

LSA COVID-19 Contingency Plan

16 March 2020



Overview and Purpose

Logicalis South Africa is part of an exclusive group of companies that holds an ISO/IEC 20 000 and ISO/IEC 27 001 accreditation for complying with the international standard for Information Security and IT Service Management. This incorporates general risk mitigation strategies and a Business Continuity Plan (BCP) to ensure we can provide uninterrupted / sustainable services to our customers.

In light of the COVID-19 pandemic, Logicalis SA has created this contingency plan which outlines and details our approach to ensure services continue. Our plan defines a 4 Stage approach which is dependent on various Severities based on impact of the COVID-19 pandemic on the Logicalis SA business.

Monitoring and Invocation

Ongoing monitoring of the situation in South Africa will be led by the Health and Safety team, with broader awareness monitoring being considered by the relevant BCM and Senior management teams.

Monitoring information Sources

No.	Site Description	Website
1)	News 24 news channel	http://www.news24.com/SouthAfrica
2)	Local Government – City of Cape Town	https://www.capetown.gov.za/
3)	Department of Health	http://www.health.gov.za/
4)	National Disaster Management centre	http://www.ndmc.gov.za/

Pre-Invocation activities

Should the situation be deteriorating the following areas will commence these activities in anticipation of the plan being invoked in anger:

- BIA – understand impact on all functions
 - Dependency on transport
 - Family dependency – due to school closures
 - Ability to work remotely
- Contractual Obligations – confirm any contractual obligations with customers for continuation of services.
- Remote connectivity – VPN sufficiency
- Telephony – telephony routing, IVR/EIVR functionality
- Cross Skilling/Training - upskilling across teams – knowledge share
- Client communication – agree on communications to customer (statement)
- Enabling services – access to work instructions, procedures, processes and training materials.

Invocation activities

Invocation triggers – pre disaster declaration

It is anticipated that there would be growing awareness of a deteriorating situation and not something necessarily occurring overnight, although this should not be fully discounted

- Dialogue with management identifying rising tensions
- Notification via our websites or bulk email to customers
- Media coverage

Authorised personnel to declare an invocation

Due to the financial and reputational impact of calling an invocation of this type only the following role holders can authorise the invocation of this plan:

- CEO – Logicalis SA

Notification and method of an invocation

Once the decision to invoke this will be communicated from management to all staff and customers via formal email and press releases on the Logicalis SA website.

Crisis Team

This team will be stood up once the decision is taken to invoke the contingency plan. Participation will be assessed at the time and be dependent on staff safety and communication channels being open.

Participants	Responsibilities
CEO	<ul style="list-style-type: none"> • Formulate a specific action plan and assign appropriate owners. • Suggested list of participants (roles) is detailed below but will be dependent on the scenario and impact • Agree on the communication plan – to customers and staff. • Identify and manage risks associated • Monitor the updated of the ongoing pandemic • Report on updates to the team during the weekly meetings
CCO / BC Coordinator	
CFO / Finance Manger	
COO / Managing Executive – Operations	
Managing Executive – Sales and Marketing	
Managing Executive – Solutions and Practices	
Facilities Manager / H&S Representative	

Contingency plan

Stage 1 – Severity 4			
Triggers:	<ul style="list-style-type: none"> Worldwide Epidemic and borderline Pandemic. Declaration of cases identified within South Africa. 		
Approach:	<table border="0" style="width: 100%;"> <tr> <td style="vertical-align: top; width: 50%;"> <p>Health & Safety</p> <ul style="list-style-type: none"> Drive awareness with staff Cease International travel Local travel at discretion of CEO Make use of: <ul style="list-style-type: none"> Gloves Sanitisers Soap and water for hand washing </td> <td style="vertical-align: top; width: 50%;"> <p>Business Continuity</p> <ul style="list-style-type: none"> No invocation at this stage Cross training within teams Notification methods in place Ensure tooling is in place <ul style="list-style-type: none"> VPN capacity and load balanced. Telephony and IVR checks (test EIVR included) Hardware and kits required to perform BAU </td> </tr> </table>	<p>Health & Safety</p> <ul style="list-style-type: none"> Drive awareness with staff Cease International travel Local travel at discretion of CEO Make use of: <ul style="list-style-type: none"> Gloves Sanitisers Soap and water for hand washing 	<p>Business Continuity</p> <ul style="list-style-type: none"> No invocation at this stage Cross training within teams Notification methods in place Ensure tooling is in place <ul style="list-style-type: none"> VPN capacity and load balanced. Telephony and IVR checks (test EIVR included) Hardware and kits required to perform BAU
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Stage 2 – Severity 3			
Triggers:	<ul style="list-style-type: none"> Declaration by presidency - national disaster or state of emergency In the event whereby a member of staff has been in contact with someone infected. 		
Approach:	<table border="0" style="width: 100%;"> <tr> <td style="vertical-align: top; width: 50%;"> <p>Health & Safety</p> <ul style="list-style-type: none"> Implement extra hygiene measures. (Hand sanitizers and Hand washing) Ensure you wash or sanitize your hands prior to entering the offices Limit handshakes or physical contact. Local travel only when extremely necessary Implement non cluster working – more than 15 people in a designated space Self-quarantine when on rotation for working remotely. Employees to work from home – if sick seek medical advice and do not return to office unless cleared by medical professional (Medical Certificate will be required) </td> <td style="vertical-align: top; width: 50%;"> <p>Business Continuity</p> <ul style="list-style-type: none"> Customer Communications – Statement issue Invocation of Rotational remote working for all departments <ul style="list-style-type: none"> 50% office based 50% remote based All departments will maintain an ongoing rota to facilitate. Weekly Management check-ins will be conducted to assess the situation. Rules for working remotely will apply – per department Rules will apply for voluntary quarantine when working remotely. </td> </tr> </table>	<p>Health & Safety</p> <ul style="list-style-type: none"> Implement extra hygiene measures. (Hand sanitizers and Hand washing) Ensure you wash or sanitize your hands prior to entering the offices Limit handshakes or physical contact. Local travel only when extremely necessary Implement non cluster working – more than 15 people in a designated space Self-quarantine when on rotation for working remotely. Employees to work from home – if sick seek medical advice and do not return to office unless cleared by medical professional (Medical Certificate will be required) 	<p>Business Continuity</p> <ul style="list-style-type: none"> Customer Communications – Statement issue Invocation of Rotational remote working for all departments <ul style="list-style-type: none"> 50% office based 50% remote based All departments will maintain an ongoing rota to facilitate. Weekly Management check-ins will be conducted to assess the situation. Rules for working remotely will apply – per department Rules will apply for voluntary quarantine when working remotely.
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Stage 3 – Severity 2		
Triggers:	<ul style="list-style-type: none"> • Deterioration and increased infection rates – local transmission • In the event whereby a member of staff has been affected and tested positive for COVID-19 virus or in direct contact with infected person. 	
Approach:	<p>Health & Safety</p> <ul style="list-style-type: none"> • Enforcement of use of Hand sanitizers and Hand washing • Prohibition of handshakes or physical contact. • Limitation on meetings – Virtual Presence for collaboration. • Ban on any travel local, and client site visits • Employees to work from home – if sick seek medical advice and do not return to office unless cleared by medical professional (Medical Certificate will be required) 	<p>Business Continuity</p> <ul style="list-style-type: none"> • Customer Communications – Statement issue • Invocation of Rotational remote working for all departments <ul style="list-style-type: none"> – 30% office based 70% remote based – All departments will maintain an ongoing rota to facilitate. – Weekly Management check-ins will be conducted to assess the situation – Rules for working remotely will apply – per department • Rules will apply for voluntary quarantine when working remotely.

Stage 4 – Severity 1		
Triggers:	<ul style="list-style-type: none"> • Government declare lock down/shut down of all businesses. 	
Approach:	<p>Health & Safety</p> <ul style="list-style-type: none"> • Offices closed down • Collaboration will be done via Virtual presence • Staff to be self-quarantined 	<p>Business Continuity</p> <ul style="list-style-type: none"> • Customer Communications – Statement issue – Offices Closure • Invocation of 100% Business Continuity – Remote Working <ul style="list-style-type: none"> – Emergency IVR – Call Routing – Business as usual Remotely – Daily meetings – Crisis Team check-ins – Daily check-ins with Operational Teams – Service Delivery – Weekly WebEx calls with Management Team – Collaboration and knowledge share via Teams Platform – Rules will apply for voluntary quarantine when working remotely



Code of Conduct – Working Remotely

Remote working principles

- Business first, securing and servicing our revenue streams
- Business performance is key during this period.
- Working from home is working time not leisure time
- Ensure Productivity: Make sure that all tickets, maintenance and IT workload is up to date
- Stay in touch with your colleagues, manager and team lead
- Team lead and Manager re invest in communication structures
- Always be available online
- Always be available on your mobile
- Always be available to go to site on a customer request
- Office rules shall apply during the invocation of rotational BC situation.

Working hours

- Similar shift applies as to office hours
- Lunch time allocation at 1hour (to report to manager)

Professional Attire

- Presentable image to be maintained – VC/Teams and customer meetings

Collaboration

- Regular check-ins with team leader and line manager
 - Daily team meetings with team leader and line manager
- Standard Operating Procedure and execution of tasks remain the same as BAU in an office environment

Self-quarantine Guidelines

The following guidelines are to be applied when working from home in a voluntary self-quarantine-based environment.

Self-quarantine steps

- Stay home. Only go out if you need medical care.
- Monitor your symptoms: Fever, cough, shortness of breath
- Get medical attention as soon as possible if you become ill.
- Make sure you know, and follow, the steps to seeking care.

Self-quarantine practices

- At most – try and avoid using public transportation, or taxis.
- Separate yourself from other people and animals in your home. If you can, use a separate bathroom.
- Facemasks could be used to help prevent the spread of the disease to others. Cough or sneeze into the fold of your elbow. Alternatively, cover your mouth and nose with a tissue when you cough or sneeze.
- Clean your hands often. With soap and water for at least 20 seconds or with an alcohol-based hand sanitizer that contains 60-95% alcohol.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Clean surfaces like counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tablets, and bedside tables every day.

Preventative Tips

- Wash your hands regularly with soap or an alcohol-based hand sanitizer.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Cover your cough or sneeze with a flexed elbow or a tissue, then throw the tissue in the bin.
- Clean and disinfect frequently touched objects and surfaces

Please call the Emergency Hotline: 0800 029 999
WhatsApp Support Line: 0600-123456

Confidentiality statement

The contents of this document are confidential and proprietary to Logicalis. This document is submitted on the condition that the customer does not disclose the information contained herein to any third party without the written consent of Logicalis. By receiving Logicalis submission of this document, the customer further agrees not to disclose the contents hereof internally other than to those of its agents, principals, representatives, consultants or employees who need to know these contents for the purposes of the customer evaluation of the document.
