

Internal Guidelines Template for issuance by Entity HR

Situational Policy: COVID-19 [Novel Coronavirus]

IMPORTANT NOTICE:

This document is **CONFIDENTIAL** and is intended for **RESTRICTED** circulation only; The material herein is the property of the Government of Dubai and is intended solely to serve as a template for customisation and modification by the recipient, in the development of relevant policy guidelines or deployment of operational measures in the context of curtailing risks associated with COVID-19.

It is critical to note that [i] this template is structured as a baseline guide and is neither comprehensive in its coverage, nor is it mandatory for use by the recipient; [ii] all entities must consult with the relevant Government Health Authority for the most-to-date guidance and procedural protocols to be implemented.

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Date of Issuance: 15 March, 2020

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Mandatory measures to be followed with strict compliance across all business units/ departments and their employees to ensure diligent care and protection of all [entity name] people.

A: Preventative Measures to be taken By [ENTITY] Departments:

1. Hygiene standards across all locations:

- a. Refrain from using fingerprint attendance recording devices. Instead, use the Biometric Facial Scanner or any alternative system.
- b. Provide hand sanitisers with at least 70% alcohol in all workplaces [including but not limited to - lobby/receptions, offices, pantries/cafeteria, staff accommodation etc.] that are always available for employees and visitors.
- c. Use disposable cups, plates and utensils in meetings, pantries and cafeterias for personal or hospitality purposes - strictly minimise the use of reusable serving tools and cutlery items.
- d. Sterilise all offices frequently and to the standards prescribed by Dubai Health Authority (DHA) - including cleaning of work surfaces, devices, electronic equipment such as keyboards, mouse, computer screens, and printers.
- e. Sterilise all customer interaction/public receiving areas, elevators, escalators, ablution spaces, washrooms, prayer rooms etc. and maintain sanitisation frequency and quality, as per standards prescribed by DHA; also provide dispensers for hand sanitisers at the entrances of all these areas.
- f. Sterilise all company owned vehicles and provide hand sanitisers within them for regular use.
- g. Take incremental measures to minimise any risk of transmission - such as providing more specialised [higher grade] cleaning or sterilisation when needed at the workplace, in coordination with the relevant authorities.

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2. Proximity/contact minimisation within the office premises:

- a. Avoid large group/team meetings - applies to internal and external meetings; Hold digital meetings where possible through conference/video-calls - Skype, or any other ENTITY-approved telecommunication systems to ensure business continuity.
- b. Where meetings are unavoidable, especially with external parties, and for all third party [contract/in-sourced] staff working on site in ENTITY offices, document preliminary travel information from all individuals that have travelled overseas in the past 14-days, prior to permitting the relevant individuals access to the ENTITY office environment. This data is to be captured regularly and comprehensively by the relevant business unit.
- c. Postpone any staff trainings, employee off-sites and/or gatherings that congregate large groups [over 20 people].

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- d. Ensure readiness to apply a remote work system - pilot test it with small low-risk instances to ensure business continuity.
- e. Assess potential to grant 'remote work' permissions for staff with compromised immune systems - i.e. chronic heart/lung illnesses, pregnancies, or suffering from respiratory infection/sickness. Case by case review to be conducted by BU head with HR for sanction.
- f. Urge customers and suppliers to complete transactions through smart online or phone based channels - websites, e-commerce portals etc.

3. Risk minimisation and early detection within the office premises:

- a. Stop all business and/or training related employee travel - to any location. Unavoidable exceptions must strictly be based on special approval from CEO or authorised senior management.
- b. Apply precautionary measures for all frontline staff that interact with public and those on construction/ off-site locations - by carefully and frequently monitoring for virus-related symptoms. This includes but is not limited to receptionists, customer-care teams, cashiers, F&B and FM [engineering, housekeeping, security etc.], client project teams - both permanent employees and contract labour; Notify ENTITY Health & Safety point of contact [POC] in case of any anomalies for immediate attention and medical care.
- c. In the event of confirmed need for further testing / symptoms linked to COVID-19 post vitals being checked, immediately notify Government Health Authorities and follow all stipulated standard operating procedures to activate rapid action protocols.
- d. Require that all non-ENTITY personnel on-site - service companies, contract staff and contractors, vendors etc. - ensure and verify to their ENTITY POC that their employees [and guests where relevant] are free from any symptoms associated with COVID-19.
- e. If any symptoms appear on any third-party personnel - (i) ENTITY will [at its sole discretion] ask for the staff to leave the premises immediately any notify the employer; (ii) Notify landlord POC immediately of potential suspected case; (ii) and require that the employer notify the relevant government authorities in accordance for agile response.
- f. Employees who have travelled prior to this circular for any reason, must stay at home and work remotely after return for a period of 14 days [regardless of which destination they have visited], and ensure they are free of any symptoms associated with COVID-19. They are required to provide necessary medical certification following an examination by a qualified doctor, attesting to their safe health condition, prior to resuming office duty. This 14-day period will not be deducted from annual leave, and be the employee will receive full/normal pay noting that the individual will be required to perform all work-related duties from home during this time.
- g. The above point [3.e] also applies to employees that have resumed work prior to this circular, but are yet to complete the 14-day period of self-isolation. They should leave work immediately until

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completion of this period. All line managers are required to check, notify HR, and facilitate remote working in accordance.

- h. Employees that undertake travel [without special CEO or authorised management approval] for non-critical/ non-emergency reasons must remain in self-quarantine at home for 14-days upon return. In this instance, the 14 days will be considered part of annual leave or if there is no pending leave balance, it will be considered unpaid leave.

4. Other employee-specific considerations:

- a. Allow flexible working hours [timings to be agreed with line manager] for cases of both parents working, with children in Grade 9 or lower - for the 2-week period of e-learning/home study in March, as mandated by the Dubai Government.
- b. Raise internal awareness among employees and customers about preventative measures against the COVID-19 infection, by displaying and distributing awareness and educative bulletins issued by the relevant government authorities. Ensure these bulletins are available to everyone across ENTITY premises, where the information must be provided in relevant languages. Official sources of information : [<https://www.mohap.gov.ae>, <https://www.dha.gov.ae>, [dhcr.gov.ae](https://www.dhcr.gov.ae)]

B: Preventative measures to be taken By [ENTITY] employees:

5. Travel protocols:

- a. All staff are advised to avoid [personal and business] travel for non-emergency reasons to any country to reduce the risk of getting infected by the COVID-19 virus.
- b. Strictly, refrain from travelling to high-risk nations - list of countries must be checked for confirmation, with ENTITY HR who are regularly updated by the government authorities; should the employee choose to travel to a high-risk nation, HR must be notified so that all necessary precautions can be taken at ENTITY upon their return from leave.
- c. All staff [or members of household] that decide to travel overseas/go on vacation [post the issuance of this circular] must notify their line manager and HR of their itinerary - including providing the dates of travel and return, location/s planned to be visited and duration of leave; For ENTITY staff specifically, pre-approval from HR is mandatory prior to undertaking travel.
- d. Any employee returning from leave will be subject to the mandatory 14-day 'work from home' protocol described in the previous section.

6. Preventive protocols and disclosure:

- a. Any employee experiencing symptoms linked to COVID-19 [cough, shortness of breath, respiratory issues, fever], or is suffering from [non-chronic] chest disease/lung illness, must commit to self-

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isolation and stay at home to avoid spreading any infections in the workplace. In the case of experiencing any COVID-19 symptoms, visit the nearest hospital or clinic for immediate medical attention, and obtain an official sick leave certificate for submission to HR.

- b. Voluntary and proactive disclosure of any suspected and confirmed case of COVID-19: This applies to the staff themselves, or any member of their household, or any person they have been in contact with [in a 14-day period]; all relevant medical records must be submitted to HR.
- c. Notify HR in advance [minimum 5 working days] of any planned guests/ family members/ house staff that will be staying with the employee or will be in close contact with them; provide details of the country from which they are travelling - HR will coordinate with the government authorities to notify the employee of any precautionary action to be taken in accordance.

7. Hygiene and workplace protocols:

- a. Avoid congregating in crowds around lobbies and other places, and/or entering crammed elevators.
- b. Avoid shaking hands or any close physical contact.
- c. Continuously wash hands with soap and water for a period of no less than 20 seconds, to maintain good hygiene.
- d. If not available, use an alcohol-based hand sanitiser to clean your hands.
- e. It is good practise to use disinfectant cloths to clean your personal space - i.e. frequently used work surfaces, key boards, cell phones, car etc.
- f. Ensure you cover your mouth and nose when coughing or sneezing - use disposal facial tissues and ensure you dispose the tissues safely.
- g. Keep a safe distance as prescribed by the DHA [minimum one and a half meters] from people, including but not limited to those that may display symptoms of the virus, coughing, fever, or respiratory issues to avoid any risk of infection.
- h. Obtain information from official and credible government authority sources only - **DO NOT engage with/distribute information that is not validated** to avoid spreading rumours or false information that will cause panic.

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