

# What's New?

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## Standard Operating Procedure (SOP)

For businesses to resume operation during Conditional MCO (CMCO)



**SEE BEYOND THE NUMBERS**

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## **Purpose**

This guide is based on our current knowledge of the COVID-19.

COVID-19 is a respiratory disease that can spread from person to person.

On the evening of March 16, 2020, Prime Minister Tan Sri Muhyiddin Yassin announced that the entire country will be on a movement control order starting from March 18 to 31 to deal with the rise in Covid-19 cases.

On the advice of the Health Ministry and health experts, the government has decided to extend the MCO for three times, from April 1 until May 12.

In a special address on May 1, Prime Minister announced that almost all economic sectors and business activities will be allowed to resume business, subject to conditions and standard operating procedure, starting May 4.

The full list of businesses and activities that will not be allowed can be obtained at the National Security Council (Majlis Keselamatan Negara - MKN) at <https://www.mkn.gov.my/web/ms/sop-pembukaan-semula-ekonomi/> or the Prime Minister's Office (PMO) website <https://www.pmo.gov.my/2020/05/sop-pembukaan-semula-sektor-ekonomi/>

The Government does not permit large public gatherings, gatherings in enclosed spaces and activities that have close contact.

The following guidelines apply to our firm and can help prevent exposure to COVID-19 in the workplace.

To prevent stigmatization and discrimination in the workplace, use only the following guidelines to determine the risk of COVID-19 infection. Do not determine the risk based on race or country of origin. Keeping employee or visitors' information confidential is especially important.



## **Business Continuity Plan**

A Business Continuity Plan (BCP) is a plan that outlines processes and systems to help us prevent and recover from potential threats to our business. The plan ensures our employees and assets are protected and will be able to recover quickly in the event of a disaster.

Enterprises are encouraged to plan and implement business continuity plans to minimise disruption to their operations and ensure that business remains viable during the virus outbreak.

BCP should include the following:

- A. Human Resource Management
- B. Processes and Business Functions
- C. Internal and External (Customer and supplier) Management and Communications

### **A. Human Resource Management**

#### **Business Continuity Manager**

A Business Continuity Manager should be appointed to ensure that employees are familiar with the business continuity plans and comply with them during this period.

Business Continuity Manager has to develop a plan for the continuity of leadership in the event of absence of key decision makers.



## Human Resource Manager

Human Resource Manager plays an important role:

- Has to review employee management policies such as leave of absence, absenteeism, sick leave, overseas travel, workplace closure.
- Has to Consider flexible work arrangements for employees who need to stay at home due to other reasons relating to the COVID-19, e.g. to take care of family members.
- Has to obtain Health Screening Self-declaration form employees ([see Annex 2](#))
- Has to comply with all quarantine orders issued by MOH, National Security Council and other government agencies.
- Has to adhere to all leave of absence advisories issued by MOH, National Security Council and other government agencies.
- Has to implement public health response measures, e.g. contact tracing and social distancing, as advised by the MOH and/or National Security Council.

The roles and responsibilities of the Human Resource Manager are given in [Annex 1](#)



## Workplace preparedness for COVID-19 outbreak

Human Resource Manager:

- Should develop plans to respond flexibly to different levels of disease transmission in their communities.
- To cooperate with health officials of the states in order to obtain timely and accurate information and provide guidance for response activities.

Local conditions can influence Local Authority officials' decisions to develop mitigation strategy guidelines

Therefore, Human Resource Manager has to consider how to minimize the spread of COVID-19 and reduce its impact in the workplace.

This may include activities in one or more of the following areas:

- Reduce the spread among employees;
- Maintain healthy business operations; and
- Maintain a healthy working environment



## Reduce the spread among employees

### *Actively encourage sick employees to stay at home:*

- Employees who have symptoms (i.e., fever, cough, or shortness of breath) should notify the supervisor through Health Screening Self-declaration form ([see Annex 2](#)) and stay at home
- Sick employees should follow National Security Council's recommended advices
- Employees must not return to work until the criteria for home isolation are met ([see Annex 3](#))
- If any employee's family member is infected with COVID-19, should notify the supervisor through Health Screening Self-declaration form ([see Annex 2](#))

### *Determine where and how employees may be exposed to COVID-19 when they go to work*

Please refer to guides issued by government agencies for details on how to protect employees from viruses, including the measures that each position should take according to different exposure risks.

Note that some employees may have a higher risk of serious illness, such as the elderly and patients with chronic diseases.

Consideration should be given to minimizing the face-to-face contact of these employees, or assigning appropriate jobs to keep them away from other employees, customers, and visitors. If possible, work from home should be practiced.



### *Isolation and Quarantine*

Employees who have a temperature above 37.5° C after arriving at the workplace is not allowed to enter the company premises and Human Resource Manager shall refer him or her to the Panel Clinic or nearest Health Clinic [Tips on Temperature Taking [see Annex 8](#)].

Employees who are suspected of having symptoms (i.e., fever, cough, or shortness of breath) after arriving at the workplace or who become ill during work should be immediately separated from other employees, customers, and visitors. Human Resource Manager shall refer him or her to the Panel Clinic or nearest Health Clinic

If employee develops symptoms at home [see Annex 3](#).

If an employee confirms to be infected with COVID-19, Human Resource Manager should notify other employees who may be exposed to COVID-19 in the workplace, but should keep it confidential.



## Maintain Healthy Business Operations

Employees are required:

- To observe good personal hygiene ([see Annex 4](#))
- To follow Firm's policies and procedures regarding to illness, cleaning and disinfection, meetings and travel
- To take measures to protect themselves when they are at work and at home.
- Stay at home, if sick, except for medical treatment. [Learn what to do if you are sick - see [Annex 3](#)]
- To inform your supervisor if any family members are infected with COVID-19 at home ([see Annex 2](#))
- To clean and disinfect frequently contacted objects and surfaces, such as workstation, keyboards, telephones, armrests, and door handles. Dirty surfaces can be cleaned with soap and water before disinfection.
- To avoid using other employees' phones, desks, offices, or other work utensils and equipment, if possible. If necessary, it should be cleaned and disinfected before and after use.
- To maintain social distance, avoid large gatherings, and keep a distance from others (Maintain the 1-2 metre social distancing) if possible ([see Annex 5](#))



## Maintain a Healthy Working Environment

To provide respiratory etiquette and hand hygiene support to employees, customers, suppliers, service providers and visitors

- Provide paper towels and non-contact garbage disposal containers.
- Provide soap and water to the workplace.
- If there is no ready-made soap and water, you should use a disposable hand sanitizer with an alcohol content of at least 75%.
- If you have obvious dirt on your hands, you should choose soap and water instead of disposable hand sanitizer.
- Place sanitizer in multiple locations to encourage hand hygiene.
- Place posters at the entrance of the workplace and other workplace areas that can be seen to encourage hand hygiene to help stop the spread of the virus.
- Shaking hands are not encouraged. [See Annex 6](#) for how should you greet another person.

## Implement daily environmental cleaning and disinfection

- Clean and disinfect all surfaces in the workplace that are frequently in contact, such as workstation, keyboards, telephones, washroom, rubbish bin and door handles three times a day.
- If the surface is dirty, it should be cleaned with detergent or soap and water before disinfection.

Please follow the manufacturer's instructions for all cleaning and disinfection products (such as concentration, method of use and contact time, etc.).



## **B. Process and Business Functions**

Educate employees on infection control and good personal hygiene (see [Annex 4](#))

Develop plans related to visitor and employee screening and follow-up actions (see [Annex 2](#) on Self-Declaration for screening visitors & employees)

Ensure adequate supply of appropriate Personal Protection Equipment (PPE) and medical equipment (e.g. thermometers, disposable gloves, N-95 masks and disinfectants) and undertake training to familiarise employees on their usage.

### **Social Distancing for Workplaces**

One of the measures to reduce the impact of this pandemic is to practice social distancing.

In view of this MOH recommends [Guidelines COVID-19 Management No. 5/2020 Updated on 24 March 2020], some of the social distancing measures as follows:-

- I. Encourage staff to telework when feasible
  - a. In between departments
  - b. Interstate
  - c. Inter organization
  - d. When employee is on home surveillance
- II. Increasing physical space between workers at the worksite (1 metre apart)
- III. Staggering work schedules



### **C. Internal and External (Customer and supplier) Management and Communications**

Identify essential suppliers and service providers, and discuss and prepare business continuity measures.

These include understanding the BCP of the suppliers and service providers

Identify essential customers and ensure that plans are in place to meet customer needs

Develop a plan on how and when to activate:

- Alternative suppliers
- Alternative delivery means to customers



## Annex 1

### Roles and responsibilities of the Human Resource Manager

1. Actively monitor development of the virus outbreak and work with management to disseminate messages to employees with clear instructions when measures need to be activated
2. Educate employees on the latest available information on the virus. Brief them on the need for infection control measures and the preventive procedures that have been set in place.

Educate employees on the different types of thermometers, such as non-contact infrared forehead thermometer oral and ear thermometer, and the proper way of using them

3. Collect updated contact information of all employees, i.e. home address/home telephone number/ mobile phone number.

Make sure all employees have contact numbers of Human Resource Manager/ Business Continuity Manager\*.

Employees are to contact the Human Resource Manager/Business Continuity Manager if they are admitted to hospital with suspected infections for contact tracing purposes

4. Ensure that the company has appointed at least one designated Point of Contact (POC) who will be responsible for liaising with MOH during activation of contact tracing processes at the workplace
5. Obtain a health declaration from all the employees and visitors

These include all measures prescribed by MOH, National Security Council and other government agencies.



6. Ensure that employees have a clear understanding of their roles and responsibilities before the virus outbreak occurs. For example, employees should be informed of the BCP measures that will impact them and be kept updated on the policies and progress on the measures to be implemented by the company in the event of a virus outbreak.
7. Consider setting up a communication channel for employees to report their status and to make enquiries
8. Ensure that the workplace has adequate supplies of tissue paper/hand towels, disinfectants and masks
9. Brief employees on personal hygiene measures (refer to [Annex 4](#))
10. Put up notices in washrooms on proper hand washing techniques
11. Ensure common areas e.g. pantries, washrooms, meeting rooms are disinfected daily.  
  
Liaise with cleaning employees/contractors on this
12. Identify hospital/clinics that employees with fever can be brought to

### **Roles and responsibilities of the Business Continuity Manager**

13. Begin by identifying a communications coordinator who will disseminate your communications plan in line with your business needs and business continuity plans
14. Identify the relevant stakeholders such as suppliers, service providers and customers, and key messages for each stakeholder group; and begin a dialogue with them on potential contingency measures during a virus outbreak



## Annex 2

## Health Screening Self Declaration Form

*(The contents of this form will remain confidential and will not be disclosed to anyone without your written consent)*

Name: \_\_\_\_\_ Company Name: \_\_\_\_\_  
 Mobile Number: \_\_\_\_\_ I/C or Passport No: \_\_\_\_\_  
 Purpose: \_\_\_\_\_ Estimated Time: \_\_\_\_\_  
 Temperature reading: \_\_\_\_\_ Recorded by staff: \_\_\_\_\_

## 1 Have you suffered from any of the following conditions

Symptoms		Date of onset	Name of Clinic/Hospital for Treatment
Fever	Yes/No		
Cough	Yes/No		
Sore Throat	Yes/No		
Shortness of breath	Yes/No		

## 2 Have you been to affected COVID-19 countries or area(s) in the past 14 days?

No  Yes

If yes, please indicate the affected country(s) or area(s) : \_\_\_\_\_

## 3 Have you been in contact with any COVID-19 cluster declared by MOH or Person under Investigation (PU) or a confirmed COVID-19 patient in the past 14 days?

No  Yes

4 I hereby declare that the above information provided is, to the best of my knowledge, complete and true.  
*Failure to disclose or disclosing inaccurate or false information might lead to disciplinary or dismissal action being taken (Applicable for employees only).*

5 I understand that, the Firm reserves the right not to allow me to enter into its business premises in the event of any suspected or actual infection, at their discretion.

Signature: \_\_\_\_\_

Date (DD/MM/YY): \_\_\_\_\_



## Annex 3

### **If you are sick, please take the following measures to prevent the spread of COVID-19**

#### *Stay home except to get medical care*

- Stay home.
- Take care of yourself.
- Avoid public transportation, ride-sharing, or taxis.

#### *Monitor your symptoms*

- Symptoms of COVID-19 include fever, cough, and shortness of breath but other symptoms may be present as well.

#### *When to Seek Medical Attention*

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion or inability to arouse
- Bluish lips or face

This list is not all possible symptoms.

#### *Cover your coughs and sneezes*

- Cover your mouth and nose with a tissue when you cough or sneeze.
- Throw away used tissues in a lined trash can.
- Immediately wash your hands with soap and water for at least 20 seconds. If soap and water are not available, clean your hands with an alcohol-based hand sanitizer that contains at least 75% alcohol.



### *Clean your hands often*

- Wash your hands often with soap and water for at least 20 seconds.
- Use hand sanitizer if soap and water are not available.
- Soap and water are the best option, especially if hands are visibly dirty.
- Avoid touching your eyes, nose, and mouth with unwashed hands.

### *How to discontinue home isolation*

You can leave home under the following conditions:

If you have not had a test to determine if you are still contagious, you can leave home after these three things have happened:

- You have had no fever for at least 72 hours (that is three full days of no fever without the use of medicine that reduces fevers)

AND

- Other symptoms have improved (for example, when your cough or shortness of breath have improved)

AND

- at least 14 days have passed since your symptoms first appeared

If you have had a test to determine if you are still contagious, you can leave home after these three things have happened:

- You no longer have a fever (without the use of medicine that reduces fevers)

AND

- other symptoms have improved (for example, when your cough or shortness of breath have improved)

AND

- You received two negative tests in a row, at least 24 hours apart.



## Annex 4

### Good personal hygiene

- 1 The use of face masks is encouraged [How to Use a Face Mask Correctly See [Annex 7](#)]
- 2 Avoid crowded places and close contact with people who are unwell or showing symptoms of illness
- 3 Practise frequent hand washing with soap and water for more than 20 seconds
  - a. After going to the toilet
  - b. Before and after eating
  - c. After coughing and sneezing
  - d. After removing personal protective equipment like mask and disposable gloves
- 4 Wear a mask if you have respiratory symptoms such as a cough or runny nose
- 5 Cover your mouth with a tissue paper when coughing or sneezing or block it with the inside of your elbow:
  - To throw the used tissues in the rubbish bin immediately, and
  - Wash your hands with soap and water immediately for no less than 20 seconds. If soap and water are not available, use a hand sanitizer with at least 75% alcohol.
- 6 Avoid sharing food, cutlery, crockery, utensils and other personal hygiene items
- 7 Avoid physical contact such as shaking hands and avoid touching your face, nose and mouth or rubbing your eyes with unwashed hands



8 Follow these 7 simple steps to keep your hands clean:

## Steps



**1** Lather hand with soap



**2** Rub your palms



**3** Rub each finger and between fingers



**4** Scrub nails on palms



**5** Rub back of hands and between fingers



**6** Wash hands with sufficient clean water



**7** Dry hands with clean cloth or tissue

### Practice washing hands:

- After using the toilet
- Before eating
- Before and while preparing food
- When you touch raw food materials, contaminated surfaces; your face, nose, ears or other parts of the body
- Whenever your hands are dirty

Source: MINISTRY OF HEALTH MALAYSIA

Annex 5



Source: Prime Minister's Office of Malaysia



Annex 6

**To prevent COVID-19 it is safest to avoid physical contact when greeting. Safe greetings include a wave, a nod, or a bow.**

**How should I greet another person to avoid catching the new coronavirus?**



World Health Organization #Coronavirus #COVID19 9 March 2020

Source: World Health Organisation



## Annex 7

### How to Use a Face Mask Correctly

- 1 Before putting on the mask, wash your hands for at least 20 seconds with soap and water, or rub your hands together thoroughly with alcohol-based hand sanitizer.
- 2 Check for defects in the face mask, such as tears or broken loops.
- 3 Position the colored side of the mask outward.
- 4 If present, make sure the metallic strip is at the top of the mask and positioned against the bridge of your nose.
- 5 If the mask has:
  - a. Ear loops: Hold the mask by both ear loops and place one loop over each ear.
  - b. Ties: Hold the mask by the upper strings. Tie the upper strings in a secure bow near the crown of your head. Tie the bottom strings securely in a bow near the nape of your neck.
  - c. Dual elastic bands: Pull the top band over your head and position it against the crown of your head. Pull the bottom band over your head and position it against the nape of your neck.
- 6 Mold the bendable metallic upper strip to the shape of your nose by pinching and pressing down on it with your fingers.
- 7 Pull the bottom of the mask over your mouth and chin.
- 8 Be sure the mask fits snugly. Don't touch the mask once in position.
- 9 If the mask gets soiled or damp, replace it with a new one.

Source: Healthline



## HOW TO WEAR A MASK?



It should **COVER YOUR MOUTH, NOSE AND CHIN**, with the coloured side facing outwards.



**PINCH THE METAL EDGE OF THE MASK** so that it presses gently on your nose bridge.



Remove a used mask by **HOLDING ONLY THE EAR LOOPS.**

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## Annex 8

### Tips on Temperature Taking

#### *When to take your temperature:*

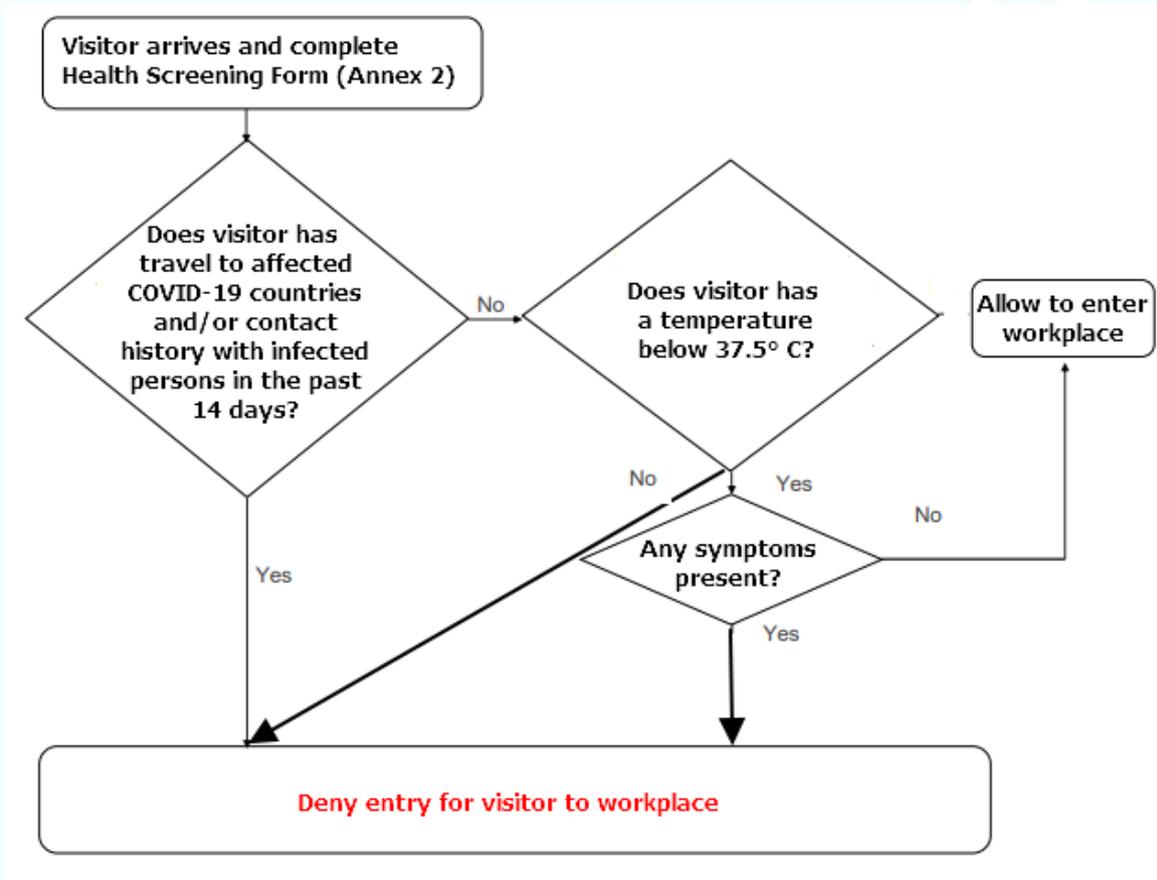
- Wait for 20 to 30 minutes after smoking, eating, or drinking a hot or cold liquid
- Wait at least 1 hour after heavy exercise or a hot bath before measuring body temperature

#### *How to take your temperature:*

- There are different ways of temperature taking for the different types of thermometers available.
- Non-contact infrared forehead thermometer
- Non-contact infrared forehead thermometers are held 3 cm to 5 cm from the person and typically measure temperature on the forehead or temple
- If the temperature reading is  $>37.4^{\circ}\text{C}$ , you may have fever
- Movement will impact the temperature reading
- For best results, the person should be indoors and away from direct sunlight for at least 30 minutes before taking temperature
- Remove any hair from forehead before measuring temperature. Clean any sweat or dirt or cosmetic away from forehead to improve accuracy.



SOP #1: Example of a workflow for visitor screening at the workplace



**For further consultation, please contact:**

**Chin Chee Seng**

Partner

+6012 365 4331

cschin@ccs-co.com

**Jared Low**

Assurance Manager

+6018 763 4813

jared@ccs-co.com

**Wong Woei Teng**

Audit Manager

+6017 237 8233

woeiteng@ccs-co.com

**Vivian Lim**

HR Manager

+6012 618 6220

vivian@ccs-co.com

**Yap Huey Shan**

Assistant Audit Manager

+6012 369 7222

hueyshan@ccs-co.com

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