

MVA FUND COVID-19 PRECAUTIONARY MEASURES

Covid -19 poses a health risk to both our staff and customers. The Fund has come up with its initiatives in line with World Health Organization and Ministry of Health and Wellness COVID-19 protocols to protect staff members and stakeholders.

STAFF

- All our offices are installed with sanitizer dispensers in all working areas, rest rooms and all spaces accessed by the public to promote good hygiene.
- Registration of staff members using the Be Safe application is mandatory
- All staff members are encouraged to wear facemasks at all times
- Social Distancing is practiced all times and staff members are encouraged to work from home where necessary.
- Our Rail Park Office has been closed till further notice in order to protect staff and customers against possible risk of COVID-19.
- All events that allows congregation of staff members in one place are postponed till further notice. In cases where such gatherings are to take place, other non- contact communication tools like teleconferencing, skype and zoom are utilised for meetings within the organisation and with other key stakeholders.

CUSTOMERS

Our customers are an important stakeholder, helping the Fund to better drive its mandate. Our offices are open to assist our clients but abiding to the set Covid-19 protocols;

- Registration of walk in customers to MVA Fund offices is compulsory.
- Customers are to abide by social distancing parameters set out in all MVA Fund offices. Keeping a safe distance of 1-2 metres between individual is encouraged at all times.
- Customers are to wear face masks that cover the nose and mouth at all times. Customers not abiding to these protocols are not permitted into the premises of the Fund.
- Customers receiving payments from the Fund are advised to open bank accounts so that their payments will be made electronically. Over the counter requests for payments are discouraged.
- Customers seeking medical attention are advised to make arrangements with the office prior to their appointments so that their Treatment Authorisation letters will be shared with their respective Doctors via fax or email.

COMMUNICATIONS CHANNELS

To reduce traffic at MVA Fund Offices, customers are discouraged to frequent MVA Fund offices to seek assistance but rather utilise available communication channels like Telephone and social media Platforms;

- ✉ mvafund@mvafund.bw
- 🌐 www.mvafund.bw
- 📷 [@mvafund.bw](https://www.instagram.com/mvafund.bw)
- 📘 MVA Fund Botswana

#WE ARE IN THIS TOGETHER. STAY HOME. BE SAFE