



OPERATIONAL GUIDANCE

RESPONSE FRAMEWORK TO COVID-19

BDO India
12 March 2020



The reported cases of the novel COVID- 19 has seen an upsurge across the country in the last few days. As of 12 March 2020, 74 confirmed cases have been identified in different parts of India. While we need not panic, we must practice safe practices, recommended by the WHO, to prevent the contraction as well as spread of the virus further.

At BDO India, we take matters of employee health and safety with utmost concern. While it is of critical importance to ensure a safe working environment for our employees and stakeholders, we are also striving to deliver on our client promises equally. In this regard the firm has in place comprehensive crisis and Business Continuity Plans(BCP). Over the next few days, we will be undertaking several actions to provide business continuity for all our teams across offices. We request your kind co-operation to help ready ourselves to brace the impact of these uncertain times.

In continuation to our previous mail dated 09 March 2020, please find below measures that we have adopted at an organisational level, to curtail the spread of the virus:

TRAVEL

- Based on the Travel Advisory sent out on 03 March 2020, all international travel is deferred until further communication
- For any emergency/ essential client-related international travel, Partner and/or employees are required to obtain a travel requisition letter from the client, stating the urgency of travel and that the country is safe to travel to. This letter duly obtained from the client will have to be submitted to the Deputy Managing Partner
- Domestic travel for internal meetings is suspended effective immediately. Any critical exceptions will need to be approved by the Deputy Managing Partner (not applicable for daily travel between Gurugram- Noida offices, inter Mumbai and Bengaluru offices)
- In case of essential Business development and/or Client related domestic travel, Voice/Video calling should be proposed. In case the client insists on a personal visit then the same needs to be highlighted to the respective service line/Practise leader and approved by the Deputy Managing Partner
- We are putting best efforts to ensure all our employees are safe across all domestic offices and international offshoring centres. For employees seconded to international locations, arrangements with member firms are underway on future course of action, in consensus with the secondees themselves and their families, respecting and prioritising individual choices

MEETINGS AND CONFERENCES:

- All employees are requested to minimise the number of visitors at the office premises and are thus encouraged to leverage virtual platforms like Skype for Business, Microsoft Teams, etc. to attend meetings and reduce unnecessary travel

WORKPLACE HYGIENE:

- We have initiated chemical cleaning of offices in highly impacted cities. While some BDO offices in impacted cities have been fumigated, others are in progress, in an attempt to ensure providing a safe work-place
- All offices and work stations are being cleansed and sanitised regularly
- Biometric systems have been disabled at all locations to minimise the risk of contracting infections
- All employees are requested to practice personal hygiene and wash their hands regularly with soap and water
- Hand sanitizers are available on all floors across offices for use
- Employees are requested to receive parcels/ couriers/ food deliveries outside the office premises and are requested to sanitise their hands as soon as they re-enter the premise

We will continue to monitor the situation closely at each location and adjust our internal policies to respond to this rapidly evolving situation.

Please feel free to reach out to your location HR on any specific health concerns within your teams or at your homes.

Kindly Note:

- Employees are required to exercise judicious caution while planning any kind of personal domestic or international travel, especially to high-risk areas. Kindly inform your location HR manager in case of such travel undertaken by you or a family member.
- Any employee returning from any international trip (personal or business), or having family members (with whom you physically interacted with) return from affected countries, will be subject to 14 days self-quarantine before returning to office. Employees are requested to inform their reporting Partner and local HR in case of any such situation in order to avail the WFH facility.

Kindly remember we all have a critical role in curtailing the spread of this virus, please keep yourself as well as those around you safe. You are urged to exercise judgment in making personal decisions that could put you or others at risk.

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