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OPERATING IN OFFICE DURING DISEASE OUTBREAK

LHR-SOP-02

Revision No: 00

REVISION HISTORY

REV NO	DATE	DESCRIPTION	REVISED BY	APPROVED BY
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APPROVAL

	DESIGNATION	SIGNATURE	DATE
Reviewed By:	QMR		27 May 2020
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1.0 OBJECTIVE

The purpose of this procedure is to outline systematic and detail instructions, assigning responsibilities for the implementation of the Standard Operating Procedures for operating in office during disease outbreak.

This procedure includes the measures LUFTER takes to mitigate the spread of any diseases declared as pandemic such as Coronavirus. This procedure is susceptible to changes with the introduction of updated or additional governmental guidelines at the time.

2.0 SCOPE

This procedure applies to all employees who physically works in Office.

3.0 RESPONSIBILITIES

- 3.1 Senior Management shall keep abreast of the latest government updates, official nationally published policies, procedures and guidelines for all relevant and necessary applications. Senior management is also responsible to review these policies, procedures and guidelines to adopt compulsory, relevant and practical procedures as the company procedure.
- 3.2 All managers are responsible to implement and enforce the procedure and maintains the required records.
- 3.3 All managers shall train the employee(s) assigned for tasks understood the tasks fully, and are equipped with all necessary resources such as procedure of screening body temperature, logbook, stationaries, PPE.
- 3.4 Human Resource Department is responsible to carry out the procedures and maintain records related to employee's health, office and company vehicle sanitation and sterilization.
- 3.5 Purchasing Department is responsible to estimate projected usage of personnel protective equipment (PPE) and related material, negotiate competitive pricing for bulk purchase, allocate storage and ensure uninterrupted supply.
- 3.6 All employees are responsible to understand the procedures, carry out the implemented procedures in office and report to direct superior and Human Resource Department should they develop any signs or symptoms of the disease.

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4.0 REFERENCE

1. Kementerian Perdagangan Antarabangsa Dan Industri. 2020. Prosedur Operasi Standard Am Dan Garis Panduan Am Kebenaran Beroperasi Serta Pergerakan Pekerja Bagi Syarikat-Syarikat Dalam Tempoh Perintah Kawalan Pergerakan.
2. Kementerian Perdagangan Antarabangsa Dan Industri. 2020. Prosedur Operasi Standard Am Dan Garis Panduan Am Kebenaran Beroperasi Serta Pergerakan Pekerja Bagi Projek Pembinaan Dalam Tempoh Perintah Kawalan Pergerakan (Dokumen 1)
3. Kementerian Perdagangan Antarabangsa Dan Industri. 2020. Garis Panduan Amalan Langkah Pencegahan Covid-19 Di Tapak Bina (Dokumen 2)
4. Perkeso 2020. Garis Panduan Pelaksanaan Program Saringan Prihatin (PSP) Perkeso Fasa Pertama.
5. Ministry of Health. Annex 25. Garis Panduan Pengurusan COVID-19 di Malaysia No.5/2020. Covid-19: Management Guidelines for Workplaces.
6. Ministry of Health. Annex 36. Garis Panduan Pengurusan COVID-19 di Malaysia No.5/2020. Garis Panduan Pembersihan Dan Disinfeksi Di Tempat Awam.

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5.0 PROCEDURE

5.1 Disease Screening

- a) Upon receiving approval to operate during Movement Control Order, all employees who are allowed to work shall register with *Pertubuhan Keselamatan Sosial* (PERKESO) to apply for the disease screening.
- b) Once applied, employees shall make an appointment at the nearest SOCSO paneled clinic for disease screening. The results shall be communicated with direct superior and Human Resource as soon as it is released.
- c) If delay occurs during the application or results release from PERKESO, managers shall seek senior management's approval for staff screening at other centers.
- d) The screening result will be available online. A copy of the screening results shall be kept in respective personnel file by Human Resource.
- e) All employees should register themselves at *MySejahtera* App and complete the risk assessment. A copy of the results shall be kept in respective personnel file by Human Resource.
- f) Only employees under the list of approved employees to start work. The employee is allowed to enter office and/or assigned for disinfecting tasks if he or she
 - i. is free from any signs and symptoms;
 - ii. did not have close contact with any positive cases;
 - iii. did not travel to other countries with outbreak without self-quarantined for at least 14 days.
 - iv. Completed the health declaration form.

5.2 Personnel Protective Equipment (PPE) and related Material

- a) Purchasing Department shall determine the buffer levels of PPE such as 3-ply surgical masks, hand sanitizer, hand soap, disinfectant and wipes. The buffer level shall be determined from projected usage and lead time of the supplies.
- b) Purchasing Department shall check the level of Personnel Protective Equipment and related Material periodically, and order when the balance reaches buffer level.
- c) The items that shall be available at all times in office include:
 - i. 3-ply surgical masks
 - ii. Hand sanitizer
 - iii. Soap and detergents
 - iv. Gloves (if required)
 - v. Disinfectant for office and company vehicles
 - vi. Cleaning tools i.e. table cloths, mops, wipes
- d) In the event the supply is interrupted, all alternatives must be exhausted, and senior management must be notified immediately.

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5.3 Employees

- a) Human Resource department shall take necessary precaution moves of Covid-19 in office.
- b) Appointed person shall submit a compliance report daily to MITI or Department of Occupational Health and Safety (DOSH), if required.

Link- <https://notification.miti.gov.my/home>

- c) Human Resource Department is in charge of the following tasks:
 - i. Maintain the records of entry screenings
 - ii. Ensure signages and markings are available at all times
 - iii. Ensure all employees, cleaners and visitors wears PPEs
 - iv. Office disinfection and maintain the records
 - v. Report any positive COVID19 case to Ministry of Health
- d) He or she shall update employees whenever there're changes to the SOPs and requirements.
- e) The employees or visitors shall disinfect themselves with the disinfectants supplied at the entrance of the site and other office locations.
- f) Screening at entrances shall be conducted by whoever answers the door or expecting the visitor.
- g) All employees or visitors will be checked for
 - i. body temperature using a non-touch thermometer;
 - ii. symptoms
 These sign and symptoms (if any) are recorded, along with information such as full name and contact number, traveling history (for visitor), purpose of visit (for visitors). This record must be kept for a minimum of 3 months for reference.
- h) If the employee's body temperature is 37.5° Celsius or more, or has symptoms, he or she is not allowed to enter the office. Refer to Procedure 5.10 for Signs and Symptoms Detection.
- i) All managers to analyze if any employee has to be present at office for work, they can be assigned to work from home whenever possible. If possible, keep working hours to an absolute minimum, particularly for employees working in shared working space.
- j) Managers to ensure employees understand tasks assigned, manage resources efficiently and manage deadlines together with the employees. Human Resource to ensure all employees understand and acknowledge *Remote Working policy*.
- k) All project site employees are not allowed to enter office directly from sites unless they showered and are thoroughly disinfected.

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- l) Lunch hours of employees are allowed to be staggered over a few hours, whenever possible. No employee can eat within 1 meter from each other. Carpooling to have lunch together is not permitted.
- m) All employees or workers or visitors shall wear at least a 3-ply surgical masks at all times.

5.4 Office

- a) A copy of MITI letter and other required documents shall be available and visible at all times i.e. laminated copy displayed publicly.
- b) The office must be well ventilated with regular maintenance on air conditioning system and air purifiers.
- c) The following signages and markings shall be available at office at all times:
 - i. *Hand washing steps* where sinks are available
 - ii. *Sanitize hands* on each employee's table as a reminder
 - iii. *Wear Mask* at the entrance of the office
 - iv. *1- meter social distance marking* at all locations where crowds are usually present i.e. pantry area, waiting area.
- d) Posters and news regarding COVID19 may be shown at notice board as well, if permitted by senior management.
- e) All employees or visitors shall follow the directive signages and markings available.
- f) Employees are advised to close the toilet seat cover after using and before flushing, to reduce waste aerosol transmission. Door handles need to be disinfected by the person using the toilet when entering and leaving.
- g) The office shall be cleaned and disinfected daily after work ends. A record of cleaning and disinfection must be available and retained for at least 3 months from the first day of operation.
- h) Housekeeping shall be done daily after work by all employees
 - i. On own work stations to be free from clutter,
 - ii. To remove all wastes from own workstation and office
 Employee assigned to remove waste must don 3-ply surgical masks and wash hands with soap afterwards.

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5.5 Entry of Visitors

- Visitors are not encouraged during and even after the Movement Control Order (MCO). However, if there are specific requirements that are important, the visitor must obtain approval from relevant manager(s) before arriving at office. Drivers who transport equipment or material to office are considered visitors. Cleaners are also considered visitors.
- The visitor must declare and report their latest overseas travel history through *Health Declaration Form* and must obtain appointment to visit.
- Visitors upon arrival should disinfect themselves with the disinfectant provided, wear a 3-ply surgical masks and undergo a body temperature check at the site entrance by whoever answers the door for the visitor.
- If visitor's body temperature reading is 37.5° Celsius or more, or has symptoms, the visitor is not allowed to enter the premise and must be advised to visit a nearby Health Clinic. Refer to Procedure 5.10 for Signs and Symptoms Detection.
- A 3-ply surgical masks must be provided for every visitor on the office, if the visitor does not have one.
- The 'no-touch' policy must be adhered to and handshake between employees and visitors are not allowed at all.

5.6 Compulsory Disease Prevention Practices

- Avoid wearing jewelries on hands, keep fingernails short, do not use artificial nails or nail polish.
- Practice proper and regular hand washing techniques with soap and water of minimum 20 seconds whenever a sink is available.
- Wears 3-ply surgical mask with proper technique at all times. If mask is removed, wash hands with soap, and replaced with a new mask. Do not use the same mask when it's soiled or more than a day. Do not share mask with anyone.
- Cover mouth and nose with elbow when cough or sneeze. Wash hands straight after.
- Avoiding touching eyes, nose, or mouth with unwashed hands or gloves.
- "No touch" policy- no handshaking, hugging, high-five, or *bersalam* at all times.
- No sharing of personal use items such as prayer mat, stationaries, laptops.
- All hand towels are removed and replaced with dryer and single use wipes.
- Only accept mails and other posted items outside of office. Ensure all items are disinfected before bringing into the office.

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- j) Employees are encouraged to not socialize at the office, even in small groups, especially at arrival, lunch or when leaving. Instead, confine communication to work-related need.
- k) Analyze if any task can be carried out while practice social distancing. Practice social distancing whenever possible- no close contact (Less than 1 meter) with one another.
- l) No unnecessary gatherings such as birthday or farewell celebrations, lunch or dinner in a group are allowed. Meal and utensil sharing are not permitted.
- m) Office meetings are high risk events. All meetings are high encouraged to be teleconference based. If meetings cannot be avoided, then distance 1 meter from one another in a well-ventilated room.
- n) Upon reaching home, employees must head straight to the shower, soak their clothes worn to the work place in soap and water, before contact any housemate or family members living under the same roof.
- o) Any employee's application to travel for personal reasons can only be approved by Senior Management.
- p) If any employee or worker is feeling unwell, report immediately to direct superior and Human Resource, and seek medical attention at the nearest clinic.

5.7 Company Vehicle and Equipment

- a) Employees who travels in shared company vehicle must ensure that all company vehicles and equipment undergo a sanitation and disinfection process before and after use.
- b) Company vehicles are not allowed to travel to other locations besides assigned project site, office, main store and appointed hardware shop only. If additional location is required, approval from senior management is required.
- c) The employee will use their own tools. If there is a need to use other's tools or equipment, the employee will ensure they are cleaned and sanitized both before and after use.
- d) Project Assistant is responsible to ensure the equipment are cleaned and disinfected before and after use.

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5.8 Traveling and Commuting

- Employees are not allowed to carpool for work. If carpool cannot be avoided with strong justification, then it must be with the same group, reported to manager and Human Resource.
- If required, a copy of MITI approval letter, list of approved workers and I.C must always be in the possession of the employee at all times traveling to and from work. If the employee is assigned to travel out of state, ensure all registrations required are done i.e. *Gerakan Malaysia*.
- All employees must check-in using company's location tracking app to record all locations travelled on working days. This record can be retrieved from the location tracking system.
- If employee is required to travel overseas for work, ensure the employee(s) is not at high risk to develop COVID19.
- Employee shall always bring along 3-ply surgical masks and hand sanitizer for use.
- Upon returning from overseas traveling, observe the government's latest updates on quarantine and screening.

5.9 Signs and/ or Symptom Detection

- Any employee who experiences signs or symptoms of the disease at any point shall declare to direct superior and Human Resource. He/she must don a 3-ply surgical mask if he/she hasn't done so.
- He or she shall not be permitted to enter work- either the office or project site. Instead, he or she shall visit the nearest General Practitioner (GP) immediately.
- If the employee is requested by General Practitioner (GP) to screen for COVID19, he or she shall do so at the nearest clinic or hospital. The results shall be communicated with direct superior and Human Resource as soon as it is released (48 hours later).
- The employee shall self-quarantine at home from the moment they present with signs or symptoms until they receive the screening results.
- Any *Person under Investigation* or *Person under Surveillance* shall self-quarantine according to Ministry of Health requirement until advised by medical officer.

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5.10 Close Contact

- a) If any employee stays or worked closely with anyone who is tested positive, he or she shall report to manager and Human Resource Department immediately. He or she shall not be permitted to enter work- either the office or project site.
- b) The employee shall do perform COVID19 screening at the nearest clinic or hospital. The results shall be communicated with direct superior and Human Resource as soon as it is released (48 hours later).
- c) The employee shall self-quarantine at home from the moment they present with signs or symptoms until they receive the screening results.

5.11 Disease Detection & Emergency Response Plan

- a) If any employee contracted COVID19, manager and Human Resource Department shall be notified immediately.
- b) He or she shall not be permitted to enter work- either to the office or project site. The affected employee should follow the *Ministry of Health* guidelines and seek immediate medical attention at Hospital Sungai Buloh.
- c) Human Resource and manager shall extract all the employee's movement records and alert all person in-charge of the premise(s) where the employee visited.
- d) Any employee who has close contact with the affected employee may be required for COVID19 screening, and be isolated from other employees until screening results was released. The employee shall self-quarantine and work from home until they receive the screening results.
- d) The office shall be temporarily closed for sanitization and disinfection by disinfection specialists, which includes (and is not limited to); complete wipe down of all surface areas with disinfectants, and aerial misting with disinfectants. This will be done at all the locations where the affected employee visited.
- e) Human Resource department shall gather all the site employee's screening records, site disinfection records and follow up with government officer in-charge on date to resume operations at site.

5.12 Attachment

- Health Declaration Form