



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

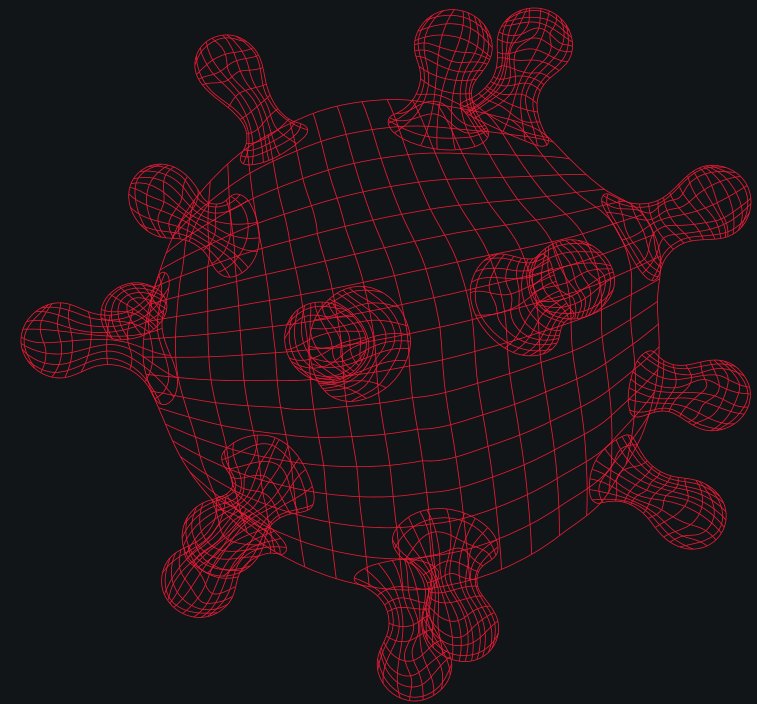
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Smart Codes COVID-19 Communication

As of April 2020, Smart Codes saw the challenges posed by the novel COVID-19 in Tanzania and the world at large. Like many companies in the world, we immediately took the initiative to shift to a safer working model by adopting the well known working from home arrangement or teleworking.

Five months have now gone by and we have witnessed a great shift in the way business is conducted now more than ever before. It has been a period of trying new things and adapting on the go.

Here is an overview of how we are approaching the future of work



Working strategy

Upon the government of Tanzania's declaration of the emergency working arrangement, Smart Codes immediately adopted the same for its employees.

We evaluated the performance of remote working where we measured:

1. Client complaint on **business continuity** post remote working model
2. Seamless **project management**
3. Staff **discipline** to adhere to **remote working rules and regulations**

We are happy to say the team scored well across each parameter hence the inspiration to take a different route on how we conducts business as a way of:

1. **Adopting to the new reality**
2. **Keeping up with the future of work**



INTRODUCING

WORKING FROM ANYWHERE ANYTIME (WFAA)



Working from Anywhere Anytime

As an innovative and digitally driven agency, Smart Codes is happy to introduce to its clients', partners and key stakeholders its new working model that has been in practice since shortly after the novel pandemic breakout.

After evaluating the teams' performance since we shifted into remote working, we decided to fully adopt this into our new and continuous work reality; only that it will not be limited to working from home.

We are giving our employees the freedom to freely move with their work to anywhere and at anytime so long as the necessary health precautions and company HR policies are applied.

Like many companies in the world, Smart Codes has been able to explore the remote working experience which has rather proven to be a success. We conducted a survey to evaluate teams' response to teleworking and we learnt that;

- 1. Majority enjoy flexibility, meaning - working remotely at any time**
- 2. Majority felt more focused in a convenient and private setting**
- 3. Majority faced minimal to no disruptions that would rather slow down the process of getting things done**



Why WFAA?

Smart Codes strongly believes in being flexible to adapt to new ways of doing things than waiting to be forced to adapt to apparent or obvious reality. Times are changing and as a result we believe in changing with the times. The future of work is here; and we want to be in the frontline and first adopters

With the following observations, we have confidently activated the WFAA arrangement as our new way of working.

Flexibility

As opposed to working in the office, WFAA gives our employees the flexibility to attend to work at any time both day and night without the worry of losing sleep or waking up too early to commute to work.

Convenience

With WFAA, our employees manage to attend to clients in a more focused manner and at their convenience whether at home or in travel.

Savings

WFAA is an economy friendly way of working for both our employees and the company in general. Our

employees get to save time and unnecessary mobility costs whilst the company saves unnecessary overheads which can limit its survival during a low business period

Embracing the future of work


We are a youth led company and therefore strongly believe in exploring what the future holds. The world is adopting into new realities and since we believe in setting examples for others to follow, we are proud to be the first Tanzanian company to introduce WFAA as part of the global movement to combating the spread of the novel COVID-19.



WFAA Practicality

We are proud to have introduced our new work of work and we recognize the importance of maintaining the trust invested in us by our clients. With this in mind, we have managed to set up a structure that ensures WFAA as a safe way to do work and deliver services to our clients and relationships with our partners and.

Essential Services: WFAA simply means that we have moved the majority of our employees into flexibly attending to work from anywhere, remotely. On the other, our offices are open with all essential services that can not be done remotely available along with responsive heads.

Supervision: We have adopted the WFAA arrangement with confidence after laying down a strong supervisory structure through our Human Resource  department in collaborating with department heads that ensures all clients, partners and key stakeholders are attended to in a timely manner and at premium quality.

Tools & Support: Taking to considerations the limiting factors that may arise from remote work settings, we have managed to provide all our employees with tools and support to make their working environment more friendly at any time.



WAY FORWARD



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.

Local & International Travel:

We have adopted **WFAA** as a way to create a healthier working environment for our staff, clients and stakeholders; therefore, we still discourage unnecessary travels or occasions where need be until further notice.



Insurance:

Our insurance covers most of our services and products.*

Data Security:

Since most of the exchange will be done online. We would like to assure 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 on-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 hours when they are required to be in the office and to take all necessary preventives.



Use of Digital Cash and Newspapers:

As a digitally driven company we encourage the utilization of digital tools. Smart Codes encourages the use of mobile money and digital newspapers and magazines





THANK YOU!

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