

# **MSCL Response to COVID-19 (March 28, 2020)**

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**MSCL Response to COVID-19**

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## MSCL Response to COVID-19

### 1. MSCL CEO Message

March 28, 2020

Dear Client,

In these uncertain times, I wanted to reach out to you personally about what we are doing here at MSCL to support you and your business. As the situation around novel coronavirus (COVID-19) continues to evolve, we are doing everything we can to ensure continuity of our services to your organization as committed under agreements and still following Government directions and laws.

As it has always been, the safety and security of our employees and team members remains our highest priority. We take great pride in maintaining the highest standards of cleanliness and hygiene in the work places. In response to the coronavirus, we have taken additional measures developed in consultation with local public health authorities.

- Our teams are receiving ongoing briefings and enhanced operating protocols.
- We have increased the frequency of cleaning our office areas (including, door handles, bathrooms, etc.) and have continued the use of hospital-grade disinfectant.
- We have adjusted cafeteria in accordance with current food safety recommendations.
- We have increased the deployment of antibacterial hand sanitizers.

These will continue even after current lockdown and become permanent feature of MSCL offices.

We have activated our response teams and provided Work from Home (WFH) facilities and prepared them to act swiftly should we be alerted to a case of emergency.

We remain committed to offering you flexible call options like emails, SMS, cell phone calls, WhatsApp messages to our support teams. Given these unique circumstances we are making additional adjustments to our SOP which are focused to give you extra peace of mind.

**SD/=**

**Nisar Ahmed Sheikh**

**MSCL CEO**



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### 2. MSCL Work from Home (WFH) related changes in SOP:

To cope up with recent situation following is being communicated to all our service staff

1. MSCL staff assigned to work on client location will follow client policy during lockdown period. We expect that all our clients have made policy changes to cope up with current situation in line with provincial/ federal government guide lines. In case conflict in Client policy, MSCL will adhere to Government Guide lines and immediately inform client's primary MSCL contact/s about such conflicts.

2. All employees to Work from Home (WFH) March 24 to the date announced by the provincial/federal governments. Currently this date is April 14. Decision for further extension will be taken in online MSCL Management meetings. These meetings take place twice in a week, Monday and Wednesday at 10AM. To meet emergency situation and client request, MSCL client Primary contact (CPC-M) person can request this meeting by sending message on MSCL Management WhatsApp group. This Group is administered by MSCL Director and Administrator. Clients can communicate their emergency needs to Client's primary contact person with copy to [maheen@msclpk.com](mailto:maheen@msclpk.com) . For Client's primary contacts list see attachment -A.

3. Government has exempted essential services departments (ESD) from current Lockdown. Our staff working on projects for ESDs will work on site as routine. However, if Client site is not in line with Health Protection Guidelines, MSCL project manager or any other staff member working on such site should immediately raise this issue with MSCL COVID-19 focal person, Director HR & Admin who will escalate this to MSCL client primary contact and MSCL CEO. MSCL will resolve this issue with client management. MSCL staff working on such project will quickly shift to WFH model till issue is resolved. Currently we have NO such situation.

4. All employees will login to Skype Business at 9am and log off at 5pm. If client situation demands that MSCL Staff should work extended hours, concerned employee/employees shall agree to client demand without management approval. In case because of valid personal reason/s employee is unable to do so, he/she must inform MSCL Client Primary Contact (CPC-M) immediately. CPC-M must assign alternate resource. All CPC-Ms are empowered to do so without management approval. However, such incidents must be reported and discussed in upcoming Management Meeting. Our 24X7 and Remote Services shall continue as it is and concerned CPC-M must conduct refresher session with teams to apprise MSCL contractual responsibility.

5. CEO, GM Technology Innovation, GM Services and Operation, Director, Admin Manager and NW Services Manager will participate in management meeting on Wednesday and Monday at 10am.

6. All time-offs / leaves must be reported to Admin Manager and Director via WhatsApp group.



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7. Each employee should ensure our availability to client on cell and Skype seamless.
8. All MSCL employees have already been equipped with essential items needed for WFH.
9. All MSCL employees are advised to ensure that while WFH clients should not feel the difference between online and in office availability to clients and MSCL management.
10. All MSCL Contract employees are advised to follow term and condition of this lockdown and their Job Assignment Letter (Sample in Attachment B).
11. MSCL reemphasize that its employees are our key assets for the continuity and growth of its business. During this lockdown period MSCL will continue to follow its HR and personnel policy these includes timely salary increase, salary and bonus payments, health care etc.
12. MSCL has already ensured that each of its employees is aware of Lockdown, Social distance and hygienic guidelines issued by Government Health Authority and WHO. Any update to these will be communicated by MSCL COVID-19 focal person.



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### 3. Attachment A: MSCL emergency Contacts:

(A) Client wise Contact Persons		Date: March 31, 2020			
S. No.	Client	Contact Person			
		Name	Title	Email	Cell No.
1	Habib Bank Limited (HBL)	Rizwan Ahmed	GM Technology Innovation	<a href="mailto:rizwan@msclpk.com">rizwan@msclpk.com</a>	0333 2263324
2	National Bank of Pakistan (NBP)	Rizwan Ahmed	GM Technology Innovation	<a href="mailto:rizwan@msclpk.com">rizwan@msclpk.com</a>	0333 2263324
		Jawad Ahmed	Project Manager	<a href="mailto:jawwad@msclpk.com">jawwad@msclpk.com</a>	0333 3164146
3	United Bank UK, London	Rizwan Ahmed	GM Technology Innovation	<a href="mailto:rizwan@msclpk.com">rizwan@msclpk.com</a>	0333 2263324
4	U Microfinance Bank Limited	Khalid Hussain Rajput	GM Services & Operations	<a href="mailto:khalid@msclpk.com">khalid@msclpk.com</a>	0321 2230631
		Jawad Ahmed	Project Manager	<a href="mailto:jawwad@msclpk.com">jawwad@msclpk.com</a>	0333 3164146
5	Online Tanker System Users	Khalid Hussain Rajput	GM Services & Operations	<a href="mailto:khalid@msclpk.com">khalid@msclpk.com</a>	0321 2230631
6	Government Clients	Khalid Hussain Rajput	GM Services & Operations	<a href="mailto:khalid@msclpk.com">khalid@msclpk.com</a>	0321 2230631
7	Primary Contact for COVID - 19	Maheen Sheikh	Director	<a href="mailto:maheen@msclpk.com">maheen@msclpk.com</a>	0345 2256213

(B) Product wise Contact Persons					
S. No.	Product	Contact Person			
		Name	Title	Email	Cell No.
1	Remote Banking Transaction Server (RBTS)	Rizwan Ahmed	GM Technology Innovation	<a href="mailto:rizwan@msclpk.com">rizwan@msclpk.com</a>	0333 2263324
2	Revenue Management Complete System (RMCS)	Khalid Hussain Rajput	GM Services & Operations	<a href="mailto:khalid@msclpk.com">khalid@msclpk.com</a>	0321 2230631
3	MSCL CMS (Complaint Management System)	Khalid Hussain Rajput	GM Services & Operations	<a href="mailto:khalid@msclpk.com">khalid@msclpk.com</a>	0321 2230631
4	Perahan (A Complete System for Garment & Other Similar Industry)	Khalid Hussain Rajput	GM Services & Operations	<a href="mailto:khalid@msclpk.com">khalid@msclpk.com</a>	0321 2230631
5	International Bank Account Number (IBAN) Assist	Rizwan Ahmed	GM Technology Innovation	<a href="mailto:rizwan@msclpk.com">rizwan@msclpk.com</a>	0333 2263324
6	Project Management Complete System (PMCS)	Khalid Hussain Rajput	GM Services & Operations	<a href="mailto:khalid@msclpk.com">khalid@msclpk.com</a>	0321 2230631
7	MSCLClinic (System for Clinics & Medical Centers)	Khalid Hussain Rajput	GM Services & Operations	<a href="mailto:khalid@msclpk.com">khalid@msclpk.com</a>	0321 2230631
8	Track Comfort (Vehicle Tracking System)	Rizwan Ahmed	GM Technology Innovation	<a href="mailto:rizwan@msclpk.com">rizwan@msclpk.com</a>	0333 2263324
9	MSCLEasy PAMS (Payroll Accounting Management System)	Khalid Hussain Rajput	GM Services & Operations	<a href="mailto:khalid@msclpk.com">khalid@msclpk.com</a>	0321 2230631
10	MSCL OTS (Online Tanker System)	Khalid Hussain Rajput	GM Services & Operations	<a href="mailto:khalid@msclpk.com">khalid@msclpk.com</a>	0321 2230631

**MSCL COVID-19 Focal Person:**

**Maheen Sheikh Director** email: [maheen@msclpk.com](mailto:maheen@msclpk.com) Cell: +92 345 2256213



#### 4. Attachment B Sample Job Assignment for contract employees

<b>Name of the Employee:</b>	<b>Name of assignee</b>
<b>Employee Type:</b>	<b>Fixed duration Contract Employee</b>
<b>Client:</b>	<b>Name of the client</b>
<b>Client Manager:</b>	<b>Name of Client Manager MSCL assignee will report</b>
<b>Job Location:</b>	<b>Job location decided mutually decided by MSCL and client</b>
<b>Start Date:</b>	<b>Assignment start date</b>
<b>End Date:</b>	<b>Assignment end date</b>
<b>Assignment Title:</b>	<b>Specific to each assignment</b>

#### **Assignment Scope:**

- a. You will work under Client Manager and perform assigned tasks to the best ability. If required, MSCL management may participate in your performance evaluation and monitoring activities.
- b. CLIENT will assign tasks to you directly in line with the scope already agreed with MSCL by CLIENT. In case of doubt you shall seek clarification from your MSCL Manager.
- c. You will work at CLIENT office in Karachi and follow CLIENT office timings.
- d. Your leave entitlement will be decided by CLIENT Manager as per CLIENT leave policy for contract employees. For any paid leave you will seek prior permission from CLIENT Manager. You will need to get MSCL Leave Application Form signed by CLIENT manager and submit to your MSCL Manager.
- e. In case you are required to travel outside Karachi because of CLIENT business, CLIENT will provide all expenses relating to this travel including but not limited to air ticket, hotel, meal and transportation.
- f. A Laptop for you will be provisioned by MSCL for performing work defined in this JAL. Upon completion of this assignment it will be returned to MSCL in working order.
- g. AS your job title indicate, your primary task on this assignment is business strategy development.
- h. *MSCL Responsibility in COVID-19 Situation: MSCL responsibility for contract employee who are assigned to work at client location remains same as MSCL permanent employees. Please contact MSCL focal person whose details are given above in Attachment A.*
- i. MSCL will communicate this modification in assignment letter to your client manager immediately.



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**5. Employee Acknowledgement of MSCL COVID-19 Policy**

I acknowledge that I have read MSCL COVID-19 Response Policy (Internal). I further confirm that I have understood this policy and agreed with its contents. I have attended the webinar conducted by MSCL management on this policy where I have had an opportunity to ask any questions regarding the COVID-19 and understand that I may contact MSCL COVID-19 focal person at [maheen@msclpk.com](mailto:maheen@msclpk.com) with any questions that I may have in future.

I further confirm that MSCL management has shared with me the contractual responsibility MSCL has with client/s where I am assigned to work.

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Employee Name

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Signature

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Date