

SLOW DOWN THE SPREAD OF COVID-19 WITH eZAUTO.MY



COVID-19 STANDARD OPERATION PROCEDURES ("SOP")



Record of Addendum

No	Addendum Date and Description	Approved by
1	Version 1/ 1 May 2020	The management

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1. Objective

COVID-19 is an infectious disease caused by the most recently discovered coronavirus. This new virus and disease were unknown before the outbreak began in Wuhan, China, in December 2019. COVID-19 is now a pandemic affecting many countries globally.

The purpose of this SOP is to protect all within and outside the Company in light of the Covid-19 outbreak by reducing the risk of infection at our workplace and when we go home to our loved ones.

STRICT compliance with this SOP is mandatory with no exceptions. Given the high infection rate and virulence of Covid-19, **any failure to comply with this protocol may result in appropriate disciplinary action.** Your failure to comply with this SOP not only puts yourself at risks but your colleagues and loved ones as well.

1.1. Overview flow chart



2. BEFORE WORK

You must do an assessment of your own health every morning before you come to office

- a) Employee is **required** to read and understand this COVID-19 SOP before come to office and you are required to Digital SIGN the **Declaration Form** at the end session of this SOP and return to Head of HR via email for records.
- b) If you OR any of the members of your family that you live with OR any members of your household display any of the following symptoms, namely, sore throat, cough, headache, loss of sense of smell or taste, all other flu-like symptoms, shortness of breath, unusual tiredness, rise of body temperature or fever you must immediately inform management of the Company and follow their instructions.
- c) You should not play “doctor” and try to determine for yourself whether your condition is serious enough for you to inform management. Informing the management as soon as any of the symptom manifests is mandatory.
- d) You are prohibited from coming to office unless you have informed the management of the Company that you have any one of the related symptoms and until further notice from the management of the Company.
- e) If you are in the office when any such symptoms develop, you must notify the management immediately and follow their instructions. These instructions may include directions for you to leave the office immediately.
- f) Employees are strictly to maintain social distancing during their commuting journey to the office as well as after work. (ideally, 2-meter distance or at the very least, 1 meter).

Employees taking public transport

- g) Employees taking public transport shall receive five (5) free masks per week. Masks must be worn at all times during your journey to and from the office to your respective homes. Employees taking public transport required to request 5 masks from HR.
- h) Employees are encouraged to use contactless payments or tickets to pay.
- i) Employees taking public transport are given flexible working hours to avoid prolonged and unnecessary exposure during commute. Please speak to Management on a time you deem to be the most suitable based on your commuting journey and circumstances.

Work Arrangement

- j) Employees are allowed to come to office at staggered time between 8.00 am to 10.00 am and employees must perform at least 8 hours of work (excluding lunch hour). For example, an employee who starts work at 8.00 am shall finish work at 5.00 pm.

Employees are also advised to have their lunch break at staggered time between 12.00 pm to 2.00pm.

- k) Human Resources Department will issue work schedule on 2 teams by rotation to present to business premises and Working & Lunch Hour in stagger time basis. This is easing the congestion of all employee present at lobby at one point of time. Please refer to below illustration: -

Employee	Working Date	Start Work	Lunch Hour	End Work
Ah Moi	13 May 2020	8.00am	11.30am	5.00pm
Ah Huat	13 May 2020	8.30am	12.00pm	5.30pm
Ah Boy	13 May 2020	9.00am	12.30pm	6.00pm

Before enter business premise

- l) On daily basis, employee **required** to complete and submit virtual **(1) Coronavirus Self Declaration Form** through Jotform.com and **(2) log in & out on ezAuto's Visitor Management System (VMS)**- vms.ezauto.my. Please refer to **Appendix A** for the VMS user manual. Should you have any question on VMS, please contact our IT team Derrick Liew +60 12-292 9818.
- m) Employee **required** to wear a face mask immediately before or as soon as you step into the business premise.
- n) Employee **required** wash your hands thoroughly with soap or disinfect your hands with the hand sanitizer which can be found on the reception table before you touch anything in the office and before you head to your respective desk.
- o) Designated personnel will record and register your temperature before you are allowed to enter in the business premise. You are to complete the details in the log book provided by the Company. Employees who have a temperature of 37.5 degrees Celsius and above are not allowed to enter the office save with Management approval.
- p) Usage of thumbprint for door access is prohibited. All employees to use facial recognition for door access.

3. IN THE OFFICE

In the office, you must comply with the following: -

- a) Wear a face mask immediately before or as soon as you step into the office and wear face mask at all time when you are in business premise.
- b) Wash your hands thoroughly with soap or disinfect your hands with the hand sanitizer which can be found on the reception table before you touch anything in the office and before you head to your respective desk. Similarly, repeat the process after you have gone to the toilet. High quality hand soap is provided at the pantry. We have also provided hand wash at the common pantry sink located beside the lifts.
- c) Designated personnel will record and register your temperature before you are allowed to enter in the office. You are to complete the details in the logbook provided by the Company. Employees who have a temperature of 37.5 degrees Celsius and above are not allowed to enter the office save with Management approval.
- d) Disinfect your desk area and its vicinity including your chair with the sanitising spray before you start work.
- e) Wash your hands as frequently and regularly as possible.
- f) Surface disinfection spray will be provided for all employee and you are encouraged to disinfect your work station (including company telephone) as regularly as possible. Disinfect your desk area and its vicinity including your chair with the sanitising spray before you start work, after return from lunch, tea time (3pm), after work.
- g) Hand sanitizer gel will be provided for all employee and you are encouraged to disinfect and wash your hands as regularly as possible. Disinfect your hand before you start work, after return from lunch, tea time (3pm), after work.
- h) Designated personnel will record (Form template in **Appendix B**) and register your temperature and disinfection your work station before you start work, after return from lunch, tea time (3pm), after work.
- i) No switching of designated workstations is allowed save with approval of the Management.
- j) Physical discussions are not recommended. Employees are strongly encouraged to use their respective telephones for discussion with colleagues.
- k) Avoid touching your face.
- l) Maintain strict social distancing with colleagues at all times in the office.
- m) No more than 1 person is permitted to use the common areas of the office (pantry, photocopy machine, filing room, discussion room) at any given time.
- n) Disinfectant spray will be provided for all common areas. After use of any item in the common area, use the disinfectant spray to disinfect any items used.

- o) Avoid sharing your computers or any office stationery with other people.
- p) As you are more likely to accidentally touch your face with your dominant hand, use your non-dominant hand to receive items from other people.
- q) If you are going out of the office for a meeting or lunch etc:-
 - (i) Wear a facemask at all times;
 - (ii) Do not shake hands and avoid all forms of physical contact.
 - (iii) Practice social distancing conscientiously. Always stay at least 1 metre away from other people.
 - (iv) Repeat the process as set out in section 1 (I - P) above when you come back to the office.
- r) Common surfaces like desktops, door and drawer handles, knobs and office equipment will be wiped down at least twice a day by an appointed member(s) of staff. Please cooperate with them. You will be required to wipe down the surfaces in your personal work space at the same time.
- s) Strict adhere to the **Arranged Seating** for common area such as meeting room, pantry and etc.
- t) Employee is **prohibited** for use of Company glasses/cups/utensils/plates/bowls. Please bring your own kitchen utensils if you wish to eat in and you are responsible for the cleanliness of your own kitchen utensils after use and you are not supposed to leave it for cleaner to clean it.
- u) Maintain strict social distancing when you are in business premise/building including but not limited to Surau/Prayer Room, Pantry, Rest Area, Building's lift, printing room, storage room, meeting room, discussion room, public washrooms.

4. VISITORS

- a) Persons serving documents, delivering parcels, documents or food etc. (including our despatch) are not allowed to come into the office. All transactions to be done and completed at the reception area.
 - (i) Anyone attending to the above must wear a face mask.
 - (ii) He/She must then wipe down the parcel or document with sanitizer.
 - (iii) He/She then repeats the process as set out in section 3 (a – b) above.
 - (iv) He/She can then hand over the parcel or document to the named recipient in the office.
- b) In dealing with visitors who attend meetings in the office: -
 - (i) The visitors shall be required to adopt steps as set out in section 3 (a – c) above.
 - (ii) Designated personnel will record and register visitor temperature before the visitor is allowed to enter the meeting room. Visitors must complete the details in the logbook provided by the Business.
 - (iii) There shall be no more than 4 persons at any one meeting including our own staff at the meeting area.
 - (iv) Visitors are not to be served with Company glasses/cups. Only canned drinks/non-reusable mineral water cup/bottles will be served to visitors and disposed immediately in designated rubbish bin when the visitor leaves.
 - (v) We must be seated apart with at least 1 metre of distance between each person attending the meeting.
 - (vi) No physical contact with visitors.
 - (vii) At the end of the meeting upon the visitors leaving, please sanitize your hands.

5. AFTER WORK

- a) Bathe or shower upon arrival at home and change into clean clothes before interacting closely with household members. Please observe good personal hygiene at all times.
- b) For single use masks, discard them properly in a closed bin.
- c) Disinfect your mobile phone, car keys and other items that may have been exposed in public areas.

6. BUSINESS PREMISE

We want you to aware that the Management is taking the following reasonable steps at their best knowledge to ensure the Business Premise is safe and clean for use: -

- a) Vacuum and cleaning of business premise will be carried out by appointed Cleaner twice a day and all the disposed items in rubbish bin to be cleared by Cleaners twice a day.
- b) All high touch areas including but not limited to door handles, printing machines, water station, water taps will be disinfected twice a day. The disinfection liquid is provided by the Management with the highly recommended Surface Disinfection Liquid i.e. Clorox /Dettol.
- c) Management will indicate **Arranged Seating** with a mark of "X" for common area such as meeting room, pantry and etc to maintain social distancing.
- d) Management will put up notice at designated area to remind employee to observe the COVID-19 SOP. Please p attention to the **COVID-19 SOP Notice** at the business premises and adhere to the procedure/steps indicated in the **COVID-19 SOP Notice**.

7. COVID-19 RESPONSE PLAN

a) COVID-19 Symptoms

According to World Health Organisation, the most common symptoms of COVID-19 are fever, dry cough, and tiredness. Other symptoms that are less common and may affect some patients include aches and pains, nasal congestion, headache, conjunctivitis, sore throat, diarrhoea, loss of taste or smell or a rash on skin or discolouration of fingers or toes. These symptoms are usually mild and begin gradually. Some people become infected but only have very mild symptoms.

[Reference: <https://www.who.int/news-room/q-a-detail/q-a-coronaviruses>]

b) With symptoms developed

If you OR any of the family members that you live with OR any members of your household have developed any of the above-mentioned symptoms you must immediately inform management of the Company.

According to the guideline from Kementerian Kesihatan Malaysia (KKM): -

- (i) Alert supervisor immediately;
- (ii) You are relieved from work;
- (iii) Wear a surgical mask and seek medical attention at the nearest health facility immediately and **report the medical result to HR;**
- (iv) Avoid contact with fellow employees and family members;
- (v) Accompanying person should also wear a surgical mask; and
- (vi) HR to monitor sick leave and absenteeism among employees and regularly update employee for COVID-19 development within responsible area such as business premises and notification from Building/Regulatory Body.

[Reference:

https://www.moh.gov.my/moh/resources/Penerbitan/Garis%20Panduan/COVID19/Annex_25_COVID_who_for_workplaces_22032020.pdf]

c) With No symptoms developed

If you OR any of the members of your family that you live with OR any members of your household have reasonably believe that you have close contact (less than 1 metre from those who have the disease) with someone who has confirmed COVID-19 infection but you do not develop any symptoms, you must immediately inform management of the Company.

According to the guideline from Kementerian Kesihatan Malaysia (KKM): -

- (i) Alert immediate supervisor immediately;
- (ii) Wear a surgical mask and seek medical attention at the nearest health facility immediately and **report the medical result to HR;**
- (iii) Avoid contact with fellow employees and family members;
- (iv) Accompanying person should also wear a surgical mask; and
- (v) HR to monitor sick leave and absenteeism among employees and regularly update employee for COVID-19 development within responsible area such as business premises and notification from Building/Regulatory Body.

[Reference:

https://www.moh.gov.my/moh/resources/Penerbitan/Garis%20Panduan/COVID19/Annex_25_COVID_who_for_workplaces_22032020.pdf]

d) Confirmed COVID-19 Case: -

If you have definitely had COVID-19 (confirmed by a test) self-isolate for 14 days even after symptoms have disappeared as a precautionary measure – it is not yet known exactly how long people remain infectious after they have recovered.

What does it mean to self-isolate?

Self-isolation is an important measure taken by those who have COVID-19 symptoms to avoid infecting others in the community, including family members.

Self-isolation is when a person who is experiencing fever, cough or other COVID-19 symptoms stays at home and does not go to work, school or public places. This can be voluntarily or based on his/her health care provider's recommendation. However, if you live in an area with malaria or dengue fever, it is important that you do not ignore symptoms of fever. Seek medical help. When you attend the health facility, wear a mask if possible, keep at least 1 metre distant from other people and do not touch surfaces with your hands. If it is a child who is sick help the child stick to this advice.

If you do not live in an area with malaria or dengue fever please do the following:

- If a person is in self-isolation, it is because he/she is ill but not severely ill (requiring medical attention)
 - have a large, well-ventilated with hand-hygiene and toilet facilities
 - If this is not possible, place beds at least 1 metre apart
 - Keep at least 1 metre from others, even from your family members
 - Monitor your symptoms daily
 - Isolate for 14 days, even if you feel healthy
 - If you develop difficulty breathing, contact your healthcare provider immediately – call them first if possible
 - Stay positive and energized by keeping in touch with loved ones by phone or online, and by exercising yourself at home.

[Reference: <https://www.who.int/news-room/q-a-detail/q-a-coronaviruses>]

What happens to fellow employee after identified COVID-19 case

The Management will regularly update COVID-19 development and notify our stakeholders such as our employee, building management & premises owner and seek advice from Crisis Preparedness and Response Centre (CPRC) Kebangsaan KKM to response in accordance to KKM's instruction.

8. MISCELLANEOUS

- a) The Company will encourage that you eat in during lunch. If you have to go out to get food, you must wear a face mask. You are not encouraged to go out together in a group. When you come back from lunch, repeat the steps as set out in section 2 (a – c) above. Maintain strict social distancing when having lunch and avoid buying or packing lunch during peak hours.
- b) The Company shall endeavour to provide the sanitising spray, face masks, sanitizer etc. whenever possible. Disposable face mask must be changed daily and discarded properly after daily use.
- c) The Company shall endeavour to limit face to face meetings whenever possible during this period. The Company will attempt to do virtual meetings whenever practical and necessary to do so.
- d) For employees that do not feel comfortable coming to office for work, kindly notify your immediate superior immediately and the matter shall be dealt with on a case-by-case basis.
- e) The Company does not encourage you to attend any functions, events, buffets, gatherings etc. during this period. The Company encourages you to observe recommended guidelines set out by the Ministry of Health and the WHO even on your off days and expects you to observe all requirements imposed by the Government and its agencies at all times.
- f) Should you have any question, please contact the following hotline:

Hotlines	Contact Details
ezAuto's Internal Hotline	
Human Resources Department	016- 6577175
For COVID-19 Question	
Crisis Preparedness and Response Centre (CPRC) Kebangsaan KKM	03 -8881 0200 / 03-8881 0600 / 03-8881 0700 (Available from 8.00 am – 5.00 pm) 010-9699435 / 010-8608949 / 013-9279454 / 013-9360454 (WhatsApp)
Speak to KKM doctor online for suspected COVID-19 symptoms	https://www.doctoroncall.com.my/coronavirus (service available from 8.30 am – 5.00 pm everyday)
For Assistance on Social Issues or Mental Health	
Talian Kasih- Aduan Krisis Masyarakat (Kementerian Pembangunan Wanita, Keluarga and Masyarakat)	15999 (Available 24 hours) 019-2615999 (WhatsApp)
Talian Sokongan Psikosocial COVID-19	011-6399 6482 / 011-6399 4236 / 03-2935 9935 (Available 8.00 am – 5.00 pm)
For Emergency Situations	
Malaysian Emergency Response Services	999 or 112

9. DECLARATION FORM

Dear Employee,

On March 11, 2020, the World Health Organization (WHO) officially changed their classification of COVID-19 from a public health emergency of international concern to a pandemic; this has understandably caused much anxiety among our team. We wish to emphasize that the company places your well-being and health as top priority.

Our guiding principles in this crisis will be to listen to science and our authorities, do not cede to panic and act responsibly for the society and our communities. If we keep up our guard and take practical precautions to protect ourselves and our families, we will be able to keep our economy going and carry on with our daily lives.

We refer to the Conditional Movement Control Order (CMCO) announced by our Prime Minister on 1st May 2020. All operating companies are encouraged and must strive to normalise operations for the continuance of businesses and livelihood of the working employees.

This Handbook has been developed by the Company in order to familiarize employees with Ezauto Asia and provide information about working conditions during COVID-19 pandemic. **STRICT** compliance with this SOP is mandatory with no exceptions. Given the high infection rate and virulence of Covid-19, **any failure to comply with this protocol may result in appropriate disciplinary action.** Your failure to comply with this SOP not only puts yourself at risks but your colleagues and loved ones as well.

The Company reserves the right to determine, review or modify in part or in total the provisions of any of the procedure herein as it deems fit.

Where appropriate, new policies and guidelines will be added and existing procedures will be revised from time to time. Such changes will be communicated to all Employees and each Employee is responsible for ensuring that he/she is kept up-to-date.

Should you have any queries on the above matter, please contact Ms Charlene Chong of Head of Human Resources or Mr Ray Khor of Managing Director.

The Management- Ezauto Asia Group

DECLARATION

Full Name:
Designation:
IC / Passport No. :
Mobile No. :

I hereby declared that I read, understand, agree, accept and strictly adhere to the above COVID-19 SOP.

Name :
Date :