



MOTOROLA



Motorola O&M Field Project (Contingency Plan)

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The coronavirus disease (COVID-19) continues to spread across the globe, declared a state of emergency as the number of coronavirus cases in those states continues to increase. Across the country, people are currently in self-quarantine and some health officials fear that regional lockdowns may become necessary to contain “Community spread”.

The spread of the coronavirus and the response by officials affect virtually all employers and raise questions as to employers' obligations and how they should be preparing for the issues the virus may present.

Clear Communications to Employees

Project manager shall be responsible for coordinating prevention efforts in his team. Project manager would be the central communication source about the coronavirus across the organization as well as to clients and vendors as needed and shall ensure employees stay current on decisions the organization has made as the situation evolves.


It is important that a company's messaging is clear, consistent, and current to all staff. Manager shall consider to have virtual team meetings or conference calls to underscore the importance of the issue if required.

Administrative Circular

An administrative circular was communicated among all employees with regards to business continuity and staff safety.

All employees were advised to,

- work from home with essential availability (Email, Phones etc.) during working hours
- maintain social distancing and avoid contacting others
- Adhere to public health procedures



Circular from the director of administration and human resources

To all administrative staff

From 03/19/2020 until further notice

Based on what the world and Oman are particularly exposed to

Spread of Corona virus (Covid 19)

To avoid and protect all employees in the office

It was decided to start their business from their homes

And the administrative staff who have the necessary business

They must adhere to complete the tasks assigned to them and communicate

With the direct manager

We also note the need to adhere to responsiveness with the administration

Either by email or phone, to maintain business continuity

Whoever does that will be considered absent.

Everyone working on external sites to work:

1. Avoid direct contact with others
2. Adhere to public health procedures

In the event that any employee comes to the company office, he must sterilize his hands and wear gloves

The silos are for the safety of everyone

Note: All delegates must respond to the administration at all times

To assign him any external work of necessity

التاريخ : 2020/3/18

تعميم من مدير الإدارة والموارد البشرية

إلى جميع الموظفين الإداريين

ابتداءً من 2020/3/19 وحتى العمل آخر

بناءً على ما يتعرض له العمق وعمان بشكل خاص

انتشار فايروس كورونا (كوفيد 19)

جنباً وحمايةً لجميع الموظفين الموجودين في المكتب

قرر ان يواصلوا أعمالهم من منازلهم

وعلى الموظفين الإداريين الذين لديهم أعمال ضرورية عليهم التقيد بإتمام المهام الموجه لهم والتواصل مع المدير المباشر

كما نود ضرورة التقيد بالتجاوب مع الإدارة سواء بالاييميل او الهاتف للمحافظة على استمرارية العمل ومن يقوم بعكس ذلك سيحسب غياب

على كل من يعمل في المواقع الخارجية للعمل تجنب الاختلاط بالمسافر مع الآخرين

والتقيد بإجراءات الصحة العامة

وفي حالة حضور أي موظف الى مكتب الشركة يجب عليه تعقيم يديه ولبس القفازات

والتزامات حريصاً لسلامة الجميع

تحذير : على جميع المتدربين التجاوب مع الإدارة في جميع الأوقات

لتلقيه بأي عمل خارجي للضرورة

حياة للتصالات هي L L C م Hayat Communications

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Quick Response on Early Symptoms

It may be difficult for employers to determine whether an employee has been infected with the coronavirus.

Based on Ministry current guidance, when an employee:

- recently travelled to a restricted area as per Oman Travel Advisory Department
- appears to have acute respiratory illness symptoms, employers are permitted to and should ask them to seek a public health assessment to determine the need for medical evaluation, and require them to leave the workplace immediately.
- If an employee has tested positive for coronavirus, or is suspected to have coronavirus, employers should require that **all employees who have been in contact with that employee self-quarantine for a 14-day period and take necessary action accordingly.**
- Employers should inform fellow employees but maintain confidentiality as required by the Ministry of Health and employee privacy rights

Travel Restrictions

Hayat has already instituted business travel restrictions, including cancelling all non-essential international and domestic business travel. we are considering eliminating any travel to locations under a Travel Advisory according to the Oman government.

- No shuffling of staff among region
- All planned leaves are on hold
- For emergency travel, employee must ensure to follow Oman health ministry guidelines.
- To quarantine staff for 14 days upon returning from leave



Resource Back-up

Staff shortages may be the primary challenge to maintaining business operations during this period. Steps taken to mitigate resource shortage.

- Identified employees who have been cross-trained and shall be available to fill in for those functions upon request.
- In addition, Hayat has started cross training of staff to manage network maintenance requirements, any unforeseen situation.
- In case of resource shortage in regional office, Hayat has an additional team which shall get moved to respective region.

Maintain Hygiene

All employees have been advised to maintain hygiene everywhere and should report immediately for issues if any. MSI arranged,

- Fever testing devices
- Sanitizers & masks
- Fever testing record will be monitored on daily basis
- Above mentioned items have been availed to all teams nationwide.



Body Temperature		
1	Ozmon Akif	97.3
2	Majid Iqbal	97.5
3	Zubair	97.6
4	Jagdeep	97
5	Shirvan	97.5
6	Arij	96.5
7	Sajid	97.8
8	Tamir	95.9
9	Muhammad	
10	Abhay Kumar	97.6
11	Usman	97.5
12	Jawid	97.9

Transport Restriction

- Considering travel restrictions nationwide, All team members have been provided with Hayat Letter to continue work for essential services 24x7.
- With this letter, teams are able to move between governates to attend possible faults on operational sites.
- MSI has assisted Hayat with additional letter which is supporting team movement uninterrupted nationwide.

Recently, team in Wusta region faced travel restriction to Masirah Island sites where only Masirah Island residents are allowed to travel through.

- OTP has been requested (via email) to assist with special approval for our team, so that we can attend possible service / non-service impacting faults if any.



Hayat Resource
Letter-1



Hayat Resource
Letter-2



Non-Hayat
Resource Letter



MSI Letter for
Field Staff

Spare Parts Supply

- All regions are well equipped with required spare parts as received from MSI warehouse.
- A list of spares have been finalized with MSI already which is required to procure since respective fault may lead to potential service impact.
- For further spare requirement, teams are on standby to transport spare between governates if required.





THANK YOU