

保險業監理處

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5 May 2009

來函檔號 Your ref.

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To : Chief Executives of All Authorized Insurers

Dear Sirs,

**Preparedness for Human  
Swine Influenza Pandemic in Hong Kong**

Given the widespread outbreak of human swine influenza around the world and recent escalation of the pandemic response level from “Serious” to “Emergency” by the Centre for Health Protection, I am writing to remind you to safeguard against the potential risks and impact of a major business disruption.

First and foremost, authorized insurers should take active steps to review their crisis management systems and business continuity plans taking into account prevailing Guidelines on Business Continuity Planning issued by the Hong Kong Federation of Insurers. They should also devise arrangements for the setting up of a command centre and give instructions to staff on how to maintain communication with this centre. Alternate personnel should be identified for all critical processes, while proper procedures should be drawn up to handle media and customer enquiries so as to preserve public confidence.

Moreover, authorized insurers should proceed to gauge the effectiveness of recovery strategies for their core business functions and services as well as the readiness of back-up sites designed to ensure business continuation. Precautions must be put in place to provide a healthy work environment, to enhance general awareness of the influenza pandemic, to convey the steps taken in anticipation of a possible outbreak and to activate infection control procedures such as regular cleansing and acquisition of masks.

Finally, authorized insurers should refer to guidelines issued by the Centre for Health Protection from time to time and update their internal operating procedures accordingly. In this connection, their staff should stand ready to take all necessary preventive measures to minimize the impact of any disruption caused by an outbreak of human swine influenza in Hong Kong and to shorten the lead time for a full recovery.

Yours faithfully,

(Clement Cheung)  
Commissioner of Insurance

c.c. Chairman, The Hong Kong Federation of Insurers