

## *Case Example:*

### **Infectious Disease Outbreak Response Plan by George Town World Heritage Incorporated (GTWHI)**

1. **Objective:** To protect the site manager workforce from COVID-19 while ensuring continuity of operations.
2. **Principles**
  - 2.1. To ensure that the response plan is flexible, involving the staff to develop and review the response plan.
  - 2.2. To conduct a focused discussion or exercise using the plan, to find out ahead of time whether the plan has gaps or problems that need to be corrected.
  - 2.3. To share the plan with the staff and explain the human resource policies, workplace and leave flexibilities, and pay and benefits that will be available to them.
3. **Personal Health and Hygiene**
  - 3.1. Take sufficient and additional vitamins to boost our body's immune system.
  - 3.2. Check body temperature every day.
  - 3.3. Check for irregular respiratory symptoms.
  - 3.4. Any staff who is unwell must notify the Head of Office and should leave the workplace immediately and consult a doctor.
  - 3.5. Wash hands regularly and refrain from touching the face (mouth, eyes, nose).
  - 3.6. Wash hands upon entering office.
  - 3.7. Wash hands before thumb in and after thumb out.
  - 3.8. Clean keyboard, tables and key buttons upon entering work station.
  - 3.9. Wash and dry the cloth that has been use to clean the work station.
  - 3.10. Disinfecting materials will be provided at the entrance of each office section.
  - 3.11. Main door handles and toilet handles must be disinfected every thirty (30) minutes according to the following duty roster.

Office	Team A		Team B	
	0000	0030	0000	0030
Location 1	A	D	G	J
Location 2	B	E	H	K
Location 3	C	F	I	L

#### 4. Mitigation Actions and Entitlements

- 4.1. The Head of Office may instruct staff who are showing symptoms of COVID-19 to seek immediate medical attention and to be tested.
- 4.2. Staff who have undergone COVID-19 test by a qualified medical officer will be qualified for the following entitlements:

No.	Situation	Entitlement
1	Staff is tested for COVID-19 positive and given a medical certificate by the medical officer.	Medical Leave or Hospitalization Leave.
2	Staff is categorised as Patient Under Investigation (PUI)	Staff will be given special permission not to attend work and must be quarantined at home. Salary will be paid and leave will not be deducted.
3	Staff waiting for COVID-19 test results.	Staff do not need to attend work and must be quarantined at home. Salary will be paid and leave will not be deducted.
4	Staff who are served a Quarantine Order.	Staff do not need to attend work for 14 days (including weekends and public holidays). Salary will be paid and leave will not be deducted.

- 4.3. The Head of Office may also take the following mitigation plans as precautions measurements on staff who do not need to undergo COVID-19 test by a qualified medical officer:

No.	Situation	Entitlement
1	To instruct a staff to undergo self-quarantine at home.	Staff do not need to attend work for 7 days (including weekends and public holidays). Salary will be paid and leave will not be deducted.
2	To instruct staff to work from home.	See item 5.

## **5. Work from Home**

- 5.1. The Head of Office may announce the work from home order to any or all staff members if there is the need to ensure an effective social distance mechanism in curbing the growth of infected cases.
- 5.2. Staff are allowed to bring home the allocated external hard disk and laptop during this period. All information and data must be properly kept and managed and shall not be shared with any external parties.
- 5.3. Staff are encouraged to scan the physical files and back up all documents in the external hard disk provided.
- 5.4. All staff must back up their working documents on a daily basis in their allocated external hard disk.
- 5.5. Staff must remain at home during office hours and must be responsive to communication requests from the Management during office hours.
- 5.6. All staff who are working from home are strongly recommended to stay at home and minimise unnecessary outings during office hours. Staff who need to run necessary and emergency errands for their family, for example to buy food or to attend to medical needs must report to the Management via the WhatsApp group before leaving their house. The staff is responsible to report in the group upon returning home.
- 5.7. Staff are not allowed to hang around the town or conduct any non-essential activities during office hours of the Work from Home day. Staff who fail to do so will face severe disciplinary action.
- 5.8. Staff must submit a daily work report via email by 6pm every working day to the Management.

## **6. Split Teams Management**

- 6.1. The Head of Office may announce the Split Team Management if the need to physically segregate the staff members to avoid the risk of infection between teams.
- 6.2. Staff will be divided to Team A and Team B as follows:

[Table of staff with their contact number and email and team]

- 6.3. Each team may be deployed according to different work schedules or at different work sites, which will be announced by the Head of Office.
- 6.4. The Head of Office is the leader for Team A, while Deputy Head of Office is the leader for Team B. Both team leaders must always be in active communication terms and update each other on a daily basis for updates and activities conducted.
- 6.5. Each team will take turns to work from home on alternate days.
- 6.6. Each team must disinfect the office upon entry and before departure from the office.
- 6.7. All site visits will be cancelled until further notice.
- 6.8. Each departmental manager is responsible for checking and monitoring work conducted by each staff in their department.
- 6.9. All staff (including those attending work at the office and those working from home) must send a work report via email on a daily basis to the Management.

## **7. Caretaking Needs**

- 7.1. Any staff who needs to stay at home for non-work reasons relating to the COVID-19 situation, e.g. caregiving needs for family members or for children who are unable to report to school or childcare, may apply for leave such as Annual Leave, Time Bank, Sick Leave, work from home leave, etc., for this purpose.
- 7.2. Staff must message in the departmental WhatsApp group if such needs occur.
- 7.3. Paperwork can be completed within three (3) days upon returning to the office.

## **8. Meetings**

- 8.1. All meetings will be conducted in non-physical format, i.e. teleconferencing to replace physical (in-person) meetings.
- 8.2. A webcam, speaker, microphone, and projector will be set up at the Meeting Room for this purpose.
- 8.3. All staff attending outside meetings must wear mask and wash their hands constantly.
- 8.4. Surgical masks (2 pieces per week) will be provided to all staff (while stocks lasted).

## **9. Despatch and Delivery**

- 9.1. Officers handling the visits of despatch or delivery services must disinfect their stations immediately upon the departure of the visiting delivery officers.
- 9.2. All incoming letters or parcels received must be disinfected before sending it to the officer in charge.
- 9.3. Officers must keep a distance of at least 1 metre from the visiting despatch and delivery officer.
- 9.4. The despatch office must always wear a face mask and wash his hands when delivering letters and documents to other offices.

## **10. Travel**

- 10.1. All staff are not allowed to travel internationally during the outbreak to reduce the risk of being infected.
- 10.2. All staff must keep track of the daily travel history of themselves, their immediate family members or house mates.
- 10.3. Staff who have to travel across states at this time due to urgent matters must discuss with the Head of Office immediately.

## **11. Review**

- 11.1. All staff are welcome to review the work process to the Management to achieve effective and flexible work arrangements.
- 11.2. The earlier edition of this document is dated: 16 March 2020.

Prepared by *Ang Ming Chee, CEO, George Town World Heritage Incorporated*