

Standard Operating Procedure

Health Emergency Management

COVID-19 Return to work SOP

11 May 2020 (Version 01)

SOP Coverage: Cyberjaya Campus:

- Global Service Centre
- Information Management and Technology, Kuala Lumpur

SOP Area: Health Emergency Management

Document Control

Change Record

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20/04/2020	Y. Yang	1.0	Global Service Centre (GSC) Final Version
20/04/2020	M. Bibi	1.1	Revised for detailed procedures
21/04/2020	A. Pringle	1.2	Revised to include further clarifications
27/04/2020	M. Bibi	1.3	Revised to include coordinators comments
29/04/2020	M. Bibi	1.4	Additional comments/links by Dr Y. LO
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11/05/2020	M. Bibi	1.6	Revised to include further clarifications & MCO extension

Reviewers

Name	Position	Date
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Distribution

#	Name	Location
1	All personnel of the Office of the WHO Representative to Malaysia, Brunei Darussalam and Singapore	Cyberjaya office
2	All coordinators and managers	Cyberjaya office
3	All staff through email	Cyberjaya office

Table of contents

1. Introduction3

2. Procedures3

3. Continuous monitoring and re-evaluation5

Annex 1 – Measures to implement physical distancing and safe hygienic practises.....6

Annex2: Additional useful information and links.....7

1. Introduction

This standard operating procedure (SOP) defines the steps for scenarios after the 2020 Malaysia Movement Control Order or MCO has been lifted by the Malaysian government. It adopts an approach of gradual/phased return to work, over a period of 6-12 months, that is voluntary and places the safety and wellbeing of the WHO Global Service Centre (GSC) staff members as the highest priority. It is a living document and will be updated as necessary.

WHO/GSC will evaluate and implement recommendations (taking into account the specific circumstances of GSC) issued by the Government of Malaysia and its revisions, as well as the United Nations Crisis Management Team (UNCMT). Staff and managers should consider continuation of working from home when functions do not necessarily require physical presence on-site. Given the nature of GSC functions and the office setup in Cyberjaya, GSC is considered a Shared Service Centre such as DHL, DELL, etc. and may apply a similar approach relevant for service centres.

2. Procedures

The priority for GSC management is to ensure staff safety and wellbeing. This SOP acknowledges the successful teleworking experience during the early three phases of the MCO where staff were able to perform their duties successfully and without major challenges. The following risks (not exclusively) should be considered when staff return to work from the office:

- Risk for staff using public transport
- Difficulty in practicing social distancing in the office due to its setup
- The pantries do not allow for social distancing during lunch breaks
- One case in the office could imply quarantining all staff in the office as they might be considered as close contacts.
- Previous experience with flu outbreaks has showed that the risk of contagion in the office is very high.

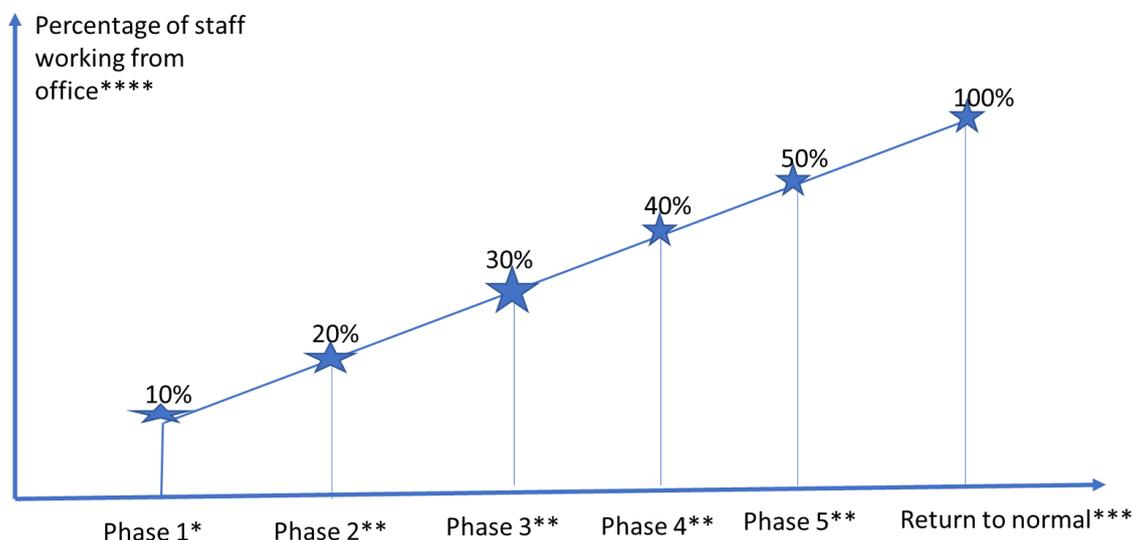
Return to office will be on voluntary basis. GSC staff may gradually start resuming work from the office as follows:

- From 10th June 2020 (tentatively following the MCO extension announcement), a maximum of 10% of staff may return back to office on a voluntary basis. Coordinators will provide CSO in advance the name of staff who will be working in the office. The seating arrangements will be decided and re-attributed, as required, by the unit coordinator and CSO to ensure proper physical distancing. Identified staff will receive confirmation from CSO accordingly before going back to the office.
- The capacity could be increased by volunteers up to a maximum of 10% every two to four weeks* provided that social distancing could be ensured. Similar to the above. CSO will ensure compliance with the above procedures, including daily counting.
- Alternative days of presence for on-site staff may be considered, provided that staff safety is not compromised.
- On-site staff may not necessarily need to comply with GSC normal working hours. They may discuss and agree with their respective coordinators on days to work from office and the working hours. CSO should be informed of such arrangements.
- Ad-hoc staff visits to office are dealt with separately, the request for any ad-hoc visits to the office should be justified and requires approval from the respective coordinator and CSO. CSO approval is required prior to going to office.
- External Visitors (counterparts, family members...) are not allowed to enter the premises until further notice.

- Please be reminded of the [standard operating procedure \(SOP\)](#) defining the steps to be taken in the scenario of a suspected or detected COVID-19 case within the Cyberjaya Office, including the WHO Global Service Centre (GSC) Information Management & Technology (IMT) Kuala Lumpur (KL) and the Office of the WHO Representative to Malaysia, Brunei Darussalam and Singapore in Cyberjaya, in Kuala Lumpur, Malaysia.
- There will not be any kind of discrimination against staff working from home.

The following criteria should be taken into account when considering returning to working from office:

- Staff members or consultants that have underlying medical conditions (i.e. hypertension, diabetes, cardiovascular disease) documented by SHW/GSC Medical Officer should not return to work until further notice;
- Staff members or consultants that take public transportation for work should not return to work until further notice;
- Staff members or consultants that are taking care of ill family members or people with disabilities should not return to work until further notice;
- Staff members or consultants that are taking care of school or kindergarten age children should not return to work until further notice;
- Staff members or consultants with any flu-like signs and symptoms should refrain from coming to office at any point and consult the GSC staff physician or a respective physician immediately as per the COVID-19 SOP;
- Business needs and necessity of staff presence in office should be considered by the unit coordinator to select who returns to work.



* Tentatively 10th June 2020 (subject to prevailing situation and CMCO)

** Tentatively two to four weeks after previous phase starts

*** Estimated within 6 to 12 month depending on the outbreak situation

**** This percentage is a maximum estimation as the return to work from office is voluntary and will depend on the outbreak situation

3. Continuous monitoring and re-evaluation

- * The phases duration (two to four weeks) is indicative only, it could be revised at any time depending on the outbreak situation in the country;
- GSC management might decide to revise the number of staff working from office or revert to full teleworking:
 - If the measures taken appear ineffective;
 - If outbreak situation changes;
 - If the government of Malaysia or the UN Crisis Management Team recommends new restrictions.

Annex 1 – Measures to implement physical distancing and safe hygienic practises

Meetings	<ul style="list-style-type: none"> - Internal meetings should continue to be virtual (except when physical presence is essential). In these cases, physical distancing must be ensured. - External meeting participants would only be allowed to join via virtual connection.
IPC measures	<ul style="list-style-type: none"> - Staff will not be required to wear facemasks in the office - Self-monitoring and reporting on temperature and symptoms will be promoted - Temperature screening is done by Prima - Additional hand sanitizers will be installed in common areas. - Conference rooms will be sanitized after every meeting - Sanitizing wipes will be provided at print spots and vending machines. - High-touch surfaces will be sanitized several times a day
Physical distancing	<ul style="list-style-type: none"> - Maximum is 50% occupancy depending on space - Physical distancing will be enforced in the meeting rooms (capacity halved) and in the pantries - Enclosed offices will not be used for meetings - Use of elevators will be limited, staff encouraged to use the stairs - Number of staff in toilets at same time will be limited
Human Resources	<ul style="list-style-type: none"> - Flexible office working hours to avoid public transportation during peak times - Newly recruited staff and staff being reassigned to a new duty station, will work from their current location

Annex2: Additional useful information and links

Staff members should [practice hygiene and observe social distancing measures](#) inside and outside the office.

Staff members or consultants that are unwell with possible COVID-19 symptoms (fever, cough, shortness of breath, or sore throat) should not go to the office and should follow the [GSC SOP for Health Emergency Management related to the COVID-19 scenario \(21 March 2020\)](#) and [take note of WHO guidance on how to wear a mask safely, wash your hands](#) and [protect yourself and others from getting sick](#).

Please also refer to the following documents:

- [WHO HQ COVID-19 Intranet site](#)
- [WHO Global Social Media Policy](#)
- [Updated Administrative Guidelines](#) (updated on 31 March 2020)
- [Teleworking and Travel Q & A](#) (updated on 23 March 2020)
- [Guidance for Managers – teleworking in the context of COVID-19](#) (updated on 31 March 2020)

In addition, please refer to the [Ministry of Health's website](#) and [WHO's website](#), where case definitions, guidelines and standard operating procedures are updated frequently.