


# CORONAVIRUS OUTBREAK HANDLING GUIDE



For more information,  
Please visit [www.ecovis.com.my](http://www.ecovis.com.my)

## **Foreword**

This document contains the business continuity planning of Ecovis Malaysia in dealing with Coronavirus Disease 2019 (COVID-19). It is guided by the relevant advisories issued by Ministry of Health (MOH) Malaysia and other government agencies on the prevention of COVID-19.

Please note that this guide is non-exhaustive and does not cover all situations and businesses. This guide should be read in conjunction with the latest relevant advisories issued by MOH Malaysia and other government agencies as well as latest updated information notices from Ecovis Malaysia Human Resource department.

Due to the evolving situation of the COVID-19, Ecovis Malaysia reserves the right to make changes to this guide without prior notice to reflect new developments. Staff are encouraged to access the latest version of this guide on Ecovis Malaysia official website.

1st Edition, March 2020

## **Introduction**

The objective of this document is to help Ecovis Malaysia in its business continuity plan in response to COVID-19 by minimising health risk to employees, as well as minimising the risk that company premises becomes a node of transmission.

It covers the following key business operational risks:

- a. Human resource management
- b. Processes and business functions
- c. Supplier and customer management
- d. Communications, both internal and external

Ecovis Malaysia is responsible to ensure that plans are in place should employees be quarantined as a result of, or infected with COVID-19. Moreover, Ecovis Malaysia will also work out alternative arrangements with suppliers and customers to ensure business remains viable with minimum disruption during the virus outbreak.

## **1.0 Coronavirus Disease COVID-19**

Coronaviruses are a large family of viruses which may cause illness in animals or humans. In humans, several coronaviruses are known to cause respiratory infections ranging from the common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS). The most recently discovered coronavirus causes coronavirus disease 2019 (COVID-19).<sup>1</sup>

### **1.1 Symptoms**

Common symptoms of COVID-19 are:

- i. Fever;
- ii. Tiredness;
- iii. Dry cough;
- iv. Shortness of breath;

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<sup>1</sup> Source : World Health Organisation

Common symptoms of COVID-19 are: (Cont'd)

- v. Aches and pains;
- vi. Nasal congestion;
- vii. Runny nose;
- viii. Sore throat; and
- ix. Diarrhea.

Reported illnesses have ranged from mild symptoms to severe illness and death for confirmed COVID-19 cases.<sup>2</sup> Symptoms may appear in 2-14 days after exposure.

## **1.2 Spreading of the virus**

The virus is easily spread mainly from person-to-person. A person may also become infected from contact with infected surfaces or objects. It appears to be spreading easily and sustainably in the community in some affected geographic areas.

## **2.0 Business Continuity Plans (BCP)**

Ecovis Malaysia has planned the following BCP in order to minimise disruption to our operations and also to ensure that business remains viable during the virus outbreak. Therefore, Ecovis Malaysia is taking the following steps to ensure preparation for business continuity is adequate.

### **2.1 Human Resource Management**

- a. A Human Resource personnel shall be appointed as HR Coordinator to ensure that employees are familiar with the business continuity plan and comply with them during this period.
- b. The roles and responsibilities of the HR Coordinator have been outlined in **Appendix 1.**
- c. Ecovis Malaysia shall exercise quarantine order of 14 days or more to employees who had returned from affected countries, as well as those employees who need

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<sup>2</sup> Source : Centers for Disease Control and Prevention (CDC)

to stay at home due to other reasons relating to COVID-19 outbreak, e.g. to take care of family members who have travelled to known affected countries or regions.

- d. Review employee management policies such as absenteeism, sick leave, overseas travel, workplace closure and recall of non-critical employees and their families from affected countries.
- e. All staff need to defer all travel and all non-essential business travel to affected countries. Employee is encouraged to opt for alternative options such as teleconferencing and video-conferencing. In the event that travelling to those affected countries is unavoidable, employees shall obtain doctor consultation for travel health advice prior to travelling.

List of affected countries can be obtained from Ministry of Health Malaysia website (<http://www.moh.gov.my/index.php/pages/view/2019-ncov-wuhan>).

- f. To obtain health and travel declaration from employees who have travelled to affected countries recently, or who have any upcoming plans to travel to those affected countries.
- g. Body temperature screening daily during office hours starting from 1 February 2020. If staff is unwell, they must seek medical attention promptly and inform their doctor of their travelling history (if any).  
If they have a fever or showing other symptoms (e.g. cough, runny nose, sore, breathlessness), they should wear a mask and immediately proceed to seek medical attention at the nearest clinic.
- h. For employees whose illness is severe with symptoms detected, he/ she must proceed to the nearest hospitals for treatment. For list hospitals in Malaysia capable of handling suspected and confirmed COVID-19 patients, please refer to the latest information from MOH Malaysia website.  
([http://www.moh.gov.my/moh/resources/user\\_35/Senarai-Hospital-V1.jpg](http://www.moh.gov.my/moh/resources/user_35/Senarai-Hospital-V1.jpg)).
- i. Exercise readiness to implement public health response measures, e.g. contact tracing and social distancing, as advised by the MOH Malaysia.
- j. Review health insurance policies for employees.
- k. Educate employees on infection control and good personal hygiene.

## 2.2 Employee Leave Management

Jabatan Tenaga Kerja (JTK) Semenanjung Malaysia has issued a circular dated 5 February 2020 (*with immediate effect*) on handling contagious outbreaks, including 2019 novel coronavirus infections (2019-nCoV).<sup>3</sup>

In light of this, Ecovis Malaysia will take the following actions:

- i. To instruct employees to seek medical examination immediately at the expense of the employer by a registered medical practitioner or by a medical officer as stipulated under Section 60F of Employment Act 1955;
- ii. To provide paid sick leave or hospitalisation entitlement during the quarantine period to employees receiving quarantine orders from a registered medical practitioner, regardless of the employee being quarantined at home or at hospital;
- iii. To provide full pay to employees receiving quarantine orders from registered medical practitioners from countries with 2019-nCoV cases due to official duty or instructions from employers, including those with quarantine order exceeding sick leave or hospitalisation;
- iv. To not prevent employees from attending work if no quarantine orders are issued by any registered medical practitioner. However, employers are allowed to instruct any unwell employee from coming to the workplace by providing paid sick leave to the employee; and
- v. To not instruct employees, in any way, to utilise annual leave entitlement or take unpaid leave during the quarantine period.

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<sup>3</sup> Jabatan Tenaga Kerja (JTK)

### **3.0 Business Operations**

#### **3.1 Work from Home**

To prepare for widespread community transmission and taking business operations into serious consideration, Ecovis Malaysia will arrange for alternatives to ensure the continuity of business operations and to minimise disruption to the minimum as possible as we could.

Therefore, Ecovis Malaysia will consider the following plans of actions:

##### **a) Frontline Staff / Core Functional Staff**

Ecovis Malaysia may consider allocating employees under separate teams e.g. team 1 and team 2, who can then be deployed accordingly to different work schedules. Both teams shall be physically segregated to avoid the risk of infection between teams. In order to do so, employee cross-training session will be given and covering arrangement will be done in order to minimise disruptions of business operations.

##### **b) Back-end staff / Business Support staff**

Ecovis Malaysia encourage and allow our back-end staff to work from home where feasible. Split teams will be considered where one team of staff work from home while other team works from office on alternate basis. Staff will be provided with the necessary equipment and their work processes will be reviewed to facilitate the flexible work arrangements.

#### **4.0 Precautionary Measures**

Ecovis Malaysia is undertaking necessary measures and precautions to ensure the health and safety of all employees and those around them. In line with this, we are implementing the following measures:

##### **4.1 Communication**

- i. Begin by identifying a communications coordinator who will disseminate our communications plan in line with business needs and business continuity plans.
- ii. 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. We will consider setting up a communication channel for employees to report their status and to make enquiries.
- iii. 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.

##### **4.2 Employees Travelling to Other Countries (business or personal travel)**

- i. All employees who have travelled overseas to ANY country, and returned to Malaysia with fever, flu or cough MUST immediately seek medical attention.
- ii. High level of hygiene is required. Employee is encouraged to wear face mask, wash their hands properly and use hand sanitiser as a precautionary measure.
- iii. For employees (all levels) whose leave application for travelling have been approved, they are required to re-apply for leave and approval is subject to the discretion of top management. Management reserves the right not to approve employees' leave for travelling to countries affected by coronavirus. Those leaves will be treated as unpaid leave.

## **4.2 Employees Travelling to Other Countries (business or personal travel) (Cont'd)**

- iv. Travel to ANY country affected by coronavirus for personal reasons is strongly discouraged. Employees who plan on travelling to other countries for personal reasons should notify the Management and HR department by completing the **Travel Declaration Form** as attached in **Appendix 2**.

Employees shall check the list of affected areas on the government agencies' websites before making any non-work travel plans.

Information on affected countries can be obtained from MOH Malaysia website (<http://www.moh.gov.my/index.php/pages/view/2019-ncov-wuhan>).

## **4.3 Preventive Measures for Employees**

- i. Clients and visitors entering office premises clean their hands with the hand sanitiser. Hand sanitisers are provided at the point of entry of each office level.
- ii. Staff working at the frontline (receptionist) are required to wear a face mask.
- iii. Temperature screening will be conducted on a daily basis by the HR department.
- iv. Staff showing symptoms of flu, cough and fever will have to obtain further treatment and diagnosis from clinics. In addition, they will be provided with a mask.

## **4.4 Visitors, Clients and Receiving Party preventive measures**

- i. Ecovis Malaysia will communicate with all visitors, clients and suppliers regarding our BCP for their understanding on the prevention of COVID-19.
- ii. The receiving parties (Managers, HOD) will need to do a pre-screening of the visitors, clients or suppliers prior to their arrival. It is advised that in the event that they have travelled to highly affected countries of the outbreak and/ or if they have met delegates who were at highly affected countries of the outbreak within the last 30 days, the meeting shall be postponed or cancelled and rescheduled accordingly.

#### **4.4 Visitors, Clients and Receiving Party Preventive Measures (Cont'd)**

- iii. Upon arrival, the visitors or clients' temperature will be screened at the Receptionist counter.
- iv. A health declaration form **(Appendix 3)** shall be completed by each visitor, client or supplier.
- v. All visitor, client, supplier, receiving party and all involved person must at all times, ensure high level of hygiene maintenance.

#### **4.5 Basic Protective Measures**

Ecovis Malaysia encourage all staffs to follow recommendations from MOH Malaysia to take necessary precautions and protective measures as prevention to the virus.

- i. Wash and sanitise hands often. Hand soap is provided in office premises, while hand sanitisers are being placed at each office level. **(Appendix 4)**
- ii. Avoid close contact with people who are sick.
- iii. Avoid contact with live animals including poultry and birds, and consumption of raw and undercooked meats.
- iv. Observe good personal hygiene at all time.
- v. Whenever coughing or sneezing, cover your mouth and nose with tissues. Dispose the used tissues into rubbish bin immediately.
- vi. Wear a mask if you have respiratory symptoms such as a cough or runny nose. **(Appendix 5)**
- vii. Do not touch your eyes, nose and mouth, especially without sanitise your hand and after contact with others.
- viii. Seek medical attention if you have symptoms as mentioned above.
- ix. Limit visits to public or crowded areas.

## **APPENDIX 1: ROLES AND RESPONSIBILITIES OF THE HR COORDINATOR**

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.
3. Educate employees on the proper way of using the thermometer.
4. Collate updated contact information of all employees, i.e. home address/home telephone number/ mobile phone number.
5. All employees shall have the contact numbers of the HR Coordinator. Employees are to contact the HR Coordinator if they are admitted to hospital with suspected infections for contact tracing purposes.
6. The HR Coordinator will be responsible for liaising with MOH during activation of contact tracing processes at the workplace.
7. Check the website of MOH Malaysia daily for updated advisories (e.g. travel advisories) and update employees accordingly.
8. Ensure that employees who have travelled to affected areas are quarantined for a sufficient number of days, as advised by the MOH. Check on employees' health by phone or email during his/her absence from work.
9. Keep quarantined employees informed of events in office.
10. Ensure that the workplace has adequate supplies of tissue paper/hand towels, disinfectants and masks.
11. Brief employees on personal hygiene measures.
12. Put up notices in washrooms on proper hand washing techniques.
13. Ensure common areas e.g. pantries, washrooms, meeting rooms are disinfected daily. Liaise with cleaning employees/contractors on this.
14. Ensure temperature screening process is done on a daily basis.
15. Identify hospital/clinics that employees with fever can be brought to.

## **APPENDIX 2: TRAVEL DECLARATION FORM**

Name : \_\_\_\_\_ Date : \_\_\_\_\_

Designation : \_\_\_\_\_ Company: \_\_\_\_\_

Please tick the applicable boxes and provide the information required as follows:

☐ I did not travel to overseas in the past 30 days.

☐ In the past 30 days, I have travelled to the following countries:

<b>Travel History</b>			
Country / Place (City)	Date From	Date To	Reason for Travel (Business Trip, Holiday / Tour, Pilgrimage etc)

☐ I will soon be travelling to the following countries:

<b>Travel Itinerary</b>				
Country / Place (City)	Flight No.	Date From	Date To	Reason for Travel (Business Trip, Holiday / Tour, Pilgrimage etc)

I declare that all information provided in this declaration form is true and I will comply with the actions to be taken.

I am aware that if I wilfully withhold any information, I will be subject to disciplinary action.

\_\_\_\_\_

Name:

Date :

### **APPENDIX 3: HEALTH DECLARATION FORM**

Dear Sir/ Madam,

To prevent the spread of Coronavirus in our community and reduce the risk of exposure to our staff and visitors, we are conducting a simple screening questionnaire. Your participation is important to help us take precautionary measures to protect you and everyone in this building. Thank you for your time.

Visitor Name : \_\_\_\_\_ Date : \_\_\_\_\_

Contact Number : \_\_\_\_\_ Company: \_\_\_\_\_

Last Country visited : \_\_\_\_\_

Temperature reading of visitor : \_\_\_\_\_

Recorded by staff (name) : \_\_\_\_\_

Please tick the applicable boxes and provide the information required as follows:

<b>Self-declaration by visitor</b>													
1	<p>If you have the following symptom(s), please tick the relevant box(es).</p> <table border="0"> <tr> <td><input type="checkbox"/> Fever</td> <td><input type="checkbox"/> Dry Cough</td> <td><input type="checkbox"/> Body Aches</td> <td>Headaches</td> </tr> <tr> <td><input type="checkbox"/> Sore Throat</td> <td><input type="checkbox"/> Runny Nose</td> <td><input type="checkbox"/> Tiredness</td> <td>Shortness of breath</td> </tr> <tr> <td colspan="4"><input type="checkbox"/> Others _____</td> </tr> </table>	<input type="checkbox"/> Fever	<input type="checkbox"/> Dry Cough	<input type="checkbox"/> Body Aches	Headaches	<input type="checkbox"/> Sore Throat	<input type="checkbox"/> Runny Nose	<input type="checkbox"/> Tiredness	Shortness of breath	<input type="checkbox"/> Others _____			
<input type="checkbox"/> Fever	<input type="checkbox"/> Dry Cough	<input type="checkbox"/> Body Aches	Headaches										
<input type="checkbox"/> Sore Throat	<input type="checkbox"/> Runny Nose	<input type="checkbox"/> Tiredness	Shortness of breath										
<input type="checkbox"/> Others _____													
2	<p>Have you been in contact with a confirmed Coronavirus patient in the past 14 days?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>												
3	<p>Have you been to any of the affected countries in the past 14 days?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If yes, please indicate the affected country (ies):</p> <p>_____</p>												

I declare that all information provided in this declaration form is true and will comply with the actions to be taken.

\_\_\_\_\_

Name:

Date :

## **APPENDIX 4: GUIDELINE ON HAND WASHING**



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<sup>4</sup> Source : Ministry of Health, Malaysia

## **APPENDIX 5: GUIDELINE ON WEARING FACE MASK**

### **How to wear a surgical mask properly**

Experts here have called for members of the public to opt for surgical masks instead of N95 masks to guard against the Wuhan virus. Surgical masks can help reduce the spread of the virus as they are meant to help block large-particle droplets and splatter from reaching the wearer's mouth and nose, and reduce exposure of the wearer's saliva and respiratory secretions to others. It is more practical for the public to use them. Here's how:

#### **CORRECT WAY**



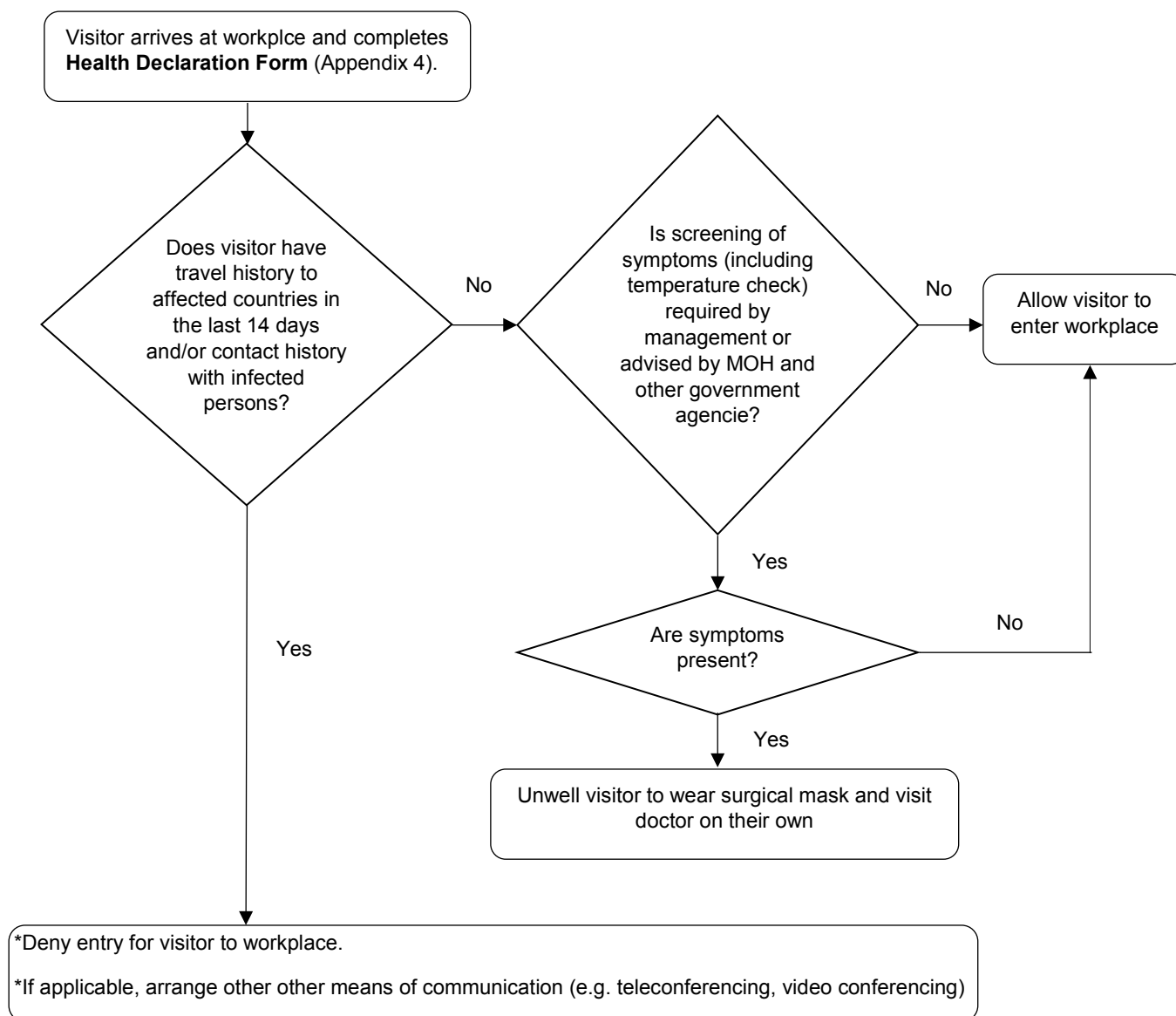
#### **WRONG WAY**



- The mask should cover the wearer's mouth, nose and chin, with the coloured side facing outwards. The thin metal wire along the upper edge of the mask should be pressed gently against the bridge of your nose.
- To dispose of a used mask, touch only the straps, and not the surface of the mask, when removing it.

Source: HEALTH PROMOTION BOARD  
PHOTOS: ST FILE  
STRAITS TIMES GRAPHICS

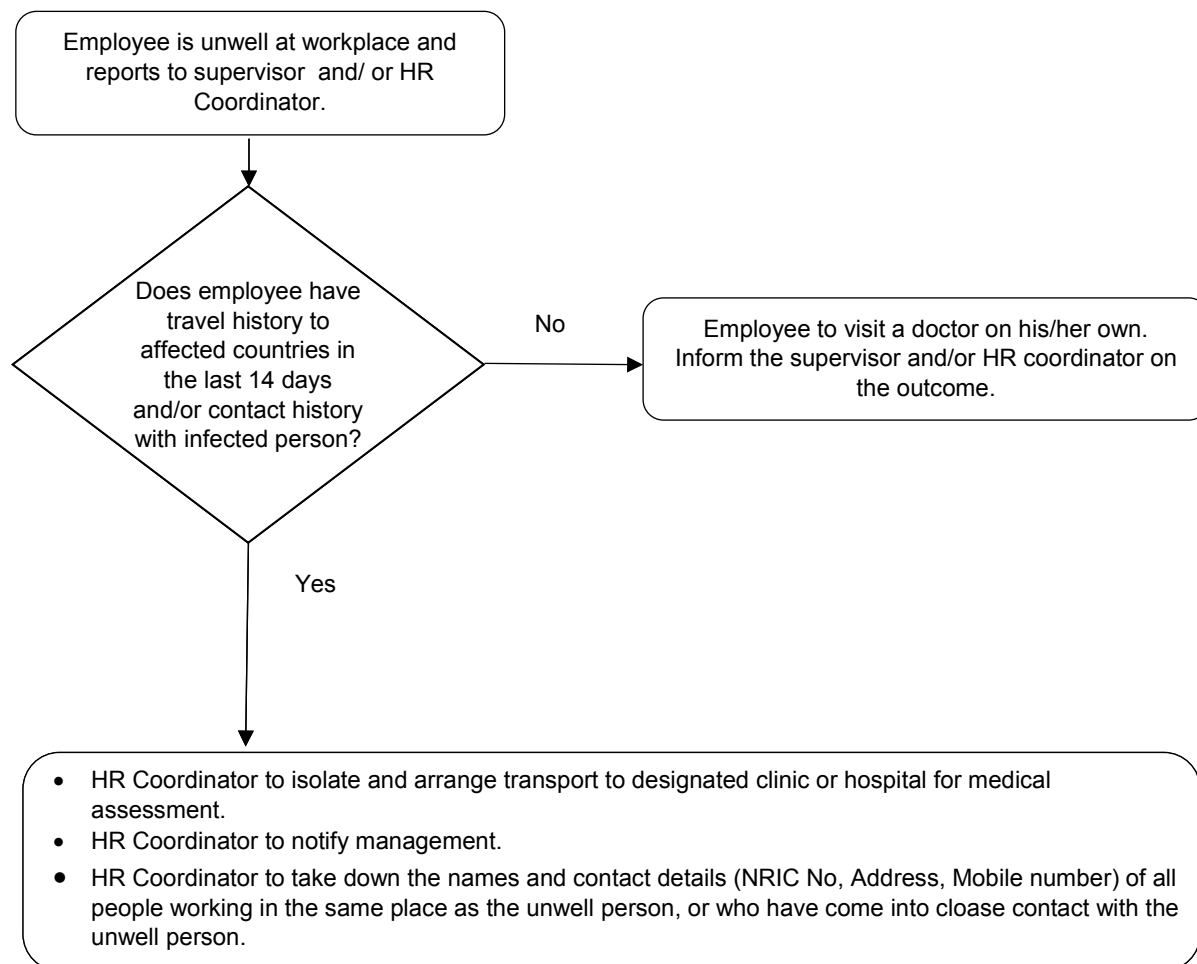
## **APPENDIX 6: EXAMPLE OF A WORKFLOW FOR VISITOR SCREENING AT THE WORKPLACE**



### Additional Note:

- Additional measures may be required if advised by MOH Malaysia and other government agencies.
- Masks to be made available at the counter for employees and visitors.

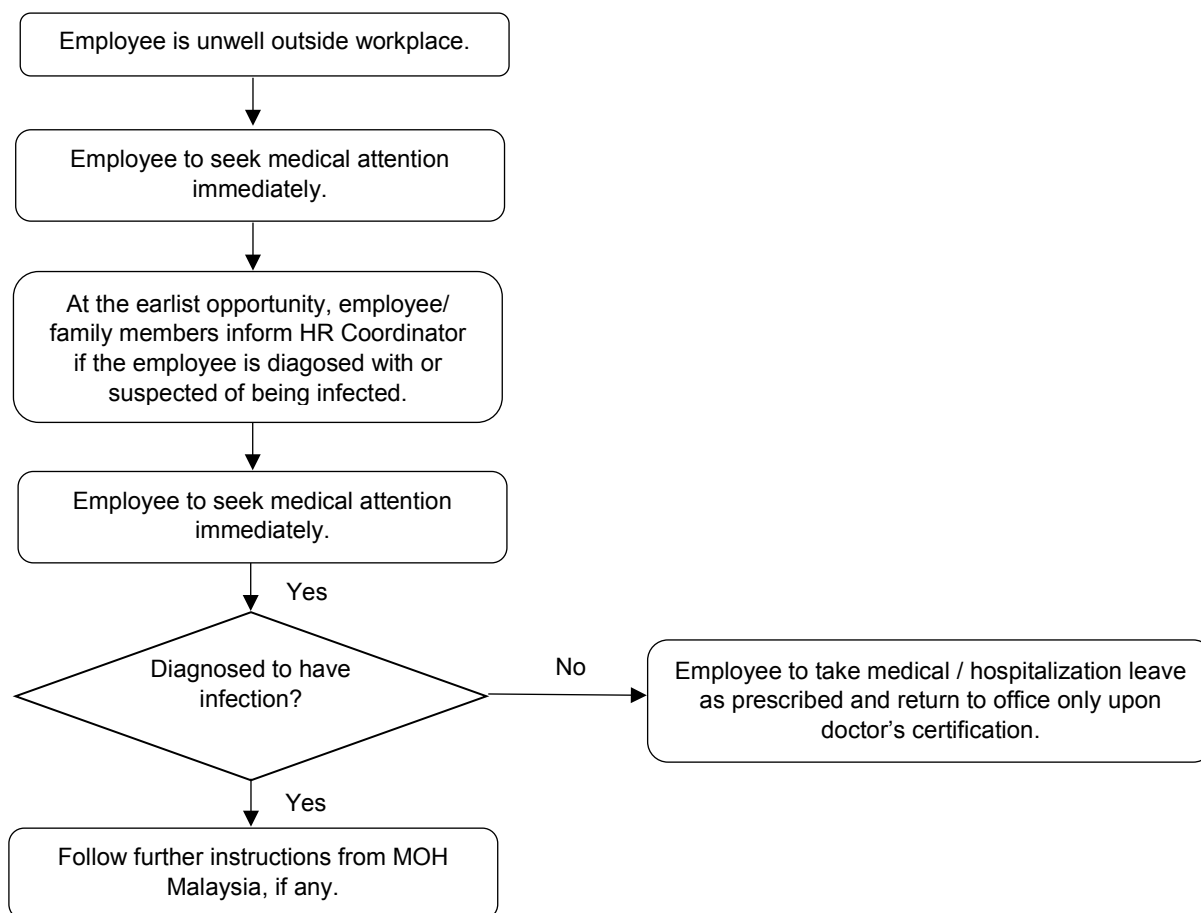
## **APPENDIX 7: EXAMPLE OF A WORKFLOW FOR MANAGING AN UNWELL EMPLOYEE AT WORKPLACE**



### **Additional Note:**

- Additional measures may be required if advised by MOH Malaysia and other government agencies.
- The person attending to the unwell person and the unwell person must wear proper personal protective equipment (PPE).

## **APPENDIX 8: EXAMPLE OF A WORKFLOW FOR MANAGING EMPLOYEE UNWELL OUTSIDE WORKPLACE**



### **Additional Note:**

- Additional measures may be required if advised by MOH Malaysia and other government agencies.
- The person attending to the unwell person and the unwell person must wear proper PPE.

## **APPENDIX 9: EXAMPLE OF A WORKFLOW FOR CONTACT TRACING**

