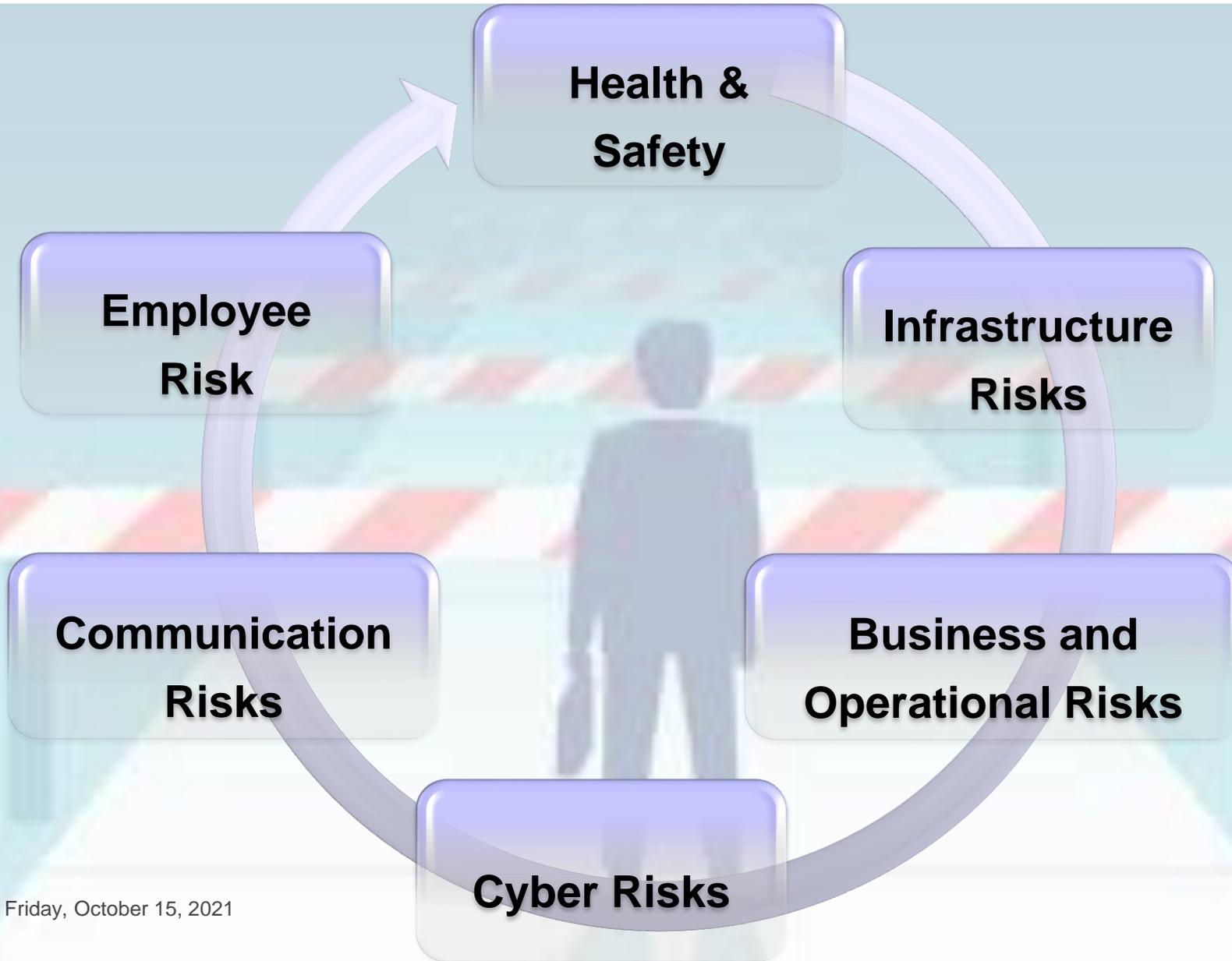# COVID-19
Depository Operations & Initiatives

Team – CDC Pakistan

COVID – Challenges

Health & Safety

Infrastructure Risks

Business and Operational Risks

Cyber Risks

Communication Risks

Employee Risk

Health & Safety

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

Infrastructure Risk

CDC's infrastructure is capable of supporting remote operations for prolonged periods of time

Infrastructure Readiness

- Capacity for 5000 simultaneous access through VPN

- Sufficient IT staff for supporting work from home workforce
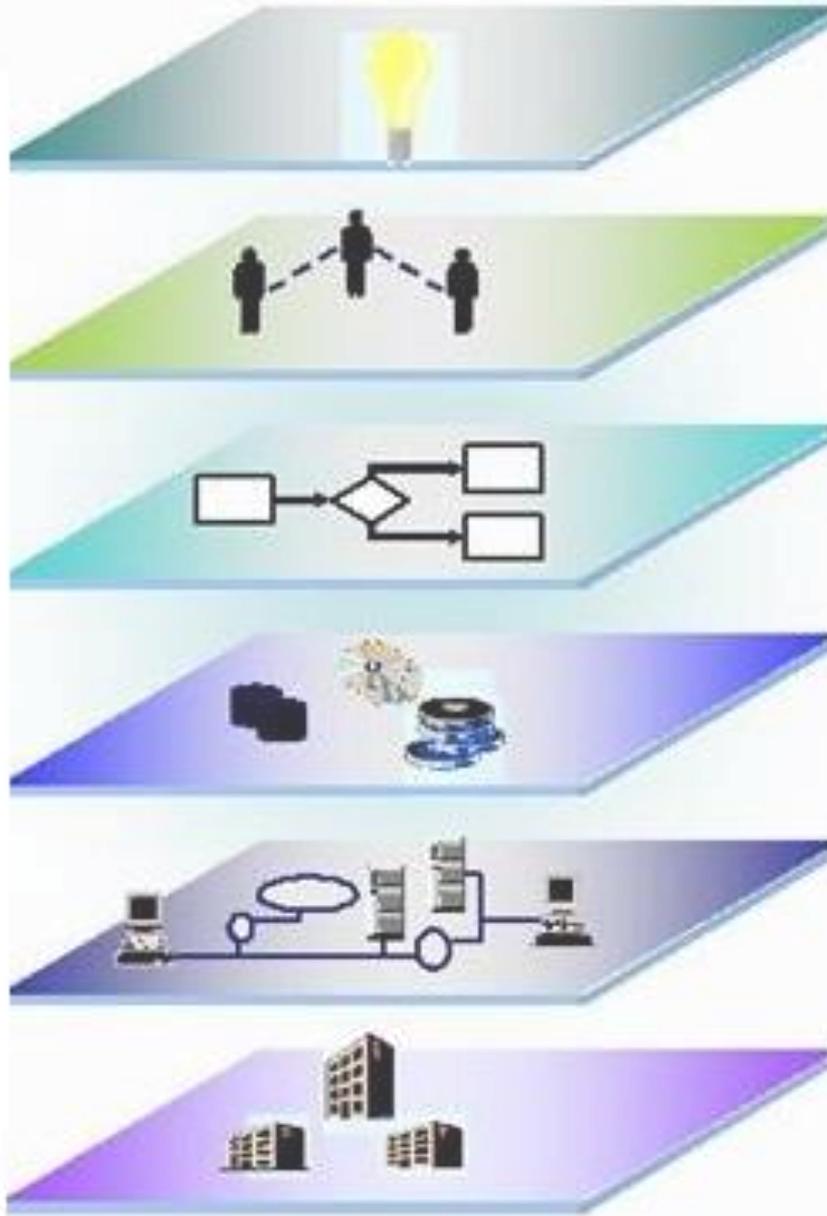
Business Continuity

- 10% of the essential staff physically working at Head office and branches

- 90% of staff using IT Infrastructure to work remotely

Remote Working

- More than 70% of the staff were equipped with official Note Books

- All remote interactive communication through video conferencing solution

Business & Operational Risk

100% of the services delivered during the Lock down period.

Cross Metropolitan Business Operations Resiliency

STRATEGY
Governance
Continuity
Communications
Risk Management

ORGANIZATION
Roles & Responsibilities
Structures
Skills

PROCESSES
Business Processes
IT Processes

APPLICATIONS & DATA
Data Security
Data Storage
Application architecture & Design
Backup and recovery

TECHNOLOGY
Systems architectures
System management
Networks

FACILITIES
Security
Safeguard access
Power

Implement

Protect

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
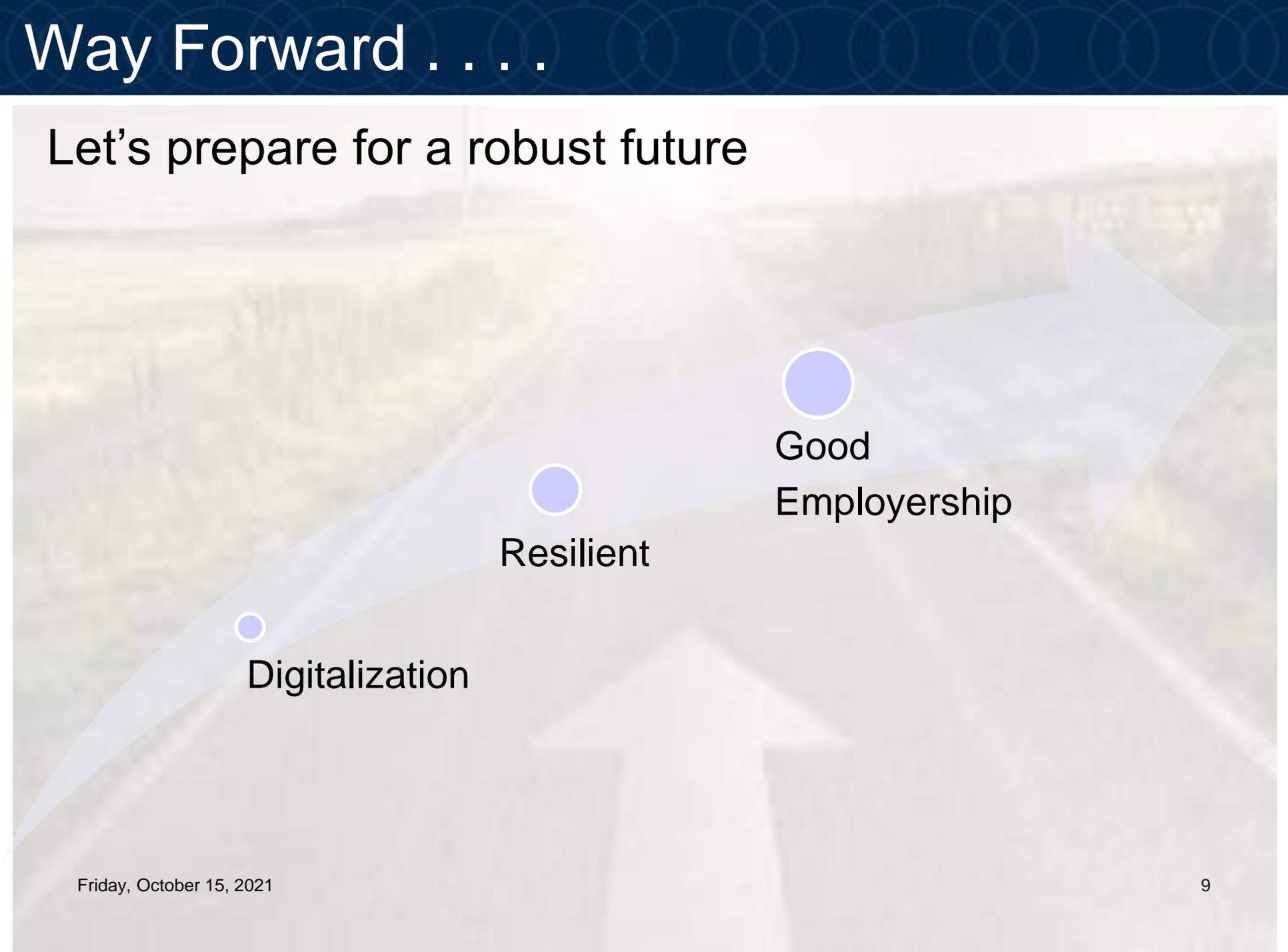
- Staff engagement in improving business operations.

- 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

Good
Employership

Resilient

Digitalization