SUMMARY

The novel Coronavirus disease (COVID-19) continues to affect every region, country and businesses. Given the speed of transmission and infrastructure and human resource limitations across the globe, it is essential that businesses and individuals observe special safety protocols during the Covid-19 outbreak. In addition, there are potential risks for (increased) insecurity in some areas as a result of containment and government-imposed restrictions. Hence, it may be necessary to institute additional security protocols as part of the Covid-19 management strategy.

AMDA has developed this document with the support of Nuru Sarl, adapting their safety and security procedures for Ebola in the Democratic Republic of Congo to provide guidance for this Covid-19 context. The document aims to guide you in developing your company’s own and comprehensive safety and security protocol. AMDA has also put in place a resource center with additional sets of guidance. Explore it here.

BASIC PRINCIPLES FOR COVID-19

SAFETY AND SECURITY PROTOCOLS

- Establish of a COVID-19 internal Crisis Management Team
- Establish partnership with a Medical Center in your company’s areas of operations
- Designate an internal COVID-19 focal point
- Develop a list of approved/recommended service facilities for your staff (hotels, restaurants)
- Establish an internal communication chain, including a regular briefing system to staff and contractors
- If possible, development of evacuation plans for regions / countries where needed
- Ensure vehicles are sanitized and that drivers are available
- Establish of a security team in areas of (potential) security risk and designate an internal security focal point
- Adjust these guidelines to organizational and national contexts
SAFETY PROTOCOL

The Crisis Management Team should require all staff to observe all relevant safety measures¹, including the following actions during the outbreak:

**All international and national staff to amongst others:**

1. **Strictly respect hygiene measures, including:**
   - Regularly and thoroughly clean hands with an alcohol-based hand rub or wash them with soap and water, and every time staff enter or leave the office. Install and utilize hand-washing station at all worksites, offices, residences, and places of regular ingress and egress.
   - Staff should avoid touching their eyes, nose and mouth.
   - Practice respiratory hygiene: Make sure you, and the people around you, follow good respiratory hygiene. This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze. Then dispose of the used tissue immediately.

2. **Avoid direct contact with people via any form of physical contact. This includes incidental, brief contact such as hand-shakes or hugs. Maintain social distancing: at least 1 metre (3 feet) distance in-between.

3. **Minimize all non-essential movement around town / country.

4. **Avoid visiting highly populated places like markets.

5. **Do not use public transport.

6. **Try to avoid health care facilities unless you are exhibiting severe symptoms of COVID-19.

7. **Inform (your company) administration (Mention designated focal point(s) names and numbers) if feeling unwell -If you have fever, cough and difficulty breathing-, seek medical care early and need any form of medical treatment. Treatment will be pursued only at approved health centers (Mention medical center partner).

8. **Supervisors to contact number of (medical center partner /national toll number /hotline) and next health center(s) within area(s) of activities

9. **All staff and visitors to immediately inform (focal point) if they have any suspicion that they had any potential contact with a Covid-19 patient. Failing to report potential contact is grounds for immediate dismissal.

10. **All staff to meticulously follow guidelines of focal point and of healthcare provider.

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¹ Visit WHO resource center and national guidance in area(s) of operations - https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public
ADDITIONAL / SPECIAL PROVISIONS FOR STAFF & CONTRACTORS

1. **NO-GO Criteria** – staff will not be expected to perform work within an active Covid-19 zone. Under any of the NO-GO criteria, contractors would no longer be required to fulfill their contractual obligations until such time that the project facilities and surrounding areas have been deemed free of extraordinary hazards to safe completion of project work. The specific criteria that would result in possible evacuation of the construction project include the following:
   a. Covid-19 situation within zone(s) of project
   b. Violence in the area (less likely)

2. **Emergency Evacuation Plan (local and international)**
   a. Expand on your evacuation plan locally and if relevant, internationally

3. **Travel:**
   i. Staff traveling for work outside of their home of residence should only do so under the following circumstances at sites that are deemed safe (establish a protocol for determining site safety):
      ii. To provide maintenance on any minigrid site
      iii. To conduct site development
      iv. To work on the construction of energy assets
   a. All work-related travel & movements should be limited to
      i. Hotels (List your approved hotels & restaurants)
      ii. Worksites (List your approved worksites)
   b. While traveling:
      i. All staff shall wear face masks to protect themselves and clients
      ii. No physical contact with anyone, where possible maintain a 3-foot distance
      iii. Sanitize work materials before starting work.

4. **A sanitized vehicle** is the only approved method of transit for staff and other contractors.

5. **Protocol for managing a potential infection:**
   a. Notify [focal point]
   b. Self quarantine for 14 days.

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2 To be adjusted as applicable
3 Visit this link for guidance on sanitizing and disinfecting areas: https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html
c. Seek out medical assistance via [approved medical partner] for adequate care.

6. Site supervisor: A site supervisor will have a security emergency number for an immediate, emergency deployment for any non-Covid19 related incidents. Staff should contact (mention name and contact of focal point) any time, 24 hours a day, if they have a concern for their health and safety.

7. Communications Protocols for Contractors
   a. Daily site security briefing
   b. Information shared via international security consultants or new services
   c. Internal chain of communication

DEVELOPING TRIGGER POINTS
FOR SUSPENDING ASPECTS OF OPERATIONS

AMDA can not define this for any company but please consider outlining at this stage:

1. Sales for new connections and appliances would stop
2. At what stage site development stops
3. When construction of ongoing sites would be suspended
4. Defining the level of minimum O&M that is required and when that would be implemented.

Things that could be potential trigger points for suspending aspects of operations:

1. Active COVID-19 cases in a location
2. Active cases within 100Km
3. Community raised concerns over contamination
4. Government restrictions on movement
SECURITY PROTOCOLS (As applicable)

- Security team and representative (focal point) to be in regular contact and consultations with relevant stakeholders at local and national level for updates on health and security in areas of operations. These may include local police, Health Ministry, UN Security Team, civil society and government leaders, churches, NGOs, business leaders, your security provider, etc. A substantial level of information is also provided through media (press, newspapers, WHO center, etc.)

- Management Team to meet on a regular basis\(^4\), and in those meetings, to review the situation in and around the area(s) of activity.

- Remember that preparedness is at the core of your COVID-19 management strategy and that it will be implemented through awareness and vigilance through monitoring and networking, which forms the basis for your recommendations regarding staff, activities in different sites and visitors’ management.

- In relevant areas, in case of any armed groups or attacks in intervention zones, ensure you have alarms for emergency evacuation alarm (usually through security provider companies). Also secure collaboration with police to benefit from the deployment of additional police elements to ensure the safety of people and property of your company on the site and in the intervention zone.

ADDITIONAL GUIDANCE

- Coping with stress during Covid-19 (WHO)
- COVID-19: Responding to people & work implications – A step by step guide
- Also visit AMDA Covid-19 Resource Hub for more guidance

\(^4\) Recommendation to hold such meetings on a weekly basis during any active pandemic period