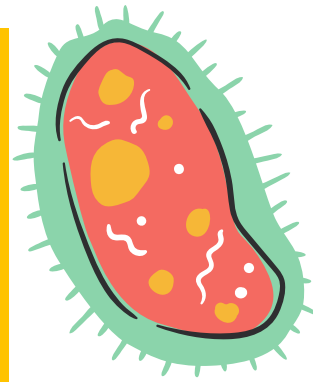
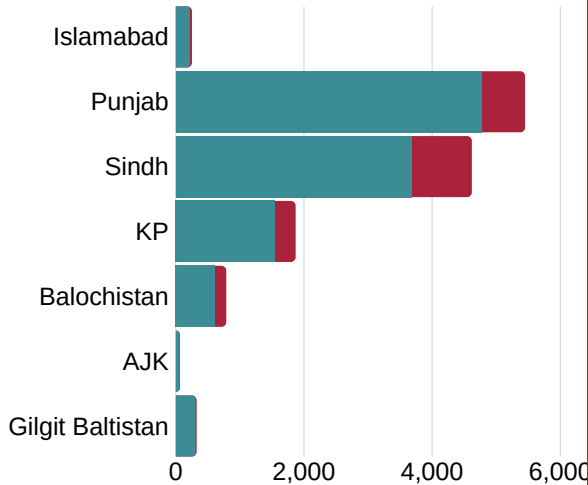


Situations like the coronavirus pandemic can quickly become a catalyst for social conflict due to misinformation, rumors and fake news, as we've seen in the past. Every day we continue to see more false information shared throughout communities, confusing citizens and leaving them unsure as to who can answer their questions.



Confirmed Cases



The **Pakistan Coronavirus CivicActs Campaign (CCC)** captures rumors and perceptions among communities to eliminate information gaps between the government, media, humanitarian agencies and citizens. By providing the public with facts, these coronavirus bulletins aim to create a better understanding of needs regarding coronavirus and to debunk rumors before they can do more harm.



DON'T PANIC!

Follow these steps to help prevent the spread of coronavirus.

- Wash your hands frequently with soap and water for at least 20 seconds. Use hand sanitizer (with at least 60% alcohol) if soap and water aren't available.
- Cover your nose and mouth (with your elbow or a tissue) when sneezing.
- Avoid crowded places and practice social distancing. If you think you have been exposed to someone with coronavirus, quarantine yourself for a minimum of 14 days and monitor any symptoms.
- Do not stockpile supplies.

How is COVID-19 affecting businesses?

In addition to the serious implications for people's health and health care services, novel coronavirus is having a significant impact on businesses and economies around the world. The pandemic is pushing businesses to operate in new ways, and leading some businesses to struggle to find a balance between a range of new systems, and structure priorities. Businesses are also facing issues such as business continuity risk, sudden changes in volume, real-time decision-making, workforce productivity, and security risks. Governments and businesses not only need to take actions as a short-term response to the virus, but they also need to focus on long-term recovery.

How does the government plan to help small and medium-sized businesses?

The Federal Minister for Industries and Production, Mr. Hammad Azhar, recently announced that the government is planning to introduce a relief package for all small and medium-sized businesses. They are also working on collateral free financing packages for Small and Medium Enterprises (SMEs) specifically targeting businesses hardest hit by the coronavirus pandemic. To help SMEs, the provincial governments are also announcing similar relief packages. For example, Balochistan announced interest free loans for unemployed youth and SMEs, Sindh announced a Rs. 3billion relief fund for coronavirus affectees, Khyber Pakhtunkhwa approved a waiver for provincial taxes amounting to Rs. 5billion, and businessmen have also been given extension in the reimbursements of loans issued by Bank of Khyber. In Punjab CM Mr. Usman Buzdar also announced that they will waive provincial taxes worth Rs. 18 billion during the coronavirus crisis

What will happen to rent due in Karachi markets?

Karachi Mayor, Mr. Wasim Akhtar, announced that markets owned by Karachi Metropolitan Corporation (KMC) were to give tenants a two-month exemption for rent payment. There are 63 KMC markets in Karachi with 1,100 shops. The exempted rent will be adjusted equally in the rent payments for four months from June - September. Prominent KMC markets include Jama Cloth Market, Machi Miani Market, Shahabuddin Market, Joria Bazar Market, Gurumandir Market, Empress Market, Lea Market, Sindh Muslim Cooperative Housing Society Market, Gol Market Nazimabad, Haqqani Chowk Market, Super Market Liaquatabad, and others. The government of Sindh is also giving thought to exempt the monthly rent of residential premises which are less than Rs. 50,000. It is proposed that the rent exemptions also be given to commercial or industrial premises where the tenant employs less than 30 workers, and the employer is not terminating the services of any employee during the aforesaid period.

How can I manage payments to my employees?

The State Bank of Pakistan has announced incentives for employers to avoid layoffs by making banking procedures easier and issuing loans. These incentives include relaxations in collateral requirements, reimbursement of wages, special accounts for employees to receive wages, borrowing from banks rather than maintaining payrolls, simplification of application form for small and medium enterprises and bank's exposure limits. Further information on these incentives can be found [here](#).

How is COVID-19 affecting businesses?

How can businesses cope with remote working and transition into digital platforms amid the pandemic?

As the country continues to face restrictions on movement due to the coronavirus pandemic, businesses across Pakistan, ranging from small retailers to chain restaurants, have been hit hardest by the outbreak. Google, one of the biggest global companies has stepped forward and stated its responsibility to help such businesses withstand the economic impact and lead them towards recovery. Google has recently launched a website for Pakistanis, [Grow with Google](#), to benefit from free training, tools and events to help grow their skills, career, or business. In addition, the site provides a free virtual workshop that aims to support Pakistani businesses cope with remote working, and transition them onto digital platforms amid the pandemic. Workshops conducted live by Google trainers will focus on handy digital tools, tips, and tricks for small businesses that are looking for ways to connect and stay in touch with both customers and employees. Entrepreneurs can also find more tips and recommendations to help them grow their business on the [Grow with Google](#) website.

To facilitate business owners who cannot attend the virtual workshop, [Google Prime app](#) offers several hundred lessons in business, marketing, management, as well as plenty more fast and easy lessons in just five minutes. The company recently announced a US\$800 million commitment to support small businesses around the world with access to finance, ad credits, and grants to help meet the cost of the virus.

What Standard Operating Procedures has the Sindh government advised for resuming business activities online?

The Sindh Government has given conditional permission for businesses to resume their activities online from April 27 onwards. The conditions state that traders and business owners pledge that they will conduct business fully online or over the phone, and implement the [SOPs advised by the government](#).

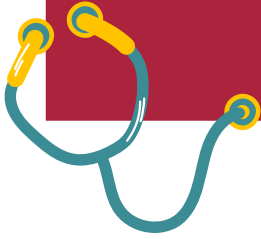
Before operations can begin, detailed briefings on the COVID-19 spread, signs and symptoms, and preventive steps to be taken will be provided to staff in all commonly understood languages including English, Urdu and Sindhi. Business owners will be responsible for ensuring that all employees follow safety protocols and are to maintain a daily medical log of all employees. Safety materials, such as gloves, hand sanitizer and thermal guns, are to be present at the workplace. Businesses are allowed to operate from Monday to Thursday between 9:00am and 3:00pm with their shutters down. No customer dealing is allowed at the shops, only online orders will be entertained. Those handling deliveries must always wear protective gear and helmets, carry hand sanitizer, place the delivery items on the customer's doorstep, and wipe them with a disinfectant. A distance of at least one metre is to be observed at all times and cash handling is to be minimised. Businesses must provide customers with electronic receipts for transactions.

The government will also have the authority to close any businesses where an infected patient had worked or visited. Any business found violating any of the set protocols will be liable for action under the [Sindh Epidemic Disease Control Act 2014](#) as well as any applicable labour or industrial law.

What do I do if I think I have coronavirus?

Do you have any symptoms?

- **Fever**
- **Shortness of breath**
- **Dry cough**
- **Tiredness**



If so, contact your doctor or the coronavirus helpline at 1166.



Where can I get tested?

Karachi

Aga Khan University Hospital

Stadium Road, Karachi

Civil Hospital

DOW University Campus
Mission Road, Karachi

Dow Medical Hospital

Ojha Campus
Suparco Road, Karachi

Indus Hospital

Opposite Darussalam Society, Korangi
Crossing, Karachi

Lahore

Punjab AIDS Lab

PACP Complex
6 - Birdwood Road, Lahore

Shaukat Khanum Memorial Hospital

7A Block R-3 M.A. Johar Town, Lahore

Islamabad

National Institute of Health

Park Road
Chak Shahzad, Islamabad

Rawalpindi

Armed Forces Institute of Pathology

Range Road
CMH Complex, Rawalpindi

Multan

Nishtar Hospital

Nishtar Road,
Justice Hamid Colony, Multan

For more cities visit the
[**COVID-19 Health Advisory Platform**](#)

Coronavirus CivActs Campaign is brought to you by
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