



COVID-19 RESPONSE & BUSINESS CONTINUITY PLAN FOR OUR CLIENTS & PARTNERS

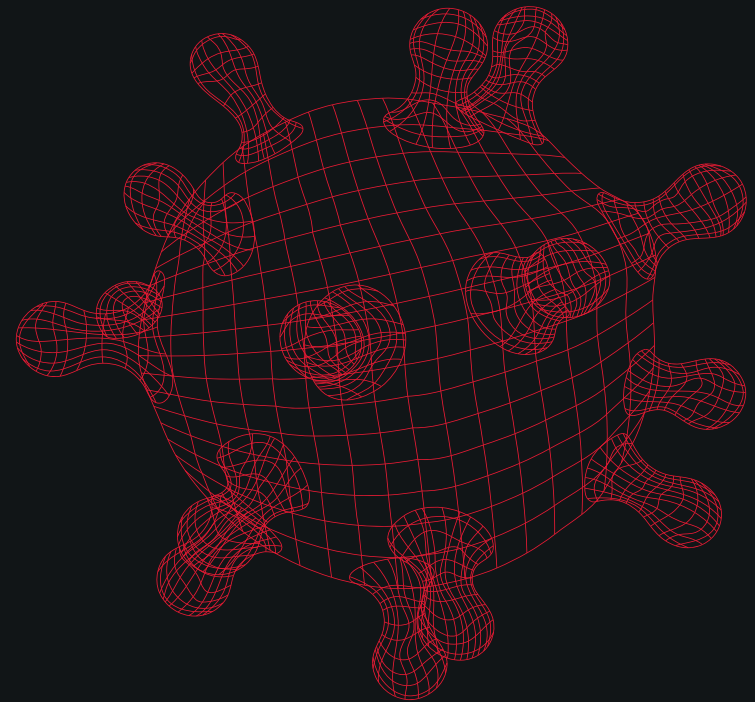
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SMARKERS: Are all people who work at SmartCodes, is a combination of making your mark and Smart Codes.

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Smart Codes COVID-19 Communication

Smart Codes is fully aware of the challenges posed by COVID-19. We would like to communicate to our stakeholders the interventions and measures we are committing for the well-being of our stakeholders; whilst ensuring continued operations and flawless delivery of our services and products to protect the financial security of our clients, our agency and suppliers.



Operations

Smart Codes remains open, both our physical offices as well as our smarker's are available.

Meetings

Smart Codes encourages virtual meetings, however in the event that a face-to-face meeting is a necessity our offices are open with the necessary measures to ensure the safety of each one of us.



Working strategy

Should the government of the United Republic of Tanzania declares state of emergency remote working arrangement will be employed. All Head of Departments at Smart Codes has laid out a clear execution plan and each smarker is equipped with the necessary technology to ensure availability and access as if they would be working on-site. However, we currently encourage "social distancing" at all time and fewer people at any one location since fewer people means less risk.

Key Operation Smarkers

Management team and all key smarkers will still be largely based at the respective offices with all precaution measures in place should Smart Codes employ remote working arrangement.



Office Area

Hand sanitizers have been placed at the entrance, encouraging and communicating frequently to remind people of good hygiene practices.

Track and Trace

We encourage our visitors to complete a "track and trace" form in the event that Government require us to submit this information for a specific case. Furthermore, we do encourage our smarkers to avoid going anywhere after work to keep themselves and their families safe.



Connectivity

To ensure connectivity among ourselves and our clients and partners we have; remote emails access across all devices, secure remote access to our servers, videos and voice conference calls facilities which connects us with our clients and partners seamlessly.

International Travel

International business travel is postponed until further notice.



Domestic Travel

Smart Codes decided to limit any travel. Only necessary travel is allowed where an individual is needed to deliver specific project for instance a shoot. However necessary precautions are well-considered to ensure the safety of the smarker.

Delivery of physical items

Due to some restrictions in local and international shipping we understand that delivery of some items from our supplier may take longer. Therefore, we take the necessary measure to ensure we plan out well to avoid delays.



Insurance

Our insurance covers most of our services and products. However, no insurance entity covers in the event of a shoot being cancelled or postponed as a result of someone getting infected with COVID-19. Therefore, this is being addressed with our stakeholders on a case by case basis.

Data Security

Since most of the exchange will be done online. We would like to ensure our partners that our servers are accessed remotely via a secure, encrypted connection, all devices have firewall and anti-virus software installed, we do have secure and encrypted off-site back-ups.



Staff Risks

All smarkers believed to be high-risk either themselves or someone in their household or anyone they have encountered in their day to day activities will be working from home.

Public Transport

For our smarkers that uses public transport we do encourage them to travel in off-peak times when they are required to be in the office and to take all necessary preventive



Use of Digital Cash and Newspapers

According to the research done it is believed that COVID-19 virus could be active in the paper material for as long as four days. Therefore, it is paramount to avoid unnecessary contact with such materials as much as possible should there be an alternative. Therefore, Smart Codes encourages the use of mobile money and digital newspapers and magazines especially those we are accustomed to reading in high traffic areas in different office.





THANK YOU!

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