

# Instruction Manual for Plan for a Gradual Return to Normalcy

## (Phase Three)





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# Health Authorities Requirements



## Distancing Requirements

- ▶ Workplaces must be re-structured to maintain the distance between workers. All workers must keep a minimum distance of 2 meters which is equal to 10 square meters at all times.
- ▶ Separation and distancing of desks, chairs and other furniture with no less than 2 meters distance.
- ▶ Ensure that corridors allow for distancing of at least 2 meters.
- ▶ Prevent gatherings in rest areas and places of worship in all forms and times.
- ▶ Prevent eating and drinking in groups in the workplace and elsewhere, and food and beverage consumption to be on an individual basis with the use of single-use utensils or to bring in personal utensils and wash at home.
- ▶ Provide instructional signage and visual tools for guidance on distancing throughout the workplace (such as colored floor stickers).
- ▶ Commitment to providing training on distancing measures and how to wear and remove personal protective equipment.
- ▶ Reducing physical contact between employees as well as clients.



## Personal Protection Methods

- ▶ Face masks are obligatory and must be worn at all times in all workplaces. Compliance is necessary and obstruction is punishable.
- ▶ Prevent sharing work surfaces (offices, tables, boards, etc.).
- ▶ Adherence to a routine sterilization schedule for used surfaces and bathrooms, while providing personal protection equipment for cleaning staff.
- ▶ Face masks and protective clothing.
- ▶ Commitment to providing cleaning detergents, soaps and hand sanitizers in the workplace.
- ▶ Eliminate physical transactions for communication and payment, such as paper and cash, and rely on paperless electronic transactions and communication methods.



## Working Remotely

- ▶ It is imperative that all activities assess their ability to work remotely and that these activities adhere to this throughout the pandemic period, regardless of the overall risk level.
- ▶ If you are not able to work completely remotely, you can apply working remotely partially.
- ▶ Work requiring personal presence is limited to activities that cannot work remotely.



All Phase One and Two activities are permitted to continue operating during Phase Three, while adhering to the requirements of health authorities.



## Phase One Activities :

-  ► Mosques and Places of Worship.
-  ► Industrial Activities.
-  ► Maintenance Services.
-  ► Shipping Services.
-  ► LPG Gas Services.
-  ► Laundry Services.
-  ► Home Delivery Services.
-  ► Restaurants and Cafes (Drive-Through).
-  ► Telecom Services Providers and Internet Service Providers.
-  ► Food Retail (Coops and Supermarkets, Grocery Stores, Ration Food Supply Services).
-  ► Corporate/ Private Transportation for Companies and Institutions.
-  ► Gas Stations and Associated Services.
-  ► Private Hospitals and Clinics.
-  ► Automobile Showrooms
-  ► Workshops, Maintenance, Garages, Equipment and Machinery Stores, Spare Parts, and Car Wash Services.



All Phase One and Two activities are permitted to continue operating during Phase Three, while adhering to the requirements of health authorities.



## Phase Two Activities :



► Construction and Building.



► Financial and Banking.



► Commercial Complexes and Shopping Malls

(From 10am to 6pm).



► Retail Stores.



► Restaurants and Cafes (Takeaway with No Seating).



► Parks, Resorts, and Public Spaces.



## Phase Three Activities :



### General Guidelines for Reopening Workplaces Within Government Agencies and Private Sector (Less Than %50):

**Return to work in government agencies and the private sector is permitted by no more than 50% of workers within the workplace (employees, users, etc.) in accordance with health requirements.**



## General Guidelines for Reopening Social Care Facilities to Visitors:



### ► Compliance with general health requirements:

- Physical distancing requirements.
- Personal protection methods.



### ► Check staff and visitor temperatures and not allow anyone with a temperature above 37.5 degrees to enter.



### ► Wearing masks is mandatory for visitors during the duration of their visit.



### ► Identify and schedule permitted visitor times and appointments, and organize visiting rooms to ensure physical distancing.



### ► Continuously clean and sterilize reusable equipment and tools.



### ► Provide hand sanitizers in areas accessible to visitors.



### ► Provide educational material to those with disabilities, autism and learning challenges on how to safely interact with visitors to avoid infection.



### ► Educate visitors and social care residents on implementing health requirements.



# General Guidelines for Reopening Hotels, Resorts, and Apartment Hotels:



## ► Compliance with general health requirements:

- Physical distancing requirements.
- Personal protection methods.



## ► Maintaining hygiene measures and periodic sterilization procedures.



## ► Adhere to the general recommendations regarding transporting goods:

- Mixing and convergence between the carrier and the recipient should not take place.
- Sterilization of goods surfaces and transportation means.



## ► Commit online/electronic payment.



## ► Check employee, guest and visitor temperatures and do not allow anyone with a temperature above 37.5 degrees to enter.



## ► Wearing masks or other appropriate protective equipment is mandatory at all times for employees with direct contact with guests.



## ► Rearrange common, waiting and rest areas to ensure that capacity and number of seats are in accordance with physical distancing requirements.



## ► Guests should remain inside their rooms if symptoms of the disease appear and inform the hotel management to apply appropriate measures.



## ► Property management must report all suspected cases to health authorities.



## ► Establish a special protocol around rooms housing guests who have displayed symptoms of the disease, that includes implementing room service for provision of meals, cleaning, and sterilization of rooms.



## ► All employees who clean and sterilize rooms housing guests suspected of having the disease must use additional equipment suitable for personal protection (face mask, eye protection, gloves, and other personal protective equipment).



## ► Inform guests of the health instructions and requirements that must be followed within the facility.



## ► Prohibit the use of halls and the organization of internal and external events, such as weddings, celebrations, etc.



## ► Prohibit self-serve foods and drinks, such as buffets.





## General Guidelines for Reopening Hotels, Resorts, and Apartment Hotels:



- ▶ Sterilize all frequently used surfaces such as, but not limited to, door handles, fabrics, tables, seats, and elevators.



- ▶ Periodic sterilization of public restrooms and limiting them for staff use only.



- ▶ Provide hand sanitizers throughout the property, including at entrances, exits, elevators, and stairs.



- ▶ Place clear and visible instructional signage at entrances, elevators, and receptions, regarding the proper use of face masks, physical distancing requirements, and capacity restrictions.



- ▶ Remove all magazines, newspapers, brochures, and flyers from shared spaces and private rooms.



- ▶ Commit to a specific elevator capacity and the number of people permitted to ride at the same time.



- ▶ Prohibit the use of valet parking service.



- ▶ Sterilize luggage before it is delivered to guest rooms.



- ▶ Close swimming pools.



- ▶ Apply relevant guidelines to parks, resorts, and shared public places if available on the property.



- ▶ Health clubs, restaurants, cafes, retail stores, and personal care stores (salons, hairdressers, and spas) within the property must adhere to guidelines as specified in accordance with their respective reopening phase.



- ▶ Educate and train employees on implementing health requirements.



## General Guidelines for Reopening Taxi Services (Permitted to One Passenger Only):



### ► Compliance with general health requirements:

- Physical distancing requirements.
- Personal protection methods.



### ► Maintaining hygiene measures and periodic sterilization procedures.



### ► Encourage online/electronic payment.



### ► Check passenger temperatures and do not allow anyone with a temperature above 37.5 degrees to enter.



### ► Allow one passenger only.



### ► Driver and passenger must wear face masks at all times.



### ► Passengers must be seated in the back seat.



### ► Continuously maintain good ventilation of the vehicle.



### ► Periodically sterilize the vehicle with emphasis on frequently touched surfaces by passengers such as door handles, armrests, seat belts buckles, window controls, etc.



### ► It is recommended to provide sanitizers, tissue and disposable waste bags.



### ► Request passenger to carry their own bags and belongings.

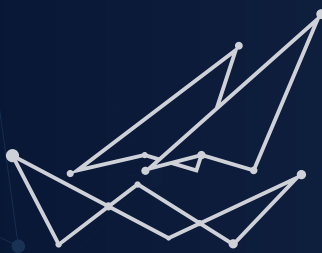


### ► It is preferable to install a divider or barrier between the driver and passenger.



### ► Educate and train drivers on implementing health requirements.

# Thank You



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