Introduction

On 11th March, 2020 the WHO declared a COVID-19 a pandemic.

Telecom Fiji (Pte) Ltd call of immediate response:

- Ensure the safety of its employees
- Support the healthcare and government agencies.
- Implementing remote & virtual strategies to deliver services (bill payment, self care)
- Ensuring continued services delivery to all its customers
Topics

- Response
- Challenges
- Innovation
COVID-19
Response
Telecom Fiji COVID-19 Response

1. Formation of Telecom Fiji COVID-19 Task Force
2. COVID-19 Staff Survey
3. Placing staffs into Self-isolation
4. Identify High Risk Areas for Staffs (Isolation Centres)
5. Staffs allowed to Work From Home (WFH)
6. Setup of Decontamination Area
Formation of Telecom Fiji COVID-19 Task Force

COVID-19 Task Force established.
- Headed by Risk & Compliance Officer
- Cross-functional team from various departments
- Total of 8 staffs

Awareness to staffs by CEO about:
- Role
- Responsibility
COVID-19 Staff Survey

- Staff survey was carried for:
  - Contact tracing
  - Identify potential risks
Placing Staffs in Self-Isolation

- Some staffs were placed in isolation as a result of staff survey
  - Self-isolation emails sent to staffs and a tracker was kept.
  - Staffs to provide medical clearance at end of shelf-isolation
Identify High Risk Areas for Staffs (Isolation Centres)

- Approval to work hospitals
- Mandatory PPE for Isolation centres
Staffs allowed to Work From Home (WFH)

- Staff VPN access
- Email access
- Chat groups
Setup of Decontamination Area

- Decontamination was setup for operation staffs
  - Vehicle were fumigated
  - Staff wash area
COVID-19 Challenges
Telecom Fiji COVID-19 Challenges

1. Lockdown of major areas (Operation)
2. Nationwide curfew (8pm – 5am)
3. Border restrictions (Supply Chain)
4. Logistics
Lockdown of Major Areas

- Resource are in the lockdown area
- Main supply centres located within these locked areas.
Nationwide Curfew

- Impact to operations
  - Unplanned outages
  - Working Support/ Vendors
  - All planned works (CR).
  - NOC & Contact Centre staffs
Border Restrictions

- Seek approval from authorities
- Track staff movements
- Schedules logistics
Logistic

- PPE delivery due to restriction on movements.
  - Location of external supplier
  - Telecom Fiji stores located in lockdown areas
  - Limited time due curfew
  - Border lockdown Oversea supplier

- Supply for Operations
  - Spare equipment's
  - Fuel supply to remote station
COVID-19

Innovations
Telecom Fiji Innovation

1. COVID-19 Staff Survey
2. Work From Home (WFH) guideline was developed
3. Work From Home IT User guide
4. Decontamination Centre guideline
5. Physical Distance at Work guideline
COVID-19 Staff Survey

- Online surveys internally

Telecom Fiji Staff Survey 6: COVID-19

For any queries please contact us at covid19@telecom.com.fj

Instructions
With the development of additional COVID-19 cases in Fiji, this quick survey is to get details from staff which will be used by Management in taking precautionary measures and protecting all employees of Telecom Fiji. Requesting all staff to provide correct responses at the earliest. Please not forward this survey link to any outside parties, this survey is STRICTLY for Telecom Fiji for staff only.
Work From Home Guide

- Setup home office
- Stay connected to each other
- Time and well-being management
Work From Home IT User guide

- Provide step by step guide for following IT services:
  - Internet Access
  - IT Support
  - Antivirus
  - Email
  - Citrix
  - VPN
  - Cisco WebEx Collaboration Tool
  - Microsoft Teams Collaboration Tool
Decontamination Centre guideline

KEY
1. Vehicle entry/exit to CTS.
3. Carpark – Vehicle fumigation area
4. One-way walkway – Technicians entry to ‘Staff Holding’ Tent.
5. Staff Holding Tent - Technicians wait for shower to be available.
7. Shower – Technicians take shower.
9. Collection Box – Technicians pack their overalls in plastic bags provided and drop in collection box.
10. One-way walkway – Technicians exit heading for carpark area.
11. Eating Area – Technicians lunch area.
12. Decon Zone – Area of decontamination.
13. No Entry Zone – No vehicle nor technician allowed to enter.
Physical Distance at Work guideline

- Work stations were marked
- Walking lanes in decontaminated area
  - Contaminated lane
  - Clean lane
Questions
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