

Protocol Guide for Business Resumption
PHASE 2 – May 4, 2020

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The following protocols for the resumption of business are designed to maintain the safety and health of workers in the business setting during the COVID-19 pandemic. The businesses covered in this Phase Two protocol are listed in Appendix 1 and include:

- a) Activities that can be carried out without public gathering
- b) Activities that can be carried out avoiding close proximity to others in enclosed spaces
- c) Activities that are an integral part of the supply chain for any essential services or products or that is of any sector that is already opened.

It is advised that key pieces of labour legislation currently remain in force – of note are the Shops Act, Safety and Health at Work Act, Employment Rights Act. Additionally, it is imperative that the relevant public health practices that apply to the handling of food and non-food items continue to be observed.

Employer Responsibility

As an employer, a company is responsible for providing all employees with a safe and healthy work environment. This includes taking steps to guard against the risk of infectious diseases; the outbreak of this new virus should prompt employers to implement a strategy to protect employees, customers and the public. The employer must aggressively enforce all workplace health, safety, housekeeping and security rules; and violations of these rules will result in appropriate action.

Employee Responsibility

It is the responsibility of the employee to cooperate with the Company to exercise safe work habits and maintain their work areas and materials in an organized and hygienic manner. To take reasonable care for their own health and safety, to take reasonable care for the health and safety of others who may be affected by their acts or omissions, cooperate with anything the employer does to comply with requirements, not 'intentionally or recklessly interfere with or misuse' anything provided at the workplace.

Protocol Implementation and Maintenance

The Company shall review and adjust the guide to reflect changes in knowledge and understanding of the pandemic, legislation and their specific company setting.

Scope

This guide applies to all management and staff.

Expected Outcome

To ensure the Safety and Health of employees in carrying out their roles within the business setting, during the Coronavirus Pandemic. This means implementing systematic protocols that will assist in preventing the contracting and transmission of the virus.

General

- Employees who are vulnerable by their age, underlying health conditions (e.g. hypertension, diabetes, immune compromised) or pregnant should be encouraged to work from home where possible.
- Employees who are living with persons in self-isolation or with vulnerable persons, should be encouraged to work from home where possible.
- Close working should be avoided. Non-essential physical work that requires close contact between workers should not be carried out at this time. Work requiring human contact should not be carried out.
- Face to face meetings should continue to be suspended for the time being. A virtual meeting policy should remain in effect.
- Non-essential visitors should be discouraged from entering the work site for the time being.
- Contactless payment methods should be implemented. Employees should receive electronic and card payments where possible. In instances where cash collection cannot be avoided, workers should utilize the following cash collection procedures:
 - a) Ask the customer to place cash in basket or isolated container
 - b) Handle cash placed in container with gloves
 - c) Secure cash in collection bag or container
 - d) Dispose of gloves immediately in a wastepaper bag or container
 - e) Wash hands if possible or utilize sanitizer or disinfecting wipes
- Re-orientation or re-induction processes for returning staff should be implemented. Encourage and support every manager to have a team / one-to-one return meeting with all employees, where a key focus is on health, safety and well-being. Managers should have a sensitive and open discussion with every employee and discuss any adjustments and/or ongoing support they may need to facilitate an effective return to the workplace.
- It will be important for every employer to ensure that the organization culture is inclusive, and that every employee feels they are returning to a supportive and caring environment.

Hours of Work

The hours of work outlined shall be in accordance with the Emergency Management Order issued by the Government of Barbados to reduce contact. The following should be considered:

- Where possible and as the nature of a particular business allows, every effort should be taken to ensure that the entire staff complement should not be in the business setting at the same time and split teams should avoid co-mingling.

This can be achieved through:

- i. staggering start and finish times for employees or implement a flexible working arrangement where some staff can work in the morning period and others in the afternoon period.
 - ii. alternating remote work arrangements.
- Operations should be undertaken in a manner that allows staff to arrive for and to leave duty within the established limits of a curfew.
 - Arrangements should be made to provide staff with the required documentation for travel during the curfew period.
 - Lunch times and break times should be scheduled to mitigate instances of congestion in the break and lunch areas. In some instances, companies may need to utilise additional spaces (e.g. training room) to facilitate physical distancing at meal times.

Communication

Effective communication methods and procedures should be implemented and utilized to avoid breakdowns in communication and to mitigate to assist in preventing the contracting and transmission of the virus. The following should be considered;

1. Frequent communication to staff is essential. This could include pre-shift huddles, circulars and virtual meetings.
2. Communication between staff and customers should be as precise and brief as possible. Also communicate to staff the importance of avoiding extended or irrelevant discussion, limited physical contact and maintaining physical distance.
3. Implementation of signage and posters should be used where possible to aid with reminding staff of the protocols in place. Reference signage section below.

Parking (Staff and Company vehicles)

Specified parking arrangements should be implemented to mitigate instances of congestion within the designated parking areas controlled by the business. The following should also be considered;

- Employers should make parking arrangements for additional cars and bicycles.
- Where possible, implement a parking system that allows for persons to be at least one (1) car space away from other vehicles. In instances where this is not possible, a system utilizing parking at a minimum of six (6) feet away from other vehicles should be implemented.
- A designated person should be identified to remind and orient staff with the parking arrangement.
- Implement a parking system that emphasizes the importance for staff not to congregate in the parking areas.
- Movement in the parking area by staff should be prompt.
- Infractions to the parking arrangement should not be taken lightly as this can compromise the safety and health of staff and lend to a breakdown of the protocol. Discipline should be in alignment with the Company's disciplinary procedure for safety and health.

Commute

Specified commute and travel arrangements should be outlined for staff to assist in preventing contracting and transmission of the virus. The following should be considered;

- Where possible, provision should be made for staff who commute by public transportation to work from home, or the implementation of a private transportation system for employees who commute by public transportation.
- Where employees utilise public transportation, they should be reminded to follow the protocols as outlined by the Government.
- Where possible, employees should be encouraged to limit their commute while at the business. Employees should therefore be encouraged to walk with their meals and breaks and utilize at the business. Additionally, once, on site, employees should be encouraged to stay on site.
- Employees should not be encouraged to car pool and should only transport persons who live in their household.

Temperature Checks

Where practical, temperature testing protocols **may be** implemented to assist in preventing the contracting and transmission of the virus. The following should be considered;

- Temperature checks should be done on entry to the business. All employees should be tested before entering the work site. Checks should be done with the consent of employees.
- Checks should be done twice daily. A check should be done on entry to the site and another in the evening/ afternoon period.
- Large companies should employ the services of a Nurse to facilitate these checks, for example construction sites, supermarkets, manufacturing plants and call centres. Smaller companies should identify a trained Safety and Health Officer with First Aid certification.

Ventilation

Adequate ventilation systems should be utilized and or implemented to assist in preventing the contracting and transmission of the virus. The following should be considered;

- Where possible, increase the ventilation in all workspaces
- Ensure adequate cleaning and servicing of heating, ventilation, and air conditioning (HVAC) systems.

Physical Distancing

Maintain a physical distance of six (6) feet between workers and continue to employ the social distancing practices help reduce risk to you and to others. The more space between you and others, the harder it is for the virus to spread. The following should be implemented;

- Employees should be discouraged from handshaking as a greeting
- Essential Meetings should be facilitated outside in the open air if possible
- Employees should limit food handling and sharing of food in the workplace
- Promotion of the strictest hygiene among food preparation (canteen) staff and prohibition of close contact

- All physical contact in the workplace should be prohibited at this time
- The number of persons on location at any given time should be kept at a minimum.
- Delivery/transport workers should maintain the recommended two metres or six feet distance within vehicles. Should there be space limitations in the vehicle, then one person should be assigned.

Hygiene

Strict hygiene protocols for workers and customers should be implemented immediately to assist in preventing the contracting and transmission of the virus. The following should be considered;

Hygiene for Workers

- Hand sanitizer and or handwashing facilities should be provided at all entrances and exits.
- Additional hand washing/sanitizing facilities should be implemented, particularly on larger worksites.
- Workers should clean and sanitize their workstations before and after every transaction
- Workers should wash their hands as often as possible with soap and water or with hand sanitizer if there is no soap or water available.
- Workers should avoid touching their faces, especially noses, mouths and eyes at all times.
- Workers should cover their noses and mouths with a tissue when coughing and sneezing, or cough and sneeze into pit of elbow or upper sleeves, if tissues are not available. Tissue should be immediately disposed in a wastepaper bag or container.
- Workers should wash hands or use a hand sanitizer after coughing, sneezing or blowing noses.
- Workers should avoid close contact with co-workers and customers (keep a separation of at least six (6) feet).

- Workers should avoid shaking hands and always wash hands after contact with others. Where employees wear gloves, they should wash hands upon removal of the gloves in case hand(s) become contaminated during the removal process.
- Workers should always avoid using other employees' work tools and equipment unless sanitized before and after use.
- The following contact surfaces should be sanitized before operating a vehicle, during the course of the workday and at the end of the workday:
 - a) Key fob, door handles, steering wheel, seat belt, hand brake, gear-shift.
 - b) Hands should be sanitized after making a delivery and before re-entering the vehicle.

Hygiene for Customers

- Supply sanitizing stations and sanitizing products for customers to use on entry to the business space.
- Ensure adequate personnel is in place to remind customers to use the sanitizing stations and products on entry to the space where business will be transacted.

Cleaning Practices

Strict cleaning protocols should be implemented immediately to assist in preventing the contracting and transmission of the virus. The following should be considered;

- Offices which have been closed for a period, should be thoroughly cleaned prior to allowing persons to re-enter and work in the space.
- Clean and disinfect ALL often-touched surfaces such as countertops, doorknobs, handrails, light switches, elevators, trolleys etc.
- Immediately clean and disinfect surfaces that are visibly soiled with body fluids to avoid contact.
- Cleaners and sanitizing agents should in accordance with Ministry of Health and Wellness guidelines and used following the manufacturer's instructions.
- Garbage collection and storage points should be emptied regularly throughout and at the end of each day.

Signage and Space Markers

Clearly positioned and prepared signage and markers should be implemented immediately to assist in preventing the contracting and transmission of the virus. The following should be considered;

1. Ensure adequate signage is implemented to aid with compliance of employees and customers.
2. Signage should include guidelines on physical distancing and non-tolerance for congregating.
3. Ensure markers are placed in every area where workers and customers transact business. These areas should include where to stand, wait, collect and pay.

Security

Security protocols should be implemented and or reviewed regularly to assist in preventing the contracting and transmission of the virus. The following should be considered;

1. Security personnel should be identified specifically to implement and maintain the safety and health protocols outlined.
2. Negligence of the safety and health protocols by workers and customers, should be addressed swiftly and consistent with the disciplinary action within the company.
3. Should customers or visitors show signs of flu-like symptoms such as coughing and sneezing, or not maintaining physical distance protocols, they should be asked to leave the business premises.

Personal Protective Equipment

The use of personal protective equipment should be implemented immediately to assist in preventing the contracting and transmission of the virus. The following should be considered;

1. Personal protective equipment (PPE) should be provided and used within the guidelines provided by the Ministry of Health and Wellness, in the context of COVID-19.

2. The type of PPE required varies with the task to be undertaken however, ensure that staff are given the necessary PPE which may include the following:
 - Respiratory protection e.g. disposable or cloth masks
 - Hand protection – where specifically recommended, gloves made of latex and nitrile materials, mindful that some persons may be allergic to the latex material and therefore the alternative would be recommended
 - Coveralls or Disposable aprons where appropriate
 - Safety shoes where appropriate
 - Eye protection where appropriate
 - Hygiene Products (e.g. hand sanitizer, disinfectant, soaps)

NOTE: In the current circumstances, it may be difficult to source some types of PPE and in that case, guidance on suitable substitutes should be sought from the Ministry of Health and Wellness.
3. Workers shall use all assigned PPE while performing tasks.
4. Employees should be encouraged to wear masks at all times while on duty.

Contact Tracing

Information is important for the process of contact tracing, should it be required to track down and prevent the further spread of COVID-19. The following should be considered;

- Set up a process to record names, date, phone and physical address information of people who come into business premises, including all workers, clients or other persons entering and exiting the building.
- The register should be kept for at least 2 months.

Appendix 1

Phase 2 Business Resumption Sectors – Monday May 4, 2020

- Business that can be carried out at home
- Business that can be carried out online
- Construction and mining
- Landscaping, gardening and pool services
- Food and beverages
- Manufacturing and retailing
- Supermarkets
- Finance and insurance companies
- Legal, accounting and other professional services to support businesses
- Tradesmen: Joiners, Upholsterers, Welders etc.
- Automotive stores and workshops
- Electronic stores
- Baby retailers
- Building supplies
- Beauty supplies
- Health and medical services
- Office equipment and supplies
- Pet services and supplies
- Safety equipment
- Security products and services
- Marine products and distributors
- Educational suppliers
- Dry cleaning and laundry services
- Distribution and printing supplies
- Delivery companies
- Alcohol suppliers (no public consumption)
- Beaches (between 6:00 – 9:00 a.m. ONLY)

Appendix 2 - Guidelines on how to use masks -

- Masks are effective only when used in combination with frequent hand-cleaning with alcohol-based hand rub or soap and water.
- If you wear a mask, then you must know how to use it and dispose of it properly.
 - Before putting on a mask, clean hands with alcohol-based hand rub or soap and water.
 - Cover mouth and nose with mask and make sure there are no gaps between your face and the mask.
 - Avoid touching the mask while using it; if you do, clean your hands with alcohol-based hand rub or soap and water.
 - Replace the mask with a new one as soon as it is damp and do not re-use single-use masks.
 - To remove the mask: remove it from behind (do not touch the front of mask); discard immediately in a closed bin; clean hands with alcohol-based hand rub or soap and water.

Source: World Health Organization (WHO)

Appendix 3 - How to Remove Gloves

How to Remove Gloves To protect yourself, use the following steps to take off gloves:

1. Grasp the outside of one glove at the wrist.
2. Do not touch your bare skin.
3. Peel the glove away from your body, pulling it inside out.
4. Hold the glove you just removed in your gloved hand.
5. Peel off the second glove by putting your fingers inside the glove at the top of your wrist.
6. Turn the second glove inside out while pulling it away from your body, leaving the first glove inside the second.
7. Dispose of the gloves safely. Do not reuse the gloves.
8. Clean your hands immediately after removing gloves

Source: <https://www.cdc.gov/vhf/ebola/pdf/poster-how-to-remove-gloves.pdf>