



**HEADQUARTERS
POST AND TELECOMMUNICATIONS DEPARTMENT
6 – 10 SOUTH CAMP ROAD, C.S.O. JAMAICA W. I.**

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April 17, 2020

FOR IMMEDIATE RELEASE

PRESS RELEASE

CSO Responds to Possible Outbreak of COVID-19 at Neighbouring BPO Facility

Kingston, Jamaica. It has come to the attention of The Post and Telecommunications Department (PTD) that Sutherland Global Services, 6-10 South Camp Road, Kingston, Jamaica has temporarily closed its doors in response to a possible case of COVID-19 amongst its staff. The Department is advising the public that while the Central Sorting Office, remains open, we are closely monitoring the situation and taking the necessary precautionary measures to contain the spread of the virus, under the guidance of the Ministry of Health and Wellness (MoHW).

Sutherland Global is the sole occupant of the second floor at the Central Sorting Office, however, shared spaces are limited to the Department's cafeteria which has been closed to the BPO facility since Thursday, April 9, 2020. The cafeteria has since been closed and sealed off for deep sanitization to take place between Friday, April 17, 2020 – Sunday, April 19, 2020.

In keeping with the established protocols, the Department has been in dialogue with the MoHW, and is upholding its recommendations. The current staff complement at the PTD's head office is approximately 500, however, systems have been implemented to minimize the full turn out of the team at any given time in an effort to avoid large clusters of personnel in confined spaces. As an added safety measure, the Central Sorting Office received added cleaning and sanitization before being reopened to the public on Thursday, April 16, 2020. Our team continues to remind customers to observe the social distancing guidelines of 3 feet or more from others, while ensuring that all customers and staff use the sanitizer provided upon entering the facilities. Additionally, team members are required to wear the recommended PPE that has been provided.

To date, the Department has procured and distributed an increased quantity of supplies such as cleaning agents, hand sanitizers, face masks, gloves, work coats and social distancing floor markers. We have implemented a work from home and shift system, staggered our workforce, adjusted our opening hours and scaled back on some of our service offerings. As part of our crowd management strategy, we have implemented an alphabetic system for PATH beneficiaries while offering more dates for both PATH and Pensioners to collect their benefits. Customers are also encouraged to contact us digitally for assistance where possible, rather than leaving their homes to visit the Post Office. Additionally, we have ramped up our communication efforts in an attempt to keep both our staff and the public informed of the latest updates from the Department via new and traditional media.

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We continue to sensitize and urge team members to follow the established safety protocols and adhere to the recommendations from the Ministry of Health and Wellness and by extension, the Government of Jamaica as we fight to contain the spread of COVID-19 and flatten the curve. Individuals displaying flu-like symptoms are encouraged to self-isolate and seek the necessary medical attention by calling 888-ONE LOVE (663-5683). DO NOT GO IN PUBLIC.

The Post and Telecommunications Department thanks you for your continued support and wishes for everyone to stay safe.

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