

Instruction Manual for Plan for a Gradual Return to Normalcy

(Phase One)



Report Content

- 01 ► Health Authorities Requirements
- 02 ► Mosques and Places of Worship.
- 03 ► Industrial Activities.
- 04 ► Maintenance Services.
- 05 ► Shipping Services.
- 06 ► LPG Gas Services.
- 07 ► Laundry Services.
- 08 ► Home Delivery Services.
- 09 ► Restaurants and Cafes (Drive-Through).
- 10 ► Telecom Service providers and Internet Service Providers.
- 11 ► Food Retail (Coops and Supermarkets, Grocery Stores, Ration Food Supply Services).
- 12 ► Corporate/ Private Transportation for Companies and Institutions.
- 13 ► Gas Stations and Associated Services.
- 14 ► Private Hospitals and Clinics.
- 15 ► Automobile Showrooms.
- 16 ► Workshops, Maintenance, Garages, Equipment and Machinery Stores, Spare Parts, and Car Wash Services.

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 sterilizing 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 are assessing 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.

General guidelines for reopening mosques and places of worship

► Requirements for mosques:

- Use the private prayer rug for each worshiper.
- Restricting the obligatory prayers only.
- In addition to what is decided by the Ministry of Awqaf and Islamic Affairs.

► The requirements of mosques and places of worship:

- Avoid shaking hands.
- Ablution and restrooms to be closed.
- Physical distance of 10 square meters must be provided for each person.
- Not to gather before and after the prayer.
- Those with chronic diseases should not attend (diabetes, blood pressure, etc.).
- Close places of worship in epidemic hotspots.
- Use of face masks is mandatory.
- Separate entry and exit doors to reduce foot traffic and friction.
- Prepare the designated area for taking off shoes while keeping hygiene recommendations and distancing measures.
- Arranging the process of entering, leaving and receiving shoes in order to prevent the crowded movement.
- Places for prayer and sitting should be clearly marked with stickers on the floor or on chairs spaced to maintain physical distancing requirements.
- Doors must be left open during prayer times.
- Prayer rooms must be cleaned and sanitized between prayer times and must be closed between prayer times.
- Signage with instructions on the use of face masks, physical distancing and maximum capacity should be placed at the entrance, and placed in clearly visible places.

Ensure that the general health requirements are applied

General guidelines for reopening industrial activities

- ▶ **Compliance with general health requirements:**
 - ▶ Physical distancing requirements
 - ▶ Personal protection methods
 - ▶ Encourage working remotely
- ▶ **Maintaining hygiene measures and periodic sterilization procedures.**
- ▶ **Distributing workers across working hours and devising a mechanism for receiving clients in ways that adhere to physical distancing.**
- ▶ **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.
- ▶ **Check staff temperature and not to allow anyone with a temperature above 37.5 degrees to work.**
- ▶ **Commit to online or electronic payment.**
- ▶ **Sterilize buildings at least once a day.**
- ▶ **Clean and sterilize changing rooms between shifts.**
- ▶ **Sterilize equipment and tools at every use.**
- ▶ **Sterilize all frequently used surfaces.**
- ▶ **The supply of sterilizers is mandatory throughout the workplace, and is to be placed close to machines or tools used by multiple workers.**
- ▶ **Alert employees not to use phones, desks, or other tools and equipment used by other employees.**
- ▶ **Mandatory use of face masks or other appropriate personal protective equipment.**
- ▶ **The minimum distancing requirement in the workplace is 2 meters.**
- ▶ **Fully sterilize the entire plant periodically.**
- ▶ **Provide a clinic or isolation room for necessity.**
- ▶ **Prohibit gatherings of employees and workers and close gathering places.**
- ▶ **Educate and train employees on implementing health requirements.**

General guidelines for reopening maintenance services

- ▶ **Compliance with general health requirements:**
 - ▶ Physical distancing requirements
 - ▶ Personal protection methods
 - ▶ Encourage working remotely
- ▶ **Maintaining hygiene measures and periodic sterilization procedures.**
- ▶ **Distribution of working hours and receiving clients.**
- ▶ **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 to online or electronic payment.**
- ▶ **Check staff temperature and not to allow anyone with a temperature above 37.5 degrees to work.**
- ▶ **Personnel in direct interaction with customers must wear face masks or other appropriate personal protective equipment at all times.**
- ▶ **Inquire about the conditions of home residents and the potential for contact if any person in the home has been diagnosed with COVID-19 or is being quarantined for possible exposure to the virus.**
- ▶ **Cleaning and sterilization after maintenance completion by the service provider.**
- ▶ **Educate and train employees on implementing health requirements.**

General guidelines for reopening shipping services

- ▶ **Compliance with general health requirements:**
 - ▶ Physical distancing requirements
 - ▶ Personal protection methods
 - ▶ Encourage working remotely
- ▶ **Maintaining hygiene measures and periodic sterilization procedures.**
- ▶ **Distribution of working hours and receiving clients.**
- ▶ **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 to online or electronic payment.**
- ▶ **Check staff temperature and not to allow anyone with a temperature above 37.5 degrees to work.**
- ▶ **Personnel in direct interaction with customers must wear face masks or other appropriate personal protective equipment at all times.**
- ▶ **Hygiene and sterilization:**
 - ▶ Buses and transport vehicles should be sterilized every day or at the end of each shift.
 - ▶ The driver should maintain clean hands regularly and avoid touching the nose, mouth or eyes.
- ▶ **Educate and train employees on implementing health requirements.**

General guidelines for reopening gas services

- ▶ **Compliance with general health requirements:**
 - ▶ Physical distancing requirements
 - ▶ Personal protection methods
 - ▶ Encourage working remotely
- ▶ **Maintaining hygiene measures and periodic sterilization procedures.**
- ▶ **Distribution of working hours and receiving clients.**
- ▶ **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 to online or electronic payment.**
- ▶ **Check staff temperature and not to allow anyone with a temperature above 37.5 degrees to work.**
- ▶ **Personnel in direct interaction with customers must wear face masks or other appropriate personal protective equipment at all times.**
- ▶ **Washing and sterilizing gas cylinder (especially handles), preferably before entering the filling plant.**
- ▶ **Restrict the number of employees on the loading / unloading platforms and trucks, and ensure that everyone in the loading / unloading area maintains a distance of at least 2 meters.**
- ▶ **Washing the truck unloading area before and after delivering the cylinders.**
- ▶ **Maintaining a clean working environment and sterilize it regularly.**
- ▶ **Educate and train employees in implementing health requirements.**

General guidelines for reopening dry-clean laundry services

- ▶ **Compliance with general health requirements:**
 - ▶ Physical distancing requirements
 - ▶ Personal protection methods
 - ▶ Encourage working remotely
- ▶ **Maintaining hygiene measures and periodic sterilization procedures.**
- ▶ **Distribution of working hours and receiving clients.**
- ▶ **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 to online or electronic payment.**
- ▶ **Check staff temperature and not to allow anyone with a temperature above 37.5 degrees to work.**
- ▶ **Personnel in direct interaction with customers must wear face masks or other appropriate personal protective equipment at all times.**
- ▶ **Sterilize equipment and tools whenever used by several people.**
- ▶ **Sterilize the dry-clean and laundry store at least once a day.**
- ▶ **Cleanliness:**
 - ▶ Sterilize all surfaces touched by multiple with disinfectants.
 - ▶ Clean places regularly and at least once a day.
- ▶ **Waste:**
 - ▶ Take care to carefully dispose of face masks and gloves, and to wash hands afterwards.
 - ▶ Dispose of waste at least twice a day in public places and workplaces.
- ▶ **Educate and train employees on implementing health requirements.**

General guidelines for reopening home delivery services

- ▶ **Compliance with Ministry of Health guidelines mentioned in the guide (Guidelines for Combating COVID-19 Disease in food establishments specialized in food delivery).**
- ▶ **Compliance with general health requirements:**
 - ▶ Physical distancing requirements
 - ▶ Personal protection methods
 - ▶ Encourage working remotely
- ▶ **Maintaining hygiene measures and periodic sterilization procedures.**
- ▶ **Distribution of working hours and receiving clients.**
- ▶ **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 to online or electronic payment.**
- ▶ **Check staff temperature and not to allow anyone with a temperature above 37.5 degrees to work.**
- ▶ **Personnel in direct interaction with customers must wear face masks or other appropriate personal protective equipment at all times.**
- ▶ **Buses and delivery vehicles should be sterilized every day or at the end of each shift.**
- ▶ **The driver must provide sterilizers inside the vehicle such as cleaning spray, sterilizer, disposable wipes and disposable garbage bags.**
- ▶ **Cleaning procedures following touching shared equipment parts after each use.**
- ▶ **Frequent washing of hands, especially for workers dealing with goods and merchandise, or provide hand sanitizer.**
- ▶ **Designating Pick-up / Drop-off Zones to receive and deliver goods and merchandise while reducing direct handling between the two parties and maintain physical distancing.**
- ▶ **Educate and train employees on implementing health requirements.**

General guidelines for reopening restaurants and cafes (car purchase) Drive Through

- ▶ **Compliance with Ministry of Health guidelines mentioned in the guide (Guidelines for Combating COVID-19 Disease in food establishments specialized in food delivery).**
- ▶ **Compliance with general health requirements:**
 - ▶ Physical distancing requirements
 - ▶ Personal protection methods
 - ▶ Encourage working remotely
- ▶ **Maintaining hygiene measures and periodic sterilization procedures.**
- ▶ **Distribution of working hours and receiving clients.**
- ▶ **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 to online or electronic payment.**
- ▶ **Pack meals safely and securely before handing over to delivery personnel.**
- ▶ **Check staff temperature and not to allow anyone with a temperature above 37.5 degrees to work.**
- ▶ **Procedures for the restaurant owner:**
 - ▶ Distribution of sterilizers at the main points of the restaurant.
 - ▶ Do not pack workers in a small restaurant space and keep safe distancing.
- ▶ **Maintain good ventilation in the space.**
- ▶ **Educate and train employees on implementing health requirements.**

General guidelines for reopening telecom and internet service providers

- ▶ **Compliance with general health requirements:**
 - ▶ Physical distancing requirements
 - ▶ Personal protection methods
 - ▶ Encourage working remotely
- ▶ **Maintaining hygiene measures and periodic sterilization procedures.**
- ▶ **Distribution of working hours and receiving clients.**
- ▶ **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 to online or electronic payment.**
- ▶ **A maximum of 30% of the workforce is permitted in the workplace at once and cannot exceed one person per 4 square meter.**
- ▶ **Check staff temperature and not to allow anyone with a temperature above 37.5 degrees to work.**
- ▶ **Educate and train employees on implementing health requirements.**

General guidelines for reopening food retail (Coops and Supermarkets, Grocery Stores, Ration Food Supply Services)

- ▶ **Compliance with general health requirements:**
 - ▶ Physical distancing requirements
 - ▶ Personal protection methods
 - ▶ Encourage working remotely
- ▶ **Maintaining hygiene measures and periodic sterilization procedures.**
- ▶ **Distribution of working hours and receiving clients.**
- ▶ **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 to online or electronic payment.**
- ▶ **Determine the capacity of the place and the maximum number of individuals allowed inside the store at the same time.**
- ▶ **Set aside specific times for the elderly and the chronically ill, for their safety.**
- ▶ **Maintain required physical distancing at payment and check-out counters with the placement of explanatory signage for it.**
- ▶ **Check staff temperature and not to allow anyone with a temperature above 37.5 degrees to work.**
- ▶ **Personnel in direct interaction with customers must wear face masks or other appropriate personal protective equipment at all times.**
- ▶ **Cashiers must be protected with face masks or glass windows when the required physical distance cannot be maintained.**
- ▶ **Prohibit entering for those not wearing a face mask.**
- ▶ **Provide sterilizers at the entrance, next to the payment windows and exit.**
- ▶ **Carts should be cleaned and sterilized after each use.**
- ▶ **Alert employees not to use phones, desks, or other tools and equipment used by other employees.**

General guidelines for reopening food retail (Coops and Supermarkets, Grocery Stores, Ration Food Supply Services)

- ▶ **Products that have been touched, tried, or replaced must be separated and sterilized before returning to shelves.**
- ▶ **Clear signs and instructions on personal protection and distancing are advised.**
- ▶ **Repeated sterilization of surfaces used by employees and customers.**
- ▶ **Implement queue management systems to reduce crowding at entrances and maintain two meters distancing.**
- ▶ **Activating appointment system for Coops and Supermarkets.**
- ▶ **Educate and train employees on implementing health requirements.**

General guidelines for reopening group transportation for companies and institutions

- ▶ **Compliance with general health requirements:**
 - ▶ Physical distancing requirements
 - ▶ Personal protection methods
- ▶ **Maintaining hygiene measures and periodic sterilization procedures.**
- ▶ **Place signs on seats that are unavailable.**
- ▶ **The driver is obliged to transport the same group of passengers without contacting others.**
- ▶ **It is preferable to place a physical barrier between the driver and passengers.**
- ▶ **Prohibit anyone with a temperature above 37.5 degrees to ride.**
- ▶ **Educate and train employees on implementing health requirements.**

General guidelines for reopening gas stations and services

- ▶ **Compliance with general health requirements:**
 - ▶ Physical distancing requirements
 - ▶ Personal protection methods
 - ▶ Encourage working remotely
- ▶ **Maintaining hygiene measures and periodic sterilization procedures.**
- ▶ **Commit to online or electronic payment.**
- ▶ **Check staff temperature and not to allow anyone with a temperature above 37.5 degrees to work.**
- ▶ **Personnel in direct interaction with customers must wear face masks or other appropriate personal protective equipment at all times.**
- ▶ **All used napkins and gloves should be disposed of immediately in the gas station's waste bin, and touching the face should be avoided.**
- ▶ **Maintain a safe distance of no less than 2 meters between customers and employees where possible.**
- ▶ **Communication between the employee and the customer is to be through the passenger seat opposite the driver to ensure spacing. In the event that there is a passenger next to the driver, the window must be opened to the extent sufficient to complete the electronic payment process.**
- ▶ **Not to provide services to those not wearing a face mask.**
- ▶ **Distribution of instructional signage throughout the station to reminding customers to comply with health requirements.**
- ▶ **Periodic cleaning of frequently touched surfaces such as fuel pump meters and payment devices.**
- ▶ **Educate and train employees on implementing health requirements.**

General guidelines for reopening private hospitals and clinics

- ▶ **Compliance with general health requirements:**
 - ▶ Physical distancing requirements
 - ▶ Personal protection methods
 - ▶ Encourage working remotely
- ▶ **Maintaining hygiene measures and periodic sterilization procedures.**
- ▶ **Distribution of working hours and receiving people.**
- ▶ **When exchanging medical supplies, mixing and convergence between the carrier and the recipient should not take place.**
- ▶ **Commit to online or electronic payment.**
- ▶ **Set aside specific times for the elderly and the chronically ill, for their safety.**
- ▶ **It is prohibited to receive any patient suffering from high temperature with shortness of breath in non-emergency centers.**
- ▶ **Patients to waiting outside the clinic until the previous patient and sterilization process has finished (preferably in the car if possible).**
- ▶ **Commitment to wearing protective medical face masks and gloves.**
- ▶ **Check the patient and the accompanying persons' temperature and refuse entrance to those whose temperature exceeds 37.5.**
- ▶ **The health care provider is obligated to wear a face mask upon conducting the examination.**
- ▶ **Educate and train employees on implementing health requirements.**

General guidelines for reopening car dealerships

- ▶ **Compliance with general health requirements:**
 - ▶ Physical distancing requirements
 - ▶ Personal protection methods
 - ▶ Encourage working remotely
- ▶ **Maintaining hygiene measures and periodic sterilization procedures.**
- ▶ **Distribution of working hours and receiving people.**
- ▶ **Check staff and customer temperature and not to allow anyone with a temperature above 37.5 degrees to work.**
- ▶ **Control the crowdedness of stores such that no more than one person per 10 square meters discounting corridors and other areas.**
- ▶ **Dependence on automatic doors.**
- ▶ **Commit to online or electronic payment.**
- ▶ **Prohibiting of anyone with a temperature above 37.5 degrees to enter.**
- ▶ **Close places of gatherings, prayer halls, public restrooms and lounges.**
- ▶ **Adherence to physical distancing of at least 2 meters.**
- ▶ **Do not allow test drives.**
- ▶ **Educate and train employees on implementing health requirements.**

General guidelines for reopening workshops, maintenance, garages, equipment and machinery stores, spare parts, and car wash services

- ▶ **Compliance with general health requirements:**
 - ▶ Physical distancing requirements
 - ▶ Personal protection methods
 - ▶ Encourage working remotely
- ▶ **Maintaining hygiene measures and periodic sterilization procedures.**
- ▶ **Distribution of working hours and receiving clients.**
- ▶ **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 to online or electronic payment.**
- ▶ **Check staff and customer temperature and not to allow anyone with a temperature above 37.5 degrees to enter.**
- ▶ **Personnel in direct interaction with customers must wear face masks or other appropriate personal protective equipment at all times.**
- ▶ **Wear gloves and face mask when receiving and returning vehicles.**
- ▶ **Cleaning and sterilizing vehicles before and after providing the service.**
- ▶ **Applying distancing requirements in waiting areas and sterilize after each customer's departure.**
- ▶ **Sterilization keys before and after service and store the keys in a safe and sterile place.**
- ▶ **Include a sign when sterilization is completed, as well as the name of the employee who performed the task.**
- ▶ **Educate and train employees on implementing health requirements.**

Note:

In addition to the activities mentioned, it is allowed in Phase One to carry out activities that were operating during the previous partial curfew period (before applying full curfew), including the banking sector, while adhering to the requirements of the health authorities.



Thank You

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