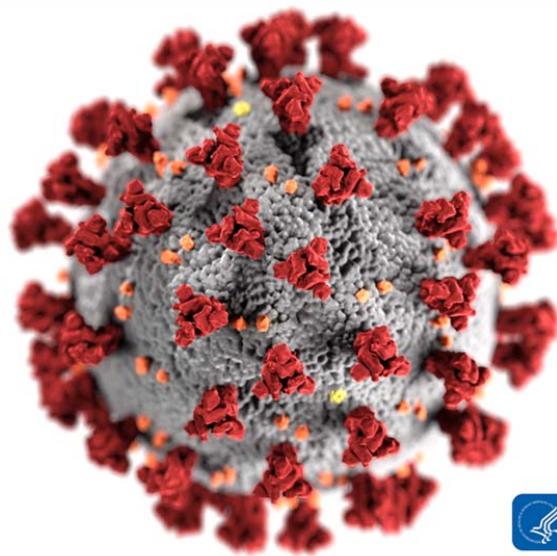


# CORONAVIRUS COVID-19

## WORKPLACE PANDEMIC PREPAREDNESS PLAN



Date of Issue: 19 March 2020

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## **1 SUMMARY**

### **1.1 What is Coronavirus COVID-19**

COVID-19 is a viral respiratory illness caused by a newly identified coronavirus that was discovered in late 2019 in China. Coronaviruses are a large family of viruses, and it is estimated that they cause roughly one-third of all cases of the common cold. Some coronaviruses cause illnesses in people and others only circulate among animals. Rarely, animal coronaviruses can evolve and infect people. The virus causing COVID-19 may have emerged from an animal source, and it is now able to spread from person to person.

### **1.2 COVID-19 (Coronavirus) vs. Influenza (flu): What is the Difference?**

The flu and COVID-19 are both respiratory diseases with similar symptoms, but they are caused by two different viruses. Here are some similarities and differences between COVID-19 and the flu.

#### **Similarities**

- Symptoms are the same: cough, body aches, fatigue, high body temperature, shortness of breath, and, in some cases, diarrhea.
- Just like the flu, COVID-19's virus can survive in both hot and humid weather as well as in cold and dry climates.
- Both can be transmitted by direct contact, droplets, and materials that can carry infection such as clothes, utensils, and furniture.
- Severe cases can lead to pneumonia and even death.

#### **Differences**

- The flu can be prevented by taking a flu vaccine that is readily available every year.
- COVID-19 does not have a vaccine but clinical trials are ongoing. It may take a while for a COVID-19 vaccine to be considered safe for medical use.
- Efforts to control the spread of COVID-19 includes frequent hand washing, quarantine, and travel ban.



## 1.3 Treatment and Prevention

There is no antiviral treatment recommended for COVID-19. People with COVID-19 may receive supportive care to help relieve symptoms. Patients may also be asked to self-quarantine at home in order to prevent the spread of the coronavirus.

No vaccine is currently available for the coronavirus causing COVID-19. The best way to prevent the illness is to avoid exposure through simple precautions. Prevention steps include:

- Wash your hands often with soap and warm water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing.
- Use an alcohol-based hand sanitizer with at least 60% alcohol if soap and water are not readily available.
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.
- Avoid close contact with people who are sick.
- Stay home if you're feeling sick.

## 1.4 Introduction & Objective (ISO 9001 – Clause 6.2)

This manual describes the most important organizational, preventative and hygiene measures to minimize the spread of infection between employees and to safeguard business operations in spite of the expected high numbers of infected employees. Measures are described for evaluating the situation and ensuring a minimal level of preparedness for a small business

A pandemic (for example, an COVID-19 pandemic) can have serious consequences for companies. Compared to other crisis situations (for example, natural disasters), it has a longer lead time. However, a pandemic is not primarily a medical problem from the viewpoint of business continuity management (BCM), but an event which greatly disrupts the flow of business processes. It therefore represents a challenge for management that requires a holistic approach, taking into consideration technical, organizational and medical needs.

This manual contains recommendations for SMEs for the development of company-specific continuity management. It is designed to support companies in safeguarding the continuity of core business functions in a complex, interregional and extended crisis situation. The manual is not, however, a detailed guidebook or general guideline for business continuity planning.

An employer is legally required to protect its employees by detecting any risk of exposure to microorganisms in the workplace and to take all necessary precautions to minimize the risk of

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infection of an employee in the workplace. For their part, employees are required to follow the instructions of their employer with regard to occupational safety and health care.

Objective of the measures:

- Health protection: the risk of staff becoming infected is reduced
- Operational reliability: the core functions of the company are ensured
- Resource planning: the organizational units have sufficient resources to carry out their role in fighting the pandemic and its effects
- Development of competencies: employees are ready to fulfill their tasks during the pandemic

### 1.5 Organisational Issues (ISO 9001 – Clause 4.1 & 4.2)

Up to 25% of the population will fall ill in a serious pandemic. During a pandemic, up to 40% of the company workforce can be incapacitated due to illness and care responsibilities. This can result in serious restrictions or interruptions to company operations.

Planning requires an analysis of the internal company functions. The most important processes and products are safeguarded as part of a catalog of measures (prioritisation/posteriorisation), potentially exposed personnel (for example, counter personnel) are identified, and indispensable business functions (key functions) are defined. Possible gaps are detected and filled.

The procedure for personnel shortages should be decided before the pandemic outbreak.

The productivity of a company may be restricted due to reduced personnel capacities. It must be decided which products can be temporarily suspended if required.

### 1.6 Measures in the case of a Pandemic (ISO 9001 – Clause 9.1)

The most important non-medical measures for containing a pandemic are:

- Awareness of personal measures in case of a pandemic or suspected illness.
- Individual measures to prevent disease transmission.
- Regular and thorough hand washing with soap, particularly after sneezing, coughing or nose blowing. Sneezing or coughing into paper tissues or in the crook of the arm.
- Maintaining at least 1 m distance between persons (social distancing)
- Workplace measures (telephone conferences, remote working, room adjustments)
- Disinfection of contaminated surfaces with commercial cleaning agents.
- Wearing of hygiene masks or FFP masks in line with applicable recommendations.



## 1.7 Communication (ISO 9001 – Clause 7.4)

The information channels and centers are known to all employees before the outbreak of a pandemic.

Accessibility in case of a crisis is ensured (lists of names and telephone numbers of agencies, partners, service providers, colleagues, customers, media, etc.).

Employees are provided with information concerning the pandemic and the measures in place during the pandemic.

Employees have been trained with regard to their duties, responsibilities and competencies regarding company crisis management procedures.

## 1.8 Basic Planning (ISO 9001 – Clause 6.2 & 8.1)

A pandemic is triggered by a new pathogen against which the population has minimal or no immunity.

Mobility and trade increase the risk of rapid, worldwide dissemination. Depending on the source, the pandemic wave can reach your country within days or weeks and can affect the whole of the country within two to three weeks.

The pandemic can come in several waves. An influenza wave lasts approximately 12 weeks. The interval between the individual waves of influenza cannot be predicted.

Most people are at risk of infection, however not everyone will be infected and not every infected person will become ill. It is estimated that during the approximately 12-week pandemic wave, 25% of employees will fall ill and will be absent from work. During two weeks at the height of the wave, probably 10% of employees will be absent from work due to illness. In total, during a pandemic 10–40% of the workforce of a company can be absent from work due to illness or care responsibilities.

The Business planning has two very specific main objectives:

- to minimize the risk of infection at the workplace – i.e. transmission from person to person (e.g. coughing, sneezing) or indirectly via contaminated surfaces.
- to safeguard the company infrastructure as far as possible and to ensure that key tasks are carried out for three months with 60% of the personnel.

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These measures are a basic component of business continuity management. BCM is an integrated management process that guarantees the stability of the company by means of targeted preparation of an emergency and crisis management process and that prevents interruption of the business.

### **1.9 Who is this document aimed at? (ISO 9001 - Clause 4.3)**

The manual is primarily aimed at SMEs which have previously had basic or minimal pandemic planning. The document is a working paper for the management of the SME or the administrative department that is concerned with BCM and other management processes.

It supports the creation of the company's own plan for preparing for and managing a pandemic. If the company already has structures in place for business continuity management, the preparations for a pandemic should be incorporated in these.

The company pandemic plan can also be integrated in the internal quality management system. As part of the BCM, a risk analysis can be carried out for critical resources.



## **2 YOUR ORGANISATION**

### **2.1 Roles & Responsibilities (ISO 9001 – Clause 5.3)**

#### **2.1.1 Management**

The management makes decisions in response to the proposals of the pandemic team.

#### **2.1.2 Pandemic team**

The pandemic team makes proposals to the management in particular with regard to the following issues:

- Definition of key functions and their deputies
- Implementation of business measures for overcoming the crisis (e.g. restricted operations planning, instructions for remote working, cancellation of meetings, increase in workloads)
- Planning, procurement and distribution of physical protective measures (e.g. hygiene masks, sanitisers,)
- Organization and financing of voluntary immunisation for employees, where available

The pandemic team is responsible for initiating:

- contact with external suppliers for ensuring supply readiness.
- regular communication of changes and developments as the pandemic progresses and support for the implementation of hygiene measures recommended by the South African authorities or the World Health Organisation.

#### **2.1.3 Employees**

- Employees follow the recommendations of the South African authorities, the World Health Organisation and the company with regard to hygiene measures as well as how to respond in case of sickness, and also inform their family members.
- support and implement the instructions of the pandemic team.
- inform the employer of any absence resulting from illness on a daily basis by a specific time.
- inform the employer of any case of sickness with their family members.

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## 2.2 Formation of the Pandemic Team

The pandemic team is made up of primary functions and processes of the company.

If a crisis team exists, this can take on the role of the pandemic team. This team is not only concerned with dealing with crises, however, but is also involved ahead of time in planning, making suitable preparations, and procuring necessary materials that will be required in the event of a pandemic. Wherever possible, existing planning outlines should be used.

The pandemic team is ideally made up of the following functions, whereby certain functions may be carried out by the same person, depending on the size of the business, or may be omitted all together.

Functions/Processes:

- Management
- Communication
- Personnel
- Administration
- Health
- Safety
- Production
- Services/sales (work teams, customer advice etc., external)
- Materials procurement/purchasing
- Logistics
- Facility management
- Additional company-specific functions and processes

### Composition of the Pandemic team:

| Function /Process         | Name | Contact No. | Deputy | Contact No. |
|---------------------------|------|-------------|--------|-------------|
| Head of the pandemic team | ABC  | +27 82      | XYZ    | +27 82      |
|                           |      |             |        |             |
|                           |      |             |        |             |
|                           |      |             |        |             |



## **2.3 Internal structures examination (ISO 9001 – Clause 4.4 & 6.3)**

### **2.3.1 Re-organisation of work processes**

As a basic rule, the company should maintain normal organizational structures as much as possible during a pandemic. As large numbers of absences are to be expected, the essential tasks for maintaining operational safety and their deputies must be carefully planned. It is also recommended that the family situation and possible care responsibilities of employees are taken into consideration (e.g. looking after sick family members, looking after toddlers and young children in case of nursery and school closures etc.).

The following measures can be taken for example:

- Ensuring the appointment of deputies (especially for key functions and employees at increased risk of absence, e.g. due to sickness or caring for relatives)
- Deciding which activities are non-urgent and can be suspended for a period
- Compensating for work absences: increasing workloads, suspending annual leave
- Reallocating personnel, recruitment of additional personnel, e.g. pensioners, part-time employees
- Setting up in-dialing numbers/remote access to the IT network of the company
- Setting up telephone numbers (free numbers) for contact with family members, customers and suppliers
- 

### **2.3.2 Functions catalogue (ISO 9001 – Clause 7.1)**

Planning requires a precise analysis of the individual internal company functions. This particularly includes which services can be suspended depending on the personnel situation. The following questions need to be addressed: What are functions/processes within the company,

- which cannot be suspended (key functions, core processes)?
- which can only be performed on company premises, and not by remote working (e.g. by internet, phone, fax)?
- whereby the person carrying out the function or process has direct contact with other persons (e.g. counter service, sales force, food services, travel activity etc.)?
- that can primarily be carried out by remote working (e.g. administrative employees)?
- that can temporarily be dispensed with and where personnel can be reallocated elsewhere?
- that are carried out by other companies outside the business (outsourcing)?

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| Category                                                   | Functions | Number of employees |
|------------------------------------------------------------|-----------|---------------------|
| Key functions (indispensable functions)                    |           |                     |
| Activity only possible on company premises                 |           |                     |
| Direct contact with other persons                          |           |                     |
| Remote working possible                                    |           |                     |
| Dispensable functions                                      |           |                     |
| Possibility of assigning functions elsewhere (outsourcing) |           |                     |

### 2.3.3 Remote working (ISO 9001 – Clause 7.1)

The technical requirements for remote working must be examined and if necessary created. In addition, working hours must be defined and accessibility of employees established. Working from home requires specific coordination.

#### Technical Requirements for remote working:

| Technology                                                                  | QTY. | Already available connections |
|-----------------------------------------------------------------------------|------|-------------------------------|
| <b>In-dialing numbers/remote access to the IT network of the company</b>    |      |                               |
| <b>Phone (land line, cell)</b>                                              |      |                               |
| <b>Fax</b>                                                                  |      |                               |
| <b>PC/laptop/notebook (via GSM if there is no internet/WiFi connection)</b> |      |                               |
| <b>Smartphone/tablet (via GSM if there is no internet/WiFi connection)</b>  |      |                               |
| <b>Software licenses</b>                                                    |      |                               |
| <b>Server capacity</b>                                                      |      |                               |
| <b>Adaptation of IT security</b>                                            |      |                               |

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## 2.3.4 Restricted operations planning in production (ISO 9001 – Clause 8.1)

As a result of reduced personnel capacity, the productivity of the company is restricted in the event of an influenza pandemic. Decisions must be made early on as to which services, processes and functions can be temporarily suspended if required.

**For Essential products/services:**

| Essential products | Responsible functions | Reallocation of personnel possible<br>Yes/No |
|--------------------|-----------------------|----------------------------------------------|
|                    |                       |                                              |
|                    |                       |                                              |
|                    |                       |                                              |

**For Dispensable products/services:**

| Dispensable products | Responsible functions | Reallocation of personnel possible<br>Yes/No |
|----------------------|-----------------------|----------------------------------------------|
|                      |                       |                                              |
|                      |                       |                                              |
|                      |                       |                                              |

## 2.4 External Operations analysis (ISO 9001 – Clause 8.4 & 8.5.1)

Since business usually depends on external suppliers and customers, analysis of these parties must be taken into account when planning. To prevent disruption to deliveries of raw materials, work materials and auxiliary products, supply chain management should be integrated into the business continuity management plan.

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**Supplier Analysis:**

| Suppliers/<br>providers | Supplier/<br>provider<br>business<br>pandemic<br>plan? (Yes/No) | Most<br>important<br>products<br>supplied | Type of product<br>delivery (postal<br>service/other<br>transport<br>services) | Risk of infection via<br>products which are<br>delivered to business<br>premises? (Yes/No,<br>which) |
|-------------------------|-----------------------------------------------------------------|-------------------------------------------|--------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|
|                         |                                                                 |                                           |                                                                                |                                                                                                      |
|                         |                                                                 |                                           |                                                                                |                                                                                                      |
|                         |                                                                 |                                           |                                                                                |                                                                                                      |

If key suppliers do not have a business continuity management plan, or a pandemic plan, they should be encouraged to create one. A longer period of autonomy should also be guaranteed by stockpiling production material, such as spare parts.

**Customer Analysis:**

| Most<br>important<br>customers | Pandemic<br>plan in place<br>in customers'<br>companies?<br>(Yes/No) | Most<br>important<br>products<br>delivered to<br>the customers? | Type of product<br>delivery (postal<br>service/other<br>transport<br>services) | Risk of infection via<br>products which are<br>delivered from your<br>own premises to<br>customers? (Yes/No,<br>which) |
|--------------------------------|----------------------------------------------------------------------|-----------------------------------------------------------------|--------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------|
|                                |                                                                      |                                                                 |                                                                                |                                                                                                                        |
|                                |                                                                      |                                                                 |                                                                                |                                                                                                                        |
|                                |                                                                      |                                                                 |                                                                                |                                                                                                                        |



### **3 BUSINESS INTERNAL MEASURES (ISO 9001- CLAUSE 7.4)**

#### **3.1 Personal, non-medicinal measures (ISO 9001 – Clause 6.1)**

- Hand-washing and personal hygiene measures
- Social distancing
- Disinfection
- Physical protection measures when the infection risk is increased

##### **3.1.1 Hand-washing and personal hygiene measures**

Hygiene interventions slow the spread of pathogens. The most important 6 personal hygiene measures are:

- Regular and thorough hand washing with soap and water
- Do not touch your own mouth, nose and eyes, or others' mouths, noses and eyes
- Disinfect hands with disinfectant
- Wash hands after coughing, sneezing or blowing your nose
- If possible, catch your coughs and sneezes in a tissue or cough or sneeze into your elbow
- Use disposable tissues which are disposed of in a bin after use

In general, regular washing of hands with soap is sufficient. However, using hand sanitizer or disinfectant can be useful in companies if there is only limited access to hand washing facilities. For example, every employee can be provided with a refillable bottle of hand sanitizer, or a dispenser can be placed at strategic, convenient locations. Businesses that choose to use hand sanitizer must instruct their employees on its proper use.

##### **3.1.2 Social distancing**

Social distancing or keeping your distance<sup>7</sup> reduces the chance of pathogens being transmitted from person to person. Social distancing requires taking measures to increase the distance between people (employees). Social distancing basically means:

- For example, staying at home if you have symptoms of flu (e.g. fever about 38 °C and coughing, sore throat or difficulty breathing)
- Avoid shaking hands when greeting someone or saying goodbye
- Maintain a distance of at least 1 m between people
- Avoid large gatherings of people

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The following measures should be evaluated in the business:

- Contact between people:
  - Reduce visits and social communication: E-mail, telephone, and video conferencing methods should be the preferred method of contact
  - Avoid all unnecessary business travel and meetings. Decline invitations to meetings, workshops, training sessions, etc.
  - Avoid shaking hands
  
- Unavoidable meetings with others:
  - Keep the meeting time as short as possible
  - Use a large meeting room and maintain a distance of at least 1 m between the participants
  - Avoid direct contact and hand-shaking
  - If possible, hold meetings outdoors
  
- Gatherings of groups at the workplace:
  - Relax or remove fixed start and end times to the working day within the business
  - If possible, try not to organize overlapping shift changes
  - Avoid using lifts if possible
  - Close the cafeteria and any staff restaurants
  - Avoid community events
  
- Business post:
  - Select a person tasked with distributing incoming post (normally a secretary or department assistant), rather than allowing various employees to collect it from a central location
  - Leave outgoing post at the collection point without making any personal contact
  - The employee responsible for post distribution should wash their hands hourly
  
- Journey to and from work:
  - Heed recommendations from authorities and transport companies
  - It is likely there may be delays in transport on the route to work as a result of restrictions to public transport services or due to an increase in commuters using individual vehicles
  - If possible, travel to work on foot or by bike



### **3.1.3 Physical Protection measures**

Physical protection measures can reduce the risk for employees with an increased risk of infection. The employer/pandemic team will clarify which employees require physical protective equipment. Employees in roles with increased risk of infection include:

- People with close personal contact to others, e.g. till staff and counter staff
- Safety personnel with contact to others
- Cleaning personnel
- Refuse collection personnel

Even when used correctly, physical protection measures cannot guarantee complete protection. Employees must be instructed on the correct use of any additional protective equipment. Protective equipment and material must be disposed of in a manner that ensures there is no risk of contaminating the surrounding environment or the cleaning personnel.

#### **Possible physical protection measures:**

- Plexiglas or sealed film/protective screens between customers and staff
- Hygiene masks (Type II or IIR surgical masks) have a relatively low protective potential for the wearer. They are more effective for the protection of others (collective protection effect). For this reason, wearing hygiene masks is not generally recommended. Their use is nonetheless meaningful, in cases where an increased risk of spreading the virus is unavoidable, such as, for example, in large gatherings or crowds, or where personal contact is inevitable. However, the situations in which hygiene masks should be worn can only be precisely defined, when it is known exactly what the pandemic pathogen is and what its specific transmission properties are.
- Wearing hygiene masks is meaningful and effective, if they are used correctly and together with hygiene precautions, which are recommended anyway. For the correct use of hygiene masks
- Dust masks (of type FFP 1–3) primarily serve to protect the wearer from infection. They are intended for professionals exposed to virus sufferers and patients, for example in hospitals, and are not considered here
- For information on examination gloves and safety goggles for people with increased risk of exposure



## **3.2 Environmental hygiene (ISO 9001 - Clause 7.1.4)**

### **3.2.1 Climate Control**

Rooms should be regularly ventilated by opening both the windows and doors. Air conditioning need not be shut down in the case of a pandemic.

### **3.2.2 Cleaning**

Rooms should be cleaned as usual during a pandemic. Cleaning the surfaces and washable floors with usual cleaning products is sufficient. Disinfection is not necessary. Frequently touched objects and surfaces such as, for example, counter tops and ATMs, should be identified and cleaned more frequently.

## **3.3 Behaviour if Infected (ISO 9001 - Clause 7.4)**

The recommendations and orders of the authorities and the government should be followed. The government is responsible for providing the correct medicine (e.g. vaccines).

If you experience symptoms, stay at home or leave the workplace as soon as possible. This limits the chance of the illness being transmitted. You should contact your GP or a regional hotline. You should spend the duration of your illness at home. Only return to work, at the earliest, one day after a complete recovery from the fever. Follow the personal hygiene measures, as described in section 3.1.1.



## **4 COMMUNICATION (ISO 9001 - CLAUSE 7.4)**

The government and relevant authorities are responsible for distribution of information in the event of a pandemic. Any company internal communication should ideally be based on the guidelines from the government and relevant authorities. Companies have an important role to play in overcoming the pandemic, by distributing the authorities' messages. Communication is a key management task. In the event of a pandemic, you should take care to:

- ensure clarity about the situation
- reassure employees
- avoid rumors
- create trust in the authorities and services
- promote solidarity

### **4.1 Content of the Communication**

Employees should be informed about:

- the current situation and effects of the pandemic workplace law measures
- dealing with absences due to sickness, caring for children or relatives
- the measures expected for personal conduct and business processes
- responsibilities and people to contact, both in and outside the company
- the distribution of protective equipment, such as, hygiene masks and hygiene material
- changes and developments in the course of the pandemic
- possibilities for vaccination and medicinal/antiviral prophylaxis
- information on travel abroad according to the authorities and government
- Company customers and suppliers are to be kept informed about the situation and changes, for example, to ordering or supply processes.

### **4.2 Time of Communication**

The company management should decide when it is appropriate to communicate internally about the preparations for a possible pandemic. It is, however, useful to inform employees early about planning and protective measures.

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### **4.3 Who should be informed**

All employees, their families, customers, suppliers and the relevant authorities should be informed.



**5 PROCUREMENT OF MATERIALS (ISO 9001 - CLAUSE 8.4)**

Hygiene materials, disinfectant or sanitizer, hygiene masks and other physical protective equipment should be organized before the outbreak of a pandemic. Underestimating the required amount of materials increases employees' risk of infection.

**5.1 Assessing the risk of Infection (ISO 9001 – Clause 6.1)**

| Risk of infection | Contact                                         | Measures/equipment                                                                                                                                                                       |
|-------------------|-------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>low</b>        | No contact<br>(e.g. own office)                 | No special material required                                                                                                                                                             |
| <b>medium</b>     | Contact with others, open-plan office           | <ul style="list-style-type: none"> <li>· Possibly hygiene masks</li> <li>· Hand washing and disinfecting</li> <li>· Other hygiene measures</li> <li>· Protective screens/film</li> </ul> |
| <b>increased</b>  | Cleaning personnel, refuse collection personnel | <ul style="list-style-type: none"> <li>· Hygiene masks</li> <li>· Examination gloves</li> <li>· Other hygiene measures</li> </ul>                                                        |

**5.1.1 Hygiene Materials**

Soap, disposable tissues and bins with lids, and a sufficient stock of plastic bags should be kept.

**5.1.2 Disinfectant**

If a company decides to supply disinfectant, a sufficient stock should be kept in storage. Approximately 3 ml of disinfectant is required per hand-disinfecting session. Alcohol sanitizer gel is flammable and should be stored with the appropriate care (Safety Data Sheet requirements).

**5.1.3 Hygiene Masks / Examination gloves**

Employees must be informed about the correct use of hygiene masks. Type II or IIR surgical masks are recommended. The manufacturer's expiry date should be observed, however, it can be assumed that hygiene masks can nevertheless remain effective for a certain time beyond the expiry date, if stored correctly.

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Hygiene masks and examination gloves are mostly produced in the Far East. If there is a pandemic, increased demand and acute supply shortages should be expected. The need for these during a pandemic can only be covered by early procurement and stockpiling.

## 5.1.4 Protective screens/film between employees and customers

To reduce the risk of infection for employees with contact to customers, for example, counter staff, Plexiglas or glass shields/windows, or plastic film, can be installed in place of hygiene masks, and should be cleaned daily.

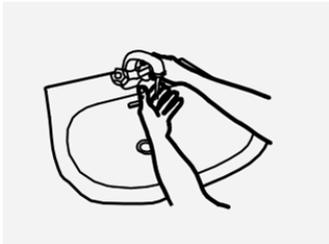
## 5.2 Calculating the material requirement for exposed personnel (ISO 9001 – Clause 6.1)

| Protective equipment                          | Requirement per exposed person, per day | Stock/per exposed person | Number of exposed people | Company stock |
|-----------------------------------------------|-----------------------------------------|--------------------------|--------------------------|---------------|
| <b>Hand disinfectant (3 ml per use)</b>       | 10 x 3 ml = 30 ml                       | 1 l                      |                          |               |
| <b>Hygiene masks (change every two hours)</b> | 5 hygiene masks                         | 100 pieces               |                          |               |
| <b>Non-sterile examination gloves</b>         | 1 pair per shift                        |                          |                          |               |
| <b>Safety goggles (re-usable)</b>             | 1                                       | -                        |                          |               |
| <b>Protective screens/film (reusable)</b>     | <b>1</b>                                | -                        |                          |               |

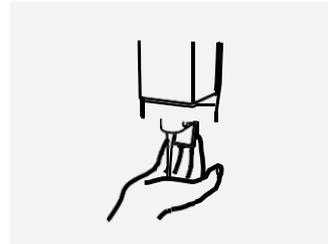


## **6 CLEANING & USAGE OF MATERIALS (ISO 9001 - CLAUSE 10.1)**

### **6.1 Hand Washing**



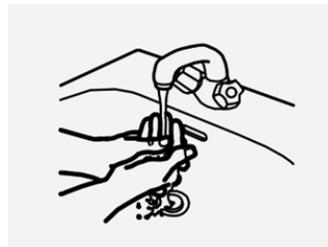
1. Wet your hands under running water



2. Lather your hands thoroughly



3. Rub your hands together; don't forget the backs of your hands, your fingers and wrists



4. Rinse your hands well



5. Dry your hands thoroughly with a disposable towel



6. Use a disposable towel to turn off the tap

### **6.2 Hand Disinfection**

Frequent hand washing with soap in accordance with Hand washing will generally suffice, however, if disinfectants are to be used, a standard alcohol-based hand disinfectant is recommended.

All disinfectants which have been authorized and tested against viruses are effective against influenza viruses. Due to their low resistance, common alcohol-based disinfectants are suitably effective for clean hands as long as they have a minimum composition as follows:

- 70–80% ethanol [CAS no. 64-17-5] or
- 60–80% isopropyl [CAS no. 67-63-0] or 1-propanol [CAS no. 71-23-8]
- 60–80% mixture of these alcohols

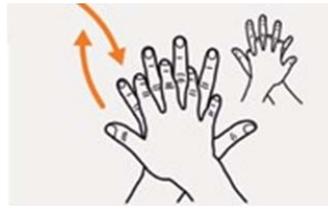


**Instructions:**

Unless there is visible dirt, do not wash your hands before disinfecting. Pump three squirts of hand disinfectant (approx. 3 ml) into your dry palm and rub hands together in accordance with the instructions. It is important to disinfect not only your palms but also between your fingers, your fingertips and thumbs.



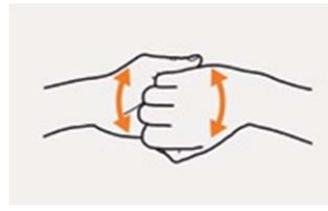
1. Rub the disinfectant between your palms



2. Palm to the back of the other hand, then repeat for the other hand



3. Palm to palm with fingers spread and intertwined



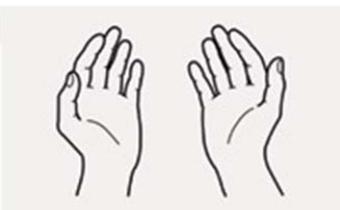
4. Backs of the fingers in the opposite palm with fingers interlocked



5. Hold one hand around your thumb and rub in a circular motion back and forth, then repeat for the other hand



6. Hold fingertips together and rub in a circular motion in the opposite palm, then repeat for the other hand



7. Leave your hands to dry rather than using a towel



### **6.3 Hygiene Masks**

If hygiene masks are used within a company, surgical masks type II or IIR are recommended. These can be purchased from medical product wholesalers or directly from the manufacturer.

A hygiene mask will be soaked through after approx. two hours of use and less effective as a result. Hygiene masks must therefore be changed regularly. To guarantee maximum protection, the mask must be fitted correctly to the face. The mask must completely cover the mouth and nose and sit comfortably.

#### **Instructions:**

- Place the mask over your nose and mouth. The part reinforced with wire should lie over the bridge of the nose
- Place an elastic strap around each ear or tie the strap at the back of the head
- Pull the lower part of the mask over the chin. Bend the upper reinforced part to fit correctly, so that the edge of the mask is always in contact with the skin. The mask must cover the face from the bridge of the nose to under the chin
- Wear the mask for no longer than two hours
- Do not exchange worn masks with other people
- Change a mask immediately if damaged or soaked through
- Before putting on and after disposing of a mask, wash your hands with soap
- Dispose of masks with normal household waste

### **6.4 Cleaning**

Cleaning should be carried out once work is finished. Workstations used by several people should be cleaned each time one person has finished their work/shift.

During a pandemic, the cleaning staff will be subjected to an increased infection risk. Additional protective measures are therefore recommended.

Protective materials, excluding safety goggles, shall be disposed of in waste bins on site once work is finished. The gloves should be removed last. After removing the gloves, immediately wash your hands with soap or disinfect with hand disinfectant. If using hand disinfectant, do not wash your hands first as this will reduce the effects of the hand disinfection. The safety goggles should be washed with soap once work is finished and then used again the next day by the same person (personal safety goggles).

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Reusable cloths and mop covers must be machine washed after every use (min. 60 °C or 40 °C with detergent) and then dried. There must be plenty of cloths and covers available

**7 NOTES**

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