

STANDARD OPERATING PROCEDURES ('SOPS') FOR PROFESSIONAL SERVICES SECTOR

SOPs	Details
Operating hours	Up to 24 hours
Customer attendance hours	9 a.m. to 6 p.m.
Employee capacity	100%
Disease prevention and control protocol	<ul style="list-style-type: none"> Employer is required to put in place protocols in the workplace to cover disease monitoring and prevention of infection in accordance with the standards prescribed by the Ministry of Health Malaysia.
Health screening	<ul style="list-style-type: none"> Prepare body temperature monitoring equipment or thermal scanner. Carry out daily screenings to detect Covid-19 related symptoms such as fever, cough, sore throat or shortness of breath. Screenings are required to be carried out daily at the entrance to the premises.
Health report (at premises and accommodation provided by the company for employees)	<ul style="list-style-type: none"> All employers are required to report to the nearest Health Office if any employee is suspected of having Covid-19 symptoms. Employees with a body temperature reading exceeding 37.5°C or displaying any symptoms should be referred to the company's panel clinic or a nearby Health Clinic. The said employee is not permitted to enter the company's premises.
Disinfection and sanitisation of premises	<ul style="list-style-type: none"> Disinfection and sanitisation process is required to be carried out three times a day, particularly in common spaces such as the lobby, lift, cafeteria, meeting rooms, prayer room, bus/ employee transport, indoor recreation centre, washroom and waste disposal area/ bin. The company must carry out disinfection and sanitisation process at the factory/ premises each time before the commencement of a shift or operation. The company is required to provide hand sanitisers at the entrance, all common areas and other parts of the factory/ premises.
Social distancing and employee health and safety procedures	<ul style="list-style-type: none"> Employees are encouraged to wear a face mask. Ensure that best practice guidelines on social distancing are put in place such as marking one metre distances on the floor, desks and chairs, and ensure that the guidelines are implemented, particularly in areas such as the cafeteria/ canteen, meeting rooms, prayer room, multipurpose hall and other relevant parts of the premises.
Etiquette in common spaces in the premises	<ul style="list-style-type: none"> Social distancing is to be observed in the prayer room and places of worship in the premises at all times. Canteen/ cafeteria is permitted to operate with a distance of two metres between tables. Rest time for meals should be staggered depending on suitability as determined by the company.

SOPs	Details
Company vehicles	<ul style="list-style-type: none">• Company vehicles are required to undergo disinfection and sanitisation process each time after use.• Employees are encouraged to sanitise their own vehicles in accordance with the appropriate procedures.
Emergency Response	<ul style="list-style-type: none">• The company is required to establish an emergency response protocol committee to prepare and implement measures to manage emergency cases (where there is an infection or investigation of Covid-19 infection).• The company is responsible for the full costs of health screenings, if health screenings are necessary.• The cost of disinfecting and sanitising the premises is to be borne by the company.