

VISION SUMMARY OF SAPULUT

CORE VALUES

- Doing the right thing even though no one is watching;
- Love and respect for self, fellow man and nature;
- Recognise and promote teamwork, and never let your team members down;
- Continuous improvement of self and Sapulut through training and learning and practice "I see, I think and I do";
- Discipline - discipline of self, disciplined thought and disciplined action;
- Do ordinary things extraordinarily well;
- Know the rules, and know how to break them properly;
- Ideas are easy. Execution is everything. It takes a team to win.

PURPOSE

- Bringing back the natural forest and managing it sustainably.
- Sustainability of the natural forest depend on availability of alternate supply from forest plantation timber.
- Availability of supply from forest plantation timber depends on the development of forest plantation timber.

BRAND PROMISE

Consistent, Predictable and Sustainable Supply of Natural Forest and Forest Plantation Timbers.

SAPULUT COVID-19 COMMITTEE

CHAIRMAN

Teddy Sius

SAFETY AND HEALTH COORDINATOR

Jeffrey Tendahal
Johnson Joseph

OPERATION ACCESS CONTROL

Lyeivialyne Sopital
Aprilecent Suih

HEALTH SCREENING

Mary Christin Martin

TRANSPORTATION & LOGISTICS

Joeyce Joseph,
Eve Asjera
Albert Yong

Other roles and responsibilities may be added as time progresses

MOVEMENT CONTROL ORDER AND COVID-19

This is a Special Edition Newsletter during this Movement Control Order (MCO) period and for the purpose of communicating what we are facing for this period, to get ready for the post MCO and the new normal.

Dear all,

A big thank you, especially to those in the camp and those working from home, to keep Sapulut functioning during the Movement Control Order (MCO) period. Our sincere gratitude.

As we need to be "ahead of the curve", we are taking the following steps to prepare for the post-MCO period, while responding to a changing world. At the same time, we have kept employment intact and we ask everyone to sacrifice some so that no one or no one group will have to be retrenched.

What we have done or will do:

1. Cash flow and financial health: see Matthew's article.
2. Health and safety : personal, work place, quarters and dealing with the outside, see SOP Forest Operations prepared by Jeffery Tendahal, Ted, Johnson and Mary. Many thanks for the effort and initiative.
3. Prepare for a changed environment Post-Covid 19:

Although the MCO will eventually be lifted, the world outside has changed, and Sapulut must change with it. Many businesses will face bankruptcy, and that also translate to our existing customers and the downstream industries which is part of our supply chain. Thus we have to be agile and adapt to changing circumstances. MDO is prepared for this new environment, and with your continuous help and support, we will emerge stronger and more resilient.

Conclusion:

In the post-Covid 19 world, there will be many changes. But our core values and core purpose have not changed, but rather they are the source that keep us together as a team, to enable us to "never let your team down" and "respect for self and each other", so that we can emerge stronger, more agile and more resilient.

Staysafe, stay healthy.

Thankyou.

Norman Wong
Managing Director
26 April 2020

Dear staff of Sapulut,

I want to take this opportunity to express my gratitude to those of you have been at camp holding the fort during this MCO and those so far who have volunteered to take a pay cut for the MCO period. This is a time of need for the company and will require some sacrifice in some form from all of us.

As GM I cannot in good conscience discuss sacrifice without giving something up myself, I will begin with reducing my own salary to minimum wage for the MCO period.

I'm very thankful that I am in a position to be able to do so.
Stay strong, stay home. We will see each other soon.

Bryant Wong
General Manager
27 April 2020

THE NEED TO REDUCE HARVESTING TO MATCH MARKET DEMAND

The forest sector is experiencing a crisis due to the spread of COVID-19. As the numbers of cases are still growing, more countries have taken measures to deal with the cases of corona virus. Not only it affect the forest sector, it also affects the community employment. Thus, for Sapulut, one of the upstream forest industry, there is a need to slow down the harvesting to align with the market demand.

Viewing the market condition of the forest sector from the whole country, it is without any doubt that there is a slowing production or even postponement of order from main importing companies. In Africa, the virus has spread throughout the main cities. There is no precise picture on how the pandemic is affecting the timber companies there but what is certain is a lot of people have lost their jobs and deflation occurs in the export revenue from the forest sector. Big mills at Cameroon and Democratic Republic of the Congo are unable to operate due to the control measures taken by the government. Exports of Ghana's timber are shipped to the top five markets which are Asia, Europe, Africa, America and the Middle East, and all of these regions have been affected by the pandemic.

In Indonesia, most timber industries are still operating but with reduce production. This results from the postponement orders by their importers in the European Union, America and parts of Asia. For Myanmar, even there have been no mills closed due to the pandemic but to give way to their Myanmar New Year holidays, all work has stopped. According to the exporters, some shipments of designed timber products have been delayed by buyers in India, EU and US. As for India itself, they had extended the strict lockdown until 3 May 2020, and it is recorded that Indian ports are closed to both imports and exports. Until restrictions are lifted, nothing can move.

While in Vietnam the timber processing enterprises have cancelled their orders since March and 80% of Vietnamese exporters to the US and EU markets have received cancellations or delays. Vietnam Timber and Forest Product Association (VTFFPA) quoted that the timber industry in the country experience a crisis with many businesses left without orders from now and projected until 2021 due to the COVID-19 pandemic.

Other than that, Brazil projected that the exports of solid timber products to China (and other Asian countries) and EU will decline sharply in 2020 and into 2021. Looking the major players, Japan's exports declined from February as shipments to its two main markets, the US and China, have

been disrupted. The corona virus pandemic has driven down factory output and undermined consumer spending. Projections suggest February manufacturing output dropped sharply and that retail sales will continue to decline throughout the 2020.

For China, since the pandemic started, it has effectively controlled the spread since the early stage up until today but from the current situation, the production of their timber sector, whether it is international or domestic demand, is also declining. This has caused a massive impact on some export-oriented furniture enterprises. Not to forget, even at Europe market, the chaos that created by the COVID-19 stimulate predictions that 40% of industry may not even reopen after the lockdown restrictions are lifted. To add, it is also projected that housing will fall off, slowing forest demand and production in the second half of 2020 until first three quarters of 2021. It is unable to predict how domestic and international demand will evolve in the short-term and longer term if the pandemic is still active. Global trade in forest products will probably be restrained until at least mid-2021, with the most obvious and mass declines in the second and third quarters of 2020 lasting until the first quarter of 2021, and then potentially a slow recovery that could take as long as 1.5 or 2 years maximum.

Overall, it is obvious that the timber demand from all over the world is declining and normal expected order for exporters and traders in Malaysia will not be coming up soon. Thus, for Sapulut to adapt to this situation, it is wise to reduce and control the rate of harvesting to align with the slower order. This is also to avoid huge volume of stock at the log yard that are degrading because of slow sales transaction due to the slow market demand. At the same time, with the control and reduce harvesting, Sapulut will focus on improving the quality of the logs to gain more competitive advantages within this period of unpredictable and bad market condition.

This is an exceptional time and exceptional steps will be needed to reverse unemployment and rebuild income streams in the forest sector. Even after the lockdown is lifted, a proper health care standard operating procedure will need to be established for all workers to operate under the circumstances whereby spreading of virus can be avoided.

Floyd Florence
Marketing Manager,
26 April 2020

“Viewing the market condition of the forest sector from the whole country, ... it is without any doubt that there is a slowing production or even postponement of order from main importing companies.”

STAYING RESILIENT AND PREPARED DURING COVID-19 PANDEMIC - ERP AND WSP

The fast and 'sudden' onset of Covid-19 has affected and caught many business organizations unprepared and off guard. The rapid pace of the spread of the virus had also forced our government to impose a Movement Control Order (MCO) to curb the outbreak/spread of the disease. We are glad that our Government has acted fast and decisively. MCO is now extended the fourth time until 12th May 2020 from 18th March 2020, and we have to be prepared to meet the challenges ahead of us.

While staying home or in camp during the MCO periods, we cannot help but feel sad and horrified by news on the spread of the disease and the toll on human sufferings and losses e.g loss of 26 million jobs in the USA alone, over 2.8 million infected people, death of close to 200,000, etc.

Our company is not unscathed as our business activities fall under the non-essential industry/service sector and we have to cease all income generating operations upon the imposition of MCO. There is a great deal of uncertainties even after the uplift of MCO which requires us to take actions to assess the possible damage and adverse effect on the well being of both our staff and company.

The economic fallout of the lock down in Malaysia and the World require us to be alert and take all necessary steps to remain resilient to overcome the many challenges of this very difficult period. We do not know how long this difficult period would last and we need to be prepared for the worst and the likely long term effect. Management require the cooperation, sacrifice and team work of the entire Sapulut's Family to protect and ensure our business continuity and resilience.

To remain resilient during this difficult period we need everyone to work with Management to navigate, implement and overcome the following priorities:

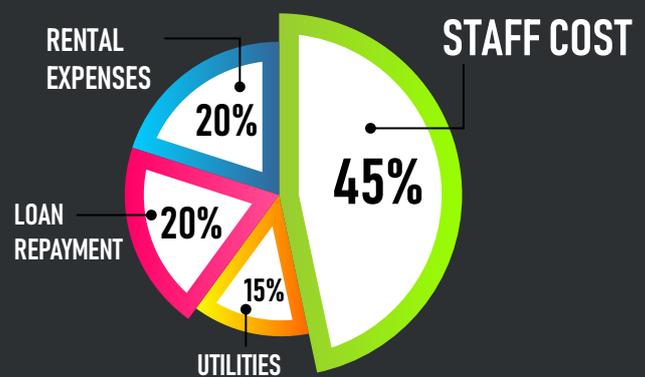
1. Safety First and Stay Healthy for all staff
2. Secure the Jobs and Livelihood of all Staff
3. Build and Secure Cash Flow and Liquidity of the Company
4. Protect Business Continuity
5. Engage all stake holders, especially Staff and Customers

Management will not have all the answers and solutions at this point, and likely not able to forecast and prepare for all the issues and potential pitfalls/fallouts. What we hope to do is actively listen to your concerns, communicate regularly, share our common problems and purpose, establish clear guidelines at the work place and carry out steps to mitigate the adverse impact of the above mentioned priorities.

We hope all of us will continue to stay flexible and adopt an open mindset to meet the challenges ahead given the very fluid environment which changes almost daily.

Committees and Department Heads are to oversee and implement the priorities mentioned above and all will be informed and updated by the committees or persons in charge. In this article I will only elaborate on Item 2 and 3 above as they are inter-related and closely linked to our biggest expense i.e. payroll/staff cost.

SAPULUT'S FIXED COST



The priority is to secure the jobs of all staff, implement steps to reduce our expenditure and to ensure we have the cash to meet our major fixed costs. Payroll/staff cost constitute 45% of our fixed cost.

Management have taken the decision to retain all staff at this moment and preserve the jobs and ensure our livelihoods are not severely affected. This is not easy as we can no longer carry on business as usual and the new normal will likely be very different moving forward. We all have to make sacrifices for the good of the Sapulut's Family.

One of the first initiatives which we have recently started is to identify and group all staff into different categories, job functions and urgency of works as follows:



“Management require the cooperation, sacrifice and team work of the entire Sapulut's Family to protect and ensure our business continuity and resilience”..

Full staff strength is not needed during the MCO period and can only be increased progressively after MCO is lifted. The return of all staff who are not in camp now can pose a danger as we do not have the facilities to quarantine staff upon their return to camp before resuming full duties. Also it is harder to maintain safe social distancing if our camp is crowded. Staff can only return to camp to assume their duties progressively and when needed. A programme for the return of staff to camp will be worked out and will be determine based on need e.g demand of our logs and number of persons needed to work. In the meantime, there are several options available to address the huge staff cost/payroll:



We have requested staff, especially those out of camp, to take a minimum of 2 months of unpaid leave in April and May 2020 under the **Employment Retention Programme (ERP)** as they are not needed now or there are no work for them in the camp.

ERP is a subsidy package offered by the Federal Government to employees. The subsidy is RM600.00 per staff per month for one month (minimum) to six months (maximum).

For the Branch Offices many staff are also encouraged to work from home as much as possible and also to take up ERP up to 2 months or more. We encourage more staff to take ERP for longer periods to ease the burden of the company in

meeting their wages as income is ZERO during the MCO period and might take many months before our revenue/income returns to even our breakeven level.

ERP can assist the company to ease the cash needed for payroll over a longer period. Staff must also make extra effort to apply for all the subsidies made available to them by the Federal and State Government.

These subsidies will augment their take home income on top of the subsidy received under ERP. All staff are to seek assistance from HR or other staff if they have not applied for these subsidies.

KRITERIA KELAYAKAN

KATEGORI & PENDAPATAN BULANAN	PENDAPATAN ISI RUMAH RM4,000 KE BAWAH	PENDAPATAN ISI RUMAH RM4,001 HINGGA RM 8,000	BUJANG RM2,000 KE BAWAH	BUJANG RM2,001 HINGGA RM4,000
JUMLAH BANTUAN BPN	RM1,600.00	RM1,000.00	RM800.00	RM500.00
TEMPOH/ PEMBAYARAN	APRIL: RM1,000.00 MEI: RM600.00	APRIL: RM500.00 MEI: RM500.00	APRIL: RM500.00 MEI: RM300.00	APRIL: RM250.00 MEI: RM250.00
PENERIMA BPN YANG TIDAK PERLU MEMOHON ATAU MENGEMUKAKAN PERMOHONAN BHARU	ISI RUMAH YANG SEBELUM INI TELAH DILULUSKAN BAWAH SENARAI BANTUAN SARA HIDUP (BSH)	ISI RUMAH PEMBAYAR CUKAI YANG SEDIA ADA BERDAFTAR DENGAN LHDNM	INDIVIDU BUJANG YANG SEBELUM INI TELAH DILULUSKAN BAWAH SENARAI BANTUAN SARA HIDUP (BSH)	INDIVIDU BUJANG PEMBAYAR CUKAI YANG SEDIA ADA BERDAFTAR DENGAN LHDNM
PENERIMA BAYARAN BANTUAN	SECARA TERUS KE AKAUN BANK BERDAFTAR DI BAWAH BSH	SECARA TERUS KE AKAUN BANK BERDAFTAR DENGAN LHDNM	SECARA TERUS KE AKAUN BANK BERDAFTAR DI BAWAH BSH	SECARA TERUS KE AKAUN BANK BERDAFTAR DENGAN LHDNM

“... all of us must remain flexible and adopt an open mindset so that we can meet the challenges ahead.”

Under the Prihatin Initiative, employers can also apply for salary subsidy under the **Wage Subsidy Programme (WSP)**.

Under WSP a subsidy of RM600.00 per month for three months is granted to cover partially the salary of a staff. However this subsidy requires the employer to come up with the balance of the salary due to a staff and to keep the staff employed for a minimum of 6 months. This means the employer have to pay full wage to each staff.

	sapulut 		
SIZE OF TOTAL WORKFORCE	75 - BELOW	76 - 200	201 & ABOVE
ELIGIBLE SUBSIDY PER EMPLOYEE	RM1,200.00	RM800.00	RM600.00
MAXIMUM NO. OF EMPLOYEES	75	200	200
TO SHOW SUBSTANTIATE DECLINE IN REVENUE	NO	YES	YES
ADHERE TO FULL PAY, NO TERMINATION OR NO PAY LEAVE	6 MONTHS	6 MONTHS	6 MONTHS

We will put some staff who are working full time since the MCO on this scheme although it is not the best option. WSP is also limited to a maximum of 200 staff and a staff is not allowed to enjoy ERP and WSP at the same time. The main disadvantage of this scheme is the employer is paying the full salary of the staff and will still be hard pressed to come up with the balance of the payroll when there is ZERO income during the lock down. The employer must have enough cash reserves to meet the six months payroll of staff under this scheme. Sapulut will have difficulty to meet the 100% salary/ payroll of 200 staff under this scheme for 6 months and will therefore only put limited staff under this scheme.

For staff who are not entitled to any wage subsidy (those earning more than RM4000.00 per month), we will initiate a scheme of pay cut during and after MCO. Pay cut will vary from more than 30% during MCO unless the staff is working full time from home.

Details are yet to be worked out at the time of the writing of this article. After MCO this category of staff will also take a pay cut of 10% to 30% over 3 months or more.

PROPOSAL OF PAYCUT SCHEME	PAYCUT RATE	
	DURING MCO*	AFTER MCO**
EARNING RM4K TO RM7.5K	30% - 50%	10%
EARNING RM7.5K TO RM10K	30% - 50%	20%
EARNING RM10K AND ABOVE	30% - 50%	30%

To further enhance the liquidity of the company, payment of some expenses were delayed. An example is the payment of bonus 2019 initially planned for pay out in early March 2020. Payment was held back in anticipation of the MCO and the likely strain on our liquidity. MDO had already volunteered to forgo their share of the 2019 bonus to reduce the expense.

We will make good the payment of the 2019 bonus when conditions permit. For the information of all staff the shareholders of the company have to date never declared any dividends and all profits are reinvested back to the company and held as reserves for future expenses, especially for planting.

Other steps will be taken to built and secure the liquidity of the company, including seeking moratoriums for our loan commitment, delay payments, etc.

In conclusion, Management would like to reiterate that all of us must remain flexible and adopt an open mindset so that we can meet the challenges ahead. Your understanding and sacrifice during this critical period will be very much appreciated.

Matthew Wong
Finance & Admin Manager
28 April 2020

“... MDO had already volunteered to forgo their share of the 2019 bonus to reduce the expense.”

SAPULUT COVID-19 COMMITTEE

The Committee of COVID-19 was established on 13 April 2020 which thereafter was named "Sapulut COVID-19 Committee (SCC)".

The purpose of this committee is to implement and enforce the COVID-19 Standard Operating Procedure (SOP). According to the SOP, a meeting will be carried out once in two weeks and the committee consists of:

CHAIRMAN

- Teddy Sius @ Lawrencius

SAFETY AND HEALTH COORDINATOR

- Jeffrey Tendahal
- Johnson Joseph

OPERATION ACCESS CONTROL

- Aprilecent Suih (FPD)
- Lyevivialyne Sopital (FPD)

HEALTH SCREENING

- Mary Christin Martin (FAD)

TRANSPORTATION AND LOGISTICS

- Joeyce Walter Joseph (MEVD/RBRM)
- Eve Asjera Jee Janim (FAD/HR)
- Albert Yong Chun Ken (BCM)

Other roles and responsibilities may be added as time progresses

A briefing of the action plan of prevention of COVID-19 outbreak in FMU 14 have been held on 22 April 2020 which was handled by Johnson. It was attended by Head of Departments (HODs) and representatives of the contractors. Other than that, he also briefed the responsibility of each HODs and contractors to handle this virus in Sapulut.

During the briefing, social distancing was practice all the time.



QUARANTINE PLACE AT FMU-14 ITC Quarters Block and C



COVID-19 MANAGEMENT SYSTEM AT WORKPLACE ACTION PLAN (Summary)

01

FORMING OF COVID-19 COMMITTEE (SCC)

PURPOSE: To enforce COVID-19 SOP (Summary as stated below)

(Refer to : Newsletter Special Edition April 30th, Sapulut COVID-19 Committee)

02

REPORTINGS OF COVID-19 SYMPTOMS

All personnel are required to report to CSS for anyone exhibits any COVID-19 of as stated in the SOP

03

SAFETY AND HEALTH PROMOTION

- SCC To promote good respiratory hygiene and regular hand washing practices at workplace by displaying posters, briefing and training, providing sanitizer, suitable PPEs to workers, social distancing and other relevant safety and health ethics.

04

DISINFECT AND SANITIZATION PRACTICE

- To implement sanitization and disinfect programme on all areas quarters, offices, surfaces, high touch point are, vehicles and other work areas.

05

HEALTH SCREENING IN ALL FOREST AREA

- Temperature records and monitoring of symptoms every 3 days for all personnel in the forest. Temperature records will be increase to daily upon every beginning of the shift.

06

CONTROL OF ACCESS

- To restrict unauthorised entry in all Forest Entrance. All Staff returning are to get permission from the management. Any authorised personnel to go through gates shall be observe for any symptoms and temperature taken prior having clearance.

07

ISOLATION AND QUARANTINE FACILTIES

- To provide facilities for isolation and quarantine for any RTW Forest Personnel which includes contractors. ITC able to accomodate 28 Male and 18 Female

08

TRANSPORTATION AND LOGISTIC

- To provide facilities for sending suspected personnel to nearest medical facilities for further diagnostic and treatment.

09

FOOD PROVISIONS

- All personnel undergoing quarantine in the designated quarantine are will be provided with foods and drink by SCC.

10

HEALTH SCREENING AT WORKPLACE

- Temperature records and monitoring of symptoms shall be revised to daily during every beginning of work shifts.

COVID-19 Top 10 FAQ (Frequently Asked Questions) by WHO

The World Health Organization (WHO) has declared COVID-19 as a pandemic on 12th March 2020. This was due to the increasing in the number of cases reported around the world. Below are the TOP 10 List of Frequently Asked Question produced by WHO (World Health Organization) that will help readers gain a fast insight of the Pandemic.

1. What is Coronavirus

Coronaviruses are a large family of viruses which may cause illness in animals or humans. In humans, several coronaviruses are known to cause respiratory infections ranging from the common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS). The most recently discovered coronavirus causes coronavirus disease COVID-19 (CoronaVirus Disease 2019).

2. So what is this COVID-19?

COVID-19 is the infectious disease caused by the most recently discovered coronavirus. This new virus and disease were unknown before the outbreak began in Wuhan, China, in December 2019. COVID-19 is now a pandemic affecting many countries globally.

3. What are the symptoms of COVID-19

The most common symptoms of COVID-19 are **fever, dry cough, and tiredness**. Some patients may have **aches and pains, nasal congestion, sore throat or diarrhea**. These symptoms are usually mild and begin gradually. Some people become infected but only have very mild symptoms. Most people (about 80%) recover from the disease without needing hospital treatment. Around 1 out of every 5 people who gets COVID-19 becomes seriously ill and develops difficulty breathing. Older people, and those with underlying medical problems like high blood pressure, heart and lung problems, diabetes, or cancer, are at higher risk of developing serious illness. However anyone can catch COVID-19 and become seriously ill. Even people with very mild symptoms of COVID-19 can transmit the virus. People of all ages who experience fever, cough and difficulty breathing should seek medical attention.

4. So what should you do if you have COVID-19?

If you at work, notify your superior of your condition. Every workplace should have an Emergency Response and prepared in place to handle COVID-19. Seek immediate medical care if you have difficulty breathing or pain/pressure in the chest. If possible, call your health care provider in advance, so he/she can direct you to the right health facility and they'll be ready to receive you. When you attend the health facility wear a mask if possible, keep at least 1 metre distance from other people and do not touch surfaces with your hands.

5. Can COVID-19 be caught from a person who has no symptoms?

COVID-19 is mainly spread through respiratory droplets expelled by someone who is coughing or has other symptoms such as fever or tiredness. Many people with COVID-19 experience only mild symptoms. This is particularly true in the early stages of the disease. It is possible to catch COVID-19 from someone who has just a mild cough and does not feel ill. Some reports have indicated that people with no symptoms can transmit the virus. It is not yet known how often it happens. WHO is assessing ongoing research on the topic and will continue to share updated findings

COVID-19 Top 10 FAQ (Frequently Asked Questions) by WHO

6. How can we protect others and ourselves if we don't know who is infected?

Practicing hand and respiratory hygiene is important at **ALL** times and is the best way to protect others and yourself. When possible maintain at least a 1 metre (3 feet) distance between yourself and others. This is especially important if you are standing by someone who is coughing or sneezing. Since some infected persons may not yet be exhibiting symptoms or their symptoms may be mild, maintaining a physical distance with everyone is a good idea if you are in an area where COVID-19 is circulating.

7. What should you do if you come in close contact with someone who has COVID-19

If you have been in close contact with someone with COVID-19, you may be infected. **Close contact** means that you live with or have been in settings of less than 1 metre from those who have the disease. In these cases, it is best to stay at home. Notify people in your surrounding, home or workplace of your condition.

- If you become ill, even with very mild symptoms you must self-isolate
- Even if you don't think you have been exposed to COVID-19 but develop symptoms, then self-isolate and monitor yourself
- You are more likely to infect others in the early stages of the disease when you just have mild symptoms, therefore early self-isolation is very important.
- If you do not have symptoms, but have been exposed to an infected person, self-quarantine for 14 days.

8. What can you do to protect yourself and prevent the spread of COVID-19

- Regularly and thoroughly clean your hands with an alcohol-based hand rub or wash them with soap and water. **Why?** Washing your hands with soap and water or using alcohol-based hand rub kills viruses that may be on your hands.
- Maintain at least 1 metre (3 feet) distance between yourself and others. **Why?** When someone coughs, sneezes, or speaks they spray small liquid droplets from their nose or mouth which may contain virus. If you are too close, you can breathe in the droplets, including the COVID-19 virus if the person has the disease.
- Avoid going to crowded places. **Why?** Where people come together in crowds, you are more likely to come into close contact with someone that has COVID-19 and it is more difficult to maintain physical distance of 1 metre (3 feet).
- Avoid touching eyes, nose and mouth. **Why?** Hands touch many surfaces and can pick up viruses. Once contaminated, hands can transfer the virus to your eyes, nose or mouth. From there, the virus can enter your body and infect you.
- Make sure you, and the people around you, follow good respiratory hygiene. This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze. Then dispose of the used tissue immediately and wash your hands. **Why?** Droplets spread virus. By following good respiratory hygiene, you protect the people around you from viruses such as cold, flu and COVID-19.
- Stay home and self-isolate even with minor symptoms such as cough, headache, mild fever, until you recover. Have someone bring you supplies. If you need to leave your house, wear a mask to avoid infecting others. **Why?** Avoiding contact with others will protect them from possible COVID-19 and other viruses.
- If you have a fever, cough and difficulty breathing, seek medical attention, but call by telephone in advance if possible and follow the directions of your local health authority. **Why?** National and local authorities will have the most up to date information on the situation in your area. Calling in advance will allow your health care provider to quickly direct you to the right health facility. This will also protect you and help prevent spread of viruses and other infections.

COVID-19 Top 10 FAQ (Frequently Asked Questions) by WHO

9. Is there a vaccine, drug or treatment for COVID-19?

Not yet. To date, there is no vaccine and no specific antiviral medicines against COVID-19. However, people, particularly those with serious illness, may need to be hospitalized so that they can receive life-saving treatment for complications. Most patients recover thanks to such care.

Possible vaccines and some specific drug treatments are currently under investigation. They are being tested through clinical trials. WHO is coordinating efforts to develop vaccines and medicines to prevent and treat COVID-19.

The most effective ways to protect yourself and others against COVID-19 are to:

- Clean your hands frequently and thoroughly
- Avoid touching your eyes, mouth and nose
- Cover your cough with the bend of elbow or tissue. If a tissue is used, discard it immediately and wash your hands.
- Maintain a distance of at least 1 metre (3 feet) from others.

10. How long does it take after exposure to COVID-19 to develop symptoms?

The time between exposure to COVID-19 and the moment when symptoms start is commonly around five to six days but can range from 1 – 14 days.