



COVID-19 & How Corporates are Responding

5 March 2020



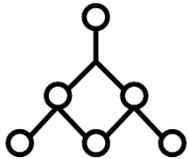
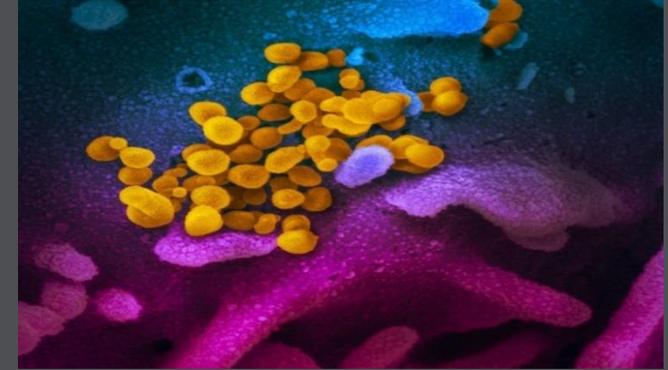
Photo: Flickr / Snehal Kataruka

COVID-19 Overview & Situational Update

COVID-19 Overview

WHAT IS A CORONAVIRUS?

- Virus with crown-like spike on its surface
- Common human coronaviruses: 229E, NL63, OC43, HKU1
- Animal coronaviruses can infect human and cause epidemics
 - MERS-CoV (Middle East Respiratory Syndrome)
 - SARS-CoV (Severe Acute Respiratory Syndrome)
 - SARS-CoV2 (COVID-19)



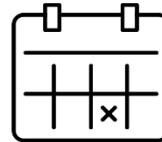
Transmission

- Human-to-human transmission confirmed
- Mainly by respiratory droplets (about 1 metre) and contact of infectious materials with eyes, nose
- Possible to be spread by aerosol
- Suspected faecal-oral route



Symptoms

- Fever, cough, shortness of breath, muscle pain, confusion, headache
- Some patients have running nose, sore throat or diarrhea



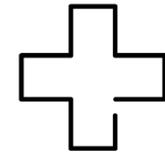
Incubation Period

- 1 to 14 days, most commonly about 5 days



Severity

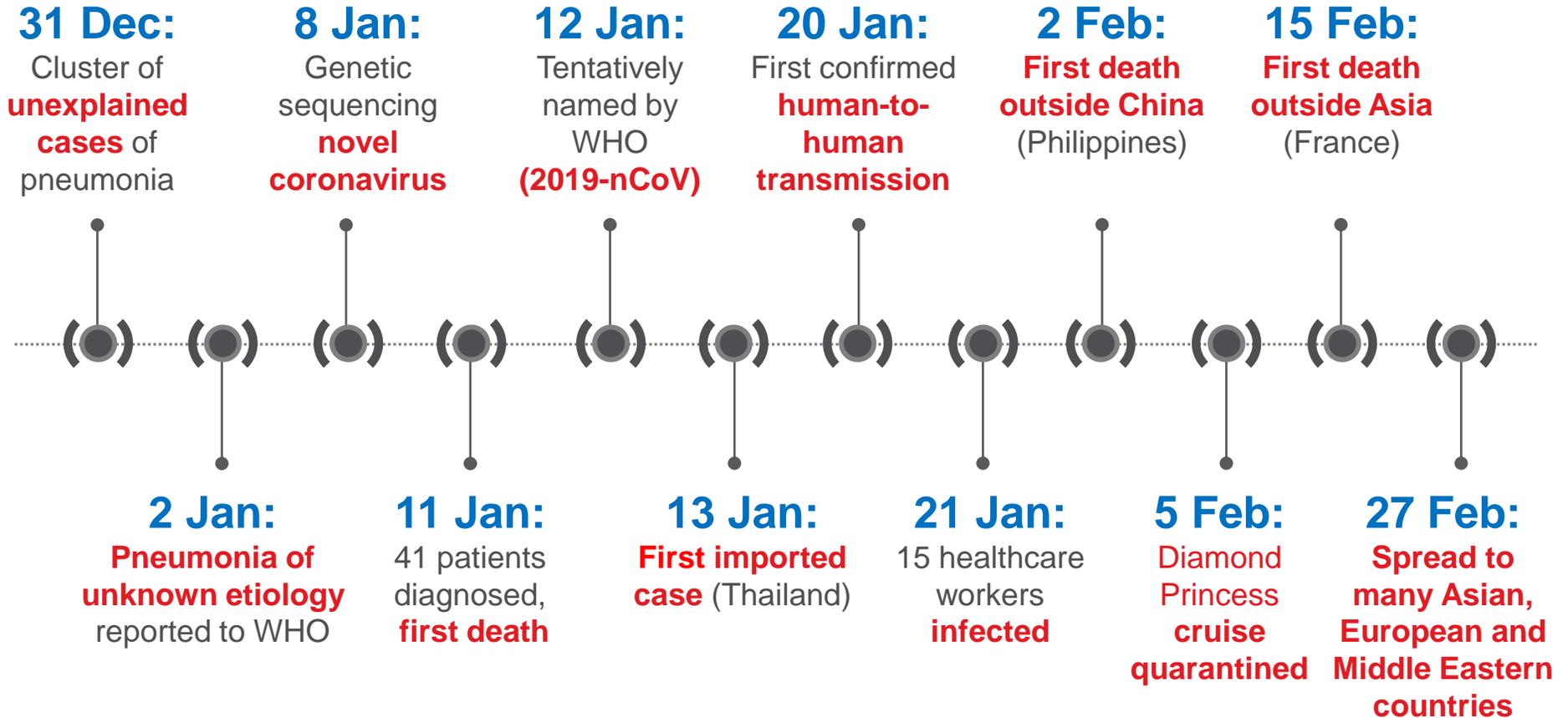
- Mild flu-like symptoms to severe pneumonia
- X-ray: both lungs affected
- Acute respiratory distress syndrome (11%) is a serious complication
- Severe illness more likely in patients with high blood pressure, heart diseases and diabetes



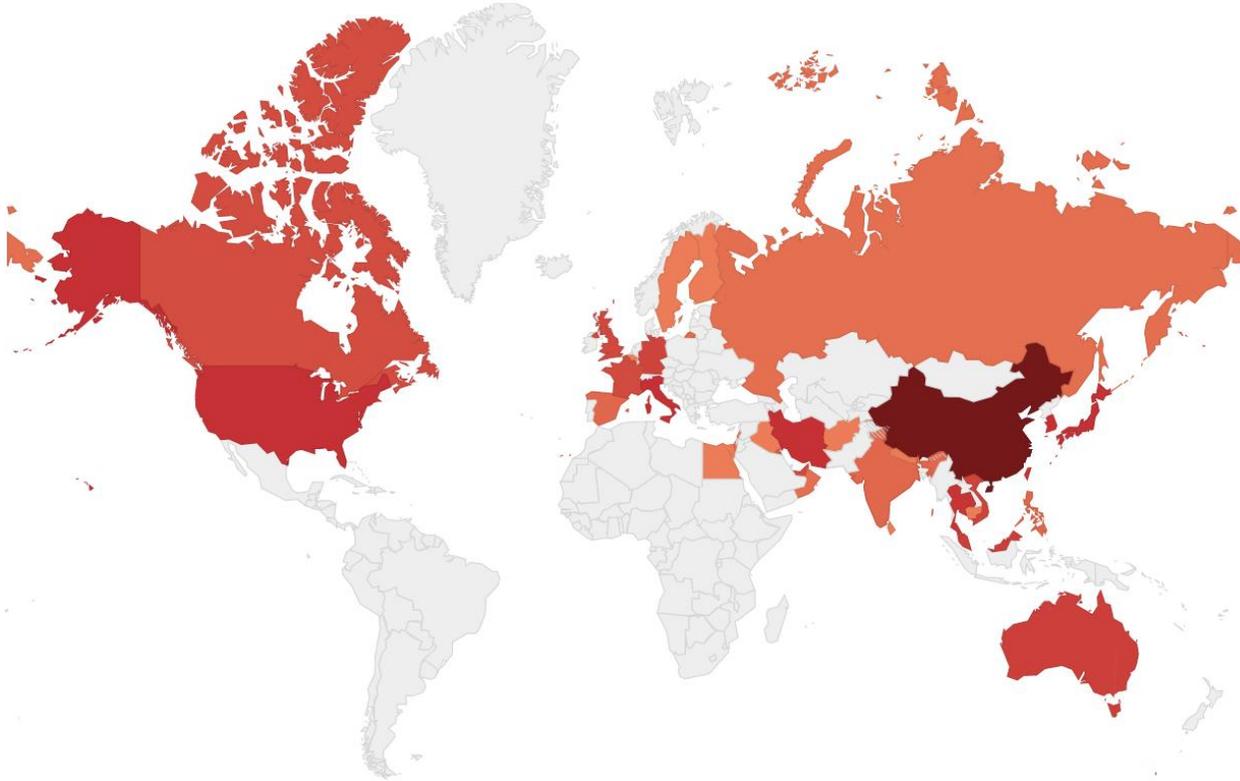
Treatment

- Supportive medical care for symptoms
- No specific antiviral treatment currently
- Artificial ventilation for serious cases

COVID-19 Timeline



COVID-19 Global Impact



Updated 3 March (8:00 p.m. HKT)

| | |
|------------------|---------------|
| Infected | 91,313 |
| Deaths | 3,118 |
| Recovered | 48,148 |

Markets / Locations Include:

- China
- South Korea
- Italy
- Japan
- Singapore
- Hong Kong
- Iran
- Thailand
- United States
- Thailand
- Taiwan
- Australia
- Malaysia
- Germany
- Vietnam
- UAE
- UK
- France
- Canada
- Macau
- Kuwait
- India
- Philippines
- Spain
- Bahrain
- Israel
- Oman
- Russia
- Afghanistan
- Belgium
- Cambodia
- Egypt
- Finland
- Iraq
- Lebanon
- Sri Lanka
- Nepal
- Sri Lanka
- Sweden

(More new countries affected every day!)

Personal and Environmental Preventive Measures



Personal

- Wash your hands
- Cover mouth and nose with a tissue when you cough or sneeze – if no tissue, do so into your upper sleeve/elbow, not your hands
- Face masks offer some protection
- Seek early medical help
- Avoid direct, unprotected contact with animals
- Avoid eating raw/undercooked animal products
- Stay indoors and follow your location's recommended travel guidelines
- If you have symptoms, do not leave your home until you have been given advice by a doctor



Environmental

- Stay away from crowds
- Wear a mask in a crowded environment (e.g., public transport)
- Keep U-tube in washroom filled with water, seek help from technician if foul smell detected in toilet
- Keep toilet seat covered when flushing
- Keep living environment well-ventilated
- Clean shoes before entering your apartment

Pointers on Specific Situations

Air Travel

- Recirculated air on an airplane goes through high efficiency air filters
- Risks, if any, would arise from proximity to unwell fellow passengers
- Do report to the steward/stewardess if your fellow passenger is obviously unwell
- The most important measure would be good hand hygiene. Wearing a mask is advisable

Children

- No evidence that children are at higher risk of contraction compared with other age groups
- However, non-compliance of hand hygiene are observed at younger children
- Children should be reminded not to touch their eyes, nose, and mouth without first washing their hands. Younger children may require help with frequent hand hygiene
- If your child is unwell, seek medical attention promptly and rest at home as advised by the doctor. Do not attend school
- Wash baby toys frequently
- Do not use surgical masks on babies



Elderly, Individuals with Chronic Disease

- Older adults, especially those with diabetes, chronic respiratory disease, hypertension, are at higher risk of severe COVID-19 illness
- Individuals with chronic conditions should continue to seek regular medical follow-up, comply with medications for their chronic condition and promptly seek medical attention if unwell
- Consult healthcare provider about influenza and pneumococcal vaccinations

Household Pets

- At present, there are no reports of pets such as dogs or cats becoming sick with COVID-19 (although recently reported a dog in Hong Kong tested “weak positive”)
- It is not recommended to handle pets whilst sick
- It is always a good idea to wash your hands after contact with pets, as there are number of common germs that may be transmitted between pets and humans

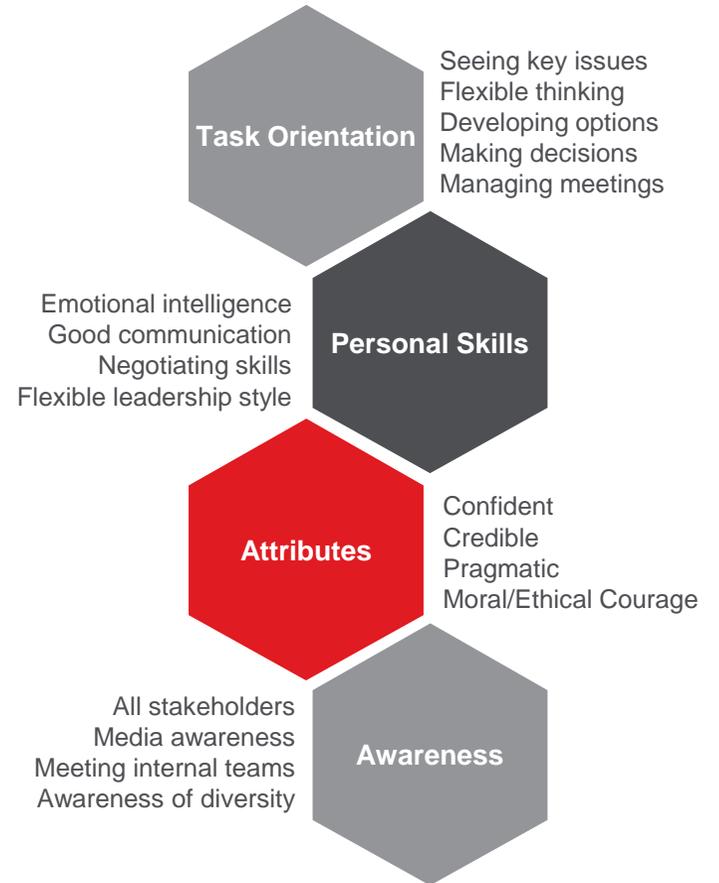


What Scenarios Companies Are Experiencing

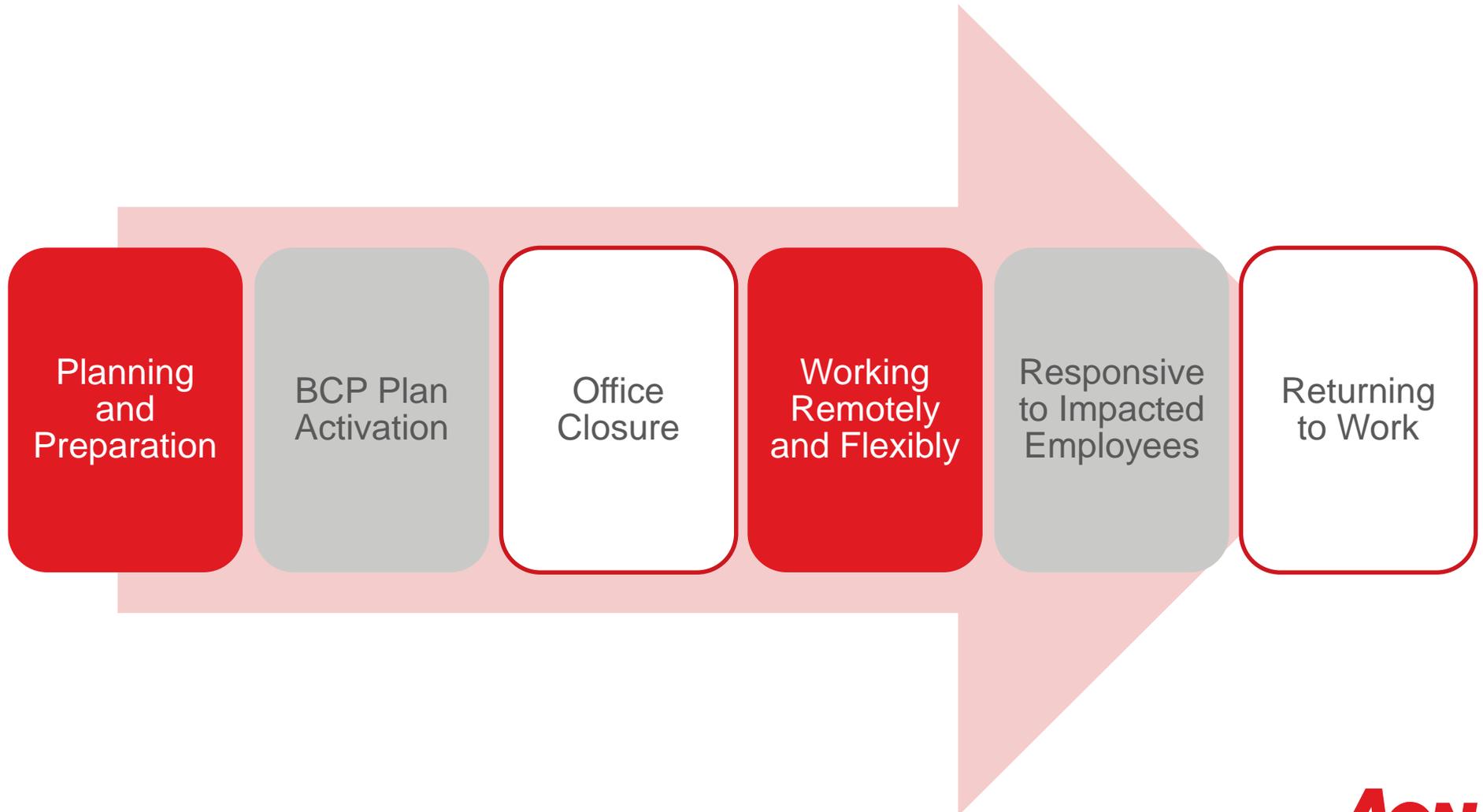
Crisis Management



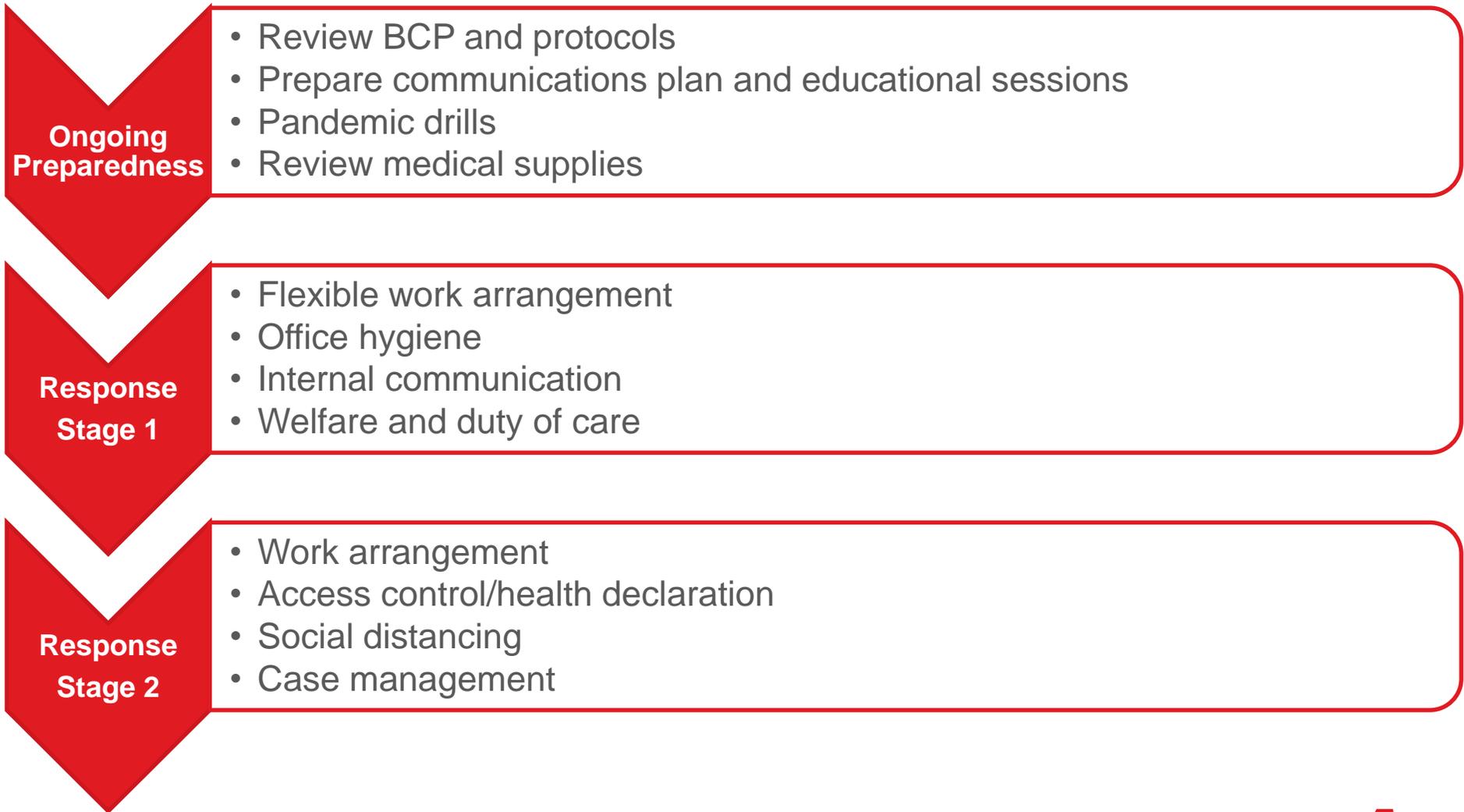
Skills in Crisis Leadership



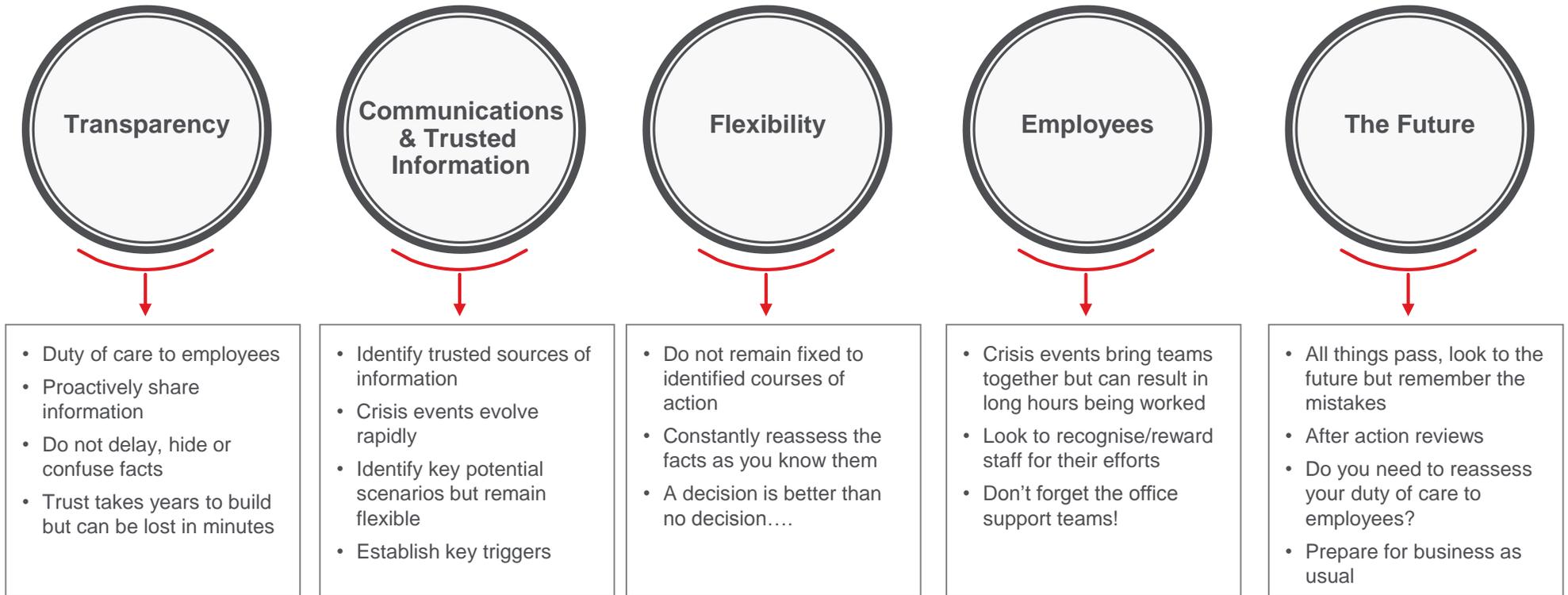
Current Scenarios that Companies are Facing



Stages of Pandemic Preparedness / Response



Considerations During COVID-19 Crisis

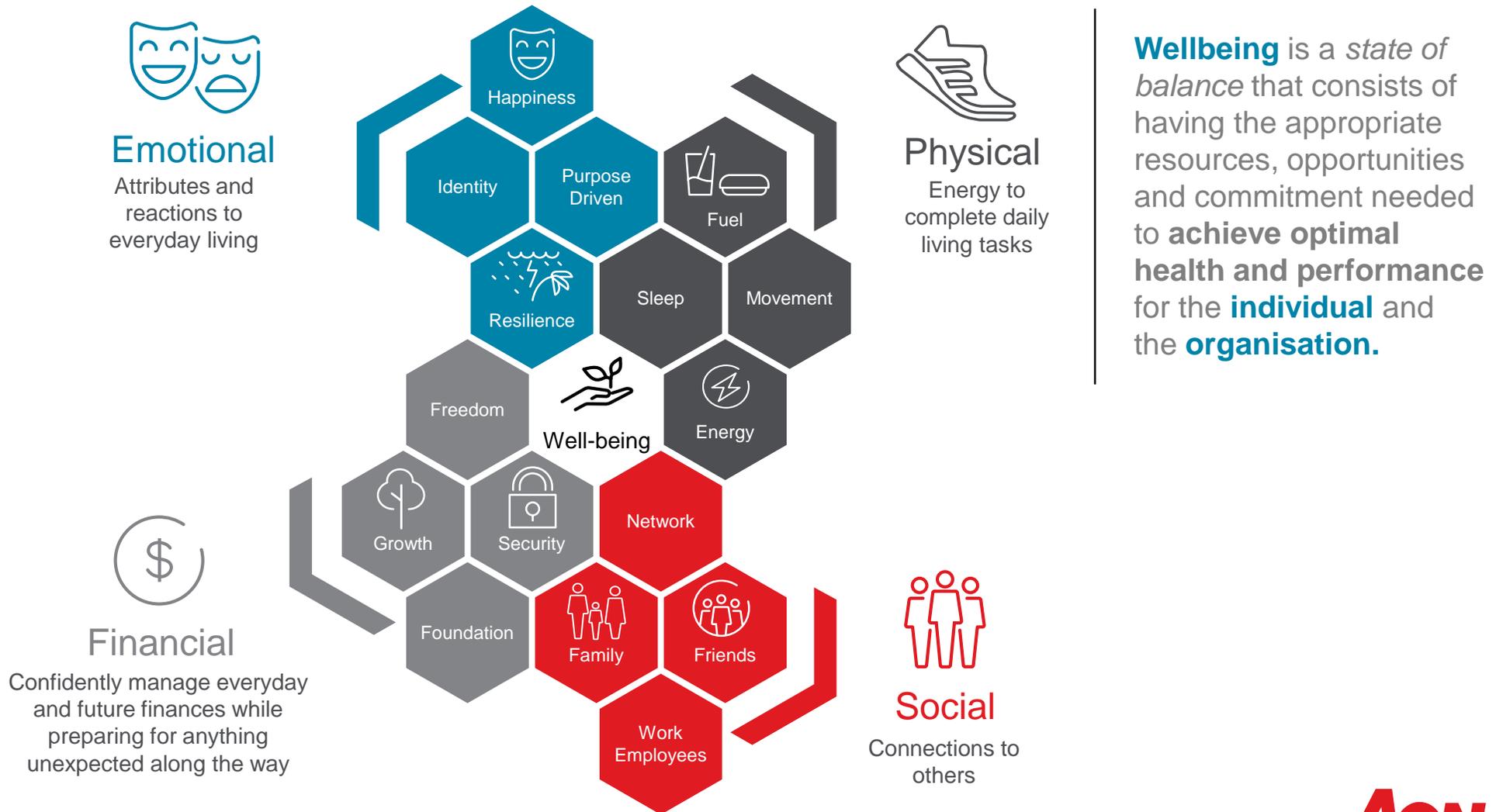


Be proactive, not reactive!!



What Challenges Your Employees May Be Facing

How We Define Wellbeing at Aon



Wellbeing is a *state of balance* that consists of having the appropriate resources, opportunities and commitment needed to **achieve optimal health and performance** for the **individual** and the **organisation**.

COVID-19 Impact on Employee Wellbeing



Physical

Diagnosis of COVID-19

Quarantined due to travel history or symptoms, contact tracing

Inactivity due to closure of parks & leisure facilities, suspension of athletic leagues



Emotional

Disruption of routine

Fear of infection

Excessive reliance on news or social media



Social

Isolation due to quarantine, Remote or flexible working, social distancing

Lack of connection and networking due to event cancellations



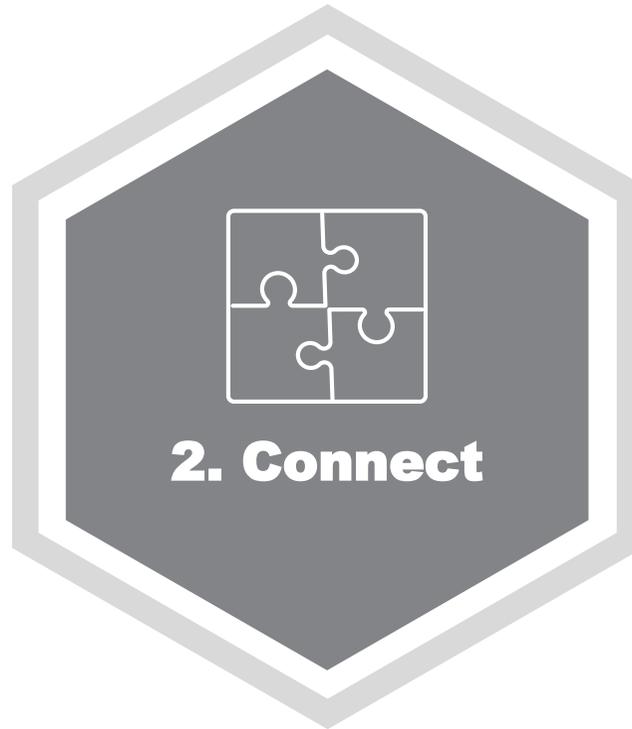
Financial

Economic impact to business

Job uncertainty

Investment uncertainty

Strategies for Supporting Employee Wellbeing



How We Can Support

- **Immediate**

- Crisis Management Support / Review
- Benefits Coverage Review
- Employee Health Talks
- Employee Communications
- Mental Health / Wellbeing Strategy

- **Post-Event**

- After Action Review
- Geopolitical Volatility Solutions
- Crisis Management Training and Exercise
- Leave Policies / Remote Working Arrangements Review

Access our COVID-19 Response Site at:

www.aon.com/event-response/coronavirus.aspx