

COVID-19 Contingency Plan

NOVABASE

CONTENTS

1. Coronavirus in the workplace	2
2. What is the aim of this document?.....	3
3. How does the epidemics warning system work?.....	3
4. How are we organizing ourselves to respond to the epidemic?	3
4.1 Planning	6
4.2 Avoid Contamination	6
4.3 Management.....	6
5. Contingency Plan for human infection with Coronavirus (COVID-19)	7
5.1 Scope.....	7
5.2 Activation of the Plan	7
5.3 Deactivation of the Plan	8
5.4 Contingency Plan Stages	8
5.4.1 Containment Stage	8
5.4.2 Mitigation Stage.....	10
5.4.3 Recovery Stage.....	11
5.5 Procedures to adopt	12
5.6 Increased Protection Measures	15
5.6.1 Self-protection measures.....	15
5.6.2 Cleaning of facilities	15
5.7 Internal Communication	15
5.7.1 Recipients.....	15
5.7.2 Dissemination of information	15
5.7.3 Communication channels	16
5.8 Planning	17
6. Annex	19
6.1 Information made available by the World Health Organization	19
6.2 Information provided by the National Board of Health	19
6.3 Local Healthcare Contact Info.....	19

Issue	Approval	Contact Info	Page 1
CCG - Contingency Coordinator Group	NOVABASE Executive Committee	Pandemic@novabase.com	

1. Coronavirus in the workplace

This document introduces the NOVABASE Contingency Plan for human infection with the novel Coronavirus (COVID-19) in the event of an epidemic. This plan takes into account the recommendations of Guideline No. 006/2020 of 26/02/2020 of the National Board of Health and its goal is to guide and coordinate the action of the various organizational areas, ensuring that all of us, as staff, are aware of our role during the various stages of the plan. One of the consequences of an outbreak may be the high level of absenteeism in the workplace, which will disturb the normal operation of NOVABASE services.

These absences may occur as a result of impediments to normal access to our facilities or the facilities of our clients, or due to any other factors. In order to help minimize the impacts that will be felt by our clients, we must better understand their Contingency Plans and understand the extent to which we support services that our clients consider to be critical.

As NOVABASE staff, we approach this issue in a conscientious and responsible manner and in so doing, we show how much we respect our clients, ensuring that we never risk the health of those we serve.

All the internal rules pertaining to the reporting of sick leave or any other lack of availability and the supporting documentation that must be submitted shall remain in effect.

In view of defining a decision-making, coordinating and monitoring structure, a work group was created with the name of **Contingency Coordinator Group (CCG)**.

NOVABASE Management

Issue	Approval	Contact Info	Page 2
CCG - Contingency Coordinator Group	NOVABASE Executive Committee	Pandemic@novabase.com	

2. What is the aim of this document?

In the event of a possible epidemic, the national and international health authorities shall be responsible for implementing those measures they deem to be most appropriate, which shall require joint action by those institutions and companies that are most evidently vital to the normal operation of the countries involved.

The challenge of the coming months is to guarantee an adequate response to the epidemic, which involves effectively screening for the human infection caused by the Coronavirus (COVID-19), whose contagion factor is very high.

As such, NOVABASE wishes to use this document to create a mechanism that helps with the prevention and minimization policy for the risks of a possible epidemic, taking into account the following main objectives:

1. Define the decision-making and coordinating structure of NOVABASE;
2. Prepare the operational response in order to minimize the conditions of the epidemic's propagation and maintain essential services operational;
3. Prepare the response to internal and external notification and communication needs (Communication Plan);
4. Prepare to re-establish the normalcy of the situation and resume normal activities as quickly and as safely as possible.

3. How does the epidemics warning system work?

The impact of the epidemic on civil society depends on the level of organization of the response and the intensity of the epidemic. As such, when there is a lack of organization, the situation may become chaotic if the epidemic is very intense, or it may merely become disturbing if the epidemic is not very intense.

Conversely, through proper planning and management, the situation will merely be alarming or it may constitute a serious disturbance, depending on whether the intensity is low or high, respectively. In the latter case, namely a situation characterized by high intensity, mere management may be the difference between chaos and a serious disturbance.


4. How are we organizing ourselves to respond to the epidemic?

NOVABASE Management, through its **CCG - Contingency Coordinator Group** shall determine immediate activation of the present Contingency Plan and establish its alert status during the **Containment Stage**. This body shall be responsible for establishing all contingency plans and mechanisms deemed necessary, in order to minimize the internal and external risks that NOVABASE may be exposed to. Under the circumstances, the current focus of this team is to address the current situation.

The time for implementing the measures stipulated in the Contingency Plan is therefore determined by the CCG, based on the decisions made by the national health authorities.

Directives shall be defined for each stage in view of executing the plan and assessing it. All specific plans shall undergo constant revision and updating, in accordance with the development stages of the epidemic.

Issue	Approval	Contact Info	Page 3
CCG - Contingency Coordinator Group	NOVABASE Executive Committee	Pandemic@novabase.com	

	CONTINGENCY PLAN Coronavirus (COVID-19)	Version 1.4
		May 2020

The NOVABASE **CCG** consists of the following permanent members:

Function	Organizational Area	Representatives
Contingency Group Coordinator	NOVABASE Management	Francisco Antunes (CFO)
Operational Support	Healthcare Providers (Occupational Medicine)	EuroSaúde
	DPO - Department of Personnel and Organization	Ricardo Nunes and Sónia Vasconcelos
	FAD - Financial and Administrative Department (Hygiene and Safety)	Fátima Nave and Carlos Anastácio
	ISD - Information Systems Department	Carlos Malosso
Client Monitoring and Relations	NOVABASE Business Units	Staff with management duties within the Novabase Business Units
Communication	MCD - Marketing and Communication Department	Nelson Teodoro and Marta Canário
	Corporate Development	Ana Castelo Rosado

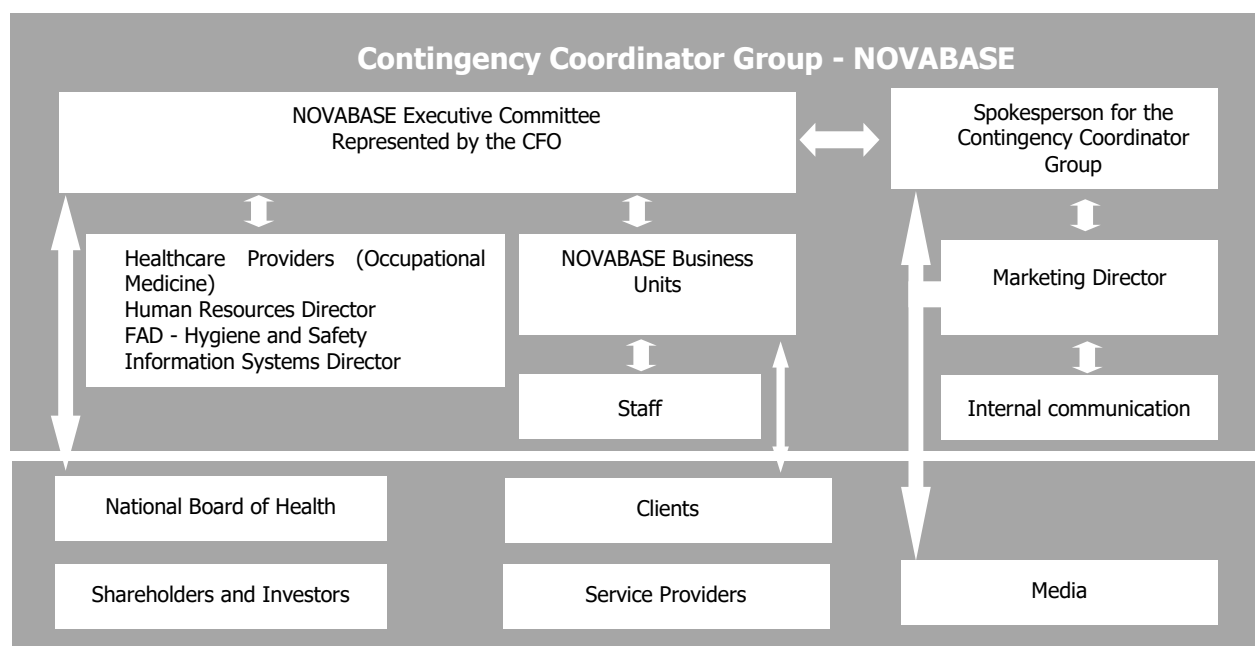
Issue	Approval	Contact Info	Page 4
CCG - Contingency Coordinator Group	NOVABASE Executive Committee	Pandemic@novabase.com	

Regarding the responsibilities and operations of the CCG

The Contingency Coordinator Group shall be responsible for the following:

1. Define the action strategy in accordance with the evolution of the situation;
2. Discuss, assess and decide on the priorities, means and resources to allocate to executing the Contingency Plan;
3. Coordinate overall action;
4. Assess the evolution of the situation, propose activation of the various stages of the plan and define their duration, taking into account the guidelines of the national health authorities;
5. Develop, maintain, implement, review and propose changes to the plan;
6. Obtain and disseminate updated information;
7. Appoint interlocutors for each Novabase Business Unit and determine actions to be implemented;
8. Manage the internal and external communication process.

The NOVABASE **CCG** operates according to the following organizational context diagram and its activities are focussed on **planning** and on strategies for **avoiding contamination** and **management**.



Issue	Approval	Contact Info	Page 5
CCG - Contingency Coordinator Group	NOVABASE Executive Committee	Pandemic@novabase.com	

4.1 Planning

We can reduce contamination through planning. As such, it is essential for the responsibility of this process to be attributed to the CCG. Occupational medicine may be helpful, but the best hope for success will be involve all the heads of the NOVABASE Business Units (including Project Leaders) who must make the right decisions at the right time. These will be the decisions that contribute to limiting the spread of the disease. In addition to management, information and training of our staff is essential, so as to create an efficient network that allows all the topics related to the epidemic to be approached.

Knowing what to do when a staff member gets sick or exhibits symptoms, namely controlling exposure to other colleagues, how to proceed when medical assistance is required, how and when the person should seek assistance, what the appropriate disinfection measures are and when should personal protection equipment be used, who should receive medication, how to distribute it, which isolation measures should be taken, and who should work in situations of minimum risk of exposure, in order to guarantee the key points for operating the various structures, are some of the many measures that we will have to manage in order to contain the spread of the disease.

4.2 Avoid Contamination

Watch out for people with symptoms and rapidly promote isolation measures for detected cases in conjunction with health services, avoid travelling whenever possible, establish measures that protect against contact with clients and suppliers, make sure sanitation material and personal protection equipment is available, inspect and control ventilation and provide information regarding the need to create strategies for continuity of service, dispensing with non-essential staff members -- these are all essential actions. Some of these measures must be taken sensibly, in order to avoid situations of exclusion and misunderstandings.


4.3 Management

If symptoms are detected, the department heads shall provide the means and information to those affected, so that they can follow the NOVABASE Contingency Plan, which is aligned with the recommendations of the national health authorities.

Practice efficient personal hygiene, avoid access to sick people and people showing signs or symptoms of possible respiratory infection, take measures to ensure interpersonal distancing, manage panic, close the doors of the workplace, ensure adequate cleaning of ventilation systems, determine a period of isolation for individuals from contaminated areas, encourage working from home, avoid direct contact with teams that do shift work, avoid public transport, eat meals separate from other people, reduce the number of meetings to those that are strictly necessary, these are measures that minimize the risk of spreading the illness.

The Contingency Plan systematizes NOVABASE's approach to planning, the need to do avoid contamination, management, and when the epidemic is over, deactivation of the plan and return to normalcy.

Issue	Approval	Contact Info	Page 6
CCG - Contingency Coordinator Group	NOVABASE Executive Committee	Pandemic@novabase.com	

	CONTINGENCY PLAN Coronavirus (COVID-19)	Version 1.4
		May 2020

5. Contingency Plan for human infection with Coronavirus (COVID-19)

5.1 Scope

The main objective of the Contingency Plan is to manage the impact of the epidemic on Novabase staff (and indirectly on our clients and suppliers) by following three main strategies:

- Restriction of the illness, reducing the spread of the infection in the workplace.
- Maintenance of essential services with the lowest possible impact on the services provided to our clients;
- Assess, discuss, define and implement, together with clients who request such, continuity of service strategies, integrating and coordinating their Contingency Plans with NOVABASE.

The **NOVABASE Contingency Plan** incorporates the following underlying principles and priorities

- Save lives, reduce the risk of contamination in the workplace (through contact with colleagues or contact with third parties, namely clients, partners and service providers) and limiting the spread within the NOVABASE facilities and the clients' facilities.
- Preserve and protect assets and business continuity, ensuring that essential services are maintained.
- Help clients, as much as possible, to successfully execute their own Continuity Plans. This requires increased understanding of their dependency in relation to our services and staff, along with an understanding of the scope and priorities of continuity¹.
- Involve those official entities that can ensure support in resolving the crisis situation.
- Involve those entities that are part of the value-added chain of the service provided by the NOVABASE Business Units or that may be interfered with as a result of an occurrence of risk.
- Manage information, internal and external, in a manner that ensures it is considered by public opinion to be transparent, concise, clear and truthful.

5.2 Activation of the Plan

Activation of the various stages of the plan is determined by NOVABASE Management, subject to opinion from the CCG, once the relevant authorities have been heard. The Coordinator Group shall pay special attention to the following situations:

- When the pandemic alert status set by the WHO is revised and its national implementation by the national health authorities is recommended;
- There is a general secondary transmission environment that is out of control on a national level;
- The first case of human infection with Coronavirus (COVID-19) has been verified within the NOVABASE structure.

When in relation to sub-paragraph a) the national health authorities consider that these situations have indeed occurred, and that there is a high probability that conditions will exist for sub-paragraph b) to become a reality, the CCG has decided to propose to NOVABASE Management that the present Continuity Plan be activated.

¹ Under some circumstances, this situation may imply revising the operations and service delivery model, along with the costs associated with supplying those services. The CCG shall monitor these situations on a case-by-case basis, along with the heads of the NOVABASE Business Units.

Issue	Approval	Contact Info	Page 7
CCG - Contingency Coordinator Group	NOVABASE Executive Committee	Pandemic@novabase.com	

5.3 Deactivation of the Plan

The plan shall be deactivated upon decision by NOVABASE Management, subject to opinion from the CCG, on the basis of guidelines from the national health authorities.

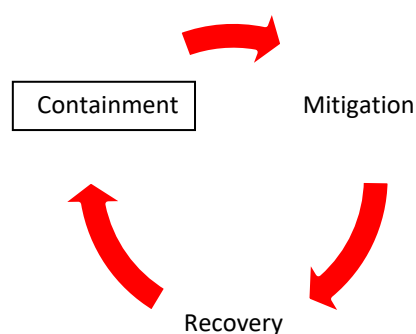
5.4 Contingency Plan Stages

NOVABASE's plan consists of three separate stages: **Containment, Mitigation and Recovery.**

5.4.1 Containment Stage

Automatic implementation stage with approval and dissemination of the plan, which will continue to be executed if other actions are not decided upon, and it shall end when the decision is made to deactivate the plan.

During this stage, when there is still no record of staff members being infected with Coronavirus (COVID-19), only those actions that are necessary for all staff to become aware of the plan shall be implemented.



The **Contingency Coordinator Group** executes various actions:

1. It accompanies the evolution of the situation through the information made available by the national health authorities and the World Health Organization (DPO).
2. Divulges the plan to the entire NOVABASE structure and ensures that all the areas are aware of the procedures to implement during the various stages of the plan (MCD).
3. Asks that its staff update their listed information, namely: home address, personal contact information and emergency contact information (DPO).
4. Disseminates pertinent information to NOVABASE staff, namely with respect to self-protection and preventive measures: hand hygiene and shared work equipment, such as car pool vehicles, telephones and keyboards. Care and behaviour to adopt in order to prevent contamination (FAD).
5. Hold meetings and formal contacts with companies that supply services, in order to divulge the plan and assess their response capacity in light of the evolution of the situation, identifying the contact points (CCG).
6. Request that the NOVABASE Business Units provide a list of priority activities and staff members whose activity, if interrupted, can lead to a significant loss of NOVABASE operability and/or clients (directly or indirectly) (CCG and NOVABASE Business Units).
7. Incentive to NOVABASE Business Units to promote training to a limited group of staff members, so that they can guarantee some critical activities in a temporary and supplementary manner (continuity) (CCG and NOVABASE Business Units).

Issue	Approval	Contact Info	Page 8
CCG - Contingency Coordinator Group	NOVABASE Executive Committee	Pandemic@novabase.com	

8. Define the type of equipment and amounts necessary, along with the distribution plan, in order to ensure conditions to work from home² for staff that perform priority activities, whether internally or externally (for clients), as long as these priority activities can be performed remotely (ISD).
9. Monitor all specific initiatives with clients in coordination with the NOVABASE Business Units (CCG and NOVABASE Business Units).
10. Validate those tasks that can be temporarily suspended (CCG and NOVABASE Business Units).
11. Define the plan for possible distribution of personal protection equipment, vaccines and medication (DPO, FAD).

Special preventive measures that may be implemented:

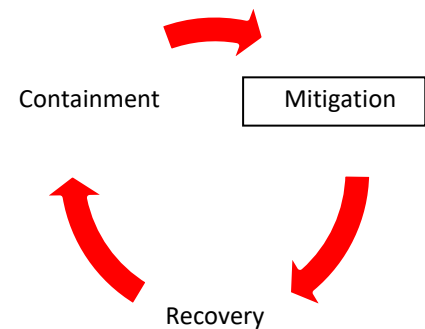
- a) Foreign business travel, reduced to only that which is absolutely essential and respecting the recommendations of official entities regarding travel to destinations of greater risk;
- b) Ask that staff provide voluntary and prior notification regarding personal travel abroad;
- c) Broader promotion of internal infrastructure and functionalities that facilitate working from home;
- d) Participation in work meetings and events, internal and external, shall also be reduced to that which is considered to be absolutely essential;
- e) Prophylactic isolation of 14 (fourteen) days for staff who return from business or personal trips from abroad, namely areas of greater risk or those who have had contact with confirmed cases, always duly proven by national authorities;
- f) Information to suppliers and service providers.

² Portable computers, mobile phones, 3G cards for data communication, software and webcams in some cases.

Issue	Approval	Contact Info	Page 9
CCG - Contingency Coordinator Group	NOVABASE Executive Committee	Pandemic@novabase.com	

5.4.2 Mitigation Stage

This stage is immediately activated once the first occurrence of Coronavirus (COVID-19) infection in a NOVABASE staff member has been detected.



During this stage, the Contingency Coordinator Group, via the NOVABASE Functional Areas, shall execute various actions:

1. It is responsible for recording the number of cases reported at NOVABASE and co-operates with the National Board of Health in order to monitor the situation (DPO).
2. Decide on the need to implement different work schedules (office vs. working from home), reducing the number of staff members who remain at the facilities, in order to avoid contamination (Board).
3. Distribute equipment to the staff in order to ensure conditions to work from home (ISD).
4. Implement measures for increasing sanitation measures at the facilities, increasing the frequency, new schedules and methods (FAD).
5. Assess needs and distribute personal protection equipment (masks and gloves) (FAD).
6. Update pertinent staff information (MCD).
7. Monitor the evolution of the clinical situation of ill staff members (DPO).
8. Monitor the health situation of staff members who have entered into contact (known) with the virus, but have not yet exhibited infection symptoms (DPO).

Special implemented preventive measures:

- a) Increase remote work in order to reduce the presence of staff members at the facilities;
- b) Meetings held via audio conference, video conference or over the phone
- c) Business travel to be cancelled or authorized on a case by case basis;
- d) Work meetings and events to be cancelled or authorized on a case-by-case basis;
- e) Reduction to a minimum number of required internal in-person meetings at NOVABASE;
- f) Reduction in the number of visitors to our facilities to an amount that is strictly necessary;
- g) Cancellation of events at and visits to NOVABASE;
- h) Technical inspections of the facilities only in cases of immediate and urgent interest;
- i) Training actions postponed or online;
- j) All staff members are recommended to reduce their presence at highly frequented public locations to a minimum amount of time.

Issue	Approval	Contact Info	Page 10
CCG - Contingency Coordinator Group	NOVABASE Executive Committee	Pandemic@novabase.com	

During the Mitigation phase, the return to NOVABASE's or our Client's office may be carried out in a phased manner. Keeping in mind the principles and priorities already mentioned in this Contingency Plan, NOVABASE:

- Monitors the specific initiatives of our Clients, ensuring that safety conditions of its staff members working in their offices are ensured;
- Implements a Pulse check survey to assess the employees' state of mind and identify their concerns;
- Implements the [Back2Office Plan](#) so that the return is safe for the NOVABASE community. This plan includes a process, applicable in case of emergency (identification of a suspected or a positive case) where the provisional closure of the facilities, sanitizing and reopening are planned. This plan also considers, if necessary, the possibility of resuming working from home.

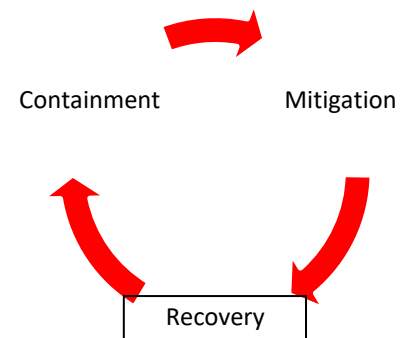
From these Back2Office Plan measures, the following stand out:

- Opportunity for staff members to voluntarily measure their body temperature (thermal chambers) (DFA).
- Distribution of Personal Protective Equipment to staff members to circulate in the common spaces of the building (DFA).
- Availability of a traveling kit to staff members who are at the Customers' premises (DFA).
- Implementation of signalization in the premises to guarantee safe distance in any queue or waiting area (DMC).
- Instructions to use common spaces indicating maximum capacity and rules to follow (DMC).
- Signalling which workstations can be used, in order to guarantee the physical safety distance between employees.
- Reinforcement of means (people and material) for regular cleaning and sanitizing of spaces, in particular, surfaces with possible contact by employees.

5.4.3 Recovery Stage

It is marked by an end in the appearance of new cases and recovery of staff members that are ill, and the gradual return to normal professional activities.


This stage shall only be activated when the alert level of the national and international health authorities is revised to a minimum level.



During this stage, the Contingency Coordinator Group through the NOVABASE Functional Areas, executes several actions:

- Return to workplaces in accordance with the guidelines of the National Board of Health, and other competent entities (Board).
- Adjusts the facilities sanitation plan to normal (DFA).
- Re-evaluates the procedures implemented during the previous stages (GCC)
- Updates internal and external communication regarding the status of the plan (DMC).

Issue	Approval	Contact Info	Page 11
CCG - Contingency Coordinator Group	NOVABASE Executive Committee	Pandemic@novabase.com	

	CONTINGENCY PLAN Coronavirus (COVID-19)	Version 1.4
		May 2020


5.5 Procedures to adopt

Within the scope of the plan, a table was developed in order to identify some of the procedures to adopt during the **Containment and Mitigation** stages.

Stage	Procedures to adopt	
Containment	All staff members must be aware of manifestations of the illness, methods of transmission and self-protection measures. Information available here .	
	Update the contact information of all staff members for possible use in emergency situations. This can be done here .	
	Staff members that are not ill, do not have ill family members and are not aware of having been in contact with the virus	<ul style="list-style-type: none"> - They can travel to the NOVABASE facilities, as well as the facilities of clients and partners. - They should take precautions and adopt recommended behaviour pertaining to self-protection.
	Staff members who, for whatever reason, have travelled abroad	<ul style="list-style-type: none"> - If requested, notify NOVABASE of all personal travel, for the purpose of monitoring - Take special care during the 14 (fourteen) days after you return, keeping an eye on your health. When in doubt, contact your local health facility.
	Replacement chain (or continuity)	<ul style="list-style-type: none"> - In order to guarantee its continuity, each NOVABASE Business Unit must create a list of critical activities, stipulating which staff members will execute them, possible replacements (total or partial), training needs so that replacements can guarantee continuity and integrity of activities. - The Head of the Business Unit can establish higher restriction levels within the spectrum of information that is available, or in the case of countries that are different from Portugal, adapt measures in accordance with the local authorities.
	Actions to be taken if there is a suspected case at the NOVABASE facilities	<ol style="list-style-type: none"> 1. Inform the CCG via email to Pandemic@novabase.com and inform the local health facility 2. Ensure physical isolation of the staff member: <ul style="list-style-type: none"> • Head Office Building: Level 0 – Nursing station (F02) • Celfocus offices (Vila Nova de Gaia): Floor 7 – Clérigos room • Celfocus office (Vodafone building): Ground floor of reception, north side, near Vodafone Club at end of the hall. • Celfocus UK office: There is no isolation room, since the facilities are limited, and there are few people in the building. Local health facilities should be contacted if needed. • Celfocus Dubai office: There is no isolation room, since the facilities are limited, and there are few people in the building. Local health facilities should be contacted if needed.

Issue	Approval	Contact Info	Page 12
CCG - Contingency Coordinator Group	NOVABASE Executive Committee	Pandemic@novabase.com	

Stage	Procedures to adopt	
		<ul style="list-style-type: none"> Celfocus Netherlands office: There is no isolation room, since the facilities are limited, and there are few people in the building. Local health facilities should be contacted if needed. Celfocus Germany office: There is no isolation room, since the facilities are limited, and there are few people in the building. Local health facilities should be contacted if needed. <p>NeoTalent Offices (Porto):</p> <p>There is no isolation room, since the facilities are limited, and there are few people in the building. Local health facilities should be contacted if needed.</p> <ul style="list-style-type: none"> Angola office: Room adjacent to the coffee machine with access to the bathroom. <ol style="list-style-type: none"> Promote isolation, cleaning, and disinfection of facilities with particular regard to the places frequented by the staff members. Contribute to the identification of employees with whom you may have had close contact, so that they remain in isolation, under surveillance, attentive to any symptoms during the next 14 days.
Mitigation	Staff members who are not ill, but have family members who are ill or who were in contact with people who have fallen ill	<ul style="list-style-type: none"> Before travelling to the NOVABASE facilities they should call the local health facility. A hypothetical absence shall be approved by the relevant authorities and communicated to the immediate supervisor.
	Staff members who are ill or who have respiratory infection symptoms	<p>They should adopt measures of respiratory etiquette and isolation, complying with the guidelines issued by the relevant authorities, namely the local health facility (in Portugal "Linha Saúde 24," key hospitals or health centres), in order to limit the spread of the illness.</p> <ul style="list-style-type: none"> They may not travel to facilities where they perform their duties: NOVABASE, clients or partners if there is a confirmed case of COVID-19. <p>If symptoms appear while staying in one of the Novabase offices, the measures identified in the section Actions to be taken if there is a suspected case at the NOVABASE facilities, from the Containment stage should be followed</p>
	Activities that are not considered absolutely necessary may be suspended. Under these circumstances, working from home measures may be implemented until indications to the contrary.	
	Staff members may be temporarily permitted to refrain from reporting to work upon indication by the CCG, with the aim of reducing risk of contamination and consequential spreading of the Coronavirus (COVID-19).	
	Measures for making work schedules more flexible may be adopted (presence at the facilities vs. working from home). Situations of working from home shall be formally approved in advance by supervisors, with specific indication of the location where the staff member will be located.	

	CONTINGENCY PLAN Coronavirus (COVID-19)	Version 1.4
		May 2020

Stage	Procedures to adopt
	In order to reduce the risk of contamination and if the service rendered is essential, a staff member who is not ill may be encouraged to work at home.

Issue	Approval	Contact Info	Page 14
CCG - Contingency Coordinator Group	NOVABASE Executive Committee	Pandemic@novabase.com	

5.6 Increased Protection Measures

5.6.1 Self-protection measures

1. General, personal and environmental hygiene measures conducted at NOVABASE are the most important measures for preventing the spread of the disease.
2. When you sneeze or cough, cover your nose and mouth with your arm or with a paper facial tissue, which should be disposed of in the garbage immediately.
3. Wash your hands frequently with soap and water or use an alcohol-based solution.
4. If you are returning from an affected area, avoid close contact with other people.

5.6.2 Cleaning of facilities

During the various stages of the plan: Containment, Mitigation and Recovery, planning and cleaning methods, applied by the company that provides this service, shall be adjusted to the recommendations of the national health authorities.

After detection of a suspected case at the NOVABASE facilities, cleaning and disinfection procedures shall be implemented, especially in areas where there is a greater flux/concentration of people and in the regular workplace of the staff member in question.

1. During the Mitigation and Recovery stages, air-conditioning equipment may possibly be turned off;
2. Cleaning and disinfection kits may be made available to staff members, together with the respective instruction manuals (mask, gloves, disinfectant towelettes and ziploc bags);
3. During the Mitigation and Recovery stages, each staff member should clean his/her telephone, work table and keyboard on a daily basis;
4. Garbage that is collected from the sanitary installations shall be kept in a specific container and be sent to an appropriate place to be indicated;
5. The air inside the workplaces and common spaces should be refreshed whenever possible, instead of using the air-conditioning system.

5.7 Internal Communication

It is important to ensure that the manner in which the epidemic is perceived (as a natural phenomenon) does not turn into an uncontrolled social phenomenon that is out of control, and we should never forget that there are relevant [entities](#) that are in charge of the situation.

NOVABASE shall undertake internal availability via [eCare](#) for all technical information produced by the relevant authorities, essentially with respect to prevention and self-protection measures.


5.7.1 Recipients

All NOVABASE staff and suppliers shall be recipients of the information.

5.7.2 Dissemination of information

Electronic communications shall be favoured and all information related to the Coronavirus (COVID-19) infection shall be available on [eCare](#).

Issue	Approval	Contact Info	Page 15
CCG - Contingency Coordinator Group	NOVABASE Executive Committee	Pandemic@novabase.com	

	CONTINGENCY PLAN Coronavirus (COVID-19)	Version 1.4
		May 2020


Dissemination of information regarding the Coronavirus (COVID-19) infection to all staff members via e-mail, [eCare](#) and the Newsletter. Dissemination of information to all staff members and suppliers regarding personal protection measures and personal hygiene (via e-mail, eCare and posting of information in public places). Provide hyperlinks on eCare to specific websites of official health entities.

Timely information to all staff, suppliers and clients.

5.7.3 Communication channels

Once the local health entities have been contacted or if it is impossible to contact them, questions related to the Coronavirus (COVID-19) infection may be forwarded to Pandemic@novabase.com.

Issue	Approval	Contact Info	Page 16
CCG - Contingency Coordinator Group	NOVABASE Executive Committee	Pandemic@novabase.com	

	CONTINGENCY PLAN Coronavirus (COVID-19)	Version 1.4
		May 2020


5.8 Planning

DEVELOPING THE CORONAVIRUS (COVID-19) INFECTION CONTINGENCY PLAN		
Ref.	Action	Responsibility
1.	Contingency Coordinator Group (CCG)	
1.1.	Establishment of the CCG	NOVABASE Management
1.2.	Appointment of team representatives	NOVABASE Management
1.3.	Allocating the responsibilities of the CCG representatives	NOVABASE Management
2.	Preparation for the Coronavirus (COVID-19) Contingency Plan	
2.1.	Identification of essential services (list) and places where they are provided	NOVABASE Business Units
2.2.	Identification of the workstations that provide essential services (list)	NOVABASE Business Units
2.3.	Identification of IT resources and tools	ISD + NOVABASE Business Units
2.4.	Identify priority clients (list), know their plans and contact points	NOVABASE Business Units
2.5.	Identify essential suppliers (list), know their plans and contact points	NOVABASE Business Units
2.6.	Organization of information and drafting of the written document of the plan	Contingency Coordinator Group
3.	Dissemination of Information to Staff	
3.1.	Information and clarification via e-mail regarding the Coronavirus (COVID-19) infection	NOVABASE Management + MCD
3.2.	Information on the measures that will be adopted by the company	NOVABASE Management + MCD
4.	Prevention Planning	
4.1.	Request estimates for additional hygiene products and services (towelettes, facial tissues, ziploc bags, hand sanitizer)	FAD
4.2.	Request estimates for personal protection equipment (masks and gloves)	FAD
4.3.	Increase maintenance and cleaning services and bolster the maintenance and hygiene plan for the facilities	FAD
4.4.	Decision to acquire an initial batch of hygiene products (towelettes, facial tissues, ziploc bags, hand sanitizer)	NOVABASE Management

Issue	Approval	Contact Info	Page 17
CCG - Contingency Coordinator Group	NOVABASE Executive Committee	Pandemic@novabase.com	

DEVELOPING THE CORONAVIRUS (COVID-19) INFECTION CONTINGENCY PLAN

4.5.	Decision to acquire an initial batch of personal protection equipment (masks and gloves)	NOVABASE Management
4.7.	Decision on possible acquisition of medication and/or vaccines	NOVABASE Management
4.8.	Creation of a specific absence code	DPO
4.9.	Increase the time period for submitting a sick leave request	DPO + NOVABASE Management
4.10.	Prepare the remote working system	ISD + NOVABASE Business Units
5.	Activation of the Contingency Plan	
5.1.	Activation of the Contingency Coordinator Group	NOVABASE Management + Contingency Coordinator Group
5.2.	Use of masks (only for those staff members who exhibit symptoms)	Contingency Coordinator Group
5.3.	Decision on possible temporary impediment to working for any staff member who exhibits respiratory infection symptoms (e.g., fever)	Local Health Authority
5.5.	Monitor local, national and international information on the Coronavirus (COVID-19) infection	Contingency Coordinator Group
5.6.	Revise and update the Coronavirus (COVID-19) Infection Contingency Plan	Contingency Coordinator Group
6.	Communication Plan	
6.1.	Communicate with interested parties (external)	NOVABASE Management + MCD
6.2.	Information on eCare	NOVABASE Management + DPO
6.3.	Coronavirus (COVID-19) infection notifications	NOVABASE Management + DPO
6.4.	Information provided to staff	DPO

	CONTINGENCY PLAN Coronavirus (COVID-19)	Version 1.4
		May 2020

6. Annex

The aim of this Annex is to share information and knowledge regarding the **Coronavirus (COVID-19) infection**.

6.1 Information made available by the World Health Organization

[WHO](#)

6.2 Information provided by the National Board of Health

Information [Coronavirus](#) (COVID 19)

6.3 Local Healthcare Contact Info

Portugal

Ministry of Foreign Affairs, recommendations and special care when travelling to [Italy](#) and [China](#)
[Direcção Geral de Saúde \(National Board of Health\)](#)

SNS24 - 808 24 24 24 Portuguese National Health Service hotline

Spain

[Ministerio de Sanidad](#)

Health Services - 112

Netherlands

[National Institute for Public Health and the Environment](#)

Dubai

[Dubai Health Authority](#)

Estijaba Service - 8001717

Ministry of Health & Prevention - 80011111

Dubai Health Authority - 800342


UK

[NHS](#)

NHS24 - 111

Northern Ireland - 0300 200 7885

Issue	Approval	Contact Info	Page 19
CCG - Contingency Coordinator Group	NOVABASE Executive Committee	Pandemic@novabase.com	

 NOVABASE	CONTINGENCY PLAN Coronavirus (COVID-19)	Version 1.4
		May 2020

Angola

[Angolan Ministry of Health](#)

CISP (Integrated Public Safety Centre) - 111

Issue	Approval	Contact Info	Page 20
CCG - Contingency Coordinator Group	NOVABASE Executive Committee	Pandemic@novabase.com	