

We are committed to serve and to safety

To Our Valued Clients and Stakeholders

TelOne would like to assure all its valued clients and stakeholders that we remain committed to providing efficient, cost effective and reliable service. We are also committed to the safety of our valued clients and staff during this period of the COVID-19 Pandemic.

We have therefore adjusted our operations in line with stipulated guidelines from the World Health Organisation (WHO) and requirements by the Government of Zimbabwe in terms of COVID-19 procedures. During this adjustment, we may have delayed in responding to client service issues.

While we regret these service delays during this transition, we would like to assure you that efficient service delivery remains our top priority. We are aware that our service is now required much more than ever to facilitate remote working, online teaching and learning and e-commerce.

We are hereby updating on the measures which TelOne has taken to ensure protection and awareness in respect of COVID-19 in the work place and in the community at large.

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These measures are as follows:

1. Decongestion of our workplaces through scaling down of teams reporting physically for duty. Priority has been given to service delivery with frontline teams reporting physically for duty while other teams are working remotely using online facilities. We have provided data bundles for staff who are working off site and are using online platforms to interact.
2. Visitors to TelOne premises are restricted with personal visitors strictly prohibited.
3. Mandatory temperature checks and sanitization of all staff and clients upon entry at any TelOne facility.
4. Mandatory use of face masks by all staff and all clients in our premises.
5. Provision of full personal protective equipment (PPE) for all frontline staff who interact with clients within our premises, in public and at client premises.
6. Mandatory testing of all staff along with the requisite counselling.
7. Provision of transport for all staff commuting to work. Use of public transport for all team members is prohibited.
8. Practising social distancing in the work place and in public. There are marked areas in our receptions and service areas which ensure this is maintained.
9. Routinely sanitizing all our work spaces.

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10. For suppliers delivering goods, this has to be done at designated times and designated areas at our premises.
11. Tender and supplier documents are being delivered at a designated area by our reception. Any bidders or suppliers are to communicate with our teams using online channels. Entry into offices is strictly prohibited.
12. An internal COVID-19 hotline manned by medical personnel has been provided for all staff to access for assistance and to attend to any queries.
13. Engaging in Corporate Social Investment that is assisting public hospitals in Harare and Bulawayo with water and sanitation, infrastructure, equipment and PPE provision. This is in line with the National Covid-19 Response to support our communities and for the benefit of TelOne staff who also use the facilities.

We thank you our clients and stakeholders for your support and feedback during this difficult. TelOne will continue to bring you together.



C. MTASA
MANAGING DIRECTOR