

Preparedness Note – Coronavirus (COVID-19)

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Current Scenario:


The outbreak of Coronavirus (COVID-19) has now spread globally to over 30 countries and infected over 80,000 people and counting. The World Health Organization (WHO) has described it as a Public Health Emergency of International Concern (PHEIC).

The reported cases in our main areas of operation – Australia, India, Spain, Turkey and the United Kingdom – are currently limited. However, Enzen has put in place the measures and processes necessary to manage any potential impact of COVID-19 on delivering business as usual for our customers.

Current Status:

The Enzen Coronavirus Task Force is closely monitoring the situation and has put in place the following measures:

1. A Global Coronavirus Response Policy designed to contain the spread of the virus and to mitigate the impact on our customers' business for the duration of the outbreak.
2. A statutory ruling that Enzen employees who work at customer sites will be subject to the customer's Coronavirus Policy or equivalent (providing this policy does not contradict the government advice in that jurisdiction and place the Enzen employee at risk).
3. A review of the Business Resilience Continuity Planning and Management Plan to ensure sufficient cover for this event.
4. Continuous review and communications of the most up-to-date advice from the WHO and the government advice and policies in each territory.
5. Continuous communications and awareness sessions to employees of precautionary measures, delivered through our internal communications systems.
6. Alcohol-based hand sanitiser is available at all our receptions for use by personnel when they enter our premises and personal hand sanitiser bottles have been issued wherever possible.
7. Cleaning and sanitising of all high touch places in our offices and facilities has been instituted.
8. A Single Point of Contact (SPOC) has been identified in each office location who is equipped with new and continuously updated process and operating procedures to manage any suspected exposure or cases, minimising the risk to the rest of the workforce.
9. Employees returning from certain COVID-19 infected countries will be required to self-isolate for a period as per local health authority advice.
10. All non-essential travel is being discouraged and a travel advisory has been issued in line with each territory's guidelines

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11. A Response Procedure for known infections has been defined. This will be activated by the SPOC in the event of any cases in an Enzen location or vicinity.
 12. A handbook has been created and will be distributed to every employee by March 5th 2020.
 13. An internal intranet has been set up that will be updated with advice as and when it changes.
 14. Facilitation of access to medical support for any employee exhibiting symptoms of any illness.
 15. In the event of restrictions on commuting to work, adequate remote working (working from home) infrastructure including laptops and VPN access will be provided to employees to continue delivering services in line with the respective business contingency plans for each customer.
 16. We have an ongoing engagement with customers for:
 - a. Enabling remote access if not provisioned by the customer
 - b. Limiting travel and increased usage of collaboration tools for meetings
 - c. Additional customer provided infrastructure (laptops, tokens etc.) where applicable to enhance remote working capabilities
 - d. Enabling access from alternate Enzen facilities for employees to deliver services.

For any further clarification, please reach out to your business lead or you contact the Enzen Coronavirus Task Force directly at: Corona.awareness@enzen.com.