

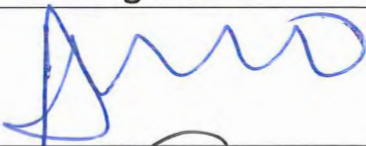



**BM SECURITY LTD.**  
**POLO COTTAGE JAMHURI ROAD | P. O. BOX 21606-005005 NAIROBI**  
**Phone: +254 20 205 8908/9, +254 20 215 8598/9, +254 722 330 330,**  
**+254 722 806 076**  
**Cell: +254 722 657 879**  
[www.bmsecurity.com](http://www.bmsecurity.com)

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## COVID-19 Infection Prevention and Management Policy

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		Signed
Prepared By	Chief of Staff	
Approved By	Chief Executive	

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## 01. Purpose

The purpose of the policy is to give a broad COVID-19 pandemic-relevant guidelines on how BM employees should conduct themselves in the period of the pandemic. The policy also gives a framework of reference for formulating various guidelines that different individuals or teams can use in order to appropriately prevent themselves from being infected or infecting other employees or members of the public. Team leaders or administrators of functions shall draw from the policy guidelines to enforce compliance.

## 02. Period

The policy shall remain in force for the period of the pandemic or up to such a time that the relevant authorities e.g. the government, MOH or WHO gives appropriate directives

## 03. Scope

The policy shall apply to all BM employees working at the head office, branch offices, and field (client's) locations as they conduct their daily duties and /or interact with the general public. Whereas the public may not be bound by the policy, BM employees will remain obliged to abide by its provisions. The policy shall be applicable to behavior, work regulations, health and safety provisions, government regulations and guidelines and emerging global conventions.

## 04. Context

The policy shall be applied within the context of the local and global effects of the COVID-19, the challenges, preventive, management and curative criteria. All actions governed by the policy shall be within the understanding that infections can be very disastrous to health and safety of an individual, workmates and the general public. The pandemic's effect (especially infection) on one person has a spiral effect to direct and indirect stakeholders that apart from disrupting lives and businesses, it can become fatal (cause death of one or many people in a very short period). The policy is therefore inclined to preventive measures.

## 05. Compliance

Referencing the context above to inform the necessity of this policy, all BM employees at all levels, in all places of work and while out of work but being employees are expected to, and, must abide by the regulations and guidelines given by the government of Kenya through the Ministry of health (MOH) which are derived from the Centre for Disease Control, an arm of the World Health organization. Compliance by each individual is not negotiable since the COVID-19 is a matter of life and death.

Failure to comply shall be deemed gross misconduct / negligence aimed at hurting other people's lives and may therefore be treated according to applicable regulations / company code of conduct.

## 06. Responsibility

The responsibility of complying with the regulations rests with each individual. However, team leaders (section heads and heads of departments) have the extra "care of duty" responsibility to ensure that all their team members comply. The overall directional corporate responsibility rests with the Chief Executive.

## 07. Communication

The Crisis Management Team shall continuously release relevant communication to all members of staff on all relevant issues as they affect an individual, team or group. Communication on issues affecting all employees or of common public interest will be released at least once a month. Other developments of the pandemic that need urgent attention or action shall be communicated immediately. The communication shall be done by Memos, emails, SMS', or company- accepted/approved social media platform(s) relevant for the item in question. Where an issue is of exceptional importance and urgency, a direct phone call will be used. For critical issues, the communication shall be done from the Chief Executive. Routine internal communication shall be done by the Chief of Staff. Department/Section specific communication may be generated by or given to and issued by the team leaders. The Occupational Safety and Health Committee shall ensure proper communication is done in terms of safety procedures.

## 08. BM Security Working Guidelines and Protocols

- i. All employees working in open/shared offices are supposed to observe hygiene while handling each other in the process of working. During this period staffs are to work in shifts. Heads of departments are to ensure that there is business continuity as staff work away from the offices.
- ii. Vulnerable staff: Employees in this category include the elderly (above 65 years old), pregnant, breastfeeding mothers or any other staffs with underlying conditions. The HODs are to ensure that these staffs work from home or work in places where they are not exposed to the disease.
- iii. Communication: you are encouraged to communicate through telephone and emails. Movement from one office to the other is should be discouraged.
- iv. Social gatherings: this could happen through meetings, trainings and health breaks. You are discouraged from gathering in confined areas for more than 15 minutes. Greeting each other by shaking hands is prohibited.

- v. The company shall no longer sponsor attendance for any funerals or social gatherings. The company shall not sponsor testing of any COVID-19 contracted outside the workplace.
- vi. All staff are expected to wear their masks all the time in the right manner. It is the responsibility of each employee to ensure that their mask is kept clean.
- vii. Fumigation/sanitation: all offices will be fumigated/ sanitized on a daily basis. HODs are to ensure that this is happening.
- viii. Use of the dispensers and microwaves: these are common facilities which need careful usage. Preferably use an open cup for the dispenser and sanitize the microwave handle before and after use.
- ix. The biometric attendance at the main gate shall be properly sanitized
- x. Offices: you are encouraged to leave windows and doors open for ventilation purposes. Clean desk policy is to be adhered to
- xi. Reporting of cases/issues related to COVID-19: Each employee must report any matter that may affect them or come to their attention which are COVID-19 related. Each staff must report to the office (HQ or branch) or to the immediate supervisor if either they become sick, become exposed or get affected in any way by a COVID-19 related event before taking any action or absenting themselves from duty. Sick leave that is COVID-19 related must be reported as such so that the management can take appropriate interventions.

## 09. Observance of MOH / WHO COVID-19 Basic Preventive and Management Measures

All employees shall as per this policy and as per statutory directives given from time to time, be required as a mandatory requirement to observe the measures given by the MoH. The basic measure are the surest guidelines that will ensure each person is responsible for self-protection and the protection of others from COVID-19 infections and its consequences.

All staff shall observe the following best basic guidelines as stipulated by the Ministry of health and World Health Organization (WHO) while on and off duty without failure.

- i. Wash hands as regularly as possible with running water and soap for at least 20 seconds. This is encouraged in between activities, changing work locations, after interacting with different people and after use of rest-rooms. If there is no water, use sanitizers.
- ii. Cough or sneeze into your elbow or tissue. If you use tissue, discard it immediately into a bin and sanitize your hands if possible.
- iii. Open windows all the time to ensure adequate ventilation. Natural air circulation is preferred. Where air conditioning is used, ensure there is use of extractors. Avoid fans.

- iv. Avoid touching the face especially the nose, eyes and mouth with your hands to avoid infection.
- v. If you start coughing or sneezing regularly or show any symptoms of flue, avoid getting in physical contact with your colleagues and visit the nearest health facility.
- vi. Put on a face mask while in public places including the work place.
- vii. Ensure to keep a social distance of at least 2 meters or 6 feet from the next person.

## 10. Quarantine

- **Quarantine** is the separation and restriction of the movement of people who were exposed to a contagious disease to see if they become sick. These people may have been exposed to a disease and do not know it, or they may have the disease but do not show symptoms.
- In the event that there is sufficient reason to believe an employee has been exposed to a potential infection, the MOH and WHO guidelines that apply to quarantine from time to time shall be strictly followed. The employee who may have been exposed shall immediately be released into quarantine and resumption to duty shall only happen after the MOH protocols have been fulfilled. The company policy and procedure on duty resumption after quarantine shall also be strictly followed. There must be proof that indeed the employee from quarantine is asymptomatic and most preferably that a certificate of COVID-19 negative is available. At no time shall a member of staff be allowed to resume or get into contact with other employees if such proof is not available.

## 11. Isolation

**Isolation** is the separation of sick people with a contagious disease from people who are not sick. The company shall strictly comply with the isolation guidelines given by the MOH from time to time. Such guidelines and how they can be complied with shall be communicated to the affected staff if and when isolation becomes necessary. In case there is no necessity within the company and specific guidelines have been issued or reviewed, the guidelines as spelt out from time to time shall be immediately communicated to all staff or the affected group(s).

## 12. Sick Leave

Quarantine and isolation periods shall be for the time being be treated as sick leave so long as there is evidence and facts supporting the quarantine and/or isolation. In the event of a massive quarantine or isolation say 200 employees that the company will find it difficult to sustain, the company shall discuss with the union what percentage of salary may be payable to the affected employees for purposes of sustaining business to retain employment for those affected.

### 13. Return to Work

After Isolation and /or quarantine, the affected employee(s) must comply with the company protocols as set out from time to time in line with the MoH /WHO guidelines. As much as is legally and administratively possible and acceptable, proof of no potential risk of infection of the COVID-19 should be provided. A negative test is most preferable. Other measures will also be used as deemed appropriate, like continuous temperature monitoring for 3 days where infection is not suspected and up to 5 days where there is reason to belief there was direct exposure e.g. where one worked together (in same place) or interacted with a person who turned positive in the previous 14 days.

### 14. Consequences of Non-Compliance

The context of this policy is that the COVID-19 in the worst case, as is happening worldwide, causes death. Even when it is not fatal it is very traumatic to the infected and affected persons. For that reason, failure to comply with the policy will attract appropriate remedial measures including reprimand or issue of formal warning letter. If the noncompliance is continued or is repeated after the warning, suspension from the work station without pay may be applied. Failure to abide by quarantine or isolation guidelines will be interpreted as gross misconduct as that will be exposing other employees and the public to grave danger.

### 15. Awareness / Sensitization

The management shall put in place through the training school and other stakeholders an awareness and sensitization program that shall be aligned from time to time with any developments of the pandemic. The program shall ensure most relevant information especially on health and safety relating to the pandemic shall be disseminated to all deserving employees in appropriate content and frequency. The program shall be embedded will be embedded to the regular training programs. Proper channels of training should be put in place to ensure the awareness and sensitization program is successful for the safety of all employees and their other contacts.

### 16. Care For COVID-19 Positive Family Members / Loved Ones

If an employee finds himself/herself in in a situation that he/she must take care of a close infected person who is dependent on the employee and has no other option, the following will apply.

- i. For administration and management staff, they may be considered for a work-from home option if that is practical, and their duties are critically needed. Otherwise, he/she will be given an unpaid compassionate leave not exceeding 30

days. Such an employee may quarantine himself/herself when the patient recovers for a minimum of fourteen days or preferably take a test after a number of days as may be advised by a doctor to be sure they have not contracted the COVID-19.

- ii. For field employees whose nature of duty is such that they can't work from home, one will be given an unpaid compassionate leave of up to 30 days. Resumption procedure will follow as (1) above.

In cases where the 30 days become inadequate, the employee may request for a maximum of extra 30 days of the unpaid leave. On expiry of 60 cumulative days the management will at its discretion get an appropriate course of action which the employee will be advised about. The employee will also be requested to contribute as to how they feel the situation could be handled before the final decision is made.

## 17. Stigma and Discrimination

All forms of actions, behaviors, conversations or any other perspectives to the effect that can cause feelings (real or perceived) of stigmatization due to a COVID-19 related happening are absolutely prohibited. Any person who may engage in the mentioned characters will face disciplinary action. No person by virtue of having been associated with a COVID-19 happening (infected but recovered, exposed but not infected, stayed with an infected person etc.) shall be stigmatized or discriminated upon in any manner. Only MoH protocols shall be used to clear employees. The management shall take all necessary steps to assist any employee who get affected to resettle.

## 18. Release of Infection Information

When and if any employee gets infected, HR (COS) and the Administration Manager shall do a close follow up on developments in liaison with the direct HoD. The matter will be treated confidential within the context of COVID-19 information sharing. Depending on the final outcome of the case, the CE will be properly briefed before an appropriate communication is released to relevant parties through an approved medium for each specific case. The CMT shall deliberate on actions to be taken as per the company policy.

## 19. Counselling Services

In the event that an employee gets severely affected, the management will link the employee with an accredited professional trauma counsellor to assist them overcome the situation. In case the traumatic effects become frequent or spread to a large population, the management will actively partner with an accredited professional body or individual practitioner to give counseling support to groups who become or might become vulnerable. The level of support given will be subject to the company's resources available for the needed support. The company shall also actively seek



partnerships with government and other not for profit organizations or charitable organizations who can support as appropriate to mitigate psychological trauma.

## 20. Re-Engagement after COVID-19 Related Circumstances

Some staff may disengage from the company by dictates of their circumstances and as they may be affected by the pandemic. To the extent that they left in a mutual understanding and in good faith with a good work record, such ex-employees will be reengaged afresh as soon a suitable vacancy becomes available within their line of duty. They will be given priority over new applicants.

## 21. Employment Laws

The labor laws shall be followed within the normal working circumstances. The labor laws had not envisaged pandemics and especially of the COVID-19 circumstances. The company shall therefore adjust its actions from time to time to enable it remain resilient, sustain business and minimize loss of employment. Where the laws may not withstand the demand of the moment as deriving from the developments of the pandemic, the company shall take decisions that will be in tandem with the most logical and critical priorities and as may be supported by the available resources and best practices. Where no appropriate options exist, the company may adopt a survival mode for a reasonable period of time.

## 22. Revision of Policy

This policy will be revised from time to time to comply with the COVID-19 global and national guidelines and developments as they evolve and as business survival may call for. Due to the nature of the pandemic, the policy may be revised at short or no notice.