




COVID-19 Emergency Preparedness and Response Guidelines

(Revision 3, 11nd April 2020)

| | | | |
|---|-------------------------------------|---------------|------------------------|
|  | Standard Operating Procedure | Document No | : PPB/ERP/(3)/18032020 |
| | | Revision | : 2 |
| | | Date Commence | : 18 March 2020 |
| | | Page | : 2 of 21 |
| COVID-19 Emergency Preparedness and Response Guidelines | | | |

1.0. Objective.

This SOP outlines guidelines on COVID – 19 Emergency Preparedness and Response Guidelines.

2.0. Scope.

This SOP serves to guide PIC (person-in-charge), Staff, Workers, Contractor, Visitor, Supplier and Resident for both plantation and mill operations of East Malaysia Operation. Where applicable, part of this document to be used for Sandakan and Bintulu Regional Office.

This SOP only to be used during COVID – 19 Restricted Movement Order and/or when there are reasonable and concerns regarding the potential for exposure to COVID-19 at work.

Additional directives from the Government and Local Authorities should be followed. In the event of any conflicting requirement and guidance within this SOP, then the Government's directive will prevail.


3.0. Procedure & Guidelines.

3.1 Working time

To reduce/minimizing contact among our staff/worker, the working time is rescheduled as follows:

- a) Field workers
6.00 am – 2.00 pm (as usual)
- b) Field staff
6.00 am – 2.00 pm (at the field)
3.30 pm – 4.30 pm (in the office)
(PIC is to encourage staff to limit their office work)
- c) Office staff and officers.
 - Group A: 7.00 am – 12.00 pm (in the office)
12.00 pm – 5.00 pm (at home)
 - Group B: 7.00 am – 12.00 pm (at home)
12.00 pm – 5.00 pm (in the office)

Group of employees shall be determined by their superior.

| | | | |
|---|-------------------------------------|---------------|------------------------|
|  | Standard Operating Procedure | Document No | : PPB/ERP/(3)/18032020 |
| | | Revision | : 2 |
| | | Date Commence | : 18 March 2020 |
| | | Page | : 3 of 21 |
| COVID-19 Emergency Preparedness and Response Guidelines | | | |

(This arrangement only applicable to Estate and Mill where a high number of staff confine in one office or/and the estate/mill complex and unit situated not in total isolation or risk of an unmonitored outsider entering the unit are high)

However, staff and officers who are working at home (estate/mill housing) must be able to come to the office if requested by his/her superior. Mobile handphones should always active/reachable.


- d) Managers and above
 - i) Flexible time and prior arrangement should be made with his/her subordinate.
 - ii) He or she must be able to come to the office if requested by his/her superior. Mobile handphones should always -active/reachable.

3.2 Health Screening and Monitoring

- 1) **Mandatory health screening** - While operations are taking place during this period, all workers and staff are subject to daily health screening prior to starting work or entering premises. Anyone identified as having a temperature of more than 38 °C will not be allowed to work.
- 2) **Health screening PIC** - Staff or clinic personnel who are doing health screening, monitoring or interview shall wear proper PPE (face mask, surgical glove), maintained a 1-meter distance from the subject, hand washing using soap or sanitizer before and after conducting the health screening. The PIC themselves are also subject to daily health screening.
- 3) **Recordkeeping** - Records of workers and housing resident screening must be kept and maintained for record-keeping purposes by PIC. Access to this data shall be kept confidential and provided to certain staff only on a need to know basis.

3.2.1 Estate and Mill

- 1) **Estate**
 - a) All Estate workers during morning muster must be subjected to daily health screening using a non-contact thermometer and also a screening of COVID-19 symptoms. (Please refer to appendix 1 for identification of COVID-19 symptoms and appendix 6 for procedure how to conduct the temperature check). Where a non-contact thermometer is not available, a contact thermometer can be used with proper disinfectant.
 - b) During morning muster, health screening and during operation, each worker and staff are to maintain a “social distance” of more than 1m to the next person as much as possible.
 - c) Workers are to be reminded during muster to maintain personal hygiene, and maintain a “social distance” of more than 1m to the next person during operations as much as possible.

| | | | |
|---|-------------------------------------|---------------|------------------------|
|  | Standard Operating Procedure | Document No | : PPB/ERP/(3)/18032020 |
| | | Revision | : 2 |
| | | Date Commence | : 18 March 2020 |
| | | Page | : 4 of 21 |
| COVID-19 Emergency Preparedness and Response Guidelines | | | |

- d) Any workers who are identified to demonstrate symptoms would be given access to medical treatment immediately, or be quarantined if medical access is not available.
- e) The worker should also be verbally encouraged and reminded during muster to report any illness they are facing or that by their immediate family members living with them to the nominated PIC out of work hours. Any worker who voluntarily reports that they are feeling unwell will also be given access to medical treatment or quarantined if they show symptoms.
- f) Workers that are unwell and have reported this should not be required to report for muster.

2) Mill –


- a) All mill workers subjected to health screening upon entry to the mill operations using a non-contact thermometer, and also a screening of COVID-19 symptoms. (The use of Calibrated industrial IR scanner/camera are also allowed for large crowd screening) Where non-contact thermometer is not available, contact thermometer can be used with proper disinfectant.
- b) Any workers who are identified to demonstrate symptoms would be given access to medical treatment immediately, or be quarantined if medical access is not available.
- c) The worker should also be verbally encouraged and reminded during muster to report any illness they are facing or that by their immediate family members living with them to the nominated PIC out of work hours. Any worker who voluntarily reports that they are feeling unwell will also be given access to medical treatment or quarantined if they show symptoms.
- d) Workers that are unwell and have reported this should not be required to report for duty

3.2.2 Housing resident.

- a) Once in every 3 days, Estate/Mill PIC to conduct health screening to all housing residents (including workers dependent/relatives, etc.) using a non-contact thermometer, and also screening of COVID-19 symptoms. Records specific to the housing complex of screening should be kept and maintained for record-keeping purposes.
- b) All residents to sign a copy of the health declaration form (as in appendix 2).

3.3 Management of Suspected/Confirmed COVID – 19.

- a) Any worker who is found to demonstrate body temperature measured $\geq 38^{\circ}\text{C}$ or have respiratory symptoms (shortness of breath, cough or sore throat) are to be sent for immediate medical treatment, and shall not be allowed to enter work premises or attend work in the operations.


| | | | |
|---|-------------------------------------|---------------|------------------------|
|  | Standard Operating Procedure | Document No | : PPB/ERP/(3)/18032020 |
| | | Revision | : 2 |
| | | Date Commence | : 18 March 2020 |
| | | Page | : 5 of 21 |
| COVID-19 Emergency Preparedness and Response Guidelines | | | |

- b) If workers suspected in contact with Person Confirmed COVID-19 positive, Person Under Investigation (PUI), attending congregation (it was confirmed as COVID - 19 host) to seek immediate medical treatment at a clinic or nearest hospital and PIC to obtain KKM (Kementerian Kesehatan Malaysia) advice.
- c) For those identified in a) and b) the worker should be quarantined until they are able to be transported for medical treatment. This is specifically where operations location is more than 2 hours from the nearest government hospital with Covid-19 facilities. Please refer to the list of designated COVID-19 Government Hospitals in East Malaysia in Appendix 5.
- d) Estate and mill operations should to the best of their efforts set up a location for quarantine in the event of this happening. Quarantine means no contact with anyone, even with their family.
- e) Where workers under “stay at home order” after obtaining KKM advice, daily monitoring of the workers is to be conducted by our clinic personnel.
- f) The estate/mill to provide necessary assistance to the person or family under quarantine.
- g) Where suspected or positive COVID – 19 cases are reported, facilities used, place of work or visited by the person shall be immediately close and disinfected. Please get KKM to advice on the disinfectant procedure or to get help from them. Usage of such facilities shall only possible after disinfection. No person shall be allowed to use/to be in the area. If the facilities happen to be in the housing area, the whole housing area to be quarantined and disinfected. The populations in that area might be tested for possible COVID-19 by KKM (testing only be conducted after obtaining advice from KKM).
- h) Where reported suspected COVID-19 case, facilities (including housing, tuck-shop, surau, place of worship, toilet and other public areas) - disinfection to be conducted at least twice a week using an alcohol-based disinfectant cleanser.
- i) Where confirm COVID -19 are reported - Disinfection to be conducted every day using alcohol-based disinfectant cleanse (including housing, tuck-shop, surau, place of worship, toilet and other public areas).

3.4 Closing of facility

- 1) During this period, facility such as creche, Humana school, CLC, mosque, surau, church, community hall and clubhouse should be closed.
- 2) There shall be no training conducted during this period. This includes Ipas training center.
- 3) Where operating units located in isolation and there is no possibility for outside people to enter or it is manageable and workers' movement can be monitor/prohibited/control, the unit can consider resuming creche operation. However, this decision must be approved at the PH level based on justification and risk assessment provided to re-open.
- 4) All Guest Houses and golf courses are closed for outside guests.
- 5) When there is a stop operation order or directive from the Government, closing of facility shall be initiated as per schedule. No operation shall take place but limited to :

-

| | | | |
|---|-------------------------------------|---------------|------------------------|
|  | Standard Operating Procedure | Document No | : PPB/ERP/(3)/18032020 |
| | | Revision | : 2 |
| | | Date Commence | : 18 March 2020 |
| | | Page | : 6 of 21 |
| COVID-19 Emergency Preparedness and Response Guidelines | | | |

- a) Security.
- b) Water Treatment Plant.
- c) Clinic.
- d) Patrolling.
- e) Electric Generator Operation.
- f) Cooking and preparation of meals.
- g) Essential transportation of food supply.
- h) Sales of food, food ingredients, and groceries.
- i) Watering of Nursery seedlings.
- j) Emergency cases (such as transporting the sick person).
- h) Monitoring of workers movement.
- i) Health monitoring.

3.5 Workers' and staff wages during this period

- 1) Where offered work that does not meet minimum wage, shall be topped – up accordingly to meet the legal minimum wage order.
- 2) Workers under Stay at Home Order and quarantine shall be paid minimum wages.
- 3) Staff under Stay at Home Order and quarantine shall be paid his normal salary.
- 4) Workers/staff that have been identified as positive with COVID-19 shall be paid sick leave.
- 5) Management to manage payment of workers salary in consideration for safety, payment method and movement control order.

3.6 Encourage to take leave

Workers/staff who are not comfortable to work they can take leave and stay home.


3.7 Foreign Worker return from long leave (Indonesia/Philippines)

- 1) All employees coming back from long leave after 18 March 2020 shall be served a “Stay At Home Notice” at their home for 14 days before starts working. The Hospital Assistant shall monitor them during the period of time. Daily monitoring such as symptom and body temperature is to be conducted and recorded without fail.
- 2) Due to immigration border controls in place during the Movement Control Order, Estate Manager shall inform their workers not to report for duty in Malaysia during this period of time i.e. 18 March – 14 April 2020.


3.8 New recruitment

No new recruitment of workers is allowed during this period.

3.9 Implementing the government-mandated Restricted Movement Order - Workers and Staff movement

| | | | |
|---|-------------------------------------|---------------|------------------------|
|  | Standard Operating Procedure | Document No | : PPB/ERP/(3)/18032020 |
| | | Revision | : 2 |
| | | Date Commence | : 18 March 2020 |
| | | Page | : 7 of 21 |
| COVID-19 Emergency Preparedness and Response Guidelines | | | |

- 1) All workplaces within the mill and estate complex will be required to limit the number of workers at any one working place.
- 2) Only essential work is allowed to be performed. This includes:
 - a) mill processing,
 - b) FFB harvesting, including loose fruit picking,
 - c) FFB transportation,
 - d) FFB loading,
 - e) security,
 - f) genset operation,
 - g) water treatment plant,
 - h) cooking and preparation of meals,
 - i) essential field maintenance and upkeep,
 - j) internal transport,
 - k) oil palm nursery,
 - l) Sales of food, food ingredients, and groceries.
- 3) Transportation of workers to working place shall be done based on reducing contact in confined spaces (ie not too many in one vehicle)
- 4) Where possible, workers/staff are advised to buy goods and groceries in the Estate facilities. Approval from Manager is required when doing purchasing outside of the estate.
- 5) Visit to public market, pasar hari, pasar malam and tamu are not allowed.
- 6) All activities with big crowds are prohibited, such as sports events, kenduri, wedding ceremonies, Kaamatan, religious meetings, family day, labour day, etc.
- 7) Relatives are not encouraged to come and visit their family members unless with prior permission from the manager and only for emergency cases. (a limited number are allowed – less than 5 people and subject to health screening and filling in health declaration). Workers with Stay at Home Orders are not allowed to receive visitors except for Health Screening PIC or medical staff.
- 8) Staff/PIC movement to other operating units are not advisable. Staff/PIC are encouraged to continue to work in their “base” location and limiting travel to other sites unless their role require them to attend other sites in person or it is business critical to attend the other site in person.
- 9) Only company workers or contractors with identification “Kad Pengenalan Warga kerja”, “Pas Khas Kontraktor” are allowed to enter our facilities. (refer to appendix 3 & 4).
- 10) All main entrance gates are close after 6.00 pm. No movement is allowed without approval except for company vehicle or in case of emergency.
- 11) Workers/staff should self-declare themselves to the management if they have attended any large crowd function.
- 12) Workers/staff are to stay at home and limit their movement after working hours.
- 13) Where company road is used by other community, they are allowed to use the road but will not be permitted to visit/enter workers/staff/office sites.

| | | | |
|---|-------------------------------------|---------------|------------------------|
|  | Standard Operating Procedure | Document No | : PPB/ERP/(3)/18032020 |
| | | Revision | : 2 |
| | | Date Commence | : 18 March 2020 |
| | | Page | : 8 of 21 |
| COVID-19 Emergency Preparedness and Response Guidelines | | | |

- 14) All Internal audits are temporarily postponed.
- 15) Senior Management, Managers, Person in Charge and key personnel are encouraged not to take leave during this period.
- 16) Non-essential travels should be avoided. All domestic and international air travel is suspended until further notice from the management. Essential Air travel can only be performed upon approval from management.

3.10 EMU QC exercise.

QC only to be performed for: -

SABAH

- a) Mill losses sampling - restricted at Terusan, Reka Halus and Sapi Mill.
- b) QAMS, Fertilizer audit & Field FFB Grading – Sapi, Terusan, Reka Halus & Kiabau Estate.
- c) Mill FFB Grading is temporarily stopped.

SARAWAK


- a) Mill losses sampling - restricted at Saremas 1 & Saremas 2 Mill.
- b) QAMS, Fertilizer audit & Field FFB Grading – Suai, Saremas 1, Saremas 2, Segarmas & Kaminsky Estate.
- c) Mill FFB Grading is temporarily stopped.

(PIC to advice QC personnel not to stop at any place and straight back to EMU).

3.11 Use of PPE.

The requirement of wearing suitable face mask and hand glove (3 ply mask, N93 mask, nitrile glove or surgical glove and protective coverall) as below. For workers, these will be provided by the company. For staff, the provision of face masks and hand gloves will be based on availability. Proper hand hygiene must still be practiced even with the use of face masks and hand gloves: -

- 1) If a person is feeling unwell but required to work, the employee (staff and worker) shall be required to wear a face mask. It is recommended that all employees feeling unwell are encouraged to take Medical Leave.
- 2) Cleaner, driver, housemaid, cook and security personnel are required to wear masks and hand gloves at all times they are on duty.
- 3) All company Clinic personnel handling patient, monitoring or checking must wear mask and hand gloves at all times they are on duty.
- 4) Health screening PIC during an interview, monitoring or checking must wear face mask and hand glove.

| | | | |
|---|-------------------------------------|---------------|------------------------|
|  | Standard Operating Procedure | Document No | : PPB/ERP/(3)/18032020 |
| | | Revision | : 2 |
| | | Date Commence | : 18 March 2020 |
| | | Page | : 9 of 21 |
| COVID-19 Emergency Preparedness and Response Guidelines | | | |

- 5) Workers and staff who are directly in contact with, or are required to be in close proximity with externals such as FFB supplier, FFB transporter, Oil Transporter, PK Transporter, smallholder or supplier, are recommended to wear face masks.
- 6) Staff and workers who are conducting disinfection process must wear face mask and hand glove and other additional PPE as required in the chemical labelling and Safety Data Sheet. Where area confirmed as COVID-19 positive, the person who conducts disinfection process must wear protective cover all.

3.12 Clinic Management

- 1) All clinic staff must use PPE (eg. glove, face mask and goggles) during checking of patients and giving treatment.
- 2) All patients/visitor shall wash their hands and get their body temperature checked before entering the clinic.
- 3) All instruments are disinfected.
- 4) Ambulance shall always on stand-by.
- 5) Ambulance or vehicle that was used to send suspected COVID -19 shall be disinfected.
- 6) The suspected patient is referred to Hospital.
- 7) Breathing or respiratory support apparatus shall be -on stand-by in clinic for emergency case.
- 8) Clinic personnel – annual leave is suspended during this period.


3.13 Visitor and Supplier.

- 1) Visitors and supplier entrance into operations are limited to only critical requirements.
- 2) All visitors are to be screened using a non-contact thermometer for fever, and also for COVID-19 symptoms at the point of entry to operations.
- 3) Any visitors/suppliers found to demonstrate any symptoms are to be denied entry into the estate and mills operations, and housing estates.
- 4) Where visitors or suppliers are found to demonstrate symptoms – the following information will be recorded and provided to the health authorities where required:

| | | |
|--|---|---|
| <ol style="list-style-type: none"> i) Full name as per IC/passport ii) IC/passport number iii) Residential address. | } | photo of person's IC/passport that contains this information will suffice |
|--|---|---|
- iv) Date symptoms recorded.
- v) Where the visitor supplier is denied entrance.

3.14 FFB Supplier and Transporter

- 1) All FFB supplier and transporter are to be screened using a non-contact thermometer for fever, and also for COVID-19 symptoms at the point of entry to operations.
- 2) Any FFB supplier and transporter found to demonstrate any symptoms are to be denied entry into the estate and mills operations.

| | | | |
|---|-------------------------------------|---------------|------------------------|
|  | Standard Operating Procedure | Document No | : PPB/ERP/(3)/18032020 |
| | | Revision | : 2 |
| | | Date Commence | : 18 March 2020 |
| | | Page | : 10 of 21 |
| COVID-19 Emergency Preparedness and Response Guidelines | | | |

3) Where visitors or suppliers are found to demonstrate symptoms – the following information will be recorded and provided to the health authorities where required:

- | | | |
|---|---|---|
| <ul style="list-style-type: none"> i. Full name as per IC/passport ii. IC/passport number iii. Residential address iv. Date symptoms recorded v. Where the visitor supplier is denied entrance | } | photo of person's IC/passport that contains this information will suffice |
|---|---|---|

- 4) FFB Supplier and Transporter are not allowed to enter the weighbridge house, office or any other area that is not supposed too.
- 5) Mill personnel to limit close contact with the supplier and transporter.

3.15 Warning signboard and other COVID – 19 information.


Appropriate warning signboard and information to be placed at a strategic place. This includes but not limited to: -

- i) The requirement for health screening.
- ii) Visiting prohibition.
- iii) Entry point open and close timing.
- iv) General information about COVID -19.
- v) Reporting requirement (health declaration, feeling unwell, a reason to believe that he/she contracted with COVID – 19, have symptom and etc.)
- vi) Good hygiene practice
- vii) Any other requirement before entering our facilities.

3.16 Precautionary measure.

3.16.1 Office facilities.

- 1) Office facilities shall be equipped and provided with handwashing basin c/w running water, hand soap and disinfectant located near to the main entrance.
- 2) All staff, visitor or workers must be subjected to health screening using a non-contact thermometer and also the screening of COVID-19 symptoms.
- 3) Records of screening should be kept and maintained for record-keeping purposes.
- 4) All staff, visitor or workers who are identified to demonstrate symptoms would be denied entry and given access to medical treatment immediately, or be quarantined if medical access is not available.
- 5) Office personnel is to maintain “social distance” with others.
- 6) Where possible, the workers, visitor and/or contractor who are dealing with any office matter should be outside of the office without entering office premise.
- 7) Ventilation – office must be ventilated at least 1 hour every day, all windows must be widely opened.

| | | | |
|---|-------------------------------------|---------------|------------------------|
|  | Standard Operating Procedure | Document No | : PPB/ERP/(3)/18032020 |
| | | Revision | : 2 |
| | | Date Commence | : 18 March 2020 |
| | | Page | : 11 of 21 |
| COVID-19 Emergency Preparedness and Response Guidelines | | | |

3.16.2 Shop/Tuck Shop/Estate Shop/Clinic/Guard House/Weighbridge

- 1) These areas considered to be “high traffic” or “high number” of human movement at all at any one time.
- 2) Disinfection process shall be conducted at least 2 times a day. (Please refer to appendix 7 for disinfection guidelines).
- 3) Social distancing must be observed all the time while attending customer/workers/supplier/visitor.
- 4) Tuck shop/estate shop management is not allowed to have large crowd of customers in their shop which can prevent social distancing practice. The Shopkeeper must wear a 3-ply face mask and protective gloves throughout the operations of the Estate. The shop management shall practice: -
 - i) The shopkeeper can only serve one person at a time, all other individual visiting the Tuck/Estate Shop have to queue away from the Tuck/Estate Shop and stand at minimum of 1-metre distance from the next individual (Social Distancing)
 - ii) The Tuck/Estate Shop can operate with the practice of food items to be ordered and paid for ‘over the counter’.
 - iii) There should not be any physical contact between shopkeeper and customer

3.17 Implementation and Monitoring

To ensure this procedure is being implemented and monitored, Estate and Mill PIC are to produce **Daily Summary** report and to be submitted to: -

- i) Sabah Estate – Mr. Kiaw Che Weng – General Manager.
- ii) Sabah and Sarawak Mill – Mr. Chin Tain Sung – General Manager – East Malaysia Mill.
- iii) Sarawak Estate – Mr. Chang Sip Woon – Assistant General Manager.


(Where applicable, picture of event, activities or action taken to be included into the report).

The format of the summary report is as below: -

Estate/Mill name:

Date of reporting:

| 1. Health Screening and Monitoring | | | |
|---|--|------------------------------------|--------------------------------|
| Number of workers & Staff scanned | Number of Visitor/Supplier/Contractor/ | Number of housing resident scanned | Number of “Stay at Home Order” |


| | | | |
|---|-------------------------------------|---------------|------------------------|
|  | Standard Operating Procedure | Document No | : PPB/ERP/(3)/18032020 |
| | | Revision | : 2 |
| | | Date Commence | : 18 March 2020 |
| | | Page | : 12 of 21 |
| COVID-19 Emergency Preparedness and Response Guidelines | | | |

| | | | |
|---|--|---|-----------------------------------|
| | Transporter/FFB supplier scanned | | and quarantine scanned |
| | | | |
| 2. Cases | | | |
| Numbers of workers & staff showing symptoms. | Numbers of Visitor/Supplier/Contractor/Transporter/FFB supplier of showing symptoms. | Number of housing residents showing symptoms. | Number of outsiders denied entry. |
| | | | |
| 3. Stay at Home Order and quarantine. | | | |
| Number of persons under stay home order. | Number of persons under quarantine. | | |
| | | | |
| 4. Suspected & Confirm COVID – 19 (In the workplace) | | | |
| Number of Suspected or Person Under Investigation | Number of Confirm COVID -19 | | |
| | | | |

- A. Please elaborate on why there was a denied entry.
- B. Please give a reason why there was a case under stay home order or under quarantine.
- C. Please elaborate action taken when there was a person showing symptom, suspected or confirm COVID -19.
- D. Please indicate the type of awareness program conducted for the day.
- E. Any relevant issues or problems.

4.0 Instruction to staff and workers for ongoing operation - plantations and mill (Awareness training).

- 1) Awareness briefing on Covid-19 to all workers, contractors and staff shall be conducted by clinic personnel (HA), Estate Manager or PIC as soon as possible. Appropriate language shall be used. The use of presentation aid is advisable. Awareness briefing shall be conducted within a small group.

| | | | |
|---|-------------------------------------|---------------|------------------------|
|  | Standard Operating Procedure | Document No | : PPB/ERP/(3)/18032020 |
| | | Revision | : 2 |
| | | Date Commence | : 18 March 2020 |
| | | Page | : 13 of 21 |
| COVID-19 Emergency Preparedness and Response Guidelines | | | |

- 2) Instruction and awareness briefings to be conducted either during muster or in a small group training session (not more than 20 people and maintained 1 meter “social distancing” during each session). Where possible, the dissemination of information to be conducted in open space or if in a classroom/meeting room, all windows to be let open for circulation.

4.1 To explain to them the COVID -19 symptom:

- i) High Fever (more than 38 °C),
- ii) Coughing,
- iii) Breathing difficulties,
- iv) Sore throat.

4.2 To explain on how COVID -19 transmitted within human:

- i) Droplets from someone with COVID-19 who coughs or sneezes within a distance of 1 meter.
- ii) Droplet contaminated surfaces and objects: by touching contaminated surfaces or objects and then touching their eyes, nose or mouth
- iii) The incubation period is currently estimated to range between 2-14 days


4.3 To explain who are vulnerable to this virus

- i) Older persons
- ii) Those with pre-existing medical conditions e.g. high blood pressure, heart disease, lung diseases, cancer or diabetes.
- iii) Children.

4.4 Informing the guidelines for Hand Hygiene

Wash your hands often with soap and running water (for at least 20 seconds) and dry with paper towel or hand dryer, especially:

- After coughing or sneezing
 - Before, during or after preparing food
 - Before and after eating
 - After toilet use
 - When hands are visibly dirty
 - After handling animals or animal waste.
- i. Wash hands with soap and water or alcohol-based hand sanitizer after any contact with respiratory secretions,
 - ii. Remove jewelry before handwashing procedure,
 - iii. Rinse hands under warm running water,
 - iv. Hand to be lather with soap; cover all surfaces of the hands and fingers using friction.

| | | | |
|---|-------------------------------------|---------------|------------------------|
|  | Standard Operating Procedure | Document No | : PPB/ERP/(3)/18032020 |
| | | Revision | : 2 |
| | | Date Commence | : 18 March 2020 |
| | | Page | : 14 of 21 |
| COVID-19 Emergency Preparedness and Response Guidelines | | | |

- v. Rinse under running water.
- vi. Dry hands thoroughly with a disposable towel or tissues.
- vii. Turn off faucet without contaminating their hands.
- viii. Keep fingernails short and do not use fingernail polish or artificial nails.
- ix. Alcohol-based hand sanitizer may be used to decontaminate hands that are not visibly soiled
- x. Apply alcohol-based hand sanitizer to the palm of one hand and rub hands together, covering all surfaces of hands and finger, until hands are dry.

4.5 Etiquette


- i. Cover their mouth and nose by bending their elbow, using tissues or clean cloth if coughing or sneezing.
- ii. Discarding used tissue in the trash bin.
- iii. Hand washing/cleaning procedure.
- iv. Use face mask if unwell.

4.6 Advising worker and staff to maintain good personal hygiene

- i. Workers/Staff are to be advised to keep their personal hygiene; bath at 2 times a day, always wash their hand with soap before and after meals
- ii. To ensure their house compound is clean.
- iii. Boiling their drinking water and do not take raw food
- iv. Wash their cloth daily
- v. During work breaks, do not eat or chat in groups without social distance of 1 meter.
- vi. Cleaning of the floor, doorknob and wall are using an anti-bacterial solution (eg. Dettol, diluted Clorox or Lysol).
- vii. Not sharing food, cutlery, water bottles, cups/ mugs, and other items with other individuals

4.7 Also to inform workers and staff on: -


- i) Government rules during the “restricted movement” period.
- ii) They are to stay at home after working hours.
- iii) They are to straight back to their house after work.
- iv) Control their children's movement.
- v) Company rules during the “restricted movement” period.
- vi) If necessary, the current statistic of COVID – 19 cases.

| | | | |
|---|-------------------------------------|---------------|------------------------|
|  | Standard Operating Procedure | Document No | : PPB/ERP/(3)/18032020 |
| | | Revision | : 2 |
| | | Date Commence | : 18 March 2020 |
| | | Page | : 15 of 21 |
| COVID-19 Emergency Preparedness and Response Guidelines | | | |

Appendix 1

Identification of COVID-19 symptoms.


Fever (temperature 38°C and above) OR acute respiratory infection (sudden onset of respiratory infection with at least one of shortness of breath, cough or sore throat) with or without fever




WHAT IS THE COVID-19?

COVID-19 (Coronavirus Disease 2019) is a new strain of the coronavirus that has never been previously identified. Based on current available information, human-to-human transmission of COVID-19 is via respiratory droplets or direct contact.


SYMPTOMS




Fever



Cough




Breathing Difficulty

| | | | |
|---|-------------------------------------|---------------|------------------------|
|  | Standard Operating Procedure | Document No | : PPB/ERP/(3)/18032020 |
| | | Revision | : 2 |
| | | Date Commence | : 18 March 2020 |
| | | Page | : 16 of 21 |
| COVID-19 Emergency Preparedness and Response Guidelines | | | |

Appendix 2 ,3 & 4

As attached in this document.


1. **Health Declaration Form – file name:** Appendix 2 Borang Peristiharan Kesihatan Wargakerja PPBOP.xlsx
2. **Workers and contractor identification – File name** Appendix 3 “Kad Pengenalan Pekerja”.xlsx
3. **Contractor’s pass – File name** Appendix 4 “Pas Khas Kontraktor”

| | | | |
|---|-------------------------------------|---------------|------------------------|
|  | Standard Operating Procedure | Document No | : PPB/ERP/(3)/18032020 |
| | | Revision | : 2 |
| | | Date Commence | : 18 March 2020 |
| | | Page | : 17 of 21 |
| COVID-19 Emergency Preparedness and Response Guidelines | | | |

Appendix 5

List of Designated Hospital for handling CoVid-19 in East Malaysia.

| State | No. | Screening Hospitals | No. | Admitting Hospitals for PUI nCoV & Confirmed nCoV |
|----------------|-----|---|-----|---|
| Sabah | 1 | Hospital Queen Elizabeth I, Kota Kinabalu | 1 | Hospital Queen Elizabeth I, Kota Kinabalu |
| | 2 | Hospital Duchess of Kent, Sandakan | 2 | Hospital Duchess of Kent, Sandakan |
| | 3 | Hospital Tawau | 3 | Hospital Tawau |
| | 4 | Hospital Wanita dan Kanak-Kanak, Likas | 4 | Hospital Wanita dan Kanak-kanak, Likas |
| | 5 | Hospital Keningau | 5 | Hospital Keningau |
| | 6 | Hospital Lahad Datu | 6 | Hospital Lahad Datu |
| Sarawak | 1 | Hospital Umum Sarawak, Kuching | 1 | Hospital Umum Sarawak, Kuching |
| | 2 | Hospital Miri | 2 | Hospital Miri |
| | 3 | Hospital Bintulu | 3 | Hospital Bintulu |
| | 4 | Hospital Sibul | 4 | Hospital Sibul |
| | 5 | Hospital Sarikei | | |


| | | | |
|---|-------------------------------------|---------------|------------------------|
|  | Standard Operating Procedure | Document No | : PPB/ERP/(3)/18032020 |
| | | Revision | : 2 |
| | | Date Commence | : 18 March 2020 |
| | | Page | : 18 of 21 |
| COVID-19 Emergency Preparedness and Response Guidelines | | | |

Appendix 6

Health Screening and Monitoring

HOW

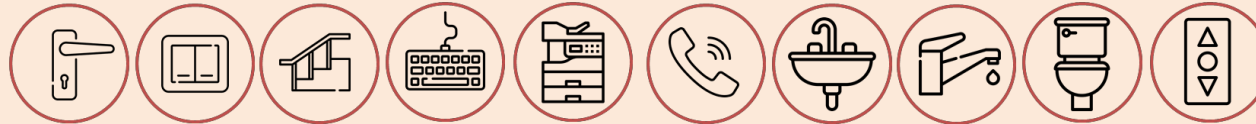




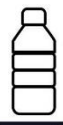

1. Body temperature measurement using a non-contact infrared thermometer
2. Interview and observe if the employee shows any symptoms.
3. Hand must be sanitized using alcohol-based hand sanitizer.
 - wear surgical mask.
 - No strain of hair, perspiration, cosmetic layers or cap covered on the forehead of the tested person.
4. Aim the thermometer towards the center of the forehead, stand within the distance range of 3-5 cm.
5. Press the measuring trigger, the temperature will display immediately (\approx 1 second).
6. When there is still perspiration on the forehead, take the temperature behind the ear lobe with a distance range of 3-5 cm.


| | | | |
|---|-------------------------------------|---------------|------------------------|
|  | Standard Operating Procedure | Document No | : PPB/ERP/(3)/18032020 |
| | | Revision | : 2 |
| | | Date Commence | : 18 March 2020 |
| | | Page | : 19 of 21 |
| COVID-19 Emergency Preparedness and Response Guidelines | | | |




Appendix 7


Disinfection guidelines.



PANDUAN PEMBERSIHAN DAN DISINFEKSI

| PERMUKAAN KERAP DISENTUH | | |
|---|---|--|
|  | | |
| <p>Tombol pintu Suis lampu Rail tangga Papan kekunci Mesin fotostat Telefon Sinki Kepala paip Pemegang flush tandas Butang lif</p> | | |
| LANTAI DAN PERMUKAAN PERALATAN | | PERMAIDANI |
|  Kekerapan | Sekurang-kurangnya dua (2) kali sehari | Sekurang-kurangnya dua (2) kali sehari disembur menggunakan botol spray |
|  Bahan | Cecair peluntur komersial mengandungi sekurang – kurangnya 5% kepekatan Sodium Hypochloride (sila rujuk label) atau cecair mengandungi 70% alkohol atau Instant wipe mengandungi 70% alcohol. Setiap banchuan hanya boleh diggunakan sekali sahaja. Larutan disinfektan yang biasa digunakan ialah larutan peluntur seperti Clorox dan larutan pencegah kuman seperti alkohol dan Dettol. | |
|  Peralatan | <ol style="list-style-type: none"> 1. Penutup muka dan hidung 2. Sarung tangan 3. Mop 4. Baldi 5. Kain lap / Spray tangan / pam galas | <ol style="list-style-type: none"> 1. Penutup muka dan hidung 2. Sarung tangan getah 3. Alat pembersih hampagas 4. Botol spray |
|  Teknik Banchuan | Sukatan yang disyorkan: 1 bahagian cecair peluntur dicampur dengan bahagian air paip <div style="text-align: center;">  +  </div> <p style="text-align: center;">111 ml peluntur + 1 liter air (atau 1 liter peluntur + 9 liter air)</p> | |

| | | | |
|---|-------------------------------------|---------------|------------------------|
|  | Standard Operating Procedure | Document No | : PPB/ERP/(3)/18032020 |
| | | Revision | : 2 |
| | | Date Commence | : 18 March 2020 |
| | | Page | : 20 of 21 |
| COVID-19 Emergency Preparedness and Response Guidelines | | | |

| | | |
|---|--|---|
|  Tatacara Kerja  | <ol style="list-style-type: none"> Mop atau menyembur lantai dengan pam gelas dengan larutan cecair peluntur komersial dan biarkan lantai basah selama 5 minit. Kemudian bilas dan biarkan kering. Lap permukaan peralatan yang kerap disentuh dengan larutan cecair peluntur komersial menggunakan kain lap dan biarkan ia kering. Jika permukaan lantai/peralatan yang kerap disentuh kotor, bersihkan terlebih dahulu menggunakan deterjen atau sabun dan air sebelum disinfeksi. Meyembur menggunakan pam gelas boleh dilakukan di bahagian dalam dan luar bangunan. | <p>Permaidani perlu divakum terlebih dahulu sebelum disemur dengan larutan cecair peluntur komersial menggunakan botol spray.</p> |
|  Peringatan | <ol style="list-style-type: none"> Pastikan bancuhan cecair peluntur komersial dibancuh mengikut sukatan yang disyorkan oleh pembekal/pengeluar (Rujuk label pada botol cecair peluntur komersial). Cecair peluntur komersial hendaklah mengandungi sekurang-kurangnya 5% kepekatan Sodium Hypochlorite (Rujuk label pada botol cecair peluntur komersial). Pastikan disinfektan atau cecair peluntur komersial tidak tamat tarikh luput. Bancuhan tidak boleh disimpan kerana keberkesanannya akan berkurangan setelah digunakan atau bercampur dengan bahan organik. Pastikan bancuhan tidak ditambah bahan lain untuk mengelakkan sebarang tindak balas yang tidak diingini. | |

| | | | |
|---|-------------------------------------|---------------|------------------------|
|  | Standard Operating Procedure | Document No | : PPB/ERP/(3)/18032020 |
| | | Revision | : 2 |
| | | Date Commence | : 18 March 2020 |
| | | Page | : 21 of 21 |
| COVID-19 Emergency Preparedness and Response Guidelines | | | |

| | |
|---|---|
|  <p>Kesihatan, Keselamatan & Alam Sekitar</p> | <p>SEBELUM</p> <ol style="list-style-type: none"> 1. Penyelia pembersihan perlu memastikan pekerja pembersihan dalam keadaan sihat dan sedia untuk bekerja (fit to work). 2. Pekerja pembersihan perlu memakai pakaian yang sesuai seperti baju lengan panjang, berseluar panjang, berkasut mengikut kesesuaian kerja. Tanggalkan semua barangan kemas, jam tangan dan lain-lain aksesori. 3. Alat perlindungan diri (PPE) mesti dipakai pada bila-bila masa yang sesuai, terutamanya apabila bekerja. Gunakan sarung tangan yang bersesuaian/serasi (compatible) dengan produk disinfektan. <p>SEMASA</p> <ol style="list-style-type: none"> 4. Penyelia pembersihan perlu memantau dan menyelia kerja pembersihan dan disinfeksi. 5. Sentiasa memeriksa label sebelum menggunakan bahan-bahan. 6. Pastikan tingkap dibuka untuk pengudaraan yang baik semasa kerja pembersihan dan disinfeksi dijalankan. 7. Pastikan papan tanda keselamatan dipamerkan semasa kerja pembersihan dan disinfeksi dijalankan. 8. Partikan Kawasan yang hendak disinfeksi telah dikuarantinkan untuk menghalang daripada Kawasan itu dimasuki oleh orang awam 9. Pastikan permukaan lantai dikeringkan bagi mengelak berlakunya kemalangan. 10. Jangan makan, minum dan merokok. 11. Jangan sekali-kali meninggalkan peralatan tanpa kawalselia. 12. Elakkan menyentuh muka, permukaan dan objek dengan sarung tangan yang tercemar. 13. Laporkan sebarang situasi hazard (Keadaan tidak selamat) kepada penyelia pembersihan dengan serta merta. 14. Laporkan sebarang kerosakan alat perlindungan diri (PPE) kepada penyelia pembersihan. |
|  <p>Panduan Kecemasan</p> | <ol style="list-style-type: none"> 1. Sekiranya mengalami kecederaan, kemalangan atau tindakbalas alahan yang serius, dapatkan rawatan dengan segera. 2. Semua kejadian kemalangan hendaklah dilaporkan kepada Pegawai Keselamatan & Kesihatan (SHO) atau Jawatankuasa Keselamatan dan Kesihatan Syarikat dengan segera. |
| <p>Rujukan</p> | <ol style="list-style-type: none"> 1. Diadaptasi daripada FGV "Panduan Disinfeksi & Pembersihan Di Pejabat" 2. Panduan disinfeksi atau nyahkuman Kementerian Kesihatan Malaysia. |