	Document Title	COVID19 RESPONSE PLAN
	Revision	00
	Document No.	ITIQ-POL-022
	Date of Issue	07 May 2020

1. PURPOSE

The purpose of this document is to outline the response plan from IT-IQ Botswana to safeguard the health and safety of its staff and customers in response to the COVID19 pandemic while working to ensure business continuity.

2. SCOPE

This document applies to all IT-IQ Botswana employees, sub-contractors and any customers/visitors attending to business at IT-IQ Botswana offices. The scope excludes client sites.

3. RESPONSIBILITIES

3.1. It is the responsibility of every employee and sub-contractor of IT-IQ Botswana to:

3.1.1. Adhere to the response plan requirements laid out below.

3.1.2. Ensure that any client they engage with will also abide by the requirements of the response plan when visiting IT-IQ Botswana premises.

3.1.3. Adhere to all COVID-19 safety requirements at any client site.

3.1.4. Abide by all legal requirements in place, by the Government of Botswana, to mitigate against the COVID-19 pandemic.

3.2. The Operations Director is responsible for the roll-out and implementation of this plan.


4. RESPONSE PLAN OUTLINE AND REQUIREMENTS

To adequately mitigate against the spread of the COVID-19 virus and alignment with the guidelines referenced below:

A. VISITOR & STAFF SCREENING PROCESS: TEMPERATURE CHECKS & LOGS

4.1. Upon entry to the IT-IQ Botswana premises, all staff and visitors will have their temperature scanned and recorded using a thermal fever detection unit. Fever detection will occur upon **every** entry into the premises. A backup IR Thermometer will also be available as a contingency.

4.2. Where a person's body temperature is recorded as >37.4 deg. Celsius the individual will be denied access to the business premises. Members of staff that have their temperature


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recorded as above >37.4 deg Celsius will be required to consult with a medical practitioner, to determine appropriate next steps, and advise their managers accordingly.

- 4.3. All visitors and staff to site will be logged upon entry and exit, by date and time to enable contact tracing in the event of any suspected COVID-19 cases.
- 4.4. Staff and visitors must abide by the Government Requirements if they have been in contact with a COVID-19 patient or if they have been tested as positive and duly refrain from entering the premises, or those of any customers/suppliers
- 4.5. IT-IQ Botswana reserves the right to ask any member of public or staff to leave the premises should they exhibit signs/symptoms related to COVID-19 (e.g. constant cough, sneezing) and obtain medical permission to be fit for duty.

B. SOCIAL DISTANCING REQUIREMENTS

- 4.6. While in the office, social distancing of at least 1m shall be maintained between individuals. To accommodate this at the IT-IQ Botswana offices, the following will be instituted:
 - 4.6.1. We will institute a remote working roster, so our offices have limited staff to improve the social distancing between individuals.
 - 4.6.2. We will open up meeting and classroom space for use as office space to ensure adequate social distancing at all times.
 - 4.6.3. Internal meetings will occur via Microsoft Teams so staff can meet in place. In person meetings will be limited to no more than 3 people with social distancing in place
 - 4.6.4. Our training class size will remain capped at 9 people (+1 trainer) and we will use a 20 person classroom to ensure adequate spacing between candidates. Smaller groups will be accommodated in smaller classes but will ensure the same social distancing requirements
 - 4.6.5. No more than 2 candidates will be allowed to write an exam at an given time.
- 4.7. At client sites, all staff will maintain social distancing requirements of at least 1m. To accommodate this the following will be instituted:
 - 4.7.1. Meetings will remain virtual unless absolutely necessary to meet in person, and in which case all social distancing guidelines will be followed.
 - 4.7.2. The first point of resolution for support calls will be over the phone or via remote desktop.

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4.7.3. In person desktop support calls will require the customer to accommodate the engineer at their workspace by maintaining social distancing. This may require the customer to step away from the workspace.

C. PROVISION AND USE OF PPE

- 4.8. All staff and visitors are required to wear a face mask or fabric covering their nose and mouth at all times. Staff and visitors will be denied access without a face mask on.
- 4.9. All IT-IQ Staff will be provided with a reusable cloth mask that covers the nose and mouth.
- 4.10. Staff travelling to client sites will be issued with travel hand sanitiser bottles.
- 4.11. The use of gloves on premises will not be allowed as it is an easy carrier of contaminants to surface areas.

D. SANITISATION, CLEANING & DISINFECTION

- 4.12. Anyone visiting the premises will be required to wash or sanitise their hands upon entering the office.
- 4.13. Alcohol-based hand sanitiser will be made available as well as easy access to hand-washing facilities. Alcohol-based sanitiser units are located across the premises at high traffic areas.
- 4.14. Soap and water will be made available for handwash as this is deemed to be most effective prevention in the transmission of COVID-19. Signposts will be clearly displayed reminding all staff and visitors to wash/sanitise their hands.
- 4.15. Our offices will be cleaned daily by an outsourced, specialized cleaning company and all high touch areas will be disinfected throughout the day. Members of staff will be allocated different high touch areas to wipe down every 3 hrs (e.g. receptionist for front office area). We will have measures in place that also limit high touch area, such as the opening and closing of doors (e.g. only receptionist will open & close front door, open door policy). Additionally, the following will be instituted:
 - 4.15.1. Our training machines will be disinfected before the start of each class every day by the training coordinator. Candidates will be required to wash hands for at least 40 seconds, if they leave and return to class during the course of the day.

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4.15.2. All test center equipment will be cleaned and disinfected between testing appointments by the test center administrator. Candidates will be required to wash hands for at least 40 seconds, if they leave and return to an exam.

4.16. The company driver and all pool cars used to transport staff will have sanitisers available.

4.17. Staff visiting client sites will either use handwash facilities at the site or sanitisers available or the travel sanitizer bottles issued by the company.

E. STAFF TRANSPORT ARRANGEMENTS

4.18. Should the Government allow for use of public transport by workers, then staff will use such services within the guidelines available by Government.

4.19. In the absence of public transport, IT-IQ Botswana will make provision for use of company vehicles for any staff required to travel out of their home for work. A maximum of 2 individuals per vehicle will be allowed.

4.20. Where available, staff will use their personal vehicles for travel to work and to client sites observing all Government guidelines.


F. MANAGEMENT OF ILLNESS ON DUTY

4.21. Should an employee fall ILL during the course of duty they are required to seek medical attention, have a medical practitioner confirm in writing the rest period and verify they do not have a communicable disease. Return to duty will be determined by the written response from the medical practitioner. All sick leave policies will apply.

4.22. Individuals who have cold or flu symptoms (cough, fever, sore throat) or suspect they have COVID-19 must follow the guidelines of the Public Health Act and do the following: Call the numbers 997, 3632756 /3632757 /363 2773; Not use public transport; and If using private vehicle or on foot, should alert health facility officers on arrival before entering facility.

4.23. All employees must follow the requirements of the health facility in the event that they are suspected of COVID-19. Return to duty will only be allowed upon completion of the quarantine requirements and a negative COVID19 test response. All sick leave policies will apply.

G. COMMUNICATION PROTOCOL

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- 4.24. In the event that an employee is suspected of COVID-19 or has been confirmed to have tested positive: IT-IQ Botswana Management team will advise all internal staff, customers and suppliers.
- 4.25. We require all customers and suppliers to maintain a traceability register in the event of such a situation so as to confirm possible contact tracing.
- 4.26. All affected individuals will be required to follow the COVID19 guidelines by Government in such a instance (point 4.22 above).
- 4.27. Affected employees will be isolated and contained and only allowed to return to duty based on a negative test result for COVID-19.
- 4.28. IT-IQ Botswana will maintain constant electronic communication to all stakeholders on the status of affected personnel.

H. GENERAL

- 4.29. In addition to the guidelines above, we will ensure that our facilities are fully equipped with informational posters to ensure everyone understands the steps they need to take for the prevention of COVID-19.
- 4.30. The document will be made available on our company website for transparency with all stakeholders engaging with IT-IQ Botswana.
- 4.31. We will adapt our response plan in accordance with guidelines from Government and share information as and when required.

5. REFERENCES

IT-IQ Botswana follows the directions from the Government of Botswana and guidelines from the WHO (World Health Organisation).

- EMERGENCY POWERS ACT (Cap. 22:04) : EMERGENCY POWERS (COVID-19) REGULATIONS, 2020 *(Published on 2nd April, 2020)*
- EMERGENCY POWERS (COVID-19) (AMENDMENT) (No. 4) REGULATIONS, 2020 *(Published on 4th May, 2020)*
- PUBLIC HEALTH ACT (Cap. 63:01) : Directions for the prevention of the spread of COVID-19 *[Published on 20-Mar-2020]*