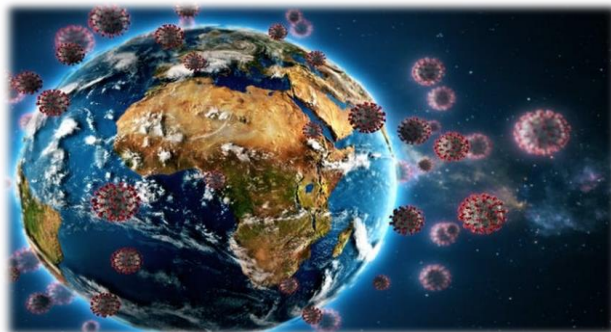




# COVID-19 PREPAREDNESS PAPER



APRIL 2021

## COVID-19 PREPAREDNESS PAPER 2021 (CPP2021)

### POLICY STATEMENT

The coronavirus outbreak has suddenly influenced our way of life. All segments of the Mauritian population including businesses have been affected. As such the health of the population comes first and it is a patriotic duty to remain extremely vigilant.

To ensure the safety of our employees and beneficiaries, the NEF has adopted a COVID-19 Preparedness Paper stipulating the preventive and sanitary measures to be followed by Employees in office and on site, and also by other members visiting NEF premises.

The measures, actions and protocols laid down in this document shall apply when there are local cases of COVID-19 infections within the community. This protocol shall be in effect until Management/relevant authorities decide that it is safe enough to forego with same.

Together we can fight the pandemic!

Signature : .....

Jean Francois Chaumière

CEO

Date :.....

### ***Confidentiality Statement:***

*This document details out the sanitary measures for the prevention of COVID-19 at the National Empowerment Foundation and contains data and information in relation to the organization's operation intended for internal use only. No information is allowed to be modified or manipulated.*

# **COVID-19 PREPAREDNESS PAPER 2021 (CPP2021)**

## **Table of Contents**

<b>BACKGROUND</b>	<b>4</b>
<b>PURPOSE</b>	<b>4</b>
<b>PROTOCOL 1 – WORK IN OFFICE</b>	<b>5</b>
<b>PROTOCOL 2 - WORK FROM HOME</b>	<b>25</b>
<b>PROTOCOL 3 – WORK ON FIELD</b>	<b>47</b>
<b>CONCLUSION</b>	<b>55</b>

## **COVID-19 PREPAREDNESS PAPER 2021 (CPP2021)**

### **BACKGROUND**

The coronavirus (COVID-19) pandemic continues to severely affect public health and causes unprecedented disruptions to economies and labour markets. In line with the advice from the World Health Organization (WHO), many steps have been taken worldwide to contain the spread of the virus. Governments have implemented measures ranging from physical distancing, restrictions on the freedom of movement and the closure of non-essential companies and undertakings, to the lockdown of entire cities in different parts of the world.

As the pandemic evolves, so have the measures taken to address it. Reducing face-to-face contact is an important action to mitigate the impact of COVID-19. In this new environment, employers have to be able to adapt and make contingency plans to respond to new measures as they arise.

### **PURPOSE**

The National Empowerment Foundation has proposed its COVID-19 Preparedness Paper (CPP) for year 2021, as a package aimed at guiding the coordinated action to be taken at all levels to overcome the ongoing challenges in the response to COVID-19.

The COVID-19 Preparedness Paper (CPP2021) builds on lessons learnt about the virus in year 2020 and also focuses on emerging challenges, to mitigate related risks that it represents to NEF Personnel and also to its clients.

The CPP2021 has been planned in line with all the guiding principles outlined by WHO and the Circular Letters the Ministry of Public Service, Administrative and Institutional Reforms, as short technical step-by-step guide to ensure that the Foundation is ready to resume the core activities falling under its mandate through the three (3) main Protocols such highlighted below:

- a) the Work in Office (WIO) Protocol, encompassing the Covid-19 Safety & Health and Cleaning & Disinfection in Workplace Measures;
- b) the Work from Home Protocol and
- c) the Work on Field Protocol.

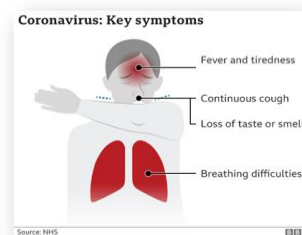
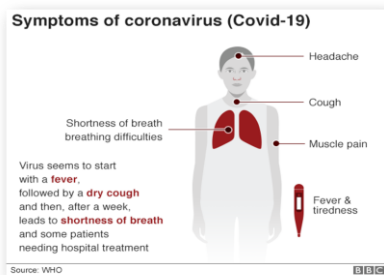
## ***PROTOCOL 1 – WORK IN OFFICE***

### **COVID 19 SAFETY & HEALTH MEASURES**

#### **What is Coronavirus?**

Coronavirus disease (COVID-19) is an infectious disease caused by a newly discovered coronavirus. Most people infected with the COVID-19 virus will experience mild to moderate respiratory illness and recover without requiring special treatment. Older people and those with underlying medical problems like cardiovascular disease, diabetes, chronic respiratory disease, and cancer are more likely to develop serious illness.

***Source: WHO***

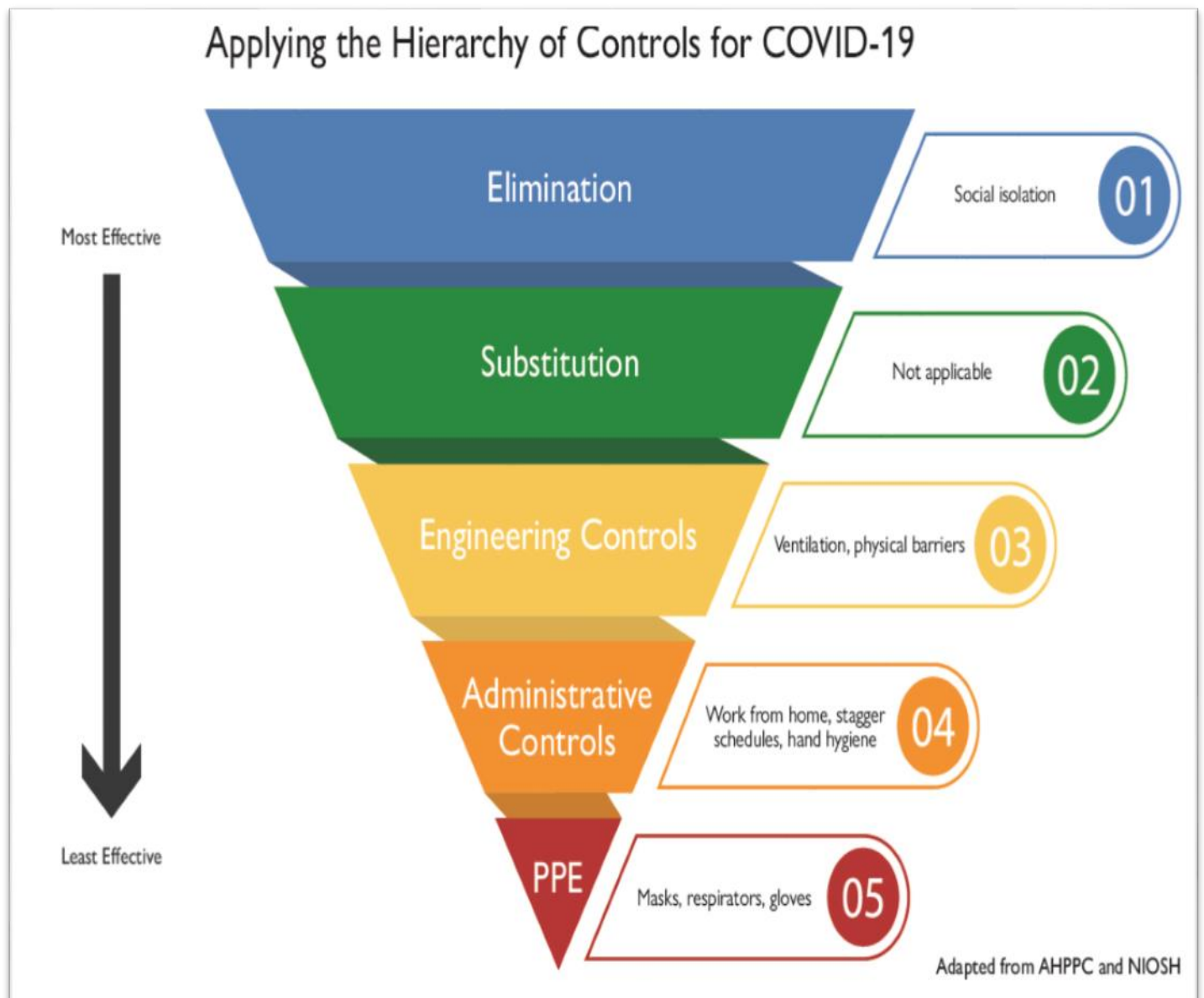


#### **Basic Sanitary Measures**

- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Wash your hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer that contains at least 60% alcohol if soap and water are not available.

## COVID-19 PREPAREDNESS PAPER 2021 (CPP2021)

### Hierarchy of Controls for COVID-19



## COVID-19 PREPAREDNESS PAPER 2021 (CPP2021)

### Covid-19 Response Team

Meet our dedicated team ready to assist you respond to and impact of COVID-19 and mitigate the risks.



manage the

**Head of Covid-19 Response Team** - Ms Salinee Dilchand,  
Officer of NEF

Safety & Health

### 5<sup>th</sup> Floor:

- a) Mr Heerish Gya
- b) Mr Ricardo Seblin
- c) Ms Christelle Sylva (Théodore)

### 7<sup>th</sup> Floor:

- a) Mr Kenny Joson
- b) Mr Pawansingh Rascoomar;
- c) Mr Reyan Ramchunder

### 8<sup>th</sup> Floor:

- a) Mr Allan Wilson
- b) Ms Vidisha Dwarka
- c) Ms Carine Arokium

### Responsibility of the Team

- a) Implement clear internal and external sanitary practices for managing risks associated with the coronavirus in the workplace;
- b) Monitor if employees are adhering to the safety and health measures for Covid-19 prevention at work; and
- c) To ensure that every two weeks a follow up meeting is carried out among them and identify areas where improvement is needed.

## COVID-19 PREPAREDNESS PAPER 2021 (CPP2021)



### Sanitary Measures

<i>Temperature Screening at NEF Entrances</i>		<i>Responsibility</i>
a)	The temperature of all employees coming to work shall be checked daily in the morning.	<b>From 8am to 8.45am:</b> Mr Ricardo on 5 <sup>th</sup> Floor Mr Navette on 7 <sup>th</sup> Floor Mr Wilson on 8 <sup>th</sup> Floor  <b>From 8.45am to 4pm:</b> Reception on 5 <sup>th</sup> , 7 <sup>th</sup> and 8 <sup>th</sup> Floor
b)	All employees must be screened before entering the company's premises.	
c)	Should a temperature be greater than 37.3 °C, allow the person to rest for 10-15 minutes and check temperature again. If same temperature is maintained, the person shall be requested to leave NEF premises and to go directly to the nearest Flu Clinic for testing for COVID-19.  A record of such high temperature shall be recorded, as well as name, surname, age, occupation and any visible symptoms.	

### *Wearing of Mask and gloves*

- a) Wear the masks provided to you. Refer to Appendix 1 for instructions for wearing of masks.
- b) Gloves are not highly recommended but if employee's experiences skin allergies when using sanitizers then gloves can be worn. Refer to Appendix 2.



### *Handwashing and Hygiene Practices*

Wash your hands regularly and thoroughly with an alcohol-based hand sanitizer or wash them with soap and water (at least 20 seconds) Refer to the handwashing techniques (Refer to Appendix 3).

Wash/sanitise your hands:

- a) After using public transportation
- b) Immediately upon arrival at work
- c) After sneezing or coughing
- d) Before and after eating
- e) After toilet use
- f) After having been in physical contact with your colleague/customer or anyone, even if you kept the 1.5 m physical distance
- g) After cash transactions
- h) After having used any fingerprint devices
- i) After touching suspected contaminated surfaces, especially in common areas
- j) When hands are visibly dirty



All departments/Districts shall have a sanitiser available and properly positioned for all their respective employees to use regularly and for visitors to use as well.



## COVID-19 PREPAREDNESS PAPER 2021 (CPP2021)

### ***Social Distancing***

a) Maintain at least 1.5 metres distance between colleagues while at work and when in common areas such as store, office, mess rooms and meeting rooms. Look out for and respect the markings placed to this end.



b) Prefer virtual meetings or phone conversations instead of face-to-face meetings.

c) No handshakes!



<i><b>Beneficiaries coming to NEF Offices in Garden Tower</b></i>		<i><b>Responsibility</b></i>
a)	All Beneficiaries shall be received on 5th floor, more specifically in lobby area outside of Lecture Theatre, where 3-4 tables shall be set up.	Administration
b)	Beneficiaries coming to 7th or 8th floor shall be redirected to the 5th floor by the employee working on reception areas or by attendants, except for Beneficiaries coming to 8th floor for repayment at the cash office of Finance Department.	Reception/Attendants
c)	Mobile Plexiglas clear shields (sneeze guards) shall be procured for all reception areas and for the 3-4 tables to be set up on 5th floor specifically for beneficiaries.	Administration & Procurement Section
d)	Basic information's of all Beneficiaries visiting NEF (and people accompanying them) shall be duly registered in a visitor's book. Information to be recorded are: Date and Time of Visit; Full Name; NIC No.; Mobile/Phone No.; Current address of residence.	Respective Districts
e)	Beneficiaries (and people accompanying them) shall wear a face mask at all times within the NEF premises and their temperature checked at arrival.	Respective Districts

## COVID-19 PREPAREDNESS PAPER 2021 (CPP2021)

<i><b>In Your Workplace</b></i>		<i><b>Responsibility</b></i>
a)	Place notices in entranceways, washrooms, lunchrooms, and public areas; use employee emails, intranet, newsletter to inform and sensitise employees on COVID-19 and other related information.	Administration Department, IT Department & Communication Department
b)	Clean and disinfect high touch surfaces regularly (door handles, etc.) disinfectants.	
c)	Consider opening windows and adjusting air conditioning for more ventilation. (Fan use should be avoided as this may help with directional spread)	
d)	It is essential that the Covid Response Team of each floor should monitor the cleaning team and keep a record when any disinfection or cleaning is done by attendants/	
e)	Consider if large gatherings can be rescheduled, staggered, cancelled or moved to an online platform.	
f)	Close down / restrict access to certain commonly used spaces like kitchen where a higher level of repeated contact is known (microwave, kettle, tap, utensils, etc.)	
g)	Limit number of people in confined spaces that cannot be decommissioned (like lift).	

### ***Waste Management***

- a) Employees should ensure that all used personal protective equipment such as masks; gloves etc. need to be properly disposed in waste bins provided on each floor.
- b) The Cleaning Team should be properly equipped and use protective equipment when disposing refuse bags.
- c) Posters to be displayed all around to sensitize employees on the proper disposal of PPE



### ***Travelling to the Office by using Public Transportation or personal Transport***

- a) Employees should wear masks whenever using public transport.
- b) Employees using public transport should observe all lawful instructions of the Authorities regarding physical distancing and road safety.
- c) It is advisable that employees disinfect their hands, footbath and any personal belongings which have been touched during the trip once the public transport has been disembarked.
- d) In case carpooling is practiced it is advisable that the maximum number of passengers in a car be limited to four.
- e) It is advisable for all individuals to disinfect hands before entering and after exiting the vehicle.



## COVID-19 PREPAREDNESS PAPER 2021 (CPP2021)

### *Travelling to the Office by using Common Transportation provided by the Employer*

- a) Employees using common transport provided by the employer should observe all instructions regarding physical distancing.
- b) It is recommended to limit the number of passengers such as to respect necessary physical distancing.
- c) Employees should wear masks whenever using such transport.
- d) It is advisable that employees disinfect their hands and any personal belongings which have been touched during the trip once the transport has been disembarked.
- e) Drivers should ensure that seats, door handles are decontaminated with sanitizer or alcohol. This should be done in the morning and in the afternoon as well.
- f) All vehicles to be provided with sanitizers and should be explained about their use.



### *Communication/ Tool box Talks*

Heads of Departments are highly encouraged to continuously maintain proper communication with employees by:

- a) Assuring them that necessary measures have been implemented to protect health and safety at work.
- b) Raising awareness among employees around Physical Distancing and the need to avoid close personal contacts.
- c) Providing clear advice to employees about actions they should take if they display Covid-19 like symptoms.
- d) An awareness programme can be scheduled whereby a Medical Practitioner can come to the worksite to deliver information and respond to any query about Covid 19.



### *Going back Home*

- a) Take off your Mask/Gloves outside the house. Dispose them in bins if needed.
- b) Remove your shoes at the doorstep.
- c) Leave your key, wallet and phone in a corner which is not used frequently. Remember to sanitize them later.
- d) Carefully take off your cloth and put them for a wash. It is recommended to wash your cloth by yourself to avoid them being touched by other members.
- e) Take a bath, scrubbing yourself clean if possible. If not least you need to do is wash your face, hands, arms, feet and any other part of the body that was exposed. Wash them with soap and water for at least 20 sec.




## COVID-19 PREPAREDNESS PAPER 2021 (CPP2021)

### *Work from Home*

#### Ergonomic considerations:

- a) Avoid working from couches or other soft surfaces that do not have a stable work surface and lack support for your back.
- b) When possible, position your computer so that windows are beside you, and not in front or behind you. Use options such as blinds or curtains to control glare and reduce risk for eyestrain.
- c) Make sure to follow good housekeeping practices – clean and clutter free surfaces, electrical cords in good condition and properly positioned.
- d) Take frequent mini-breaks throughout the day to give muscles and joints a chance to rest and recover. This is important for both physical and mental health.
- e) If you have an adjustable chair, adjust all features to support your back, thighs, and be at a comfortable height. If you do not have an adjustable chair, use folded towels or cushions as needed for extra padding and back support.
- f) Position monitor/laptop screen approximately arms' length away from you.
- g) Use a footrest, box, or something sturdy to support your feet, so they are not stretching to reach the floor or causing you to perch on the front edge of your chair.

#### *An employee with suspected COVID-19 infection within NEF premises shall be handled as follows:*

a)	The person shall be immediately escorted to the identified <b>Isolation Room</b> (7 <sup>th</sup> floor mess room designated as isolation room) within NEF premises.	Administration Dept. 
b)	Health services shall then be immediately contacted to send an ambulance for transferring the identified person to the nearest Flu Clinic for testing for COVID-19.	
c)	In case of refusal of employee to abide by directions, relevant authorities shall be contacted.	
d)	Other employees that the suspected person with COVID-19 has been in contact with (in office and outside in the course of his duties), shall be identified and asked to go home immediately and stay home until advised otherwise.	
e)	The spaces, objects and office used by a suspected/confirmed COVID-19 employee shall be thoroughly disinfected. A timeline of contact and length thereof of the latter shall be established.	
f)	All internal meetings shall be held with the minimum number of persons required for same with social distancing rules respected and in large and well ventilated rooms as far as possible.	

## COVID-19 PREPAREDNESS PAPER 2021 (CPP2021)

g)	<p>All employees working within NEF premises at Garden Tower are to adhere to the following barrier gestures and actions:</p> <ul style="list-style-type: none"> <li>• Wearing of face mask at all times in closed office quarters</li> <li>• Social distancing where feasible (about 2 arm lengths)</li> <li>• Promote frequent and thorough hand washing</li> <li>• Encourage workers to stay home if they are sick (same shall be deducted from their sick leaves)</li> <li>• Encourage respiratory etiquette, including covering coughs and sneezes.</li> <li>• Limit food handling and sharing of food in the workplace</li> </ul>	
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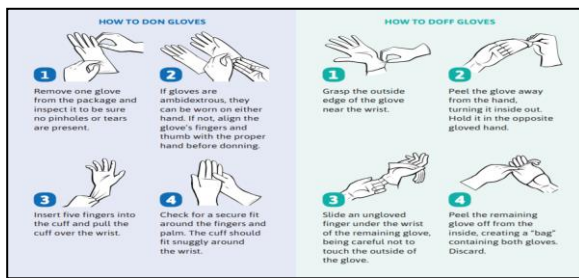
<b>NEF Staff on Field Duty</b>		<b>Responsibility</b>
a)	All CMOs/ACMOs shall each be given one box of 100 disposable gloves (50 pairs) per month to be used while doing case management visits.	Respective District/ Procurement Section
b)	All CMOs/ACMOs shall each be given two Alcohol-based Hand Sanitiser (small format for ease of transport, and with flip top lid) per month.	Respective District/ Procurement Section
c)	All CPEs/CPCs shall each be given one Alcohol-based Hand Sanitizer (small format for ease of transport, and with flip top lid) per month.	Administration & Procurement Section
d)	All MPU employees shall each be given two Alcohol-based Hand Sanitizer (small format for ease of transport, and with flip top lid) per month.	Administration & Procurement Section
e)	<p>During a national lockdown, all staff deployed on field for support to beneficiaries shall be provided with the following PPEs:</p> <ul style="list-style-type: none"> <li>• N95 mask/KN 95 mask</li> <li>• Disposable gloves</li> <li>• Protective eyewear such as face shield or safety goggles (specific for staff being deployed in officially declared Red Zones/clusters/restricted zones)</li> <li>• Long-sleeved disposable gown or apron (specific for staff being deployed in officially declared Red Zones/clusters/restricted zones)</li> </ul>	Respective District/ Procurement Section
f)	When field staff return to office with document and other materials which have been used on field, a special area has been set up in an office previously used by Procurement on 8 <sup>th</sup> floor, whereby racks shall be set up for storing of those documents/materials for at least 24 hrs before same may be circulated and used within NEF office areas.	Respective District/ Procurement Section

## COVID-19 PREPAREDNESS PAPER 2021 (CPP2021)

### *Appendix 1: How to Wear Mask Properly*



## ***Appendix 2: How to wear Gloves Properly***



## ***Appendix 3: How to wash your Hands Properly***





## ***Appendix 4: The Public Health Act***

Regulations made by the Minister under section 79A of the Public Health Act

1. These regulations may be cited as the COVID-19 (Closing down of Premises and Restriction of Activities and Movement in Public Places) Regulations 2020

**THE PUBLIC HEALTH ACT**  
Regulations made by the Minister under section 79A  
of the Public Health Act

**3. Application of regulations**  
For the purpose of section 79A of the Act, the sanitary measures specified in these regulations shall be observed with a view to preventing a resurgence and further spread of Covid-19.

**4. Wearing of protective mask**

(1) Every person shall, in any place, other than in his ordinary place of residence –

- (a) wear a protective mask over his nose and mouth;
- (b) ensure that every child aged 5 and above in his company, wears a protective mask over the child's nose and mouth.

(2) Where wearing of protective mask shall not apply

- (a) when a person travels alone in a private vehicle or where the driver and every other passenger in the private vehicle ordinarily lives with the individual in the same place of residence;
- (b) when lawfully directed by another person to remove the protective mask in order to ascertain the identity of the person or child
- (c) when carrying out, in the course of his employment, an activity that requires that no protective mask may be worn, or that it shall be removed in order that other equipment may be worn or used, to carry out that activity.



**2**

## THE PUBLIC HEALTH ACT

### Regulations made by the Minister under section 79A of the Public Health Act

#### Application of regulations

For the purpose of section 79A of the Act, the sanitary measures specified in these regulations shall be observed with a view to preventing a resurgence and further spread of Covid-19.

#### 5. Social and physical distancing rules

(1) Every person shall in any place, other than in his ordinary place of residence, strictly observe the social and physical distancing rules specified in this regulation

(2) Every person shall, at all times, keep a distance of *at least one metre from any other person, except where the person is in company of child under the age of 12.*



(3) No person shall, without reasonable excuse –

(a) sit on a seat that is not fixed to the floor and that is *less than one metre away from another seated person in a public place;*

(b) *sit on a fixed seat in a public place which is demarcated as not to be occupied; or*

(c) *stand in a queue less than one metre away from any other person in the queue in a public place.*



(4) Every employer shall ensure that appropriate measures are in place to implement the social and physical distancing rules specified in this regulation.

Police Bulletin 1816, last dated 20.04.2020. Police Operations & Communications Unit



**THE PUBLIC HEALTH ACT**  
**Regulations made by the Minister under section 79A**  
**of the Public Health Act**

**Application of regulations**

For the purpose of section 79A of the Act, the sanitary measures specified in these regulations shall be observed with a view to preventing a resurgence and further spread of Covid-19.



**6. Good hygiene practices**

Every person shall, whether in his ordinary place of residence, in a public place, at his workplace and any other premises, ensure that he *disinfects his hands regularly using an alcohol-based hand sanitiser, where same is available*

**7. Hygiene products, cleaning and waste disposal**

(1) **At any place of work**, every employer shall –  
(a) **provide to his employees –**

- (i) **hygiene products; and**
- (ii) **rubbish bins for the disposal of waste;**

(b) **ensure that waste is regularly disposed of; and**

(c) **ensure that the place of work, including used surfaces such as benchtops, desks and doorknobs, is regularly cleaned and disinfected.**



**THE ROAD TRAFFIC ACT**  
Regulations made by the Minister under section 198  
of the Road Traffic Act

These regulations may be cited as the Road Traffic  
(COVID-19 Sanitary Measures) Regulations 2020.

**Conduct of passengers**

1.

Every person shall, whilst being at any bus  
stop, bus shelter, bus station or taxi stand

(a) wear a protective face mask;



(b) comply with crowd management  
and physical distancing requirements  
as an authorised officer may  
determined.

2.

Every passenger in a bus—



(a) wear a protective face mask;



(b) comply with crowd management  
and physical distancing requirements  
as an authorised officer may  
determined.



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**THE GOVERNMENT GAZETTE OF MAURITIUS EXTRAORDINARY Published by  
Authority**

**THE QUARANTINE ACT 2020 Temporary Restrictions of Movement Order (hereinafter referred to as “the Order”) made by the Prime Minister under section 3 of the Quarantine Act 2020**

**1. WHEREAS** by virtue of General Notice No. 465 of 2021, it was ordered, in view of the fact that there was still an epidemic of COVID-19 in Mauritius, that the quarantine period in Mauritius be extended until 31 May 2021.

**2. WHEREAS** section 3(1)(b) of the Quarantine Act 2020 provides that during a quarantine period, the Prime Minister may, by Order, order that all persons shall remain indoor within such area and during such period, and under such terms and conditions, as he may specify.

**3. NOW, THEREFORE,** in view of the fact that I am satisfied that it is necessary and expedient for the purposes of preventing the spread of COVID-19 in Mauritius, I hereby order, subject to this notice, that no person, other than in the Island of Rodrigues, the Island of Agaléga and the Chagos Archipelago, shall remain outdoor in Mauritius as from 10 March 2021 at 6 a.m. until 25 March 2021 at 8 p.m.

**4. However, paragraph 3 shall not apply to the following persons –**

- (a) Employees of the public and private sector organisations providing essential services;**
- (b) Employees of the Disciplined Force;**
- (c) a person who has to avail himself of medical treatment or procure medicine or any other item essential for his or his family’s subsistence or livelihood;**
- (d) a Judge or Magistrate for the purpose of attending Court (in respect of minimum judicial services as the Chief Justice deems essential), and employees of Courts as may be designated by the Chief Justice;**
- (e) a barrister or an attorney whose services have been retained by a person to attend a police station, place of detention or Court;**
- (f) a medical practitioner for the purpose of attending a hospital, private medical institution or patient in need of urgent medical care;**
- (g) a pharmacist and his employees for the purpose of attending their place of work; 912 The Mauritius Government Gazette**
- (h) employees of quarantine facilities, petrol service stations, port and airport and related businesses, cleaning and scavenging services and security services.**

**5. Nothing shall exempt any employer from his statutory obligations pertaining to the safety and health of his employees under any enactment which may be applicable.**

**6. This Order is being issued in the interest of public health and to protect the population. Members of the public are urged to be self-disciplined and to cooperate with the authorities and not to remain outdoor.**

**7. Any person who is found outdoor in breach of this Order shall commit an offence and shall, on conviction, be liable to a fine not exceeding 500,000 rupees and to imprisonment for a term not exceeding 5 years.**

**P. K. JUGNAUTH Prime Minister, Minister of Defence, Home Affairs and External Communications, Minister for Rodrigues, Outer Islands and Territorial Integrity  
9 March 2021**

**Appendix 5: Temperature Screening Record Sheet (For temperature of above 37.3°)**

Date	Name & Surname	Contact #	Issue	Action	Follow up by
15-Apr-20	John	5-123938	High Temperature at Entry Gate	Requested to attend nearest Health Care Facility	Head of Department

**Appendix 6: Intervention Sheet**

**Action Plan in Case of suspected Covid-19**

	Worker with fever and symptoms should inform his immediate line supervisor who should direct him straight away to the isolation room	Symptoms of Covid-19 Fever: Temperature Above 37.3 Tiredness Dry cough  Shortness of breath  Aches and pains Sore throat Running Nose Loss of Smell/Taste	
Definition of Designated Person; Shift Supervisor/ Team Leader	Direct Employee to Isolation Room		
Contact Tracing of colleagues within a 1 m: Log book to be kept	Designated person to contact Helpline: <b>8924</b> for further directives		
	If authorities are able to transport employee to nearest Health Care Facility	If authorities <b>unable</b> to transport employee to nearest Hospital	Inform OHP/SHO/Team Leader
Limited Access to Isolation Room: Signage on doors	Authorities to take over	To arrange to private clinic for Transfer	

## **CLEANING AND DISINFECTION IN THE WORKPLACE MEASURE**

Coronaviruses, including the virus causing COVID-19, can survive on surfaces for many hours but are readily inactivated by cleaning and disinfection. To reduce the spread of viruses or germs through environmental cleaning:

- a) Clean and disinfect frequently touched surfaces such as benchtops, desks, doorknobs, taps, keyboards and handrails at regular intervals throughout the day with a detergent solution or detergent/disinfectant wipes
- b) Clean and disinfect frequently used objects such as computers, photocopiers with detergent solution or detergent/disinfectant wipes
- c) Increase the amount of fresh air available indoors by opening windows or adjusting air conditioning
- d) Provide bins for used tissues and empty them regularly throughout the day
- e) Clean toilets at least twice daily depending on the traffic.
- f) Cleaning sponges/clothes: These should be changed frequently and different ones used in different rooms to avoid cross contamination.

### **Detergents and disinfectants**

- a) Detergents Break down grease and remove organic material (dirt and grime) from the surface.
- b) Should be used separately before using disinfectants.
- c) Disinfectants are liquids, sprays and wipes that are designed for use on surfaces to kill germs (microorganisms such as bacteria and viruses).
- d) They are not to be taken internally or used on the skin.

### **Disinfectant wipes**

Check the label for information about product and use. May become dry due to fast drying properties and should be discarded if they become dry. Not recommended for heavily soiled surfaces.

## **Product selection**

Cleaning products should be chosen for their appropriateness for the surface to be cleaned. In general, combined disinfectant solutions or wipes are recommended for hard surfaces. Look for the following words or descriptions when selecting cleaning and disinfection products:

- a) Neutral detergent (wipe or solution) for cleaning
- b) Disinfectants Alcohol wipes with 70-90% alcohol (ethyl alcohol or isopropyl alcohol)
- c) Chlorine and chlorine compounds - i.e., sodium hypochlorite (household bleach), sodium dichloroisocyanurate (NaDCC) and calcium hypochlorite (bleaching powder).

## **Handling of cleaning products**

- a) Wear gloves when handling cleaning products including wipes
- b) Should be changed and disposed of after cleaning.
- c) Wash hands fully after the removal of any protective clothing.
- d) Wear any other personal protective equipment recommended by the manufacturer

## **How to clean and disinfect**

- a) Wear disposable gloves to clean and disinfect.
- b) Clean surfaces first with detergent and water before using disinfectant to remove visible dirt and reduce the number of microorganisms.
- c) Ensure more regular cleaning of frequently touched surfaces (eg tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks).
- d) Surfaces and objects in public places, such as shopping carts and point of sale keypads should be cleaned and disinfected before each use.
- e) Discard disposal items such as gloves and wipes immediately after use
- f) Clean reusable cleaning items such as buckets after use.
- g) Wash hands with soap and water when cleaning is completed.
- h) Disinfection kills microorganism on surfaces.
- i) Disinfect using an over-the-counter available hospital-grade disinfectant and follow the manufacturer's instructions for use.

## Cleaning Checklist

Month: \_\_\_\_\_ Week: \_\_\_\_\_

Items to be cleaned	Frequency of cleaning	Days of the week					Remarks	Responsible Officer Name & Signature
		Mon	Tues	Wed	Thurs	Frid		
All Door handles								
Light Switches								
Desks								
Toilets, Taps & doors								
Office Chair Arms								
Kitchen Surfaces								
Cupboard Handles								
Reception counters								
remote controls								
Kettles								
Waste bin Emptied and Clean								
Photocopiers								
Lift- Buttons								

Swiping and mopping of the floor to be followed:

- Mess Room
- Kitchen
- Toilets
- Offices
- Board Room/Meeting Room
- Reception



## **PROTOCOL 2 - WORK FROM HOME PROTOCOL**

The Work from Home (WFH) protocol has been proposed due to the COVID-19 pandemic and Government's directive recommending feasible work from home. This policy will be reviewed by the Foundation when the directive or business needs change. The WFH is not a universal workers' entitlement but an alternative temporary arrangement in response to the COVID-19 pandemic.

### **What is Work from Home?**

Progress in ICT has enabled and facilitated alternative working arrangements, including WFH, teleworking, telecommuting and remote working. These terms are often used to refer to new and evolving models of working outside the employers' premises or workplace. WFH is a working arrangement in which a worker fulfils the essential responsibilities of his/her job while remaining at home, using information and communications technology, to ensure business continuity and employment.

### **Scope and Application of WFH**

WFH is being implemented by NEF in response to COVID-19 as a preventive measure to contain the spread of the virus and to ensure the continuity of business and productivity of NEF workforce. WFH does not change or replace the terms and conditions of your employment or the required compliance with the NEF existing company policies, rules, and practices. This policy applies to workers undertaking remote work from home. All workers should be familiar with the contents of this policy.

The implementation of the WFH arrangement is at the sole discretion of the Foundation, and NEF management reserves the right to change, modify, or discontinue the arrangement for any worker at any time as it deems fit, upon which the worker shall resume the normal working arrangement.

## **Eligibility for WFH**

While efforts are being made to accommodate workers into WFH, there will be some workers who may not be eligible for WFH due to the specific job functions or situation surrounding the home environment that may not be practical to be performed at home. Upon approval from the CEO, Head of Departments will determine eligibility of staff for WFH.

## **Main Elements for Consideration**

### **1. Compliance to company policies**

It is important to note that all workers on WFH must comply with existing company policies as applicable. All workers on WFH must abide by existing company policies, which include:

- a) Occupational safety and health
- b) The use of ICT, data protection and confidentiality
- c) Intellectual property
- d) Company's Code of Conduct
- e) Use of company's tools and equipment, such as laptop, software, and so on
- f) Social media
- g) Anti-discrimination/ anti-harassment/ equal opportunity

### **2. Compensation and work hours**

The working hours, compensation, benefits, and work status and responsibilities of workers shall remain unchanged. However due to the current situation, some flexibility in working hours may be permitted with the approval of the CEO. Upon application by workers and if feasible, the Head of Departments may agree on specific work hours. Any changes to the total weekly work hours shall be approved by CEO.

### **3. Safety and health**

All workers must abide by the company's safety and health policy (if any) during WFH arrangements. All workers have the responsibility to take care of their own physical and mental well-being during WFH and ensure they are physically active, eat and sleep well, and exercise regularly. It is also important for all workers to maintain work-life balance, stick to the agreed work schedule, and take a necessary break and rest to stay active and healthy.

#### **4. Equipment, tools and supplies**

The company will provide the required tools and equipment for the workers to carry out the job function from home. This includes computer hardware, software, access to the Internet, access to host application, and so on. The use of equipment when provided by the company are for use by the authorized persons and for purposes relating to company business only. Workers have the duty to take good care of such tools and equipment and shall contact the company (IT Department or manager) if there is any issue with regards to the equipment, software, or connectivity.

#### **5. Technology, data protection and security**

The use of technology for WFH can present higher risks of cyberattacks and confidentiality breaches as well as increased risk of cyberbullying. All workers on WFH must read, understand, and abide by NEF ICT policy to safeguard data protection, confidentiality and security. All departmental managers and workers on WFH must do no harm when using work-related communication, including those enabled by ICT.

As a matter of security and confidentiality, only designated workers of NEF will be provided with remote access via VPN to NEF Port Louis network for work purposes. To this effect, such workers will be supplied with a laptop equipped with the remote access software. Due to sensitive nature of what the NEF does, use of this laptop must be restricted for work purposes.

#### **6. Workstation at home**

The worker is responsible for following the instructions given by the company on establishing and maintaining a designated workplace in a safe, healthy, professional and secure manner. For reimbursement of expenses incurred, such as Internet, or other improvements to the home office workspace must obtain prior approval of the CEO.

## **7. Communication**

Workers on WFH must be available and accessible to their manager and co-workers during the agreed work hours. The manager and the worker shall agree on the communication channel and how they would keep in touch with each other.

## **8. Performance standards**

Workers must maintain the same level of productivity and work quality during WFH. Professionalism, in terms of job responsibilities, work output, and customer service, must continue to meet the company's high standards. Employees encountering obstacles at home that could impact on their work performance should contact their departmental manager to assess together the feasibility of WFH. Any adjustment to outputs and performance is at the sole discretion of the manager, taking into consideration the specific circumstances of the workers and the job requirements.

## **9. Dependent care and other family responsibilities**

Workers with dependent care and other family responsibilities at home must address the situation with the respective managers and agree on a more flexible homeworking arrangement, such as different work hours, reduced workday or work hours with reduced work targets or flexible deadlines where possible. While the company may permit a certain degree of flexibility, WFH may be incompatible with dependent care and family responsibilities. The worker must make arrangements for family care and ensure the essential duties of the job function are fulfilled.

## **10. Worker's compensation and liability**

NEF assumes no liability for injuries occurring in the worker's home workspace outside of work hours, or for any non-work-related injury that might occur in the home, even if it occurs during the worker's agreed work hours.

## **11. Emergency and illness**

The worker on WFH must notify his or her immediate supervisor in the event of any emergency, including illness, injury, power failure, or loss of Internet connectivity. If an office closure or emergency prevents workers from commuting to the office or working in the office, upon consultation with their respective manager or supervisor, workers should commence work remotely from home or at any other suitable location, as approved by NEF.

### ***Annex A – Guidance to Heads of Departments/ Divisions/ Sections***

This checklist is aligned to international practices and is designed to be used by Heads of Departments/ Divisions/ Sections in conjunction with the NEF WFH Protocol.

#### **Employee Wellbeing**

- ▣ Consider support mechanisms to promote positive mental health and wellbeing in the workforce, supporting public officers who may be anxious for many reasons relating to changes in the work environment.
- ▣ Ensure that consideration of wellbeing forms part of regular support.
- ▣ Ensure public officers are taking regular breaks and continue to work their usual hours, in accordance with the working time directives.
- ▣ Consider individual circumstances of public officers and where appropriate offer additional flexible working options such as reduced hours, compressed hours and flexible start and finish times.

#### **Safety and Health**

- ▣ Signpost staff to appropriate Occupational Safety and health advice
- ▣ Support public officers to complete a risk assessment of their home workspace
- ▣ Establish an emergency point of contact

#### **Caring Responsibilities**

- ▣ Consider and support the individual circumstances and needs of officers who have caring responsibilities
- ▣ Discuss appropriate workload with those with caring responsibilities
- ▣ Consider making use of additional flexible working options such as reduced or flexible working hours

### **Communication and Engagement**

- ▣ Heads of Departments/ Divisions/ Sections and public officers should work together to agree on the method and frequency of communication
- ▣ Public Officers should ensure the workforce is using fully accessible communication channels

### **Expectations**

- ▣ Ensure public officers have a clear understanding of what is expected of them, and that they will be subject to a performance appraisal exercise.
- ▣ Ensure current work priorities and expectations are achievable.
- ▣ Supervising Officers should consider providing support and training for Heads of Departments/ Divisions/ Sections to help them successfully manage remote work.

### **Equipment and IT Systems**

- ▣ Discuss with Officer any digital issues they may need to be supported with to work from home, such as broadband connectivity, or any reasonable adjustments they may need
- ▣ Discuss, agree, and provide Officer with the relevant equipment necessary to carry out their regular duties, such as a laptop and work phone
- ▣ Ensure the IT network has capacity to support the number of Public Officers who will be working from home
- ▣ Heads of Departments/ Divisions/ Sections should consider ways to protect themselves from cyber-attacks. This includes include securing accounts, utilising VPN and cyber training

### **Pay, Expenses and Finances**

- ▣ Inform Officers that while they are working from home the usual contractual terms and conditions should apply, and pay will remain the same if they are working the same hours
- ▣ Consider your Institution's policy on expenses incurred from working from home and signpost this to staff
- ▣ Heads of Departments/ Divisions/ Sections should keep a record of the approved WFH Application and track their progress.

This checklist and guidance can be used multiple times to continuously evaluate homeworking policies.

## Annex B. Work from Home Application Form

## **PART 1: Instructions to Applicants and Supervisors**

Applicants and Supervisors should first carefully read the Work from Home (WFH) Protocol set by the National Empowerment Foundation before completing this form.

This form is intended to provide employees and supervisors with the relevant information for successful WFH arrangements and to ensure a consistent and fair method of processing WFH requests.

Once the WFH arrangements have been approved, the terms and conditions set in the WFH Protocol should be respected.

**PART 2: To be filled by applicant**

## Applicant Details

**Surname**

[illegible]

## Forenames

[illegible]

**Post of Applicant:**

[illegible]**Home Address:**[illegible]**Work Email Address:**[illegible]

**Mobile Number:**

[illegible]

[illegible][illegible][illegible][illegible]

Working Hours: ☐ 9 am to 4 pm

☐ **Predefined Roster**

Page 32 of 56



**1. Please give reason(s) for requesting for Work from Home**

.....

**2. What is the nature of work and expected output to be performed?**

Nature of Work	Expected Output	Tick as appropriate
<b><i>Case Management</i></b>		
Verification of Pay sheets for Subsistence Allowance	1. Households who did not receive payment and refer discrepancy list of Social Integration Division	
	2. Households making judicious use of the Subsistence Allowance	
Follow up of Children under Child Allowance Scheme and Educational Support	1. Children having attendance < 90 % and reasons of same	
	2. Children attending exams (PSAC,NCE,SC, HSC)	
	3. Children having average/low/good school performance	
	4. Children who are out of school below 16 years	
	5. Household status for Internet and Electricity facilities	
	6. List of children, needs and details for Educational Schemes	
Follow up of Households for Socio-Economic Changes	1. Households having change in address and referred to District concerned	
	2. Households having change in claimant and referred to Social Integration Division	
	3. Households having claimants/member passed away and referred to Social Integration Division	
	4. Households having member/s moved in or out and referred to Social Integration Division	
Confirmation of needs of Households	Training, Housing, Health, Educational, Family Empowerment Needs	
Follow up of Households for Economic Empowerment Schemes	1. Employment status of Adult Member and Household Income	
	2. Households generating income through small business	
	3. Households who have obtained Self-Employees Assistance Scheme	
	4. Referral of unemployed beneficiaries to potential employers and to Employment Information Centre	

Follow up of Households for Social Housing Support	1. Households occupying FCH and NHDC Houses provided by NEF	
	2. Households regular in payment and facing difficulty to repay for FCH, NHDC and Upgrading Housing Support	
	3. Propose actions for non-occupancy and non-repayment.	
	4. List of Beneficiaries for NHDC, FCH and Upgrading of Housing needs.	
	5. Households who benefitted from NHDC Housing support, connected to CEB and CWA utility.	
<b>Corporate And Administration</b>		
Meetings	Arranging meeting and preparing Agenda for CEO and circulating notes of meeting prior next meeting.	
Transport Planning	1. Daily Transport Plan and seek approval	
	2. Plan of work for Drivers/Attendant and Report on Work	
Staff Roster	1. Plan Staff roster to ensure smooth running of work at Office	
	2. Report on Tasks assigned	
<b>Human Resource</b>		
Recruitment and Selection	1. Drafting advert	
	2. Informing staff who are on leaves about internal advert.	
	3. Data Capture	
	4. Preparing letters of convocation for interview	
	5. Drafting contract of employment	
	6. Sending e-mail to other department with regard to accommodation and provision of other facilities prior to assumption of duty of incumbents	
Assumption of duties	Sending emails for assumption of duty	
Updating Leave Records	Ensuring that Leave records are updated whenever required (paid leaves/unpaid leaves/Time off in lieu of overtime/Injury Leaves, Study Leaves, etc. )	
Payroll	Drafting minutes on Assumptions/resignations/retirements/Leave without Pay	
Training and Development	Compiling list of staff for Training and liaising with Training Providers and/or staff through email and phone.	
Roaster of Staff	Compiling Staff Roaster for all Department for planning purpose	

Staff List	Provide an updated staff list with all required fields whenever required	
Absences of staff	Reporting absences of staff on a daily basis	
Letters, Testimonials, Forms	Drafting	
Report / HR Papers / Notes of Meeting / Industrial Relations	Preparing inputs from soft documents for availability of real time information	
WAP/Vaccination and Covid-19 related tasks	Application for WAP and Compiling Data	
<b><i>Finance and Procurement</i></b>		
1. Input, processing, verification of payment	Bank reconciled	
2. Reconciliation of banks, cash book and general ledger	Reports generated	
3. Procurement, repairs and maintenance	General ledger updated	
4. Issue of items	Payment verified	
5. Processing of Payment	Input validated	
<b><i>Communication</i></b>		
Management of the NEF Website	Updated NEF's current web portal.	
Website support	Sensible/ content worthy information used to create NEF's new web portal.	
Retrieve and attend to all online queries received at the NEF;	Manage NEF's internal email and ensure all requests/grievances, stakeholders' information, Ministries seminars/ workshop/ meetings reach respective correspondence timely.	
Creation of pamphlets, posters and other documents	Approved documents used to create NEF visibility related contents for press invitation, mass communication / event reporting	
Communication materials and Sensitive information security	Ensure all Communication materials / sensitive information are recorded and backed up	

Artworks for Invitation card, Bid Notice, Notice of Vacancy, Programme, Certificates, Banner	Drafting of artworks such as bidding/ tender notices, Vacancies, Invitation Card, Programme, Certificates, Banner related to procurement, Human Resources, Districts and Communication department respectively, to be published in local press and company web portal.	
NEF Newsletter	Drafting, correcting and publishing company's newsletter to both internal and external sources.	
Publication of communique & Newsletter	Release approved communiqués and important information from the Management to all Internal staff including NEF Rodrigues and external Sources	
Database & Pay Sheets for Case Management	Record, backup and submit to all Mauritius & Rodrigues with MSISSNS database timely	
Follow up - NEF Rodrigues	1. Communicate information on movement of beneficiaries to Rodrigues and vice versa and ensure proper follow-up	
	2. Liaise with NEF-Rodrigues for reports and do follow up with district following their movement from Rodrigues to Mauritius	
<b><i>ISU</i></b>		
Complaints Management & Information to Public	1. Attending to complaints or queries from Beneficiaries or any stakeholder.	
	2. Provide information to Public Members, beneficiaries and stakeholders on NEF Services	
	3. Keep records on complaints and information provided	
<b><i>Project Management &amp; Multi-Purpose Unit</i></b>		
Updating Dashboards and databases for PMU	Filled in dashboards and databases with updated information for PMU	
Following up with contractors for ongoing works	Submit report of same	
Following up with works of MPU staffs	Submit report of progress of works for MPU	
Updating Dashboards and databases for MPU	Filled in dashboards and databases with updated information for MPU	

<b>IT</b>		
Application Development	Analyse, design and monitor implementation of the company's computer software applications.	
Application Management	Provide ongoing support on existing company systems, such as ERP or CRM software.	
Business Intelligence (BI)	Work with management to create dashboards, develop data collection methods and analysis.	
IT Management & Administration	Create schedules, define the scope and budget (usual project management tasks) and oversee IT projects from end to end.	
IT Procurement	Manage the purchasing of technology-related assets.	
	Hardware and software procurement and asset management (licenses, warranties, etc.)	
IT Security	Define, communicate and enforce technology-related policies, standards and procedures.	
	Mitigate risk related to internal and external data breaches and cyber-attacks.	
	Develop security incident management plans and ensure that all technology-related projects meet defined security requirements.	
Network and Server Administration	Manage the company's technology 'backbone' – its data centers and networks.	
	Plan, design, implement and maintain server configurations, routing protocols,	
	Network configurations and storage environments to facilitate the needs of the organization.	
	Configure server backups, monitor network use statistics and loads,	
	Implement contingency plans to minimize network and system downtime.	
Systems Analyst & Architecture	Work with end users, business unit managers and customers to understand business needs and develop requirements and specifications for systems and applications.	
User Support & Services	Set up hardware and software, troubleshoot technical issues and perform root cause analysis to reduce instances of technical problems.	

**3. Rate each of the following job characteristics according to the work to be performed. If there is a high requirement for this aspect of your job, then mark an "X" in HIGH column. If it has little importance, mark an "X" in the LOW column.**

<b>Job Requirements</b>	<b>HIGH</b>	<b>LOW</b>
<b>1</b>		
. Ability to control and schedule work.	<input type="checkbox"/>	<input type="checkbox"/>
<b>2</b>		
. Clear and understandable work assignment objectives.	<input type="checkbox"/>	<input type="checkbox"/>
<b>3</b>		
. Work independently.	<input type="checkbox"/>	<input type="checkbox"/>
<b>4</b>		
. Concentration required.	<input type="checkbox"/>	<input type="checkbox"/>
<b>5</b>		
. Back office work.	<input type="checkbox"/>	<input type="checkbox"/>
<b>6</b>		
. Extent of face-to-face contact required.	<input type="checkbox"/>	<input type="checkbox"/>
<b>7</b>		
. Extent of telephone communication required.	<input type="checkbox"/>	<input type="checkbox"/>
<b>8</b>		
. Extent of in-office reference material required.	<input type="checkbox"/>	<input type="checkbox"/>
<b>9</b>		
. Extent of data security required.	<input type="checkbox"/>	<input type="checkbox"/>

**Note: High rating for items 1 through 5 and low ratings for items 6 through 9 indicate likelihood that the job is compatible with a work from home arrangement.**

**4. Please provide your plan of work for the task to be completed.**

No.	Activities to be completed	Date								Total Hours WFH
1	Activity No. 1	Hrs								Hrs
2										
3										
4										
5										
Total WFH Hours										

**5. What is the preferred frequency for conducting the above tasks on work from home basis?**

- ☐ Once every two weeks
- ☐ Once every week
- ☐ Two days a week
- ☐ Three days a week
- ☐ Five days a week
- ☐ For special projects only

**6. What equipment do you need to enable you to work from home?**

Items Required	Need	Currently Have
Personal computer/Laptop	<input type="checkbox"/>	<input type="checkbox"/>
Software	<input type="checkbox"/>	<input type="checkbox"/>
VPN access	<input type="checkbox"/>	<input type="checkbox"/>
Internet connectivity	<input type="checkbox"/>	<input type="checkbox"/>
Telephone	<input type="checkbox"/>	<input type="checkbox"/>
Others <i>(Please specify)</i> .....	<input type="checkbox"/>	<input type="checkbox"/>

.....

Yes

**9. Emergency contact person (in case of emergency and primary person cannot be reached)**

[illegible][illegible][illegible][illegible]

Applicant's signature: .....

Page 40 of 56



### **PART 3: Supervisor Approval Form**

*If Application has been approved,*

I, .....< < *Name of Supervising Officer*> > ....., have reviewed and **approved** the WFH application from .....< < *Name of Applicant*> > ....., with the following conditions:

<b>Conditions to Approval</b>		
1	The job duties to be performed are conducive for work from home.	<input type="checkbox"/>
2	The employee's job performance is conducive for work from home? (consider the employee's work habits and past job performance)	<input type="checkbox"/>
3	Arrangements for the equipment required be made without presenting a financial hardship on the department.	<input type="checkbox"/>
4	Amount allocated for Internet expenses:	<b>Rs</b>
5	Amount allocated for mobile phone expenses:	<b>Rs</b>
6	Agreed frequency of Work from Home:	
<input type="checkbox"/> About once every two weeks		
<input type="checkbox"/> About once every week		
<input type="checkbox"/> Two days a week		
<input type="checkbox"/> Three or four days a week		
<input type="checkbox"/> Five days a week		
<input type="checkbox"/> Occasionally for special projects		
7.	Frequency at which employee should report to Supervising Officer:	
<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Others <i>please specify:</i> .....		
8.	I agree to the attached work plan.	

\_\_\_\_\_  
Supervising Officer signature

\_\_\_\_\_  
Date

#### **PART 4: Supervisor Rejection Form**

*If Application has not been approved,*

I, ...< < *Name of Supervising Officer* > > ..., have reviewed and **rejected** the WFH application from

...< < *Name of Applicant* > > ..., because of the following reasons:

Reasons for Rejection		
1	Job duties to be performed are not conducive for work from home.	<input type="checkbox"/>
2	Is the employee's job performance conducive for work from home? (consider the employee's work habits and past performance)	<input type="checkbox"/>
3	Arrangements for the resources required has financial implications on the department.	<input type="checkbox"/>
4	I do not agree with the attached workplan.	<input type="checkbox"/>

\_\_\_\_\_

Supervising Officer signature

\_\_\_\_\_

Date

The Progress Reporting Form below should be submitted by the Applicant to Supervising Officer on the timeline to report the progress of the work from home.

**Surname**

[illegible][illegible]

No. Activities to be Completed	Status (Completed, In Progress, Not yet started)

Date \_\_\_\_\_

The above Progress Report has been

### Rejected, Cancel WFH Arrangement

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**43** | Page

#### D. WFH Performance Evaluation Form

Employee Surname

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[illegible][illegible][illegible]

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	Employee Self-Appraisal		Supervisor Appraisal	
	Yes	No	Yes	No
1. Has the work been completed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Have there been any delays in the work planned?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Please explain why</i>				
3. Were there any issues encountered during the WFH arrangement?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Please explain why</i>				

**4. Rate the following competencies based on the following:**

- 1 – Intensive development required
- 2 – Minor development required
- 3 – Meets standards
- 4 – Serves as an example to others

	Employee Self-Appraisal				Supervisor Appraisal			
<b>Quality of work</b>	1	2	3	4	1	2	3	4
Employee delivered work which consistently met standards of quality.								
<b>Communication</b>	1	2	3	4	1	2	3	4
1. Employee made use of the appropriate available technological tools to effectively communicate with his/her peers and Supervisor.								
2. Employee was readily available whenever needed during the agreed period of the WFH arrangement.								
<b>Job Knowledge – Technical Skills</b>	1	2	3	4	1	2	3	4
1. Employee applied the appropriate technical or professional knowledge in his/her work.								
2. Employee incorporated creative and innovative work methods to conduct his/her work.								
3. Employee required minimal guidance and supervision.								
<b>Reliability</b>	1	2	3	4	1	2	3	5
Employee showed commitment, dedication and accountability in carrying out assigned tasks.								
<b>Collaboration</b>	1	2	3	4	1	2	3	4
1. Employee worked harmoniously within his/her project team, if applicable.								
2. Employee participated actively and positively towards achieving goals set.								
<b>Management Skills</b>	1	2	3	4	1	2	3	4
1. Employee planned, organised and monitored work through efficient and effective use of all resources.								
2. Employee demonstrated effective decision making and problem- solving skills.								
<b>Overall Performance Rating</b>	1	2	3	4	1	2	3	4
<b>7 Areas of Improvement</b>								

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## **PART 2: Acknowledgement of Performance**

We confirm that the above evaluation was discussed and agreed by both parties.

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Employee's signature

Supervising Officer's signature

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---

Date

Date

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## PROTOCOL 3 – WORK ON FIELD

The National Empowerment Foundation has the main object to cater for empowerment of vulnerable families, registered and eligible under the Social Register of Mauritius (SRM) in view of promoting their social integration and alleviating poverty.

During this current period where the COVID-19 represents a threat to everyone, the Foundation deems it important to propose the *Work on Field (WOF) Protocol* so that service continuity is ensured for its beneficiaries, who are more prone to be affected by the pandemic, and also for its day-to-day operations.

### Protocol Statement

The Work on Field Protocol outlines the responsibilities of the Foundation and that of Staff who need to effect field work through home visits to support vulnerable families and for other Personnel who have to move out of NEF Office for official purpose. This protocol will provide guidance to staff to fulfil essential tasks to ensure continuity of operation and services, in the context of the COVID-19 pandemic.

### Scope of the Protocol

The Protocol will be applicable to all NEF staff under the Technical Cadre as follows:

- a) Case Management Team
- b) Multi-Purpose Unit Team
- c) Drivers/Attendants
- d) Project Management Unit Team

- 
- e) Any Staff leaving Office for official purpose, e.g., Staff from Finance for cash transactions or from Administration for dispatch, etc.

## **Responsibilities of Employees**

### **Consent and Approval**

- a) Any Staff moving out of NEF Office for official purpose or for field work needs to provide written consent for same to the Human Resource Department and seek approval of NEF Management before proceeding.
- b) If any Staff cannot perform field work or tasks assigned outside NEF Office, proper justifications, with supporting documents, if required, need to be submitted to the Human Resource Department through respective Head of District/Section.
- c) In the event that a Staff has submitted acceptable reasons for not being able to carry out field work or tasks outside NEF Office, he/she should opt for Work from Home or Work from Office subject to approval of NEF Management and to ensure timely completion of key tasks assigned therein.

### **Health and Safety Protocol**

- a) All Staff are expected to wear required PPEs and should be aware that the PPE is only effective if used correctly, and it is not a substitute for other COVID -19 safety measures.
- b) The onus to strictly adhere to the Protocol for COVID-19, established by the Foundation, will rest on each staff.
- c) Each staff should immediately inform the HR Department through respective Head of District/Section, in case he/she is sick and should follow COVID -19 safety guidance, if required.



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### **Planning Field Work or Official Task outside NEF Office**

- a) Plan site visit or work outside NEF Office, prior to attending same. Tasks to be completed need to be discussed and agreed beforehand to determine if teamwork is required, and how physical distancing can be maintained on site.
  
- b) Seek informed consent of beneficiaries on phone, prior to attending site, to ensure that the latter are agreeable to have home visits from NEF Officers during the pandemic period. Some pertinent questions to be asked to beneficiaries prior to planning field visits are as follows:
  - ❖ Explain the purpose of contacting the beneficiary on phone.
  - ❖ How are you? Have you or any of your family members been suffering from fever or flu for the past 5 days?
  - ❖ Have you done a PCR Test recently? If yes, when?
  - ❖ Do you have any relatives or near acquaintances tested Positive to COVID-19 or been in quarantine recently? If yes, have you been in contact with them?
  - ❖ Have you or any of your family member done the COVID-19 Vaccine?
  - ❖ What have been your main movements during the past five (05) days – gatherings, crowded areas, etc?
  - ❖ Are you agreeable to receive home visits from NEF Officers? If yes, when can same be planned?
  - ❖ Re-apprise the beneficiary to put on his/her mask during the home visit and to maintain safe distance.
  
- c) Inform immediate superior on cases of beneficiaries who cannot be met on site, due to reasons as highlighted above.
  
- d) Field Staff should submit daily and weekly reporting on nature of tasks carried out on field, outcome, and list of beneficiaries visited for traceability purpose.
  
- e) Field Staff should report on any doubtful cases (fever/flu) identified amongst beneficiaries and guide them to have PCR test as preventive measure.

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## Responsibilities of NEF

- a) Provide necessary Personal Protective Equipment (PPEs) to all Staff who have agreed to carry out assigned field work or who have to attend to tasks assigned outside Office.
- b) Communicate Protocol on COVID-19 Safety to all staff.
- c) Identify priority field work, based on activities that are essential for short term projects to empower vulnerable families affected by the pandemic.
- d) Ensure that field work is limited to staff for urgent situations.
- e) List of field staff and tasks to be carried out will be subject to approval of Management.
- f) Ensure arrangement with relevant authorities and social service providers, such as Social Security Offices, Citizens Advice Bureau, Social Welfare Centres, Community Centres, District/Municipal Councils and Youth Centres, to ensure that Field Staff have access to their building or premises for sanitation and safe place for lunch.

## General safety precautions to be taken on site

- a) Sanitizing hands when arriving at work sites and before getting back home.



- b) Washing hands frequently. If hand washing facilities are not available on site, wipe hands prior to using sanitizing towels or an alcohol-based hand sanitizer solution.



- c) Sneeze and cough in elbow, proper disposal of tissue used, and avoid touching eyes, nose or mouth.



- d) Avoid contact with people who are sick.



- e) Avoid high-touch areas, where possible, or ensure cleaning of hands thereafter.

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- f) Wear gloves when interacting with high-touch areas and handling documents related to beneficiaries.
  - g) Maintain safe physical distance with beneficiaries on field. If any beneficiary comes close, politely him/her to keep safe distance. If any beneficiary refuses to follow safe distance, staff may leave the site and inform immediate superior on same.
  - h) Personal clothing worn at work should also be treated as a potential source of exposure. Wash clothes as soon as back home and ideally, wash suspected clothing separately.



- i) While back home, ensure that documents/equipment used by staff is kept away from other family members and disinfected, if feasible.

### **Using personal transport or company vehicle for Field Work**

- a) Frequently clean and disinfect the vehicle including frequently touched surfaces such as the steering wheel, door handles, controls or buttons, seatbelt and keys before travelling and after travelling.
- b) Make sure you have a sanitizer kept in a safe place in your vehicle at all time.
- c) Disinfect shoes/foot using floor mats soaked with alcohol when coming back to work.

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## **Key Tasks**

### **a) Follow up with Households for judicious use of Subsistence Allowance**

### **b) Follow up of Children under Child Allowance Scheme and Educational Support**

- ❖ School performance of Children
- ❖ Follow- up of Children out of school < 16 years
- ❖ Follow- up of Children attending PSAC/SC/HSC Exams
- ❖ Reasons for low attendance < 90%
- ❖ Collection of details of Children under the Child Allowance Scheme
- ❖ Collection of details of Children for distribution of school materials
- ❖ Distribution of school materials
- ❖ Distribution of tablets
- ❖ Follow up, collection of claims and reporting on Crèche Vouchers
- ❖ Reporting on infants below 3 years, not enrolled in Day Care Centre

### **c) Follow up of Households for Socio-Economic Changes**

- ❖ Change in Address
- ❖ Change in Claimant
- ❖ Claimant/Member Passed Away
- ❖ Member moved out or moved in household

### **d) Confirmation of needs of Households**

- ❖ Training Needs
- ❖ Housing Needs
- ❖ Needs for health support
- ❖ Need for educational support
- ❖ Need for family empowerment support (special needs for family support - domestic problem, loss of job, child support, etc)
- ❖ Facilitation, advice on COVID-19 Safety Measures and Referral of Households to relevant authorities as per needs and problems

### **e) Follow up of Households for Economic Empowerment Schemes**

- ❖ Households' employment status of adult members and household income
- ❖ Households engaged in small business after having following training

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- ❖ Households who have applied for Self-Employed Assistance Scheme

**f) Follow up of Households for Social Housing Support**

- ❖ Occupancy and repayment of households who obtained FCH and NHDC Housing Support
- ❖ Repayment of households who obtained upgrading of housing support
- ❖ Update list of potential beneficiaries for NHDC Housing Support and finalize ranking
- ❖ Follow up CEB/CWA utility connections for beneficiaries of NHDC Housing Support

**g) Provision of services and support under Empowerment Programme, in line with Action Plan for Financial Year 2021**

- ❖ Training Scheme - Provision of starter kits to start small business, where applicable
- ❖ Social Housing - FCH and Upgrading of House implementation
- ❖ Economic Empowerment - Referral of unemployed for Registration to Employment Information Centre (EIC) and Potential Employers for employment opportunities

**h) Other Tasks to be done by NEF Staff**

- ❖ Financial Transactions
- ❖ Dispatch and delivery of documents/letters
- ❖ Driving of Field Staff for field work
- ❖ Attending meetings
- ❖ Servicing of NEF Vehicles
- ❖ Implementation and follow up of Social Housing Scheme – Upgrading and Full Concrete Housing Support
- ❖ Follow up for NHDC Housing Scheme
- ❖ Implementation and follow up for Upgrading of Living Environment Projects.

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### Field Work Approval Form

- ❖ Name of Staff: .....
- ❖ Post: .....
- ❖ Reason for Field Work to be done:  
.....
- ❖ Date/s to attend duty on Field: .....
- ❖ List of beneficiaries to be visited to be attached.
- ❖ Have you been provided with the required PPEs? (Yes/No) .....
- ❖ *A report should be submitted to the Chief Executive Officer following visits*

**Recommendation of Head of Department/Unit:**

**NAME:**

**SIGNATURE:**

.....

.....

**DATE:** .....

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**Recommendation of Chairperson of Health and Safety Committee:**

**NAME :**.....

**SIGNATURE:** .....

**DATE:**

**Approval of Chief Executive Officer (Approved/Not Approved)**

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NAME: J. F. Chaumière

SIGNATURE: .....

DATE: .....

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## CONCLUSION

Since the threat of COVID-19 continues to arise, it is crucial to improve the awareness and preparedness of the NEF Staff in order to reach the country's target in its goal to combat this virus and altogether, ensuring continuity of Government pro-poor services to vulnerable families.

The standards outlined in this paper ensure that the Foundation is well equipped in dealing with safety and health at work, at office and on field. This will also enable and guide all NEF Staff on having rapid sanitary responses to protect themselves, their surroundings and NEF beneficiaries.

This Preparedness Plan shall be reviewed, updated as and when required and remains the property of the National Empowerment Foundation.

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## **KEY RESOURCES**

### **Covid-19 Hotline 24/7**

Dr. Jeetoo Hospital (Port Louis)	8925
SSRN Hospital (North)	8926
Dr Bruno Cheung Hospital (Flacq)	8927
Victoria Hospital (Candos)	8928
Jawaharlal Nehru Hospital (Rose Belle)	8924