

## **What are the additional health and hygiene measures for prevention of disease that all employees have to perform in their workplaces?**

- Measure body temperature at the beginning of the shift.
- Wear a surgical mask for hygiene protection purpose. Please note that surgical mask is NOT for dust protection. For working in dusty environment you should wear a N95 respirator.
- Clean your workstations with 1:99 household bleach at least once a day. Commonly touched surfaces such as the door knobs should be cleaned more frequently.
- Always maintain social distance with others, and avoid social gathering. Some worksites have imposed access control to site office to minimize people gathering in the confined working space. If not clear, please call and clarify with the site supervisor/manager.
- Report to direct supervisor if feeling unwell or detected high body temperature or other flu-like symptoms.

## **What are the reporting requirements for COVID-19 related incidents?**

To cope with the COVID-19 the Business Continuity Plan (BCP) has been activated since end of January 2020. The BCP Committee which chaired by the CEO is responsible for monitoring the latest development of this public health crisis and to take prompt actions to protect the health of our employees and ensuring the business continuity. During this period all COVID-19 related incidents which including suspected/confirmed COVID-19 cases within the teams, employees returned from overseas countries, employees require compulsory quarantine, and, employees have been close contact with COVID-19 infected person, have to be reported to direct supervisors who will then report to BCP Committee through HR Manager or Risk Manager.

## **Does the Company implement any travel restrictions or special arrangement for employees returned from overseas countries/areas?**

Under the global pandemic it's very risky to travel especially to those areas with active community transmissions. Thus we have stopped all business travel that includes travelling to Mainland China and other overseas countries/areas.

For non-business travel, the Company does not implement any travel restrictions or special arrangement in addition to the quarantine measures and other controls imposed by the Hong Kong SAR Government. But, for sake of safety employees should avoid non-essential travel. If travelling is necessary employees have to report to their direct supervisor when returned from overseas countries/areas.

## **Should we have face-to-face meetings?**

To minimize the risk of human-to-human transmission face-to-face meeting is not encouraged. If possible video conference or conference call should be carried out instead. If face-to-face meeting is necessary we should minimize the number of attendees and to have the meeting in suitable place so that a social distance of more than 1m between attendees can be maintained.

## **What should I do if a colleague in the workplace developed high body temperature or other flu-like symptoms such as cough or shortness of breath?**

- Every person in the room should wear a surgical mask.
- If possible arrange the sickness person to an isolated place; otherwise a well-ventilated area.
- Ask the sickness person to see a doctor and to report to direct supervisor afterward the medical test results; assistance such as transportation or other medical support should be provided as necessary.
- Site supervisor/manager should record the name of those “close contacts” and to report the case to HR Manager.
- Sanitizing the affected areas thoroughly.

## **What should I do if I developed flu-like symptoms but not sure if it's COVID-19 infected?**

- Don't come to work. Report to your direct supervisor and see a doctor immediately.
- Follow the instructions given by the doctor and do all the medical checks as advised.
- Update your direct supervisor your health status including the medical check results.
- Stay at home until full recovery of sickness.

## **What if an employee recovered from COVID-19?**

- Report to direct supervisor for necessary and appropriate work arrangement.
- Department manager or his/her delegate will advise the employee if working from home for a period of time or other work arrangement will be necessary.

## **What if an employee's family member is suspected COVID-19 infected and is waiting for test results?**

- Don't come to work. Report to your direct supervisor.
- Update direct supervisor result of the family member's medical checks.
- If possible arrange an isolated room for that family member and not to share any personal items such as towel.
- Wear a surgical mask at home and maintain personal hygiene all the time.
- Close monitor your health status and to see a doctor if feeling unwell.
- The employee may come to work if eventually the family member is tested negative.

## **What if an employee's family member has tested positive to COVID-19?**

- Don't come the work. Report to your direct supervisor.
- Follow the instructions from the authorities if compulsory quarantine is required.
- If compulsory quarantine is not required the employee should work from home for 14 days. During this period the employee should monitor his/her health status and to see a doctor if feeling unwell or symptoms are developed.

## **What if an employee's family member or household member is required to quarantine at home?**

- The employee should still come to work but should notify his/her direct supervisor.
- The employee should wear a surgical mask all the time and close monitor his/her health status.

## **What if an employee required to quarantine at home?**

- Notify direct supervisor the date and reason for the quarantine at home.
- Report to direct supervisor when the quarantine period end.

## **What is “close contact”?**

Although the Department of Health does not disclose precisely the definition of “close contact”, in general close contact is defined as having the following type of contact within the 24 hour period before the affected person shows symptoms of COVID-19:

- \* 15 minutes of direct contact, e.g. in a meeting; and/or
- \* 2 hours in the same immediate location, e.g. at home, in the office...etc.

## **What if an employee has been in close contact with someone who has COVID-19?**

- Don't come to work. Report to your direct supervisor.
- Follow the instructions from the authorities if compulsory quarantine is required.
- If compulsory quarantine is not required the employee should work from home for 14 days. During this period he/she should monitor his/her health status and to see a doctor if feeling unwell or symptoms are developed.

## **What are the general health advice for preventing COVID-19?**

- Go out less and reduce social activities, and maintain appropriate social distance with other people as far as possible.
- Avoid non-essential travel outside Hong Kong. If it is unavoidable to travel to countries/areas outside Hong Kong, you should put on a surgical mask and continue to do so for 14 days upon your return to Hong Kong.
- When travelling to countries/areas with active community transmission of COVID-19 virus, you should avoid close contact with persons with fever or respiratory symptoms. If it is unavoidable to come into contact with them, put on a surgical mask and continue to do so until 14 days after returning to Hong Kong.
- After returning to Hong Kong, consult a doctor promptly if experiencing a fever or other symptoms, take the initiative to inform the doctor of any recent travel history and any exposure to animals, and wear a surgical mask to help prevent spread of the disease.
- Avoid touching animals (including game), poultry / birds or their droppings.
  - \* Avoid visiting wet markets, live poultry markets or farms.
  - \* Do not consume game meat and do not patronise food premises where game meat is served.
- Maintain good personal hygiene
  - \* Surgical mask can prevent transmission of respiratory viruses from ill persons. It is essential for persons who are symptomatic (even if having mild symptoms) to wear a surgical mask.
  - \* Wear a surgical mask when taking public transport or staying in crowded places. It is important to wear a mask properly, including hand hygiene before wearing and after removing a mask.
  - \* Avoid touching your eyes, mouth and nose.
  - \* Keep hands clean at all times. Perform hand hygiene frequently, especially before touching your mouth, nose or eyes; before eating; after using the toilet; after touching public installations such as handrails or door knobs; or when hands are contaminated by respiratory secretions after coughing or sneezing.

- \* Wash hands with liquid soap and water, and rub for at least 20 seconds. Then rinse with water and dry with a disposable paper towel. When the hands are cleaned, do not touch the water tap directly again (for example, using a paper towel to wrap the faucet before turn it off).
- \* If hand washing facilities are not available, or when hands are not visibly soiled, performing hand hygiene with 70% to 80% alcohol-based handrub is an effective alternative.
- \* Cover your nose and mouth with tissue paper when sneezing or coughing. Do not spit or litter. Use tissue paper to hold your spit. Dispose of the soiled tissues into a lidded rubbish bin, and then wash hands thoroughly.
- \* After using the toilet, put the toilet lid down before flushing to avoid spreading germs.
- \* When having respiratory symptoms, wear a surgical mask, refrain from work or attending class at school, avoid going to crowded places and seek medical advice promptly.
- \* Avoid going to crowded places with poor ventilation if you are feeling unwell.
- Maintain good environmental hygiene
  - \* Maintain good indoor ventilation.
  - \* Home should be cleaned thoroughly at least once per week with 1 in 99 diluted household bleach (mixing 10 ml of bleach containing 5.25% sodium hypochlorite with 990 ml of water), leave for 15 - 30 minutes and then rinse with water. For metallic surface, disinfect with 70% alcohol.
  - \* If places are contaminated by respiratory secretions, vomitus or excreta, use strong absorbent disposable towels to clean up the visible matter. Then disinfect the surface and the neighbouring area with appropriate disinfectant. For non-metallic surface, disinfect with 1 in 49 diluted household bleach (mixture of 10ml of household bleach containing 5.25% hypochlorite solution with 490ml of water), leave for 15 - 30 minutes, and then rinse with water. For metallic surface, disinfect with 70% alcohol.
  - \* Maintain drainage pipes properly and regularly (about once a week) pour about half a litre of water into each drain outlet (U-traps), to ensure environmental hygiene. For details, please refer to CHP website.
  - \* Cover all floor drain outlets when they are not in use.
- Maintain healthy lifestyle
  - \* Build up good body resistance and maintain healthy lifestyle. This can be achieved through balanced diet, regular exercise and adequate rest.
  - \* Do not smoke and avoid alcohol consumption.