

Prishtina, 12 March 2020

Guidelines for preventive measures related to Coronavirus (COVID-19)

The situation caused by Coronavirus (COVID-19) continues to worsen. Yesterday, March 11, 2020, the World Health Organization (WHO) declared the virus a pandemic, which means that the virus is already spreading globally and has affected a significant part of the population on the planet.

To date, Kosovo has not yet identified any cases affected by the virus, remaining the only country in Europe, along with Montenegro, that have remained intact. However, because virus has already become present in all other European countries, including neighboring countries, Kosovo is extremely endangered.

The government of Kosovo, responding to the WHO pandemic declaration, also took the first restrictive measures on the evening of March 11, by closing schools, restricting travel to affected countries and increasing border controls, limiting public gatherings and a set of other measures. Although limited, the studies and analyzes on Coronavirus and similar epidemics to date have shown that limiting "social interaction" is the most effective preventive measure that has a direct impact on reducing the number of affected and fatal cases.

Since our physical presence is not vital in emergency situations, and based on the above, KCSF has developed an emergency plan that addresses this situation, which includes guidelines as below:

1. All employees are instructed to **work from their homes**, starting from today, March 12, 2020, unless their presence in the office is substantially required;
2. All supervisors are instructed to explain to their subordinates **all tasks, deadlines, and other information** to continue working from home for at least 1 week, and repeat the same until such situation continues;
3. In order to ensure smooth running of the work at home, all supervisors are instructed to **communicate regularly and provide the necessary coordination** with their subordinates, as well as to be informed on the health status of their subordinates;
4. For any information, advice or guidance regarding specific job duties, employees should immediately contact their supervisor;
5. For any information, advice or guidance regarding health or other aspects related to KCSF in general, employees should immediately contact the Directorate of Administration and Finance;
6. In principle, employees are expected to work from home within the **same working hours**, with the exception of parents taking care for their young children, who may be flexible about working hours, but after notifying their respective supervisors;
7. **Cases where office attendance is mandatory** include only those cases that cannot, under any circumstances, be performed outside the office and require access to infrastructure that cannot be transferred outside the office or in the form of other meetings with colleagues or a third party;
8. Although reducing office attendance significantly reduces the risk of exposure and distribution of viruses, minimizing this risk is required from employees attending/visiting the office:
 - a. To avoid as much as possible **direct meetings** between themselves;
 - b. To maintain **the required distance** (minimum 1 meter) among themselves;

- c. To pay particular attention to the **hygiene of office space**;
 - d. Comply with all **personal hygiene instructions** and other guidelines already in place at KCSF offices.
9. Employees who may have **symptoms interrelated with Coronavirus** (fever, cough, high body temperature or respiratory distress) are obliged to remain at home until fully recovered, and at least 24 hours after final symptoms are vanished. In case of worsening of these symptoms, employees are instructed to refer to the relevant health centers;
10. Employees from among the following categories shall be excluded from any requirement to attend/visit the office, even in exceptional cases:
- a. Employees **over 60**;
 - b. Employees with **health complications** (heart disease, diabetes, etc.)
 - c. Employees with **impaired immune systems**;
 - d. **Pregnant women**.

In order to facilitate work at home, employees are allowed to take with themselves the **necessary work equipment** (including computers, monitors, or similar). In this regard, the employee should fill in the appropriate form with the respective equipment list obtained and submit it to the IT officer. Moreover, an IT officer will be **constantly available for advice and assistance** regarding the use of IT equipment to work remotely.

To enable continuous communication from a distance, each employee will **receive a 5 EUR refill for mobile phone** for the period until March 27, 2020.

In addition, all KCSF employees are instructed to:

- **Cancel any travel** within and outside Kosovo, except for those which require the explicit permission of the Executive Director;
- **Postpone any meetings** with third parties and notify them, except those whose postponement would cause serious problems for them and the KCSF;
- **Postpone any previously planned public events** as well as not to plan any public events until at least March 27, 2020;
- **Cancel any planned participation** in public events organized by third parties and to notify organizers and supervisor(s) about cancelation.

Since there are no clear predictions about the period of validity of these guidelines, KCSF management will assess the situation on a regular basis and update the guidance as often as needed. In non-urgent cases, updates will be shared via e-mail, while in emergencies, through the Viber group.

The purpose of these measures is, above all, to ensure the health and well-being of each KCSF employee and associate(s), and to contribute to overall measures to prevent the spread of the virus, whilst maintaining the necessary level of work towards fulfilling the mission and contractual obligations. For the purpose of this, and knowing the fact that this is a unique and unprecedented situation, we appreciate your understanding, support in every measure, and proactive commitment to keep working alongside duly health care in all possible ways.

This is a translated document. The original version of this document is in Albanian language.