

# Incident Brief

## Global – COVID-19 Outbreak

### On Call International's Incident Levels:

<b>Global</b>	<b>Level 4</b>	<b>France</b>	<b>Level 4</b>
<b>United Kingdom</b>	<b>Level 3</b>	<b>China:</b>	<b>Level 4</b>
<b>Germany</b>	<b>Level 4</b>	<b>South Korea:</b>	<b>Level 4</b>
<b>Spain</b>	<b>Level 4</b>	<b>Italy:</b>	<b>Level 4</b>

<b>Location</b>	Global
<b>Date</b>	March 12, 2020
<b>Issued by</b>	On Call International Global Security & Medical Teams

### SUMMARY:

The On Call Security & Medical Teams are continuing to monitor the outbreak of novel coronavirus now officially referred to as COVID-19 which originated in [Wuhan, China](#) and has since spread globally. As of the issuance of this report on Thursday 12 March, there are [126,660 confirmed cases of COVID-19 globally](#) with 4,641 deaths. As of 11 March, the World Health Organization has declared the COVID-19 outbreak a pandemic.

On the 11<sup>th</sup> of March, The United States Department of State released a global Level 3 health [alert](#) advising American citizens to reconsider ALL global travel. Travelers are encouraged to remember that traveling globally now carries extra risk as the outbreak spreads worldwide and individual countries are liable to impose travel restrictions or quarantine requirements at a moment's notice.

### **United States**

Cases of COVID-19 in the U.S. have risen substantially in recent days, particularly in the states of Washington, New York, California, and Massachusetts. Various [other U.S. states and municipalities](#) in areas with high rates of COVID-19 have imposed event restrictions and curtailed school operations, with 19 U.S. states declaring states of emergency. Increasing numbers of U.S. employers are initiating work-from-home policies for U.S. based staff, and major U.S. universities are cancelling in person classes. Mitigation and



containment measures vary by location, and local, county, and particularly state health authorities may enact a number of enhanced protocols in the coming days and weeks. The focus of U.S. authorities is increasingly turning towards slowing the rate of infection among the U.S. population to [ease strain](#) on the healthcare system. As of the issuance of this report, there are 1,257 confirmed cases of COVID-19 in the U.S. This number is expected to rise as community transmission continues to expand and testing becomes more widely available.

The New York National Guard has been deployed to the New York neighborhood of [New Rochelle](#) in order to assist in cleaning efforts and deliver food to residents unable to leave their accommodations. New Rochelle has been declared a 'Containment Area' with schools, religious buildings, and many businesses in the neighborhood ceasing normal operations. New York Governor Andrew Cuomo has stated that there is no plan in place to implement travel restrictions.

## ***South Korea***

The U.S. Department of State (DOS) maintains its travel advisory for South Korea as [Level 3: Reconsider Travel](#) in response to the COVID-19 outbreak. DOS has issued a Level 4: No Not Travel advisory specific to the southern city of [Daegu](#) which along with [North Gyeongsang Province](#) contains nearly 90% of all COVID-19 cases in South Korea. The Centers for Disease Control (CDC) maintains its advisory for the entirety of South Korea as [Warning - Level 3 Avoid Nonessential Travel](#), their highest advisory level.

South Korean health officials have stated that the daily rate of new COVID-19 cases has been declining for several days. This has led to speculation that the outbreak has peaked in South Korea. South Korean containment measures were considered to be significantly less stringent compared to those seen in China as domestic travel restrictions were not implemented; however, the recent decline in cases implies that South Korea's methods were effective. Many countries still maintain travel restrictions for South Korean nationals and those with recent travel to South Korea. In total, there are 7,869 cases of COVID-19 in South Korea.

## ***Japan***

DOS maintains its [Level 2: Exercise Increased Caution](#) advisory specific to Japan, but travelers should assume all countries are now at least Level 3: Reconsider Travel due to the global impact of COVID-19, according to the recent [Global Health Advisory](#). The CDC's travel advisory for Japan remains at [Alert - Level 2 Practice Enhanced Precautions](#). Approximately half of the 639 confirmed COVID-19 cases in Japan are located in [Hokkaido](#), [Aichi](#), or [Tokyo](#). The Japanese government has announced they will implement 14 day mandatory quarantines for any travelers from China or South Korea. Additionally, Japan has suspended visas for South Koreans and Chinese travelers through at least the end of March. South Korea responded by implementing similar policies against Japanese nationals. A breakdown of COVID-19 cases in Japan by region can be viewed [here](#).



## **China**

Chinese President Xi Jinping visited the city of Wuhan in [Hubei Province](#) indicating that the situation is perhaps easing in the city in which the outbreak originated. Indeed, the rate of new infections in China has been on the decline and normal operations have resumed across much of China. Many makeshift hospitals erected in Wuhan to assist the sudden influx of patients have been decommissioned in recent days. DOS still maintains its travel advisory for [mainland China as Level 4: Do Not Travel](#) and the CDC rates China as [Warning Level 3 Avoid Nonessential Travel](#).

International travel restrictions against Chinese nationals and those with recent travel to China are still being implemented by numerous countries. Additionally, Chinese authorities have implemented a new policy that all international travelers arriving in [Beijing](#) will be quarantined for a period of two weeks. China still contains the highest prevalence of COVID-19 globally.

## **Italy**

DOS maintains its travel advisory for Italy as [Level 3: Reconsider Travel](#) with an elevated advisory of Level 4: Do Not Travel specific to [Lombardy](#) and [Veneto](#). The CDC also raised its advisory for Italy to a [Level 3: Avoid Nonessential Travel](#). This alert is activated when there is “widespread community transmission”. There is no indication DOS or the CDC will change their advisories for Italy in the coming days but the possibility does exist. *United States Officials, including President Trump have publically announced that travelers from Italy will face extra screening at United States airports. As a precautionary measure, health officials are also advising all individuals who recently traveled to Italy to self-quarantine once back in the United States.* At this time, there are over 12,000 confirmed cases of COVID-19 in Italy, the highest rate of COVID-19 infection in Europe.

Over the weekend, the Italian government declared an emergency decree implementing travel restrictions in the regions of Alessandria, Asti, Lombardy, Modena, Novara, Padua, Parma, Pesaro and Urbino, Piacenza, Reggio Emilia, Rimini, Treviso, Venice, Verbano Cusio Ossola, and Vercelli, effecting approximately 16 million people. ***As of Tuesday, the 10<sup>th</sup> of March, this decree has been expanded nationwide.*** All Italian schools and universities have been closed until at least 15 March. Movement within and between all Italian regions is restricted unless for emergency purposes, emergency health reasons, or work requirements. Foreign travelers in these areas are being permitted to depart and Italian airports maintain normal operations. However, consider that many airlines are curtailing their operations in Italy.

Other requirements mandated by the lockdown include:

- Any traveler who exhibits COVID-19 *symptoms* is required to self-quarantine at home.
- Military police, health officials, and local police will question individuals traveling between regions, and possibly give temperature checks.
- All gatherings in public places are banned.

Anyone found violating these restrictions or lying about reason for travel is subject to a fine or jail time.



The aforementioned travel restrictions are in addition to the quarantined 'red zones' of [Casalpusterlengo](#), [Codogno](#), [Castiglione d'Adda](#), [Fombio](#), [Maleo](#), [Somaglia](#), [Bertonico](#), [Terranova dei Passerini](#), [Castelgerundo](#), and [San Fiorano](#) in Lombardy and [Vo'Euganeo](#) in Veneto. Those located in quarantined areas are advised against departing their accommodations unless accessing essential supplies or if they require medical attention. Police have cordoned these locations off and are not allowing anyone in or out. Italian authorities have stated that if COVID-19 continues to spread, additional red zones may be established. *Health officials have stated publicly that they are considering imposing another red zone on the city of [Bergamo](#) due to the large number of reported cases.*

At this time, European officials have declared that the Schengen freedom of movement borders will NOT be closed, as this would be an "excessive" measure, leading some Schengen countries to take individual measures. Austria and Slovenia have barred the entry of any individual who recently visited Italy unless they carry a health certificate dated within 4 days. Spain, Austria, and Slovenia have suspended all air and rail travel to and from Italy. Additional governments within the zone have the ability to impose scrutiny measures including potential health checks at the border and self-quarantine restrictions on travelers departing from Italy.

## ***Rest of Europe***

The European Center for Disease Control has expressed concern on the decision to not close the Schengen borders and warned that the projection of the disease will likely be very hard to control. France, Germany, Spain, the United Kingdom, Switzerland, Norway, Sweden, Austria, the Netherlands, San Marino, Greece, Croatia, Finland, Denmark, the Czech Republic, Iceland, Romania, Belgium, Bulgaria, Estonia, Ireland, Lithuania, Luxembourg, Monaco, Poland, Russia, Serbia, and Vatican City have all reported cases of the COVID-19.

The containment of the outbreak will depend on each country's individual health care capabilities and potential quarantine procedures. As of Thursday 12<sup>th</sup> of March, no universal European health plan has been established.

- **France:** Has reported 2284 cases and 48 deaths, leading President Macron to warn that an "epidemic is coming". The increasing number of cases caused French officials to ban public events of 1000 or more people. French officials are treating the situation regionally rather than nationally and are urging citizens to avoid unnecessary panic. Public transportation is running as normal in Paris, and most tourist attractions remain open in the city.
- **The United Kingdom:** Held a meeting of the emergency organization "Cobra", on the 3<sup>rd</sup> of March to prepare a response to the outbreak. Following the meeting, Boris Johnson held a press conference announcing the government's plan for the virus which is a four part strategy consisting of contain, delay, research, and mitigate. Depending on how the outbreak evolves, the government will consider implementing further measures including shutting down schools, encouraging the public to work from home, and banning public events. So far, these measures have been deemed unnecessary. There have been 456 confirmed cases so far and 8 deaths.



- **Ireland:** With 43 confirmed cases and the first death reported in the Republic, and an additional 18 confirmed cases in Northern Ireland, the Irish Republic has asked the public to limit social interactions and will be enhancing containment measures in the coming days.
- **Spain:** The Spanish government announced that a death resulting from pneumonia on the 13<sup>th</sup> of February, was actually a result of Coronavirus. This revelation implies that the outbreak in Spain has been present in the country for longer than health officials previously realized. Spain now has 2,277 cases, with close to 800 of these cases in Madrid, and 49 deaths. The Parliament has closed in Madrid, and all schools have been ordered closed throughout the country for a period of at least two school weeks.
- **Germany:** The worst affected areas include: western region of North Rhine-Westphali, Baden-Wurttemberg, Bayern, Niedersachsen, Berlin, Hessen, Hamburg, Rheinland-Pfalz, and Schleswig Holstein. British Airways and Ryanair have limited flights to Germany, other airlines are likely to follow suit. The Charité Virchow Clinic in Berlin has been established as a Coronavirus emergency admission point. There are 2,078 confirmed cases in country and 3 deaths. *Chancellor Angela Merkel announced on the 11<sup>th</sup> of March that health experts estimate that sixty to seventy percent of the German population will be infected.*
- **Switzerland:** The focus of government efforts has shifted away from tracing every COVID-19 case to protecting the elderly and high-risk. The border with Italy remains open, though spot checks have increased and some crossings have been closed. A federal state of emergency is expected imminently, and the country has 652 confirmed cases and 4 deaths.
- **Denmark:** All schools, Universities and daycares are to be shut in the coming days to contain the spread of cases. There are 615 cases.

## EUROPEAN TRAVEL BAN:

On the 11th of March, President Donald Trump declared that a 30 day travel ban would be placed on foreign nationals who have recently traveled to the [Schengen Zone](#) of Europe in the past 14 days. This ban will go into effect at 23:59 on Friday, the 13th of March. Please note that this ban will not apply to US citizens or permanent residents. US citizens and permanent residents will be diverted to designated airports and may undergo a quarantine period. Please see the “United States Quarantine Requirements” for more information. The Department of Homeland Security is expected to release full quarantine regulations in the next 48 hours.

There will likely be a very high demand for flights to the United States from Europe in the next 24 hours. All travelers and expatriates in Europe are encouraged to maintain calm, limit unnecessary movement outside places of residence and only travel to the airport for scheduled flights. It is expected that carriers will continue to reduce and possibly significantly reduce the volume of flights between the United States and Europe beyond Friday.

## COVID-19 SPECIFICS:



COVID-19 belongs to a large family of coronaviruses that are common in many different animal species including camel, cows, cats, and bats. Sometimes the virus can transmit to humans in close contact. Prior examples include MERS and SARS, both of which also belong to the coronavirus family. All three of these viruses have been traced back to originating in bats.

COVID-19 first manifested as a respiratory illness in Wuhan, China in those who attended a large seafood and live animal market suggesting an animal to human spread in December 2019. Subsequently, multiple cases were confirmed in people who had no such contact. Sustained spread from person-to-person has led to a growing epidemic in China with spread to numerous other countries.

The virus spreads from person-to person occurs between close contacts due to airborne respiratory droplets expelled from an infected person's sneeze or cough. Close contact is considered within 6 feet. These droplets can contact the mouth, nose, or eyes, and be inhaled into the lungs. Touching a surface contaminated with the virus and subsequently touching the eyes, nose, or mouth is another potential exposure route.

Symptoms of COVID-19 infection include fever, cough, and shortness of breath. The severity of symptoms can range from slight to no symptoms to people with pneumonia, severe respiratory distress, organ failure, and death. The elderly and those with significant pre-existing medical problems are most at risk for severe manifestations and worse outcomes.

Treatment is symptomatic as there is no specific antiviral medication for COVID-19. For severe cases, antiviral agents designed for other viruses have been utilized on an investigational basis. Clinical trials will be conducted to develop specific treatments. Vaccine development is in the works but will not be available for many months.

## UNITED STATES QUARANTINE REQUIREMENTS:

The U.S. Department of Health and Human Services (HHS) declared COVID-19 a public health emergency and announced that [specific measures](#) are in place to ensure the containment of the virus. These measures include:

- Most foreign nationals who have been in certain European countries at any point during the 14 days prior to their scheduled arrival to the United States will be prohibited from entering the country. These countries, known as the Schengen Area, include: Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, and Switzerland. This does not apply to legal permanent residents, (generally) immediate family members of U.S. citizens, and other individuals who are identified in the proclamation. U.S. citizens that have been to the Schengen Area will be diverted to select airports where enhanced health screening procedures are in place.





- Any foreign national who has traveled to mainland China or to the Islamic Republic of Iran in the past 14 days with the exceptions of immediate family members of American citizens and permanent residents will be banned from entering the United States.
- American citizens returning to the United States, who travelled to Hubei Province within the past 14 days, will face 14 days of mandatory quarantine.
- American citizens returning to the United States, who visited mainland within the past 14 days will be screened at a port of entry and are encouraged to self-quarantine and monitor their health.
- Travelers coming from mainland China and from the Islamic Republic of Iran will have to enter the United States through a few selected airports as the government will divert all flights to these specific ports of entry. At the moment eleven airports have been listed John F. Kennedy International Airport, Chicago's O'Hare, Los Angeles International Airport, San Francisco International Airport, Hartsfield-Jackson Atlanta International Airport, Newark Liberty International Airport, Dallas/Fort Worth International Airport, Detroit Metropolitan Airport, Seattle-Tacoma International Airport, and Honolulu's Daniel K. Inouye International Airport.
- All travelers to the United States from South Korea and Italy will have to undergo medical screening prior to boarding their flight.

The U.S. may implement additional measures as the situation dictates in the coming days. If symptoms develop for an individual who has self-quarantined, they are advised to contact their medical care provider before arrival at the health care facility so that precautions can be implemented beforehand.

## STANDING ADVICE FOR TRAVELERS:

**Exposure avoidance is the best way to prevent infection. As such, the CDC has released the following preventative recommendations for COVID-19 and other respiratory viruses:**

- *Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing.*
- *If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if hands are visibly dirty.*
- *Avoid touching your eyes, nose, and mouth with unwashed hands.*
- *Avoid close contact with people who are sick.*
- *Stay home when you are sick.*
- *Cover your cough or sneeze with a tissue, then throw the tissue in the trash.*
- *Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.*

**Please see below additional traveler advice from On Call International relating to COVID-19:**

- *Many countries maintain alert systems, such as the U.S. [Smart Traveler Enrollment Program \(STEP\)](#), that allows them to disseminate information to relevant parties and track those who may require evacuation. Check with your respective country to sign up for such a program.*



- *Multiple independent organizations have released maps detailing the global and regional outbreak of COVID-19. Review [Johns Hopkins' map](#) for global infection rates by country.*
- *Consider that many countries have place restrictions on travelers entering their borders if they have previously traveled to a country with a high rate of COVID-19 infection.*
- *Consider that international airlines are cutting flights to affected areas and commercial flights may become increasingly more difficult to access in the coming weeks.*
- *Expect heightened screening procedures to be conducted at transportation hubs such as airports and train stations.*
- *If you travelled to a region with a high rate of COVID-19 infections or had exposure to COVID-19 and within fourteen days have become ill with fever, cough, or difficulty breathing; seek medical care promptly.*
- *When feeling sick with fever or experiencing other significant symptoms such as trouble breathing and cough, one should stay home and avoid exposing anyone else.*
- *Do not travel while sick. If you must travel while sick with a respiratory illness, wear a snugly fitting surgical mask.*
- *Practice good cough etiquette by covering your mouth and nose with a tissue or your sleeve when coughing or sneezing. Do not use your hands because subsequent contact of your hands to surfaces or other people can spread the infection.*
- *If in an area with a high rate of confirmed COVID-19 cases, avoid large public gatherings in enclosed spaces.*
- *If you believe you may be infected with COVID-19, contact a medical facility by phone or email prior to arrival to ensure the medical facility have the proper time to prepare for your arrival. Be advised that due to the volume of confirmed cases in some locations, medical workers may advise you to self-isolate at home if your symptoms are not severe.*
- *Review the [CDC's website](#) and the [WHO's website](#) for the most up-to-date information relating to COVID-19 exposure, risk, and prevention.*

## STANDING ADVICE FOR ORGANIZATIONS:

- *For organizations with operations in high exposure regions, consider allowing a liberal work-from-home policy or relaxing requirements to come into the office. In this endeavor, IT departments should be consulted in order to develop strategies to ensure employees are able to fully function while out of the office.*
- *Promote proper office hygiene practices such as encouraging employees to avoid touching their mouth, nose, or eyes. Provide employees with alcohol based hand sanitizer.*
- *Flag employees who have travelled to China, South Korea, or Italy within the last 30 days. Encourage these employees to work-from-home and, if they develop symptoms consistent with COVID-19, encourage them to seek medical attention promptly.*
- *Be advised that many international airlines have suspended or curtailed flights to China. Further restrictions may be implemented in Italy and South Korea in the coming days.*





- *Enact protocols requiring employees who are traveling to China, South Korea, and Italy for personal reasons to report their travels to their Human Resources department. Also require these employees to work from home for a period of at least two weeks upon their return.*
- *Encourage employees who are sick to seek medical attention, regardless of any recent travel they have taken to high exposure regions.*
- *Make available a means by which to directly communicate relevant information to all employees in the event that mass communications need to be dispersed in a timely manner.*



# Incident Classification

## **LEVEL 1 - MONITOR**

**Definition:** Continue to conduct normal operations without significant security concerns.

**Conditions:**

- Standard security operations protocols are in place
- Operating environment is considered stable
- Daily activities within the locality are proceeding as normal
- Operations expected to proceed with no impediments

**Advice:** Continue to follow best practices and travel safety tactics. Follow standing advice indicated in briefing.

## **LEVEL 2 - WATCH**

**Definition:** Continue to conduct normal operations. Indicators and warnings suggest heightened awareness and additional precautions may need to be implemented.

**Conditions:**

- Noticeable changes in daily activities within the locality
- A small-scale increase of civil unrest or crime
- Natural Disaster seasons are approaching

**Advice:** Review Emergency Action protocols, liaise with embassy sources and trusted local contacts to ascertain latest on the ground information, and report any pertinent information to travelers and security provider. Follow standing advice indicated in briefing.

## **LEVEL 3 - WARNING**

**Definition:** A specific threat or threats have been identified determined by accurate intelligence and assessment of the situation. The threat has the potential to be ongoing or escalate.

**Conditions:**

- State Department or relevant health authority issues a warning
- Significant natural disaster is forecast
- Significant intelligence indicating a potential disruptive incident

**Advice:** Consider restricting movement of personnel in impacted areas, Have choice of action in place if situation worsens, ensure constituents have adequate emergency supplies, and establish daily communication windows with constituents in country.

## **LEVEL 4 - TAKE ACTION**

**Definition:** The current, credible and specific threat is imminent, occurring or has occurred and has caused significant disruption to daily operations and activities in country.

**Conditions:**

- A major event occurs with significant economic, political or security disruptions expected over a short or long term period
- Large presence of military or police in streets with continuing presence expected; state of emergency declared
- US State department raises the travel rating or evacuates non-essential personnel or staff

**Advice:** Establish immediate communication with personnel, consider communicating with affected personnel's emergency contacts and family, and liaise with both local and non-local authorities and like-minded organizations to support your response.



*The information provided to you within this briefing has been compiled from a multitude of available sources and is based on current news and analysis at the time of writing. The security team at On Call International, LLC. has provided this analysis, supporting advice, and recommendations in good faith to assist you in mitigating risks that could arise. However, no implied or express warranty against risk, changes in circumstance, or other fluid and unforeseen events can be provided. Based on your request for this assessment, you agree that any reliance you place on this information is therefore strictly at your own risk and that you will not hold On Call International, LLC. or the authors responsible for any inaccuracies, errors or oversights herein.*