

Instruction Manual for Plan for a Gradual Return to Normalcy

(Phase Two)





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Health Authorities Requirements



Distancing Requirements

- ▶ Workplaces must be re-structured to maintain the distance between workers. All workers must keep a minimum distance of 2 meters which is equal to 10 square meters at all times.
- ▶ Separation and distancing of desks, chairs and other furniture with no less than 2 meters distance.
- ▶ Ensure that corridors allow for distancing of at least 2 meters.
- ▶ Prevent gatherings in rest areas and places of worship in all forms and times.
- ▶ Prevent eating and drinking in groups in the workplace and elsewhere, and food and beverage consumption to be on an individual basis with the use of single-use utensils or to bring in personal utensils and wash at home.
- ▶ Provide instructional signage and visual tools for guidance on distancing throughout the workplace (such as colored floor stickers).
- ▶ Commitment to providing training on distancing measures and how to wear and remove personal protective equipment.
- ▶ Reducing physical contact between employees as well as clients.



Personal Protection Methods

- ▶ Face masks are obligatory and must be worn at all times in all workplaces. Compliance is necessary and obstruction is punishable.
- ▶ Prevent sharing work surfaces (offices, tables, boards, etc.).
- ▶ Adherence to a routine sterilizing schedule for used surfaces and bathrooms, while providing personal protection equipment for cleaning staff.
- ▶ Face masks and protective clothing.
- ▶ Commitment to providing cleaning detergents, soaps and hand sanitizers in the workplace
- ▶ Eliminate physical transactions for communication and payment, such as paper and cash, and rely on paperless electronic transactions and communication methods.



Working Remotely

- ▶ It is imperative that all activities are assessing their ability to work remotely and that these activities adhere to this throughout the pandemic period, regardless of the overall risk level.
- ▶ If you are not able to work completely remotely, you can apply working remotely partially.
- ▶ Work requiring personal presence is limited to activities that cannot work remotely.



All Phase One activities are permitted to continue operating during Phase Two, while adhering to the requirements of health authorities.



Phase One Activities :

-  ► Mosques and Places of Worship.
-  ► Industrial Activities.
-  ► Maintenance Services.
-  ► Shipping Services.
-  ► LPG Gas Services.
-  ► Laundry Services.
-  ► Home Delivery Services.
-  ► Restaurants and Cafes (Drive-Through)
-  ► Telecom Services Providers and Internet Service Providers.
-  ► Food Retail (Coops and Supermarkets, Grocery Stores, Ration Food Supply Services).
-  ► Corporate/ Private Transportation for Companies and Institutions.
-  ► Gas Stations and Associated Services.
-  ► Private Hospitals and Clinics.
-  ► Automobile Showrooms
-  ► Workshops, Maintenance, Garages, Equipment and Machinery Stores, Spare Parts, and Car Wash Services.



General Guidelines for Reopening Workplaces Within Government Agencies and Private Sector (Less Than %30) :

Return to workplaces in government agencies and private sector is permitted by no more than 30% of workers within the workplace (employees, users, etc.) in accordance with health requirements.



▶ Compliance with general health requirements:

- ▶ Physical distancing requirements.
- ▶ Personal protection methods.
- ▶ Encourage working remotely.



▶ Maintaining hygiene measures and periodic sterilization procedures.



▶ Distributing workers across working hours and devising a mechanism for receiving clients in ways that adhere to physical distancing.



▶ Check staff and client temperatures and not allow anyone with a temperature above 37.5 degrees to enter.



▶ Sterilize buildings at least once a day.



▶ Sterilize equipment and tools after every use.



▶ Sterilize all frequently used surfaces.



▶ The supply of sterilizers is mandatory throughout the workplace, and is to be placed close to machines or tools used by multiple workers.



▶ Alert employees not to use phones, desks, or other tools and equipment used by other employees.



▶ Mandatory use of face masks or other appropriate personal protective equipment.



▶ The minimum distancing requirement in the workplace is 2 meters.



▶ Prohibit gatherings of employees and clients. Additionally, close all gathering places.



▶ Educate and train employees on implementing health requirements.



▶ All government agencies must abide by the guidelines specified in the "Policies, Measures, and Rules for the Gradual Return to Work in Government Agencies" guide issued by the Civil Service Commission.



General Guidelines for Reopening Construction and Building Activities :



▶ Compliance with general health requirements:

- ▶ Physical distancing requirements.
- ▶ Personal protection methods.



▶ Maintaining hygiene measures and periodic sterilization procedures.



▶ Adhere to the general recommendations regarding transporting goods:

- ▶ Mixing and convergence between the carrier and the recipient should not take place.
- ▶ Sterilization of goods surfaces and transportation means.



▶ Check staff temperatures and not allow anyone with a temperature above 37.5 degrees to work.



▶ Should symptoms appear in any worker, immediately inform management and health authorities and isolate suspected workers until their transport to the hospital.



▶ All workers must commit to staying on site during their work shift and are not be permitted to leave the work site.



▶ Loading and unloading of materials should only be performed by workers on site. Drivers are not allowed to exit the vehicle without wearing masks.



▶ Must place instructional signage in multiple languages on proper use of face masks and physical distancing requirements.



▶ Sterilize all hand tools, control devices, machines, and equipment if they are used by multiple workers.



▶ Provide sterilizers and hand soap in multiple locations in addition to bathrooms.



▶ Provide additional waste containers and ensure they are collected and emptied routinely.



▶ Regular cleaning and sterilization of vehicles transporting workers to and from place of residence.



▶ Avoid crowding within work site, elevators, cranes, offices, and rest areas.



▶ Identify and schedule work and rest times for workers.



▶ Educate and train employees and workers on implementing health requirements.



General Guidelines for Reopening Financial and Banking Activities :



▶ Compliance with general health requirements:

- ▶ Physical distancing requirements.
- ▶ Personal protection methods.
- ▶ Encourage working remotely.



▶ Maintaining hygiene measures and periodic sterilization procedures.



▶ Distribution of working hours and receiving clients.



▶ Check staff and client temperatures and not allow anyone with a temperature above 37.5 degrees to enter.



▶ Minimize the circulation of cash transactions while ensuring that hands are sterilized after each transaction.



▶ Sterilize buildings at least once a day.



▶ Sterilize equipment and tools at every use.



▶ Sterilize all frequently used surfaces.



▶ The supply of sterilizers is mandatory throughout the workplace, and is to be placed close to machines or tools used by multiple workers.



▶ Alert employees not to use phones, desks, or other tools and equipment used by other employees.



▶ Mandatory use of face masks or other appropriate personal protective equipment.



▶ The minimum distancing requirement in the workplace is 2 meters.



▶ Prohibit gatherings of employees and clients. Additionally, close all gathering places.



▶ Educate and train employees on implementing health requirements.



General Guidelines for Reopening Commercial Complexes and Shopping Malls (From 10am to 6pm):



▶ Compliance with general health requirements:

- ▶ Physical distancing requirements.
- ▶ Personal protection methods.



▶ Maintaining hygiene measures and periodic sterilization procedures.



▶ Adhere to the general recommendations regarding transporting goods:

- ▶ Mixing and convergence between the carrier and the recipient should not take place.
- ▶ Sterilization of goods surfaces and transportation means.



▶ Commit to online or electronic payment.



▶ Check employee and customer temperatures and not allow anyone with a temperature above 37.5 degrees to enter.



▶ Maintain required physical distancing in queues at entrances and exits



▶ Provide sterilizers at entrances, reception desks, and exits.



▶ Clean and sterilize shopping carts (if applicable) after each use.



▶ It is preferable to use automatic doors at entrances and exits.



▶ Designate separate doors for as entrances and exits to ensure physical distancing.



▶ If symptoms appear for those within the complex, suspected cases should be isolated in a designated area near an exit until transferred to the hospital.



▶ Seal off all seating and rest areas.



▶ Frequently clean all commonly used areas.



▶ Reduce elevator capacity to ensure physical distancing.



▶ Ensure cleaning and sanitization of entrances, elevators, escalators, and frequently touched surfaces such as corridors, doors, and door handles, etc.



▶ All entertainment activities are prohibited to avoid crowd gatherings.



▶ Suspend valet parking services.



General Guidelines for Reopening Commercial Complexes and Shopping Malls (From 10am to 6pm):

-  Care to increase ventilation inside the complex.
-  Close all smoking rooms and areas.
-  Periodically sterilize and organize the private loading and unloading areas within the complex.
-  Close all fitting rooms and remove all types of customer sample/tester products such as cosmetics, perfumes, food products, etc.
-  Place informative signs in several languages.
-  Place floor markers at 2 meters apart to ensure physical distancing in queues.
-  Designate one-way circulation in pathways and corridors where safe physical distancing cannot be ensured.
-  Educate and train employees on implementing health requirements.
-  The above is in addition to any preventive measures determined by the administration of the complex.



General Guidelines for Reopening Retail Stores :



▶ Adhere to general health guidelines:

- ▶ Social distancing requirements.
- ▶ Personal protection methods.



▶ Follow cleanliness and sanitation protocols regularly.



▶ Organize customer flow to ensure social distancing and avoid overcrowding.



▶ Adherence to the general recommendations for the transportation of goods:

- ▶ It is necessary for the carrier not to interact with the recipient.
- ▶ Sterilization of product surfaces and means of transportation.



▶ Commit to online or electronic payment.



▶ Check staff and customer temperatures and not allow anyone with a temperature above 37.5 degrees to enter.



▶ Determine maximum capacity of individuals allowed inside the store at the same time according to distancing measures of the health authority. In the event of an increase in number of customers, their waiting must be organized outside the store while adhering to physical distancing measures.



▶ Separate and sterilize products that have been touched, tried, or replaced prior to return.



▶ It is preferable to use automatic doors at entrances and exits to reduce contact and risk of exposure. If automatic doors are not available, doors should be left open.



▶ Infected employees or employees who exhibit symptoms of the disease are prohibited from working or entering the store.



▶ Provide sanitizers at entrances, checkout counters and exits.



▶ Close all seating and gathering areas.



▶ Reduce elevator occupancy to ensure physical distancing.



▶ Close all fitting rooms and remove all types of samples/testers such as cosmetics, perfumes, food products, among others if available.



▶ Educate and train employees on implementing health requirements.



General Guidelines for Reopening Restaurants and Cafe Services (Takeaway with No Seating):



▶ Adhere to general health guidelines:

- ▶ Social distancing requirements.
- ▶ Personal protection methods.



▶ Follow cleanliness and sanitation protocols regularly.



▶ Organize customer flow to ensure social distancing and avoid overcrowding.



▶ Adherence to the general recommendations for the transportation of goods:

- ▶ It is necessary for the carrier not to interact with the recipient.
- ▶ Disinfecting product surfaces and means of transportation.



▶ Encourage online/electronic payments.



▶ Check staff and customer temperatures and not allow anyone with a temperature above 37.5 degrees to enter.



▶ Encourage customers to wait in their vehicles.



▶ Close self-service counters (For example: stations providing napkins, sugar, straws, condiments, etc.).



▶ Prohibit eating and drinking inside the restaurant or cafe. Furthermore, make sure costumers leave the site immediately after receiving the order.



▶ Determine maximum capacity of individuals allowed inside the store at the same time according to distancing measures of the health authority. In the event of an increase in number of customers, their waiting must be organized outside the store while adhering to physical distancing measures.



▶ Continuously sanitize the place while paying attention to areas of repetitive contact, especially door handles, faucets, corridors, as well as essential equipment after every use.



▶ Follow a flexible system when distributing work between employees to reduce contact.



▶ Maintain good ventilation of the space.



General Guidelines for Reopening Restaurants and Cafe Services (Takeaway with No Seating):



▶ Sanitize bathrooms periodically and designate them for employee use only.



▶ It is advised to separate employees who interact with customers from the employees working on food preparation.



▶ It is advised to place a barrier between restaurant workers and customers.



▶ It is prohibited to organize events, celebrations, and other events.



▶ Educate and train employees on implementing health requirements.



General Guidelines for Reopening Parks, Resorts and Public Spaces:



▶ Adhere to general health guidelines:

- ▶ Social distancing requirements.
- ▶ Personal protection methods.



▶ When entrance gates are available, check visitor temperatures at the gate and do not allow those with a temperature higher than 37.5 degrees to enter.



▶ Close all public restrooms and water fountains.



▶ Close children's play areas and sports equipment.



▶ Clean and disinfect all frequently touched surfaces, such as benches, waste bins, bicycle racks, etc. at least once a day.



▶ Group exercise/sports activities are prohibited.



▶ Educate and train employees to implement health safety requirements.



▶ The above is in addition to any preventive measures determined by the management of each park or resort must be adhered to.



Thank You

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