

The logo for Vivacis features the word "Vivacis" in a white, italicized, sans-serif font. Above the letters "i" and "a" is a series of white dots of varying sizes, arranged in a slight upward curve, resembling a stylized arc or a molecular structure.

Vivacis

PROTOCOL

Updated: 25 March 2020

Vivacis Protocol

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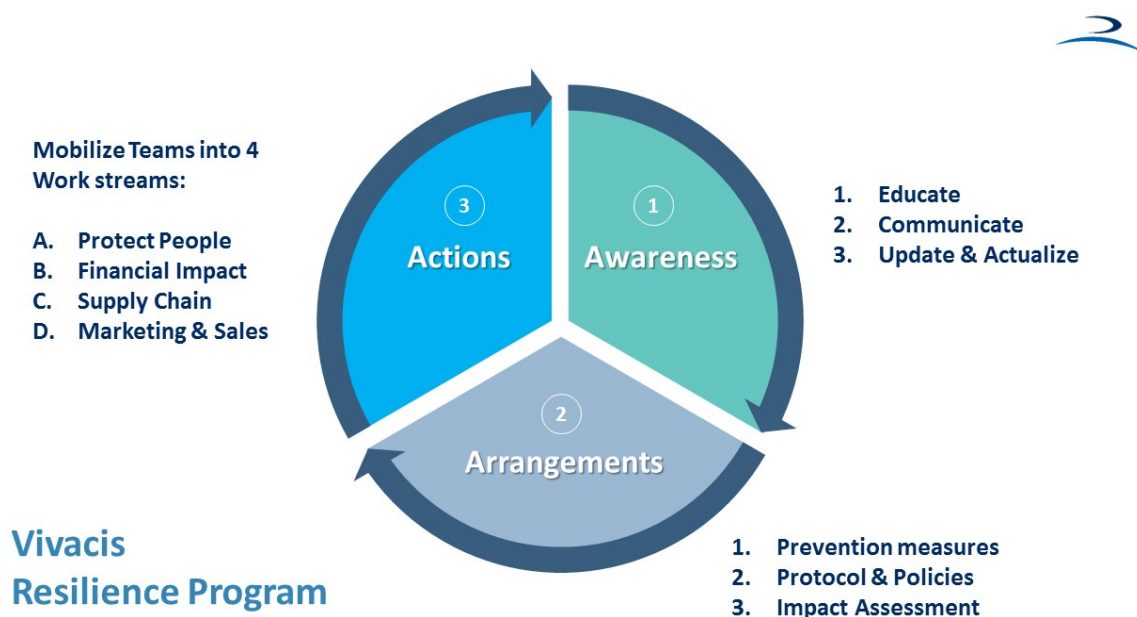
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1 - Awareness

1.1 What is Vivacis?

Vivacis is the Rogers Group's resilience program to handle the Coronavirus (COVID-19) situation as well as get ready for recovery.

The Resilience program comprises of the Vivacis Protocol which itemises all necessary prevention measures and proposed actions.



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A Vivacis Task Force at the level of each Sector has been set up with a mandate to develop and drive a structured protocol including **awareness**, **arrangements** (prevention & protection measures) and appropriate **actions** in the fight against COVID-19.

Each Sectorial Task Force is led by the Sector CEO and comprises of 4 work streams:

1. Protecting our People
2. Financial Assessment & Impact Mitigation
3. Supply Chain & Procurement
4. Marketing, Sales & Customer Care

For more information on your Vivacis Task Force, you may contact you respective HR department.

1.2 What is the COVID-19?

COVID-19 (also known as the Novel Coronavirus) is a new respiratory illness that was first discovered in Wuhan, China, for which there is currently no vaccine or specific treatment. It is caused by a member of the coronavirus family, which includes viruses causing illnesses ranging from the common cold to more severe diseases such as Middle East Respiratory Syndrome Corona Virus (MERS-CoV) and Severe Acute Respiratory Syndrome Corona Virus (SARS-CoV).

1.3 How does it spread?

- ▶ Through close contact with an infected person.
- ▶ Through respiratory droplets produced when an infected person (who is less than 1m distance away) coughs or sneezes.
- ▶ By touching objects or surfaces that have been contaminated by infected droplets, and then touching your mouth, nose or eyes.

1.4 What are the symptoms?

Symptoms usually appear within 1 to 14 days following exposure to the virus, and these include:

- ▶ Runny nose
- ▶ Sore throat
- ▶ Headache
- ▶ Cough
- ▶ High fever & tiredness
- ▶ Muscle pain
- ▶ Shortness of breath & severe respiratory disease

1.5 Three Levels of Alert for Vivacis

- **Level 1** – There are no COVID-19 cases declared in Mauritius.
- **Level 2** – First case of COVID-19 is declared in Mauritius.
- **Level 3** – First case of COVID-19 on work premises or contamination of a colleague.

2 - Arrangements

2.1 Preventive measures – All Levels

- ▶ Clean your hands regularly and thoroughly with soap and water (at least 20 seconds) to kill viruses that may be on your hands or use an alcohol sanitiser.
- ▶ Avoid greeting people with handshakes, hugs and kisses.
- ▶ Maintain at least 1.5 metres distance between yourself and anyone who is coughing and sneezing to avoid contact with infected droplets.
- ▶ Avoid mass gatherings, where you could easily be exposed to the virus unknowingly.
- ▶ Avoid touching your eyes, nose and mouth, as your hands might have picked up viruses, which they can easily transfer through those orifices.
- ▶ Avoid sharing cups, plates or other personal items with others, especially those showing flu-like symptoms.
- ▶ Avoid eating raw foods and make sure to thoroughly cook meat and eggs before eating. If possible, use different chopping boards and knives for raw meat and cooked foods, and wash your hands between handling raw and cooked foods.
- ▶ Boost your immune system: Eat a healthy diet, cutting sugar and junk food, and be physically active to remain healthy.
- ▶ Clean and disinfect frequently touched objects (e.g.: mobile phone, laptop, mouse and any other office peripherals) and surfaces (e.g.: door knobs, countertops, tables, elevator buttons...) more often with an appropriate disinfectant.
- ▶ Open / close doors with your closed fist, your elbow or hip, and use your knuckles to switch lights on/off. Or use your non-dominant hand should you need to grab.

2.2 Preventive measures – Level 2

- ▶ Cancel all trainings, workshops and events.
- ▶ Cancel gatherings of more than 5 persons in a room. Limit gatherings to not more than 5 persons, while respecting the safe distance (1m).
- ▶ Use video-conferencing based on what is applicable in your sector (eg. Zoom, Skype, or Microsoft Teams).
- ▶ Employees should be encouraged or allowed to work from home only if their job duties permit it. This should be at the discretion of the CEO or Managing Director of the respective business unit and sector.
- ▶ Provide all protective measures (Masks & sanitiser, frequent pauses to wash hands with soap and water) to front liners who have to remain on the job so that they are not unduly exposed.

2.3 Preventive measures – Level 3

- ▶ Maintain preventive measures for level 2
- ▶ Abide to national guidelines and directives.
- ▶ Isolate area of potential contamination and proceed with systematic disinfection.
- ▶ Cancel gatherings of more than 3 persons in a room.

3 - Actions

3.1 Precautions if you are possibly infected

- ▶ **Stay home** and avoid contact with others if you feel unwell. Isolate yourself from other members of your family (Use a self-contained room if possible so that you do not spread the infection to others or other parts of the house)

- ▶ To avoid spreading infected droplets, make sure you cover your mouth and nose with your bent elbow or a tissue when you cough or sneeze. Dispose of the used tissue in a covered bin immediately. If possible, wear a surgical mask when in contact with other people.
- ▶ Avoid touching your face, eyes, nose and mouth.
- ▶ As an attempt to minimise the symptoms stay hydrated, drink plenty of warm fluids, eat as many fruits as possible, making sure to wash them thoroughly first, and take vitamin C supplements to boost your immunity.
- ▶ Avoid sharing personal household items like dishes, drinking glasses, cups, eating utensils, towels, or bedding with other people in your home. After using these items, wash them thoroughly with soap and water or put in the dishwasher or washing machine.
- ▶ Although there are no reports of animals being infected by the virus, it is recommended that you limit contact with pets and animals, just like you would with people. If possible, have another member of your household care for your animals while you are sick or wash your hands before and after interacting with them.
- ▶ Monitor your symptoms, begin tracking when you might have possibly been infected and when the symptoms have started to appear.
- ▶ If you develop the **emergency warning signs** mentioned below, seek **medical attention immediately**. Call the COVID-19 hotline on 8924 for information on how to proceed. (Note that private doctors and clinics will not treat people who might be infected by COVID-19).

The **emergency warning signs** include:

- Difficulty breathing or shortness of breath
- Persistent pain or pressure in the chest
- New confusion or inability to arouse
- Blushed lips or face

3.1.1 When to discontinue home isolation?

People infected by COVID-19, who have been in home isolation, can stop home isolation under the following conditions:

- **If you do not have a test** to determine if you are still contagious, you could leave home after all these three things have happened:
 - You have had no fever for at least 72 hours (that is three full days without fever without the use of fever-reducing medicine)
AND
 - other symptoms have improved (for example, when your cough or shortness of breath have improved)
AND
 - at least 7 days have passed since your symptoms first appeared

- **If you are tested to determine if you are still contagious**, you could leave home after all these three things have happened:
 - You no longer have a fever (without the use of fever-reducing medicine)
AND
 - other symptoms have improved (for example, when your cough or shortness of breath have improved)
AND
 - you received two consecutive negative tests, 24 hours apart.

- In all cases, **follow the guidance of your healthcare provider and local health authorities**. The decision to stop home isolation should be made in consultation with your healthcare provider and the health authorities. Local decisions depend on local circumstances.

3.2 Protocol to follow in case people in your home present symptoms

- ▶ Should any of the people in your home have any COVID-19 symptoms, you are required to work from home.

- ▶ When caring for someone sick with COVID-19, make sure that the person is placed in an isolated room and that you, or any other caregiver, wear a mask and gloves before entering the room. Masks and gloves should be discarded appropriately afterwards.
- ▶ Clean all the highly touched surfaces in the isolation area every day, and if possible, have someone else clean and disinfect the other areas of the home.
- ▶ Make sure to thoroughly clean surfaces that may have traces of blood, stool or bodily fluids with soap and water or a detergent before using a household disinfectant.
- ▶ Be sure to follow the instructions on the label to ensure safe and effective use of the product. Many products recommend keeping the surface wet for several minutes to ensure germs are killed. Many also recommend precautions such as wearing gloves and making sure you have good ventilation during use of the product.
- ▶ Keep your head of department informed of the situation.

3.3 Protocol to handle potential cases at work

- ▶ Should you or any of your colleagues have any COVID-19 symptoms at the office, call your respective HR department.
- ▶ The HR person will meet you in a designated confinement space where they will give you a respiratory mask and will check your temperature.
- ▶ If your temperature is 38 degrees and above, you will be asked to make personal arrangements to leave the office as a social isolation measure.
- ▶ We strongly recommend that you consult health authorities on the [8924](#) for treatment and advice thereto.
- ▶ Your HR department has a protocol for handling the situation, and will take over from here.
- ▶ HR department will inform the Ministry of Health as soon as there is a suspected case of COVID-19 amongst our employees and/or their relatives.

4 - Travelling Advice

- ▶ Unless there is no alternative, avoid travelling to affected areas, especially countries like China, South Korea, Iran, the European Union, the UK, Norway, Switzerland, India and Reunion Island, which have been highly affected by the virus. The above is subject to decisions taken by the relevant regulatory authorities and may be amended from time to time.

- ▶ In case you need to travel, ensure that you have all the necessary vaccinations and travel medication. You may seek advice from your healthcare provider on the best preventive measures when travelling.

- ▶ Do not travel if you are showing symptoms like fever, cough and shortness of breath.

- ▶ If you become sick while travelling, seek medical care immediately.

- ▶ When you come back to the country, you will be tested at the airport, on your 2nd day and 3rd day, and on the 14th day, which is the usual incubation period. If at any time during these tests, you show symptoms of the virus, you will be placed in quarantine.

- ▶ After travelling, be it for business or leisure purposes, you might be asked to work from home for a period of 14 days. This will depend on the region you come from and the nature of your job.

- ▶ Employees who have travelled to areas in which the virus was actively circulating within the previous 14 days must apply the following recommendations:
 1. Check your temperature twice a day.
 2. Watch out for symptoms of respiratory illness (cough, breathing problems, etc.).
 3. Wash your hands regularly or use a hydro-alcoholic solution.
 4. Avoid contact with vulnerable people (pregnant women, those living with chronic disease, the elderly, etc.).
 5. Avoid going to places where vulnerable people are present (hospitals, maternity wards, old people's homes, etc.).
 6. Avoid non-essential outings (large gatherings, restaurants, cinema, etc.).

- ▶ Employees are required to report any case of illness immediately to their Human Resource Manager.

- ▶ Please refer to the following website from the Government to stay up to date with travel restrictions concerning Mauritius:

<https://www.tourism-mauritius.mu/mauritius-travel-alerts>

5 – Confinement

(This section does not apply to employees falling under essential services – Refer to the Mauritius Police Force’s communiqué on COVID-19 Workplace Access Permit during curfew period for the complete list)

5.1 Protocol to follow in a confinement situation

- ▶ You as well as your family will be required to stay home for the whole duration of the confinement (i.e. lockdown) period. You should not move domicile or change members of the confined group during that period.
- ▶ No overseas travel, business or otherwise, are allowed. In the event of a sanitary curfew there will be no displacements of any kind.
- ▶ You will have to stay within the compound of your home and work from home using the tools put in place by your IT department (where possible)
- ▶ If you have to go out to shop for food and medicine, you will have to wear a respiratory mask and keep it on until you get back home.
- ▶ If you have used a shopping cart or ATM buttons or touched any surfaces that have been touched by others like handrails, you need to use your sanitiser before driving back home.
- ▶ When you return home, you will need to take off your shoes and keep them outside, transfer your bags inside and disinfect all packaging, then wash your hands with soap and water, remove your clothes, have a shower and resume with your occupations.

- ▶ Should you or a member of your family show any signs of COVID-19, contact the Health Authorities on the **8924 hotline** for advice on the actions to be taken. In such a case, keep your head of department informed of the situation.

- ▶ During the confinement period, some clinics have put in place teleconsultation / online consultation services to help people showing symptoms. These include:
 - **C-Care** – Call on the **605 1000** between 08h00 and 21h00 for an appointment.
 - **Medicine.mu** – Go to <https://www.medicine.mu/> for free online medical support by a group of Mauritian doctors.

- ▶ You may also contact one of the company doctors should you require additional assistance:
 - **Rogers Corporate, Rogers Aviation, Rogers Capital** - Dr Goreeba on **5766 7711**
 - **Island Living** - Dr Jhurry on **5768 3396**
 - **VLH** - Dr Foondun on **5729 7999**
 - Dr Amrita Sebsurn Ramsurnsing on **5942 0314**
 - **Agrïa** – Dr Gopaul (Clinique du Nord) on **5943 9321**

5.2 Frequently asked questions & answers on confinement

5.2.1 Who is impacted by the confinement?

As a measure of precaution against the spread of the Covid-19 virus, the Government of Mauritius has declared a general confinement (lockdown) in the country for a period of two weeks. This takes effect as at 06.00 on 20th March 2020 and until 02nd April 2020.

While all citizens are required to stay at home, essential services will continue to operate. These services include the Police Force, medical services, fire and rescue services, travel and tourism, amongst others. In addition, businesses such as banks, supermarkets, bakeries and pharmacies will continue to operate on a restricted basis as directed by the authorities.. Workers from the essential services and the aforementioned business sectors will be required to report to their work place.

5.2.2 Will the two-week confinement be deducted from my local leave?

We differentiate three categories of employees during the confinement:

a. Employees who work for an essential service

Such employees will continue to be remunerated for a normal work day as per the terms and conditions of their employment.

b. Employees who work from home

With the Work from Home protocol in place, employees have remote online access to carry on with their work duties during the confinement period. Such employees will continue to be remunerated for a normal work day as per the terms and conditions of their employment.

c. Employees who do not work for an essential service and who cannot work from home

For such employees, it will be considered as a special leave with pay until further notice.

5.2.3 Will I receive my pay for the month of March?

Payroll services for the Rogers Group will be not impacted during this time. You will still receive your pay at the end of March.

5.2.4 What is the impact on the payroll processing during the month?

Your administrative process to communicate and validate any changes to the Payroll team is maintained as per the established timeline. The Payroll team is staffed to continue processing the payroll as per regular business operations.

5.2.5 How will employees who continue to report on duty be remunerated?

Until the time there is a new regulation in place for “essential services” or any special arrangements agreed with the respective employer, employees who continue to report on

duty will be remunerated at their normal work salary. Regular terms and conditions of employment continue to apply.

5.2.6 Will employees be eligible for medical insurance and 24-hr accident insurance during the confinement period?

If you are a member of RGPA (Rogers Group Provident Association), you will continue to be eligible to receive medical cover. In addition, you shall also be eligible to 24-hr accident group coverage during the confinement period.

The World Health Organization (WHO) has declared COVID-19 a pandemic on 11th March 2020. RGPA has confirmed that there are no exclusions in medical coverage related to pandemic diseases. Any out-patient medical expenses related to COVID-19 will be covered under the plan.

In-patient treatment for COVID-19 will need to conform to the protocol established by the Government of Mauritius and will be carried out at a designated medical establishment.

5.2.7 What should we do once the confinement period is over?

The situation is being monitored on a daily basis by the Vivacis Task Force and various teams. As it evolves and with new developments, your employer will notify you of any measures or decisions taken, including decisions & actions post the confinement period.

6 - Frequently Asked Questions & Answers (FAQs)

6.1 What is a novel coronavirus?

A novel coronavirus is a new coronavirus that has not been previously identified. The virus causing coronavirus disease 2019 (COVID-19), is not the same as the coronaviruses that commonly circulate among humans and cause mild illness, like the common cold.

A diagnosis with coronavirus 229E, NL63, OC43, or HKU1 is not the same as a COVID-19 diagnosis. Patients with COVID-19 will be evaluated and cared for differently than patients with common coronavirus diagnosis.

6.2 Why is the disease being called coronavirus disease 2019, COVID-19?

On February 11, 2020 the World Health Organization announced an official name for the disease that is causing the 2019 novel coronavirus outbreak, first identified in Wuhan China. The new name of this disease is coronavirus disease 2019, abbreviated as COVID-19. In COVID-19, 'CO' stands for 'corona,' 'VI' for 'virus,' and 'D' for disease. Formerly, this disease was referred to as "2019 novel coronavirus" or "2019-nCoV".

6.3 Is SARS-CoV-2 (the virus causing COVID-19) the same as the MERS-CoV or SARS-CoV?

No. Coronaviruses are a large family of viruses. Some coronaviruses cause cold-like illnesses in people. Others cause illness in certain types of animals, such as cattle, camels and bats. Animal coronaviruses rarely spread to humans. This happened with SARS-CoV (Severe Acute Respiratory Syndrome Corona Virus) and MERS-CoV (Middle East Respiratory Syndrome Corona Virus). The virus that causes COVID-19 likely also originated in an animal and spread to humans. The coronavirus most similar to the virus causing COVID-19 is SARS-CoV. There are ongoing investigations to learn more. The situation is changing rapidly, and information will be updated as it becomes available.

6.4 What is the source of the virus?

Coronaviruses are a large family of viruses. Some cause illness in people, and others, such as canine and feline coronaviruses, only infect animals. Rarely, animal coronaviruses that infect animals have emerged to infect people and can spread between people. This is suspected to have occurred for the virus that causes COVID-19. MERS and SARS are two other examples of coronaviruses that originated from animals and then spread to people. For more information about the source and spread of COVID-19 please go on the following website:

https://www.cdc.gov/coronavirus/2019-ncov/cases-updates/summary.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fsummary.html

6.5 How does the virus spread?

This virus was first detected in Wuhan City, Hubei Province, China. The first infections were linked to a live animal market, but the virus is now spreading from person-to-person. It's important to note that person-to-person spread can happen on a continuum. Some viruses are highly contagious (like measles), while other viruses are less so.

The virus that causes COVID-19 seems to be spreading easily and sustainably in the community ("community spread") in some affected geographic areas. Community spread means people have been infected with the virus in an area, including some who are not sure how or where they became infected.

6.6 Can someone who has had COVID-19 spread the illness to others?

The virus that causes COVID-19 is spreading from person-to-person. Someone who is actively sick with COVID-19 can spread the illness to others. It is recommended that these patients be isolated either in the hospital or at home (depending on how sick they are) until they are better and no longer pose a risk of infecting others.

How long someone is actively sick can vary, so the decision on when to release someone from isolation is made on a case-by-case basis in consultation with doctors, infection prevention and control experts, and public health officials and involves considering specifics of each situation including disease severity, illness signs and symptoms, and results of laboratory testing for that patient.

6.7 Can someone who has been quarantined for COVID-19 spread the illness to others?

Quarantine means separating a person or group of people who have been exposed to a contagious disease but have not developed illness (symptoms) from others who have not been exposed, in order to prevent the possible spread of that disease. Quarantine is usually established for the incubation period, that is the time from being infected to developing the symptoms, of the communicable disease. For COVID-19, the period of quarantine is 14 days from the last date of exposure, 14 days being the longest incubation period seen for similar

coronaviruses. Someone who has been released from COVID-19 quarantine is not considered a risk for spreading the virus to others because they have not developed illness during the incubation period.

6.8 Can the virus that causes COVID-19 be spread through food, including refrigerated or frozen food?

Coronaviruses are generally thought to be spread from person-to-person through respiratory droplets. Currently there is no evidence to support transmission of COVID-19 associated with food. Before preparing or eating food it is important to always wash your hands with soap and water for 20 seconds for general food safety. Throughout the day wash your hands after blowing your nose, coughing or sneezing, or going to the bathroom.

It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes, but this is not thought to be the main way the virus spreads.

In general, because of poor survivability of these coronaviruses on surfaces, there is likely very low risk of spread from food products or packaging that are shipped over a period of days or weeks at ambient, refrigerated, or frozen temperatures.

6.9 Am I at risk for COVID-19 from a package or products shipped from China?

In general, because of poor survivability of these coronaviruses on surfaces (usually up to 48 hours), there is likely very low risk of spread from products or packaging that are shipped over a period of days or weeks at ambient temperatures. Coronaviruses are generally thought to be spread most often by respiratory droplets. Currently there is no evidence to support transmission of COVID-19 associated with imported goods.

6.10 What are the symptoms and complications that COVID-19 can cause?

Current symptoms reported for patients with COVID-19 have included mild to severe respiratory illness with fever, cough, and difficulty breathing.

6.11 Should I be tested for COVID-19?

Call the Hotlines (mentioned above in section 3.1) given by the Government if you feel sick with fever, cough, or difficulty breathing, and have been in close contact with a person known to have COVID-19, or if you live in or have recently travelled to/from an area with ongoing spread of the virus.

6.12 Who are the most at risk of being affected by the virus?

- ▶ Males over the age of 40.
- ▶ People over the age of 60.
- ▶ People with pre-existing conditions such as diabetes, heart diseases and obesity.

6.13 What is the current situation in the world regarding COVID-19?

The Coronavirus has spread in many countries since its emergence in the city of Wuhan, Hubei province, in end December 2019.

To get updates on the status of the COVID-19 worldwide, you may visit the following sites:

- <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/situation-reports/>
- <https://www.arcgis.com/apps/opsdashboard/index.html#/bda7594740fd40299423467b48e9ecf6>

7 – Useful Links

7.1 Local Links to stay up to date

- ▶ National COVID19 website - <http://www.covid19.mu/>
- ▶ Government Portal - <http://www.govmu.org>

- ▶ Local media:
 - <https://defimedia.info/>
 - <https://www.lexpress.mu/>
 - <https://ionnews.mu/>

7.2 International Links to stay up to date

- ▶ Live Interactive maps:
 - <https://gisanddata.maps.arcgis.com/apps/opsdashboard/index.html#/bda7594740fd40299423467b48e9ecf6>
 - <https://ncov2019.live/>
- ▶ World Health Organisation Situation Reports - <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/situation-reports/>
- ▶ McKinsey Insights Report - <https://www.mckinsey.com/business-functions/risk/our-insights/covid-19-implications-for-business>
- ▶ International Media:
 - <https://www.bbc.com/news/>
 - <https://www.euronews.com/>
 - <https://www.reuters.com/>

7.3 Useful links for a healthy and active life balance during confinement

- ▶ Protecting yourself against COVID19 - <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>
- ▶ The Three Fives (Keys to Safer Food, Healthy Diets, Physical Activity) - https://www.who.int/foodsafety/areas_work/food-hygiene/3_fives/en/
- ▶ Eating healthy diets at home - <https://www.who.int/news-room/fact-sheets/detail/healthy-diet>
- ▶ Exercising at home - http://www.euro.who.int/en/health-topics/health-emergencies/coronavirus-covid-19/novel-coronavirus-2019-ncov-technical-guidance/stay-physically-active-during-self-quarantine/_recache#article