

## Dear Members of the Board of Directors

As the global community and our country continue to grapple with COVID-19 (coronavirus), I am writing to update you about measures that ZIL Limited has taken to protect the health and safety of its employees and the broader community that interacts with us in our offices, distributors, trade and factory. Here is our new approach to the events to-date.

We have shown overall agility in achieving two main objectives during this pandemic

- Employee Safety
- Business Continuity

Our Human Resources has put in all possible efforts to connect with all ZIL employees, provide awareness that they may require during this period of uncertainty on COVID-19 by following WHO Standards and LEA compliances.

### Employees Safety

- Took appropriate timely measures to disinfect all ZIL premises
  - Placed Hand Sanitizers at entrances at Head office and Regional Offices
  - Placed Hand Sanitizers in all departments and production area in Factory
  - Regularly disinfect common areas, surfaces, door handles etc through wipes
  - Ensure all packages/parcels/couriers from outside must be disinfected before distribution
  - Asked employees to mark their attendances through Decibel or use proximity employee ID cards instead of Biometrics / finger impressions where applicable
  - Monitoring and recording of body temperature at entrances through Temperature meters
  - Provided masks to all field sales force
  - Extended a personal hygiene allowance for CSFs who work for ZIL indirectly
- Developed SOP for working from Home
- Regularly communicate to all employees Via
  - Emails
  - Corporate WhatsApp Group
  - ZIL company website
- Developed SOP for Head Office Staff who require physical presence

### Business Continuity

- Being a part of Corporate Governance we have developed a complete log system to record all happenings/incidents/accidents and action taken against each
- Designed and developed Special purpose ID cards to all employees with exemption letters to all employees specially field sales staff for smooth operations.
- Keep close liaison with LEAs and Employer Federation of Pakistan on updates and record concerns and ZIL's point of View to communicate to the Government of Sindh
- Actively involved in developing SOPs for industries, draft submitted to the Government of Sindh
- Provided proactive input to take measures and decisions of offices (work from home) and factory closures when required
- Extra ordinary monitoring on input materials & FG supplies to sales
- Frequently communicate with NIMIR & ZIL teams
- Due to unforeseen shortages of materials globally, advance ordering have been placed for production & business continuity
- On urgent need we manufactured Hand Sanitizer for the whole ZIL plant, staff families and with this also sent 10 kg for Head office management. Every employee have to wear face/nose mask
- Established a Monitoring Committee of Senior Plant Management
- Monitoring and recording Body Temperature and other symptoms of all staff in the factory
- All workforce has been briefed on the Pandemic and posters displayed
- Official SOP in COVID 19 situation is almost implemented
- Ensured to adopt PPE at all stages of Plant operation
- Duty roaster of all services departments ( QA, Store/WH, Admin/welfare, Engineering and logistic) is revised to minimize the workforce required to reduce the physical contact
- Walk Through Sanitize gate at ZIL entrance has been installed and is operational to disinfect complete body of all incoming staff and visitors

- Regular disinfection spray in factory & warehouses premises

### **Guidelines to Sales Field Force**

#### Safety:

- All CSF's & TMs will wear masks and gloves during their working and are not advised to shake hands, carry hand sanitizer, do not touch counters or any object during their working. Safe distance of 1 meter must be maintained during one on one conversation
- TM/ZSM will not use any public transport for travelling to outstation. TM can visit his base town or nearby town only which is possible to be visited in own conveyance
- TM/ZSM will provide via distributor, a copy exemption letter of section 144 and authority letter to all CSF's, Merchandisers, and delivery men

#### Sales Operations:

- All CSF's, Merchandisers visit market directly from their home(s) and will get back to home(s) directly from market as soon as the section visit is finished
- No Morning/Evening briefing sessions are allowed at any market or distribution. For all type of communications, discussions or instructions to teams or groups use mobile calls or WhatsApp's
- It's mandatory for all team members to remain in contact on mobile phones. Powering off cell phone is strictly prohibited & will be considered as violation of SOP
- CSF's will download their respective section on mobile devices before leaving home and will upload their booking as soon as they return home or upon availability of internet, it can be uploaded as soon as section is completed
- In case any special demand received from the market out of section, it can be entertained considering availability of resources for supplies so CSF is allowed to download/Upload multiple sections in a single day
- Sales team is not allowed to gather for meetings at any place. TM/ZSMs can visit CSF's during market visit and make one on one conversation or can update on phone
- National Sales team WhatsApp group already established for short period of time to ensure on time and transparent communication with every team member

### **Partnerships/Donations**

We also took several initiatives to reach out to the deserving people specially those daily wagers/ laborers etc., who are highly effected by the current lockdown situation.

In order to facilitate them we collaborated with several NGOs/organizations:

- Robin Hood Foundation
- Empowering Communities for Change
- Hum Foundation
- SWVL

to be hygiene partner within their Ration Bags that were distributed amongst thousands of such families.

We also contributed more than 235,000 soaps to the PM Relief Fund and to the Punjab Govt for further utilization in hospitals, prisons and amongst districts.

Regards



**Mubashir Ansari**  
Director & CEO