

Incident Learning: What happened?

Basic information regarding the incident

- On 18 May 2020, we received news of the passing of a colleague, based at a terminal, due to complications related to COVID-19 illness.

Actual and potential consequences

- The terminal has been closed and decontamination has commenced.
- The necessary authorities have been informed. As per the Infectious Disease Response Plan, and contact tracing has commenced. Impacted individuals are being monitored.

What are the learnings for implementation?

- A well defined response process is in place for various scenarios allowing for a quick response once incident was reported.
- Effective contact tracing in place to identify and monitor impacted individuals.
- Well defined BCP in place to enable continuity of supply.
- Swift Communication to all stakeholders is critical to avoid misalignment