

To The Point

Reduced Personnel Availability Guidance

CHUBB®



The Coronavirus pandemic may result in reduced personnel availability due to social-distancing protocols, illness or care commitments. In addition, there could be an increased risk to client premises, an inability to maintain normal activities, a delay in restarting operations or ineffective response to subsequent incidents.

It is recommended that clients review existing procedures and service arrangements to identify potential reduced personnel exposures. Where possible, mitigation plans for reduced personnel availability should be implemented.

Managing the Risks

It is recognized that personnel availability will vary as the pandemic situation develops. Planning will be needed to ensure key individuals, teams or specialty contractors are available to conduct routine activities, maintenance, emergency response protocols or execute contingency plans.

Consider these recommendations:

- Shift teams of adequate size and competence.
- Assess site security and emergency response.

- Set contingency plans, including key/specialist personnel exposures.
- Plan and organize the inspection and maintenance of protection systems and safety critical equipment.
- Review general maintenance and contract services.
- Evaluate jurisdictional maintenance and turnarounds.

Response Planning

- Review site security plans and identify activities that may be exposed to reduced personnel availability.
- Review keyholder or call lists and response service capabilities.
- Document requirements for minimum staffing for operations, maintenance, and for continued production and define staffing thresholds for suspending production.
- Ensure that emergency response plans are resilient to reduced personnel availability.
- Identify key staff exposures, including IT staff responsible for supporting remote working.

Risk Engineering Services

Reduced personnel availability may expose client premises, delay business restart or impair emergency response.

Operation, Inspection and Maintenance

- Evaluate minimum staffing for safe operations.
- Evaluate capability and resilience available for protection system inspections, as well as safety-critical equipment maintenance, testing and inspections.
- Review the resilience of contract service providers, including their contingency planning. Sole providers of specialist capabilities should be specifically identified.
- Review requirements for jurisdictional maintenance and mechanical integrity inspection (e.g., pipework, pressure vessels, heaters, pressure relief devices, rotating machinery, etc.).

- Review and prioritize general maintenance activities.
- Document any deferred maintenance based on risk assessment and ensure mitigation plans are in place.

Further Guidance

- Requisition of Property Checklist
- Start Up Fundamentals Guidance

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Risk Management Protocols

- ✓ Key staffing plans should be reviewed and, if needed, additional socially-distanced back-ups identified. Define the staffing thresholds for suspending production.
- ✓ Protection systems should continue to be fully functional. Where appropriate, routine inspections may be conducted by designated staff (e.g. sprinkler valve inspection, water supply pressure checks, fire alarm panel review).
- ✓ Testing and maintenance of protection equipment should only be conducted by appropriately qualified specialists. Where specialist capability is scarce, critical maintenance should be prioritized based upon documented risk assessment.
- ✓ Where services are supported by sole contractors the availability of alternative providers should be established or the contingency plans of the sole contractors approved. Routine maintenance should consider the possibility of prolonged shut-down and the requirements for recommissioning.
- ✓ Contingency options for deferred jurisdictional maintenance should be reviewed with the relevant regulating authority, certifying body and/or insurer.
- ✓ Consider locating security guards on alternate shifts in separate locations across a site if infrastructure allows.
- ✓ The potential for reduced on-site response staff may be mitigated by installing additional off-site signaling capability.
- ✓ Additional keyholders or call-out responders should be identified and trained.
- ✓ Emergency response, contingency and business continuity plans should have alternate staff designated and trained for all key roles. It is recommended that, as much as possible, alternate staff are distanced from each other.
- ✓ Ensure plans are resilient to changes of occupancy, prolonged outages and recommissioning requirements.

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