



IDLC Group Operation Guideline during Covid-19

COVID-19 Pandemic Steering Committee:

The above committee consisting of the following members have been formed to centrally coordinate regarding all concerns and action related to COVID-19 within IDLC:

Akhteruddin Mahmood, Group Head of Human Resources
Syed Javed Noor, General Manager & Head of Consumer Division
M Maksudul Hoque, Head of Administration
Jobayer Alam, Head of SME & Strategic Planning
Jane Alam Romel, Group Chief Marketing Officer



Introduction

After weeks of government declared holiday for COVID-19 pandemic situation, when our offices are going to be opened, the pandemic situation will still continue to prevail. Hence, we have decided to operate from our offices keeping the following Health & Safety Guidelines in our minds.

Purpose of the guidelines

To set out IDLC employee health requirements for businesses so we can re-open and operate safely.

Hygiene measures, including physical distancing still apply. This is because the risk of undetected COVID-19 spread is not gone. There are still restrictions on activities, including at workplaces and socially, to address the ongoing high risk of transmission of COVID-19. However, by introducing safe employee health measures, restrictions can be relaxed to support people's wellbeing, including allowing more businesses to operate, provided they can do so safely.

Recognizing COVID-19

Businesses need to be alert to and respond appropriately if COVID-19 cases emerge while operating.

The symptoms of COVID-19 are one or more of the following:

1. A new or worsening cough
2. A high temperature (at least 38°C)
3. Shortness of breath
4. Sore throat
5. Sneezing and runny nose
6. Temporary loss of sense of smell
7. And few others

Our actions will cover the following functions:

Organization Level

Attendance of employee in office

1. Employees' attendance will be on roster basis once the office will open. Line managers will inform the roaster.
2. Employees entering the office premises will be temperature checked every day.
3. Observing country scenario of spreading the covid-19, the attendance in office can be up to date by increasing or decreasing the number of employees
4. Attendance of employees from high contamination areas (lock down areas) needs to evaluate / restrict
5. Presence of face mask, thermal scanning and hand sanitization will be mandatory before entering the office premises for all employees
6. Encourage employees to walk clockwise (if possible one entry & one exit door), creating one-way flow to minimize transmission.



7. Advise teammates in advance that if they have any symptoms or feel unwell, they should not attend office. If anyone who starts to feel unwell during office hours, notify your line manager & leave office immediately to take required medical support.

Managing service provider, guest / visitor and clients

1. Any personnel arriving the office irrespective of service provider, vendor, guest / visitor and clients has to go under thermal scanning by security guards
2. No personnel is allowed to enter the main entry door without wearing face mask
3. No guest / visitors is allowed to enter in the back office of branches / operational offices
4. Front office employees has to maintain a safe distance while conversing with service provider, guest / visitor and clients
5. Please use physical distancing, keeping at least 1 meter or 3 feet between ourselves and customers or the public.
6. All front offices have to be disinfected within an interval of 1 hour

Managing the office

1. All the access door off all office will remain open till the normalization of covid-19 situation to prevent contamination through door handles
2. Employees need to punch their ID card in access control device (where available) during first entry and last exit.
3. Any employee is authorized to work in his/her designated work station only
4. Employees to avoid close distance face to face conversation, if such is urgent they needs to wear the face mask
5. Approval of memo & other documents is highly encouraged to take through email where is possible
6. Keep track of people that enter the business premises
7. Employee to avoid face to face meeting within and outside of organization personnel
8. All business premises must be disinfected before handing over charge to other set of employee group.
9. Displaying posters promoting hand-washing & respiratory hygiene. Combine this with other communication measures such as offering guidance from Admin, briefing at online meetings and information on the intranet etc.
10. Put sanitizing hand rub dispensers in prominent places around the workplace. Make sure these dispensers are regularly refilled.
11. Ensure that face masks and / or paper tissues are available at your workplaces, for those who develop a runny nose or cough at work, along with closed bins for hygienically disposing of them. Encourage participants to cover their face with the bend of their elbow or a tissue if they cough or sneeze.
12. Each premise/branch should have an emergency room (marked as COVID-19 emergency room) where staff exhibiting symptoms can immediately isolate for short period of time.



13. Personal protection of Security Guards must be ensured (proper mask, sanitizer, etc.) since they are the initial contact point of all employees & clients/visitors.

Managing the cleaning & hygiene

1. Intensive cleaning work has to be conducted in terms of cleaning the work stations and it's apparatus i.e. keyboard, mouse, desk, chair handles specially the areas where droplets can stay and touching tendency is higher
2. A dedicated cleaner can be assigned in large office's front office to clean and disinfect the front office more effectively
3. Open windows and doors whenever possible to make sure the venue is well ventilated.

Employee Level

1. Awareness building among the employees by email communication, desktop communication
2. Put posters in office specially in commonly visible areas containing awareness tips
3. Standup communication with employees from senior management concerning motivation and awareness
4. Employees are requested to share their potential risk of covid-19 infection i.e. living in high contaminated area, getting touch with a contaminated personnel in recent times, suffering of a family member by fever-cough, to their respective line managers
5. Notify employee if not found maintaining the covid-19 prevention guidance such as distancing & personal hygiene
6. All sort of physical contact greetings (hugs and handshakes) to be replaced by a smile or a wave.
7. Food can only be consumed by employee's own arrangement, own desk and individually
8. Avoid sharing tools and personal objects, for example, pens, phones, clipboards or clean with disinfectant e.g. disinfectant wipes after each user.
 - a. Brief your team mates/customers/stakeholders that if COVID-19 starts spreading in your community anyone with even a mild cough or low-grade fever (38°C or more) needs to stay at home.
 - b. Actively encourage sick employees to stay home and ensure that sick leave policies are flexible and consistent with regulatory guideline and that employees are aware of these policies.
 - c. If there is space, arrange seats so that participants are at least one meter apart. It is encouraged to keep at least 1 meter distance between two work stations/ desks. .
 - d. Actively monitor where COVID-19 is circulating. Line Managers are advised to review the area wise alerts (number of identified cases) regularly from IEDCR website (<https://www.iedcr.gov.bd>) to monitor the situation effectively.
 - e. Each Line Manager should keep the data of COVID affected employees & his/her immediate family members (if any) and forward the data to Divisional Head for his notification at day end.
 - f. Guideline for Physical Meeting (in case of unavoidable circumstances):



- g. Retain the names and contact details of all participants for at least one month. This will help to trace people who may have been exposed to COVID-19 if one or more participants become ill shortly after the event/meeting.
- h. If someone at the meeting or event was isolated as a suspected COVID-19 case, the organizer should let all participants know this. They should be advised to monitor themselves for symptoms for 14 days and take their temperature twice a day.
- i. If they develop even a mild cough or low-grade fever (i.e. a temperature of 38°C or more) they should stay at home and self-isolate. This means avoiding close contact (1 meter or nearer) with other people, including family members. They should also telephone their healthcare provider or the local public health department, giving them details of their recent travel and symptoms.
- j. Develop and agree a response plan in case someone at the meeting becomes ill with symptoms of COVID-19 (dry cough, fever, malaise). This plan should include at least:
 - k. Identify a room or area where someone who is feeling unwell or has symptoms can be safely isolated
 - l. Safely transferred them from there to a health facility/home.
 - m. Notify your line manager if a meeting participant, staff member or service provider tests positive for COVID-19 during or just after the meeting.

Guidance during Covid-19

1. Personal hygiene and disinfection
 - a. Wash your hand frequently with soap or hand sanitizer, especially after touching outside objects
 - b. While staying outside always use a face mask and avoid touching unnecessary objects
 - c. Avoid touching nose, mouth and eye with hands and keep your mouth covered while coughing and sneezing
2. Social distancing
 - a. Keep a distance at least 1 meter or 3 feet with other people in office, roads and any other places
 - b. Avoid going outside unless there is a very good reason
3. Balance diet and exercise
 - a. Eat foods that boost your immune system i.e. fruits, milk, egg, fish & low fat meat
 - b. Exclude oily and sugar based food as much as possible from your Iftar menu as much as possible
 - c. Make habit of drinking warm water and taking tea frequently with ginger and honey
 - d. Do exercise regularly to build up a healthy body
4. **Connect a doctor over phone:**
 - a. **IDLC Company doctor: Dr. Matin, 01819-223343 (available from 10 AM to 12 PM everyday)**
 - b. Grameenphone TONIC: Call **20000**
 - c. United hospital Telemedicine: Call **10666 or 02-9852466**, mail & skype @ call.uhlbd@outlook.com
 - d. Evercare Hospital TeleOnline (previous Apollo) 10678
 - e. For any suspicion, please call:
 - i. Corona control room 01700-705737, IEDCR 01937-110011, Access to information: 333, Director general of Health Service, 16263