



Nexia TS COVID-19 Business Continuity Measures

March 2020

With uncertainties continue to be on the rise amid the COVID-19 outbreak, the firm makes every effort to ensure control measures are implemented to safeguard the well-being of our people and be socially responsible to our clients and stakeholders

Below are the control measures currently in place and will be closely monitored as the situation continues to evolve:

Enabling operationally-ready teams to ensure uninterrupted service

- Regular updates on latest prohibited travel restriction advisories to reduce the risk of virus transmission.
- All staff including field jobs and corporate teams

are split into alternate teams A and B that are deployed to be working at different work sites.

- Technological tools for video-calls and off-site reviews are made avail through tele-commuting facilities for staff to remain engaged, collaborate and work as usual.
- Expanded modes of communication apart from email and text messages are available to enable staff to receive prompt and updated information via Teams and Yammer.
- Regular updates on latest travel and health advisories are circulated to all staff to stay aware of current COVID situation.

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Clients' engagements

- Clients and business partners visiting our office are required to complete health declaration and temperature-taking for contact-tracing purpose.
- Face-to-face meetings and events are replaced by click-of-convenience tools i.e. webinars, live-streaming and video-conferencing, to stay connected with our clients.
- Phone calls made to Nexia TS' mainline are directed to respective staff's mobile phone via private branch exchange network to ensure no calls are left unanswered.

Maintaining a socially responsible community

- Staff are required to monitor and record their temperatures twice daily including checks for respiratory symptoms.
- Increase in frequency for office sanitisation cleaning that is aligned to health authorities' sanitation and hygiene advisories.
- Hand sanitisers, masks and thermometers are readily available for staff use.

Reach out to our Partners on other matters:

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- Regular updates on personal hygiene advisories that are aligned with local authorities.

Implementing control measures are not enough to cope with the current COVID situation. The firm goes beyond its business continuity planning to include back-up disaster recovery plan, IT support and human resource contingency plans.

Being prepared is your best policy

1. Anticipate risks and mitigate damages with a business continuity plan in place. Speak with our enterprise risk management team:

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2. Technology boosts the resilience of systems – Stay Vigilant and Ready for Recovery. [Read Article](#)

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