for dealing with a Pandemic. Should the user confront any other emergency health or other related issues related to a Pandemic or any other illness, ailment, or any other health concern or emergency, the user should seek out professional medical and/or public health advice or other professional assistance. This information should not be used during any medical emergency, diagnosis, or treatment of any medical condition. Any legal, financial, emergency, management, development, structural design, public health or commercial issue whatsoever should be referred to a qualified professional who can properly assess any risks inherent in following any plan to address a given issue. The information provided is not a substitute for consulting with an experienced and qualified professional.

BOMA, its partners and affiliates or related organizations make no implied or express representation or warranty that the information contained herein is without risk. Furthermore, absolutely none of these parties accept any responsibility or liability for any acts or omissions done or omitted in reliance, in whole or in part, on this written report or any of its contents or inferences. The same parties disclaim all responsibility or liability to any person, whether in contract, equity, tort, statute, or law of any kind, for any direct or indirect losses, illness or injury, or damage, be it general, incidental, consequential or punitive or any other kind of damage, relating to the use of this Guide.

The information in these documents is not intended to cover every situation. Details which may be relevant to a user's particular circumstances may have been omitted. Users are advised to seek professional advice before applying any information contained in this document to their own particular circumstances. Users should always obtain appropriate professional advice on medical, legal, structural, organizational, personal, proprietary, public health, or professional issues involved.

The information is presented "as is." This Guide or any part thereof, including without limitation, any appendices or related toolkits and/or resources, is not intended in any way, and is hereby expressly denied, to create any relationship of any kind whatsoever or any duty of care between BOMA (or any of the persons or parties included in BOMA as defined) and any other person or entity including without limiting the generality of the foregoing any person or entity that may read, review, use or become aware of this guide or any part thereof (collectively referred to as the "user" throughout this disclaimer). The user also acknowledges that no such relationship is created between it and the parties associated with this document's development, production or dissemination. The user also further acknowledges that this disclaimer prevents any possible duty of care owed by BOMA to the user from ever arising, either by rule of law, equity, or statute whatsoever including any obligation to keep this information current, validate it, ensure its accuracy, or update it in any way and that the use of this guide in whole or in part, cannot form the basis for any possible legal claims or proceedings whatsoever as against BOMA.

法律责任的免责声明

阅读本指南，即表示您同意在不受任何约束和限制的情况下，遵守本免责声明的条款。

BOMA加拿大，包括所有的官员、主管、雇员、顾问、咨询师、委员会成员、专案组成员、代理人、志愿者和成员（在下文中统称为“BOMA”），编制本文件的目的在于推行潜在的方法，来应对以下组织所宣称的可能流行病事件：

- (i) 任何政府卫生行政部门；
- (ii) 世界卫生组织；或
- (iii) 依据建筑业主或管理者自己的流行病计划

（上述任何一条均被称为“流行病”）根据具体情况，且不针对其他任何卫生主题或其他问题。基于该目的，所提供的信息是唯一且没有例外、明示或默示的。BOMA没有任何明示或默示的陈述、担保、保证或承诺，来表明所提供的信息是最新的或在任何时间点（现在、过去或在未来任何时期）是精确的。

这些文件中的信息并不是为了主张、推广或建议任何应对流行病的首选方法或方法。如果用户面临任何其他紧急卫生问题或其他与流行病、疾病、小型疾病相关的问题以及任何其他卫生问题或紧急情况，用户应寻求专业的医疗和/或公共卫生的建议或其他专业协助。这些信息不应在任何紧急医疗事故、诊断或任何疾病的治疗中使用。任何法律、金融、紧急情况、管理、发展、结构设计、公共卫生或商业的问题都应提交给具有资质的专业人士，他们能正确地评估规划中的任何潜在风险来处理既有问题。所提供的信息并不能取代向经验丰富和具有资质的专业人士进行咨询。

BOMA的合作伙伴和附属机构或相关组织不做出本文件所包含的信息不存在风险的默示或明示的陈述或保证。此外，绝没有任何当事人对本书面报告或其中的任何内容或推论中做出或省略的任何行为或遗漏承担任何义务或责任。在对本指南的使用上，相同当事人不承担任何责任或任何个人责任，无论是在合同、股本、侵权行为、法规或任何形式的法律，任何直接或间接的损失，疾病或受伤，或一般的、偶然的、间接的或惩罚性的损害或其他类型的损害。

这些文件中的信息并不是为了覆盖所有情况。可能与用户的特定情况相关的细节可能遭到省略。建议用户在将本文件所包含的任何信息应用于他们自己的特定情况之前，寻求专业建议。用户应该始终在医疗、法律、建筑、组织、个人、所有人、公共卫生或专业问题上获得恰当的专业建议。

这些信息按照“原样”呈现。本指南或其任何部分，包括但不限于任何附录或相关的工具包和/或资源，特此明确否认，无意以任何方式创建BOMA与任何其他个人或实体，包括但不限于可能阅读、审核、使用或发现本指南或其任何部分的前述的大部分个人或实体（在本免责声明中统称为“用户”）之间任何形式的关系或任何注意义务（或定义的BOMA的任何个人或当事方）。用户还承认，在与本文件的制定、生产或传播相关的各方之间没有建立这种关系。用户进一步承认，本免责声明可以防止BOMA对任何时间的用户承担任何可能的注意义务（无论是来自法律、股权或条例所含的任何保证该信息是最新的、验证的、精确的和更新的义务），并且对本指南的使用，无论是全部还是部分的，不能作为任何不利于BOMA的可能的法律要求或诉讼的依据。

Citron Hygiene and BOMA Canada are proud to present the BOMA Canada Pandemic Guide—an important tool for property owners and managers.

Following the SARS outbreak in Canada, industry visionaries, led by BOMA Canada, took a bold initiative and published the first pandemic guide. This valuable publication was widely embraced by the commercial real estate industry across Canada.

Today, more than ever, building owners and managers need to be ready for pandemics. The number of people entering our properties is expanding, the population is aging and the world is globalizing. Together, these factors mean that pandemics can spread more quickly than in the past.

The latest version of our Pandemic Guide has been released with the most up to date knowledge of preparedness and we encourage you to review it. From the annual flu season to unexpected outbreaks, building owners and managers can take steps to both prepare for and address pandemics. While nothing can replace the need to get proper, expert medical advice, consulting this Guide will assist our members in doing the right thing for their tenants, visitors and staff.

Citron Hygiene is excited to be a part of the latest release of the BOMA Canada's Pandemic Guide. Good infection control practices, including proper hand hygiene are among the most effective ways to combat infection.

Over the last 40 years, Citron Hygiene has been a trailblazer in the industry and has built upon the motto of Building healthy spaces™. Understanding how to prepare, plan and deliver is of supreme importance. Preparedness is like insurance, get it and hope you never have to use it.



Benjamin Shinewald
CEO, BOMA Canada



Peter Farrell
CEO, Citron Hygiene



Benjamin Shinewald
BOMA加拿大, CEO



Peter Farrell
Citron卫生公司, CEO



Citron Hygiene公司和BOMA加拿大自豪地介绍 BOMA加拿大流行病指南：一个面向业主和管理者的重要工具。

在加拿大爆发非典型性肺炎后，以BOMA加拿大为首的行业远见者采取了大胆的行动，发表了第一份流行病指南。这份极具价值的出版物受到了加拿大商业地产行业的广泛欢迎。

如今，建筑业主和管理者比以往任何时候都更加需要为流行病做好准备。走进我们房产的人数正在增加，同时又面临人口老龄化和世界全球化的趋势。这些因素相加，意味着流行病的传播速度比过去更快。

我们的流行病指南的最新版本已经发布，它有着关于防范工作的最新知识，推荐您进行阅读。从每年的流感季节到突发流行病爆发，建筑所有者和管理者们能够采取措施，做好应对流行病的准备。虽然没有什么可以取代恰当的专业医疗建议，但本指南将帮助我们的会员为他们的租户、访客和员工做正确的事情。

Citron Hygiene公司很高兴能参与到最新发布的BOMA加拿大流行病指南的制作中。优良的传染控制实践，包括恰当的手部卫生，是对抗传染的最有效方法之一。

过去40年里，Citron Hygiene公司一直是行业的先驱，并打造了“建筑健康空间™”的座右铭。掌握防范、计划和交付的方法是极其重要的。防范工作就像是保险，拥有它，但希望您永远不要用到它。



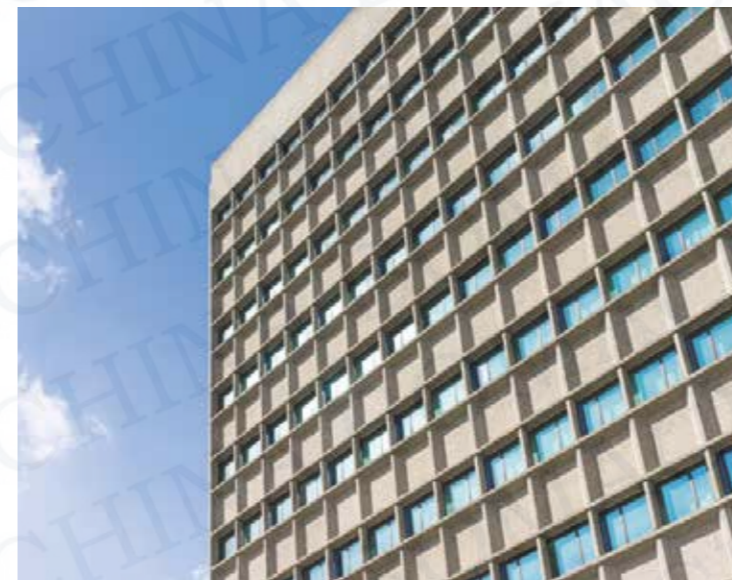
Contents

Acknowledgement & Copyright	2
Disclaimer of Any Legal Liability	4
Welcome Letter	6
Introduction	10
Your Property's Pandemic Plan	12
Employee Health & Safety Considerations	14
Physical Environment	16
Communicating in a Pandemic	18
Supplies and Suppliers	20
Information Technology Considerations	24
Security	24
Legal Considerations for Property Owners and Managers	26
Conclusion	36



目录

致谢与版权保护	3
法律责任的免责声明	5
欢迎信	7
简介	11
您物业的流行病计划	13
员工健康与安全的注意事项	15
物理环境	17
流行病期间的沟通	19
物资和供应商	21
信息技术的注意事项	25
安防	25
项目业主和管理者的法律注意事项	27
结论	37



Introduction

“A formal assessment of the response to the 2009 H1N1 influenza pandemic concluded that the world was lucky on that occasion, as the virus was so mild, but ill-prepared to cope with any severe and sustained emergencies in the future...”

— World Health Organization, The warnings the world did not heed, January 2015

Despite the A(H1N1) 2009 influenza pandemic and the subsequent Ebola virus outbreak (2013-2016), there remains a concern that all sectors of society remain under-prepared for the challenges of a significant pandemic.

According to the World Health Organization, “... pandemics are unpredictable, but recurring events that can cause severe social, economic, and political stress. Advanced planning and preparedness are critical in helping to mitigate their impact.”

Does your business have an up-to-date Pandemic Plan? Have your employees received training on the Plan and exercised it? Do they understand how your property will operate during a pandemic, how their roles and responsibilities may change during a pandemic, and how their health and safety will be protected in the workplace?

If you need to develop a Pandemic Plan for your business, or if you simply need to review and update an existing plan, this Guide outlines eight important categories for your consideration. These categories are not an exhaustive list of every pandemic-related

business deliberation. However, we hope that this Guide will provide you with helpful ideas and suggestions to assist in your pandemic planning efforts.

Content is based upon public health expertise and planning guidance, lessons observed from the 2009 pandemic, best-practice emergency management approaches, and the collective wisdom and advice from a team of expert BOMA Canada members. We hope you'll find this Guide helpful in your own preparations.

Sincerely,
BOMA Canada

简介

“一份针对2009年H1N1流行性感冒的正式评估表明，世界在那时候是幸运的，因为那次病毒较轻，但在未来应对任何严重和持续性的紧急情况的防范工作却没做好...”

——世界卫生组织：《未得到世界注意的警告》，2015年1月

尽管有了2009年A(H1N1)型流行性感冒和随后的埃博拉病毒的爆发（2013-2016），但仍有担忧认为社会各界仍未对重大流行病的挑战做好充分准备。

根据世界卫生组织的说法：“... 流行病是不可预测的，但反复发生会导致严重的社会、经济和政治压力。先进的计划和防范工作对于减轻其影响是至关重要的。”

您的企业有最新的流行病计划吗？您的雇员是否接受了计划相关的培训并进行了演练？他们是否理解在流行病期间，您的项目将如何运营，并且他们的角色和职责会发生什么变化，以及他们的健康和安全的保障？

如果您需要为您的企业制定一个流行病计划，或者您仅需审核和更新现有计划，则本指南概括了供您参考的八大重要内容。这些内容并非是对所有与流行病相关的商业考量的详细清单。

然而，我们希望本指南将为您提供有用的想法和建议，来协助您的流行病计划工作。

本文件的内容基于公共卫生专业知识和计划指导，经验教训总结自2009年的流行病最佳实践应急管理方法，集体智慧和来自专业的BOMA加拿大会员。我们希望本指南能为您的防范工作起到帮助。

您诚挚的，
BOMA加拿大

Your Property's Pandemic Plan

Pandemics require unique planning because of the specific challenges they pose to continuity of operations, including increased staff absenteeism, changes to the way services are delivered to customers, and interruptions in supply and delivery chains.

The following general planning recommendations are based upon guidance from public health authorities, including the World Health Organization, the Public Health Agency of Canada, and the Canadian Centre for Occupational Health and Safety:

- Create a Pandemic Planning Committee, chaired by a designated Pandemic Coordinator. Membership in your company's Pandemic Planning Committee should include representation from every department to ensure your plan considers business impacts from all angles.
- Integrate your Pandemic Plan with an all-hazards emergency plan, e.g., as one of several hazard-specific appendices in your property's all-hazards emergency plan.
- Reference guidance from your provincial/territorial pandemic plan and be in alignment with the most current planning assumptions such as infection and fatality rates, possible worker absenteeism levels, expected duration of the pandemic, and expected waves of illness.
- Ensure your Plan clearly outlines pandemic response actions so that your property is ready to respond quickly if a pandemic is declared. The Pandemic Planning Committee overseeing the development of the Plan should identify preparedness activities, templates and tools needed to enable a nimble and effective pandemic response.
- Consider various scenarios, ranging from a mild pandemic to a severe one, and specify the actions to be taken in different scenarios.

- Include the following information in your Property Pandemic Plan:
 - Plan activation triggers
 - Essential/critical functions which need to be maintained during a pandemic
 - Staffing required to maintain these functions
 - Cross-training required to ensure critical functions are maintained
 - Equipment, supplies and suppliers required to enable the continuity of essential functions
 - Critical interdependencies
 - Protecting employee health and safety
 - Protecting tenant and visitor health and safety
 - Crisis communications
- Coordinate your Plan with the plans of key stakeholders including suppliers, business and community partners, tenants, and local/regional governments. This will encourage coordination, clarify expectations, reveal gaps and faulty assumptions, and promote consistency.

Once your Plan has been finalized and approved, it is important to develop and execute a training strategy which includes one or more tabletop exercises to ensure stakeholders understand the Plan and its protocols and procedures. To promote multisector coordination, community partnerships, and foster a "whole-of-society" approach, invite community partners and tenants to your training and exercise events and attend theirs.

For further information

More pandemic planning guidance and advice can be found at:

- [World Health Organization, Whole of Society Pandemic Readiness.](#)
- [Public Health Agency of Canada, Canadian Pandemic Influenza Preparedness: planning guidance for the health sector.](#)
- [Canadian Centre for Occupational Health and Safety, Business Continuity Plan: Infectious Diseases.](#)

您物业的 流行病计划

流行病需要独特的计划，因为它们对运营连续性造成了特别的挑战，包括员工缺勤率的增加、为客户提供服务方式的改变以及供应和运输链的中断。

以下的总体规划建议基于公共卫生部门的指导，包括世界卫生组织、加拿大公共卫生局和加拿大职业健康与安全中心：

- 建立一个流行病计划委员会，并由一个指定的流行病协调员担任主席。您公司的流行病计划委员会的成员应该来自各个部门的代表，以确保您的计划考虑到各个角度对业务的影响。
- 将您的流行病计划与一个全灾应急计划整合起来，例如，将几个特定灾害的附录文件作为您项目的全灾应急计划的内容之一。
- 从您所在省/地区的流行病计划中获得参考指导，并与目前最新的计划假设保持一致，如感染和死亡率、可能的雇员缺勤水平、预期的流行病持续时间以及预期的疾病浪潮。
- 确保您的计划清晰地概括了流行病的响应行动，以便让您的物业能对流行病的发生做出迅速响应。负责制定该规划的流行病计划委员会应确定所需的准备活动、模板文件和工具，以便灵活且有效地应对流行病。
- 考虑各种情境，从轻微的流行病到严重的流行病，并详细说明在不同情境中所要采取的行动。

- 将下列信息纳入您的项目流行病计划：
 - 激活触发事件的计划
 - 在流行病期间需要维护的必要/关键功能
 - 维护这些功能所需要的员工
 - 确保关键功能得到维护的交叉培训
 - 让基本功能得以继续所需的设备、物资和供应商
 - 重要的相互依赖关系
 - 保护雇员的健康和安全
 - 保护租户和访客的健康和安全
 - 危机沟通
- 将您的计划与关键的利益相关者的计划进行协调。您的计划，利益相关者包括（包括供应商、企业和社区合作伙伴、租户和地方/地区政府）。这将促进协调，澄清期望，揭示差异和错误的假设，并推动一致性。

一旦您的计划得以完成并获得批准，重要的是制定和执行一项培训策略，包括一个或多个的桌面演练，以确保利益相关者了解规划及其条款和程序。为了促进多部门间的协调与社区合作，培养“全社会参与”的方法，邀请社区合作伙伴和租户参加您的培训和演练，同时也参加他们的培训和演练。

了解更多信息

更多流行病计划指南和建议，可见：

- [世界卫生组织：《全社会流行病应对工作》。](#)
- [加拿大公共卫生局：《加拿大流行性感感冒防范：卫生部计划指导》。](#)
- [加拿大职业健康与安全中心：《业务连续性规划：传染病》。](#)

Employee Health & Safety Considerations

The health and safety of employees in a pandemic is a crucial concern for your Pandemic Planning Committee. Here are a few considerations adapted from the United States Occupational Health and Safety Administration's, Guidance on Preparing Workplaces for an Influenza Pandemic:

- Identify exposure and health risks to your employees. Which personnel have a lot of contact with the general public?
- Some staff, including those who are immune-compromised and pregnant employees may have additional individual risk factors which need to be addressed.
- Think about how to adapt services and processes using social distancing. Social distancing means minimizing human-to-human contact. Some adaptations for consideration include: avoiding face-to-face meetings whenever possible; if an in-person meeting is required keep the meeting short and select a large meeting room; choosing communication and network technologies/devices to communicate with others; avoiding unnecessary business travel; cancelling or postponing workshops and training sessions; leaving gaps between shifts; and ventilating workspaces between shifts.

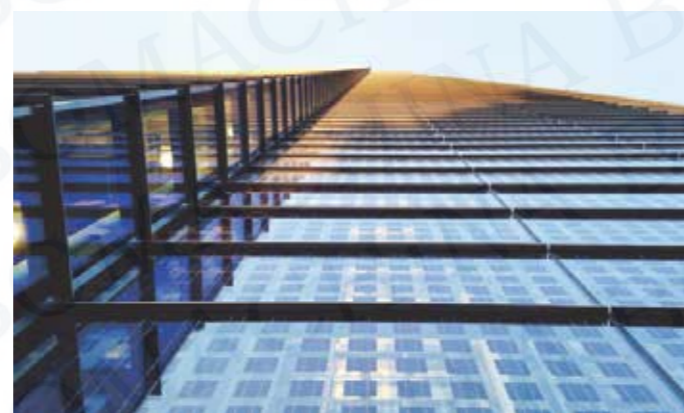
HR Policies

- Develop policies and practices that distance employees from each other, customers and the public. For example, consider and develop pandemic work-from-home and flexible policies for work hours.
- Develop a sick leave policy which does not penalize sick employees, and encourages employees with pandemic-related symptoms to stay home. Recognize that employees with ill family members may need to stay home to care for them.
- Develop vacation and leave policies applicable in a pandemic situation.

- Develop a policy which addresses what to do when an employee falls ill at work, including how to ascertain when the employee is well enough to return to work.

Education

- Consider using a web-based employee forum to answer employees' questions and address concerns about pay, leave, and health and safety. Informed employees who feel safe at work are less likely to be absent.
- Provide training, education and informational material about business-essential job functions and employee health and safety, including proper hygiene practices and the use of personal protective equipment (PPE) to be used in the workplace, based upon current advice from public health authorities. Be sure that information is available in formats for individuals with sensory disabilities and/or limited English/French proficiency.
- Provide information and/or training to assist employees in managing pandemic stress, including distress related to personal or family illness, life disruption, grief related to loss of family, friends or coworkers, and loss of routine support systems. Provide options for support and counselling.
- Engage with your Employee Assistance Program to arrange counselling, training and resources on mental health and resiliency in a pandemic.



雇员健康与安全的注意事项

流行病期间的雇员健康和安全的您的流行病计划委员会的一个重要的考虑内容。以下是改编自美国职业健康与安全管理局的《工作场所中流感大流行的准备指南》中的一些注意事项:

- 确定雇员的暴露和健康风险。哪些人员与公众有很多接触?
- 一些员工, 包括那些有着免疫功能不全和怀孕的雇员, 可能会有额外的个人风险因素需要解决。
- 思考如何利用社交距离来调整服务和程序。社交距离意味着人与人接触的最小化。一些需要考虑的调整措施包括: 尽可能避免面对面会议; 如果需要面对面会议, 则缩短会议时间, 并选择一个大会议室; 使用通信和网络技术/设备与他人交流; 避免不必要的商务旅行; 取消或推迟研讨会和培训课程; 在轮班时留出空隙空间; 以及在轮班时对 workplace 进行通风。

人力资源政策

- 制定政策和方法, 使雇员与他人、客户和公众保持距离。例如, 考虑和制定流行病爆发期间在家工作和弹性工作时间的政策。
- 制定一个不处罚生病雇员的病假政策, 并鼓励那些有流行病相关症状的雇员待在家里。认识到雇员可能需要在家照顾生病的家人。
- 制定适用于流行病爆发情况的请假和休假政策。

- 制定一项政策, 用于应对雇员在工作中生病的情况, 包括如何确定雇员何时能够恢复健康, 重返工作。

教育培训

- 考虑利用一个基于网络的雇员论坛来回答雇员的问题, 并处理关于薪酬、休假和卫生安全的问题。在工作中感到安全的雇员不太可能缺勤。
- 提供关于企业基本的工作职能和雇员的卫生安全的培训、教育和信息材料, 内容包括恰当的卫生习惯, 以及基于公共卫生部门的当前建议, 在工作场所使用个人防护设备 (PPE)。确保为有感觉障碍和/或不精通英语/法语的人提供不同格式的信息。
- 提供信息和/或培训以帮助雇员管理流行病压力, 包括与个人或家庭疾病有关的困苦, 生活节奏打乱, 失去家人、朋友或同事的悲痛, 以及失去日常的支持系统。提供支持 and 咨询的选择。
- 参与您的雇员援助方案, 为流行病期间的心理健康和心理韧性提供咨询、培训和资源。



Physical Environment

Hand Hygiene

Hand hygiene is a critical measure used to prevent the spread of infectious diseases. Transmission of influenza can occur by indirect contact from hands and articles freshly soiled with discharges of the nose and throat of an acutely ill individual. By frequently washing your hands you wash away germs that you have picked up from other people, or from contaminated surfaces. Make sure your employees have access to information, including posters, videos, etc. from public health authorities about how to maintain good hand hygiene.

Personal Protective Equipment and Protective Barriers

Personal protective equipment (PPE) refers to specialized clothing or equipment worn to protect someone against a hazard. In a pandemic, PPE can be a mask or a pair of gloves and/or a combination of gear that covers most or all of the body. Employees who require PPE will first need to be trained on its use, care, and safe disposal. Refer to the Public Health Agency of Canada and your provincial/territorial Ministry of Health web sites for current information on appropriate PPE.

Protective barriers (i.e., glass or plastic) may provide useful protection for people such as front-counter staff who have frequent face-to-face contact with the public and in environments where social distancing is neither possible nor practical.

It is important to note that not all masks work the same way, i.e. a disposable surgical mask does not function in the same way as a respirator. At this time, it is thought that in most workplaces, PPE will likely not be effective or practical in containing the spread of a virus. During a pandemic, it is critically important for workplaces to regularly check public health, and local ministries or departments of labour. Recommendations about the use of PPE will likely depend on the virus itself – how fast it spreads, the actual size of the agent, and how much a person would need to inhale before becoming ill. If public health agencies or other governments departments recommend PPE, or if your workplace chooses to use PPE, it will be important to use the right kinds of PPE in the right way.

Finally, establish a policy on who should use PPE, what they require, and when they should wear PPE. Consider how you will train staff on PPE, including how to fit, wear, remove and dispose of used PPE. Remember to base your policy on expert advice from the Public Health Agency of Canada, provincial/territorial ministries of health, and regional medical officers of health.

Cleaning

Virus transmission can be reduced by thoroughly cleaning the environment and hard surfaces, such as sinks, handles, railings, objects, and counters, with detergents and disinfectant solutions. Refer to your Provincial/Territorial Ministry of Health's pandemic guidance for the most up-to-date information on effective cleaning protocols. Consider cleaning frequency requirements, for example, will elevator buttons and door pulls require cleaning more frequently than other surfaces?

Air Quality

Heating, ventilation, and air conditioning (HVAC) systems in commercial buildings provide indoor air quality to maintain comfort, dilute and remove contaminants from indoor air, and provide proper building pressurization.

The American Society of Heating, Refrigeration, and Air-Conditioning Engineers (ASHRAE) has published a position document which is relevant to pandemic planning. ASHRAE notes that many infectious diseases are transmitted through inhalation of airborne infectious particles termed "droplet nuclei" which can be disseminated through building ventilation systems. It recommends considering dilution ventilation, specific in-room flow regimes, room pressure differentials, personalized and source capture ventilation, filtration and ultraviolet germicidal irradiation (UVGI) in a pandemic emergency.

BOMA members are encouraged to ensure operation and maintenance schedules for HVAC systems are in place, performed and monitored before a pandemic. During a pandemic, air control strategies may need to be altered and or isolated depending on any building area that may be impacted by infectious particles. An example of a pandemic air control would be utilizing 100% outdoor air, highly filtered in these infectious areas.

物理环境

手部卫生

手部卫生是预防传染病传播的一项重要措施。流感的传播可通过直接接触被生病个体的鼻子和喉咙排泄物弄脏的手和物品。通过经常洗手，您可以洗去您从别人那里或从受污染的表面得到的细菌。确保您的雇员能够获得公共卫生部门关于如何保持良好手部卫生的信息，包括海报、视频等。

个人防护设备和防护屏障

个人防护设备（PPE）是指用于保护个人免受危害的特殊服装或设备。在流行病期间，个人防护设备可以是一个口罩或一对手套和/或一个覆盖大部分或全部身体的工具组。需要个人防护设备的雇员首先需要接受关于其使用、维护和安全处置的培训。请参阅加拿大公共卫生局和您的省/地区的卫生部网站，了解有关恰当的个人防护设备的最新信息。

保护屏障（如玻璃或塑料）可能为人员提供有用的保护，比如那些经常与公众面对面接触的前台员工以及处于社交距离不可能或不实际的环境中的人员。

值得注意的是，并非所有口罩都是一样的，比如，一次性手术口罩的功能与防毒口罩的功能不一样。在这个时候，人们认为在大部分工作场所，个人防护设备在限制病毒传播方面可能不会有效或实用。在流行病期间，对工作场所定期检查公共卫生、地方工会或劳动部门至关重要。关于使用个人防护设备的建议可能取决于病毒本身——其传播速度、企业实际规模、生病前使用的人员数量。如果公共卫生机构或其他政府部门推荐使用个人防护设备，或者您的工作场所选择使用个人防护设备，那么使用正确类型的个人防护装备是很重要的。

最后，制定一个关于谁应该使用个人防护设备、他需要什么以及何时应该使用个人防护设备的政策。考虑如何为员工进行个人防护设备上的培训，包括如何选择、穿戴、拆卸和处理使用过的个人防护设备。请记住，您的政策是根据加拿大公共卫生局、省/地区卫生部和地区卫生官员的专家建议制定的。

清洁

通过用洗涤剂和消毒剂来彻底清洁环境和硬表面（如水槽、把手、栏杆、物品和柜台），可以减少病毒的传播。关于有效的清洁规程的最新信息，请参考您的省/地区卫生部的流行病指南。考虑清洁频率的要求，例如，电梯按钮和门把手需要比其他表面更频繁地清洗吗？

空气质量

商业建筑中的暖通空调系统（HVAC）通过保持舒适度，稀释和去除室内空气中的污染物，并提供适当的建筑气压，来保证室内的空气质量。

美国供暖、制冷和空调工程师协会（ASHRAE）发布了一份与流行病计划相关的立场文件。ASHRAE注意到，许多传染病是通过吸入被称为“飞沫核”的空气传播微粒进行传播的，这种微粒可通过建筑通风系统传播。ASHRAE建议考虑在流行病的紧急情况下，使用稀释性通风、特定室内流通策略、房间压差、定制化和来源捕获通风、过滤和紫外线杀菌照射（UVGI）。

在流行病发生前，BOMA会员应确保HVAC系统的运行和维护时间得到适当的安排、执行和监测。在流行病期间，根据可能受到传染性微粒影响的任何建筑区域，可能需要使用改变或隔离的空气控制策略。流行病空气控制的一个实例，就是利用100%室外空气，在受感染区域进行高度过滤。

For further information

[See ASHRAE revised Position Document on “Airborne Infectious Diseases.”](#)

[Canadian Centre for Occupational Health and Safety](#)

[Government of Canada](#)

- Employee resources, including EAP information, health hotlines, web pages, intranet information, etc.
- Because communication is a two-way process, you may also want to enable your employees to communicate directly with you so that you can monitor and address employee concerns and issues. Provide a mechanism for employee feedback and questions, e.g. set up a hotline (with a way to respond in a timely manner), an intranet portal for staff, etc.

Communicating in a Pandemic

A communication strategy is an essential and significant component in a pandemic plan. Properties are encouraged to plan for their internal communication requirements, including determining what to communicate, how to communicate, and when to communicate with their employees; how, what and when they communicate with various external audiences, including customers, suppliers, the media, and the general public. Be sure to engage your Corporate Communications department in the pandemic planning process from the very beginning.

Internal Communication**What to communicate**

Here are some key messages you may wish to communicate to your employees. This is not an exhaustive list.

- Information about the pandemic, e.g. “What you need to know”
- [Individual and family pandemic planning](#)
- Revisions to your company’s sick policy; include criteria for return to work following absence due to the pandemic virus.
- Vacation and leave policies in a pandemic.
- Flexible work policies, e.g. telecommuting, flex hours, etc., to minimize the spread of the virus

How to communicate

There are many considerations about how to communicate in a pandemic, including:

- Does your pandemic communications plan include methods for communicating changes to business operations as the pandemic unfolds, with clear information about how these changes will affect staff? Will you use telephone hotlines, social media, a dedicated intranet page, or other mechanisms? Post changes and updates quickly and consistently.
- Have you provided ways for employees with sensory disabilities to receive information, e.g. how will you communicate with employees with limited or no vision? How will employees whose first language is not English/French receive your messaging?
- It is important to craft messages with sensitivity. If the pandemic is severe, some employees may lose family members or friends to the illness. Provide ways for your staff to access counselling and support.
- Remember that best-practice crisis communication is: timely, accurate, honest, credible, consistent, appropriate, regular, and relevant.

When to communicate

Effective communication is timely. “Timely” can mean at regularly scheduled intervals, or in relation to the stage of the crisis: i.e., pre-pandemic, at the beginning of the pandemic, during the pandemic, and post-pandemic.

了解更多信息

[查看ASHRAE修订的关于“空气传染疾病”的立场文件。](#)

[加拿大职业健康与安全中心](#)

[加拿大政府](#)

流行病期间的沟通

在流行病计划中，沟通策略是必不可少的重要组成部分。鼓励进行项目的内部的沟通需求计划，包括确定与雇员沟通的内容、方式和时间；以及何时与不同的外部受众（包括客户、供应商、媒体和普通大众）进行沟通的方式、内容和时间。确保从一开始就让您的企业通信部门参与到流行病计划的制定过程。

内部沟通**沟通的内容**

以下是一些您可能希望与雇员沟通的关键信息。本清单并未详尽列举。

- 关于流行病的信息，如“您需要知道什么”
- [个人和家庭的流行病计划](#)
- 对您的公司的疾病政策进行修订；包括因流行病病毒而缺勤后返回工作的标准。
- 流行病期间的休假和请假政策。
- 弹性工作政策，如远程办公、弹性上班时间等，使病毒传播最小化。

- 雇员资源，包括EAP信息、健康热线、网页、内联网信息等。
- 由于沟通是一个双向过程，您可能还希望让您的雇员直接与您沟通，这样您就可以监控和处理雇员的担忧和问题。为雇员提供反馈和提问的机制，例如建立一个热线（一种及时的响应方式）或一个供员工使用的内联网网站等。

沟通的方式

关于在流行病爆发期间进行沟通的注意事项，包括：

- 您的流行病的沟通规划是否包括在流行病发生时，关于业务运作的沟通更改方法，以及关于这些变更将如何影响员工的明确信息？您会利用电话热线、社交媒体、专用的内联网网站或其他机制吗？快速一致地发布更改和更新。
- 您是否为有感觉障碍的雇员提供了获取信息的方法，例如，您将如何与存在视觉障碍的雇员沟通？母语非英语/法语的雇员如何收到您的信息？
- 重要的是制作感知信息。如果流行病严重，一些雇员可能会失去家人或朋友。为您的员工提供咨询和支持的方法。
- 记住，危机沟通的最佳实践是：及时、准确、诚实、可信、一致、适当、具有规律和相关性。

沟通的时间

及时的沟通才会有效。“及时”可以指固定的时间间隔，或者与危机的阶段有关：即流行病之前、流行病初期、流行病期间以及流行病之后。

External Communications

Who are your external stakeholders? Your list may include tenants, retailers, vendors/suppliers, the media, and the public in general, among others.

- Plan what, when and how you will communicate with these audiences.
- Many templates can be prepared in advance so that you are ready to communicate quickly when needed.
- Ensure you have identified a key pandemic spokesperson, with several backups.

For further information

Further information and guidance about communicating in a pandemic see:

[Canadian Public Health Association, Communicating Risk: Pandemic Flu Preparedness](#) (no date)

[Public Safety Canada](#) and the [Public Health Agency of Canada](#) provide posters, videos and other communication tools to help employees know how to protect their health during a pandemic.

[This PDF by the Pan-Canadian Public Health Network offers planning guidance for the health sector, however, it presents good guidance for private sector planning as well.](#)

Supplies and Suppliers

Although handwashing is frequently referred to as the most effective step an individual can take to reduce the chance of infection in a pandemic, there are additional measures which public health authorities may advise to augment soap and water. For example, hand sanitizer and personal protective equipment will be in high demand leading up to and during a pandemic. Without careful planning, access to these critical items may become extremely difficult because of exceptional demand and interruptions in manufacturing and distribution systems.

Hand Sanitizer

- Hand sanitizer is an important addition to the infection control line of defense. Ensure the product has at least 60% alcohol content for effective virus control.
- Expiry dates should be considered when making the decision to stockpile hand sanitizer. Shelf life can range between one and three years, depending on the product and storage methods.
- Because of their alcohol content, the World Health Organization recommends that hand sanitizer should be stored away from high temperatures and flames to reduce fire hazard.
- Position hand sanitizing dispensers at building entrances and exits including service entrances and exits. When choosing a dispenser, preference should be given to those with sufficient capacity so that the sanitizing agent does not run out frequently during the day. Larger buildings may also wish to store a few extra dispensers to be used when necessary.
- Don't forget to place hand sanitizing dispensers in mechanical and electrical penthouse rooms, elevator machine rooms, main janitor service rooms, etc. Third party contractors move from building to building, and can therefore spread illness easily.

Personal Protective Equipment (PPE) - see "Physical Environment" section.

外部沟通

谁是您的外部利益相关者？您的清单可能包括租户、零售商、销售商/供应商、媒体和公众等。

- 计划您与这些受众沟通的内容、时间和方式。
- 许多模板文件可以提前准备好，这样您就可以在需要时快速沟通。
- 确保您已经指定一个关键的流行病发言人，并有数个后备人员。

了解更多信息

关于在流行病期间进行沟通的进一步信息和指导意见：

[加拿大公共卫生协会：《沟通风险：流行性感冒的防范》](#)（无日期）

[加拿大公共安全部和加拿大公共卫生署](#)提供海报、视频和其他通讯工具，帮助雇员了解如何在流行病期间保护自己的健康。

[这份来自泛加拿大公共卫生网络的PDF文件为卫生部门提供了规划指导，同时，它也为私营部门的计划提供了良好指导。](#)

物资与供应商

尽管洗手通常被认为是个人可以采取的减少流行病感染几率的最有效措施，但公共卫生部门可能会建议增加肥皂和水的使用的补充措施。例如，在流行病期间，洗手液和个人防护设备将会有很高的需求量。如果没有仔细的规划，由于超常的需求量以及生产和运输系统的中断，这些关键物品可能变得极难获取。

洗手液

- 洗手液是对感染的控制方案的重要补充。确保该产品至少有着60%的酒精含量，以达到有效的病毒控制。
- 在决定储备洗手液时，应考虑产品有效期。根据产品和储藏方法，保质期可以在1到3年之间。
- 由于含有酒精，世界卫生组织建议，洗手液的储藏应远离高温和火苗，以减少火灾隐患。
- 在建筑物的出入口处放置洗手液，包括服务入口和出口。在选择分液器时，应优先考虑有足够容量的分液器，消毒剂应不会经常一天中用完。大规模建筑也可能希望储备额外的分液器，以便不时之需。
- 不要忘记在机械和电气顶层房间、电梯机房、主门卫服务室等场所放置洗手液。第三方承包商在大楼间转移，因此很容易传播疾病。

个人防护设备（PPE）——见“物理环境”章节。

Other Pandemic Supplies

In addition to PPE and hand sanitizer, noted below are additional pandemic supplies you may wish to keep on-hand:

- Tissues
- Garbage containers for used tissues
- Disposable disinfectant wipes
- Additional cleaning supplies
- Additional washroom waste receptacles

Supplier Considerations

1. Identify your critical suppliers.
2. Identify “single points of failure”, i.e., those vendors who, if they fail to deliver their goods or services, could negatively affect your business
3. Review current service provider agreements to assess your ability to use alternate suppliers if there is a supply disruption.
4. Identify backup suppliers and initiate agreements with them, if possible.
5. Ensure that “single point” vendors are aware of your strategy and that they understand it will only be implemented IF they are unable to meet minimum performance standards.
6. Ensure your critical suppliers have pandemic plans of their own. Ask for details about their planning, for example:
 - What does their plan include?
 - Have they identified their critical suppliers? Have they identified backup suppliers?
 - How will they handle diminished workforce?
 - How have they trained staff?
 - How will they handle restricted transportation?
 - How will they communicate with you and how frequently?

- Have they tested their pandemic plan?
 - When was it last updated?
3. Where does your company rank on your supplier’s priority list?
 - Government may direct critical items to prioritized service providers (e.g. hospitals)
 - Other commercial agreements may supersede your agreement
 4. Do your suppliers have the ability to divert product to alternate warehouses?
 - Distributors with diverse locations and capacity often have greater ability to ensure flow of product to customers.
 5. What is your distributor’s vendor base?
 - The larger the vendor base the better ability a distributor has to secure supply

Utilities and Public Services

Public services, including utilities, may become single-points-of-failure. Here are some considerations:

- What alternatives exist for critical utilities? Consider water supply, backup electrical supply, gas or other fuel supply, garbage collection, snow removal, public transportation, etc.)
- What relationships with alternates can be initiated?
- What guarantees can be derived from utilities and public services?
- What service guarantees can alternate providers offer?
- What will it cost to mitigate potential loss of service(s) with backup vendors?

For more information

See [Canadian Centre for Occupational Health and Safety](#)

其他流行病物资

除了个人防护设备和洗手液外，以下是您可能希望储备的额外的流行病物资：

- 纸巾
- 用于丢弃使用过的纸巾的垃圾容器
- 一次性消毒湿巾
- 额外的清洁物资
- 额外的卫生间垃圾箱

供应商的注意事项

1. 确定您的关键供应商。
2. 确定“单点故障”，即如果那些供应商不能交付他们的产品或服务时会对您的业务产生的负面影响。
3. 核查当前的服务提供商协议，以评估如果出现供应中断，您是否有备用供应商可提供物资。
4. 如果可能的话，确定后备供应商并与他们签订协议。
5. 确保“单点”供应商了解您的策略，并且他们明白只有在他们无法达到最低表现标准的情况下才会实施该策略。
6. 确保您的关键供应商有他们自己的流行病计划。询问他们的规划细节，例如：
 - 他们的规划包含哪些内容？
 - 他们确认了他们的关键供应商了吗？他们确认了后备供应商了吗？
 - 他们如何应对劳动力的减少？
 - 他们如何培训员工？
 - 他们如何应对运输受限的情况？
 - 他们会如何与您沟通，沟通频率是多久？

- 他们测试过他们的流行病计划吗？
 - 上一次更新是何时？
3. 您的企业在您的供应商的优先名单上排名如何？
 - 政府可以将关键项目直接交给优先服务提供者（如医院）
 - 其他商业协议可能会取代您的协议
 4. 您的供应商是否有能力将产品转移到备用仓库？
 - 拥有不同场地和容量的经销商往往有更大的能力确保产品流向客户
 5. 您的经销商的基础供应商是什么？
 - 基础供应商的规模越大，经销商确保供应的能力就越强

公用事业和公共服务

公共服务，包括公用事业，可能会发生单点故障。以下是一些注意事项：

- 对于关键的公用事业，有什么替代方案？考虑供水、备用供电、燃气或其他燃料供应、垃圾收集、除雪、公共交通等。
- 可以与备用供应商之间建立什么关系？
- 可以从公用事业和公共服务中得到什么保证？
- 备用供应商可以提供哪些服务保证？
- 通过备用供应商来减少服务的潜在损失的花费是多少？

了解更多信息

查看[加拿大职业健康与安全中心](#)

Information Technology

Considerations

In a pandemic, information technology will be critical for supporting an increase in telecommuting and remote employee and customer access.

- You may wish to create platforms such as an employee telephone hotline, an employee pandemic intranet portal, a page or section on your company website telling your customers what you are doing to keep them safe, and noting service changes.
- There will be a high demand for virtual meetings, rather than in-person meetings. Negotiate preferential terms with web conferencing providers.

The U.S. Centers for Disease Control (CDC) provides these additional pandemic IT considerations:

- Local Area Network (LANS) and Computer Systems
 - Identify current remote access capabilities.
 - Determine capacity required during pandemic event.
 - Enhance resources to meet needs.
 - Provide remote access procedures to staff.
 - Provide information/URL to employees on how to access e-mail via Internet.
 - Require employees with laptop computers to bring them home nightly, so they are prepared to work from home at any given time.
- Phone Systems
 - Provide voice mail remote access instructions to employees.
 - Provide instructions to employees for transferring work telephone line to telephone at alternate location (home or cell phone).
- Computer Systems Support
 - Determine required computer systems support. Can systems be maintained remotely or is on-site staff required?

- Document procedures for remote monitoring (if applicable).
- Identify required level of on-site support required.

Security

In a severe pandemic, all sectors of society will be impacted by staff absenteeism, including law enforcement. Businesses should assume a decrease in availability of both their own security staff as well as community first responders, and then devise scalable plans, assuming various pandemic severity scenarios, to augment security personnel and resources. Here are a few considerations to get started:

Suggestions and Considerations

- Make sure your company's security department is represented on your Pandemic Planning Committee.
- Refer to current provincial/territorial ministry of health pandemic assumptions to determine how many security staff you could expect to lose due to absenteeism. Use this information to identify security staffing requirements in all phases of a pandemic, and assuming various severity scenarios.
- If your company has a contract with a third-party vendor, determine if the vendor has a pandemic plan and ask how they plan to address staff absenteeism, and how they will have capacity to service your company's additional personnel requirements?
- Develop pandemic agreements with third-party service providers, including priority access to personnel, to ensure your business can access additional security staff as required during a pandemic, over all phases. Make sure these agreements are formalized in writing.
- Consider adding other third-party vendors to augment your access to personnel in a pandemic.
- Plan for additional equipment and uniform requirements when taking on additional staff.
- Consider training requirements and who will ensure

信息技术的注意事项

在流行病期间，信息技术对于支持日益增长的远程办公和雇员和客户的远程访问至关重要。

- 您可能希望创建一个平台，比如雇员电话热线、雇员流行病内联网端口、公司网站的网页，来告诉您的客户您为保证他们的安全所做的工作，并标注服务的变更
- 对虚拟会议的需求将会超过面对面的会议。与网络会议供应商商讨优惠条款。

美国疾病控制中心（CDC）提供了这些额外的流行病信息技术注意事项：

- 局域网（LANS）和计算机系统。
 - 确定当前的远程访问能力。
 - 确定流行病事件期间所需的容量。
 - 增加资源以满足需求。
 - 向员工提供远程访问程序。
 - 向雇员提供关于如何通过互联网访问电子邮件的信息/URL。
 - 要求拥有笔记本电脑的雇员每晚将其带回家，这样他们就可以准备好在任何特定时间在家工作。
- 电话系统
 - 为雇员提供语音邮件远程访问的指导。
 - 指导雇员将工作电话线路转接到另一位置的（家或手机）电话上。
- 电脑系统支持
 - 确定所需的计算机系统支持。系统是可以远程维护的，还是需要现场工作人员维护？

- 远程监控的文档程序（如适用）。
- 确定所需的现场支持水平。

安防

在一场严重的流行病中，社会的所有部门都将受到雇员缺勤的影响，包括执法部门。企业应假设其安防人员以及社区第一响应者的数量减少，然后设计具有伸缩性的计划，假设各种流行病的严重情境，以增加安防人员和资源。以下是一些准备工作中的注意事项：

建议和注意事项

- 确保您的公司的安防部门在您的流行病计划委员会中有代表。
- 参考当前的省/地区卫生流行病假设，以确定由于缺勤而可能失去的安防人员数量。使用这些信息来确定流行病的所有阶段的安防人员需求，并假设各种严重情况。
- 如果您的公司与第三方供应商签订了合同，确定供应商是否拥有一个流行病计划，询问他们计划如何解决雇员缺勤问题，以及在公司需要额外人员服务时，他们如何满足服务容量需求？
- 与第三方服务供应商订立流行病协议，包括人员的优先级，以确保您的企业能够在流行病期间的所有阶段，都能按要求获得额外的安防人员。确保这些协议是书面形式的。
- 考虑增加其他第三方供应商，以加大您在流行病期间获得人员的机会。
- 在雇佣额外员工时，为额外的设备和制服需求做好计划
- 考虑培训要求以及谁将保证培训落实

new, on-boarded staff are adequately trained?

- Consider developing a prioritized ranking system for responding to security service calls in a pandemic (e.g. 1 – Highest Priority, 2 – Moderate Priority and 3 – Lowest Priority)
- Where will you securely store critical pandemic supplies? Who will be able to access supplies? How?

Legal Considerations for Property Owners and Managers

Is there a legal obligation for owners and managers to have a pandemic plan?

Currently, there is no express legislation in Canada which requires owners or managers of properties to have a specific health emergency plan in place. However, there are some provinces which do require employers to perform risk assessments and this of course may imply an obligation to prepare such a plan if in fact a risk is identified.

A legal obligation to prepare for a potential pandemic event may exist for reasons which include:

- As an employer in Canada, applicable legislation requires employers to create and maintain a safe workplace for its employees.
- The possibility of a pandemic or health emergency is a significant possibility or likelihood. Government agencies are suggesting businesses should have plans in place. Many businesses and industries are preparing and publishing plans. The possibility that a claim may be made against an owner or manager of a property in negligence for not having a pandemic plan or health emergency plan in place given the above, is an open question.

Relevant Federal Legislation – Pandemics and Other Emergencies

Listed below is some of the legislation which may be of particular importance in a pandemic.

Canada Emergencies Act

The Emergencies Act is a tool of last resort that covers four classes of emergency: public welfare, public order, international affairs and war. It is intended to respond to an emergency at the national level and can only be invoked after it has been determined that a critical situation cannot be dealt with effectively under any other law in Canada and that the situation is either: (a) of such proportions as to exceed the capacity or authority of a province to deal with it (such as during a pandemic); or (b) a serious threat to the Government of Canada's ability to preserve sovereignty, security or territorial integrity.

Emergency Management Act

The Emergency Management Act requires every federal minister to identify the risks that are within or related to his or her area of responsibility, and prepare emergency management plans with respect of those risks. This pattern of conducting a risk assessment and creating a management plan is similar to hazard prevention analyses that employers are required to conduct with respect to the workplace under either the relevant provincial or federal legislation.

Owners and Managers as Employers

Any pandemic or health emergency that involves a biological virus may constitute a hazardous substance that is regulated by Canada Labour Code Part II and its regulations and the Provincial Occupational Health and Safety Acts and their regulations. Reference should be made to the applicable federal and provincial legislation. A hazardous substance is defined as "a hazardous product and a chemical, biological or physical agent that, by reason of a property that the agent possesses, is hazardous to the safety or health of a person". The most relevant sections of the Canada Labour Code Part II Occupational Health & Safety are set out below:

新上任的员工经过充分的培训?

- 考虑制定一个优先级排序系统来响应流行病中对安防服务的调用（例如，1-最高优先级，2-中等优先级和3-最低优先级）
- 您将在哪里安全地储藏重要的流行病物资？谁将能够取得这些物资？如何取得？

项目业主和管理者的法律注意事项

业主和管理者是否有制定流行病计划的法律义务？

目前，加拿大没有明确的法律要求业主或管理者制定一项具体的卫生紧急规划。然而，有些省份确实要求雇主进行风险评估，这就意味着如果确认了风险，则雇主有义务制定此类计划。

为潜在的流行病事件做准备的法律义务可能基于以下原因存在，包括：

- 作为加拿大的雇主，适用的法律要求雇主为其雇员创建和维护一个安全的工作场所。
- 流行病或卫生紧急情况是极可能发生或可能发生的。政府机构建议企业应该制定计划。许多企业和行业都在准备和公布计划。鉴于上述原因，对未制定流行病计划或卫生紧急计划的业主或经理提出索赔的可能性就成为一个开放性的问题。

相关的联邦法律——流行病和其他紧急情况

以下列出了一些在流行病爆发时可能特别重要的法律。

加拿大紧急情况法案

紧急情况法案是一个最后手段的工具，它涵盖了四类紧急情况：公共福利、公共秩序、国际事务和战争。其目的是应对国家层面的紧急事件，且只能在紧急情况被确定为不能用加拿大的其他任何法律有效处理时启用，存在以下两周情况中的一种：（a）该情况的比例超过一个省份的处理能力或权力（如流行病期间）；或（b）加拿大政府维护主权、安全或国土的能力受到一系列严重威胁。

紧急情况管理法

紧急情况管理法要求每一位联邦部长均要确定其职责范围内或与之负责区域相关的风险，并制定有关这些风险的应急管理规划。这种进行风险评估和制定管理计划的模式类似于风险预防分析，即要求雇主在相关的省或联邦法律下对工作场所进行管理。

作为雇主的业主和管理者

任何涉及生物病毒的流行病或卫生紧急情况都可能形成一种由《加拿大劳工法》第二部分及其条例和《省职业健康与安全法案》及其条例管制的危险物质。应参考适用的联邦法和省法。一种危险物质被定义为“一种危险产品和一种化学、生物或物理制剂，由于其代理人所拥有的财产，对一个人的安全或健康有害”。《加拿大劳工法》第二部分中相关性最高的部分如下所示：

Canada Labour Code, Part II Occupational Health and Safety

Section 124. Every employer shall ensure that the health and safety at work of every person employed by the employer is protected.

Section 125. (1) Without restricting the generality of section 124, every employer shall, in respect of every work place controlled by the employer and, in respect of every work activity carried out by an employee in a work place that is not controlled by the employer, to the extent that the employer controls the activity

(p) ensure, in the prescribed manner, that employees have safe entry to, exit from and occupancy of the work place;

(s) ensure that each employee is made aware of every known or foreseeable health or safety hazard in the area where the employee works;

(z.03) develop, implement and monitor...a prescribed program for the prevention of hazards in the work place appropriate to its size and the nature of the hazards in it...

(z.13) when necessary, develop, implement and monitor a program for the provision of personal protective equipment, clothing, devices or materials, in consultation, except in emergencies, with the policy committee...

Section 128. (1) Subject to this section, an employee may refuse to use or operate a machine or thing, to work in a place or to perform an activity, if the employee while at work has reasonable cause to believe that

(b) a condition exists in the place that constitutes a danger to the employee...

Section 145. (2) If a health and safety officer considers that a condition in a place constitutes a danger to an employee while at work,

a) The officer must notify the employer of the danger and issue directions in writing to the employer directing the employer, immediately or within the period that the officer specifies, to take measures to:

i) correct the hazard or condition or alter the activity that constitutes the danger,

ii) protect any person from the danger...If the employer

agrees that a danger exists, the employer shall take immediate action to protect employees from the danger.

The full Canada Labour Code Part II – Occupational Health and Safety is available online at: <https://www.canlii.org/en/ca/laws/stat/rsc-1985-c-l-2/latest/>

Every provincial jurisdiction has the equivalent of an Occupational Health and Safety Act or Workplace Health and Safety Act which contain similar provisions.

WorkSafeBC has initiated changes to the B.C. Occupational Health and Safety Regulation that now require preventative actions for any infectious diseases found in the workplace that pose a risk to workers. The Regulation now provides for Exposure Control Plans in some circumstances. Employers are required to assess risks and implement risk controls to protect workers from infectious diseases.

The Federal Occupational Health and Safety Regulation mirrors this risk assessment procedure in a more general scope. Provisions of the regulation mandate a Hazard Prevention Program – which requires employers to identify hazards, assess those hazards, and put preventative measures in place with respect to those hazards. The prevention program varies depending on the work performed in the workplace. The provisions outline a general prevention process as opposed to a specific program model as a result.

Three Rights of Employees

Both federal and provincial occupational health and safety legislation provides three rights, described below:

1. Right to Know: Employees have the right to be informed of known or foreseeable hazards such as pandemic influenza. They must be given the information, instruction, training and supervision necessary to protect their health and safety. Effective communication will be crucial in preparing for and controlling pandemic influenza.
2. Right to Participate: Employees have the right and responsibility to identify and correct job-related health and safety issues. They could exercise this right during pandemic influenza. Employees can also participate through a complaint process and may complain if pandemic influenza has not been well handled.

加拿大劳工法，第二部分：职业健康与安全

第124节。每个雇主都应确保雇用的每一个人的健康和安全得到保护。

第125节。(1) 在没有限制第124节的普遍性的情况下，每个雇主应当，涉及每一处由雇主管控的工作场所，以及涉及每一项由雇员在工作场所中执行的工作活动，在雇主管控的活动范围内

(p) 按照规定的方式，确保雇员安全地进入、离开和使用工作场所；

(s) 确保每个雇员都意识到其工作区域内的所有已知或可预见的健康或安全隐患；

(z.03) 制定、实施和监督...制定一个合乎工作场所的规模和危险性的规定程序，以预防工作场所的危险...

(z.13) 必要时，制定、实施和监督一个程序来为个人防护设备、服装、器材或材料做准备，除紧急情况外，与政策委员会进行磋商...

第128节。(1) 根据本节的规定，雇员可以在某地工作或从事某项活动时，拒绝使用或操作机器或物品，只要该雇员在工作时有合理的理由。

(b) 存在对雇员构成危险的情况。

第145节。(2) 如果卫生和安全官员认为工作场所的情况对工作中的雇员构成威胁，

a) 官员必须将危险通知雇主，并向雇主发出书面指示，指示雇主立即或在官员指定的期限内采取措施：

i) 改正危险或情况或改变构成危险的活动，

ii) 保护任何人免受危险...如果雇主认可

危险的存在，雇主应立即采取行动保护员工不受危险。

完整的《加拿大劳工法，第二部分：职业健康与安全》可登陆网站查看：<https://www.canlii.org/en/ca/laws/stat/rsc-1985-c-l-2/latest/>

每个省的管辖范围都有类似的《职业健康和安全法案》或《工作场所健康和安全法案》，其中包含类似的条款。

WorkSafeBC已经启动了对《B.C.省职业健康与安全法规》的修改，该修改目前要求对工作场所发现的任何对员工构成威胁的传染病采取预防措施。该法案目前在某些情况下提供了暴露控制计划。雇主必须进行风险评估并实施风险控制措施，以保护工人免受传染病的侵害。

《联邦职业健康与安全条例》在更广泛的范围内反映了这一风险评估程序。该法规的条款规定了一个危险预防程序——要求雇主识别危害，评估这些危害，并对这些危害采取预防措施。预防程序因工作场所的工作而异。这些条款概括了一个综合性的预防过程，与一个特定的程序模型截然相反。

雇员的三种权利

联邦和省级职业健康和安全法均规定了三种权利，如下所述：

1. 知情的权利：雇员有权获知已知或可预见的危险，如流行性感。他们必须得到必要的信息、指导、培训和监督，以保护他们的健康和安全。有效的沟通对于准备和控制流行性感冒至关重要。
2. 参与的权利：雇员有权利和责任确认和纠正与工作有关的健康和安全问题。他们可以在流行性感冒期间行使这一权利。雇员也可以通过投诉程序进行参与，如果流行性感冒没有得到很好的处理，他们可以进行投诉。

3. Right to Refuse: Employees can refuse work where there is reasonable cause to believe:

- A dangerous condition exists;
- An activity constitutes a danger to one or more employees.

It is possible that employees may refuse work when pandemic influenza poses a danger.

Duties of Employers and Employees

Under both federal and provincial occupational health and safety legislation:

- Employers: must ensure the health and safety of every employee is protected. This may require the implementation of programs, plans and response actions for pandemic influenza, and
- Employees: have obligations to prevent occupational-related injuries and diseases. They must take reasonable and necessary precautions to ensure their own and others' health and safety.

In the event of pandemic influenza, employees could exercise this obligation and would require guidance, training, education, cleaning substances and protective clothing such as protective barriers, gloves and masks.

Owners as Landlords

There are very significant and varied issues that owners as landlords will face in a pandemic. The following issues should be considered and included in pandemic planning efforts.

Quiet Enjoyment

Landlords may wish to limit or restrict access to the property or any part thereof during a health emergency or pandemic. Consider when changing leases:

- Can the landlord require that only employees of the tenant are permitted to enter the building as opposed to visitors or invitees?

- Can the landlord require a particular tenant or a particular type of tenant and its staff and invitees to use only one designated entrance, exit or escalator or elevator as the case may be? For example, you may have a medical clinic or doctor's office in the building. In the case of a health emergency, tenants in the building may be concerned about the fact that medical patients may be using the same entrance or elevator. The landlord may wish to have the right to designate a particular entrance or elevator to be utilized solely by a specific tenant or group of tenants in a health emergency.

- Can the landlord enter a tenant's premises to decontaminate any part of the tenant's premises? It is conceivable that an employee or invitee of the tenant may suffer from an illness or disease which may contaminate the leased premises. The landlord may wish to take steps to either require the tenant to decontaminate the premises or failing that, enter the premises to decontaminate at the tenant's expense. It may be that the landlord will wish to do this prior to any possible public health order. The legal basis for the landlord entering the leased premises and taking steps to decontaminate may be questionable without a health emergency article contained in the lease. Of course, the landlord does not want to have the obligation to do this and any health emergency regulation must provide that any steps that the landlord may choose to take or omit to take are in its sole and unfettered discretion and that there is no obligation on the landlord to take any action.

Quarantine or Closing All or Part of Building

- Can the landlord close all or part of the building where it has been determined that there has been a health emergency notwithstanding that there has not been a closure or quarantine order by any governmental authority?
- Can the landlord close all or part of the building where it determines that it is not safe to continue to operate the building, it does not have the available staff, equipment or ability to maintain the operations of the building?

3. 拒绝的权利：雇员可以拒绝工作，只要有合理的理由认为：

- 存在危险情况；
- 一项活动对一个或多个雇员构成威胁。

当流行性感冒带来危险时，雇员可能会拒绝工作。

雇主和雇员的职责

根据联邦和省级职业健康和安全生产法律：

- 雇主：必须确保每个雇员的健康和安全得到保护。这可能需要实施流行性感冒的计划、规划和相应行动，以及
- 雇员：有义务预防与职业有关的伤害和疾病。他们必须采取合理和必要的预防措施，确保他们自己和他人的健康和安全。

在流行性感冒的情况下，雇员可以行使这一义务，并可能需要指导、培训、教育、清洁用品和防护服，如防护屏障、手套和口罩。

作为业主的所有者

在流行病期间，所有者作为业主将面临非常重要和多样的问题。在流行病计划工作中应考虑并纳入以下问题。

安宁享受权

在卫生紧急情况或流行病期间，业主可能希望限制或约束对该项目或其任何部分的访问权。更改租约时的注意事项：

- 业主是否可以要求只有租户的雇员才能进入大楼，而访客或受邀者不能进入？

- 业主是否可以要求特定的租户或特定类型的租户，及其员工和受邀者，根据具体情况，只使用一个指定的入口、出口、自动扶梯或电梯？例如，您的建筑里可能有一个医疗诊所或医生办公室。在发生卫生紧急情况时，建筑内的租户会担心患者可能会使用相同的入口或电梯。业主可能希望有权指定一个特定的入口或电梯，仅由某一特定租户或一组租户在发生卫生紧急情况时使用。

- 业主可以进入租户的房屋来清洁租户房屋的任何部分吗？可以想象，租户的一名患有疾病或受到感染的雇员或受邀者可能会污染出租的房屋。业主可能希望采取措施，要么要求租户对房屋进行清洁，不然的话，就进入房屋来进行清洁，并让租户承担费用。业主可能希望在任何可能的公共卫生要求之前做这件事。如果租约中没有包含卫生紧急条款，业主进入租户房屋并采取清洁污染的措施的法律依据可能受到质疑。当然，业主不想承担这样做的义务，并且任何卫生紧急条例必须提供业主可以根据其唯一且不受约束的自由裁量权选择采取或省略的任何步骤，并且业主没有义务采取任何行动。

隔离或关闭全部或部分建筑

- 如果没有任何来自政府机构的关闭或检疫令，业主可否关闭发生了卫生紧急情况的所有或部分建筑？
- 如果建筑中存在被确定为继续运营是不安全的地方，以及建筑没有可用的人员、设备或能力来维持建筑的运作，业主是否可以关闭全部或部分的建筑？

Force Majeure Clauses

- Most sophisticated leases have a well defined force majeure clause, but it may not include provisions that expressly include a health emergency such as a pandemic.

Limitation of Liability

- Ensure that lease provisions adequately protect landlord, its officers, directors, property managers and agents from liability in carrying out the terms of any pandemic plan or in dealing with any health emergency situation.
- As an example, consider the situation where the cleaning staff (independent contractors) inadvertently spread a virus or other health emergency biohazard in the building. If there is any suit, it is likely that the “deep pocket” landlord defendant will be included in any negligence claim.

Tenant Reporting to Landlord

- During a pandemic, the landlord will have an interest in knowing if there have been any incidences of illness experienced in a tenant’s premises or amongst the tenants’ employees. Can the landlord require the tenant to report any incidences of illness amongst its employees to the landlord?
- Are there privacy issues which put the landlord in a position where it cannot communicate the fact of illness in a particular tenant’s premises? Can the landlord generally disclose the fact of illness in the building? Does the landlord have a duty to disclose the fact that there have been any incidences of illness in the building to other tenants?

Rent Defaults

- In any health emergency, it is possible that there will be tenants that will default in the payment of rent. Landlords may wish to determine in advance what criteria they may utilize to decide whether any tenants may be offered rent relief and on what terms. In some circumstances, landlords may decide to request further security in exchange for any forbearance agreement.

Services to Leased Premises

- In a health emergency, the landlord may wish or be forced to reduce or cease any particular services to the leased premises or common areas. In particular, the landlord may be in a position where it must reduce cleaning and trash removal services. Cleaning staff will be on the front line of dealing with any health emergency and many may become ill or not report to work. The landlord may wish to have a step-down plan for certain services. It is probably a good strategy to have those discussions with tenants well before any emergency situation arises. Tenants will therefore be in a position to include in their own plans the fact that they may have to take on some of the cleaning or other obligations in the leased premises.
- Can the landlord download some of its obligations pursuant to the lease on the tenant in the case of a public health emergency?
- Social distancing will be a significant strategy employed by many tenants to maintain their business operations, and landlords may find many tenants requesting that the building hours of operation be extended to facilitate employees working in shifts which may include late evening hours. This is especially the case if there is a transit shutdown or limitations placed on public transit given potential staff reductions. In those circumstances, many more employees may find that the only way for them to travel to work is to drive to the office. Evening shifts will allow for tenants to maximize the parking facilities in the building to facilitate evening workers that have to drive to the office. There are a number of significant building operational issues that flow from this concerning building services and the costs relating to those services.

Existing Leases Versus New Leases

The above-noted issues may be considered by the landlord as a basis for amending their lease forms to include expanded health emergency rights or powers. These lease forms may include a specific definition of a health emergency and include a section on health emergency or general emergency powers that a landlord may invoke.

不可抗力条款

- 大部分复杂的租约都有明确的不可抗力条款，但它可能不包括明确涵盖如流行病等卫生紧急情况的条款。

责任范围

- 确保租约条款充分保护业主、官员、董事、建筑管理者和代理人在执行任何流行病预防计划或处理任何紧急卫生事件时的责任。
- 比如，考虑清洁工（独立承包商）无意中在建筑中传播病毒或其他紧急卫生生物危害的情况。如果有任何诉讼发生，很可能“财力雄厚”的业主作为被告将被牵涉到任何过失索赔中。

租户向业主的报告

- 在流行病期间，业主关注在租户的房屋或租户的雇员中是否有任何疾病发生的情况。业主可以要求租户向其报告任何疾病的发生情况吗？
- 是否存在隐私问题，可能导致业主无法跟特定的租户租区进行疾病沟通？业主一般会在建筑里透露疾病的事实吗？业主是否有责任披露建筑里有其他租户发生任何疾病的事实？

租金违约

- 在任何卫生紧急情况下，可能会发生租户拖欠租金。业主可能希望提前确定可以利用什么标准以及什么样的条款来决定是否可以提供租金减免。在某些情况下，业主可能决定要求进一步的安全，以换取任何债务延期协议。

房屋出租服务

- 在卫生紧急情况下，业主可能希望或被迫减少或停止对出租房屋或公共区域的任何特定服务。特别是，业主可能会减少清洁和垃圾清理服务。在任何紧急卫生事件中清洁人员将处于第一线，许多人可能会生病或旷工。业主可能希望对特定服务有一个缓冲的计划。在任何紧急情况出现之前，与租户进行讨论可能是一个很好的策略。以此，让租户可以在自己的计划中为他们可能不得不承担的租赁房屋的一些清洁或其他义务做好准备。
- 在公共卫生紧急情况下，业主是否可以根据租赁人的租约卸下部分义务？
- 社交距离将是许多租户维持业务运营的重要策略，业主可能会发现许多租户要求延长营业时间，以方便雇员进行轮班工作，其中可能包括深夜时间。尤其是在公共交通系统发生关闭或限制给员工带来潜在不便。在这种情况下，更多的雇员可能会发现他们去上班的唯一途径就是自驾车。夜班的做法将使租户能够最大限度地利用建筑内的停车设施，为必须开车到办公室的夜班人员提供便利。在建筑服务和与这些服务相关的成本方面，有一系列重要的建筑运营问题。

现有租约与新租约

业主可能考虑上述问题，作为修改其租约文件以包含扩大的卫生紧急情况权利或权力的基础。这些租约文件可能包括对卫生紧急事件的具体定义，并包括业主可能会调用的卫生紧急情况或一般紧急权力的章节。

Insofar as existing leases are concerned, it is unlikely that the landlord can make any amendments to the lease form itself without the consent of the tenant. Having said that, most commercial leases do give the landlord the power to pass regulations relating to the operation of the building on an ongoing basis and landlords may wish to utilize that right to draft and deliver a set of health related regulations that may deal with a number of the issues set out above.

The question as to whether the landlord will wish to make amendments to its lease form to include rights concerning health emergency issues is one that will be of course specific to each landlord's situation and experience.

Landlord/Tenant Cooperation in a Health Emergency

During a pandemic, medical officers of health, as well as other medical health professionals, are expected to be given expanded powers to protect public health and safety. For instance, if a health care professional identifies a patient as being a suspect, or confirmed case of seasonal influenza or pandemic influenza, then that health care professional will be required to commence contact tracing procedures in accordance with the protocols set by the Medical Officer of Health at that time. This is likely to involve making contacts with the patient's workplace so that those exposed to the infected person can be formally identified, notified and ordered into isolation or quarantine for time periods specified by public health officials.

If employees of a landlord or tenant gets sick at work, strict procedures will be needed to minimize the risk of exposing others in the building to infection. For example, the infected person's workstation and other personal objects may need to be disinfected, whether that responsibility rests with the landlord or tenant employer.

Property Managers

- Property managers and agents managing properties for owners will be charged with managing the building through a pandemic. They may be requested by the owner/landlord to prepare a plan.
- Property managers may wish to ensure that their contracts of engagement with owners properly cover

off and indemnify them for any claims that may be made in relation to their operation of the property on behalf of the owner during a pandemic or other health emergency.

- Property managers may wish to suggest to owners/landlords that they consider preparing or adopting a health emergency or pandemic plan as part of their business continuity planning and address the issues referred to above.

Business Continuity

"A pandemic could severely threaten the large workforce of commercial facilities, compromising facility operations or limiting services. Pandemics can also spread easily through commercial facilities, as large groups of people congregate in them daily. This could have an economic effect on businesses if customers choose to stay home rather than risk infection. Many private businesses lack system-wide business continuity plans for catastrophic health emergencies. Plans must account for extreme health impact assumptions as well as containment."

U.S. Department of Homeland Security,

Commercial Facilities Sector-Specific Plan:

An Annex to the 2013 NIPP (2015)

There are three main business continuity challenges companies can expect in a pandemic:

Absenteeism - A pandemic may affect a large percentage of your workforce during periods of peak illness. Employees could be absent because they are sick, must care for sick family members or for children if schools or day care centers are closed, or are afraid to come to work.

Change in patterns of commerce - Items related to infection control will be in high demand, while consumer demand for other items may decline. Consumers may also change how they shop, preferring to shop at off-peak hours to reduce contact with other people, using home delivery services, or seeking out drive-through services to minimize person-to-person contact.

Interrupted supply/delivery - Shipments of items from areas severely affected by the pandemic may be delayed or cancelled.

就目前的租约而言，如果没有承租人的同意，业主不太可能对租约文件进行任何修改。如前所述，大部分商业租约授予业主权力以便在持续变化的基础上对与建筑运营相关的条例进行更改，并且业主可能希望利用这一权利来起草和提供一组可能处理上述一系列问题的卫生相关条例。

业主是否希望对其租约文件进行修改，以包含有关紧急卫生问题的权利，这些问题将会对每个业主的情况和经验都有明确的规定。

在卫生紧急情况下的业主/租户合作

在流行病期间，预计将扩大医疗卫生人员和其他医疗卫生专业人员的权力，以保护公共卫生和安全。例如，如果一个医疗卫生专业人员认为一个患者有感染嫌疑或确诊其患有季节性流感或流行性感冒，那么将要求医疗卫生专业人员按照当时的医疗卫生官员制定的协议，开始接触者追踪程序。这可能涉及到与患者的工作场所接触，以便正式确认、通知那些与被感染者接触的人，以及被要求隔离或在公共卫生人员指定的时间内进行隔离的人。

如果业主或租户的雇员在工作中生病，就需要严格的程序来减少暴露在大楼里的其他人的感染风险。例如，受感染者的工位和其他个人物品可能需要进行消毒，无论该职责是由业主还是租户雇主承担。

物业管理者

- 项目管理者和管理业主房产的代理人将负责管理该建筑，以应对流行病。他们可能会被所有者/业主要求准备一个规划。
- 房产管理者可能希望确保他们与业主的聘任合同能够适当地覆盖并

补偿他们在流行病或其他卫生紧急情况下代表业主进行项目运营时的任何索赔。

- 房产管理者可能希望向所有者/业主建议他们考虑准备或采用一项卫生紧急情况或流行病计划，作为其业务连续性规划的一部分，并解决上述问题。

业务连续性

"流行病可能严重威胁到商业设施中的大量劳动力，危及设施运营或限制服务。流行病也可以通过商业设施轻易地传播，因为每天都有大量的人聚集在一起。如果客户选择待在家中而不冒感染风险，这可能会对企业产生经济影响。许多私营企业缺乏针对灾难性卫生紧急情况的全系统业务连续性计划。计划必须考虑到极端的卫生影响假设和限制策略。"

美国国土安全部，

商业设施部门具体规划：

2013 NIPP (2015) 的附件

在流行病中，企业可以预见到三个主要的业务连续性挑战：

缺勤——在疾病高峰期，流行病可能会影响您的大部分劳动力。雇员可能因为生病，因学校或日托中心关闭而必须照顾生病的家人或孩子，或者害怕上班而缺勤。

商业模式的改变——对感染控制相关的物品的需求会增加，而消费者对其他物品的需求可能会减少。消费者可能也会改变他们的购物方式，他们更倾向在非高峰时段购物，以减少与他人接触；使用送货上门服务，或者寻找免下车服务，以减少人与人之间的接触。

供应/交货的中断——从受流行病严重影响地区供应的物品的运输可能被推迟或取消。

Developing your Business Continuity Plan

Your pandemic business continuity plan should be based on the following assumptions:

- Attack (infection) and fatality rates
- Population susceptibility (vulnerability)
- Worker absenteeism levels
- Duration of the pandemic event
- Possible multiple waves of illness and pandemic occurrence

It is recommended that your plan addresses the following considerations, according to the World Health Organization's 2013 Pandemic Influenza Risk Management Interim Guidance:

- Critical functions that will need to be sustained and those that can be stopped for a period.
- Personnel, supplies, and equipment vital to maintain essential functions.
- How to deal with the anticipated level of staff absenteeism and minimize its impact on activities.
- Clear command structures, delegations of authority, and orders of succession for workers.
- An assessment of the need to stockpile strategic reserves of supplies, material, and equipment, including those that will be necessary to protect the health of employees.
- Clear identification of who is going to do what, when, and how.
- Units, departments, or services that could be downsized or closed to reallocate human and material resources.
- Assignments and training of alternates for critical posts.
- Established guidelines for priority of access to essential services.
- Plan for security risks to operations and supply chain.
- Staff training on infection control and communication of essential safety messages.

- Consideration of ways to reduce social mixing (e.g. telecommuting or working from home and reducing meetings and travel) and test these.
- Consideration of the need for family and childcare support for essential workers.
- Consideration of the need for psychosocial support services to help workers remain effective.
- Consideration and planning for the recovery phase.
- Plan to exercise and revise the plan on a regular basis.

For More Information

[See Canadian Centre for Occupational Health and Safety](#)

[Public Health Agency of Canada](#)

[Information Guide for Private Sector Pandemic Planning](#)

[Insurance Bureau of Canada](#)

Conclusion

We hope you find this Guide useful. BOMA Canada highly recommends that you develop your own plan specific to your circumstances.

Your feedback is welcome at: infor@bomacanada.ca

The Guide will be reviewed annually and updated as necessary.

制定您的业务连续性计划

您的流行病业务连续性计划应该基于以下假设:

- 患病（感染）和死亡率
- 人群易感性（易损性）
- 雇员出勤水平
- 流行病事件的持续时间
- 可能的疾病和流行病的连续发生

根据世界卫生组织的《2013年的流感大流行风险管理暂行指导意见》的建议，您的计划应处理以下问题：

- 需要维持的关键功能，以及那些能够在一段时间内停止的关键功能。
- 对维持基本功能很重要的人员、物资、设备
- 如何应对预期的员工缺勤率，并尽量减少其对企业活动的影响。
- 清晰的指挥结构、授权的权力以及工人的接任顺序。
- 评估需要进行战略储备的物资、材料和设备，包括保护雇员健康所必需的储备。
- 清晰地确定谁将做什么、什么时候做、怎么做。
- 确定可以缩小规模或关闭的单位、部门或服务，以重新分配人力和物力资源。
- 对关键岗位进行候补者分配和培训。
- 为获得基本服务的优先权制定指导方针。
- 对运营和供应链的安全风险进行规划。
- 对感染控制和基本安全信息沟通的进行员工培训。

- 考虑减少社交混合的办法（例如，远程办公或在家工作，减少会议和出差），并测试这些办法。
- 考虑基本员工的家庭需要和托儿支持。
- 考虑社会心理支持服务的需要，来帮助员工保持高效。
- 对恢复阶段的考量和计划。
- 按计划定期演练，并定期修订计划。

了解更多信息

[参见加拿大职业健康与安全中心](#)

[加拿大公共卫生局](#)

[私营部门流行病计划的信息指南](#)

[加拿大保险局](#)

结论

我们希望本指南对您有所帮助。BOMA加拿大强烈建议您根据自己的实际情况制定自己的规划。

您可将反馈意见发送至: infor@bomacanada.ca

本指南将每年进行必要的审核和更新。

商业地产运营管理国际最佳实践规程—标准指南/通用工具

INTERNATIONAL COMMERCIAL REAL ESTATE BEST PRACTICE



《国际写字楼分级指南》
International Office Building Classification Guide



《商业地产标准运营流程制定指南》
Guide to Developing a Standard Operating Procedure Manual



《建筑健康与安全管理指南》
Recommended Practices in Health+Safety



《室内空气质量：楼宇业主、管理者和住户指南》
Indoor Air Quality: A Guide for Building Owners, Managers, and Occupants



《预防性维护指南》
Preventive Maintenance Guidebook



《工业园区：主动性维护指南》
Proactive Maintenance Guidebook for Industrial Properties



《楼宇外围设备设施维护与管理指南》
Guide to Exterior Maintenance Management



《应急预案指南》
Emergency Preparedness Guidebook



《建筑调试最佳实践》
Building Commissioning Best Practices



《设施经理再调试手册》
Retrocommissioning Handbook for Facility Managers



《BOMA中国商业地产保洁标准：建筑业主与管理者指南》
BOMA China Commercial Real Estate Janitorial Standard: A Guide for Building Owners and Managers



《业主提高租赁绩效必备的7个数据点》
The 7 Data Points Every Owner Needs to Use to Drive Leasing Performance



《商业建筑业主BIM实践指南》
National BIM Guide for Owners



《建筑系统案头参考》
Building Systems Desk Reference



《国际房产测量标准：办公楼》
International Property Measurement Standards: Office Buildings



《BOMA租户手册编制指南》
BOMA's Guide to Producing a Tenant Handbook



《高性能组合框架》
The High Performance Portfolio Framework



《高性能组合框架：能源管理简要与模板》
The High Performance Portfolio: Energy Management Briefs and Templates



《BOMA合同能源管理模式》
BOMA Energy Performance Contracting Model (BEPC)



《绿色租户装修指南》
Green Tenant Improvement Guide



《商业地产运营管理关键绩效指标选择指南》
The Effective Guide For Selecting Essential Property Management Kpis



《BOMA 2017年办公楼标准测量方法》
BOMA 2017 for Office Buildings Standard Methods of Measurement



《建筑性跟踪手册》
The Building Performance Tracking Handbook

BOMA商业地产运营管理国际最佳实践规程标准指南 / 通用工具，持续更新中。

想了解更多行业标准，请联系BOMA中国：全国统一咨询电话：010-65663220