

14 January
2021

Initial Field Signals Report

USAID PEPFAR HIV Support in PNG Activity



Glossary: medical

AIDS Acquired Immunodeficiency Syndrome is a chronic, potentially life-threatening condition caused by the human immunodeficiency virus (HIV)

NDoH National Department of Health is the statutory organization focused on delivering better health services to the people of Papua New Guinea

BMI Body Mass Index is a measure of body fat based on height and weight that applies to adults

NIUPELA PASIN The new normal is a way of living that places basic hygiene and safe distancing as a part of the culture

COVID-19 Corona Virus Disease 2019

PCR Polymerase Chain Reaction

eGFR Estimated Glomerular Filtration Rate

PHA Provincial Health Authority

HIV Human Immunodeficiency Virus

RCCE Risk Communication and Community Engagement

HSE Health, Safety and Environment

RDT Rapid Diagnostic Team

IPC Infection Prevention and Control is a scientific approach and practical solution designed to prevent harm caused infection to patients and health workers

WHO World Health Organisation

Glossary: other

| | | | |
|-------------|---|---------------|--|
| CSR | Corporate Social Responsibility | PEPFAR | U.S. President's Emergency Plan for AIDS Relief |
| CxO | C-level Executive | PNG | Papua New Guinea |
| FIFO | Fly-In-Fly-Out workers: a method of employing people in remote areas by flying them temporarily to the work site instead of relocating employees and their families permanently | SBC | Social and Behavior Change materials including communications materials and messages to develop pamphlets, posters, and online messaging |
| MSME | Micro, Small & Medium Enterprise | SME | Small & Medium Enterprise |
| NCC | National Control Center is an ad-hoc governmental body that coordinates PNG national COVID-19 response and provides operational, administrative and ancillary support | USAID | US Agency for International Development |
| NCD | National Capital District is the incorporated area around Port Moresby, which is the capital of PNG | WFH | Work From Home |

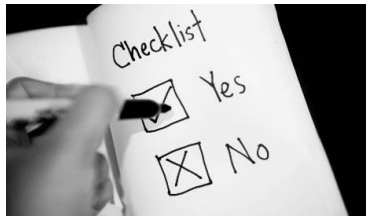
Executive summary

- **Introduction:** Papua New Guinea has reported a total of 833 confirmed COVID-19 diagnoses as of January 13th 2021, with nine fatalities. Since September, fewer than five people have been diagnosed daily on average. Most confirmed instances of COVID-19 have been in the National Capital District (356) and Western Province (212). Almost a third of PNG provinces have no confirmed people with COVID-19. The actual numbers and distribution may vary significantly from reports as only 40,000 COVID-19 tests have been conducted thus far. Structural issues within PNG – healthcare infrastructure, remote population, prevalence of poor underlying health issues – make the country especially susceptible to a potentially dangerous contagion. The PNG government declared a State of Emergency for two months beginning on 22 March, and then published guidelines including the COVID-19 Multi-Sector Response Plan (21 May), and a plan for the New Normal, the ‘Niupela Pasin’ (25 August). Smooth and safe business continuity is critical.
- **Project Summary:** USAID is supporting the government of PNG to respond to both HIV and COVID-19 through the HIV Support in Papua New Guinea (PNG) Activity, implemented by FHI 360, global health experts, and AWR Lloyd, a specialist advisory firm with a 20-year track record. FHI 360 and AWR Lloyd are supporting Objective 2 of USAID’s COVID-19 initiative – to prevent, detect, and respond to the COVID-19 threat through risk communication within communities and private sector engagement.
- **Methodology:** This report, the second of six stages (the first being a ‘Corporate Mapping’ exercise identifying private sector companies with significant influence) to enhance private sector engagement, uses desktop research, questionnaires and interviews to present a snapshot of the current private sector response to COVID-19. Most of our 32 respondents were managers or employees from large companies.
- **Findings & Analysis:** Worksites are high risk, but work must continue as employers are critical to the livelihoods of community members. Overall, the private sector has responded well to minimize COVID-19 impacts, including a wide range of infection prevention measures. In addition to continuity, strong private sector communication channels may be leveraged to disseminate COVID-19 messaging and materials. Impacts on the private sector have been significant, particularly on Micro, Small & Medium Enterprises (MSMEs). The biggest risks include limited access to health facilities and PPE, a lack of community awareness about COVID-19, and a lack of funding to implement risk mitigation measures.

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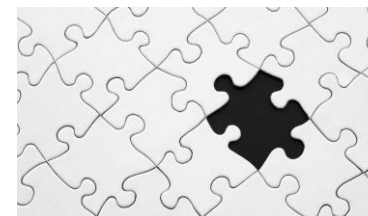
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**CONCLUSIONS AND
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Project team



USAID is the world's premier international development agency and a catalytic actor driving development results. USAID works to help lift lives, build communities, and advance democracy. USAID's work advances U.S. national security and economic prosperity; demonstrates American generosity; and promotes a path to recipient self-reliance and resilience.



AWR Lloyd

AWR Lloyd is a specialist advisory firm with a 20-year track-record in Asia-Pacific, providing strategy consulting; corporate finance; environmental, social and governance (ESG), sustainability and corporate communications services with a particular focus on the natural resources, energy and infrastructure sectors. They have completed over 400 assignments, including COVID-19 risk advisory services.



FHI 360 is an international nonprofit working to improve the health and well-being of people in the United States and around the world. They team with governments and civil society to create jobs, educate children, provide lifesaving health care and bring about positive social change. Their staff of 4,000 professionals use research and evidence to deliver programs to improve lives. Their diverse technical expertise and deep understanding of local conditions provide a 360-degree perspective that allows them to develop customized responses to the toughest human development challenges.



USAID PEPFAR: overview

Launched in 2003, the U.S. President's Emergency Plan for AIDS Relief (PEPFAR) is a global initiative to address the HIV/AIDS epidemic. PEPFAR is the largest commitment to the global HIV/AIDS response.

PEPFAR's approach to HIV/AIDS epidemic control



Acceleration of optimized HIV testing and treatment



Expansion of HIV prevention measures



Continuous use of epidemiologic and cost data to increase program impact and effectiveness



Engagement with faith-based organizations and the private sector to accelerate and improve effort towards epidemic control



Strengthen policy and financial contributions by partner governments in the HIV/AIDS response

PEPFAR's reach and impact (since 2003)

**\$85
Bn**

Capital invested

**>50
countries**

Program outreach

18M

Lives saved

80M

Received HIV testing

USAID PEPFAR currently supports COVID-19 actions in Papua New Guinea

The purpose of USAID's PEPFAR HIV Support in PNG Activity is to maintain the health and safety of PNG's communities against HIV, and currently also the COVID-19 pandemic. USAID wants to implement solutions to build a resilient private sector in PNG.

USAID works in partnership with the PNG government supporting COVID-19 to achieve two objectives:



Objective 1: Strengthen the Papua New Guinean healthcare system responding to COVID-19 by increasing testing capacity, health care services, and infection prevention and control (IPC)



Objective 2: Prevent, detect and respond to the COVID-19 threat through **risk communication** within communities and private sector engagement

FHI 360 and AWR Lloyd will be working together to engage with private sector in response for USAID HIV Support in PNG COVID-19 Activity



Laboratory

- Support sample collection and testing
- Contact tracing
- Community swabbing



Surveillance



Clinical Management & Health Care Services

- Equipment and supplies for pre-triage and COVID-19 screening
- Equipment for patient care and monitoring



Infection Prevention & Control

- Strengthen IPC at health facilities
- Training on IPC & effective use of PPE

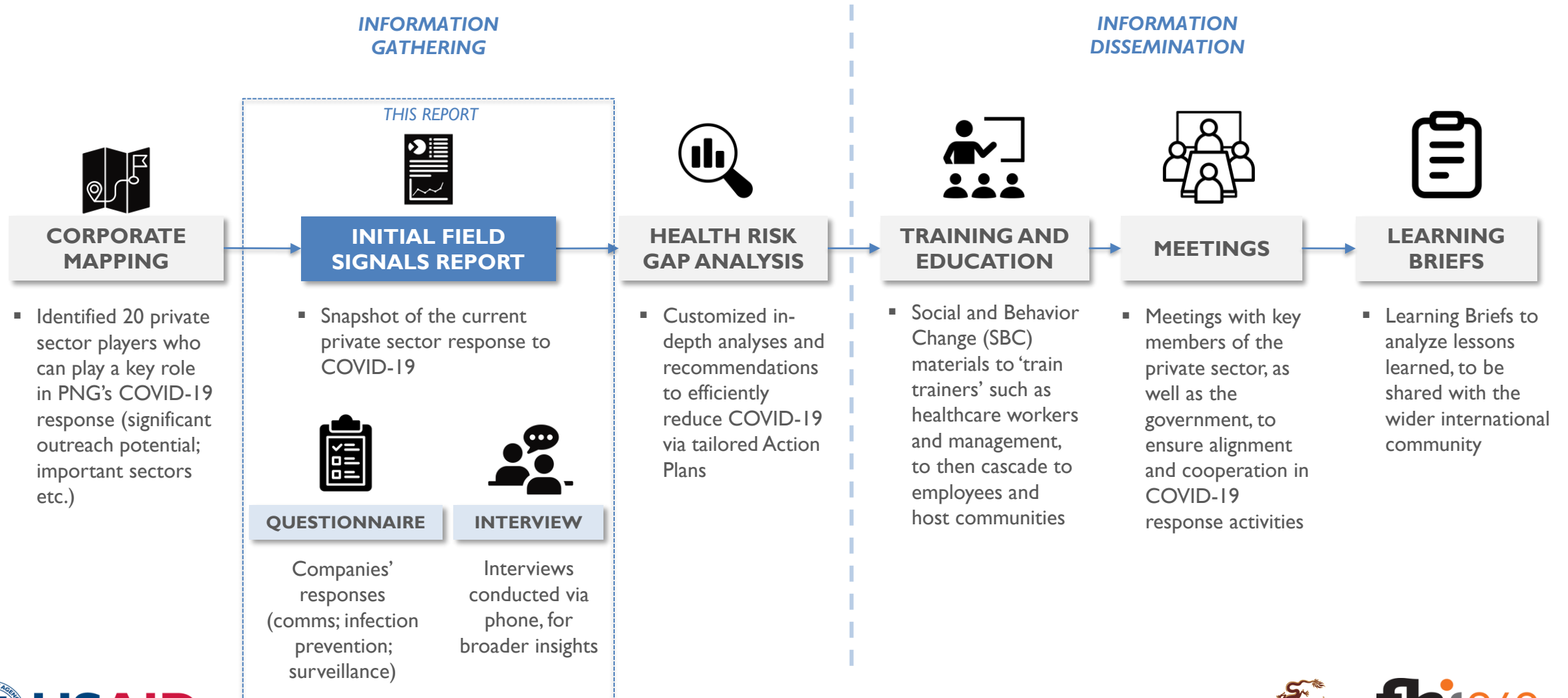


Risk Communication & Community Engagement

- Community mobilizers and interpersonal communication
- Private sector engagement
- Partner coordination

USAID PEPFAR COVID-19 Objective 2: private sector engagement

Our work involves three systematic stages of Information Gathering and three targeted stages of Information Dissemination.



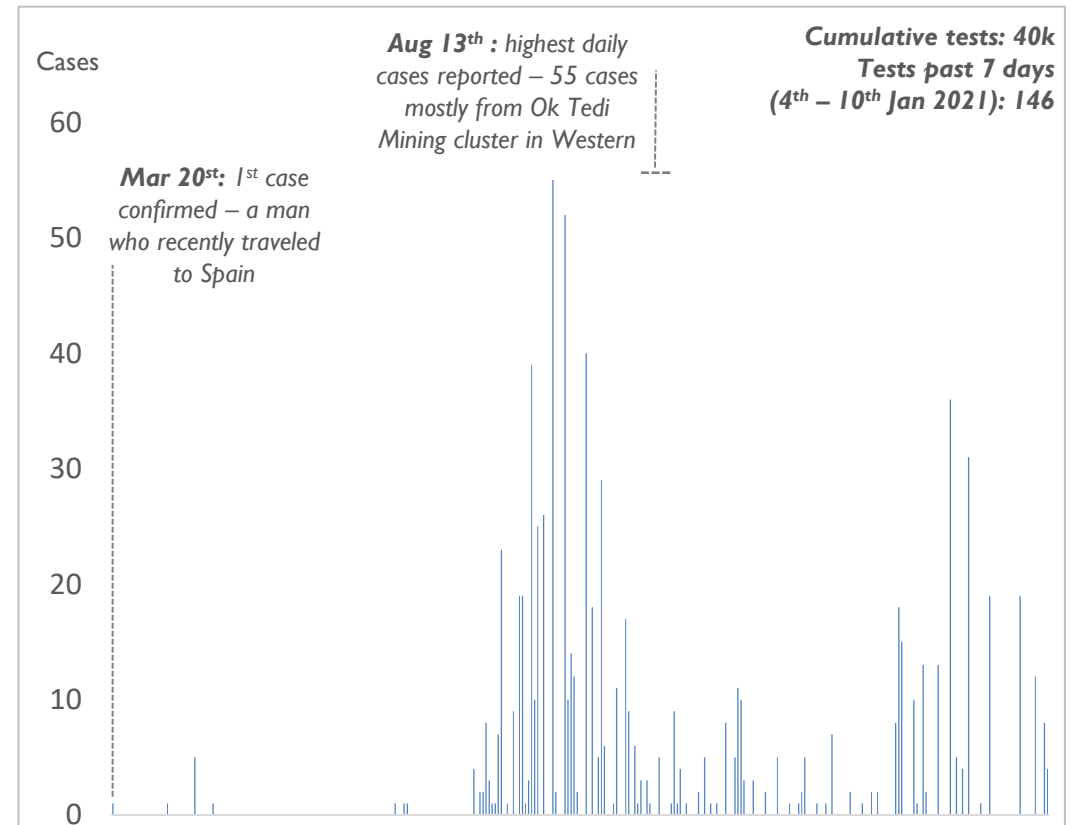
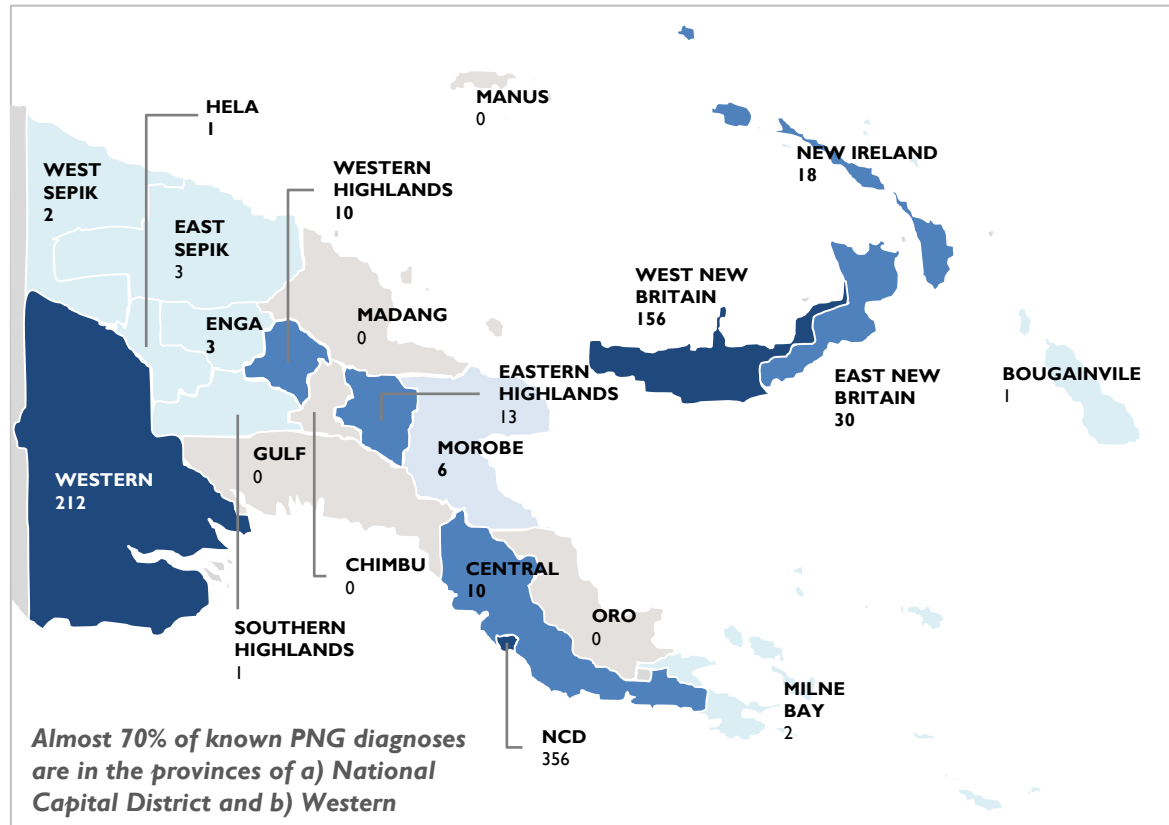
COVID-19 in Papua New Guinea

Known diagnoses are highest in National Capital District and Western Province (with 185 associated with Ok Tedi Mining).

RECORDED CONFIRMED¹

TOTAL¹: 833 | DEATHS: 9

DAILY CONFIRMED



TOTAL:

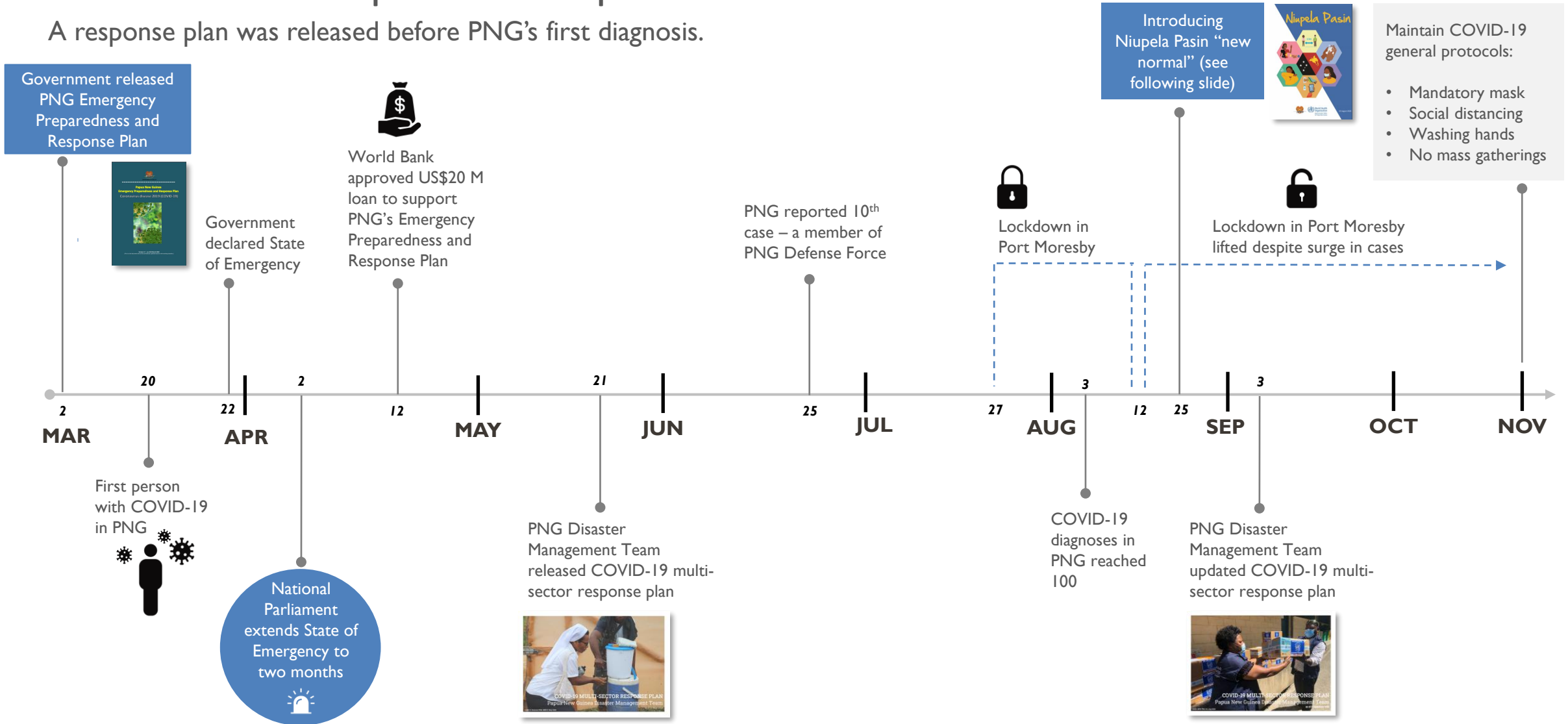


Note: (1) as of 13th January 2021



Public sector response in Papua New Guinea

A response plan was released before PNG's first diagnosis.



The New Normal in Papua New Guinea

The Niupela Pasin, or 'New Normal', is comprehensive guidance prepared by the National Department of Health (NDoH) and World Health Organization (WHO) to help the country adjust to the reality of COVID-19: to ensure safe prosperity during and after the pandemic. The private sector has a pivotal role to play as part of the Niupela Pasin:

PROTECTION IN THE WORKPLACE

Protection for colleagues and clients

Hygiene

Cleaning the worksite and washing hands regularly



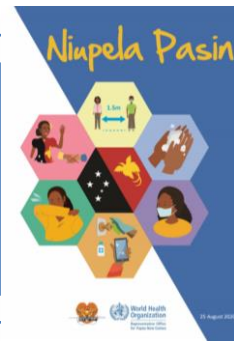
Social Distancing

1.5m distancing, no handshakes etc.



Work from Home

If practical, work from home to reduce risk of infection



PROTECTION IN OTHER SETTINGS

How businesses can help throughout PNG

Providing Vital Goods

Ensure continuity of goods such as food and medical supplies



Service Continuity

Essential for economy, including public utilities and logistics



Showing Best Practice

Businesses' leadership role, including helping communities, churches, schools etc. adjust to the Niupela Pasin



Niupela Pasin applies across all settings in PNG, with tailored guidance provided by the NDoH. Examples include:



Individuals & Families

Protect themselves and others by adopting basic hygiene and distancing measures



Schools

Comply with measures and have systems in place to protect students, teachers etc.



Churches

Comply with measure on mass gatherings and have systems in place to protect members




Government

Lead the response across party lines to enable and empower all individuals and communities to own their response

PNG MSMEs are hurting

Micro, Small & Medium Enterprises (MSMEs) are the backbone of PNG economy – comprising around 25% of PNG’s GDP. The pandemic, coupled with a relatively weak economy, means 2020 has been exceptionally challenging for MSMEs.

CHALLENGES FACED BY MSMEs

| | | |
|--|---|--|
| <p>1</p>  <p>ACCESS TO FINANCE</p> <p>Stringent lending requirements of commercial banks and a high cost of borrowing</p> | <p>2</p>  <p>SUPPLY-CHAIN DISRUPTION</p> <p>Difficulty for SMEs to transport products to other provinces due to restrictions on flights and public transport</p> | <p>3</p>  <p>REDUCED CUSTOMER DEMAND</p> <p>Demand has plunged due to lockdown and restrictions</p> |
| <p>4</p>  <p>INCREASED COST OF OPERATIONS</p> <p>Additional costs for employee transport and procuring PPEs, face masks, sanitizers for employees</p> | <p>5</p>  <p>INABILITY TO IMPLEMENT CONTROL MEASURES</p> <p>Lack of preparedness to deal with COVID-19 control measures and protocols</p> | <p>6</p>  <p>INCREASED TAX COMPLIANCE BURDEN</p> <p>SMEs’ income has been affected during the pandemic at the same time as their tax liabilities were due, making it difficult to pay on time</p> |

MSME RESPONSES FROM QUESTIONNAIRE

“ COVID-19 threatened our ability to trade, disrupted our normal operations including the transportation of staff and products, and at the same time of course we were first and foremost very concerned with ensuring the health and safety of our staff and our own families.

Thereafter our concern was the effect of C19 restrictions on broad domestic economic activity, employment, consumer spending and confidence, and specifically consumer demand for our products.

Problems like space / infrastructure / costs to implement control requirements in operational locations and employee's inability to self isolate at home also exists ”



Executive Officer
of an SME



02



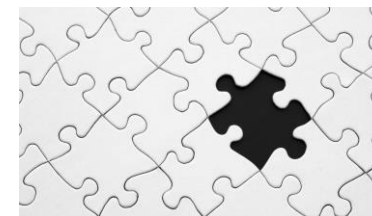
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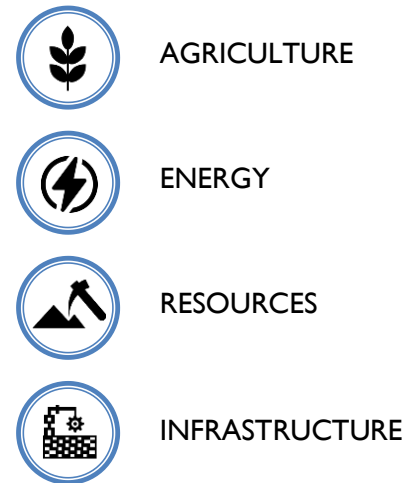
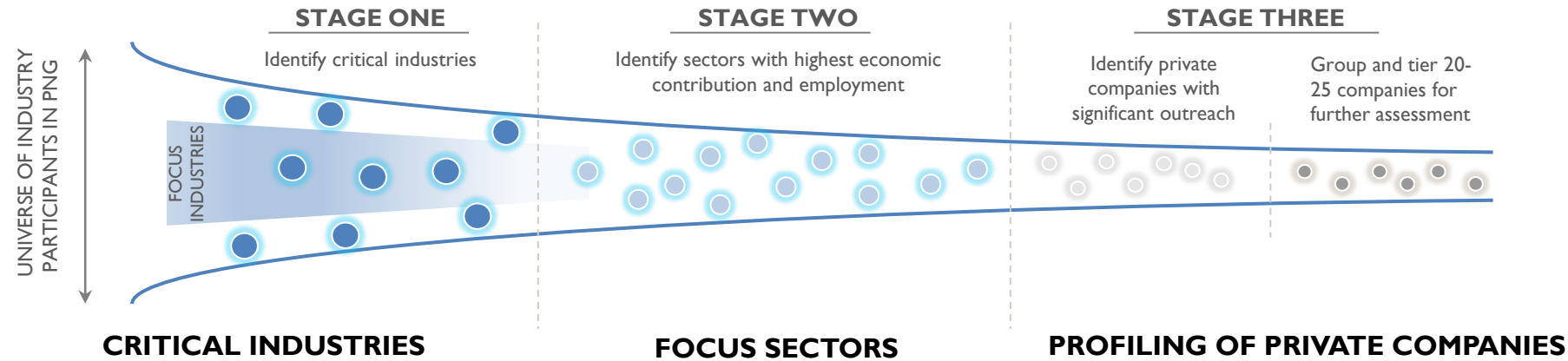


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Identification of key companies

The IFSR follows targeted respondents mainly identified through the previous Corporate Mapping exercise.

CORPORATE MAPPING METHODOLOGY



Mining:

Oil & gas:

Source: Company website. AWR LLOYD 1

NCC GUIDANCE

This Questionnaire is part of a coordinated partnership effort with the government. Due diligence on selected companies was conducted in line with FHI 360 requirements and best practice expectations.

In determining the targeted Questionnaire respondents, the suggestion from The National Control Center (NCC) was to expand the survey to Small and Medium Enterprises (SMEs).

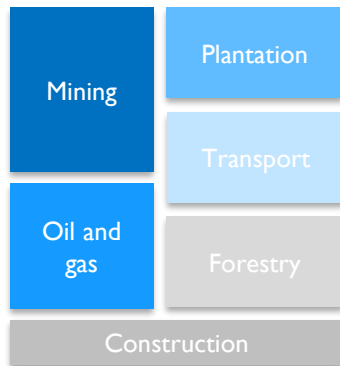
This Questionnaire therefore captures not only large companies, but also SMEs that are struggling acutely due to the impacts of COVID-19.

Note: The location of the respondents from the SME's segment is not restricted to a particular area.

Questionnaire methodology: design, deployment and analysis

1 IDENTIFICATION OF RESPONDENTS

- Based on the key companies identified in the Corporate Mapping exercise, the Consultants conducted Questionnaires with 32 respondents representing crucial private sector industries such as mining, agriculture, and oil and gas.



Key industries identified in the Corporate Mapping exercise.

2 QUESTIONNAIRE

- The Questionnaire was benchmarked using COVID-19 international best practices. It was developed based on three main modules: (1) Risk communication and community engagement; (2) Infection prevention control; and (3) Surveillance, investigation and treatment.
- Questionnaire was administered between October – November 2020.

3 QUESTIONNAIRE DISTRIBUTION & DATA COLLECTION

- The study used Google Forms to distribute customized Questionnaires to stakeholders representing various COVID-19 related roles in companies.

USAID AWR Lloyd fhi360

Unite Against COVID-19: Management Questionnaire

Your answers to this questionnaire will be confidential. It should take around 40 minutes to complete.

Next

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Google Forms

1. Planning and Resources

To the best of your knowledge, does your company currently...

1.1 Have a COVID-19 response plan? *

Yes
 No
 Don't know

1.2 Please elaborate on your answer above (e.g. provide an overview of the COVID-19 response plan)

Your answer

1.3 Ensure the COVID-19 response plan is aligned with national guidelines and standards? This might include a dedicated "COVID-19 response team" *

Yes
 No
 Don't know

Questionnaire for Management on Google Forms. The full Questionnaire is included as an Annex.

4 DATA ANALYSIS

- The study screened and analyzed the mix of quantitative and qualitative data collected from the Questionnaire to understand private sector responses to COVID-19.

Further information gathering was done via interviews

IDENTIFICATION OF CANDIDATES

1

- Candidates for interview were identified through the Corporate Mapping exercise, and the Consultants' personal networks.

INTERVIEW DEVELOPMENT

2

- Questions for the interview were developed by AWR Lloyd and FHI 360 based on research and past COVID-19 project experience.
- Two interviews were conducted at two companies in November 2020.

SCHEDULE INTERVIEW & DATA COLLECTION

3

- Interviews were conducted through online platforms (e.g. Zoom).

USAID FROM THE AMERICAN PEOPLE AWR Lloyd fhi360

Unite Against COVID-19: Interview Questions

About you and your company

First name [Click here to enter text.](#)

Last name [Click here to enter text.](#)

Company name [Click here to enter text.](#)

What is your job designation?

CoO (C-Suite)

General Manager

HR Manager

Other, please specify [Click here to enter text.](#)

What is your decision-making process concerning COVID-19 and do you use any kind of tool (risk matrix)? How do you ensure your actions are proportionate to the threat?

How have you adjusted your people structure to adapt to COVID-19? Are there any roles that have been repurposed or introduced?

Do you have risk register to be reviewed every month?

Do you have written protocols for a) contact tracing, b) screening, c) isolation, d) quarantine, e) testing, f) PPE, g) cleaning and disinfection, h) reporting, i) non-compliance j) case management?

Please describe the latter

How do you currently shield vulnerable workers and who decides who is vulnerable and not? How do your people access testing and or care?

Where is your medical expertise accessed on a corporate level?

What ventilation have you made in the workplace and what PPE do you recommend?

The complete interview questions are included as an Annex.

DATA ANALYSIS

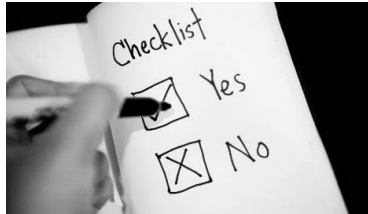
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- The study screened and analyzed the (mainly) qualitative data collected from the Interviews to understand private sector responses to COVID-19.

03



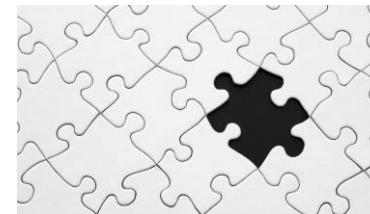
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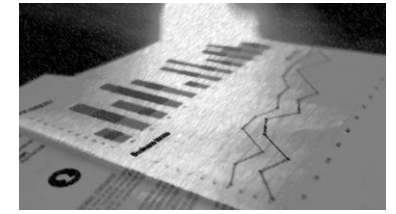
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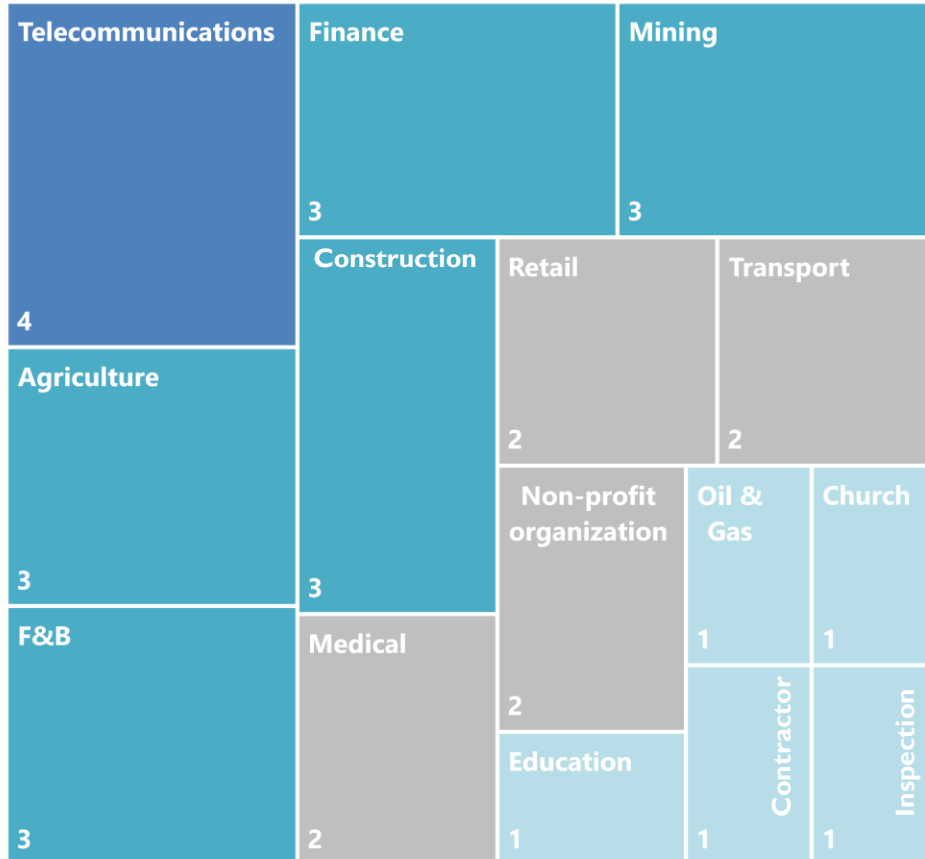


03 FINDINGS & ANALYSIS : SUMMARY

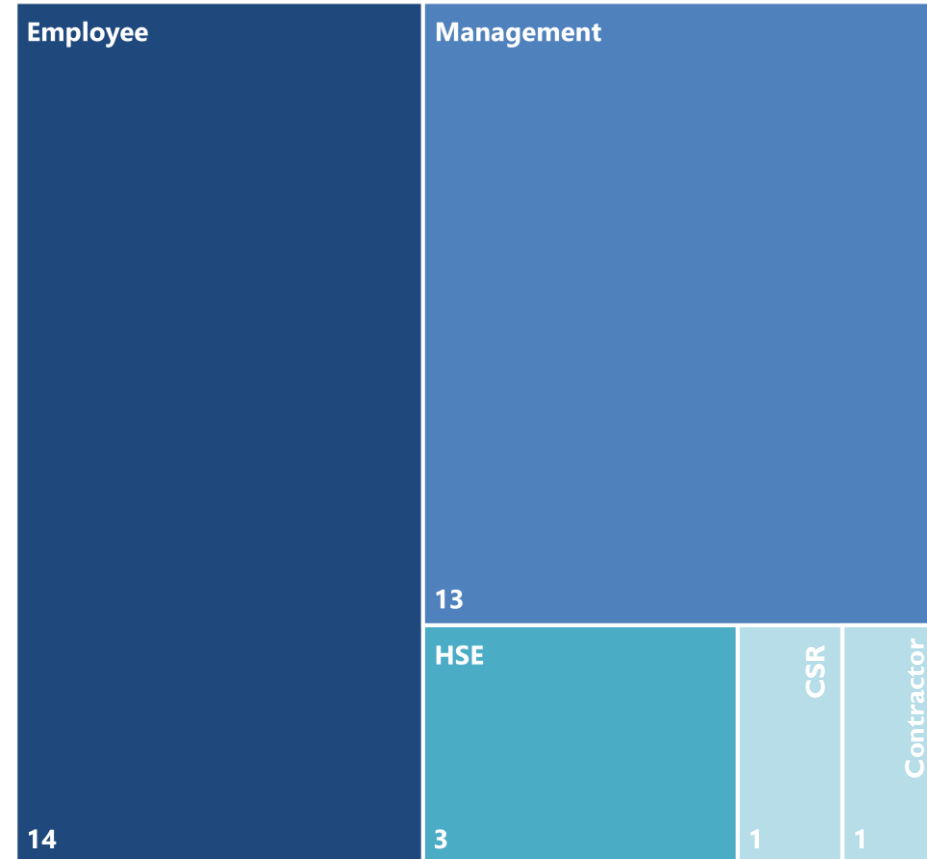
Respondent profile

The number of respondents participating was 32, with the majority being employees and managers, and over 40% of responses were from targeted companies.

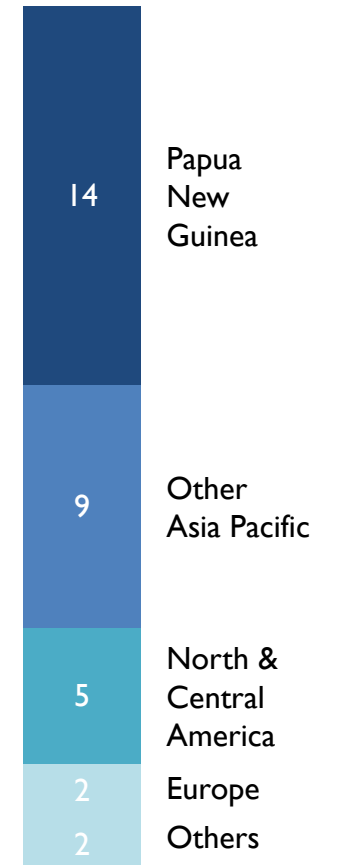
NUMBER OF RESPONDENTS BASED ON INDUSTRY



NUMBER OF RESPONDENTS BASED ON ROLE



HQ LOCATIONS

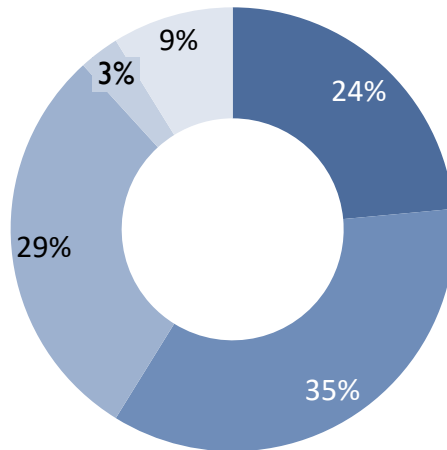


Overall impacts

Almost 60% of respondents said that COVID-19 has had a 'significant' or 'very significant' impact on their employer's business.

HOW HAS COVID-19 IMPACTED YOUR BUSINESS?

- Very Significant
- Significant impact
- Moderate impact
- Minor impact
- Not at all



COMPANY STAKEHOLDERS RESPONSE ON IMPACTS



General Manager

“ Domestic lock downs threatened our ability to trade, disrupted our normal operations including the transportation of staff and products, and at the same time of course we were first and foremost very concerned with ensuring the health and safety of our staff and our own families ”



HSE Manager

“ We recorded some COVID-19 cases however it has been so well-managed with great support from the local authority ”



Employee

“ COVID-19 has badly affected our activity implementation and office operations ”

Top risks for companies

Top concerns across all roles are access to testing facilities*, inadequate community awareness and access to PPE.



MANAGEMENT

46% Access to testing facilities

46% Inadequate community awareness

23% Access to PPE

23% Lack of clear and consistent guidelines

23% Inadequate workforce awareness



EMPLOYEES

31% Access to testing facilities

31% Inadequate community awareness

31% Access to PPE

31% Access to healthcare (e.g. hospital, clinics)

23% Availability of human resources

KEY TAKEAWAYS

- Concerns regarding access to testing* facilities are most prevalent (mentioned by almost half of Management and a third of Employees)
- The same proportions also mentioned that inadequate community awareness was a key concern
- (Lack of) access to PPE was another major concern
- In September there were approximately 1,500 tests being carried out per week. This has fallen by almost two-thirds in recent weeks (e.g. 561 tests in the week of 2nd – 8th November)

(* See the 'Best Practice' Annex for more information about testing)



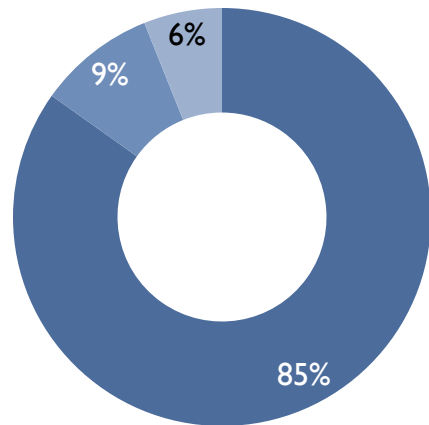
03 FINDINGS & ANALYSIS: PREPAREDNESS AND SUPPORT NEEDS

Response preparedness

The majority of respondents' employers have a COVID-19 Response Plan in place which aligns with the National guidelines.

HAVE A COVID-19 RESPONSE PLAN?

- Yes
- No
- Don't know



HOW DO THEY RESPOND ?

“ Fully comprehensive plan following a locally adapted version of the Group template used world-wide ”



GENERAL MANAGER OF A MULTINATIONAL COMPANY

“ Very basic. Provide the tools to improve hygiene and work safer. Follow the Government regulations and recommendations on washing hands, compulsory sanitizing, compulsory wearing masks and social distancing where possible and appropriate ”



CXO OF AN SME

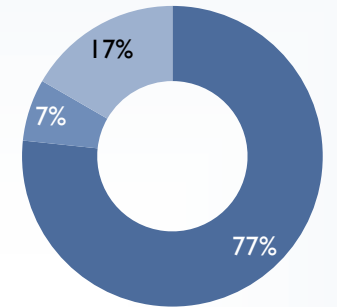
“ We have an existing emergency top management crisis response covid-19 team who is coordinating our response plan in collaboration with our medical response team as well as in line with the national COVID-19 response teams. Our government is fully involved and as well as all the authorities ”



HSE MANAGER

IS THE PLAN ALIGNED WITH NATIONAL GUIDELINES AND STANDARDS?

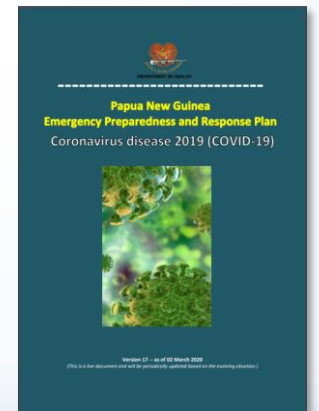
- Yes
- No
- Don't know



BEST PRACTICES

PNG emergency Preparedness and Response Plan

Coronavirus disease 2019 (COVID-19)



Mitigation measures

Measures to mitigate pandemic spread are being implemented by the vast majority of respondents' employers.



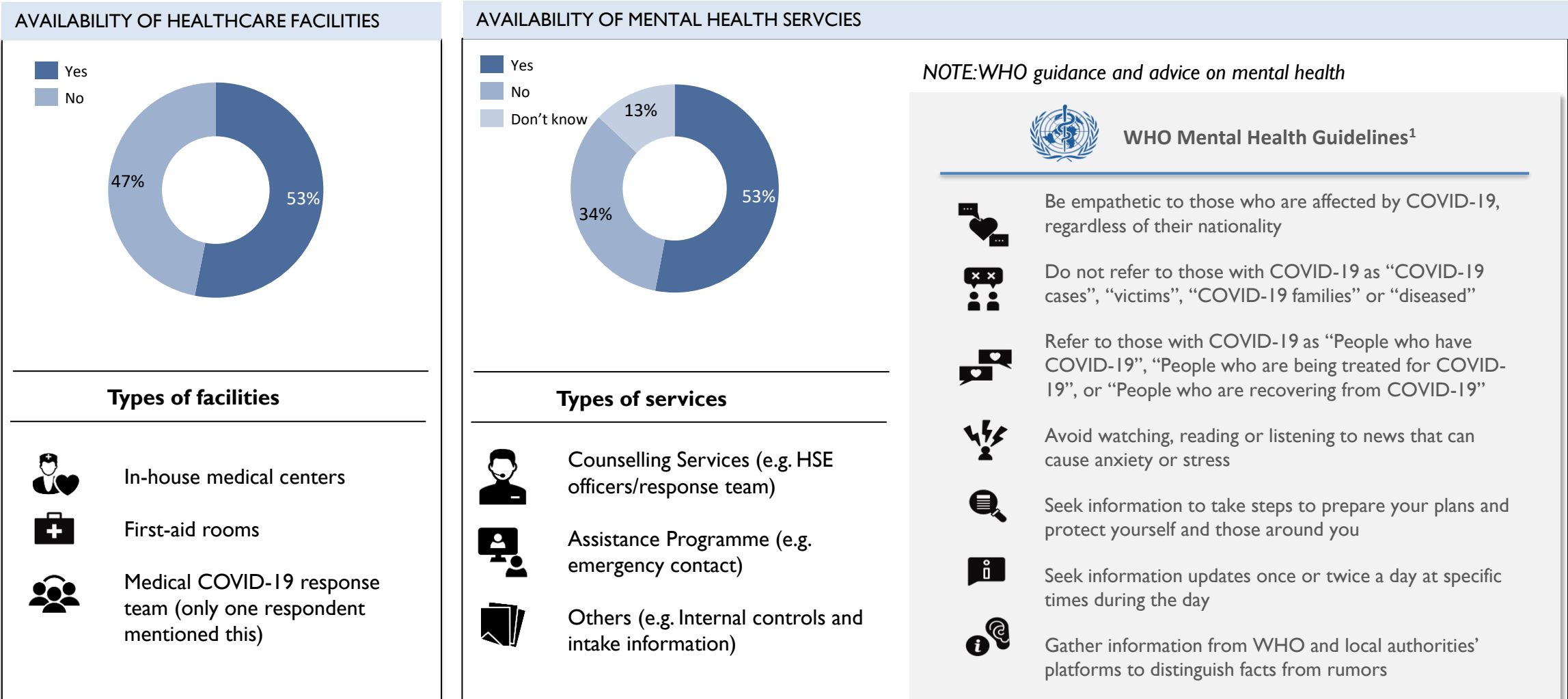
Mitigation measure

% companies implementing the measure

*See the 'Best Practice' Annex for more information about vulnerable workers and work from home policy

Workplace healthcare facilities & mental health services

Healthcare (including mental health) facilities are not always available in workplaces, even amongst some of the larger facilities.



Company support requirements

Private sector companies in PNG are stressing the need for financial funding and for Personal Protective Equipment (PPE).

“
Direly needs funding for an Isolation Centre, since COVID-19 is here to stay. Also note that there should be a proper financial management and report procedure for all COVID-19 funds, should such an epidemic surge again.
”



Officer of a hospital

“
Provide employees with PPE and ask employees to work from home remotely with provision of data for each employee to keep the daily operations going.
”



IT System Administrator of a telco company

“
Providing more PPE, especially masks.
”



Logistics Manager of an F&B company

“
Need help if provincial government could assist with community awareness.
”



Sustainability & Quality Management Manager of an agriculture company

“
The hospital will still need a lot of PPE and medical equipment to effectively treat patients who have the virus, as well as attending to the other patients with other diseases who come in every day to seek healthcare here.
”



Media and PR Officer of a hospital

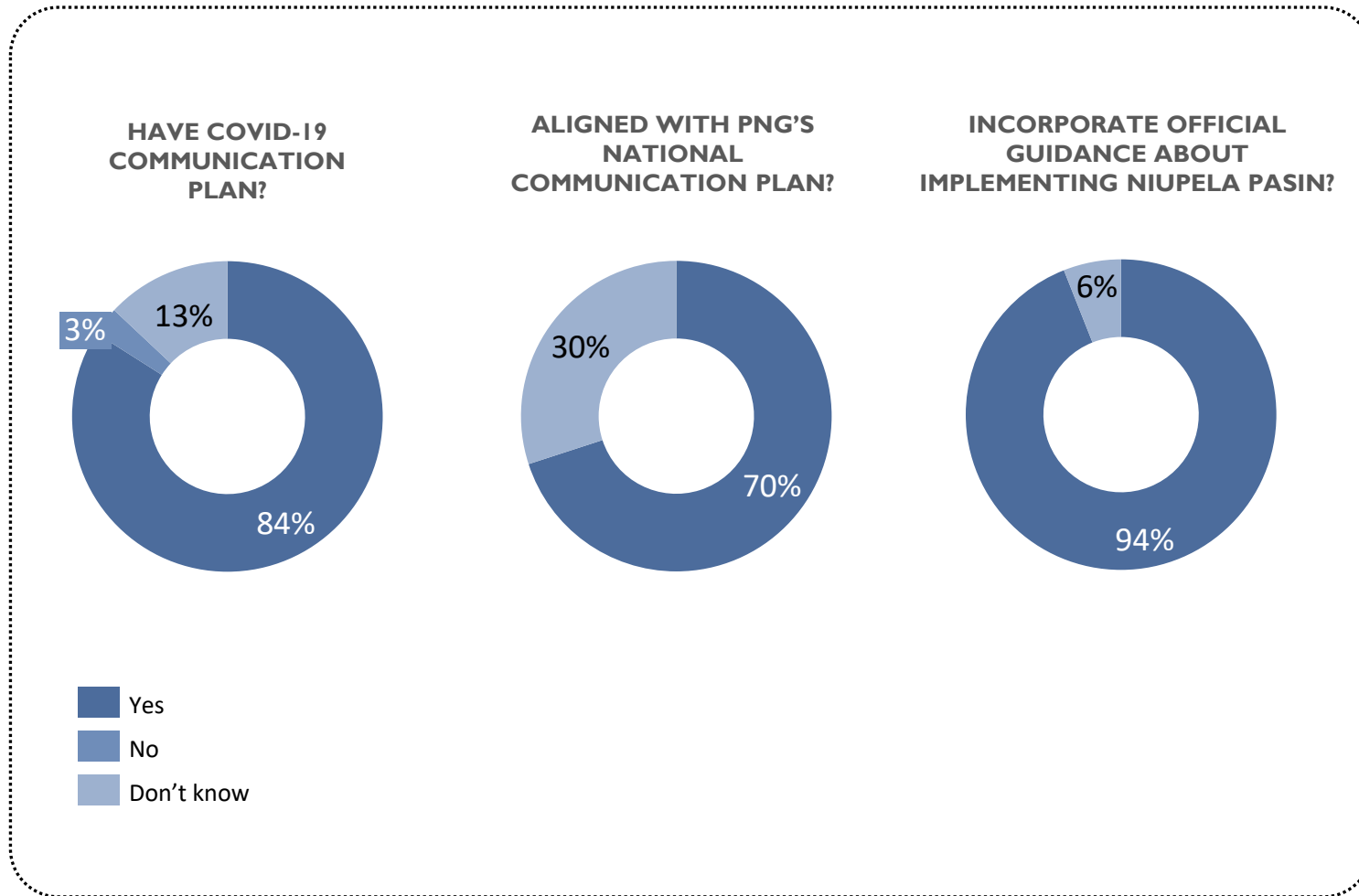
“
Our company had no money to implement everything that needed to be done.
”



Employee Development Manager of a transport company

Communication plans are aligned with Niupela Pasin

Eighty-four percent of respondents' employers have a COVID-19 communication plan, almost all of which incorporate official guidance about implementing the Niupela Pasin.



NIUPELA PASIN (THE "NEW NORMAL")

- A new way of living that makes basic hygiene and safe distancing a part of PNG's new culture.
- Niupela Pasin means adopting behaviors and actions that are consistently practiced to reduce risk of COVID-19 and other infectious diseases; a society where people take responsibility for their own health.

Wear a face mask or face covering in all public places to protect yourself and others.

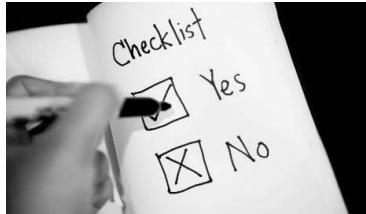


Clean hands frequently – wash with soap and water or alcohol-based sanitizer.





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**CONCLUSIONS AND
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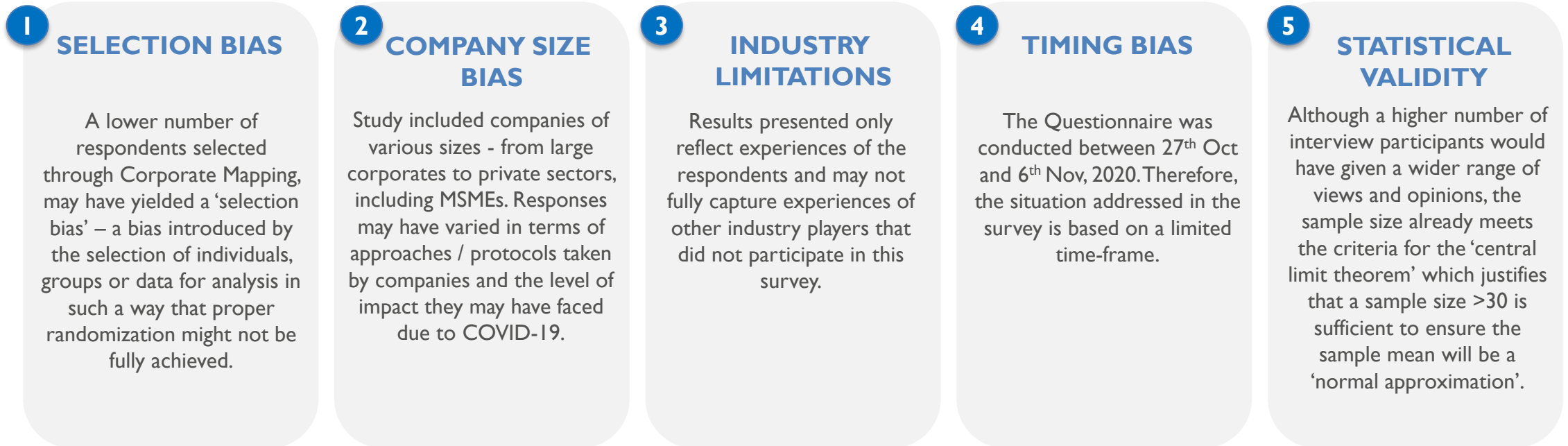


ANNEXES

Questionnaire: assumptions and limitations

Survey results presented in this report are based on 32 responses from across a limited number of sectors.

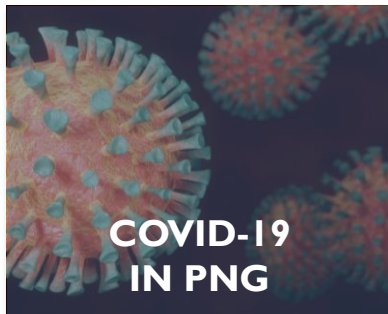
ASSUMPTIONS AND LIMITATIONS



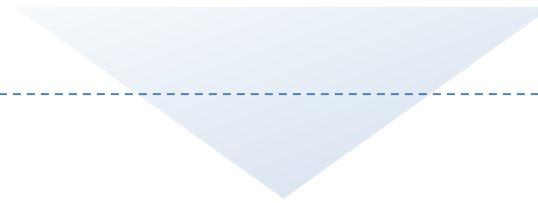
Our findings are, overall, robust. This Initial Fields Signals Report represents the first analysis of its kind for PNG businesses, focused on practical lessons to Unite Against COVID-19. Limitations and assumptions will be addressed and, where possible, additional information will be obtained to meet the overall objectives of Objective 2. This will include the in-depth Health Risk Gap Analysis.

Meaning of Findings & Analysis

One of the key lessons from our Information Gathering so far is that the private sector can play a leadership role in the Niupela Pasin.



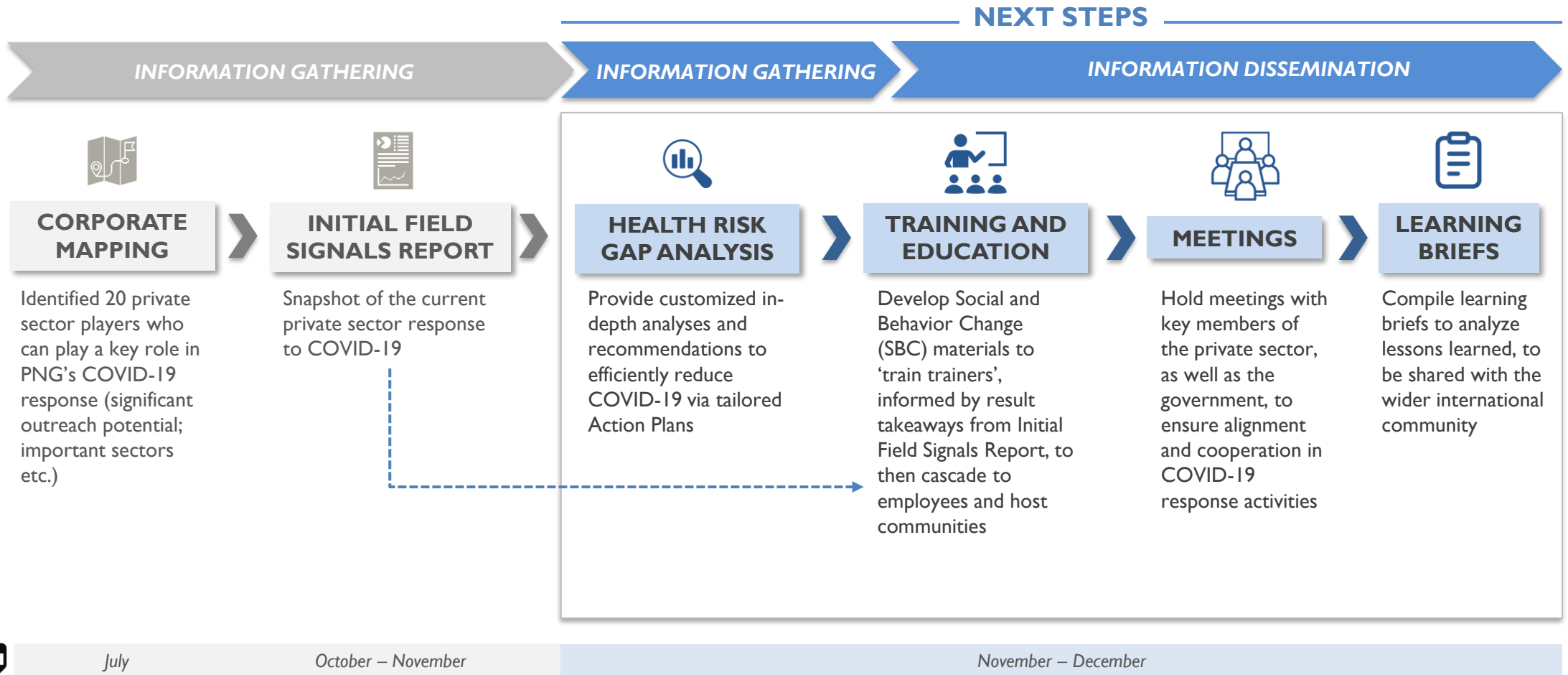
- **Limited spread** – over a third of provinces in PNG have no confirmed cases of COVID-19. This is partly due to limited testing (circa 30,000 tests only so far).
- **Hot-spots** – most of the confirmed people with COVID-19 have been in the National Capital District (346 cases by 9 Nov) and Western province (203 cases). The remaining 51 cases are spread between 12 provinces.
- **August peak** – there was a notable spike in cases in August, including 55 confirmed cases on August 13th alone. Since September, daily diagnoses average fewer than five.



- **Private sector impact** – the impacts of COVID-19 have generally been significant for companies, especially SMEs. Top risks include inadequate access to testing facilities and PPE, plus a lack of community awareness about dangers of the pandemic.
- **Private sector response** – overall, the private sector has responded well to minimize spread of COVID-19, including a comprehensive range of control measures for infection prevention.
- **Private sector leadership** – there is a significant opportunity for businesses in PNG to play a leadership role with communication best practice.
- **Communication** – one of the private sector's strengths is its ability to communicate both within the workplace and to communities.

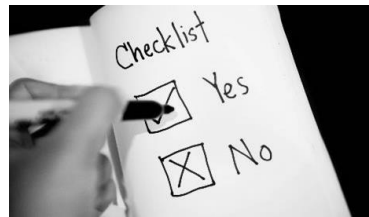
Next steps

The next step for USAID PEPFAR Objective 2 is to gather in-depth information about 6-8 companies on their COVID-19 responses and develop tailored Action Plans. We will then disseminate information throughout PNG to help other businesses and stakeholders.





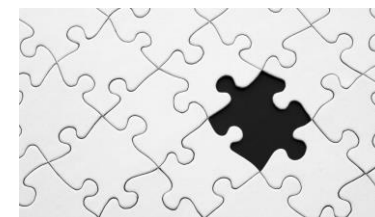
INTRODUCTION



METHODOLOGY



FINDINGS & ANALYSIS



**CONCLUSIONS AND
NEXT STEPS**

05



ANNEXES



05 ANNEXES

**COVID-19
OVERVIEW**

BEST
PRACTICES

QUESTIONNAIRE

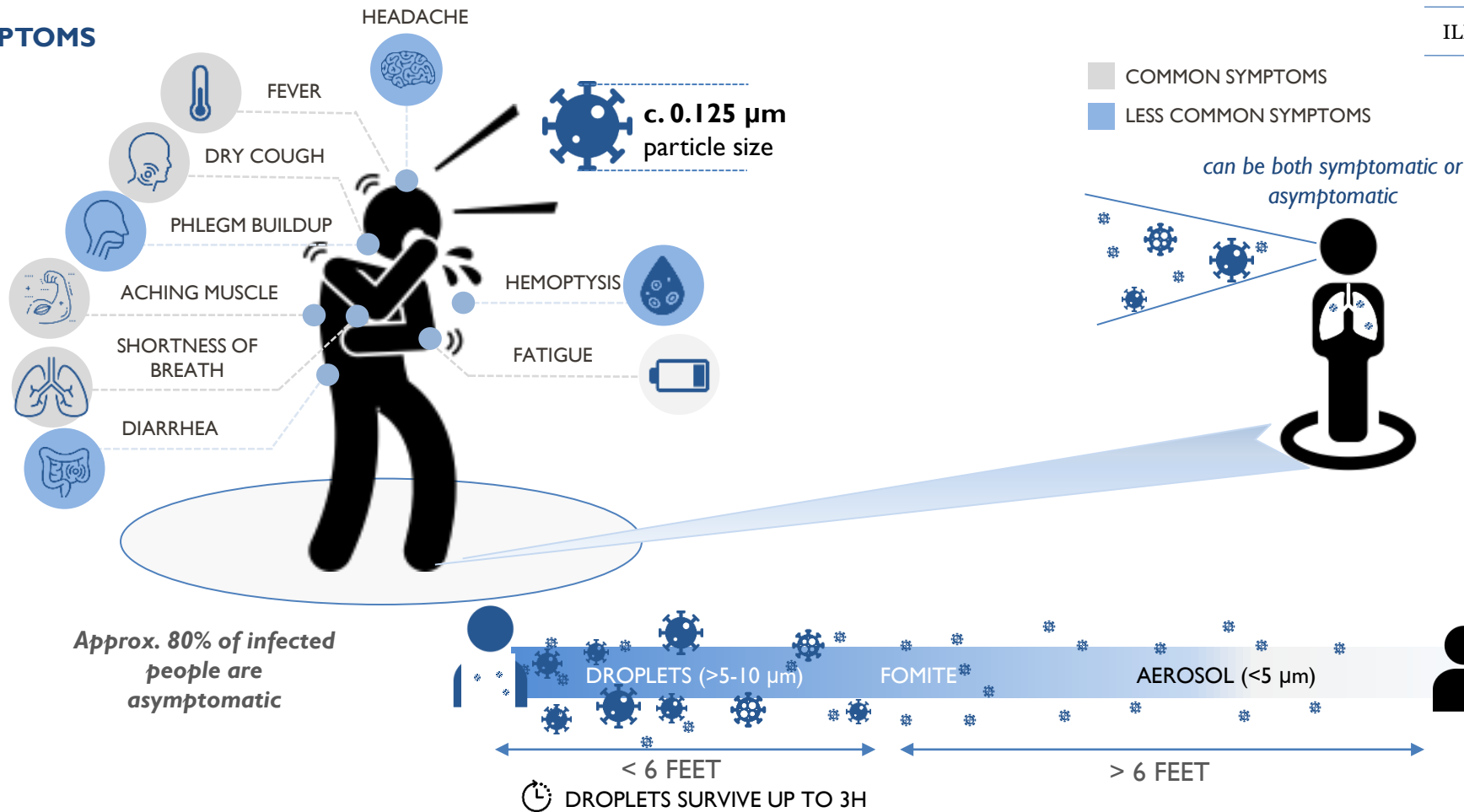
INTERVIEWS

FINDINGS AND
ANALYSIS

COVID-19: overview

COVID-19 is an infectious disease caused by the highly contagious virus named “SARS-CoV-2”, with symptoms ranging from fevers, coughs, to more severe ones e.g. acute respiratory illness. The virus can be transmitted via direct contact with droplets.

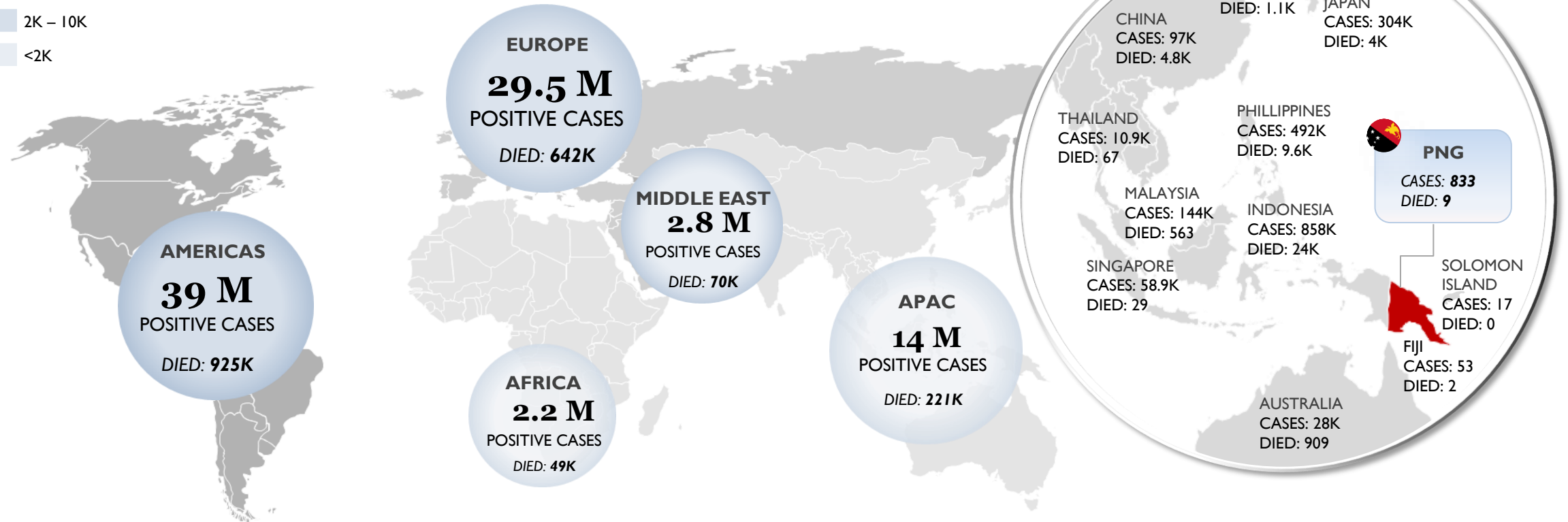
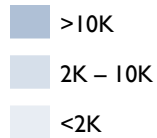
COVID-19 SYMPTOMS



COVID-19: global impact

Geographic Map Of Global COVID-19 Situation

CUMULATIVE CONFIRMED CASES PER 1M POPULATION:



(As of 13th January 2021)



Market Conditions Survey in Papua New Guinea

The Business Council of PNG conducted survey to gain insight on market conditions in PNG due to COVID-19

KEY FINDINGS

- 45% of business leaders participated in the survey experienced revenue and net profit decline in 1H2020, with Q2 figures lower than Q1 2020.
- This is due to their products and services being deemed as non-essential and as their customers scale down operations. 1% cited the closure of their operations due to COVID-19 restrictions as the primary reason for revenue decline.
- Tourism and hospitality sector were hit the hardest. Other sectors followed were professional services, retail and consumer goods, manufacturing, real estate and construction.
- Lockdown in Port Moresby brings up the concerns of business leaders about reduction of consumption and trading hours due to the curfew period. Businesses also expressed their concerns about additional operating costs and disrupted supply chains.

BUSINESS GROWTH FOR MINORITY

- 8 % of leaders are expecting annual rec. to grow this year
- Most of businesses forecasting growth this year are in the retail and consumer goods, manufacturing, and transport logistics sector
- The primary growth drivers incl. updating their business model and diversifying to meet market demand

TOP IMPLEMENTED MEASURES

- Safety workplace
- WFH policy / Remote working
- Rotation for on-site employees
- Rules for movement and travel
- Technology support in new ways of working

TOP 4 PRIVATE SECTOR REQUEST FOR GOVERNMENT HELP

1

Settle Government debts to the private sector

2

Restore investor confidence, resolve foreign investment issues, prioritise acceleration of resource projects

AWR Lloyd's key support focus

3

Allow inbound overseas travel for workers for workers, returning citizens subject to quarantine controls

4

Allow all business to operate as long as social distancing and hygiene protocols are followed



05 ANNEXES

COVID-19
OVERVIEW

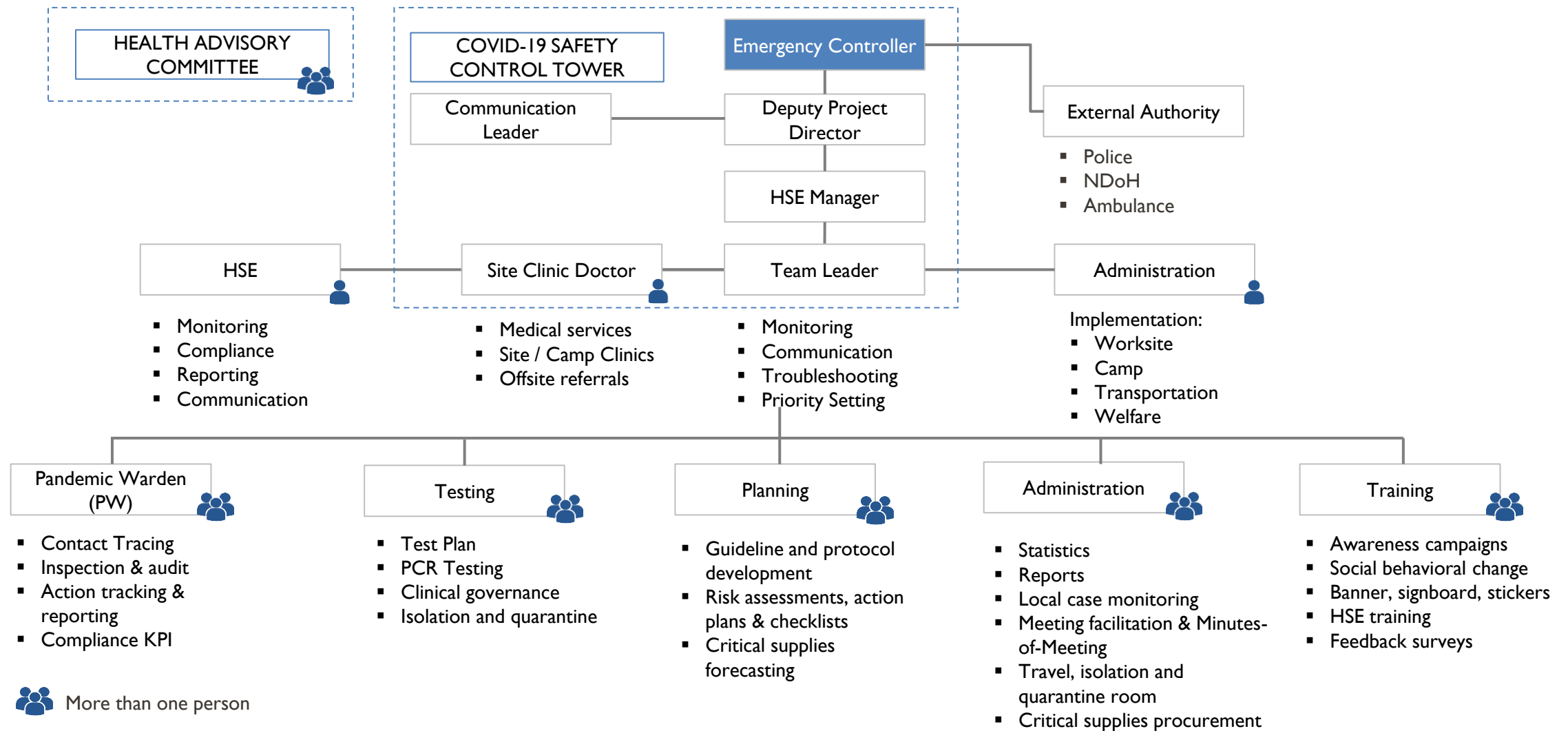
**BEST
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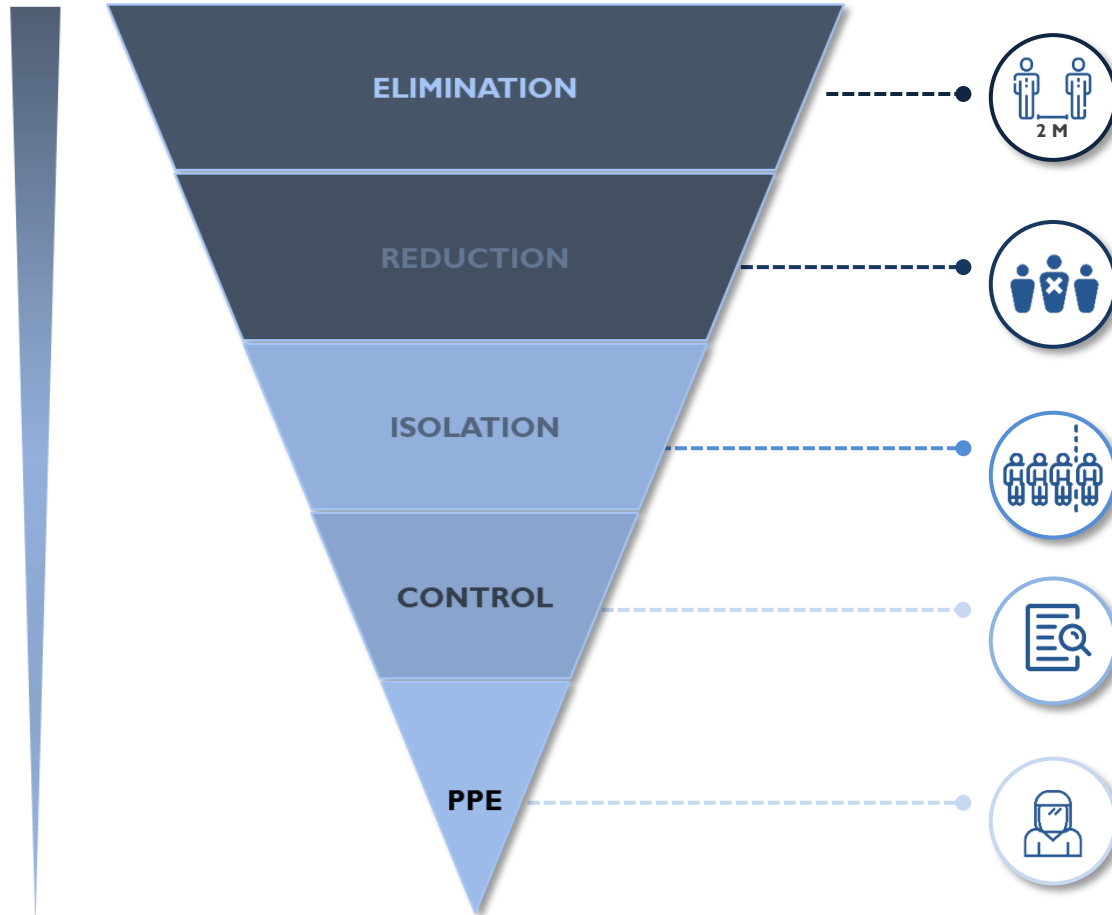
Recommended COVID-19 Response Team organization chart



Hierarchy of controls

When it is not possible to maintain 2m distancing, each activity should be assessed using the hierarchy of controls:

MOST EFFECTIVE



LEAST EFFECTIVE



- Workers with symptoms **should not** attend the work site and be in **quarantine**
- Maintain **2m social distancing**
- Reduce the number of workers on-site
- For **required** meetings, should maintain social distancing, wear protective masks, and keep the meeting room well ventilated



When 2m distancing cannot be applied:

- Minimize the *time* and *frequency* that personnel are within 2m of each other
- Minimize the number of workers involved on each task
- Regularly clean/disinfect common areas
- Only approved personnel are allowed to enter the office



For any group of personnel that cannot maintain 2m distancing:

- Remain together as a group
- Minimize the number of personnel
- Avoid other groups, as much as possible



If close contact is inevitable while carrying out the task,

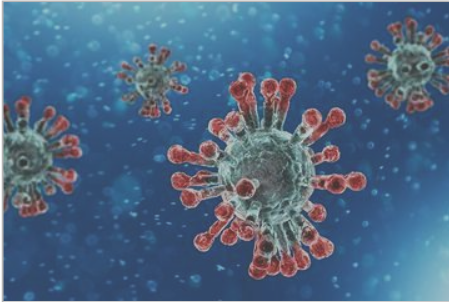
- Keep the interval of up to a maximum of 15 minutes
- Stagger site inspections to ensure that personnel are not in the same place at the same time
- Provide additional supervision to monitor and manage compliance



- PPE and face masks** are required on-site and in the office at all times if distancing is not possible



Essential training for infection prevention and control



COVID-19 awareness training



Specialized training for contractors/ third-party (e.g. catering)



Cleaning and disinfecting training for support staff (e.g. cleaners, housekeeping)



Training for drivers & passengers



Training for equipment operators









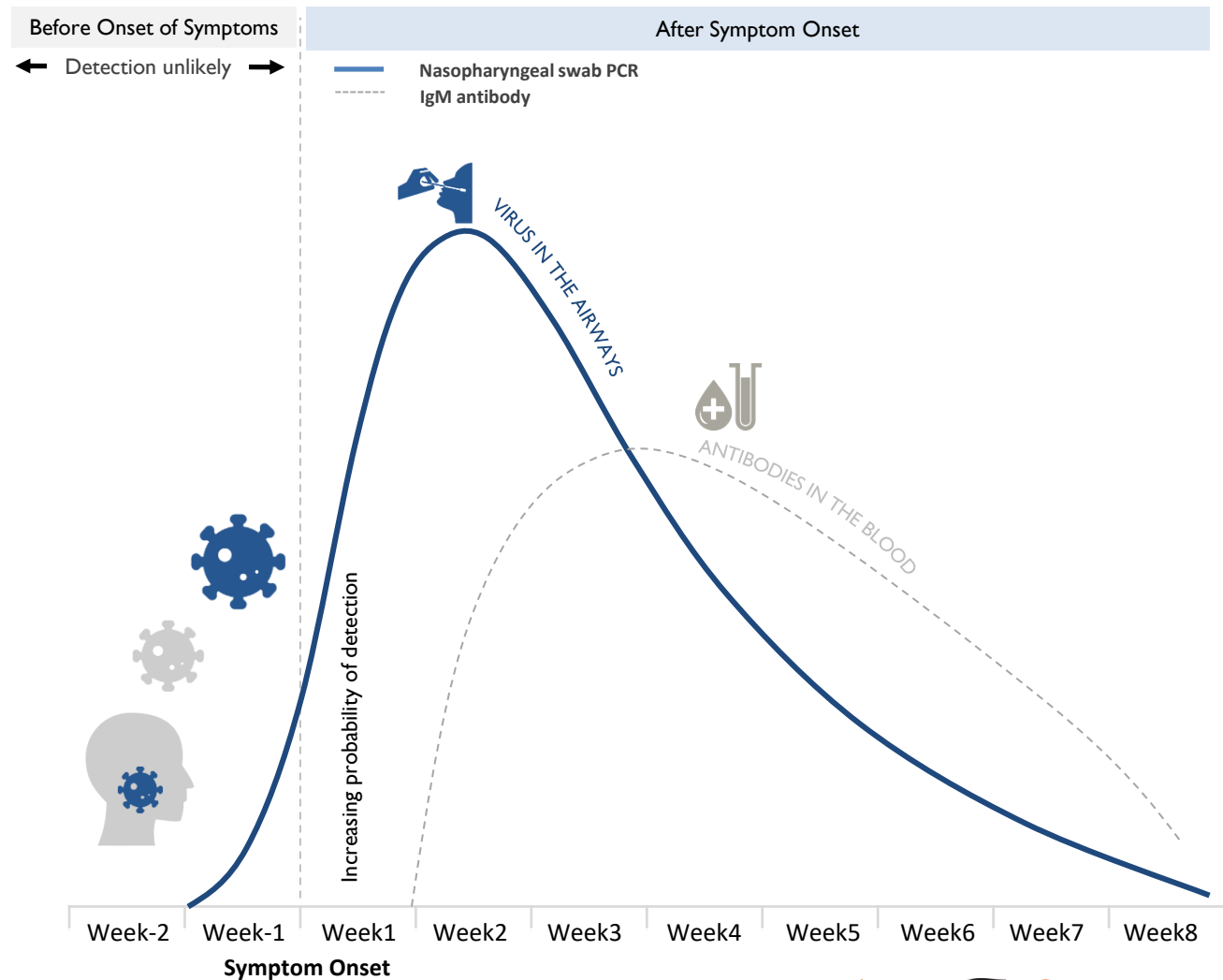
Training for correct PPE use



Peer communication training for all workers (from camp leader to supervisors)

Engineering controls: testing prior to return to work

| | GOLD STANDARD | EMERGING SOLUTION | |
|-----------------------|--|--|--|
| Type Of Test |  <p>Molecular test Or Polymerase Chain Reaction (PCR) test</p> |  <p>Serological test or Antibody test</p> |  <p>Antigen test or rapid diagnostic test (RDT)</p> |
| Sample Collection |  <p>Nasopharyngeal or throat swab</p> |  <p>Blood drawn</p> |  <p>Nasopharyngeal or throat swab</p> |
| Detection And Results | <ul style="list-style-type: none"> ▪ Detects genetic material of the virus ▪ Results typically within few days, but can reach a week | <ul style="list-style-type: none"> ▪ Detect presence of antibodies specific to SARS-CoV-2 antigens ▪ Results typically within same day or few days | <ul style="list-style-type: none"> ▪ Detects certain proteins that are part of the virus ▪ Results typically within 1 hour |
| Purpose | <ul style="list-style-type: none"> ▪ Diagnoses active coronavirus infection ▪ Useful to identify, quarantine and trace infected patients | <ul style="list-style-type: none"> ▪ Shows if patient was infected in the past ▪ Useful to identify people who may have immunity | <ul style="list-style-type: none"> ▪ Diagnoses active coronavirus infection ▪ Useful to isolate infected patients and quarantine close contacts of the patient |
| Limitations | <ul style="list-style-type: none"> ▪ High cost ▪ Need for test laboratory ▪ Lengthy or delayed results | <ul style="list-style-type: none"> ▪ Cannot diagnose active infection ▪ Presence of antibodies does not guarantee immunity. Absence of antibodies does not mean lack of immunity | <ul style="list-style-type: none"> ▪ Negative result does not guarantee future immunity ▪ Molecular tests are more accurate |



Social Behaviour Change Programs

ENGAGE WORKER REPRESENTATIVES

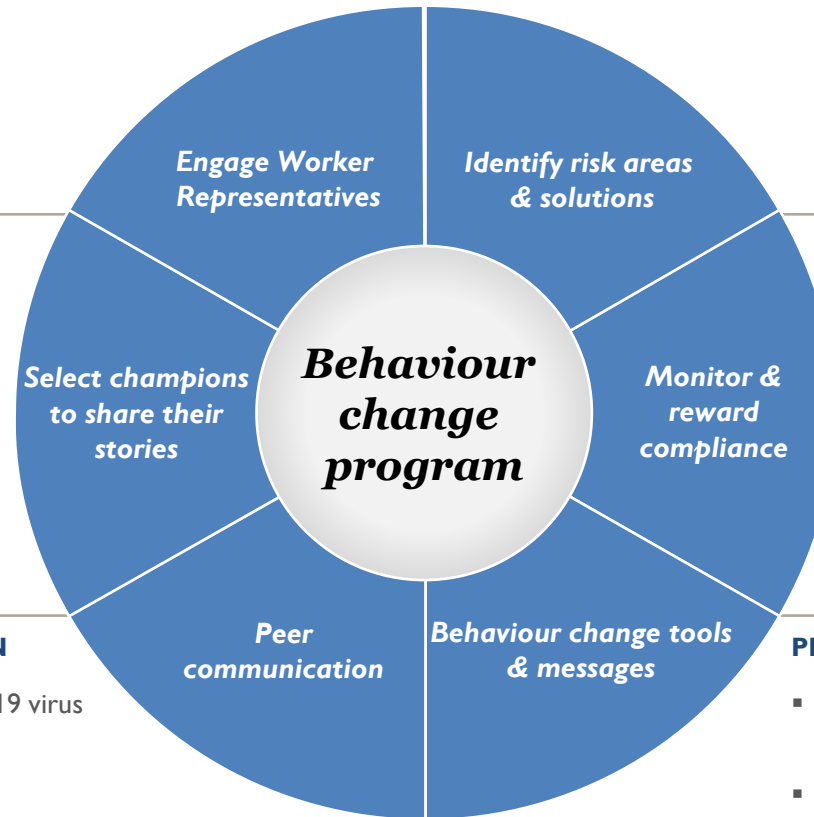
- Involving various types of workers in COVID-19 management decisions ensures workers feel heard
- Ensures workers have ownership over measures and mandates

SELECT CHAMPIONS TO SHARE THEIR STORIES

- Identify workers, such as those who have recovered from COVID-19
- Train them to share their stories during e.g. transport time to motivate peers to adopt key behaviors

TRAIN WORKERS FOR PEER COMMUNICATION

- Training in peer-to-peer communication on COVID-19 virus prevention and control measures and policies
- Train workers of all categories (e.g. camp leaders, supervisors)
- Training should be interactive, involving practice exercises, and tools to use when talking to their peers



IDENTIFY RISK AREAS & SOLUTIONS WITH WORKER REPRESENTATIVES

- Assessment results may be shared with workers during training, so they understand risks and measures for specific areas and activities, and the need for compliance.

MONITOR AND REWARD COMPLIANCE

- Workers may feel more motivated if their compliance with prevention and control measures is recognized
- Rewards may include food or an afternoon off work

PRODUCE BEHAVIOUR CHANGE TOOLS & MESSAGES

- Tools and messages should address barriers, act as facilitators for desired behavior
- Can be shared by trained peers or made available at rest stations, cafeteria, etc.
- "How to" videos on handwashing steps and time, the correct use of masks, donning and doffing of respirators and symptoms of COVID-19 could be useful.

Visual cues for Social Behaviour Change Programs



**Do not enter this site
if feeling unwell**



**Please sit
HERE**



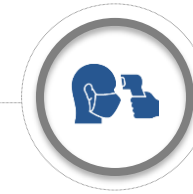
**Use pedestrian walkway
One-way system in place**
Adhere to 2m social distancing



**Gloves, Masks
and Face Shields
must be worn in this area**



**Maximum ... persons
permitted to work in
this area at one time**



STOP!
**Have you had your
temperature checked?**

Fit to Work review to identify vulnerable groups



Cardiovascular disease:
heart failure,
uncontrolled
hypertension, ischemic
heart disease



Active cancer patients,
bone marrow and solid
organ transplant

65⁺

65 years
and older



Chronic lung disease
(including moderate
asthma)



Underlying
psychiatric disease



Immunodeficiency
diseases



Uncontrolled
diabetes



Severe obesity
(BMI >40)



Poorly controlled
HIV/AIDS



Chronic kidney disease
with eGFR <60



Chronic
liver disease



Prolonged use of
steroids or other
immunosuppressive

Work teams, schedules and patterns

- Identify **Location Critical Personnel** and **Fully Remote Personnel** or **non-Location Critical**.
- For contractors and their personnel, discretion to direct personnel to work remotely if continued business support can be maintained.
- Must be managed in coordination and alignment with the relevant contract focal point.
- All Location Critical Personnel (other than the staff already scheduled onto shift patterns), must be separated into teams - one team would work from home and one team would work from site/office.
- Ideally, week on/week off rotation with premises deep-clean and disinfection between shifts.



Location Critical Personnel

- Personnel whose duties require in-person presence at work locations for critical business continuity
- Further segregate between **Team Blue & Team White** for staff that is not already on shift patterns
- **2-week shift cycle** (14 calendar day rotation)

*The only exception is worksite-based Location Critical Personnel where the shift rotation may be shorter



Non-location Critical Personnel

- Personnel who do not require in-person presence at the relevant work location to perform their roles ("**Fully Remote Personnel**")

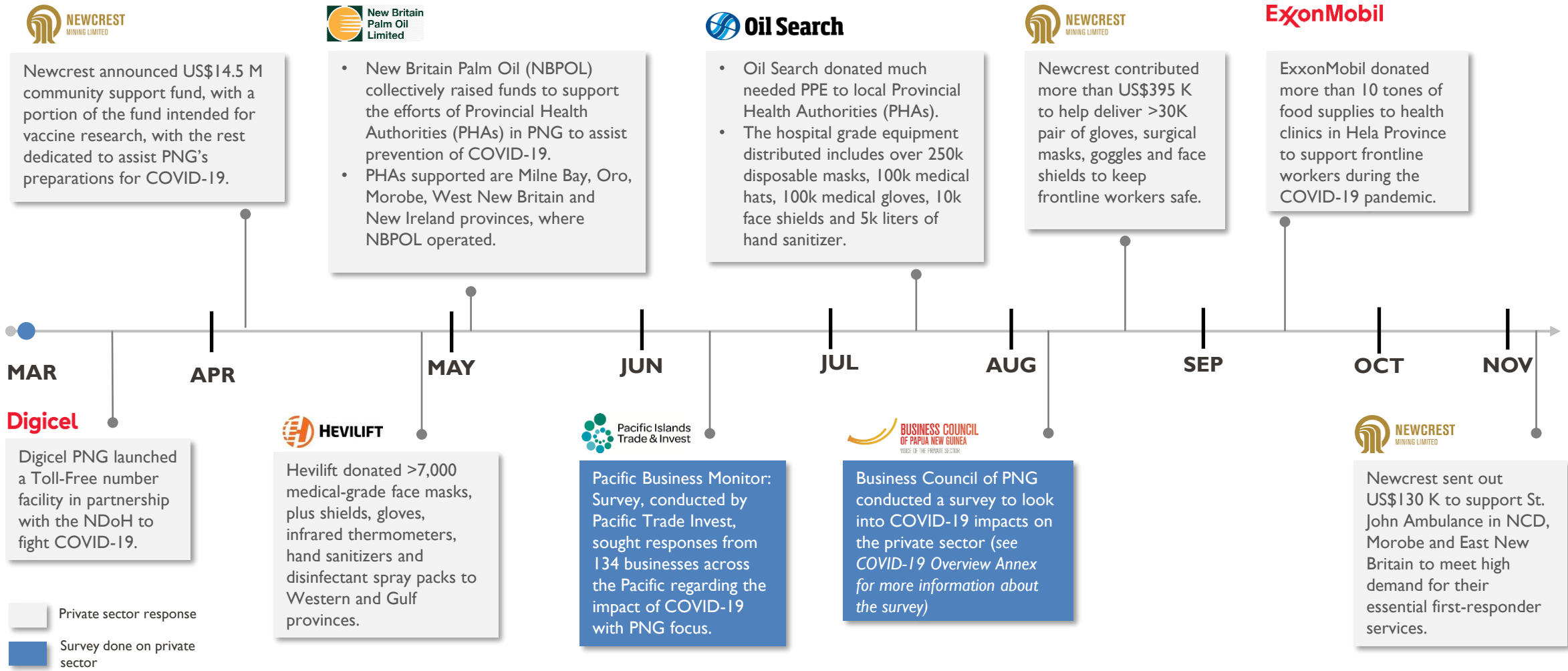
*All Fully Remote Personnel should conduct their work remotely, which is expected to include the majority of office based personnel

Further, for supporting operations personnel (site/field operations)

- **Shift and shift change over:** referring to the arrangement of day and night shifts, which may be, for example, 8 hours or twelve 12 hours rotations instead of 2 weeks on / 2 weeks off.
- **Team swap and rotation model:** Team Blue and Team White would ideally be deployed in the same team swap/rotation model, when Team Blue is on their rotation then Team White members are rotated off.
- For sites that have multiple shifts in a day, Team Blue and Team White will be comprised of the personnel needed for each of the shifts, which should follow the pattern of rotation that is currently in place

Private sector response in Papua New Guinea

Large companies in PNG have reacted to COVID-19 through funding and PPE support. Some examples are shown below.





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Unite Against COVID-19: Management Questionnaire

Your answers to this questionnaire will be confidential. It should take around 20 minutes to complete.

About you and your company

First name

Your answer _____

Last name

Your answer _____

Email address

Your answer _____

Company name *

Your answer _____

What is your job designation? *

- CxO (C-Suite)
- General Manager
- HR Manager
- Other: _____

How has COVID-19 impacted your organization? *

1 2 3 4 5

Not at all Very significant impact

Provide a brief overview of the main impacts (e.g. health and wellbeing of workers; economic downturn; operational issues such as supply chain)

Your answer _____

1. Planning and Resources

To the best of your knowledge, does your company currently...

1.1 Have a COVID-19 response plan? *

- Yes
- No
- Don't know

1.2 Please elaborate on your answer above (e.g. provide an overview of the COVID-19 response plan)

Your answer _____

1.3 Ensure the COVID-19 response plan is aligned with national guidelines and standards? This might include a dedicated 'COVID-19 response team' *

- Yes
- No
- Don't know

2. Risk Communication and Community Engagement

To the best of your knowledge, does your company currently...

2.1.a Have a COVID-19 communication plan to share information with stakeholders (including suppliers, customers, and workers)? *

- Yes
- No
- Don't know

2.1.b If yes, is your communication plan aligned with PNG's national communication plan?

- Yes
- No
- Don't know or N/A

2.2 Incorporate official guidance about how Niupela Pasin ('the New Normal') can be implemented in the workplace setting? *

- Yes
- No
- Don't know

2.3.a Disseminate information about COVID-19 within the company (i.e. to all workers and sub-contractors)? *

- Yes
- No
- Don't know

2.3.b If yes, please indicate how the information is shared

- Notice board
- Screens
- Posters
- SMS
- Emails
- Training
- Company website/intranet
- Social media (Facebook, Whatsapp, Twitter, etc)

2. Risk Communication and Community Engagement

2.4.a Display educational posters and/or provide training about: *

- COVID-19 - how it spreads, symptoms, self-monitoring
- Proper use, maintenance and disposal of Personal Protective Equipment (PPE)?
- Showing steps on how and where to hand sanitize
- Encouraging social distancing
- Cleaning workspaces, personal belongings etc
- Proper use and disposal of face mask
- Encouraging respiratory hygiene/cough etiquette
- Self-screening and self-isolation practices
- COVID-19 measures issued by official bodies (e.g. NDoH, WHO)
- Information related to health services
- None of above
- Other: _____

2.4.b If yes, what is the source of these educational materials? (e.g. NDoH, WHO)

Your answer _____

2.5.a Ensure workers' training related to COVID-19 is based on unique risks pertaining to different occupations and tasks? *

- Yes
- No
- Don't know

2.5.b If the answer is yes, please elaborate on how the risks are determined and if possible share relevant company documents related to risk determination

Your answer _____

2.6 Measure workers' understanding of COVID-19 risks (e.g. post-training evaluation) *

- Yes
- No
- Don't know

2. Risk Communication and Community Engagement

2.7.a Have effective communication channels to provide COVID-19 prevention information to local communities? *

- Yes
 No
 Don't know

2.7.b If the answer is yes, please elaborate on what communication channels are used including the frequency

Your answer _____

2.8.a Monitor the impact of COVID-19 on the health and well-being of local communities? *

- Yes
 No
 Don't know

2.8.b If the answer is yes, please elaborate on what information is collected, how frequently, and how this information is processed

Your answer _____

2.9.a Engage with Small and Medium Enterprises (SMEs), for example in your community or supply chain, to help them cope with COVID-19? *

- Yes
 No
 Don't know

2. Risk Communication and Community Engagement

2.9.b If the answer is yes, what methods do you use?

- Share communication materials
 Provide equipment (e.g. PPE)
 Formal advice (e.g. training sessions)
 Informal advice (e.g. social media; telephone calls)
 None of the above
 Other: _____

2.9.c What are the most effective ways for your company to collaborate and help SMEs (e.g. payment in advance for goods and services; bulk purchase of Personal Protective Equipment for COVID-19)? Note that your answer can refer to things you are already doing or to potential future collaborations.

Your answer _____

2.10 Please elaborate any of your answers above

Your answer _____

3. Infection Prevention Control

To the best of your knowledge, does your company currently..

3.1 Have flexible work from home policies? *

- Yes
 No
 Don't know

3.2.a Have any measures to identify and shield vulnerable workers? *

- Yes
 No
 Don't know

3. Infection Prevention Control

3.2.b If the answer is yes, please elaborate on the measures taken to identify and protect vulnerable workers (e.g. those with pre-existing chronic medical conditions; old age etc.)

Your answer _____

3.3 Arrange working times and shifts to minimize the number of people working together, including during breaks? *

- Yes
 No
 Don't know

3.4 Advise against non-essential business travel? *

- Yes
 No
 Don't know

3.5 Set up physical distancing in all workplaces (entrances, exits, hallways, lifts, waiting rooms, meeting rooms, dining areas, toilets, offices, etc.) along with layout design? *

- Yes
 No
 Don't know

3.6.a Identify, select and source Personal Protective Equipment (PPE) for workers? *

- Yes
 No
 Don't know

3.6.b Provide PPE to all workers who need it? *

- Yes
 No
 Don't know

3. Infection Prevention Control

3.7 Require masks to be worn in all working areas? *

- Yes
 No
 Don't know

3.8 Avoid sharing items such as cups, bottles, cutlery, pens etc.? *

- Yes
 No
 Don't know

3.9 Have protocols for cleaning non-disposable/reused cleaning equipment? *

- Yes
 No
 Don't know

3.10 Ensure sufficient hand washing/sanitizing stations? *

- Yes
 No
 Don't know

3.11 Have protocols for proper waste disposal? *

- Yes
 No
 Don't know

3.12 Have pre-screening, isolation, and quarantine areas? *

- Yes
 No
 Don't know

4. Surveillance, Investigation and Treatment

To the best of your knowledge, does your company currently...

4.1.a Have protocols for positive or presumptive cases of COVID-19, including isolation, case logging, reporting, communication, referral, and follow up? *

- Yes
 No
 Don't know

4.1.b If the answer is yes, please elaborate on these protocols

Your answer _____

4.2.a Operate clinical facilities at the workplace? *

- Yes
 No
 Don't know

4.2.b If the answer is yes, what kind of facilities (e.g. in-house doctor/nurse; first aid room)?

Your answer _____

4.3 Have sickness and self-isolation policies? *

- Yes
 No
 Don't know

4.4 Have a recording log for visits to your sites/workplaces ('COVID-19 contact log')? *

- Yes
 No
 Don't know

4. Surveillance, Investigation and Treatment

4.5.a Have a reporting procedure and protocols if workers develop COVID-19 symptoms? *

- Yes
 No
 Don't know

4.5.b Have a reporting procedure and protocols if a confirmed case is found in your workplace? *

- Yes
 No
 Don't know

4.6 Provide access to mental health (e.g. counselling) services and other assistance programs as applicable? *

- Yes
 No
 Don't know

4.7 Follow a protocol to inform relevant authorities about confirmed cases? *

- Yes
 No
 Don't know

4.8 Please elaborate on any of your answers above.

Your answer _____

5. Others

5.1 What are your company's top risks, concerns or limitations in mitigating and managing COVID-19? Select up to 5 that apply *

- Lack of clear and consistent guidelines
 Inadequate workforce awareness, training and compliance
 Inadequate community awareness, training and compliance
 Access to Personal Protective Equipment (PPE)
 Access to healthcare (e.g. healthcare clinics, hospital beds, ventilators)
 Access to testing facilities
 Access to other infrastructure (e.g. quarantine or self-isolation areas)
 Access to other physical resources (e.g. sanitizers, disinfectants)
 Availability of human resources (e.g. medical workers)
 Lack of financial support
 Mental wellbeing of employees
 Employee, union strikes or other civil unrest
 Lack of emergency protocols
 N/A (no risks, concerns or limitations)
 Other: _____

5.2 Your company has been effective in its response to the COVID-19 pandemic *

Strongly disagree 1 2 3 4 5 Strongly agree

5.3 The PNG government has been effective in its response to the COVID-19 pandemic *

Strongly disagree 1 2 3 4 5 Strongly agree

5.4 How else could your organization be supported during the COVID-19 pandemic?

Your answer _____

5. Others

5.5 Your answers to this questionnaire will be confidential. However, are you interested in working further with us to produce a tailored Action Plan for your company? Please let us know if you have any questions.

Your answer _____

5.6.a Are you aware of any Small and Medium Enterprises (SMEs), for example in your community or supply chain, who would be interested in materials (e.g. training) to help them cope with COVID-19? *

- Yes
 No
 Don't know

5.6.b If yes, and with their permission, please provide the contact details (email and/or phone number) for people at the SME(s) who we could speak with.

Your answer _____

5.7.a Small and Medium Enterprises (SMEs) face greater challenges due to COVID-19 than larger companies *

Strongly disagree 1 2 3 4 5 Strongly agree

5.7.b Please elaborate on your answer, highlighting what you believe to be major differences between larger companies and SMEs.

Your answer _____



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Unite Against COVID-19: Interview Questions

About you and your company

| | |
|-------------------------------|---|
| First name | Click here to enter text. |
| Last name | Click here to enter text. |
| Company name | Click here to enter text. |
| What is your job designation? | <input type="checkbox"/> CxO (C-Suite) <input type="checkbox"/> General Manager <input type="checkbox"/> HR Manager <input type="checkbox"/> Other, please specify Click here to enter text. |

| | |
|---|--|
| What is your decision-making process concerning COVID-19 and do you use any kind of tool (risk matrix)? How do you ensure your actions are proportionate to the threat? | |
| How have you adjusted your people structure to adapt to COVID-19? Are there any roles that have been repurposed or introduced? | |
| Do you have risk register to be reviewed every month? | |
| Do you have written protocols for a) contact tracing, b) screening, c) isolation, d) quarantine, e) testing, f) PPE, g) cleaning and disinfection, h) reporting, i) non-compliance j) case management? Please describe the latter | |
| How do you currently shield vulnerable workers and who decides who is vulnerable and not? How do your people access testing and or care? | |
| Where is your medical expertise accessed on a corporate level? | |
| What ventilation have you made in the workplace and what PPE do you recommend? | |

| | |
|--|--|
| Are there special guidelines for deliveries and shipments? How do you ensure your contractors are also taking due care? | |
| Any limitations on PPE/disinfectant? | |
| Do you keep a register of activities where 1.5m distancing is not possible? Is that register signed off by a manager? | |
| What distancing measures have you put in place in the workplace? (i.e zoning) Do you have a risk assessment process in place? | |
| Which communication channels have been effective with your staff? How has the wider community been engaged to help prevent transmission? | |
| Have any specific training programs been rolled out to support efforts against COVID? | |
| Mental health considerations? | |
| Are there any digital tools in use or have they been considered? | |



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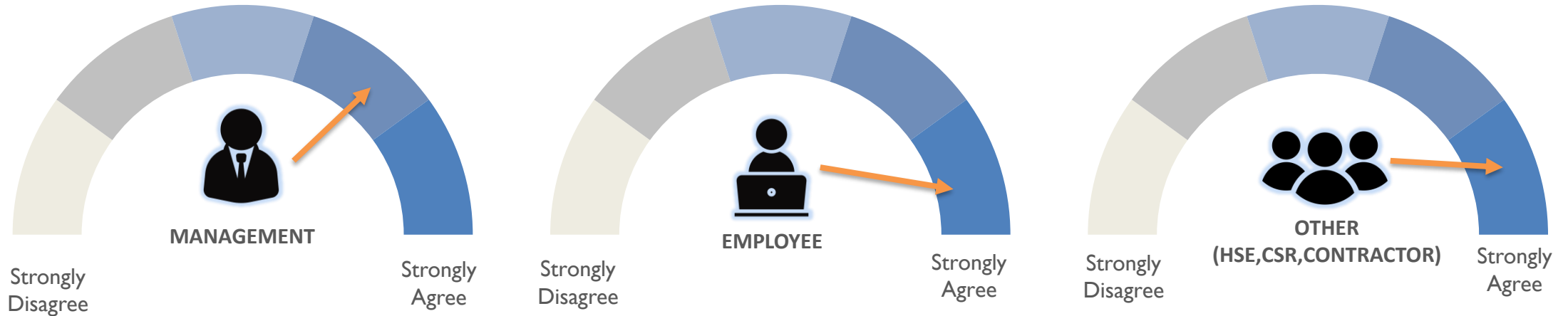
QUESTIONNAIRE

INTERVIEWS

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Company performance

Respondents were asked about the extent to which they agreed with the statement: “Your company has been effective in its response to the COVID-19 pandemic.” As the following shows, most believe that their own company’s response has been good. This is particularly true for employees.



Description of the training and display materials the companies provided to its workers and the source of information

100%

COVID-19: how it spreads, symptoms, self-monitoring

72%

Proper use, maintenance and disposal of PPE

94%

Steps on how to hand sanitize properly

97%

Encourage social distancing at 2 meters apart

84%

Cleaning workspaces, personal belonging, etc.

88%

Proper use and disposal of face mask

84%

Self-screening and self-isolation practices

81%

COVID-19 measures distributed by official bodies (e.g. WHO)

91%

Encouraging respiratory hygiene/cough etiquette

94%

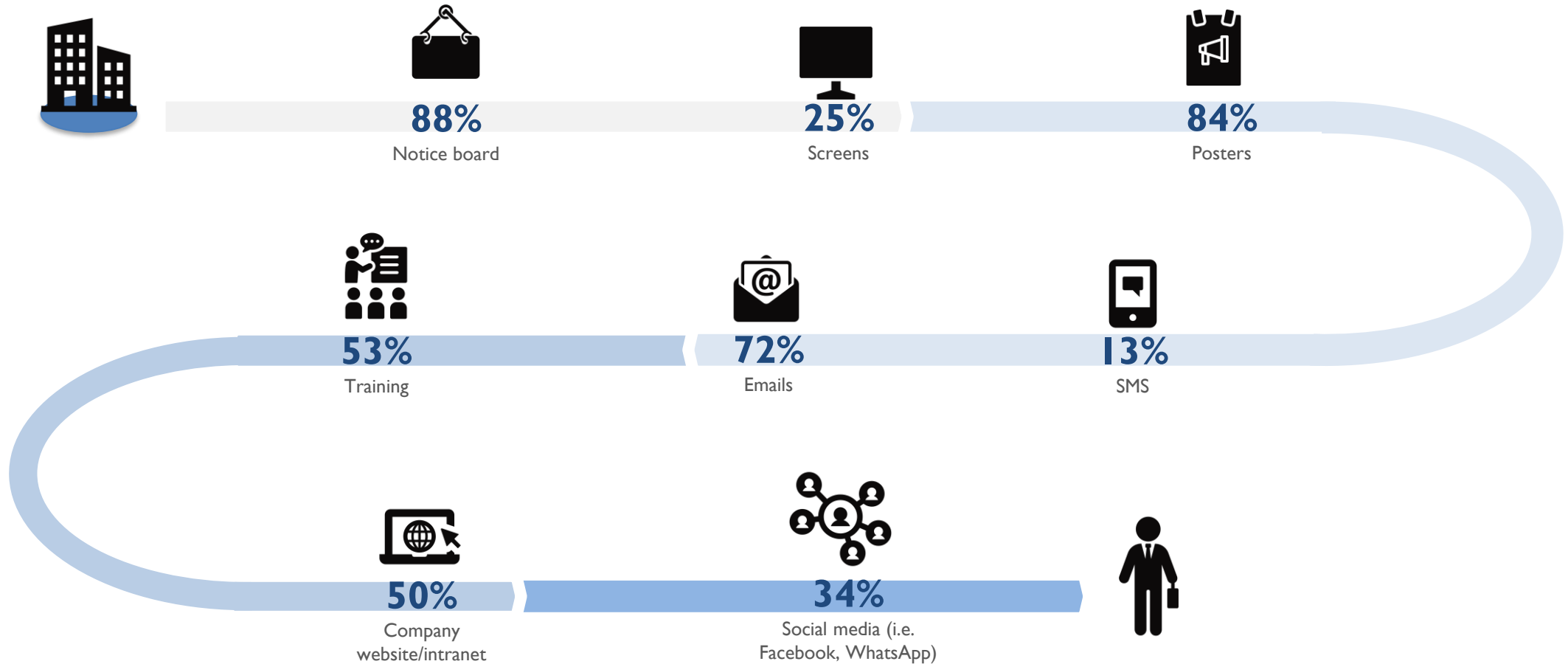
Information related to health services

SOURCE OF EDUCATIONAL MATERIALS



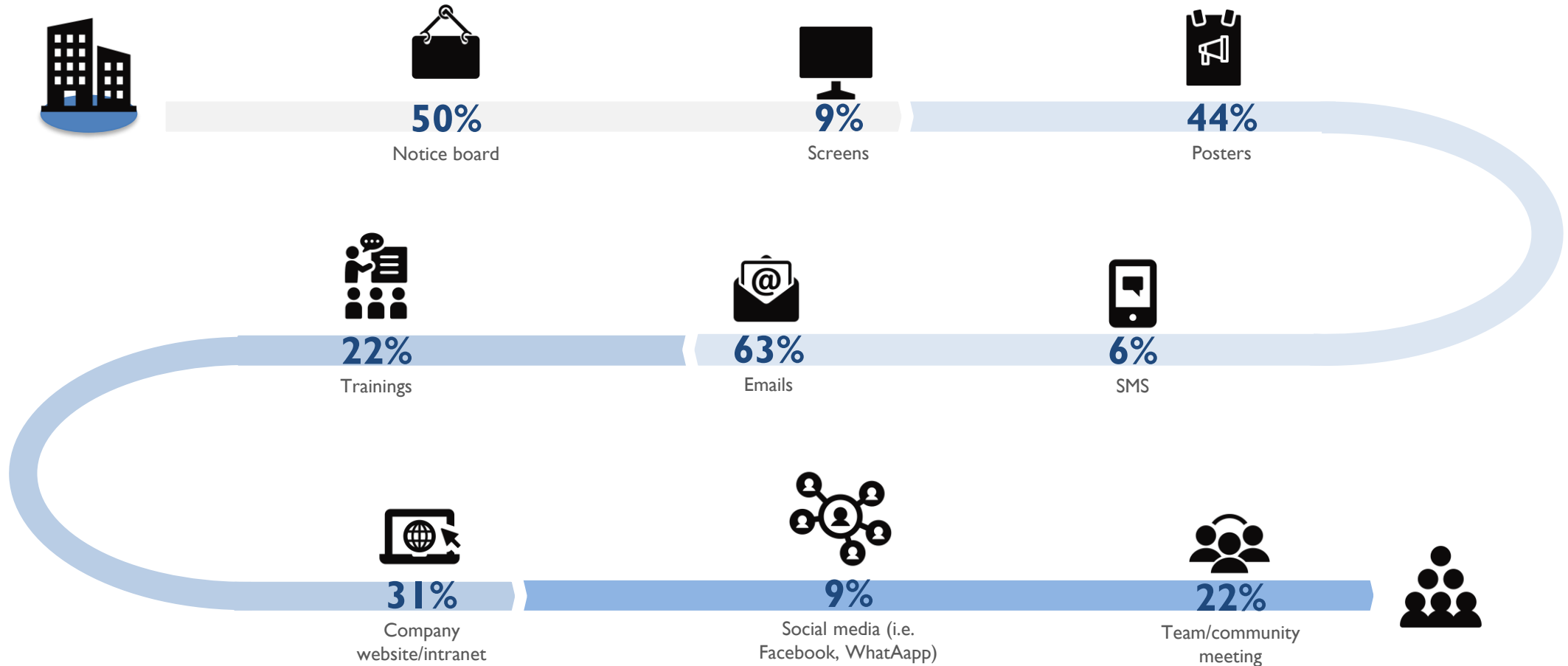
Communication channels

Most companies communicate about COVID-19 within the workplace through posters, notice board and emails.



Communication channels between the private sector and the community

Most companies communicate about COVID-19 to the community through emails, notice boards and posters.





AWR Lloyd

Initial Field Signals Report

COVID-19 support
in Papua New Guinea

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