



IPED COVID 19 Policy

W.H.O. declared COVID-19 a Pandemic as the number of infected countries grows. To date Guyana has not recorded a single case of the virus but at IPED we are encouraging our team members to take some preventative measures to stop or slow the spread of COVID-19.

How COVID-19 spreads

When someone who has COVID-19 coughs or exhales they release droplets of infected fluid. Most of these droplets fall on nearby surfaces and objects - such as desks, tables or telephones. People could catch COVID-19 by touching contaminated surfaces or objects – and then touching their eyes, nose or mouth. If they are standing within one meter of a person with COVID-19 they can catch it by breathing in droplets coughed out or exhaled by them. In other words, COVID-19 spreads in a similar way to flu. Most persons infected with COVID-19 experience mild symptoms and recover. However, some go on to experience more serious illness and may require hospital care. Risk of serious illness rises with age: people over 40 seem to be more vulnerable than those under 40. People with weakened immune systems and people with conditions such as diabetes, heart and lung disease are also more vulnerable to serious illness.

IPED CARES

As a socially responsible company IPED continues to contribute to flattening the COVID-19 contagion curve. It is our aim to act promptly and responsibly to protect our team members, clients, and guests. In that regard, we have implemented several precautionary measures and expect everyone to adhere to all policies, procedures, and practices.

SAFETY

Before entering any of our offices the following protocols must be followed strictly:

WEARING OF MASK:

- All persons entering IPED's compound must wear a MASK. Masks should be worn for the duration of the time in our offices. For team members, whether you are in your office/cubicle or walking around the office you are required to wear a MASK.
- Please have your mid-morning snacks and lunch in the kitchen where you will be able to remove your mask. Put your mask on to enter and only take it off when you leave. Face shields will be given to all Credit Officers, Customer Experience Clerks and Security Officers.
- IPED will provide masks for all team members and will also offer masks to any client who comes to the office without a mask. Clients must keep a mask on for the duration of their business in our offices.
- Masks should also be worn when you are in public spaces outside the office such as grocery store, markets, public transportation. Always wear a MASK, You may save your LIFE!

WASHING OF HANDS:

- We have installed wash basins at all our locations along with soap and paper towels.
- Before entering any of our offices all team members, clients, and guests must wash their hands with soap.



IPED COVID-19 PROTOCOLS UPDATES

- It is recommended that hands should be washed for a minimum of 20 seconds. You may sing the 'happy birthday' song twice while washing your hands for good measure. Once your hands are washed, please use the paper towel you dried your hands with the turn off the faucet.
- While you are in the office, please wash your hands frequently. If you blow your nose, cough, or sneeze you must wash or sanitize your hands.
- Avoid touching your eyes, nose, and mouth with unwashed hands. If soap and water are not readily available, use a hand sanitizer with at least 60% alcohol.
- All team members are provided with a bottle of sanitizer to be placed on their desk for easy access. Hand sanitizer will also be placed in community areas: lobbies, lunchroom, cashier areas.

TEMPERATURE TESTING

Every team member, client and guest must submit to temperature testing. Security will be trained on how to effectively use the thermometer.

SANITISING FREQUENTLY TOUCHED AREAS

Team members will be given cleaning agents (Lysol spray, Lysol wipes, sanitizers) to frequently clean their spaces. At the beginning of the day all phones, including cellphones, keys, computers, and desks must be sanitized.

Janitorial staff will frequently sanitize all high-touch areas such as counters, handrails, doorknobs, and bathrooms. All office doors will be left open to reduce how frequently these knobs are touched.

TRAVEL TO WORK

We are providing transportation support to every team member who does not have access to an IPED assigned vehicle nor benefit from fuel allowance. As a result, we are insisting that you take a private taxi or use your family vehicle for travel to and from the office. We will pay in full your return trip from home to work or if you use your family vehicle, we will pay an allowance of \$1,000 for your return trip. Under no circumstances should you use a mini-bus to work.

We are requesting that on the weekend you exercise due care when going about your private business and limit your use of public transportation. When you protect yourself, you protect all of us. Stay Safe.

As of January 4th, IPED will no longer pay for transportation for team members to travel to office. Notwithstanding, we are requesting you take all safety precautions as you travel to the office. Always wear your mask, keep your phone and your keys in your bag, sanitize your hands as soon as you exit the vehicle. Please advocate for yourself and other passengers by reminding the conductor that the law requires the bus to be no more than 75% capacity.

IN-OFFICE WORK

In our continued efforts to stop or slow the spread of COVID-19 we are implementing reduced in-office work complement and hours to limit team member's exposure to COVID-19. As of Thursday, March 26, 2020 and continuing for as long as management deems it necessary team members will



IPED COVID-19 PROTOCOLS UPDATES

alternate days in the office as per schedule. The office will be opened from 8:30am to 1:00pm but we will serve our clients from 9:00am to 12:00noon.

Each team member working remotely must stay at home. The intent is to reduce our exposure to COVID-19 so we are insisting you stay at home on your work from home day. We are also requesting that you only go out when it is necessary.

You will be informed of any changes of hours when these decisions are made.

As of January 4th, 2021, we will return to full-time in-office work. We will continue to scan the environment and inform you of any decision to reduce in-office work. Please continue to practice all safety measures and reach out to AHRM for support if you need it.

SOCIAL AND PHYSICAL DISTANCING:

We have reduced the in-office complement to comply with physical distancing protocols. Please ensure you are at least 6 feet; about two arm lengths away from others. Our offices have been re-arranged to ensure safe physical distancing is maintained.

Your managers will inform you on how many team members may use the kitchen/lunchroom at the same time depending on location.

Please reduce your social activities. Choose non-peak times to shop and remember to wear your mask and to constantly sanitize your hands. Note, a curfew is in effect and you should always obey the law.

SICK, STAY HOME

If you have common symptoms of COVID-19 or flu-like symptoms such as cough, runny nose, fever, difficulty breathing, **STAY HOME**. Do not go to the hospital or any medical facility, instead call the COVID-19 Hotline on 227-4986 Ext 215 or 624-3067. Do not come to work, stay home. You will not need to charge your absence to your personal days. Call your manager or AHRM to alert us of your condition so arrangements may be made to support you. **Do not come to the office if you are sick.**

If you test positive for COVID-19 please send us your positive test immediately. Let us know how we may support you and your family. Your sick or vacation time will not be charged. To return to in-office work please send to AHRM your negative COVID-19 test.

If you think you have been exposed to COVID-19 please **stay home** and inform us immediately. You should take a COVID-19 test and send us a negative test results before returning to in-office work. You may work remotely while you wait for your test results. You may access mental health support should you require it.

TRAINING AND INFORMATION

All team members will receive frequent COVID-19 information and updates from the desk of the AHRM. Please be sure to read these e-mails promptly and call or e-mail for clarification. Additionally, every team member will be scheduled for monthly specific training on COVID-19 protocols.



MENTAL WELLNESS SUPPORT

We are offering several forms of mental health and wellness support for all team members. A 30-minute breathing clinic will be facilitated daily. The breathing clinic will help you induce relaxation through controlled breathing, divert attention from distressing thoughts, and increase your energy.

Our AHRM, who is a psychologist, along with an external psychologist, will be available to offer mental health support for any team member. You may reach out if you need someone to talk with or if you feel distress. These services are available to all team members free of cost. A psychiatrist is also available should you require those services.

Monthly Conversations of Healing and Hope will be facilitated by AHRM to provide a safe, healing, and hopeful space for all team members to feel, listen and talk about their experiences, fears and hopes. Conversations will be facilitated in small groups: teams or departments.

DAILY TEAM CHECK-INS

Daily mandatory team check-ins will be conducted by Branch or Department Managers. These meetings are intended to keep the team connected, ensure all team members are safe and well, offer each team member an opportunity to share on any matter that is important to them, and to share IPED updates. A report on each team member's health must be sent to the AHRM before 10:00am daily.