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aviance Ghana Ltd. – Guidelines on COVID-19

What you should know about COVID-19

aviance Ghana Ltd (AGL), the largest Ground Handling Company in Ghana is highly committed to keeping its staff and stakeholders safe; it is paramount to our culture to put our people first. COVID-19 is officially listed as a pandemic by the World Health Organization (WHO), and with so much uncertainty and unknown about the pandemic we wanted to let you know the importance and proactive steps we are taking to ensure our team's safety.

You might also have a few questions on the novel COVID-19.

What is COVID-19?

COVID-19 is the infectious disease caused by the most recently discovered coronavirus. This new virus were unknown before the outbreak began in Wuhan, China, in December 2019. COVID-19 is now a global pandemic including Ghana.

When do you have to Seek Emergency Medical Attention?

Look for **emergency warning signs*** for COVID-19. If someone is showing any of these signs, **seek emergency medical care immediately:**

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion
- Inability to wake or stay awake
- Bluish lips or face

*This list is not limited as other symptoms are been identified. Please call your medical provider for any other symptoms that are severe or concerning to you.

Call 112 (in Ghana) or call ahead to your local emergency facility: Notify the operator that you are seeking care for someone who has or may have COVID-19.

aviance Ghana Ltd. Guidelines

Communication

We want to highlight the **importance of communication** if/when you're feeling threatened by the COVID-19 pandemic. Please remain in close contact with your departmental manager. Please reach out to your manager on the respective duty line and express any concern or report.

Safety precautions

- **If you are not feeling well**, you must speak to your manager/supervisor and you **MUST** work from home.
- Hand washing points have been fitted at entry points and within the work premises. You must wash your hands with soap and water or use alcohol-based sanitizers at these points as often as required.
- In line with the national guidelines issued by the Ghanaian Executive Legislature, all staff and stakeholders are reminded to be wear face masks while in public or when entering the work premise.

The No Nose Mask, No Entry Rule applies and MUST strictly be adhered to at all times during the COVID-19 pandemic.

We encourage you to follow **usual health precautions**, such as:

- washing your hands often
- social distancing and avoiding interaction with those who are sick
- refraining from touching your face more than is necessary
- practicing proper coughing and sneezing etiquette
- avoiding crowded events
- avoiding non-essential travel

Office visitors

- As much as possible prevent, all visitors other than delivery people from coming into the office.
- Details of all persons entering the premises will be taken on entry as is the normal practice. Security at the check points to ensure strict adherence to this practice.

Work scheduling

You are advised not to come to the office premise unless advised by your supervisor/manager. The current lockdown on the Ghana borders has changed the work reporting times and schedules.

The new work schedules have been provided and communicated to all staff by the department heads and supervisors. Subsequent updates will also be communicated. Contact you supervisor or manager when in doubt or for any further information.

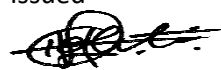
Remote-work options

- Person to person and group meetings are highly discouraged during this COVID 19 period
- Meetings over the cloud and on-line options are recommended for respective team members when the need for meetings is required.
- Some work teams due to the nature of work have been detailed to work from home. The IT department will provide the required resource and guidance

Communication on prevention and risks

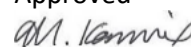
- For up-to-date information on prevention and risks, please see [the World Health Organization Webpage](#).
- For a real-time map of Ghanaian COVID-19 cases and provincial public health notices, see [the COVID-19 Ghana webpage](#).
- For aviation and Ground Handling Updates on COVID-19, see [the IATA webpage](#).
- Check-out the aviance notice board near your respective work station when at work for precautionary tips and updates.

Issued



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Approved



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Disclaimer: This publication reflects our best knowledge at the time of writing and will be continually updated to incorporate new learnings as they surface.