



# Office & Workplace Health & Safety Best Practices in the time of COVID-19 – a guide

**1 May 2020**

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## BASIC PROTECTIVE MEASURES AGAINST COVID-19

### A. PURPOSE OF DOCUMENT

While the practice of remote working has sufficed for the short run, physical offices and construction sites will need to begin operating again in larger and smaller cities. Various entities at federal, provincial and municipal level have already prepared extensive post-quarantine COVID-19 Guidelines, SOP's and Response Plans. These have now been made available online and can be used as a reference for companies and organisations to create documents of their own tailored to their specific needs.

This Health & Safety guide is intended as a tool for **quick implementation** meant to **re-start office activities** and **worksite operations**. It contains key principles and to-do lists for building managers to create healthy and safe work environments for their staff and visitors as soon as there is a green light to start working again, either during the current MCO or immediately after.

This framework is only meant as a guideline for best practice and is not to be intended as an official regulation. Office and site managers should adapt it to the nature of their work by adhering as much as possible to the key principles outlined in this document.

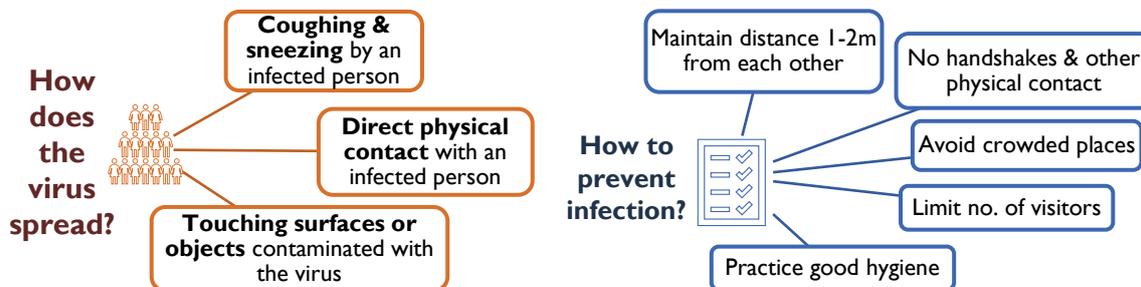
*The document will be updated as more information and evidence becomes available. Employers and employees should in any case keep abreast of the the latest developments and advice issued by the Ministry of Health (MOH), National Security Council (NSC) and Department of Occupational Safety and Health. (DOSH)*

*View and download the latest version of this guide at [www.thinkcity.com.my](http://www.thinkcity.com.my).*

## BASIC PROTECTIVE MEASURES AGAINST COVID-19

### B. THE IMPORTANCE OF A HEALTHY & SAFE WORKPLACE

The Novel Coronavirus (2019-nCoV) is a new strain of the coronavirus that has never been previously identified. It is a respiratory disease caused by the SARS-CoV-2 virus and human-to-human transmission of 2019-nCoV is via respiratory droplets or direct contact.



A COVID-19 outbreak could result in:

1. Absenteeism – workers could be absent because they are sick or are caregivers, have at-risk people at home or are afraid to come to work because of fear of possible exposure;
2. Change in patterns of commerce – consumer demand for goods and services unrelated to infection prevention may decline and reduce business significantly;
3. Interrupted supply/delivery of goods – Shipments of items from geographic areas severely affected by the virus may be delayed or cancelled with or without notification.

All employers need to consider how best to decrease the spread of COVID-19 and lower the impact of the virus on their workplace. This may include actions in one or more of the following areas:

- **reduce transmission** among employees,
- maintain **healthy business operations**, and
- Maintain a **healthy work environment**.

It is therefore important that managers take protective actions to establish a healthy and safe workplace so that business and activities can continue safely in ways that respond to the impact of COVID-19 on business operations, employees, workers, customers and the general public.

On 16<sup>th</sup> March when the Prime Minister announced the imposition of Phase I MCO nationwide, offices and construction sites had one day to prepare for a 14-day lockdown. This proved troublesome for managers who had to immediately prepare the office for shutdown, employees who had to bring home essential documents and files to work remotely, and foreign workers who were out of work (and income) for weeks or longer.

Bearing this in mind, working individuals should start to adjust and adapt their work habits to prepare for shifts in working locations and limited accessibility to their workplace.

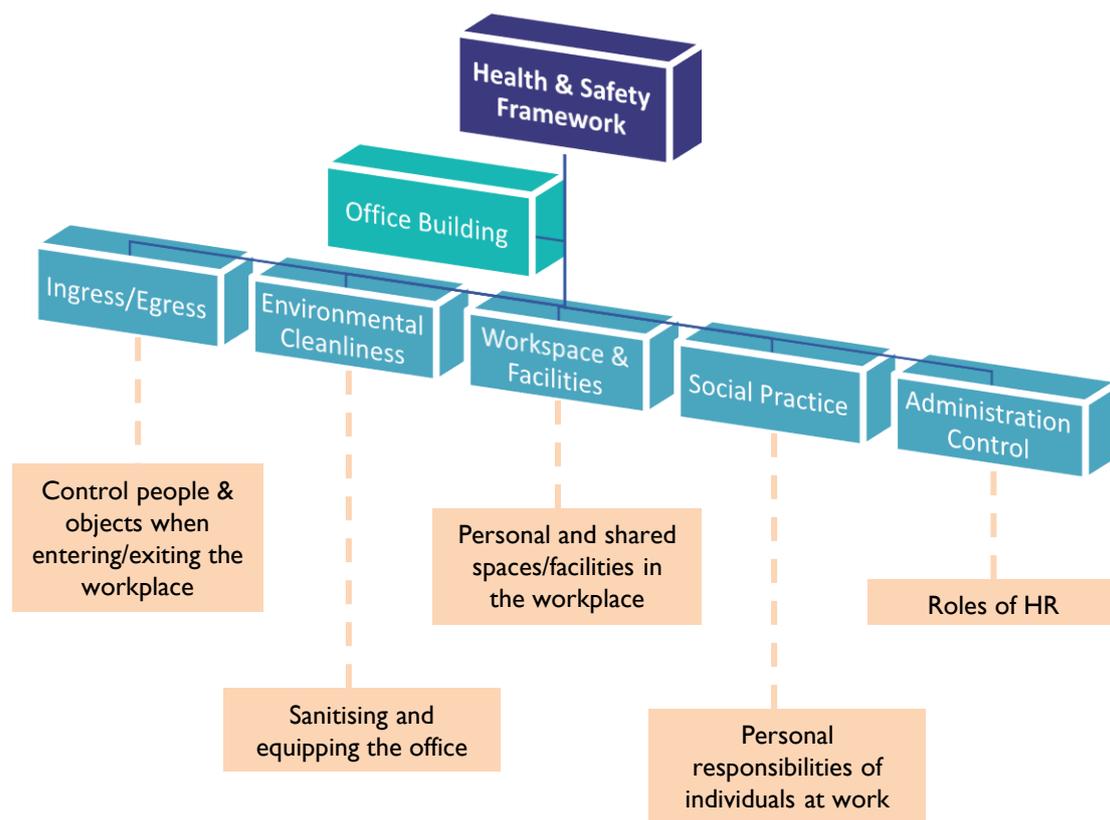
## BASIC PROTECTIVE MEASURES AGAINST COVID-19

### C. HEALTH & SAFETY FRAMEWORK

The following guidance contains the suggested safety measures and practices for **quick and immediate action at the workplace** upon the lifting of the Movement Control Order that took effect from 18<sup>th</sup> Mac 2020 – 14<sup>th</sup> April 2020 (now extended to 12<sup>th</sup> May 2020) to **ensure staff and visitor safety and wellness** as well as to **minimise risk of infection or spreading of the Coronavirus**. It is also aimed at preparing workplaces for start-stop work cycles as a result of future developments in the current pandemic.

*Risk level of a workplace can be assessed based on identified key attributes. According to OSHA's Occupational Risk Pyramid which classifies the exposure risk levels of a workplace, offices and workplaces other than those related to the medical field are categorised as Medium Exposure - Lower Exposure Risk jobs.*

This guide is divided into 5 aspects of the workplace for ease of implementation:

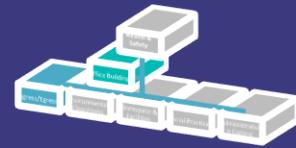


*This document is a compilation of key points from various COVID-19 Post-Lockdown guidelines and Preparedness Plans at the national, regional and municipal level which are made available online. It should be read and put into practice as soon as the MCO restrictions are lifted.*

*For additional details and further reading, users may visit the links listed on page 24.*

## D. OFFICE BUILDINGS

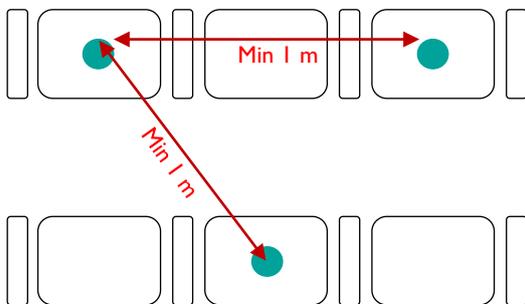
### INGRESS / EGRESS



- Consider limiting entry/exit points in your building for easy monitoring and control;
- Set up a station at each entry/exit point with a trained staff for health screening and registration of all persons coming in and out of the building;

#### 1 Screening at Points of Entry

- Screen every person entering the premise for symptoms & log details such as:
  - Fever (Avg temp for fever: >37.5°)
  - Cough/sore throat/difficulty breathing
  - Any recent travel and exposure to COVID-19 positive patients
- Register their contact details and their date/time visit for future references and to ease contact tracing;
- Employees should be screened daily for symptoms;
- Employees displaying symptoms should not be allowed in;
- Visitors displaying symptoms should not be allowed in – immediately notify their contact person in the company;
- Reception areas should have limited seats and organized so there is at least 1 m between seats:



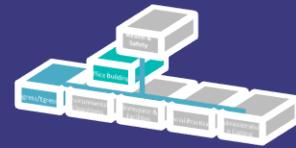
Example of physical distancing markers for seating in reception areas.



A temperature screening station at One Raffles Place Office Towers, Singapore (Image source: Jeremy Long)

## D. OFFICE BUILDINGS

### INGRESS / EGRESS



#### 2 Handling Package Deliveries

- Packages/food delivery must be put on the doorstep or in a designated holding area/room (e.g. a table by the entrance) for contactless delivery;
- Avoid handwritten or e-signatures, use other contactless methods of verification;
- Make alcohol-based hand sanitisers available for workers (and delivery persons) after physically handling deliveries;
- Receivers should wash their hands after receiving and opening the parcel;
- Regular cleaning and disinfection of the holding room/area should be carried out, if necessary more than once daily.

##### 1. Small parcels, letters and documents

- Any packages received – if not urgent – should be held in a designated holding area/room for at least 8 hours before opening;
- If urgent, the package should be cleaned and disinfected before handling;
- Official letters/documents are encouraged to be e-mailed or faxed in. Hard copies should be avoided.

##### 2. Food deliveries

- Encourage cashless payments via app/online transactions;
- Only the intended recipient should handle the food delivered;
- Keep a record of the restaurant, date and time of delivery;
- Avoid eating the food at common areas to avoid exposure for risk of cross-contamination.

#### How long COVID-19 can live on common surfaces\*

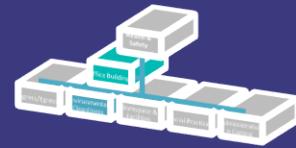
SURFACE	LIFESPAN OF COVID-19
 Air	3 hours 
 Copper	4 hours 
 Cardboard	24 hours 
 Stainless Steel	2–3 days 
 Polypropylene plastic	3 days 

\*At 69.8 to 73.4°F (21 to 23 °C) and 40% relative humidity

Source: New England Journal of Medicine

## D. OFFICE BUILDINGS

### ENVIRONMENTAL CLEANLINESS



#### 1 Sanitiser Stations

- Put sanitizing hand rub dispensers (with at least 60% alcohol content) in visible places and common areas around the workplace such as:
  - Entrance/exits
  - Desk/office area
  - Printing or stationery room
  - Waiting area/lounge
  - Meeting rooms
- Make sure these dispensers are regularly refilled in addition to the availability of adequate hand soap and paper towels at available sinks.

#### 2 Signage & Posters

- Signage should display restricted areas and specifically designated rooms to control entry and movement at the workplace;



*A physical distancing sign on the floor of a post office in Penarth, Wales*



Source: Stu Forster/Getty Image



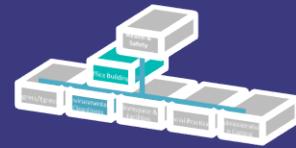
Poster source: MOH

(<http://www.moh.gov.my/index.php/pages/view/2019-ncov-wuhan-infografik>) to download ready-to-print posters.

- Place visual markers to remind building occupants on physical distancing practices and parameters;
- Display posters about personal hygiene and social behaviour, such as handwashing, avoiding contact and cross-contamination etc. as reminders to staff and visitors (use graphics and images rather than text for easier understanding)

## D. OFFICE BUILDINGS

### ENVIRONMENTAL CLEANLINESS



#### 3 Cleaning & Disinfecting surfaces

##### How to Make Your Own Bleach Solution to Clean Surfaces

<b>1</b> Wear clothes & shoes you don't mind spilling on, pin your hair back, & wear rubber gloves 	<b>2</b> Mix 1 cup of bleach with 5 gallons of water 	<b>3</b> Carefully pour the bleach into the container first, then add the water 
<b>4</b> Increase the amounts of bleach & water proportionally to make a larger amount of disinfectant solution 	<b>5</b> Place the lid tightly on the container & gently shake it back and forth a few times to mix 	<b>6</b> Never add any other ingredient to the bleach solution 

**verywell**

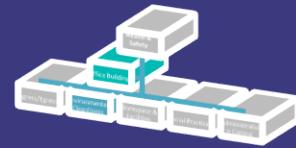
##### DIY Bleach solution for disinfecting non-porous surfaces

Source: Very well health (<https://www.verywellhealth.com/make-your-own-disinfectant-solution-998274>)

- In the above infographic, 1 cup of bleach with 5 gallons of water = 1 part bleach with 80 parts of water. The WHO recommends a 1:100 bleach solution for disinfecting surfaces (read more on <https://www.who.int/ihr/publications/Annex7.pdf>)
- Practice routine cleaning and disinfecting of frequently touched surfaces (frequency suggested: 3 times a day).
- Frequently touched surfaces include but are not limited to:
  - Tables
  - Light switches
  - Desks
  - Doorknobs
  - Faucets, sinks etc.
  - Common PC
- Wear disposable gloves when cleaning & disinfecting surfaces – if reusable gloves are used, they should be dedicated for cleaning and disinfection of surfaces for COVID-19 and not for any other purposes (e.g. taking out trash);
- Ensure the kind of cleaning solution/disinfectant used is not expired and is appropriate for the type of surface it is used on;
- If surfaces are visibly dirty, clean with detergent or soap and water first before disinfection. For disinfection, use certified disinfectants/diluted household bleach solutions/alcohol solutions with 70% alcohol;
- For soft (porous) surfaces such as carpeted floor, rugs and curtains, wash with appropriate cleaners to remove possible contamination;
- Send items to be laundered whenever possible;
- Provide sufficient instruction and supplies to cleaning staff for actions above.

## D. OFFICE BUILDINGS

### ENVIRONMENTAL CLEANLINESS



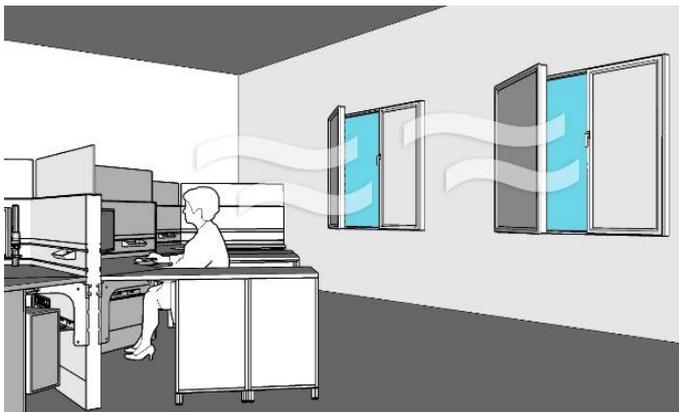
#### 4 Waste Management

- Provide no-touch closed lid bins to prevent virus from spreading;
- All bins should be lined and replaced daily.



*Foot operated lid bins will help avoid users from dirtying their hands when throwing trash.*

#### 5 Air Ventilation & Humidity



- Keep the workplace well-ventilated;
- Increase air supply and exhaust ventilation – try to supply as much outside air as possible – simply open windows to let in outdoor air;
- Ventilating with outdoor air is vital to diluting airborne contaminants and decreasing disease transmission rates;
- Keep the humidity level between 35% to 55% to reduce transmission of viruses. To this effect consider installing portable humidifiers throughout the office;
- For buildings with mechanical ventilation, extended operation times are recommended – consider keeping the ventilation system operating at all times (24/7) with lower ventilation rates when space is empty;
- If employee numbers reduce, do not place remaining staff into smaller areas – let them spread out to avoid excessive proximity;

## D. OFFICE BUILDINGS

### ENVIRONMENTAL CLEANLINESS



#### 6 Door handles & knobs and lifts

- Regular cleaning and disinfection should be carried out on all door handles, inside and out including lift buttons;
- Where possible, replace (or add) doorknobs/handles with foot handles (or elbow handles) as shown below;



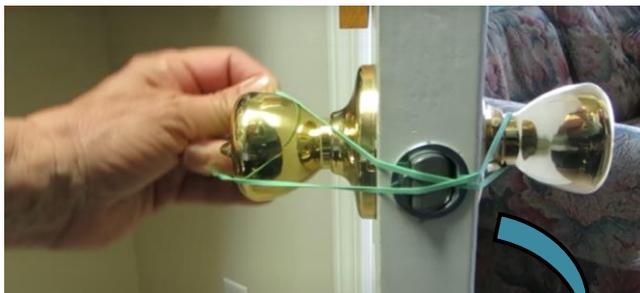
*Prefab elbow handles easily installed at door levers for contactless access.*

Source: Materialise. Download the design here:  
(<https://www.materialise.com/en/hands-free-door-opener>)



*Foot operated door opener installed at foot of doors for contactless access.*

Source: StepnPull  
(<https://www.stepnpull.com/>)

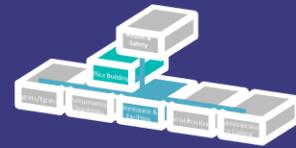


*Fix a rubber band between both knobs to temporarily disable door latches*

- If your building security system already uses a magnetic lock and card access system, disable the use of door handles/knobs temporarily and adopt simple solutions, such as using tape/a rubber band, to keep doors from closing;
- Be mindful of fire safety requirements when keeping doors or dividers open for circulation.

## D. OFFICE BUILDINGS

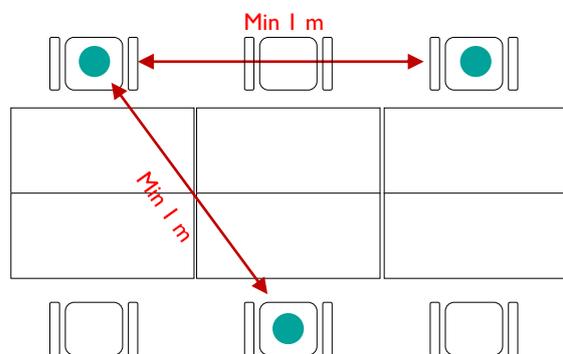
### WORKSPACE & FACILITIES



- If your office area / workspace is not large enough to implement physical distancing between desks, consider expanding the office space to unconventional areas such as walkways, unused meeting rooms, etc.;
- As an alternative, consider a rotating schedule with staff working both remotely and in the office to avoid excessive crowding of office spaces.

#### 1 Desk space distancing

- Unless staff is wearing face mask, keep physical workspaces at least 1 meter apart by:
  - i. Keeping one desk empty between staff members, or
  - ii. Moving tables further apart.



- In flexible working spaces/co-working spaces, avoid constantly changing workspaces – or if needed, always disinfect your workspace before and after using it including:
  - Desks and tabletops;
  - Chairs/armrests;
  - Filing cabinets
  - Keyboards and computer monitors;
  - Any shared stationery used such as staplers, paper hole puncher, files etc..

#### 2 Sidewalk/5-foot ways/Stairs/Lifts

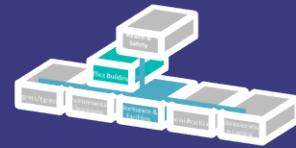
- Regular cleaning and disinfection should be carried out along the sidewalk/5-foot ways and common areas – including hand & balcony railings;
- Practice the 1 meter physical distancing gap when walking/passing by others;
- Avoid crowding narrow spaces (e.g. lift) or walkways by taking turns and allowing others to pass first;
- Mark the floor inside lifts to keep sufficient distance between occupants;
- Increase safety monitoring to ensure compliance.



Sawanpacharak Hospital, Thailand.

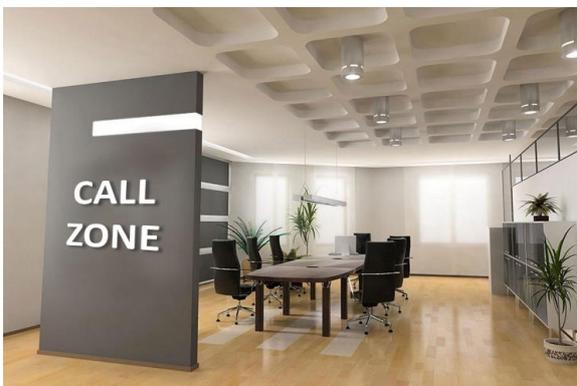
## D. OFFICE BUILDINGS

### WORKSPACE & FACILITIES



#### 3 Telecommunication/Internet

- To encourage contactless meetings and discussions, ensure the workplace has adequate and accessible high-speed internet for staff and visitors to use;
- Ensure network coverage is adequate for phone calls or if unstable, help identify areas at your workplace with clear network;
- Allow and encourage conference calls or virtual meetings by:
  - i. Provide conference call corners/rooms for privacy and to avoid disturbing co-workers during calls;
  - ii. Provide earphones & microphone sets for staff to use (avoid sharing or always disinfect before and after use);
- Remember to always sanitize the company telephone or any other shared appliances – encourage phone calls using personal mobile phone;
- To avoid unnecessary sharing of equipment, install utilities such as wireless printing.



Soundproof pods.

Source: toff (<https://www.toff.ltd/faram/bubble/>)



Encourage teleconference calls using headsets and webcams or smartphones.



## D. OFFICE BUILDINGS

### WORKSPACE & FACILITIES



#### 4 Meeting Rooms

- Ensure that employees hold face-to-face meetings with internal and external parties only if necessary;
- Keep meetings short and limited to 5-8 attendees (depending on room size);
- Provide audio-visual and teleconferencing equipment in meeting rooms for virtual conferences with external parties;
- Create an e-log book to record each meeting space/room with date, time, meeting purpose as well as names and contact details of all participants;
- Increase physical space between attendees in the meeting room if standing (at least 1m apart);
- Remove excess chairs in meeting/conference rooms to allow space for physical distancing;
- If your workplace does not have storage facilities for the excess chairs or if the seating is fixed to the floor, tape off/mark alternate chairs to give 1 meter spacing between seats;
- Ensure the room is cleaned and disinfected after each meeting;
- Keep the room clean and well-ventilated;
- Encourage short open-air meetings (i.e. courtyard or garden) where distancing is easier or at a place separated from colleagues to reduce risk of transmission.

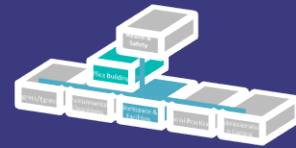


#### 5 Event Rooms / Congregation Space

- Avoid, or reduce the frequency of large gatherings (e.g. social events) and limit the number of attendees per gathering;
- Arrange seating in event spaces to ensure that attendees are at least 1m apart;
- Carry out cleaning and disinfection of the space and furniture after each event;
- Open windows and doors whenever possible to ensure the venue is well-ventilated;
- Retain the names and contact details of all participants;
- Encourage contactless registration system such as via mobile apps.

## D. OFFICE BUILDINGS

### WORKSPACE & FACILITIES



#### 6 Pantry/Cafeteria



- Avoid sharing utensils, food and snacks – bring your own from home;
- Always clean and disinfect frequently touched surfaces such as countertops, cabinet handles, refrigerators, drawers etc.
- Keep shared amenities clean such as microwaves, refrigerators, washing facilities;
- Mark tables/chairs and floor for queuing at cafeteria/common eating areas to practice physical distancing during lunch hours or breaks.

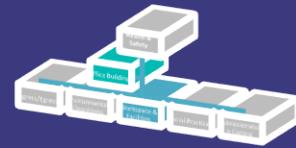
#### 7 Washroom & Washing Facilities



- Suitable and sufficient washing facilities, including showers (if required) should be provided or made available at readily accessible places;
  - Washing facilities must include:
    - i. A steady supply of clean water;
    - ii. Hand soap;
    - iii. Disposable paper towels or other suitable means of drying;
  - If possible, switch faucet handles from screw types to hands-free or swinging lever designs for contactless accessibility;
- Rooms containing washing facilities must be sufficiently ventilated and lit;
  - Keep washing facilities and drains regularly maintained;
  - Put up simple attractive diagrams at each washing facilities as reminders on proper hand-washing techniques.

## D. OFFICE BUILDINGS

### WORKSPACE & FACILITIES



#### 8 Toilet Enhancements

##### 1. Facilities and Etiquette

- Provide proper washing facilities such as water pipes or bidets and sufficient toilet paper, paper towels or other means of hand drying;
- If possible, provide disposable toilet seat liners;
- Provide no-touch closed lid bins for trash disposal that are lined and replaced frequently;
- Use clean paper towel when flushing or touching faucet to avoid contact;
- Encourage users to close the toilet lid before flushing to avoid toilet plume effect;
- Wait 1-2 minutes before using the toilet after someone else has finished;
- Always wash your hands before leaving the toilet – be mindful of personal hygiene!

##### 2. Air ventilation

- Toilets should have 24/7 exhaust ventilation systems to facilitate air dispersal and avoid fecal-oral transmission;
- If there is no mechanical ventilation system, open windows into open air to boost ventilation;
- However, if there is risk for cross-contamination due to airflow from toilet to other rooms when opening a window (e.g. toilet window opens to an enclosed fire staircase) then it is best to open windows in these other spaces also to achieve cross ventilation. If cross-ventilation cannot be achieved, keep toilet windows and doors shut.

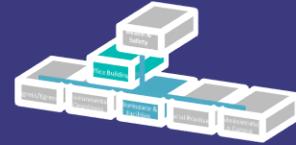
##### 3. Separation and Physical Distancing

- If possible, separate toilet facilities between staff and visitors;
- For heavily-used toilets, mark the floor to keep 1m distances for queuing.



## D. OFFICE BUILDINGS

### WORKSPACE & FACILITIES



#### 9 Printing/Stationery room

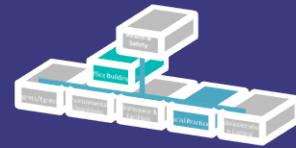
- Avoid crowding the printing room – take turns to use if necessary;
- Put up reminders for employees to always clean and disinfect machines/tools/stationery used or borrowed before returning them to the room;
- Provide hand sanitizers in the room (with 60% alcohol content) as it dries faster;
- Regularly clean and disinfect the room and frequently touched surfaces such as working tables and equipment;
- Keep the room well-ventilated and orderly for ease of cleaning.

#### 10 Surau/Prayer room/Nursing room/Rest area

- Stagger prayer breaks among staff and limit no. of occupants in the prayer room at any time to avoid overcrowding;
- Avoid sharing prayer mats, prayers beads and other relevant items;
- Practice physical distancing during prayers and breaks;
- Avoid assembling in large groups – *Jama'ah* prayers (Muslim congregational prayers) are not encouraged for the time being;
- Ensure availability of hand soap at washing facilities as well as sanitizers and disinfectants for staff to use;
- Always clean and disinfect frequently touched surfaces such as tabletops, cabinet handles, drawers, etc. as well as shared amenities such as refrigerators, sinks etc.;
- Keep the room well-ventilated and orderly for ease of cleaning.

## D. OFFICE BUILDINGS

### SOCIAL PRACTICE



- It is the responsibility of the employee as an individual to be aware and adhere to guidelines provided by the company and/or your employer;
- Below are a number of suggested steps to reduce the risk of transmission and to prepare yourself for working remotely if needed;

#### 1 Physical Distancing

- Physical distancing is to maintain space between yourself and other people.
- To practice this:
  - i. Stay at least 1 – 2 meters from others;
  - ii. Do not gather in groups;
  - iii. Avoid large gatherings;
  - iv. Avoid congregating in work and common areas i.e. workspace, pantries, office lounge, lifts, and prayer rooms;
  - v. Encourage no handshaking policy and any other physical contact;
  - vi. Be conscious of keeping your distance especially during breaks;
- Be considerate of your colleagues – avoid inviting third parties to the office and encourage virtual meetings.

#### 2 Personal Hygiene

- Observe good personal hygiene at all times;
- Regularly wash hands with soap and water or use hand sanitizer;
- Avoid touching eyes, nose and mouth;
- Regularly wear clean clothes – avoid recycling same pieces of clothing for days without cleaning them (e.g. jackets, coats, scarves)
- Limit personal accessories/jewelry;
- Regularly clean and sanitize your personal electronics (mobile phones, tablets, laptops, etc.);
- Wear a face covering if you are within 1 m distance of anyone else to protect yourself and others. The type of face covering used offer different levels of protection and benefits – but any kind of face covering is better than none;



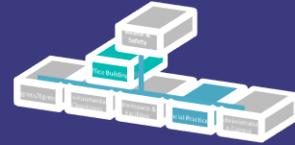
*DIY cloth face covering.*

Source: cnet ([cnet.com/how-to/make-a-coronavirus-face-mask-or-covering-at-home-what-to-know/](https://www.cnet.com/how-to/make-a-coronavirus-face-mask-or-covering-at-home-what-to-know/))

- Reusable masks are typically more affordable and environmentally-friendly in the long run but must be properly cleaned after each use. They may also be designed for better comfort when wearing for long periods of time.

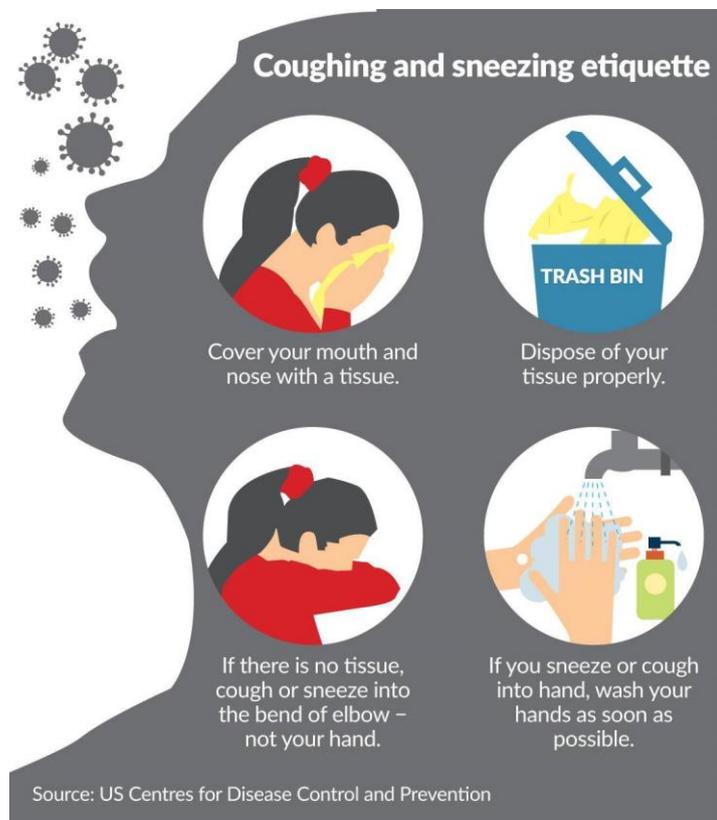
## D. OFFICE BUILDINGS

### SOCIAL PRACTICE



#### 3 Respiratory Etiquette

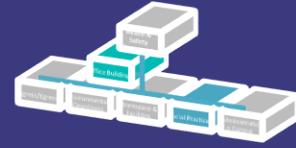
- As COVID-19 is a respiratory disease that can be spread through droplets, follow these rules in case you are asymptomatic:
  - i. Cover nose and mouth with a tissue when sneezing or coughing – immediately dispose of the used tissue in a closed-lid bin;
  - ii. If no tissue is available, sneeze or cough into your upper sleeve or elbow instead of hands;
  - iii. Wash/sanitize hands immediately;
  - iv. Maintain distance (at least 1 meter) between yourself and others or go out if you need to cough or sneeze;
  - v. Wear a mask if you are constantly sneezing/coughing (e.g. due to allergies) or ask to leave work;
  - vi. Avoid using personal, non-disposable handkerchiefs;



Source: [US Centres for Disease Control and Prevention \(CDC\)](#)

## D. OFFICE BUILDINGS

### SOCIAL PRACTICE



#### 4 Be a Digital Nomad



- Digital nomads are people who use telecommunication technologies to earn a living and often work remotely;
- Embrace the use of technology for working and communicating – keep all your notes, minutes and documents in digital format;
- Collaborate virtually whenever possible using purpose-made apps and software available today.



Microsoft Teams

Skype for Business



#### 5 Paperwork & Filing System

- Immediately digitize all your paperwork/important documents by using a scanner or taking photographs if possible;
- Make copies of important documents that cannot be taken out of the office;
- Make a habit of using digital working copies for work from now on – do not rely solely on printed material or hard copies;
- Back-up all files online in a cloud system and/or use a designated portable hard disk;
- Learn to use online sharing software or platforms to share documents with your colleagues/partners;
- Prepare a large box/container (properly labelled!) next to your workspace to keep and file important hardcopy documents or other essentials/materials. **This will keep your filing organized and easy to move should another MCO be announced at the last minute.**

Dropbox

monday.com

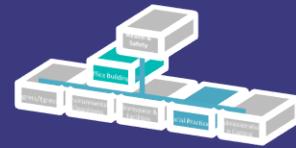


OneDrive



## D. OFFICE BUILDINGS

### SOCIAL PRACTICE



#### 6 Keep Each Other Protected

- Remind each other on these good practices;
- Be supportive of your colleague!
  - i. Assist them if they are unfamiliar with certain technologies or softwares;
  - ii. Be understanding on their situations – learn to work together remotely;
  - iii. Be accommodating when working with others, find out what works best for all parties to complete the task at hand;
- Help HR monitor the workspace – notify them if you are aware of bad practices or suspect possible cases.



Image source: Vector stock

## D. OFFICE BUILDINGS

### ADMINISTRATION CONTROL



- Administration control refers to what the HR department/PIC can do for its employees to prepare for and mitigate the effects of the COVID-19 pandemic.

#### 1 COVID-19 Response Plan

- Building managers/HR should prepare a response plan that can be put into action immediately should an employee/visitor develops symptoms – ensure each employee is informed and has a copy of the plan;
- Communicate to employees about cases of COVID-19 to keep the office informed and calm, without necessarily revealing personal information;
- Regularly advise and remind employees about preventive methods, hygiene and the implemented guidelines applicable to the workplace;
- Provide training (if needed) on physical distancing, proper hand hygiene, use of masks etc.;
- Encourage all employees to download and register the MySejahtera and MyTrace App for latest COVID-19 information and to facilitate contact tracing;
- Consider obtaining travel declaration from employees on travel history.

#### 2 Contingency Plan

- Should the company be advised to limit/reduce working capacity for a few months post-MCO, a contingency plan should be prepared for:

##### 1. Human Resource



- Consider rotating staff schedules to avoid overcrowding the office;
- Build a company workplan to organize employees – separate those that are essentials and need to be physically present from those that can carry out work from home or other remote locations;
- Identify all vulnerable employees based on medical records – take extra precaution by allowing them to work remotely if possible or if working at the office, to allocate a separate workspace for them for extra safety.

##### 2. Building Resource



- Budget for rent and utility bills such as water and electricity even if the office is closed (e.g. if another MCO is imposed);



- Inform early on any external parties involved in building maintenance such as technicians, gardeners or cleaners of contingency plan early on;



- Have a security plan in place for periods of MCO and protocols for staff that need to stop by the office;

## D. OFFICE BUILDINGS

### ADMINISTRATION CONTROL



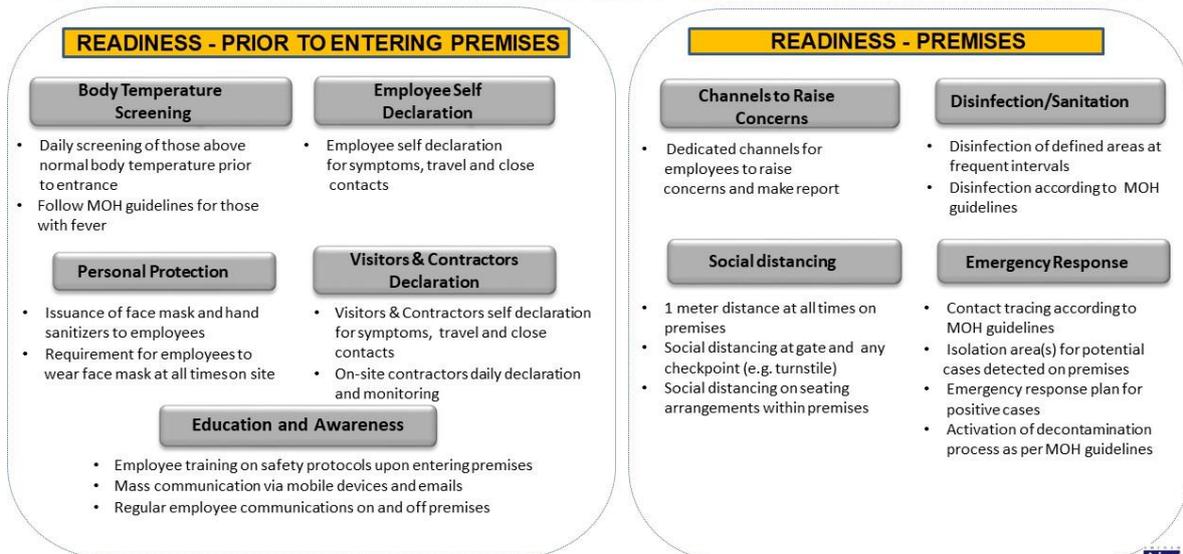
- Example of a COVID-19 Response Plan:

### COVID-19 PREVENTION: ELECTRIC & ELECTRONIC INDUSTRY



Source: The Malaysian Americans Electronics Industry (MAEI) and Intel

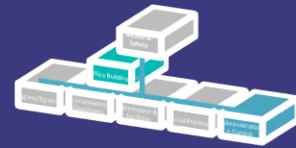
### COVID-19 PREVENTION: ELECTRIC & ELECTRONIC INDUSTRY



Source: The Malaysian Americans Electronics Industry (MAEI) and Intel

## D. OFFICE BUILDINGS

### ADMINISTRATION CONTROL



#### 3 Software & Apps

- Invest in business/professional versions of file sharing and teleconferencing software or other relevant applications for the company;
- Ensure there is sufficient digital storage space for the company's files and assets – avoid relying solely on localized physical servers);
- Provide training to staff on any newly introduced software or online applications that may be essential for remote working;
- Ensure that company files are well protected using firewalls, anti-virus software etc.;
- Inform staff on online/digital file-sharing protocols;

#### 4 Daily Records

- Prepare a central e-system to record all meetings, visitors, leaves and travels that is accessible to all staffs;
- Monitor sick leave and absenteeism among employees – check up on staff regularly;

#### 5 Provide Support

- Foster open communication to achieve a respectful and well-informed work environment;
- Conduct mental health checks among employees from time-to-time and have appropriate measures ready to help them reduce stress;
- Budget a compensation fee/paid leave for employees that are unable to work due to COVID-19 or MCO;

#### 6 Isolation room / area

- Should someone become ill with suspected COVID-19 during working hours at the workplace:
  - i. The ill person should be placed in a designated isolation room or area where they can be comfortably separated from others;
  - ii. Contact the nearest District Health Office or hospital for further instructions.

## BASIC PROTECTIVE MEASURES AGAINST COVID-19

### E. REFERENCES

- [https://www.csuchico.edu/coronavirus/\\_assets/documents/social-distancing.shtml](https://www.csuchico.edu/coronavirus/_assets/documents/social-distancing.shtml)
- [https://www.moh.gov.my/moh/resources/Penerbitan/Garis%20Panduan/COVID19/Annex\\_25\\_COVID\\_guide\\_for\\_workplaces\\_22032020.pdf](https://www.moh.gov.my/moh/resources/Penerbitan/Garis%20Panduan/COVID19/Annex_25_COVID_guide_for_workplaces_22032020.pdf)
- [http://www.moh.gov.my/moh/resources/Penerbitan/Garis%20Panduan/COVID19/Annex\\_26\\_COVID\\_guide\\_for\\_Social\\_Distancing\\_24032020.pdf](http://www.moh.gov.my/moh/resources/Penerbitan/Garis%20Panduan/COVID19/Annex_26_COVID_guide_for_Social_Distancing_24032020.pdf)
- <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/disinfecting-your-home.html>
- <https://www.connexionfrance.com/French-news/Advice-for-receiving-parcels-during-Covid-19-crisis>
- <https://www.straitstimes.com/business/companies-markets/companies-complying-with-social-distancing-guidelines>
- <https://www.cibsejournal.com/technical/preventing-covid-19-spreading-in-buildings/>
- <https://centerforactivedesign.org/5-ways-to-optimize-buildings>
- [https://www.who.int/docs/default-source/coronaviruse/getting-workplace-ready-for-covid-19.pdf?sfvrsn=359a81e7\\_6](https://www.who.int/docs/default-source/coronaviruse/getting-workplace-ready-for-covid-19.pdf?sfvrsn=359a81e7_6)
- <https://www.ashrae.org/news/ashraejournal/guidance-for-building-operations-during-the-covid-19-pandemic>
- <https://www.osha.gov/Publications/OSHA3990.pdf>
- <https://www.bernama.com/en/features/news.php?id=1825080>
- <https://qz.com/1836247/social-distancing-markers-from-around-the-world/>
- <https://www.canr.msu.edu/news/covid-19-disinfecting-with-bleach>
- <https://www.who.int/ihr/publications/Annex7.pdf>
- <https://www.cnet.com/how-to/make-a-coronavirus-face-mask-or-covering-at-home-what-to-know/>

## BASIC PROTECTIVE MEASURES AGAINST COVID-19

### F. HOTLINES

For questions on **COVID-19**:

- **CRISIS PREPAREDNESS AND RESPONSE CENTRE (CPRC) KEBANGSAAN KKM**

<b>HOTLINE</b>	03 -8881 0200 / 03-8881 0600 / 03-8881 0700 (Available from 8.00 am – 5.00 pm)
<b>or/atau Whatsapp</b>	010-9699435 / 010-8608949 / 013-9279454 / 013-9360454

To speak to a **KKM doctor online** for suspected **COVID-19** symptoms:

<a href="https://www.doctoroncall.com.my/coronavirus">https://www.doctoroncall.com.my/coronavirus</a> (service available from 8.30 am – 5.00 pm everyday)
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For assistance on **social issues or mental health**:

- **TALIAN KASIH – ADUAN KRISIS MASYARAKAT (KEMENTERIAN PEMBANGUNAN WANITA, KELUARGA DAN MASYARAKAT)**

<b>HOTLINE</b>	15999 (AVAILABLE 24 HOURS)
<b>or/atau Whatsapp</b>	019-2615999

- **TALIAN SOKONGAN PSIKOSOSIAL COVID-19 (MERCY MALAYSIA)**

<b>HOTLINE</b>	011-6399 6482 / 011-6399 4236 / 03-2935 9935 (Available 8.00 am – 5.00 pm)
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For questions on **human resource issues** due to COVID-19:

- **JABATAN TENAGA KERJA SEMENANJUNG MALAYSIA (JTKSM)**

<b>HOTLINE</b>	03-8889 2359 / 03-8886 2409 / 03-8890 3404
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To enquire on **financial assistance** for **COVID-19 positive working individuals**:

- **BANTUAN KHAS COVID-19 (AGENSI PENGURUSAN BENCANA NEGARA – NADMA)**

<b>HOTLINE</b>	03-8064 2400 (AVAILABLE 24 HOURS) / 03-8870 4800
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For **Emergency situations**:

- **MALAYSIAN EMERGENCY RESPONSE SERVICES (MERS)**

Fire & Rescue Dept., Police, Civil Defence Dept., Hospital, Maritime Enforcement Agency	999 or/atau 112
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