



Myint & Associates
Telecommunications Ltd.

MYINT & ASSOCIATES TELECOMMUNICATIONS LTD.

BUSINESS CONTINUITY PLAN



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1 Introduction

The purpose of the business continuity plan is to ensure M&A Telecoms' continuous operational support to our partners and customer in response to the COVID-19 global pandemic outbreak and provide effective communication to all respective stakeholders.

2 Reasons

Aftermath of the pneumonia cases reported in Dec-2019 in Wuhan, China, WHO had named as COVID-19 and characterized as a pandemic which is no stranger to everyone today. As Myanmar has three recent cases reported in on 25-Mar-2020 and possible widespread cases around the country, M&A Telecoms had decided to activate the business continuity plan to continue provide our best service and supports to our business partners and customers. Our priority is to provide seamless continuous support with the health and safety of our employees in mind.

The objective of this BCP is

- to provide our best effort support for our partners and customers' operations
- to continue operate M&A Telecoms' critical business functions
- to minimize any potential business disruption
- to ensure our employees' health and wellness

3 Business Continuity

M&A Telecoms had prepared the following continuity plan to respond possible outbreak scenarios.

3.1 Phase 1

As there were three detected COVID-19 positive results cases, the government had already started extensive testing, quarantine notices, providing seminars and educational workshops.



Released travel / immigration related advisories and preventive measures. Transportation and logistics services around the city are still in function.

- M&A Telecoms office will remain open and Data Center operations will be operational with minimum support mode.
- Our 24x7 NOC call center, all electronic and telecommunication channels will remain in operations.
- M&A Telecoms will separate our workforce to Team A and Team B who will work on different 14 days shifts.

SN	1 - 2 weeks of the month	3 - 4 weeks of the month
Team A	Work onsite	Work from Home
Team B	Work from Home	Work onsite

- All M&A Telecoms staff to defer all non-essential travel within or outside Myanmar unless absolute necessary until further notice.
- Reduce face-to-face meeting with as much as possible, practise social distancing and host meetings via video conferencing.
- All non-essential Data Center site visits will be frozen until further notice.
- Partners and customers are highly encouraged to perform the Data Center works via M&A Telecoms' remote hand service.

3.2 Phase 2

In a worst-case scenario of government mandated division or country wide lockdown or stay at home event due to severe outbreak that could greatly impact transportation and staff attendance, M&A Telecoms will activate staff onsite operational quarantine procedures.

- M&A Telecoms office will be closed.
- Data Center operations will be operational with minimum support mode.



- Our 24x7 NOC call center, all electronic and telecommunication channels will remain in operations.
- All visitors including partners and customers support staff personnel's entry will not be allowed until further notice.
- Partners and customers are highly encouraged to perform the Data Center works via M&A Telecoms' remote hand service.

4 Health and Safety Preparations

The Vantage Tower which M&A Telecoms located has a dedicated isolation-room for the COVID-19 infected person should he / she is required to be treated while we are liaising with local health authorities.

M&A Telecoms had acquired adequate supply of appropriate Personal Protection Equipment (PPE) and assigned volunteers to assist the emergency cases.

Provided COVID-19 awareness training to educate the employees on infection control and good personal hygiene.

Performing body temperature screening at Vantage Tower, the person identified to have fever (38 degree C and above) will not be allowed to enter the building.

All staff who travel out of Yangon division or exposed to COVID-19 hotspots to adhere 14 days home quarantine practice.

5 Emergency Contact & Escalation

SN	Contact	Email	Phone	Remarks
1	24x7 NOC	noc@myintassociatestelecom.com	(+951) 230 7798, 230 7799	All DC requests and issues
2	Operations Manager	aungzh@myintassociatestelecom.com	+95 4049 323 86	For escalation