EASYEQUITIES Coronavirus (COVID19) Protocol

1. Establish a Co-ordinating workgroup

1.1 Workplace consideration: *There are multiple facets to designing and implementing Coronavirus Risk Management and Business Continuity plan. This requires senior resources to monitor and evaluate a constantly changing situation, provide mandate, budget and determine new and innovative policies and strategies that become relevant in the wake of this pandemic. A co-ordinating group ensures that people with the necessary skills and insights are consulted and involved in the design of a Coronavirus Risk Management and Business Continuity Plan, issues directives and facilitate implementation capacity.*

1.2 Measures taken:

- The five Group Executives (Agile Zone Coaches) compromise the co-ordinating work group, supported by Health and Safety and Office Infrastructure representatives who assist with plan execution. Collectively this team is responsible for the Coronavirus Risk Management and Business Continuity Plan.

- Individual responsibilities:

    - The Chief HR Officer is responsible for internal co-ordination, awareness and education of staff, sourcing and vetting authentic reports / information relating to the Coronavirus, preventing the spread of fake news and managing staff communications, sick and quarantine policies and general staff wellness
    - Chief Marketing Officer is responsible for managing communications with clients and partners and implementation of Business Continuity plan with Marketing and Client engagement teams.
    - CTO for designing the technological aspect of the Plan and ensuring implementation by IT team, in order to ensure smooth continuation of services in a remote working scenario.
    - CFO and CEO monitor client behaviour, business risk in local and international markets and provide mandate.

Directors: • **Mark Barnes/**Chairman • **Charles Savage/**CEO • **Gary van Dyk/**CFOO• **Reece Briesies/**Non-executive Director • **Thomas van Heerden/**Non-executive Director

First World Trader (Pty) Ltd t/a EasyEquities (registration number 1999/021265/07) is an authorized financial services provider (FSP number 22588) and registered credit provider (NCRCP12294)

• **Website:** www.easyequities.co.za • **Telephone:** 087 940 6000 • **Address:** 16th Floor, 25 Owl Street, Auckland Park, Johannesburg, 2092

2. Awareness measures

2.1 Workplace consideration: Changing behaviour requires continual awareness and reinforcement.

- Display educational notices by World Health Organisation / Department of Health / NICD in prominent places in the workplace and toilet areas.
- Chief HR Officer reinforces safety and preventative measures with staff.

2.2 ***Measures taken:***

- *As above*

3. Hygiene and sanitation

3.1 Workplace Consideration: Workplace and personal hygiene is essential in limiting the spread of the virus. Cleaning staff have the capacity to limit the virus or inadvertently facilitate further contagion.

3.2 Measures taken:

- A detailed office cleaning protocol has been implemented for cleaning staff; personal protective equipment and cleaning and sanitizing products made available**.**
- Cleaning staff have been briefed on their role in contributing to a safe and healthy working environment.

4. Use of Meeting rooms

4.1 Workplace consideration: *Social distancing is critical in preventing the spread of the virus. Meeting rooms do not provide adequate distancing or ventilation.*

4.2 Measures taken

- Meeting rooms may no longer be used due to social distancing and ventilation considerations
- Face to face meetings / interviews are not permitted – use Zoom / Skype / Slack or other tools made available by IT Team.
- Where absolutely unavoidable, meetings to take place either outdoors, or in well ventilated open spaces, maintaining social distance of minimum 1 meter.
- Avoid coffee shops or other busy public areas

5. Technology

5.1 Workplace consideration: Transmission risk can be vastly reduced and business can continue effectively using suitable technology.

- All staff to download Zoom on their computers and / or smart phones for teleconferencing
- Office lines to be re-directed to staff mobile phones for work-from-home scenario.
- IT team to conduct audit of all staff who have adequate infrastructure (wi-fi , laptops) to be able to work remotely.
- Head of Infrastructure to source additional laptops and dongles and have IT teams set up appropriately as well as test microphones for conference calling.
- IT team to prepare a guide for staff on setting up their home environment for remote working, including the necessary tools and how to use these.

6. Social distancing

6.1 Workplace considerations:

- ***The virus is spread by coughing, sneezing, person to person contact, or touching contaminated surfaces and one's own face. The recommendation of WHO is to maintain distances of at least 1 m between people.***
- ***Government has placed a prohibition on gatherings of more than 100 people.***
- ***There is inadequate ventilation in EASYEQUITIES offices and using office lifts in peak periods poses a further transmission risk.***
- ***Staff using public transport are unable to maintain the required social distancing.***

6.2 Measures taken

- "Contact -free" policy / signs displayed in reception and working areas
- Split workforce in two based on skills set and job function. Half staff complement working remotely. Staff remaining in office to spread out their workstations around the office.
- Staff events (team building, training, workshops) cancelled until further notice
- Non staff members (eg. Delivery people) are not permitted to come into the offices. Deliveries must be collected by the relevant staff member on the ground floor.
- Discourage clients from coming to the office – use email, online system or phone instead.

- To the extent that it is necessary to allow a non-personnel member into the offices, reception must retain a roster of contact details for each guest, in the event that it may be necessary to do tracing following a positive test of a staff member. Use own pen to record these details– do not share.

- Each staff member to take their temperature with the digital thermometer daily upon arriving at work. In the event of a high temperature reading (38 degrees or higher), staff member must not enter the offices, return home, self quarantine and seek medical advice.

7. Air travel – International

7.1 Workplace consideration: Given the high possibility of contracting the virus in other countries or whilst in transit, international travel is extremely risky and should be avoided. Government has announced a travel ban restricting certain international travel.

7.2 Measures taken:

- No international travel is permitted.
- Anyone returning from recent international travel to self-quarantine and work from home for 14 days from date of arrival back in SA.

8. *Air travel – Local*

8.1 Workplace consideration: International travelers may also make use of domestic flights, including travelers from high risk areas. Lack of social distancing in planes. Possibility of unavoidable contact with contaminated surfaces or sick people during air travel.

8.2 Measures taken:

- No domestic air travel is permitted until further notice
- Any staff member returning from recent domestic air travel must work from home for 14 days after their return.

9. Communications

9.1 Workplace consideration:

- ***In order for the Risk Management and Business Continuity Plan to be successfully implemented, all employees need to understand the company's policies / protocols relating to the management of this situation.***

Directors: • **Mark Barnes/**Chairman • **Charles Savage/**CEO • **Gary van Dyk/**CFOO• **Reece Briesies/**Non-executive Director • **Thomas van Heerden/**Non-executive Director

First World Trader (Pty) Ltd t/a EasyEquities (registration number 1999/021265/07) is an authorized financial services provider (FSP number 22588) and registered credit provider (NCRCP12294)

• **Website:** www.easyequities.co.za • **Telephone:** 087 940 6000 • **Address:** 16th Floor, 25 Owl Street, Auckland Park, Johannesburg, 2092

- ***There is an "infodemic" of fake and inaccurate information. Staff need access to reliable and factual information. False information can spread panic and lead to damaging behaviours.***

- ***Clients need to have comfort that we have a strategy in place to see the business through this period and continue to service them.***

9.2 Measures taken:

- Policy communicated to staff that no staff member may post any information relating to the Coronavirus on Group chat or Slack or any other work channel.
- Chief HR Officer to source and review accurate and reliable information from credible sources, and to communicate to staff via a dedicated Slack channel, or in the event of urgent communications, on the Group Whatapp.
- Chief HR Officer to engage with staff on voluntary or forced quarantine, and / or testing and make the decision in this regard on a case by case basis.
- Chief Marketing Officer to communicate our business continuity plan to clients and partners.

10. Children in the workplace

10.1 Consideration: the workplace is not a safe place for children, and children pose a potential distraction and health and safety risk to staff.

- Children are not permitted in the workplace
- Staff members may stay home to care for children during forced school closures or in the event that children are sick.
- Staff members are requested to disclose to the Chief HR Officer the ailment suffered by the child and obtain permission from her to return to the office, which may only be after medical clearance is obtained. This will be kept in confidence.

11. Special considerations in respect of vulnerable persons – elderly / those with underlying conditions / compromised autoimmune systems

11.1 Workplace consideration: Staff members with underlying health conditions and compromised autoimmune systems may be more vulnerable to the virus and at high risk of mortality. Special measures are required to protect these staff members.

- Chief HR Officer to obtain detail of underlying health conditions from staff, where they agree to disclose this in order to establish if they may be considered to be a vulnerable person.
- Vulnerable staff members are best moved to a work- from-home environment, subject to skills availability, practicality of such arrangement and other relevant considerations.

12. Mitigate impact of stress and anxiety

12.1 Workplace consideration:

- ***The onslaught of the Coronavirus maybe stressful for many staff members.***
- ***We have limited resources, which means that some staff members may be overburdened in the event of a fellow staff member becoming ill or being absent.***
- ***Sustained stress may affect employees physical and mental wellness.***

12.2 Measures taken:

- Coaches to evaluate resources required to continue to run projects and take steps to allow opportunity for rest and respite for staff members, when possible.
- Encourage (remote) team-work and sustain team spirit among staff.
- Chief HR Officer is available to all staff for counselling and support at all times.
- Implement wellness initiatives- arrange flu shots, vitamin B injections etc for staff