



**Prevention And Safety Authority**  
**Return to office work in light of the**  
**spread of Infectious Diseases**  
**Guide Manual**

First Edition June 2020



## Introduction

Based on the efforts made by the Emirate of Sharjah in order to maintain the safety of community members in their work premises, the Prevention and Safety Authority has prepared a guide for the return of personnel in office. This guide specifies the minimum safety requirements to protect from the spread of infectious diseases, provided that each party applies the necessary points or observations based on the nature of their work. The guide clarifies the tasks and duties that should be followed by the officials of the institutions and their employees, i.e. to achieve the goal of the authority in reaching a safe and risk-free society.



## Contents

### Occupational Health and Safety for return to work

<b>Part one: Entity Actions</b> .....	1
Awareness Measures.....	2
Preventive and Precautionary measures.....	2
Sterilization / Disinfection process protocols.....	4
Human Resources Department procedures.....	7
Procedures of all departments.....	7
<b>Part two: Staff Procedures</b> .....	8
Procedures before returning to workplace.....	9
Procedures while returning to workplace.....	9
<b>Part three: Psychological support</b> .....	11
Responsibilities of the entity.....	12
Employee responsibilities.....	12



## Part one: Entity actions



### Awareness Measures:

- Using social media and e-mail to spread awareness among workers and members of society.
- Organizing training sessions to raise public awareness.
- Use educational methods, such as posters, to educate staff and visitors.
- Publishing the advice of medical and competent authorities in the country regarding infectious diseases and circulating them to employees and visitors.
- Supporting the efforts of the Ministry of Health and Prevention to re-publish the educational publications displayed on a daily basis on the social media pages and web site @MohapUAE.
- Verify the published information sources, as they should be from official accredited bodies in the country (such as ministries and government agencies) or international organizations (such as the World Health Organization).

### Preventive and precautionary measures:

- Check the temperatures of all the visitors of the organization by security personnel using cameras or heat testing devices and recording them when entering, in case the person's temperature is more than 37.3 degrees Celsius, the person is refused entry and directed to contact the relevant health authorities.
- Establish a distance of not less than two meters between individuals in the event of line-up to enter the facility or the entity.
- Segregate the gates for entry and exit, if possible.
- Warn the employees, visitors and suppliers to adhere to personal protective equipment (face mask, glove, hand sanitizer) and keep a sufficient quantity of personal protective equipment for emergency.



- Provide a room to isolate the sick or suspected of sickness and communicate with the Sharjah Medical Zone (Ministry of Health and Prevention) in case of any suspicion.
- In the event that there is a case of sick employee or visitors, all contacts are identified and isolated from the rest of the employees and communicated with the Ministry of Health and Prevention, but in the event that a case has been identified after the official working hours, all contacts are notified to go to the nearest examination center to confirm negative test result and then allowed to return to work again.
- Pre-assigning points for visitors to stand/wait at to ensure the physical distance between them.
- Decreasing the carrying capacity of elevators by using the ground signs inside and outside the elevator.
- Determine a central location in the workplace to receive external items/ deliveries that provide the means of sterilization and not to allow delivery personnel's to enter offices.
- It is allowed to use the dining areas, taking into consideration the physical spacing and the continuous cleaning of the frequently used surfaces.
- It is preferable not to use sterilization portals for people, as they can cause health problems for the person passing through.
- Close kitchens and common utensils such as a coffee machine and water fridge.
- Close prayer rooms until further notice.
- Ensure that all public places in the workplace are cleaned routinely and should include the following places like cleaning (offices / public seating places / corridors / shared electronic devices / elevator buttons / door handles / tools and lighting control buttons / computer keyboards / windows and walls / meeting rooms / public transportation and transportation equipment for the entity), as well as cleaning the toilets at least once every hour or more depending on the usage.



- For entities that have a subordinate housing, it is recommended that all cleaners and guards be moved to the entity's own accommodations to reduce the chances of infection to workers in-group accommodations.
- Carry out periodic examination to detect the virus for the first-line employees of the entity, who practice their activities in the field of work and concentrated in contact with people from outside the workplace, as it may increase the chance of infection with the virus.
- Contact number for the Ministry of Health and Prevention 80011111.

#### Sterilization / disinfection process procedures:

- Comprehensive periodic sterilization / cleaning of the entity according to the nature of the work, it is recommended that the process be done at least once a week or more, according to the nature of the work of the entity through the accredited bodies from the municipalities of the Emirate of Sharjah.
- Determine the timing of the start of the process.
- Opening doors / windows and ventilation devices 60 minutes before sterilization / disinfection begins.
- Close all air conditioners in the facility / entity.
- Removing all food and beverages / clothes / papers and documents from all of the entity's facilities and offices to ensure effective sterilization and not to destroy items.
- The sterilization / disinfection process should include (offices / bathrooms / public seating areas / corridors / shared electronic devices / elevator buttons / door handles / tools and lighting control buttons / computer keyboards / windows and walls / Meeting rooms / public transportation and entities transportation equipment/vehicles)







- Duration of the virus (Covid-19) on the most important media:

<b>Media</b>	<b>Stay time (approx.)</b>
air	3 hours
Plastic	7 days
Copper	4 hours
Aluminum	2-8 hours
Ceramics	3-5 days
Paper / tissue paper	3 hours
Wood	2 days
Glass	4 days
Cloth	2 days
Money paper	4 days
The inside of the face mask	7 days
The face mask exterior	More than 7 days
Iron steel	7 days
Cardboard or cardboard boxes	24 hours



- After completion, the building is closed for a period of (30 to 60 minutes) and then the doors and windows are reopened for a period of no less than 60 minutes before allowing employees / visitors to re-enter the building to avoid cases of suffocation.
- Ensure that the provider of sterilization operations has removed all of its equipment in addition to the personal protective equipment used by them while ensuring that it is disposed of properly.



## Part two: Staff procedures



### Procedures before returning to the workplace:

- If you have symptoms of a virus infection (fever, cough, shortness of breath or headache) stay at home while notifying the direct supervisor and the employee concerned in the Human Resources Department.
- Disclose contact with any confirmed cases of coronavirus and provide medical documents.
- Wear a mask before leaving the house.
- Compliance with the instructions issued by the employer or by the relevant authorities.
- Download “ALHOSN” application on smartphones and ensure that it is effective as it determines if a person approaches a case of infection or contact with the emerging coronavirus (Covid-19).
- Prefer to prepare snacks and drinks (coffee and tea) and bring them from home and not share the rest of the staff.
- Not to take headache or fever medication before coming to the workplace, as it may cause real body temperature to be hidden.

### Procedures while returning to the workplace:

- Wearing a facemask at all times at the workplace.
- Reducing the number of personal belongings carried to work.
- Keep a distance of at least two meters between individuals throughout the day.
- Avoid shaking hands with others.
- Not to use the tools and equipment of other employees.
- Washing hands regularly throughout the day or using sanitizers.



- Ensure that personal protective equipment is properly disposed of in closed rubbish bins or boxes intended for these purposes.
- Compliance with all instructions and decisions issued by the employer or official authorities.
- Individuals involved in confirmed cases must inform the employer and not come to the headquarters and work remotely until the results of the examination appear.
- Read all the educational publications in addition to participating in all the workshops that the employee is nominated to attend.
- Use napkins or soles of the elbow while sneezing or coughing.
- Inform the line supervisor in the event of feelings of distress or psychological fatigue during the work period.
- Inform the line supervisor or the concerned person in the authority in case of suspicion or noticing any wrong activities or behaviors emanating from any employee or visitor that might affect the health of the rest of the employees.
- Return home immediately after work and change clothes used during work.



## Part three: psychological support



### Responsibilities of the entity:

- Encourage the employees returning to their workplace and provide them with moral support for their contribution to the prosperity of the emirate.
- Listen and strive to meet the needs of returning employees.
- Providing a psychological counseling line through coordination with medical insurance companies, whether for Employees of offices or who are in their homes.
- Enhance the culture of positivity and spread the feeling of security, with officials and senior staff permanently present and communicating with employees.
- Coordination to provide positive workshops and courses for employees.

### Employee responsibilities:

- Total confidence that government entities will take all necessary measures to ensure the health & safety of employees and visitors.
- Follow up with reliable official sources on the latest news during the current situation.
- Follow a healthy lifestyle by exercising regularly, as it transmits positive energy while taking enough sleep to reduce stress and ensure proper nutrition.
- In case the employee needs psychological support, you can contact the psychological support line of the National Program for Happiness and Quality of Life (800HOPE - 8004673) from 8AM until 8PM.