



CDC Guideline
On
Business Continuity
Planning
For
COVID-19



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Introduction

CDC has a fully functional Business Continuity Site along with multiple branches in major cities of Pakistan to ensure the smooth continuity of its entire business operations. As part of compliance with the ISO 22301 standard CDC has established a Business Continuity Management Committee (BCMC) comprising of its senior management and headed by the Chief Executive Officer. This BCMC regularly reviews and upgrades the CDC's business continuity program to bridge any potential gaps between people, process and technology.

Accordingly, BCMC has developed a business continuity planning guideline for CDC staff, customers, suppliers, partner organizations and other stakeholders, to help them in dealing with the COVID-19 (Coronavirus Disease 2019) outbreak. It is guided by the CDC adopted Global Standard for Business Continuity Management System – Requirements (ISO 22301), and relevant advisories issued by the Government of Pakistan and other relevant agencies (GoP).

It is important to note that this guideline is non-exhaustive and does not cover all situations and should be read in conjunction with the latest relevant advisories issued by GoP. Due to the evolving situation of the COVID-19, CDC shall be making changes to this guideline without notice to reflect new developments. Users are encouraged to access the latest version of this guideline at www.cdcpakistan.com.

This guideline covers the following key business operational risks.

- a. **Human resource management;** to minimize health risk to staff, risk of CDC's premises becoming a node of transmission and to ensure plans are in place should staff be on leave of absence, quarantined or infected.
- b. **Processes and business functions;** to ensure alternative arrangements with service providers and customers so that business operations can continue.
- c. **Service provider management;**
- d. **Communications;** both internal and external.

What is the COVID-19?

The COVID-19 belongs to a family of viruses known as the Coronaviruses, which can cause illnesses ranging from the common cold to more severe diseases, such as the Severe Acute Respiratory Syndrome (SARS) and Middle East Respiratory Syndrome (MERS). The COVID-19 infections originally started in Wuhan, China but confirmed infections have also been reported in Pakistan and other parts of the world. The symptoms of the COVID-19 are similar to that of regular pneumonia. Typical symptoms include fever, runny nose, sore throat, cough and shortness of breath.

CDC COVID-19 Business Continuity Guideline

- 1) The existing Business Continuity Manager along with the departmental Business Continuity Champions have been designated as focal point to ensure that CDC staff are familiar with this COVID-19 business continuity guideline and comply with it during this period.
- 2) CDC has put in a plan to provide flexible work arrangements for the high-risk staff, as well as staff who need to stay at home due to other reasons relating to the COVID-19, e.g. to take care of family members who have travelled to known affected countries.
- 3) CDC is adhering to all travel and health advisories issued by GoP. From now onwards CDC shall be obtaining a health and travel declaration from staff who have any upcoming plans to travel to any COVID-19 affected countries during the virus outbreak.
- 4) CDC shall be complying with all quarantine orders issued by GoP, as and when issued. During the quarantine period, CDC shall ensure that employees stay away from the workplace but may adopt flexible work arrangements, such as telecommuting and teleconferencing, to allow employees to work from home.
- 5) CDC shall put in place public health response measures, e.g. physical contact and social distancing, as and when advised by the GoP. CDC shall remain in touch with GoP designated health care facilities for handling COVID-19 related patients.
- 6) CDC has reviewed its existing health insurance policies for staff and their immediate family members have sufficient coverage to take care of COVID-19.
- 7) CDC has identified critical business processes and vital staff and accordingly implemented the below:
 - a. Alternate teams of vital staff have been categorized as Team A & B and have been deployed at different CDC premises. This physical segregation of vital staff has been done to avoid the risk of infection between teams.
 - b. CDC has already cross-trained its staff across branches and established covering arrangements to minimize disruptions.
 - c. Customer Counters have been established at key premises to handle documents. Additionally, mail riders have been made available for the transportation of documents across those premises and with partner organizations.
 - d. Work-from-Home option has been put in to place for business operations and Information Technology's vital staff. Further CDC has made necessary connectivity arrangements for its staff.
 - e. A dedicated WhatsApp group has been created as a channel of instant communication for all the key staff involved in the vital operations.

- 8) CDC has started a comprehensive awareness campaign for its employees, visitors, third party contractors on infection control and good personal hygiene (please refer Annexure). This includes among other measures sufficient supply of hand sanitizers, masks, disinfectants, tissue boxes, etc.
- 9) CDC's Head of Human Resource has been designated as the central point of contact with CDC staff to provide daily updates. All other staff members have been proactively advised not to share any unverified information viz a viz COVID-19 to avoid unnecessary panic and chaos.
- 10) CDC has started fever screening of third-party staff and in case of any positive case the respective staff shall be asked to take leave of absence and alternate arrangement shall be put in place by the third-party contractor.
- 11) CDC has developed a robust employee sickness surveillance process to identify and manage unwell employees. In this regard we have prepared a Health Questionnaire for our employees to provide information which shall help us in identifying potential cases for taking a CDC funded COVID-19 test at a pre-identified diagnostic center for further action.
- 12) CDC has more vigorously started cleaning and disinfecting CDC's premises to prevent the spread of COVID-19. All common areas across CDC premises including pantries, washrooms, meeting rooms are being disinfected on a weekly basis.
- 13) CDC has identified its critical service providers and put in place adequate business continuity measures to ensure uninterrupted services.
- 14) CDC has designated its existing spokesperson, Head of Marketing & Product Development, as a central communications coordinator who will remain engaged with all external entities viz a viz any development relating to COVID-19.
- 15) CDC has ensured that its staff have a clear understanding of their roles and responsibilities viz a viz any development relating to COVID-19. CDC staff have been informed of the COVID-19 related Business Continuity measures that will impact them and be kept updated on the policies and progress on the measures to be implemented by CDC in the event of a virus outbreak.
- 16) CDC is informing all the key stakeholders about its readiness to handle the COVID-19 situation. Updated information pertaining to CDC resilient operations is being updated on CDC corporate website. When appropriate CDC shall be utilizing the other established channels of information communication including SMS, email, social media etc.

- 17) CDC, being the convener of the Risk Task Force of Asia-Pacific Custodian Group (ACG), is compiling the business continuity measures taken by other member CSDs to handle COVID-19 outbreak.

- 18) CDC has displayed digital posters promoting hand-washing / respiratory hygiene at ground area for the awareness of staff, visitor and third party employees. Further, Head of Human Resources frequently makes communication with employee in this regard.

- 19) CDC has already applied social distancing and using VC meeting instead of physical meeting. However, if there is a physical meeting, CDC shall ensure below:
 - a. Sufficient masks, hand sanitizers, tissue papers and covered bins are available in the room. Further, participant of meeting will keep 1meter distance;
 - b. Actively monitor and Advise participants in advance that if they have any symptoms or feel unwell, they should not attend.
 - c. All participants, visitors and staff at the meeting shall provide contact details: mobile telephone number, email and address which shall be retain by CDC for at least one month. Further, we shall also state clearly that their details will be shared with local public health authorities if any participant becomes ill with a suspected infectious disease. If they will not agree to this they cannot attend the meeting.

- 20) CDC has put in place a response plan that in case any staff and other contractual staff or service provider tests positive for COVID-19. CDC shall close the area and disinfect the premises. Further, it shall also communicate the relevant information to local authorities and other person known to CDC who may have contacted with the infected person.

Annexure(s)

Guidelines for good personal hygiene

1. Adopt the following precautions at all times:
 - a. Avoid contact with live animals including poultry and birds, and consumption of raw and undercooked meats.
 - b. Avoid crowded places and close contact with people who are unwell or showing symptoms of illness.
 - c. Observe good personal hygiene.
 - d. Practice frequent hand washing with soap (e.g. before handling food or eating, after going to the toilet, or when hands are dirtied by respiratory secretions after coughing or sneezing).
 - e. Wear a mask if you have respiratory symptoms such as a cough or runny nose.
 - f. Cover your mouth with a tissue paper when coughing or sneezing, and dispose the soiled tissue paper in the rubbish bin immediately; and
 - g. Seek medical attention promptly if you are feeling unwell
 - h. Wash hands
 - Regularly and thoroughly with soap and water.
 - Before and after preparing food.
 - After going to the toilet.
 - Before and after eating.
 - After coughing and sneezing.
 - After removing personal protective equipment like mask and disposable gloves.
 - i. Maintain good indoor ventilation.
 - j. Avoid sharing food, cutlery, crockery, utensils and other personal hygiene items.
 - k. Avoid physical contact such as shaking hands and avoid touching your face or rubbing your eyes.

2. Maintain good personal hygiene, including hand washing with soap and water, or the use of alcohol-based hand rubs.
3. Proper hand washing requires soap and water. The constant rubbing action helps soap break down the grease and dirt that carry most germs. Washing your hands for at least 15 to 30 seconds with soap and water does not just make your hands smell fresh but also reduces germ count by up to 99%.
4. Follow these 8 simple steps to keep your hands clean:

