



**BUSINESS PROTOCOL
DURING THE COVID PANDEMIC**



IMPACT OF COVID

- While steps have been taken to control, yet the virus remains and cannot be eradicated completely.
- As this is an evolving situation, therefore, we need to be remained flexible to alter our approach as and when required.
- We also understand that our customers may have apprehensions while interacting with our teams during a Move.
- We have identified interactions with customer during pre-move surveys and service delivery time and have defined the protocols to be followed for the same.





EXTENDED HEALTH AND SAFETY POLICY

- At Segon-Marill, during COVID-19, the safety, well-being and overall health of our clients, employees, vendors and community is our top priority.
- Our operational service delivery will be strictly monitored and controlled, by taking all necessary precautions to work safely, so both our teams and our customers are confident that we have taken the correct steps.
- Our staff will be provided necessary training and guidance on safety measures in accordance with the guidelines issued by the Ministry of Health- Ethiopia <http://www.moh.gov.et/>





STEPPING UP THE SAFETY STANDARDS

As part of our business, we cannot avoid personal interaction with our customers completely. We are stepping up our comprehensive safety measures.

- Records of health of all staff is available with HR.
- All our employees' health and temperature are monitored on a daily bases.
- We are focused on the health and safety of our employees, families and communities. We continue to deliver the highest levels of performance, availability, and security.
- Our Sales team can conduct survey through digital channels as much as possible.
- The Packing and Delivery crew is fully equipped with personal protective equipment (PPE). These personal and collective protection measures enable us to ensure our clients safety.
- If you have specific requirements or needs, please don't hesitate to reach us out at info@segon-marill.com and we'll respond as soon as possible.





MOVE ASSESSMENT

- Virtual Meeting would be preferred over an on-site or face to face meeting/ survey.
- In case the on-site visit cannot be avoided, the meeting/ survey will be conducted by following the health guidelines and maintaining physical distancing.

ON THE MOVE DATE

- Assign crew allocated for the move (trained in the safety protocol).
- We provide: Face mask, Hand gloves, Shoe cover, hair cover, sanitizer to our packing crew.
- Upon reaching to our Client's house we sanitize all the rooms and furniture's.





MATERIAL AND TRANSPORTATION

- All equipment will be sanitized prior to dispatch to customer residence and after the move completion.
- Materials/ cartons/ packages will be sanitized prior to the move.
- Staff handling the material at the warehouse will also adhere to the safety protocols of face mask and hand gloves.
- Vehicles will also be cleaned and sanitized before and after a move.
- Hand sanitizers will be available in every vehicle.





AT THE JOB SITE

- Crew will be temperature checked prior to commencing the work
- Prior to entering the premises, reconfirm that none of the customers show virus symptoms
- Preferable to have only one client representative during the service
- Shoe cover will be used
- Hands will be washed thoroughly and sanitized prior to commencement
- Face masks (and/ or shields), gloves will be worn at all times during the move
- The Packing Supervisor will monitor if all safety protocols are followed by our team
- We try to ventilate all work area while working
- Ensure door handles, exits, work surfaces are sanitized





SEGON-MARILL WORKPLACE PRECAUTIONS

- Daily cleaning and sanitization of work spaces
- Mandatory screening (including visitors) with Infrared Thermometer.
- Hand sanitizers are available at the entry points of all our offices.
- All employees must wear face masks at all time.
- Specially marked dustbins for disposal of gloves and masks.
- A minimum distance of 2 meters to be maintained at all times inside office premises.





PRECAUTION FOR EMPLOYEES

- Face to face meetings are replaced by online meeting.
- Roster will be maintained to ensure that only 50% staff will be present at office at any given time
- All documents are required to be quarantined for 12 hours at the reception before disseminating

SUSPENSION OF INTERNAL ACTIVITIES

Some select activities suspended / discontinued till further notice:

- Employee engagement activities.
- Large gathering / meetings.
- Newspaper / Magazine being purchased weekly from external vendor to be stopped immediately until further notice.





CONTAINING THE SPREAD

- COVID cases will be immediately reported to Human Resource
- Immediate isolation of staff feeling unwell at work place
- All employees are required to stay home if they have flu symptoms

SAFETY FIRST

Safety remains our first concern and moves will only be initiated when we are confident that our crew is fully equipped, understands the safety protocols, and the work environment is conducive to carry out the work.





Contact us

Segon-Marill is fully equipped to carry out your moves and can be reached on:

Email: info@segon-marill.com

Looking forward to serve you with our signature of professionalism and smile!

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