

MySejahtera QR code and thermal scanners are available at all Mitec entrances.

STAYING SAFE AT WORK

By RUBY LIM
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THE pandemic has certainly upended all previous routines. It's the era of the new norm now and with it comes plenty of standard operating procedures (SOPs) to observe.

In most workplaces, employees work side by side and employers have to implement distancing between work stations or assign half the crew to work from home to reduce headcount.

Other measures employers have taken include temperature scan, mandatory wearing of masks, placing hand sanitisers at various points, regular sanitisation of frequent touch points – all the while keeping an eye on the bottomline.

At Nestle (M) Bhd, throughout the different phases of this health crisis, the company has maintained robust communication across all levels in the organisation to keep the ties and values that bind the Nestle family strong.

"We swiftly transitioned to 'work from home' at the onset of the pandemic, providing tools and capabilities to all our office employees to perform their jobs effectively," said Nestle (M) Bhd chief executive officer Juan Aranols.

"These arrangements have evolved during RMCQ, but we still have around 50% of our office-based employees working from home.

"For all our colleagues at the factories, warehouses and sales offices, we adopted all necessary measures to ensure that the workplace is safe based on the Health Ministry guidelines and our own practices.

"We have also shared, coached and encouraged our suppliers and distribution partners to comply with all SOPs."

Nestle also produced an employee health and hygiene handbook which outlines guidelines on health screenings, self-declaration on travel and close contacts, handwashing, wearing masks, physical distancing, as well as procedures on reporting a Covid-19 case at the workplace.

Additionally, Nestle has a rigorous contact tracing protocol that is activated once an employee presents symptoms from potential exposure to the virus.

At Lexis Hotel Group, the pandemic has strengthened the bonds within the organisation.

"The safety and health of both our staff and our guests are top priorities, not to mention a shared responsibility.

"All of us at Lexis take this very seriously. We stay vigilant and have each other's back.

"We work hand in hand to keep our resorts safe not only for guests but also for each and every one of our team members," said Lexis Hotel Group president Mandy Chew Siok Cheng.

The group management set up a comprehensive guideline and SOPs that are entrusted to the whole team to maintain and practise at all times, including regular temperature checks and health updates, strict "mask-on" and hygiene policies as well as rotating shifts and adjusted working hours to maximise social distancing in the workspace.

"To keep our guests safe and happy, we



Nestle converted the doors at its HQ to be foot operated.

need to first stay safe and high spirited ourselves.

"Being in the hospitality industry, we play host to everyone who walks through our doors every day. As such, we do everything to the best of our ability to ensure that they feel safe and comfortable at all times, so we certainly appreciate these SOPs and guidelines that enable us to do so better," shared Chew.

At the Malaysia International Trade and Exhibition Centre (Mitec), the challenge is in handling a large number of visitors.

Beyond the compulsory SOP set by the National Security Council, Mitec's comprehensive workplace SOPs include continuous staff training; public awareness and multi-media displays on safety and health measures; physical distancing at staff work areas, public areas and event venues; ISO 22000 advanced food safety measures; routine surface cleaning; reduced touch points, as well as air quality control and daily monitoring systems.

With the resurgence in Covid-19 cases over the last week, updated work precautions have been issued to all Mitec team members, which include breaking work hours into three shifts to lower the number of people at the office.

"Mitec has an emergency management system in place with paramedics and health professionals on duty during business hours to immediately address any situation," said Mitec chief executive officer Gunther Beissel.

"We are also the only trade fair venue in the country with our own in-house medical clinic including an isolation room if needed.

"There is an ambulance on standby during business hours and extended hours during events.

"I am proud to say that every staff member has embedded this new norm into their daily operations and has remained vigilant at all times to help combat the pandemic," he said.

WORKPLACE MEASURES



Bersama
Hentikan
Wabak
Covid-19

EMPLOYERS



Health screening at the entrance



Check-in with MySejahtera app



Disinfect surfaces that are often touched



Provide handwashing facilities or hand sanitiser



Set up an isolation room



Keep toilets clean and provide soap



Advise employees to adopt preventive measures:

Wear a face mask

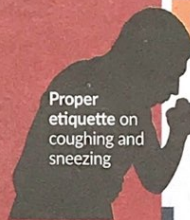
Wash hands frequently

Proper etiquette on coughing and sneezing



Ensure symptomatic employees receive immediate treatment

EMPLOYEES



Proper etiquette on coughing and sneezing



Wash hands with soap and water or use hand sanitiser

Avoid food sharing



Disinfect surfaces that are often touched

Keep windows open for better ventilation

Stay home if unwell



Scan the QR code for a copy of the e-book on Embracing New Norms.



Keep at least 1m distance from colleagues