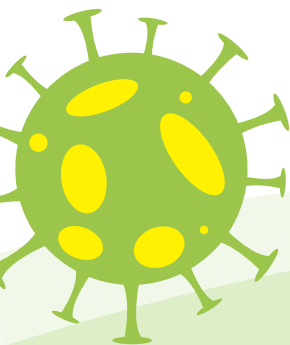




Reproductive
Health Uganda



Working-From-Home During the **COVID-19** Pandemic

ICT PLAYBOOK



APRIL 2020



Working-From-Home During the COVID-19 Pandemic

ICT Playbook





COVID-19 is the infectious disease caused by the most recently discovered coronavirus. This new virus and disease were unknown before the outbreak began in Wuhan, China, in December 2019.

This guideline follows the decision by RHU Management that working from home may be applicable to some staff, following confirmed cases in the country and guidance from the Ugandan Government. It will continue to apply should a decision be taken for all staff to work from home.

Work-From-Home(WFH) is simply a change in your place of work from the RHU Office premises to your personal residence. It does not alter your job role nor reporting responsibilities and RHU policies and other business operating procedures remain in effect at all times.

Working remotely may be a necessity rather than a choice right now, and it may be an unfamiliar experience for many staff - but you can make it work

What you need?

| | |
|---|--|
|  | A functional Mobile Phone: You must be reachable on phone |
|  | Access to a computer/ laptop, headphones with micro phone |
|  | A functional charger for your laptop, anticipating interruptions in power supply |
|  | Access to internet connection throughout the working from home period |

Remote workers should be accessible, responsive and reliable

Etiquette for WFH

- 1 Be Available and Accessible During Working Hours:** Be cognizant of others that may be dependent on you
- 2 Set Boundaries with Family Members:** Ensure family members understand that although you are home, you are working.
- 3 Check all Communications Platforms Frequently:** Utilize communication methods (Email, Phone, WhatsApp, Teams, Skype) to stay connected with co-workers and managers
- 4 Don't Forget to Return the Call:** In case you are unable to attend to an unplanned call, please let the caller know with a text or WhatsApp or better return the call at a suitable time.
- 5 Plan Ahead of Your Calls, Online Meetings:** A few planned constructive calls give more time to get work done than many unplanned calls.
- 6 Dress for Success:** Don't come to virtual work/online meetings in your pyjamas. Dress as if you were heading in to the office. This is a mental preparation, and your mind-set paves the way to a successful day.
- 7 Deliver on Your Commitments:** In the event that you are not able to deliver as expected, be sure to proactively inform your colleagues or line manager .
- 8 Share, Ask and Make it Happen:** Since WFH is new for most of us, you will most likely face more challenges than normal ranging from Tech issues to information breakdowns. Be sure to ask for help at the earliest.
- 9 Exercise:** Stand up, stretch and move around every now and then.
- 10 Let Your Colleagues know Where you are:** If you're away from your desk for hours or more, let your manager and colleagues know.


In the interest of everyone, don't forget to inform your line manager if you are under government mandated quarantine or on leave.



Tips for Working More Securely From Home

These days many organisations are asking their workers to work remotely. Working remotely can introduce a few new security concerns, especially for people who aren't accustomed to working away from the office. Here are some tips on how you can work from home (WFH) more securely.

1. Pick a Good Workspace

- Pick a space that's private: Select a place where people can't "shoulder surf"; look over your shoulder at what's on your screen.
- If you're having conference calls or online meetings, be aware of whether other people might be able to eavesdrop, even inadvertently.
- Don't allow family members to use your work devices. If you have to walk away from your device to go to the kitchen or bathroom, lock your device to prevent others from seeing what you're working on. Press Windows logo key  + 'L' on a Windows device to quickly lock your screen. When you return, you'll have to do a quick sign-in, and everything should be right where you left it.



- Store your files in a secure cloud location rather than on a Computer Local Disk drive or removable media like USB Flash disk. Secure cloud storage, such as OneDrive for Business, means that even if your physical device is lost or stolen, your data is still available to you and your company.
- Be alert for phishing/fake emails. Criminals try to take advantage of fear and uncertainty by sending email that appears to be from authorities, or fellow staff, in an attempt to lure you into clicking on malicious links, or providing your private information like bank account or passwords.
- Never click an attachment you weren't expecting, even if it appears to be from somebody you know. Always best to check back with that person to make sure the attachment is legitimate before you open it.

2. Keep Your Data Secure

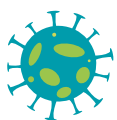
- Now is a good time to think about the passwords you use. If you're using simple passwords like "lovely" or "password1" it's a good time to upgrade them to more secure passwords. Luckily for us, our systems have enabled password complexity policy that provides for minimum requirements including Caps, Special characters and numbers.
- Use the latest version of a modern browser, like Microsoft Edge, chrome, Firefox.



- Don't download information from Corona information sites. Cyber criminals use these sites with legitimate information to con users into downloading malware that allows them access to your private information. For updates, visit CDC, WHO or major news agencies like BBC, CNN.

3. Keep Your Devices Safe

- Lock your doors, don't leave laptops, tablets in your car or unattended in public space.



Basic Preventive Measures Against Covid-19



Wash your hands frequently

Regularly and thoroughly clean your hands with soap and water or with an alcohol-based hand rub



Maintain social distancing

Maintain at least 1 meter (3 feet) distance between yourself and anyone who is coughing or sneezing



Avoid touching eyes, nose and mouth

Hands touch many surfaces and can pick up viruses. Once contaminated, hands can transfer the virus to your body through your eyes, nose or mouth



Practice respiratory hygiene

Make sure you, and the people around you, follow good respiratory hygiene. This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze. Then dispose of the used tissue immediately

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