COVID-19
Depository Operations & Initiatives

Team – CDC Pakistan
implemented a series of measures to protect and support our teams during the crisis period

Health
- Use of personal protection equipment across the premises e.g. Sanitizers
- Social distancing

Team Management
- Suspension of large gatherings and meetings
- Definition of an internal protocol for high risk personnel and diagnosed cases

Prevention
- Vaccination campaign for employees and their spouse
- Regular fumigation of office premise
CDC’s infrastructure is capable of supporting remote operations for prolonged periods of time

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<tr>
<th>Infrastructure Readiness</th>
<th>Business Continuity</th>
<th>Remote Working</th>
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<tr>
<td>• Capacity for 5000 simultaneous access through VPN</td>
<td>• 10% of the essential staff physically working at Head office and branches</td>
<td>• More than 70% of the staff were equipped with official Note Books</td>
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<tr>
<td>• Sufficient IT staff for supporting work from home workforce</td>
<td>• 90% of staff using IT Infrastructure to work remotely</td>
<td>• All remote interactive communication through video conferencing solution</td>
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100% of the services delivered during the Lock down period.
Cyber Risk

Malicious Use of End Points

- Controlled & Hardened machines.
- Monitoring of staff making secure remote connection.
- End-point security solution on all remote machines.

Cyber Attacks

- 3rd Party Assessments.
- Timely patching of infrastructure.
- Frequent Security Reviews / VA
- Cyber Threat Intelligence

Phishing Attacks

- Employee Cyber Security Awareness
- Phishing attack Awareness
- Awareness against misuse of video conferencing & collaboration solutions.
Employee Risk

CDC utilized almost 100% of staff with “Zero” lay-off

Stress Management
- Environment of support among staff.
- Development of BCP action plans for resilient business operations
- Pre-Covid cross trainings & job rotations

COVID Propagation
- Strict implementation of SOPs during stay at premises
- Reduction of on-site staff density by 90%
- Weekly preventive awareness to staff by HR

Fear of Infection
- Coverage for COVID test
- Allowed to take leaves due to medical conditions
- Entrance restriction for elderly staff above 55
Communication Risk

Resilient Management & Effective Communication Steered Rapid Change during lock down

Negativity
- Consistent, informed, accurate & actionable communication across the organization.

Staff Mistrust
- Staff engagement in improving business operations.
- Weekly update / Advisory from local and international health authorities.

Low Morale
- Flexibility of working hours.
- Stay connected & increased communication with employees.
Let’s prepare for a robust future

- Digitalization
- Resilient
- Good Employership