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**Mega BCP for Stage II  
Pre-lockdown work mode  
Minimum Guidelines**

## COVID-19 – Stage II – Country travels restricted

- The BCP guidelines are for guidance purposes only and will be subject to the laws of the country.
- Mega will not indulge in stock hoarding, over pricing and will continue to bring wellness in the countries where we operate.
- Communications shall be within the Disclosure policy attached below and as mentioned in these guidelines.



Disclosure policy

- Mega employees continue to act responsibly and as per the Mega Dharma and Mega's values, vision and mission.
- Expenses for Business Continuity Plan (BCP) need approval from Head Coach and or CEO & Chief Coach
- Communication to Board of Directors, Stock Exchange, Investors and general public shall be made by the CEO & Chief Coach

# COVID-19 – Stage II – Country travels restricted

## Human Resources and Country head/ Managing Directors

- Employees to report any contact with affected persons and self quarantine for 14 days (or as per the WHO guideline)
- Employees - Department wise and management team groups to be formed on Whatsapp, Skype, etc
- Offices can practice flexi-hours to reduce the density
- Stop all barometric scans for attendance, prepare for other forms of monitoring
- Check temperature and employees showing temperature higher than 37.5 Deg C should be sent home and followed up for any symptoms
- HCD/ HR to prepare and keep training courses ready for Field Force/ others during lock down period

# COVID-19 – Stage II – Country travels restricted

## Administration and Country head/ Managing Directors

- Conduct a work from home drill at the earliest
- Keep telephone numbers/ contacts of key stake holders including suppliers, customers, banks, etc. to be kept ready and circulated among all department heads
- Enable non-field force employees with laptop to work from home
- Services of Grab/ UPS/ DHL/ etc to be arranged for delivery of documents
- Make available vitamins for consumption (avoid using common jars) to reduce physical interface
- Keep hand sanitizers ready for usage
- Cancel/ postpone all team meetings, gatherings and follow the social distancing norms
- Make alternate security arrangements for facilities and check the BCP of security agencies

# COVID-19 – Stage II – Country travels restricted

## Finance & Accounting and Country Heads

- Prepare a plan to keep banking transactions ready to be undertaken
- Managers to take custody of cheque books/ stationery in the event of a country lock down.
- Make preparations for next payroll.
- Prepare approval and reporting formats for assets to be taken home by employees
- Request BCP from banks
- Check with Insurance companies about coverage for pandemic/ epidemic including business interruption policy
- Assign petty cash to designated staff within limits approved by Head Coach and Country head/ MD

# COVID-19 – Stage II – Country travels restricted

## Information Technology (IT) and Country Heads

- Printers, internet dongles and spare laptops to be kept handy. Desk top computers will need AV equipment and internet card. Decide on the internet packages and prices.
- Desk top computers to be kept ready with VPN and other software to connect to main system
- Desktop computers will require internet card and AV equipment to stay connected
- Video conferencing platform to be kept ready for use and mandatory test the usage by all.
- Make arrangements for employees to carry desk top computers home

# COVID-19 – Stage II

## Country with travel restrictions or more than 100 declared cases

### Country Heads/ Managing Directors/ Presidents

- Prepare a BCP as per guidelines for circulation to Principals/ customers (Maxxcare)
- Request BCP from Distributors (Mega We Care)
- Request BCP from wholesalers (Maxxcare)
- Communication to Principals/ Distributors and other stake holders
- Appoint and designate a BCP coordinator and minimum one successor.
- Circulate BCP to all key employees by email and in print.

## COVID-19 – Stage II

### Country with travel restrictions or more than 100 declared cases

#### Supply Chain and Country Heads/ MDs/ Presidents

- Inventory to be maintained in warehouse (Check insurance limits)
- Ensure supply to wholesalers/ Retailers and other outlets
- Inquire about continuity of Pharmaceutical including medical equipment and supplements



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Human Well*l*ness



## COVID-19 – Stage II

### Country with travel restrictions or more than 100 declared cases

National Sales Heads/ Sales Directors and Country Heads/ MDs/ President

- Field Force to try and have video conferencing if possible
- Check with authorities about supplies under lock down for pharma products including equipment and basic food supplies
- Deliveries to be made with full protective clothing/ equipment
- Full protection equipment for front line force to be provided to front line staff

## COVID-19 – Stage II

### Country with travel restrictions or more than 100 declared cases

#### General Guidelines

- Remain available on phone and designated communication platforms (Whatsapp, MS Teams, Skype, Telephone)
- Await instructions from CEO for lock down announcement. CEO -Chief Coach will pass the instructions for work under lock down mode along with Coach and Country Head/ Managing Director
- Do not make any Public/ Social Media announcements unless approved by CEO & Chief Coach.
- CEO & Chief Coach and Head Coach to be informed if any case found in the Company.
- Mega will make such announcement as approved by CEO and Head Coach
- Support services departments follow the work from home policy and guidelines stated in this document

# COVID-19 – Stage II

## Country with travel restrictions or more than 100 declared cases

### General Guidelines (continued)

- Mega has prepared the Business Continuity Manual which provides guidelines for Stage I, Stage II and Stage III of emergencies. You are requested to read the document. The document has several policies including travel, work from home, pandemic, etc.



BCP-Manual

- Mega has also prepared a Business Continuity Management System for your continuous development of BCP.



BCMS

# Thank You



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