

Telecom Fiji (Pte) Ltd

COVID-19 Response



Introduction

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

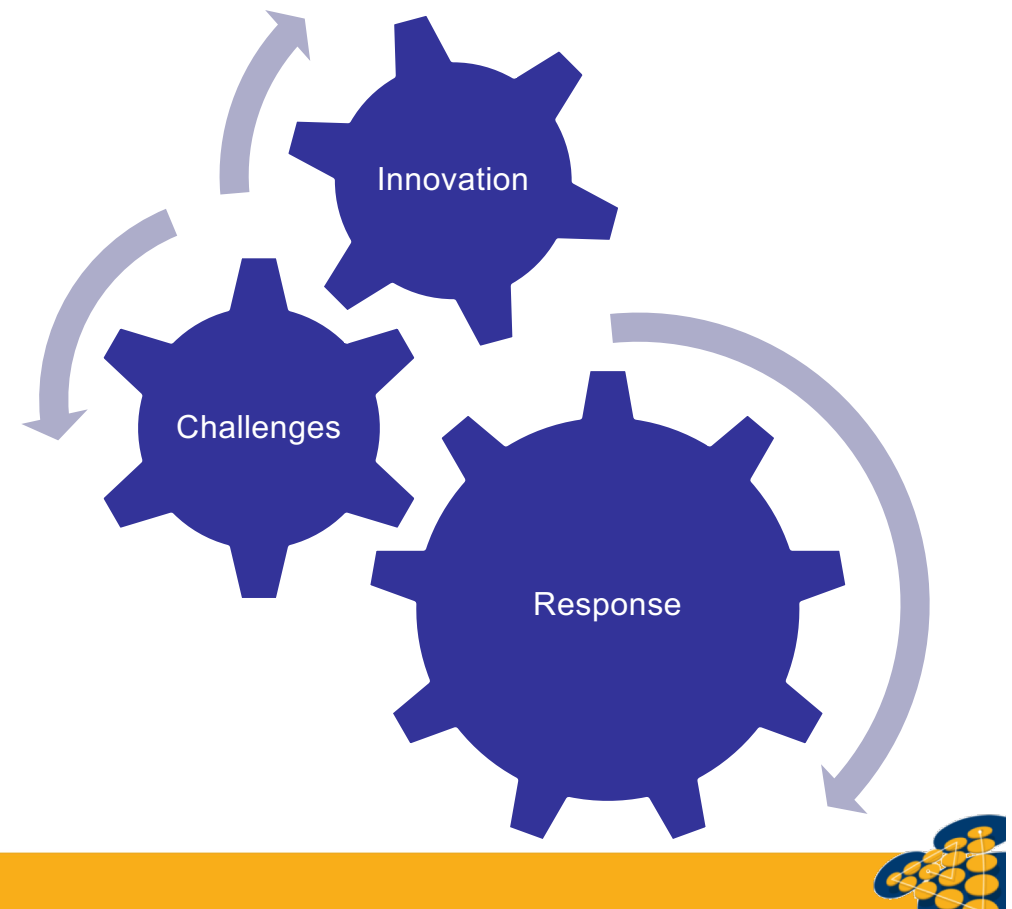
Telecom Fiji (Pte) Ltd call of immediate response:

- ▶ 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



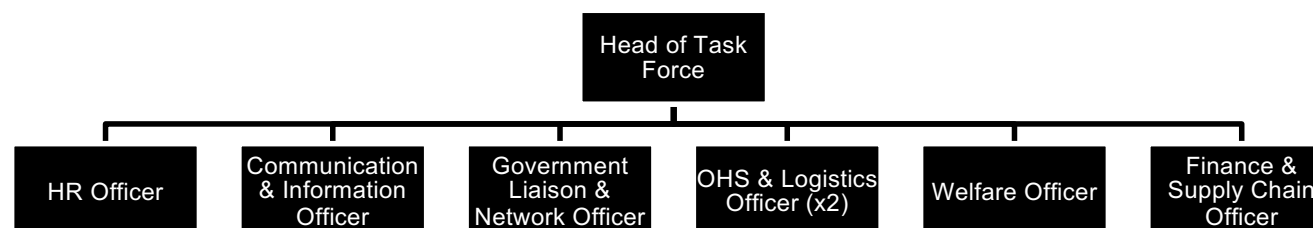
Telecom Fiji COVID-19 Response

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



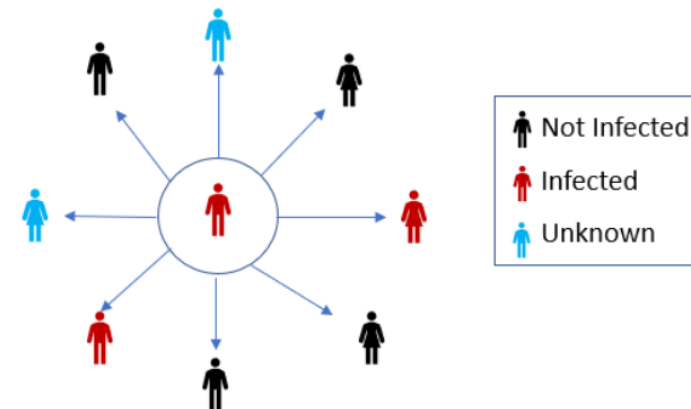
Formation of Telecom Fiji COVID₁₉ Task Force

- ▶ 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 place 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

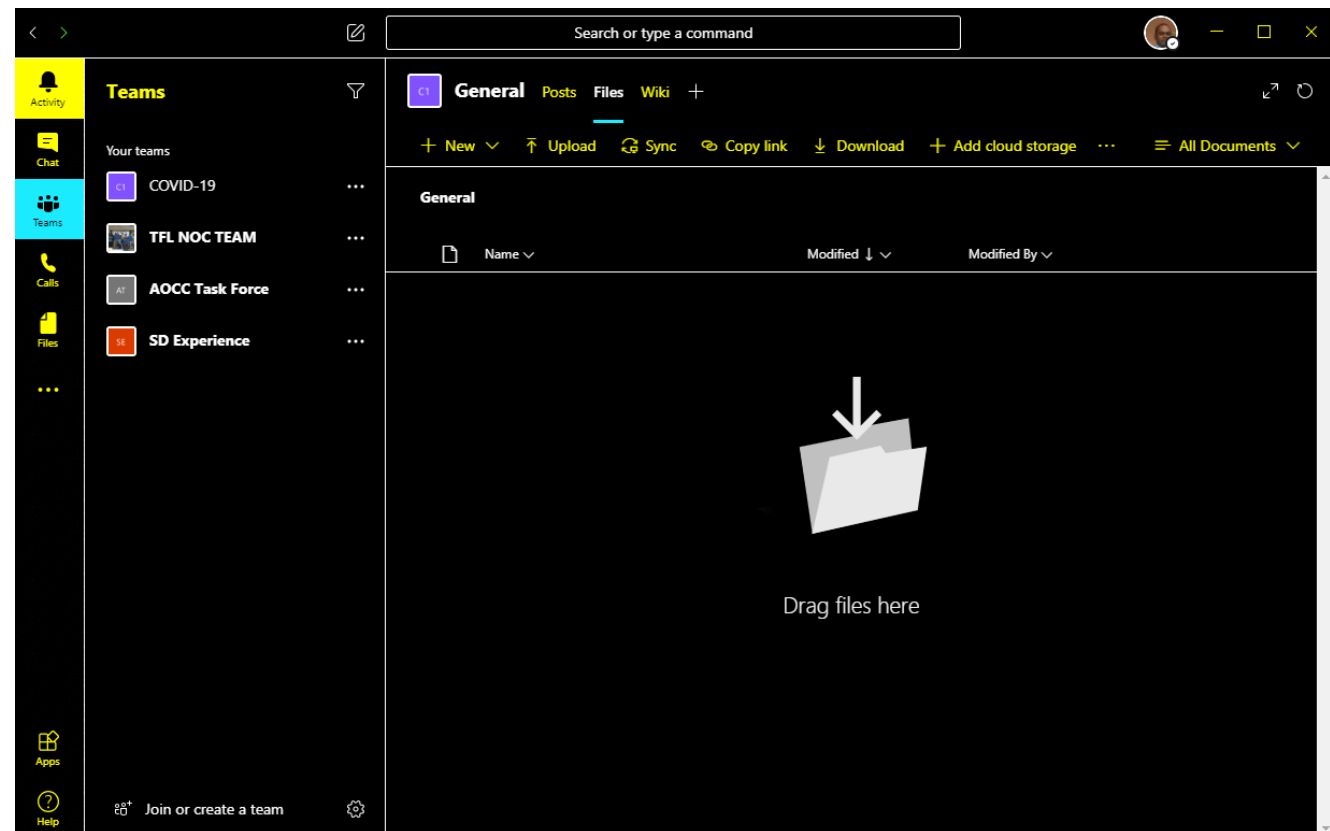


Staffs allowed to Work From Home (WFH)

▶ Staff VPN access

▶ Email access

▶ Chat groups



Setup of Decontamination Area

- ▶ Decontamination was setup for operation staffs
 - ▶ Vehicle were fumigated
 - ▶ Staff wash area



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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



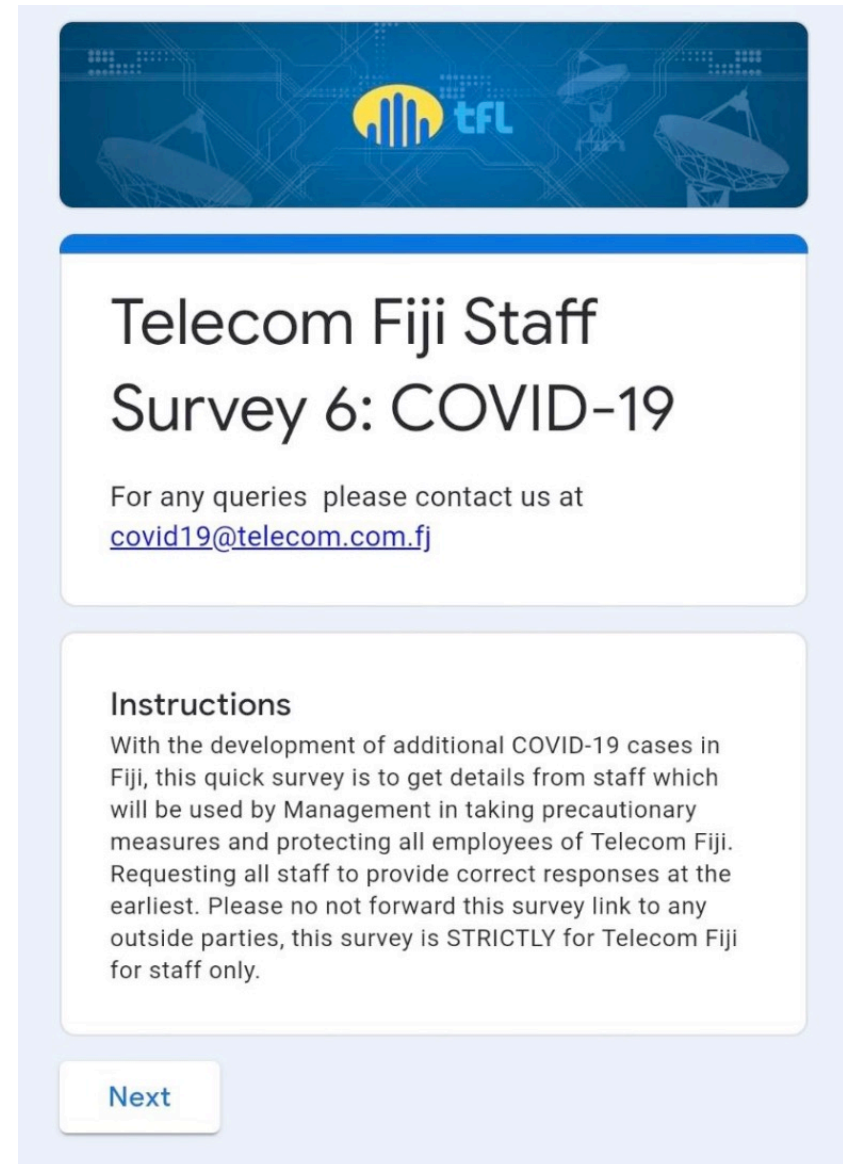
Telecom Fiji Innovation

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

A mockup of a web-based survey interface. It has a blue header with the TFL logo and a background of satellite dishes and circuitry. The main content area is white with a blue border. It contains the title 'Telecom Fiji Staff Survey 6: COVID-19', contact information, and instructions. A 'Next' button is at the bottom.

**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 do not forward this survey link to any outside parties, this survey is STRICTLY for Telecom Fiji for staff only.

[Next](#)



Work From Home Guide

▶ Setup home office

▶ Stay connected to each other

▶ Time and well-being management

Guide to working from home – the contents



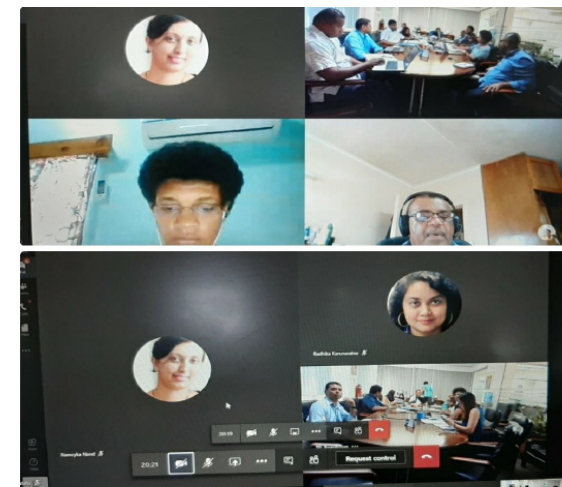
Setup your home office



Stay connected to each other



Time and well-being management



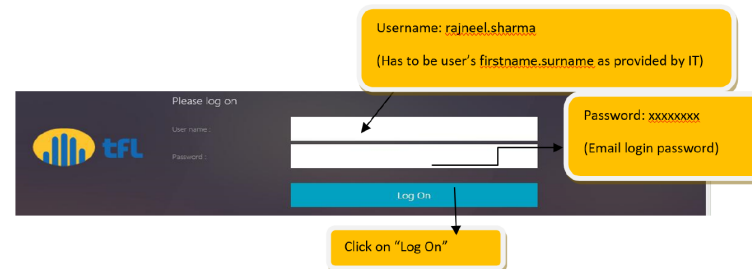
Staff having daily online meeting on Microsoft Teams



Work From Home IT User guide

▶ Provide step by step guide for following IT services:

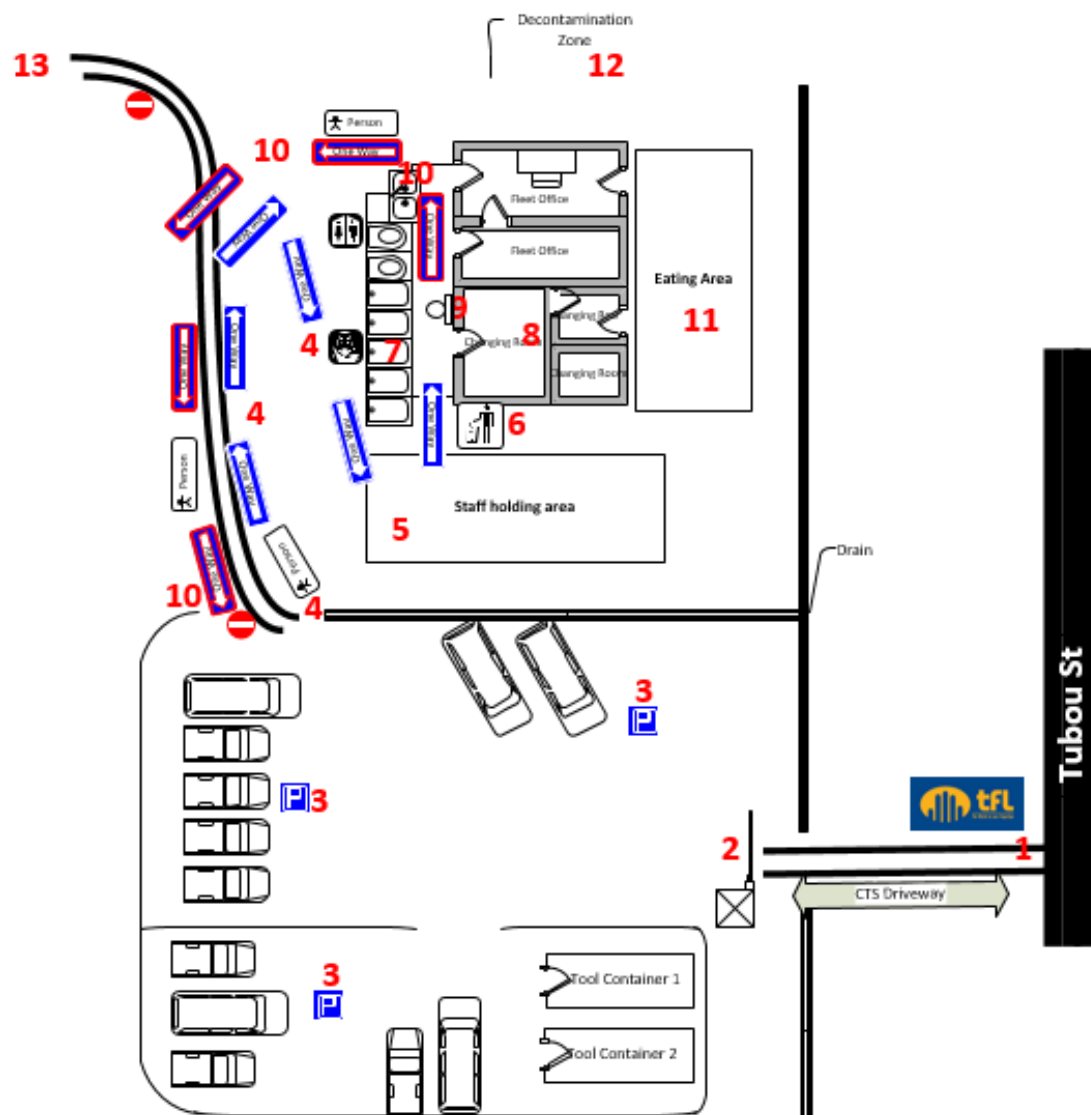
- ▶ Internet Access
- ▶ IT Support
- ▶ Antivirus
- ▶ Email
- ▶ Citrix
- ▶ VPN
- ▶ Cisco WebEx Collaboration Tool
- ▶ Microsoft Teams Collaboration Tool



Decontamination Centre guideline

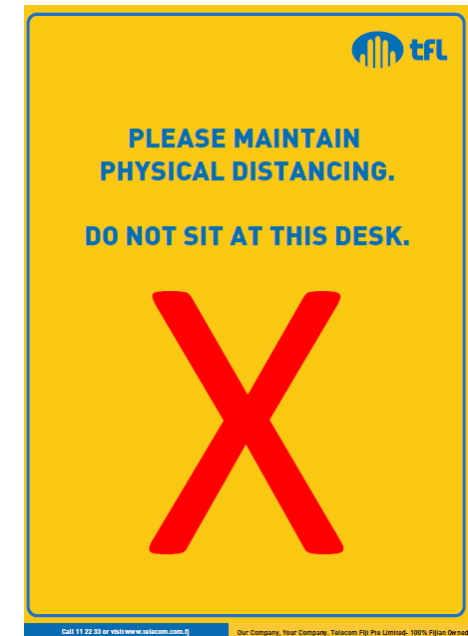
KEY

1. Vehicle entry/exit to CTS.
2. Security check – ID card against list.
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.
6. Disposal Bin/Boot Fumigation – Technicians dispose masks & gloves and fumigate their safety boots.
7. Shower – Technicians take shower.
8. Changing Room – Technicians changing room.
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



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Questions



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