



TAKING CARE OF OUR PEOPLE

We care about your health and safety. So, we implemented these measures to keep you safe as we continue our operations amidst the COVID-19 pandemic.



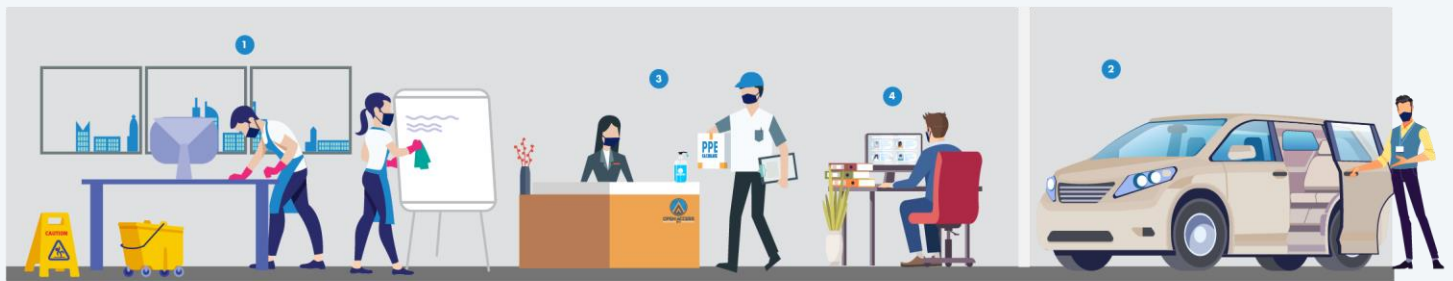
INFECTION PREVENTION AND CONTROL GUIDELINES



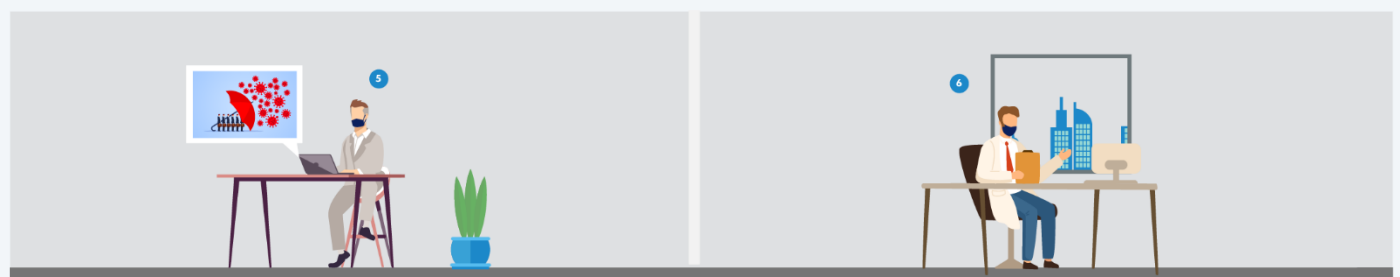
- 1 Wear your face masks at all times.** We've implemented a "No Face Mask, No Entry" policy in all our sites. You may only remove your face masks when eating or drinking.
- 2 Exercise proper hand sanitation and respiratory hygiene.** Wash your hands with soap and water or sanitize with an alcohol solution frequently. Cover your mouth and nose with a tissue or your sleeve when you cough or sneeze. Throw used tissues in the bin.
- 3 Practice physical distancing in and out of the office.** Always maintain at least a meter of space between you and those around you. Our production and common areas are arranged to support our physical distancing protocol. Enforcers who monitor compliance on-site are also present. However, limiting close contact with others must be a conscious and consistent effort by all employees whether they are within office premises or outside.
- 4 Perform daily health checks.** Employees are required to answer a health check form either online or on-site and undergo a temperature check upon arrival on a daily basis. Anyone with temperatures above 37.5°C or any red flags on their daily health check forms will not be allowed to enter the company premises and will be managed with proper safety protocol.



EMPLOYEE HEALTH AND SAFETY INITIATIVES



- 1 Routine workplace cleaning.** Surfaces and frequently-touched objects (e.g. keyboards, mice, headphones) are sanitized every two hours. Air conditioning units are disinfected weekly. Alcohol dispensers are placed in strategic locations for easy disinfection. Please also disinfect any personal belongings you bring into the office.
- 2 Systematic operational transition during GCQ.** Our operational strategy with the new quarantine protocol will proceed in multiple phases. Additional safety measures are applied in preparing our workplace. These include sanitation of returned assets, implementation of proper distancing between workstations, reopening of our food concessionaire and expansion of shuttle services for those reporting on-site.
- 3 Provisions for face masks and PPEs.** Surgical and reusable face masks are given out to employees reporting on-site. Personal protective equipment (PPEs) such as face shields, gloves, and protective suits are provided to our clinic, security, and housekeeping staff.
- 4 Maximized digital resources.** We've deployed secure web-based solutions to make our internal processes, including HR, Recruitment, and Training, accessible to all employees. These tools are also used to host virtual employee engagement activities (i.e. ECQconnect Wall and Let's Get Physical) and maintain an open communication between leaders and teams.



- 5 Continuous COVID-19 information drive.** Stay up to date with the latest health advisories, policies, and news shared via email and posted on our employee portal, online channels and office TV screens. We also send out mental health resources (e.g. tips and coping strategies) and will host a mental health webinar to help you manage stress during the pandemic.
- 6 Essential medical assistance.** Our nurses provide medical support to on-site and remote employees, monitor daily health checks and dispense medicine and health supplements. We prepared our clinic and designated an isolation room should those be needed. Teleconsultation service is also available for all enrolled Maxicare HMO members.

COVID-19 HOTLINES

If you need any medical advice or assistance about COVID-19, you may call:

DOH:

- Hotline: (02) 894-26843
- PLDT, SMART, SUN, & TNT subscribers: 1555
- Emergency Hotline: 911

Open Access BPO Clinic:

- Makati: 0917-896-0634
- Davao: 0917-859-2539

Maxicare Teleconsult:

- Metro Manila: (02) 582-1980
- Davao: (032) 260-9068

