



GUIDELINE ON MOVEMENT OF SERVICE PROVIDERS DURING COVID-19 PANDEMIC

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1. Introduction

It is important to continue maintenance of utilities and engineering, cable and network etc. during COVID-19 pandemic. In order to prevent service interruption of these essential services inter and intra Island movement is necessary. Therefore it is vital to take necessary measures to prevent transmission of COVID-19 during these movements.

2. Aim:

To provide guidance on approval of service provider movement during COVID-19 pandemic.

3. Scope:

- Cable and network service providers
- Banks
- Utilities such as Water, Electricity, etc.
- Maintenance and other necessary service providers

4. Approval Process (Annex 1)

- To apply for the approval of movement send an email to neoc@police.gov.mv with the below information.
 - FULL NAME
 - ID CARD NUMBER
 - CONTACT NUMBER
 - DESIGNATION
 - DETAILS OF THE WORK
- After the verification process approval or rejection of the application should be informed to service provider via neoc@police.gov.mv. For information the email should be copied to Local Government Authority
- Precautionary measures and approvals that have to be adopted may differ depending on the operation of service providers.

5. Requirements for Service Provider

- If the movement is restricted due to lock down, under monitoring or any other COVID related measure, the service provider should obtained the permit from Maldives Police Service as mentioned above.
- The service staff must wear uniform and carry company Identification card along with police permit card visibly at all times.
- The permit given should only be used for official use.
- In addition to the above requirements, those who has to travel outside Greater Male 'area (Regional Areas) should carry approval email received from the neoc@police.gov.mv and also should inform the Local Island Task force prior to arrival.

6. Safety measures to be taken during movements

- To ensure the safety of staff and community, staff must and mask.
- Always ensure safe removal and safe disposal of used masks.
- The team should take the same route to enter and return from the operation site.
- Practice physical distancing (at least 3 feet) throughout the work.
- Practice frequent hand washing with soap and water if not possible to wash use hand sanitizer.
- Minimize contact with other people.

7. Under monitoring Island/Area

- If the service provider has to travel to an under monitoring island/area if there is no other way to resolve the issue. Teams can only be dispatched to the locations after taking approval from Maldives Police service.
- While operating at an under monitoring island/area, service providers must follow the safety guidelines set by the Health Protection Agency.

8. Other Requirements

- Service providers can only travel to the location(s) permitted by MPS.
- It is not allowed to carry packages/goods to the locations you are travelling to except for item(s) required for the work.
- No one is allowed to travel onboard the vessel, except for people permitted by NEOC.
- If you violate any rule of law regarding COVID-19, the person will be charged under the related Act.'

9. Incident Reporting

In case of any incident, concerning authorities should be notified and all the information should be disclosed to authorities.

ANNEX: 1 Approval process

