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1 Introduction

This guideline provides information to employees and clients on how Clickatell manages the occupational health and safety (OHS) risks associated with an infectious (communicable) disease pandemic.

This guide outlines our framework using risk management principles and has general advice on workplace health and safety issues as an addendum to our business continuity plans.

This guide is designed to provide basic information to assist employees and clients to understand the duties and contingencies in place for such a pandemic.

2 What is a Pandemic

A pandemic is the worldwide spread of disease. Outbreaks of new infectious diseases can cause more severe illness than other diseases already circulating in the population due to a lack of immunity to the new disease. This lack of immunity may also increase the pandemic potential of the new disease.

Clickatell operates internationally and therefore we reference various organisations to confirm an event as a pandemic. Our main source is the World Health Organisation (WHO).

As with any infectious illness, standard health and safety risk assessment and controls should be applied. General advice is provided to employees, such as staying at home if they are sick, covering their coughs and sneezes, washing their hands regularly, and any unwell employees with compatible symptoms (to those of the declared pandemic disease) should be sent home.

2.1 Community impact of a pandemic

In the event of any country that has an influence on Clickatell and/or our partners/vendors/customers experiencing a pandemic, and depending on the severity and transmissibility of the pathogen, large scale community, social and business disruption may occur.

2.2 Workplace impact of a pandemic

A pandemic may cause significant absenteeism across all workforces, due to employees being ill, or needing to take leave to look after sick family members. Some staff may also not wish to come to work simply out of fear of becoming ill. This represents a significant threat to the usual conduct of business and will demand prioritising essential services, and adjusting of our work practices and staffing arrangements to maintain business continuity.

Factors affecting attendance may include:

- very high absenteeism due to illness or caring for family
- absence based on fear and anxiety
- stringent infection control measures in both the community and the workplace
- reduced transport
- impact of possible deaths and serious illness among families, friends and work
It is not possible to predict the timing of the onset of a pandemic so it is imperative that our team prepare beforehand by understanding the pandemic business continuity plans.

2.3 Clickatell’s duty of care

Clickatell has to consider various country’s Acts in terms of OHS. In majority Acts, there is an underlying requirement to take all reasonably practicable steps to protect the health and safety at work of their employees.

Measures to ensure the health and safety of employees, and subsequently clients, are the driving force behind the business continuity planning for pandemic.

3 Employer and Employee Obligations

Clickatell, as a progressive cloud based service provider business, is taking the approach of extending their remote business as usual approach to an Pandemic scenario that we find ourselves in. Prior consultation has happened with employees in the selection and application of control measures.

Clickatell also has a long-standing Occupational Health and Safety committee that undergoes annual external compliance audits. This team is on standby to implement any decision made by the newly established COVID-19 task team. The task team is responsible for identifying the risk and mitigation timelines and approach to risk management in a pandemic.

3.1 Duties of employees

Employees also have duties to co-operate with Clickatell in implementing and enforcing the risk control measures. They must take all reasonably practicable steps to ensure they don’t do anything that creates or increases a risk to the health and safety of themselves or others.

In a pandemic situation it is reasonable to expect that these obligations placed on the employee and employer will include complying with public health advice and any emergency measures.

Employees are expected to notify the company immediately if they or someone in their household:
- display any flu-like symptoms
- come into contact with any positive coronavirus candidate
- have travelled or plan to travel international

3.2 Duties of the employer: Clickatell Practice in the case of a Pandemic

Clickatell business continuity plan is a contingency plan of action to manage the business risk of a particular event.

We follow the below practices in planning for a pandemic:
1. keep informed and up-to-date on pandemic information
2. educate and keep employees up to date
3. undertake risk management by managing the direct and indirect risks
4. incorporate preparations and risk control measures into a business continuity plan
5. review and evaluate risk control measures
6. plan and manage the recovery phase of a pandemic
7. communicate to customers
4.2.1  Remain informed on pandemic information

Information on pandemic issues is readily available and regularly updated and communicate within the task team.

It is important to regularly review pandemic information and use it to update your business continuity plan.

Our pandemic task team (incl CEO) has been assigned responsibility for monitoring pandemic information.

4.2.2  Keep employees up-to-date

All employees will need accurate and current information on the workplace risks associated with a pandemic, as well as clear advice and education on how these risks will be controlled or minimised. This is done regularly via the company intranet, posters and face to face discussions.

Employees will be provided with information on the nature of the disease, where they can get information, and actions they can take in the workplace to help control risks.

Employees will also be informed on how they will be consulted and advised on the issues of work attendance and work arrangements.

4.2.3  Undertake risk management

As part of planning and preparedness, risk management will be applied to pandemic health and safety risks. This involves identifying and assessing the likely risks at the workplace and those risks associated with the way work is performed. Risk control measures will follow our business as usual remote work procedures and will also be enriched through state led protocol.

The leadership of the company each are responsible for assessing the risks within their department, their dependency on key employees and key vendors.

4.2.4  Risk Mitigation Measures

The OHS risks during a pandemic can be loosely categorised as the direct risks of infection and the indirect risks arising from changes to usual work arrangements.

4.2.4.1  Managing the direct risks of infection

Workplace measures to minimise disease transmission and prevent infection are based on an understanding of how the disease is transmitted from person to person.

In the event of a pandemic Clickatell will deploy the following measures:

4.2.4.2  Social distancing

A primary transmission control measure is social distancing, that is reducing and restricting physical contact and proximity. Clickatell plans to encourage the following measures:

- All staff to limit any internal or external meetings with visitors, staff and contractors - moving all meetings to Microsoft Teams cloud based meetings.
- Discouragement of handshaking, and other physical contact in the workplace or at clients
- Maintaining a minimum distance of one metre between employees in the workplace (person-to-person droplet transmission is very unlikely beyond this distance)
- Stopping all social gatherings at or for work, including informal spontaneous congregations (personal life gatherings are also discouraged)

In the event of a positive case within the business – the following measures are put in place:

- All staff to work from home
4.2.4.3 Staff Travel
Staff will be encouraged not to travel, however should travel be required, all staff returning from an infected area, or potential threat area, on return will be required to work remotely, without contact to other staff, until the recommended safe period as stipulated by the WHO of the specific pandemic.

4.2.4.4 Hygiene and use of personal protective equipment
Transmission can be reduced by undertaking additional cleaning at the workplace and supporting good personal hygiene.

Clickatell will provide information (Appendix A) and resources to employees to reinforce and support good personal hygiene. Hand and respiratory hygiene training shall be provided.

Unwell employees with pandemic-like symptoms are required not to be at work. If an employee develops symptoms while at work, they will be advised to go home immediately and self-isolate.

4.2.4.5 Appoint a pandemic disease manager
As part of planning for pandemic diseases, Clickatell has identified a pandemic task team which includes the CEO and the head of the occupational health and safety teams and the head of HR. All preparation activities and management of the implementation of risk control systems will be directed by this team.

In the event of a pandemic, the Execs and manager(s) are responsible for control of entry to the workplace and managing the situation when employees become ill at work.

4.2.4.6 Control entry to the workplace
All offices have biometric control entry and can be used for restricting entry to the workplace of persons who may have been infected with a pandemic disease or who have a relatively high risk of contracting it.

Based on medical advice, Clickatell and employees will comply with exclusion periods for employees who are exposed to the infectious disease, show symptoms, are ill or have returned from travel to pandemic-affected areas. This may include taking an employee’s temperature prior to allowing them entry to the workplace.

4.2.4.7 Management of employees becoming ill at work
Employees who report or show compatible symptoms will be:

- isolated from others and referred to a medical practitioner for medical assessment, and
- required to leave the workplace immediately.

Should be required arrangements will be made for their transport either to a doctor or to their home.

A record will be kept of those who become ill and leave the workplace and the people they have had close or casual contact with will need to be assessed.

When a person with suspected infection has left the workplace Clickatell will ensure that their workstation, work area and communal areas they have been in are thoroughly cleaned and disinfected.

4.2.4.8 Ventilation and air conditioning
Clickatell will confirm with building owners of their premises that the air conditioning system is properly designed and maintained.

All internal spaces will be monitored to be well ventilated and if possible, fresh air should be allowed to flow.
4.2.4.9 Manage the indirect risks arising from changes to usual work arrangements
A pandemic will demand significant changes to work arrangements, and these new arrangements will introduce health and safety risks for employees.

4.2.4.9.1 Anxiety among employees
Clickatell will seek to minimise this risk though the following control measures:
- providing employees with definitive advice about the relevant pandemic disease, and the risks and control measures in place to address the risks at the workplace
- promoting a supportive workplace
- reminding staff of 3rd party consultants / councillors via phone available 24/7

4.2.4.9.2 Employees not being aware of current arrangements
Employees should be kept informed on the pandemic situation and changed work arrangements while at work and at home. Effective communication strategies will include:
- regular briefings at work
- advice on the intranet

4.2.4.9.3 Unfamiliar work and higher workloads
Employees may need to be reassigned to priority tasks that are unfamiliar to them. Control measures for these risks include:
- consultation with affected employees
- online training
- clear performance expectations
- close supervision and support

4.2.5 Review and evaluate control measures
OHS risk control measures will be regularly reviewed and updated as required. Additional enhancements based on WHO or government interjection will be recommended and actions accordingly.

4.2.6 Managing the recovery phase of a pandemic
Recovery will be assessed and planned to normalise work activities as the pandemic subsides. The local risk control measures will be progressively suspended on a schedule compatible with the suspension of the broader public health measures.

Communication will be driven via TEAMS, and our intranet with employees both in the workplace and those at home waiting to recommence normal work arrangements.

Employees who are affected by the death of friends or family will receive the required support and leave. At work, counselling should it be needed will be made available where work colleagues have died.
For some time after the pandemic, the normalising process will likely involve re-tasking employees to priority areas. Skills, training needs and workloads will be adjusted and continued through cloud training and consultation with staff will be done before employees are moved to new work.

4.2.7 Communicate to customers

Customers need assurance that the service being offered to them will remain available and reliable. Proper, regular communication is essential to manage the expectations of customers. Ensure proper and regular update to customers (and other key stakeholders) to provide detailed understanding of current work arrangement and possible impact on operations.

4 Summary

A pandemic will be accompanied by considerable social disruption within the community and by major workplace changes.

Potential for infection at work and changed workplace arrangements will present health and safety risks. Clickatell understands its duty of care to actively identify these risks and be prepared to implement control measures to eliminate or minimise them.

The onset of a pandemic may happen quickly, as such Clickatell has develop their business continuity plan, addressing the anticipated business risks of a pandemic and ensure it addresses OHS issues. Clickatell will strive to keep up to date with pandemic advice and regularly review their business continuity plans in line with updated and new information.

5 Appendix A – Employee Guidelines – Hygiene and Cleansing Measures

5.1 Regular and effective hand hygiene

Frequent hand hygiene is one of the most useful ways to prevent infection. Hand hygiene is particularly important after coughing or sneezing, after going to the toilet, after contact with other people and before eating.

Hand hygiene can be either washing your hands with soap and water or using an alcohol-based hand sanitiser.

An effective hand washing technique involves using soap and water, scrubbing all parts of the hand and wrist including nails and between fingers for at least 20 seconds, rinsing and then drying with paper towel or a hand dryer.

Alcohol-based hand sanitisers can be used when hands are not visibly dirty. If hands are visibly dirty, they should be washed with soap and water. Hand sanitisers come in the form of gels, foams or rubs and do not require running water or towels. These products usually have a three-year shelf life and should not be exposed to heat or direct sunlight.
5.2 Coughing and sneezing etiquette

When coughing or sneezing, the nose and mouth should be covered with a disposable tissue or the upper arm or elbow. Tissues must be used only once and then disposed of into a bin. Hands should be washed (or use a hand sanitiser) after coughing or sneezing or touching used tissues.

In case of a pandemic tissues will be provided and use of the ‘hands free’ bins as waste receptacle is suggested.

5.3 Personal protective equipment

Should employees feel safer with personal protective gear they are free to wear a disposable mask.

Masks should be removed and disposed of safely when they become moist or after coughing and sneezing. So as not to spread infection, it is important masks are correctly applied, not touched or handled when worn, and are correctly disposed of. Other masks that are designed to filter airborne particles may be recommended for people who have a greater risk of exposure to the disease such as healthcare and quarantine workers.

5.4 Additional workplace cleaning

Clickatell will with the building managers suggest the implementation of additional regular cleaning for frequently touched surfaces such as door handles, and the cleaning and disinfection of workstations of employees who become ill at work. Areas where there is public access will also be discussed in terms of frequent additional cleaning and disinfection.

Cleaning of environmental surfaces with a neutral detergent followed by a disinfectant solution is recommended. Follow the instructions of the products re dilution and use. Alcohol wipes could be provided for use on small surfaces, such as telephones.

6 Appendix B -Department specific BCP

6.1 Service centre

- All staff requirements have been assessed.
- All staff are able to work from home and all staff will have access to all Clickatell systems
- All staff have the means of accessing the internet and the office VPN
- The office infrastructure has been assessed and can facilitate all staff working concurrently
- Clickatell’s telephone system will be redirected to ring at all logged in service centre staff Teams apps on their laptop
- All staff have the required headsets and laptops required
- The NOC staff has reserved monitors which they will take home to display system monitoring

6.2 Developers

- All staff requirements have been assessed.
- All staff are able to work from home and all staff will have access to all Clickatell systems
- All staff have the means of accessing the internet and the office VPN
- The office infrastructure has been assessed and can facilitate all staff working concurrently
- All workflow and job ticketing systems (incl scrum and Kanban) will continue to work as usual
- A few key staff have dedicated monitors reserved for them to use as monitoring dashboards when working from home

6.3 Facilities management
- Cancel all applicable, scheduled deliveries
- Communicate with landlord
- Communicate with all other contractors
- Ensure facilities accessibility is appropriate

6.4 IT Services
- Maintain hotline support for any IT related issues during the “work from home” strategy
- Ensure remote IT support is available
- Ensure on-call person to visit the office in the event that the server rooms require attention
- The same measurements as per the “all other staff” section applies to this team
- Redirect all required calls to the relevant departments’ laptops
- Ensure the accurate tracking of hardware in the event that staff take hardware home for the “work from home” capability

6.5 Marketing
- Ensure communication to all customers, contractors, vendors
- The same measurements as per the “all other staff” section applies to this team

6.6 Pandemic task team
- Ensure continued communication via the intranet
- Ensure a hotline number available for employees trying to communicate
- The same measurements as per the “all other staff” section applies to this team

6.7 All other staff – all offices
- All staff requirements have been assessed.
- All staff are able to work from home and all staff will have access to all Clickatell systems
- All staff have the means of accessing the internet and the office VPN
- The office infrastructure has been assessed and can facilitate all staff working concurrently
- All workflow and job ticketing systems (incl scrum and Kanban) will continue to work as usual

7 Appendix C – office workspace during isolation period
During the time all staff will work from home, this will be the activities happening within the office itself:
- Single employee in the office (isolated by themselves)
- This person will receive deliveries and/or provide feedback to people visiting the office
- A medical cleaning company will be requested to sanitize the entire office
Appendix D – actions Clickatell has taken

Please refer to the “COVID-19 Fact Sheet” document for detail on the steps undertaken by Clickatell. This is available on request.