

COVID-19: MANAGEMENT GUIDELINES FOR WORKPLACES

Online
Training



COVID-19 is a respiratory infection caused by a new corona virus first discovered in Hubei Province, China and deemed by the World Health Organization (WHO) to be a Public Health Emergency of International Concern. In view of this, many of your employees may have concerns regarding their potential for exposure to the flu at work and the steps you are taking to ensure their well-being. The Ministry of Health would like to recommend that employers and industry take the following steps:

All parties in any organization should take appropriate steps to ensure maximum protection of staffs and business.

a. Action by Employers

- a) The Company must reduce the number of employees to a minimum or at least 50% of the current or registered amount, for operations within the Movement Control Order (MCO). critical company activities.
- b) Permission to operate a company is within the area set by the Malaysian National Security Council and is subject to the current regulations laid down by the Malaysian National Security Council.
- c) The operating hours of the company shall be subject to the period specified in their respective Sector Operating Standards Procedures. However, the local authority reserves the right to determine the hours of operation of the respective regions or states.



- d) Communicate to employees about COVID-19;
 - i. Advise employees on preventive methods; including personal hygiene and respiratory etiquette
 - ii. Remind employees of the need to practice hand hygiene regularly e.g. via e mail, social media, gamification etc.
 - iii. Provide regular updates on COVID-19 to employees
 - iv. Provide appropriate health education materials regarding COVID-19 to all employees
- e) Instruct supervisors to monitor symptoms of employees at workplace
- f) Encourage employees to take temperature regularly and monitor for respiratory symptoms
- g) Consider obtaining travel declaration from employees on travel history.
- h) If employee develops symptoms.
 - i. If at home:
 - Wear a surgical mask and seek medical attention at the nearest health facility immediately.
 - Avoid contact with family members
 - Accompanying person should also wear a surgical mask.
 - ii. If at workplace:
 - Relieve staff members from work if they are sick
 - Wear a surgical mask and seek medical attention at the nearest health facility immediately
 - Avoid contact with fellow employees
 - Accompanying person should also wear a surgical mask
- i) Conduct mental health assessment among employees and carry out appropriate measures to reduce stress among employees.
- j) Monitor sick leave and absenteeism among employees. Keep a record of staff sick leave including reasons for leave, duration of leave and current status.

Related reference:

<http://www.moh.gov.my/index.php/pages/view/2019-ncov-wuhan-guidelines>

<https://www.osha.gov/Publications/OSHA3990.pdf>

b. Action by Employees

- a. Always maintain good personal hygiene;
 - i. Frequent hand washing with soap and water or hand sanitizer
 - ii. Practice respiratory etiquette
- b. Employees are encouraged to take their meals at their desk
- c. Limit food handling and sharing of food in the workplace
- d. Keep updated on COVID-19
- e. If develop symptoms;
 - i. Need to alert supervisor immediately
 - ii. Wear surgical mask
 - iii. Seek medical treatment immediately
 - iv. Avoid contact with fellow employees



c. Action by employer at the Workplace

- a. Ensure a clean and hygienic work environment through regular disinfection of the office and its equipment. Disinfection procedures: Refer Appendix 4.
- b. Consider a no handshaking policy
- c. The company / workplace must maintain a ventilation system in the workplace to ensure that it operates efficiently and effectively.
- d. Enforce hand sanitization at entrance for visitors
- e. Provide easy access to frequent hand washing for employees
- f. Proper maintenance of toilet facilities and floor drains.
- g. Provision of lidded rubbish bin, regular refuse disposal and adequate supply of liquid soap and disposable towels.
- h. Plan for contingency measures in case there are limited human resources e.g. working from home for those on home surveillance, mobilization of employees etc. This is also to avoid stress to employees who have to work during a period of human resource deficiency.
- i. Consider alternate communication methods e.g. virtual meetings in place of face to face meetings, group chats etc.
- j. Consider deferring large meetings or events
- k. Consider having meetings outside in open air if possible



1. In case of indoor meetings or events, ensure all precautions are taken:
 - i. Informing participants not to attend if they are unwell and to join the meeting using a virtual platform
 - ii. Ensuring all relevant information is given to the participants such as the practice of hand hygiene and the use of surgical masks for those who develop respiratory symptoms
 - iii. Providing:
 - Hand sanitizers where necessary or ensuring availability of soap and water
 - Surgical masks and tissues for those who develop respiratory symptoms
 - iv. Consider opening windows for natural lighting and better ventilation
 - v. Monitor participants daily and provide support for isolating those with symptoms and transporting them to a health facility.
 - vi. Keep in touch with participant on their health status after seeing the doctor.
 - vii. Keep contact details of all participants and organizers in case there is a need to contact them. Records should be kept for at least one month for the date of completion of the event.
 - viii. If any of the participants become positive, organizers are to assist the Ministry of Health who will carry out measures such as contact, tracing and placing of close contacts under Home Surveillance.
- m. In the setting of public transport e.g. taxis, ride-hail services, trains and buses, drivers should ensure the following measures;
 - i. Frequent hand washing using soap and water, or hand sanitizer and practice respiratory etiquette at all times.
 - ii. Wear mask and seek medical attention if develop symptoms
 - iii. Ensure passengers to wear mask if they have symptoms.
 - iv. Regularly disinfect the interior of the vehicle after alighting passengers or after each trip.
- n. Keep all employees informed of the latest developments in COVID-19
- o. The cafeteria / canteen at the company's premises may only operate for the purpose of providing packaged food. Food operators must wear masks and gloves and ensure social / safe distance. Buffet food is not allowed. Time for lunch needs to be staggered.

This guideline may be used as a basis for managing employees during this period of time. Employers and employees are advised to keep up to date with the latest developments and advice issued by the Ministry of health.

