



# OPQ

Tuesday, 24 March 2020

To all our staff and customers

OPQ has been monitoring the current situation of uncertainty surrounding the Coronavirus (Covid-19) and will work with local health authorities while strictly adhering to advice from the World Health Organisation (WHO), the Centres for Disease Control and Prevention (CDC) and Business Botswana to ensure a safe work environment and the wellbeing of our team members and customers.

We have implemented the following guidelines with immediate effect:

1. Hand sanitizers at the reception to be used.
2. Point of sale devices cleaned with sanitizer after each use.
3. Frequent hand washing.
4. Wiping of immediate workstations and surfaces twice daily.
5. No towels to be used in washrooms.
6. Paper towels will be made available and should be disposed of in the bins provided.
7. Door handles etc. will be cleaned twice daily.
8. If your child or any member of your household shows any symptoms of COVID-19, please keep them at home. We advise you to take the relevant precautions as laid out by the Ministry of Health and Wellness.
9. We trust you are already maintaining best practices of health and hygiene at home and urge you to continue the same at work, including social distancing measure which is a suggested strategy to slow down the rate and spread of infection.

We look forward to the Ministries direction and guidance for further interventions. Your cooperation and adherence to the above guidelines will help to reduce the impact of coronavirus in our community.

Business as usual, as the spirit of OPQ evokes freedom, professionalism and harmony that forms the ethos of our organisation. PULA

MINISTRY OF HEALTH COVID -19 HOTLINE

**3632756 / 3632757 / 3632773**

Working hours 7.30 am to 10 pm

After hours call **997**

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Directors:  
F Khan (Botswana)  
M Chauhan (Zambia)  
S Anderson (UK)

OPQ Net (Pty) Ltd  
Plot 168, Unit 6  
Gaborone International Commerce Park  
Gaborone, Botswana  
Tel: 3973945 - Fax: 3973947



## CRISIS MANAGEMENT TEAM (CMT) - CORONA

### Members:-

1. Mukesh Chauhan
2. Fatema Khan
3. Stewart Anderson
4. Jackson Mabaila
5. Mike Hinze
6. Montle Leburu
7. Satty Manowe

### Mandate:

To oversee major issues, formulate contingency plans, coordinate and align implementation of different departments and ensure speedy responses and decision making.

### Issue at Stake:

The financial, social, mental, operational and strategic implications of Corona virus measures that will be dictated by government policy and best practise.

## SWOT ANALYSIS

### STRENGTHS

1. No known case of Corona as yet.
2. OPQ has put in hygiene and distancing measure as of 16 March.
3. Statement has been issued to stakeholders via Facebook, notice in reception and Telegram Messenger.
4. OPQ has well-spaced, well ventilated, clean and hygienic work stations.
5. A young and healthy workforce.

### WEAKNESSES

1. We are a service industry.
2. No experience in dealing with an issue like this.

### OPPORTUNITY

1. To reexamine our processes
2. To get staff training done online.
3. To identify critical processes for future.
4. To refresh and restart processes.



# OPQ

## THREATS

1. Economic shutdown.
2. Cash flow stagnation.
3. Slowdown in sales.
4. Infected workforce.
5. Supplier shutdown.
6. Customer shutdown.
7. Shortage of stock.
8. Shortage of supplies for logistics.
9. Customers not paying due to the crunch.

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