

## Operational guidelines on preparedness and response for COVID-19 outbreak for work settings Postal Services

Please follow the relevant sections of the General Guidelines (published in this webpage) in addition to the following specific measures.

### Responsibilities of the Employer

- Should develop a COVID-19 preparedness plan
- Should appoint a responsible worker as the focal point to monitor the implementation of the plan.
- Reorganization of the workplace physically and administratively in order to prepare for COVID-19 (e.g.: Minimum essential number of staff should be used, limiting operations to essential processes and implementing flexible work hours, changing office arrangements to maintain the required physical distance at the workplace, etc.).
- Improve ventilation in the workplace and where feasible install air filters.
- Where air conditioners are not used leave the doors open. Appoint a designated person to open and close entrance/exit doors (if not left open).
- All workers on duty must be traceable staff.
- A register /registers should be maintained for all staff and their names, addresses, contact details and ID card number must be documented.
- Hand washing facilities with soap and water must be available at the entrance preferably with a pedal operated tap and sink. Ensure facilities for hand washing and hand sanitizing at other appropriate places within the workplace.
- Screening for respiratory symptoms and thermal screening (with a non-contact medical grade thermal scanner) of all the staff at the time of entrance to the workplace. Any person recording a temperature above 98.4 ° F or 37 ° C or respiratory symptoms should be sent back to seek medical advice.
- Provision of welfare facilities for all staff (eg: adequate facilities at meal rooms, toilets, changing rooms, provision of pedal operated closed bins etc.).
- Ensure adequate supply of personal protective equipment (mask, gloves, etc.)
- Avoid in-person meetings and non-essential training. Use methods of communications like video conferencing.
- Ensure raising awareness on COVID-19 prevention among all staff members. Consider using public address system/ posters/ notices/ videos on electronic screens etc. for the purpose.
- Employers should ensure that the customers adhere to the following,
  - All customers visiting offices should wear face masks and wash hands at the entrance.
  - All customers should maintain a distance of 1m from other persons.
- Prevent queues at entrances, meal rooms etc.
- Encourage cashless transactions.
- Appoint dedicated persons for particular tasks to avoid sharing of equipment as much as possible
- Ensure Cleaning and disinfection of all surfaces and equipment
  - The door knobs/handles shall be cleaned and disinfected before every shift and every three hours.

- Floors, office equipment, seals, furniture and work stations shall be cleaned with disinfectant a minimum of twice a day. (Or after every shift in places where there are shift duties).
- Disinfect all contact points of workers in all service areas as frequently as possible (At least 4 times a day). Eg. Door handles and knobs, etc.
- Ensure safe and proper waste management and cleaning.
- All cleaning staff should be given training on the correct procedure of waste management and provided with necessary personal protective equipment.
- Ensure monitoring and evaluation of all activities to ensure the adherence to COVID-19 preparedness
- Staff working in service counters need to adhere to instructions given in the general guidelines on service counters

### **Instructions for employees**

#### **Physical distancing**

- Ensure keeping everyone at least 1 meter physically apart.

#### **Hand hygiene**

- All staff should wash hands with soap and water for at least 20 seconds before entering the premises, when leaving the premises and as frequently as possible.
- When handling letters, parcels etc. received from outside, workers must wear gloves or wash hands after every encounter.
- Mobile phones, pens etc. should not be shared. Avoid using common telephones, fax machines, desks, or other work tools and equipment, whenever possible.
- Refrain from touching frequently touched surfaces.

#### **Respiratory etiquette**

- Wear a face mask properly when on duty.
- When not wearing a face mask (during meals etc.) cover coughs and sneezes with a tissue,
- Avoid touching face (especially eyes, nose, mouth) and/or face mask at all times.
- After removal of face mask safely dispose it to a pedal operated closed bin lined with a garbage bag and wash hands with soap and water.

#### **Others**

- Anyone entering the premises (visitors and staff) should wear a facemask and wash their hands before entering.

#### **Additional instructions for postmen**

- Wear a mask and gloves on postal deliveries.
- Postmen not wearing gloves can carry a hand sanitizer and sanitize hands frequently.
- Maintain physical distance of 1m with all persons.
- Avoid touching doorbells, instead use your bicycle/bike/vehicle bell/horn.
- If a signature is not required, make use of postbox when available or the post may be inserted carefully through the gate
- If a signature is required, encourage customers to use their own pen. If you give the client your pen, disinfect it immediately afterwards with hand sanitizer