

SARS Survey - The Outbreak of Severe Acute Respiratory Syndrome (SARS) ... How Did it Affect You & Your Company?

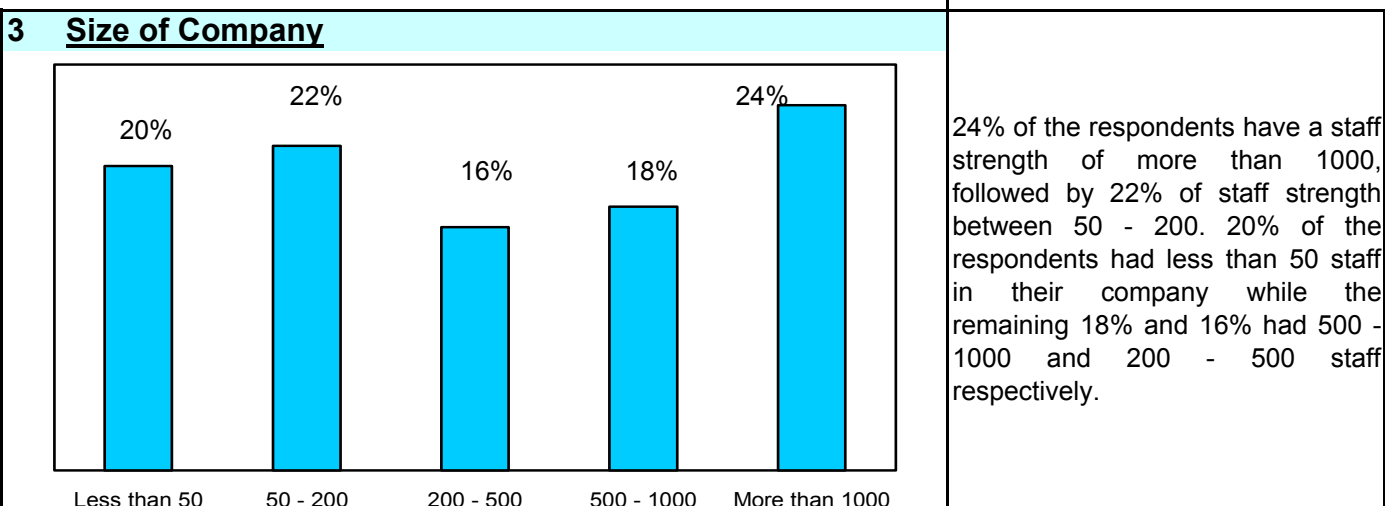
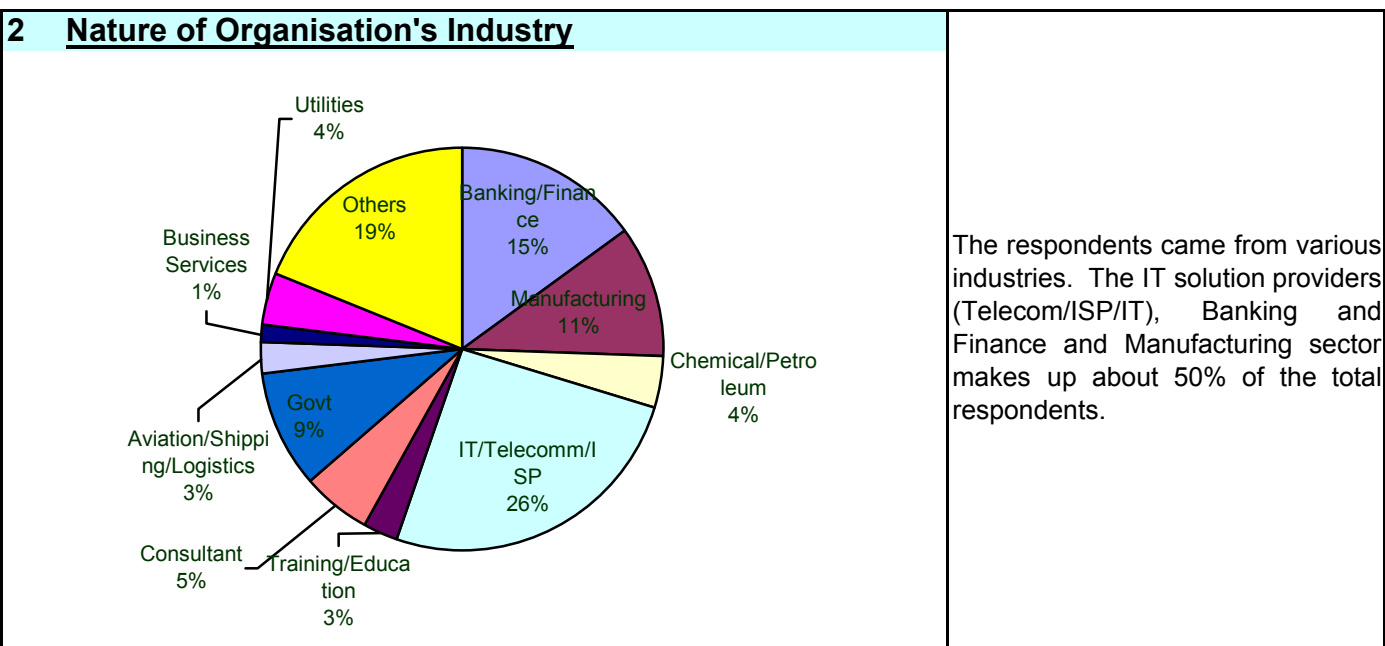
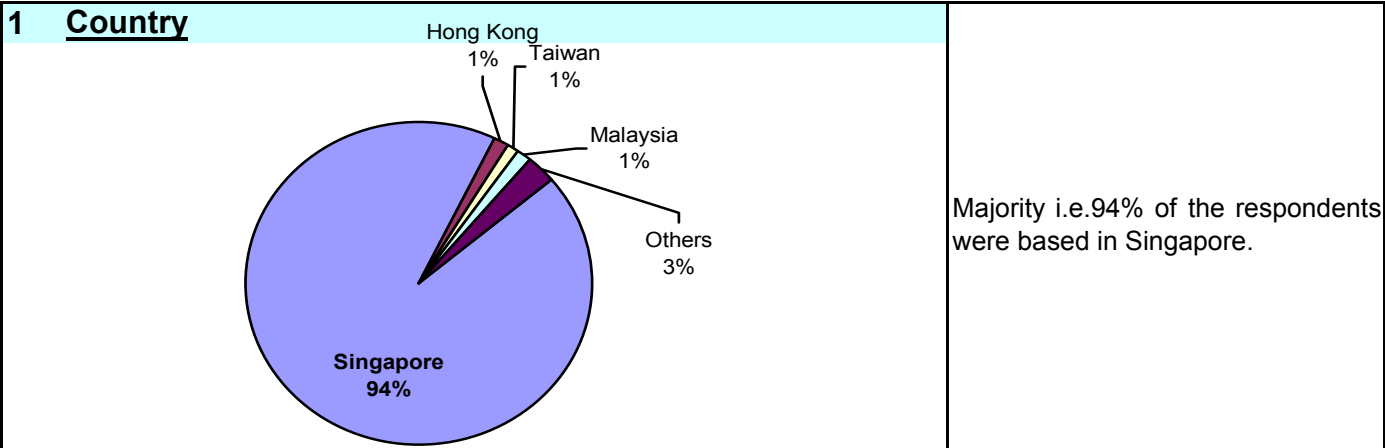
Survey Results On :

THE EFFECT OF SARS ON ORGANISATIONS

Location : South Asia - Singapore, Malaysia

Total Respondent : 75

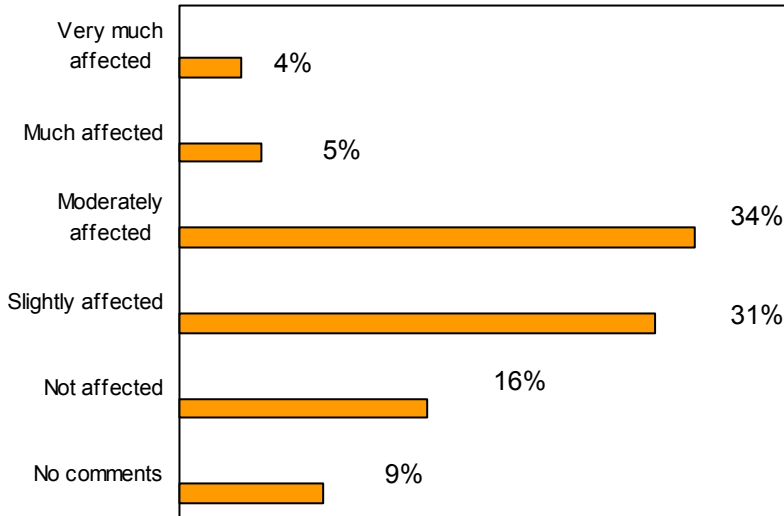
A. RESPONDENTS' PROFILE



SARS Survey Result (Con't)
(South Asia : Singapore)

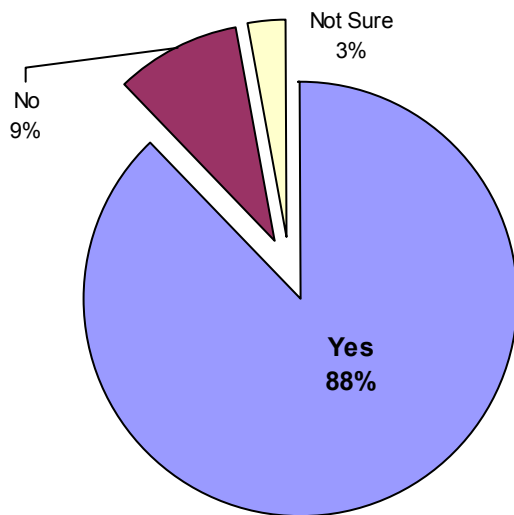
B. FINDINGS

4 Degree Company is Affected By SARS



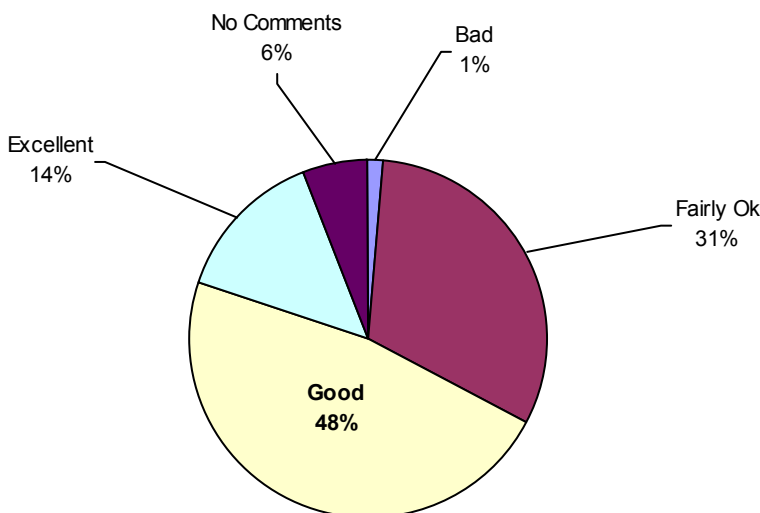
34% of the respondents said that their companies were moderately affected by SARS while 31% said that they had been slightly affected by SARS. Only 16% of the respondents said that they were not affected by SARS at all.

5 Company has Continuity Plans?



Majority of the companies i.e. 88% has business continuity or contingency plans.

6 How Well Company Handled SARS Contingency Plan?

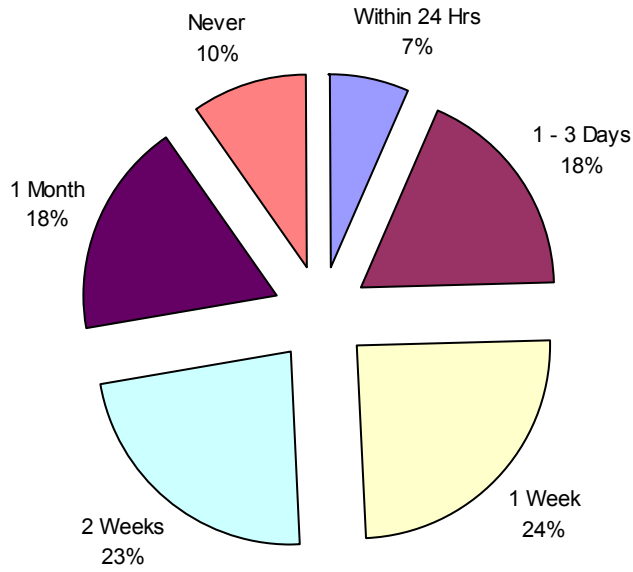


Most of the respondents, almost 60%, rated their company handling of SARS "Good" and above. 31% rated that their company had done fairly OK. This means that there are still areas to improve on.

SARS Survey Result (Con't)
(South Asia : Singapore)

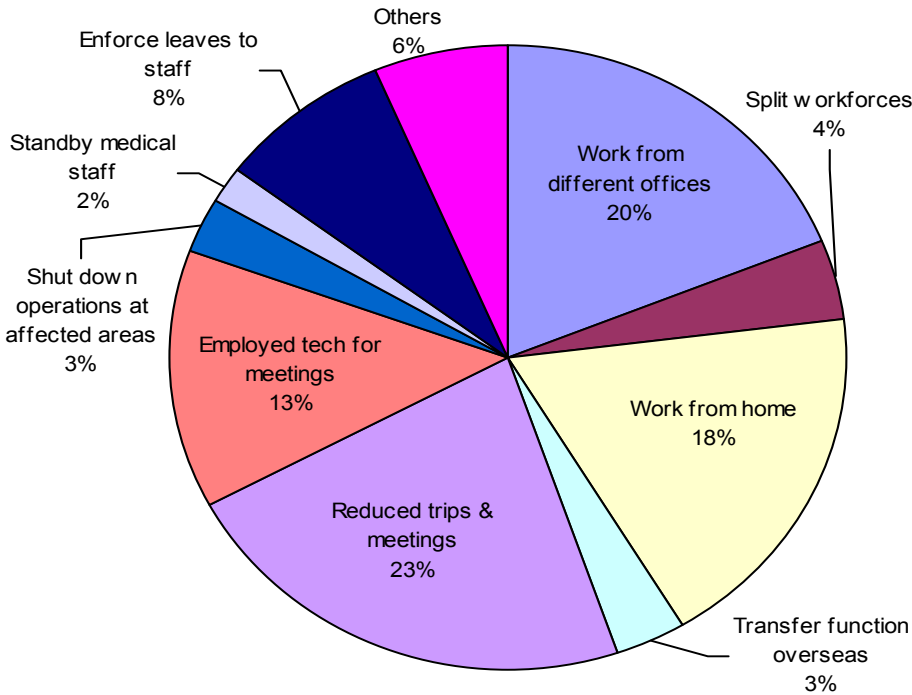
B. FINDINGS (con't)

7 SARS Contingency Plans Activated:



24% of the respondents said that their SARS contingency plans were activated 1 week after SARS has been identified in their country. A close percentage i.e. 23% had their SARS contingency plans activated only after 2 weeks. 10% of the respondents had SARS contingency plans in their companies that were never activated. Thereafter, it can be concluded that the speed of implementing the SARS contingency plans was a major area to relook into.

8 Contingency Measures Employed by Company?



In view of SARS, various contingency measures were employed by companies. 23% of companies reduced the number of trips and meetings while 20% of companies separated their staff to work from different offices or recovery sites. 18% of the companies permitted their staff to work from home while 13% of the companies employed technology such as video-conferencing for meetings.

SARS Survey Result (Con't)
(South Asia : Singapore)

B. FINDINGS (con't)

9. Problems Faced With Company's SARS Contingency Plan?

Splitting workforce/Work from Home / Recovery Site

- 1 Instability of remote log-ins
- 2 Difficulty in enforcing the contingency plans when the staff are in various parts of the world
- 3 Dual processing both from primary & recovery site setup.
- 4 Difficult to expedite information/updates asap
- 5 Not enough backup staff to take on primary roles affected by SARS
- 6 Splitting affected staff to different floors was easy but to different sites were difficult
- 7 People working from recovery site felt sidelined.
- 8 Performance impact on production system
- 9 Home quarantine' was imposed by the Govt which greatly impacted on company's BCP.
- 10 Communication between people from the same dept tough when they are split into separate groups.

Budget & Cost Issues

- 1 Justification on ROI (Return on Investment)

Failure of BC plan

- 1 Everything that looked good on paper did not turn out as expected
- 2 Lack of Exercise practice and response plan writing
- 3 Slow in implementing the SARS contingency plans
- 4 Equipping staff with right tools to support the contingency plan

Lack of BCP Awareness

- 1 Lack of Staff or Management's support and participation
- 2 Relaxed approach from individual business units or departments
- 3 Lack of understanding of the consequences of not having BCP

Lack of information

- 1 Inconsistency in carrying out SARS detection measures
- 2 Lack of information on SARS

Others

- 1 Due to nature of manufacturing operation, measures such as relocating staff or working from home impossible
- 2 Logistics arrangement- not enough resources
- 3 Time and coordination

SARS Survey Result (Con't)
(South Asia : Singapore)

B. FINDINGS (con't)

10. Suggestions for Improvements

From Public Sector

- 1 To create awareness and promote the risks of SARS
- 2 Government directions or support

From Crisis Management Team (CMT)

- 1 Have a quick response team to expedite information
- 2 Run drills by stimulating/testing the plans regularly
- 3 Speed in operating from different sites/floors
- 4 Speed of implementing the plan
- 5 A more consolidated effort to focus on the dissemination of information
- 6 Better organised dissipation of plan and introduce testing

From IT Dept

- 1 To re-look into the infrastructure of remote log-in

From Management

- 1 More funds needed; budget
- 2 Alternative location choice by CEO and IT support
- 3 Need to increase vigilance level in terms of temperature checks

From Departments

- 1 Sharing of individual departmental BCP plans
- 2 Facilitate delivery of information services to employees working from home
- 3 Better coordination amongst those SAR-infected countries in contingency strategy
- 4 More awareness to regional staff
- 5 Better management on people e.g. paranoid
- 6 To take SARS prevention measures seriously

From Vendors

- 1 Support from service providers
- 2 Longer evaluation period of service providers