



The Guidelines for Office and Workplace Environment during Emergency Conditions

www.fahr.gov.ae



Copyright @ 2020 Federal Authority
for Government Human Resources (FAHR)

All rights reserved.

No part of this manual may be used, reproduced, or transmitted in any form or media or by any means (electronic, mechanical, photocopying, recording, or any information storage and retrieval system) without the prior written permission of the Federal Authority for Government Human Resources (FAHR), except as provided in the terms and conditions related to the usage of the Authority's publications.

PO Box 2350 Abu Dhabi, United Arab Emirates

T +971 2 4036000

F +971 2 6266767

PO Box 5002 Dubai, United Arab Emirates

T +971 4 2319000

F +971 4 2959888

Call Center: 600525524



www.fahr.gov.ae

info@fahr.gov.ae

[@FAHR_UAE](https://www.instagram.com/FAHR_UAE)



Introduction

In preparation for the gradual return of employees of the federal government to their offices, and their workplaces according to a premeditated approach and based on health and precautionary data determined by the competent authorities in the United Arab Emirates, in light of the developments of the novel Corona virus (Covid 19), and accordingly a guideline has been prepared to assist the ministries and federal entities. It is concerned with providing the highest occupational health and safety standards and requirements for its employees and customers alike.

The guide also provides employees and suppliers with a series of clear health guidelines and instructions that adhere to them will protect them and their family members and avoid any harm.

The guidelines are based on best practices in cases of health crises, and considering occupational health and safety requirements in the workplace, according to a group of the most prominent global organizations and institutions concerned with human resources, occupational health and safety, disaster management, crises and epidemics.

The guidelines are also a continuation of efforts regarding the organization of government work and the governance of remote working in the federal government, and ensuring business continuity and service provision.





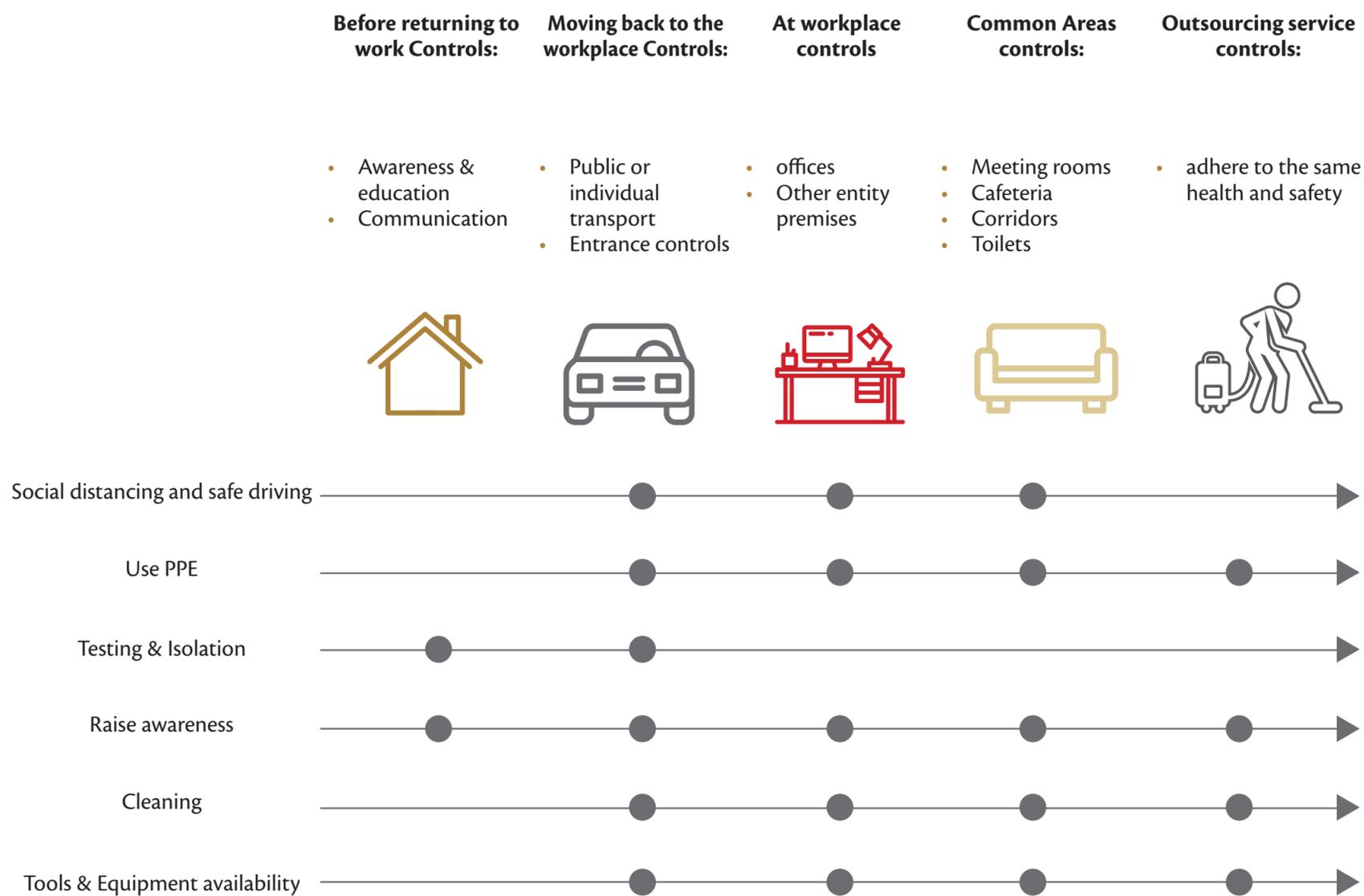
Objectives

The guidelines on office and workplace environment under emergency conditions aims to:

- Provide the necessary instructions to ensure the health and safety of employees and customers in the workplace and during their access.
- Transfer public health best practices to personal life.
- Provide environments and workplaces that respect the best and highest occupational health and safety standards.
- Ensure the provision of psychological and moral support to employees and preparing them for work.
- Ensure business continuity in the federal government.



Guidelines for protecting the general health of employees upon return to workplaces under emergency conditions





Before returning to workplace Controls:

- What to expect when returning to workplace.
- Educating and awareness employees through health instructions.
- General Instructions.





What to expect when returning to workplace

Notifying employees of the precautionary measures, and what is expected when returning to the workplace (by all available means of communication e.g. digital) and the directions include the following:

- Provide support to employees regarding psychological support counseling and childcare, policies at workplaces and maintaining the general health of employees.
- Attention and personal care inside and outside the workplace
- Seeing constantly the internal instructions on returning to the workplace.
- Outsourcing companies that provide services (for example, supportive support services, hygiene, security, and guarding) to the federal authorities adhere to the same health and safety standards adopted in the federal authorities (for example: wearing masks and gloves and changing them as necessary, social spacing ,, etc.) and it follows that The concerned units in the federal entities to communicate with the departments of the companies involved in providing services to emphasize the importance of their commitment to the controls and standards and to educate their employees on the importance of adhering to these standards and conditions (like the employees of the authorities) to limit the spread of epidemics under penalty of responsibility.





Educating and awareness employees through health instructions

- Developing instruction manuals and training materials via visual, electronic and readable communication to ensure that employees adequately understand all instructions electronically.
- Holding a virtual meeting with the employees and communicating with them through the various different channels, such as the phone and the e-mail, in order to respond to their inquiries, and to ensure clarity of the entity's vision and directions during this period.
- Proactively conducting a questionnaire or survey of employees to collect feedback on approved measures, and notifying everyone about workplace safety procedures.
- Share brochure content, pre-printed materials and posters, and post them on electronic screens.
- The concerned departments and direct officials support and educate the employees and answer their inquiries in this regard.



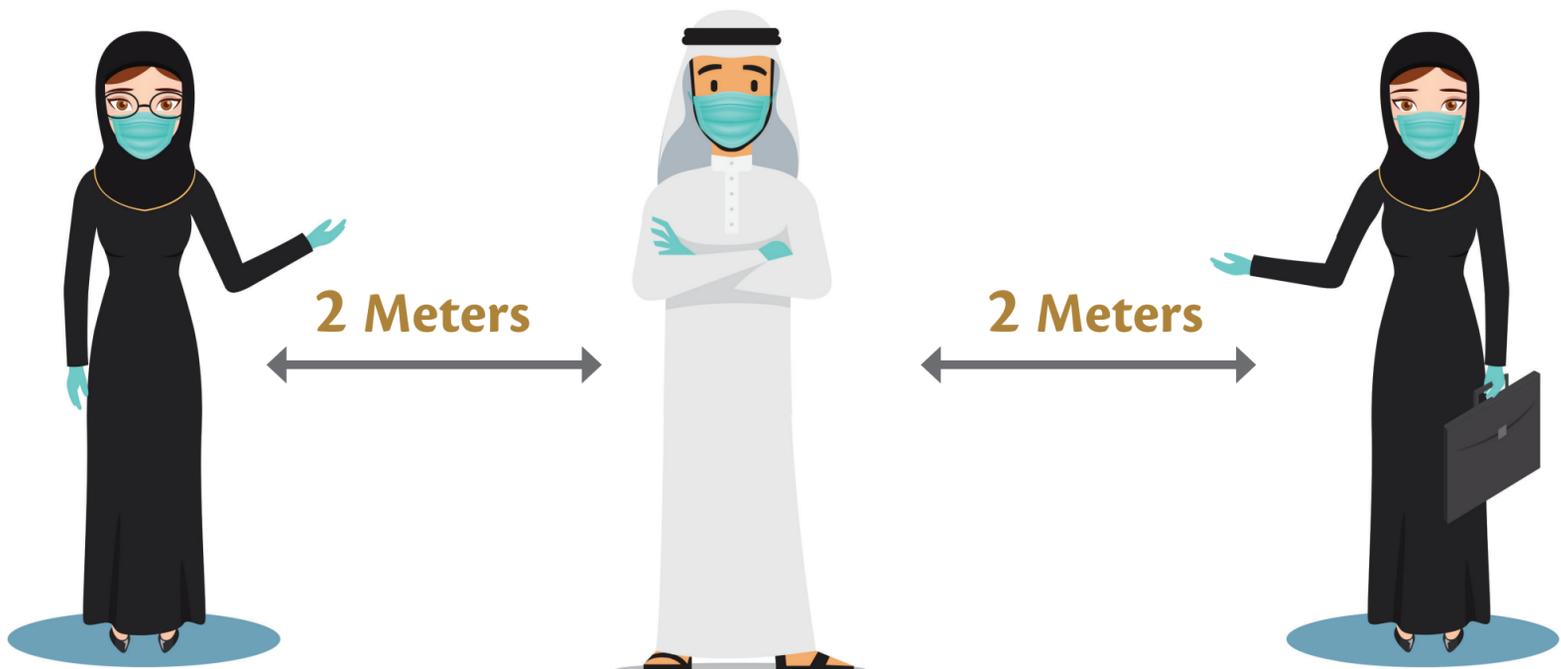


General Instructions

- Protect yourself and the community ... and follow safety instructions at all times.
- Put a mask while outside the home.
- Avoid crowds.
- Respect all instructions of the competent authorities.
- Make sure to spend the shortest possible time outside your home. except when necessary.
- Go straight home after business hours.



- Maintain social distancing by leaving two meters between you and others.
- Respect and distance the physical distancing.



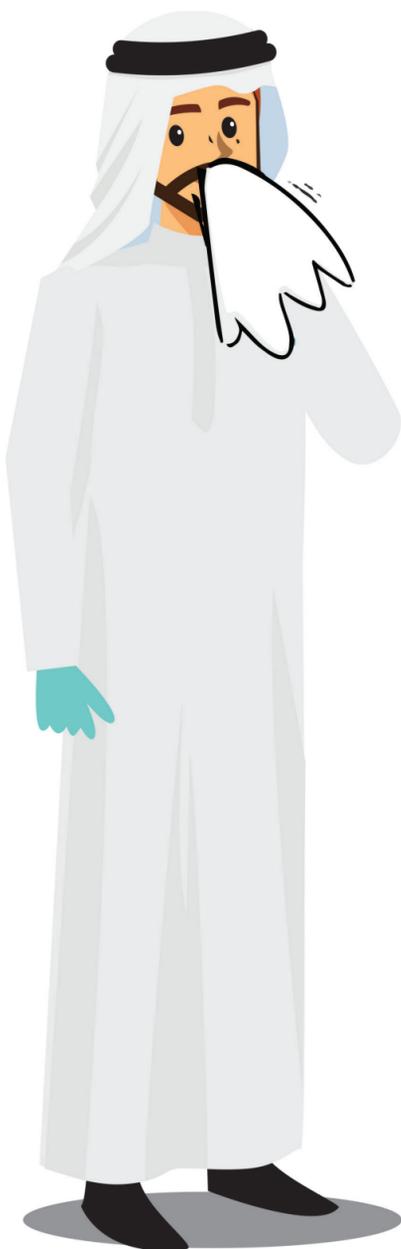


General Instructions



- Wash your hands with soap and repeat this several times during the day, and be sure to wash them as soon as you get home.

.....



- If you have flu symptoms, take the necessary precautions.
- Use napkins for sneezing, dispose them immediately in a closed container and wash your hands directly.
- Avoid contact with eyes, mouth, and nose with unwashed hands.



- Use electronic self-service channels to accomplish various services.

.....



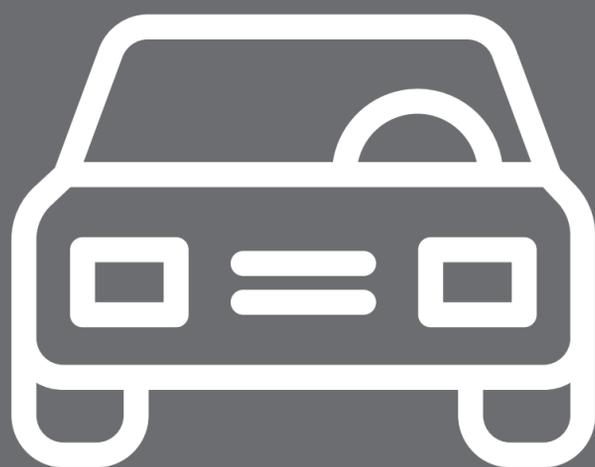
- Avoid shaking hands with others.

.....



- Keep your home and workplace cleaned.





Moving back to the workplace Controls:

- Safety practices while moving
- Training in preventive measures
- Organizing the entry process





Safety practices while moving:

Training employees in safety practices while moving by:

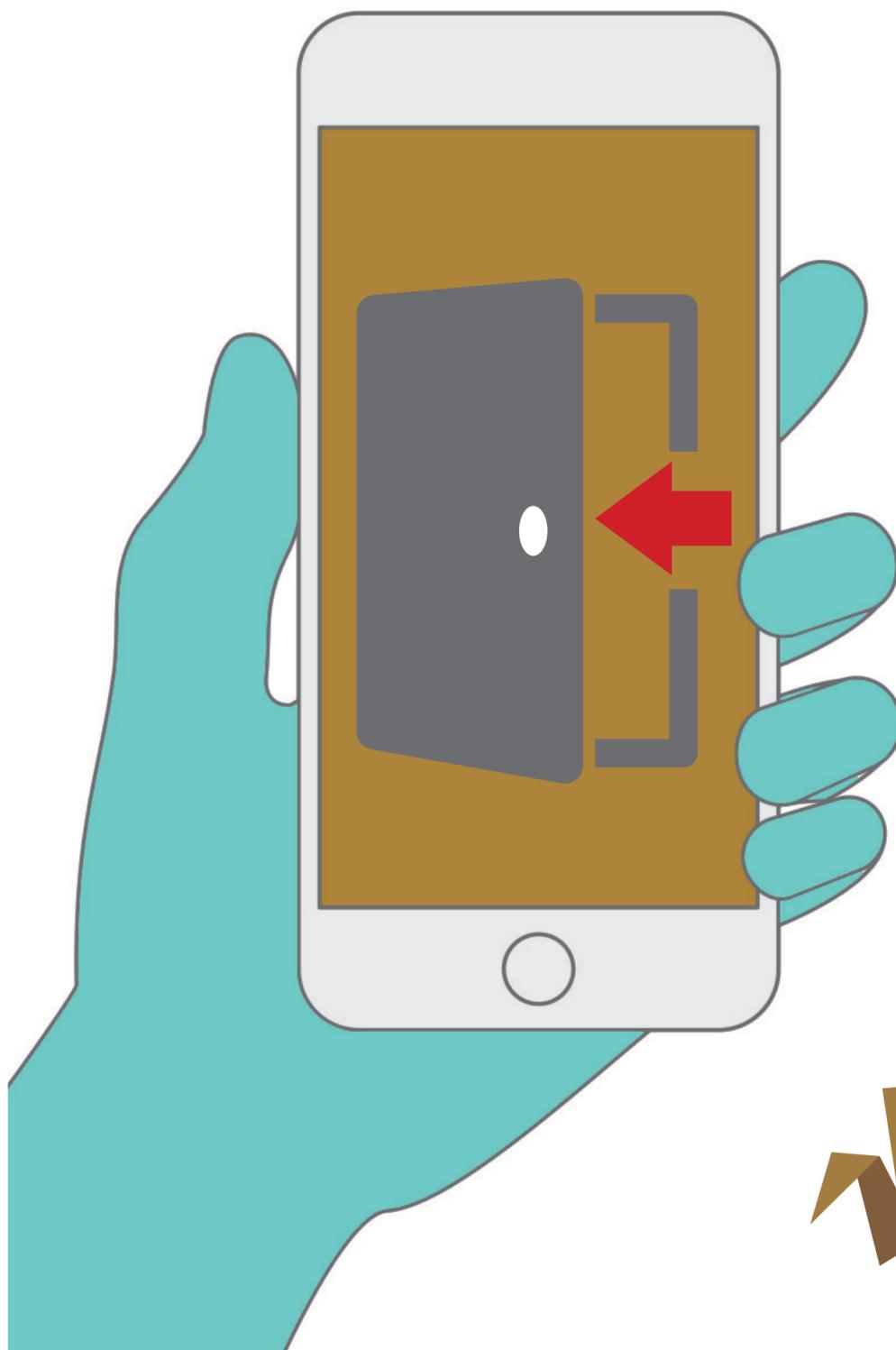
- Wear the mask in public places, and avoid going out during rush hours.
- Provide employees with sterile materials for use in public transportation.
- Training employees in best practices in cleaning after using public transportation and before entering the workplace.
- Compliance with the instructions issued by the Buildings Department regarding the use of parking lots based on the number of employees present in the building.





Training in preventive measures

- Passing the e-training and the evaluation attached to it for employees on preventive measures is a prerequisite for allowing them to enter the work site, where e-training and smart applications are used to fill the training reserves, including the ones available in many sources of e-learning.
- advised to use smart applications to prepare the attached training and evaluation programs.



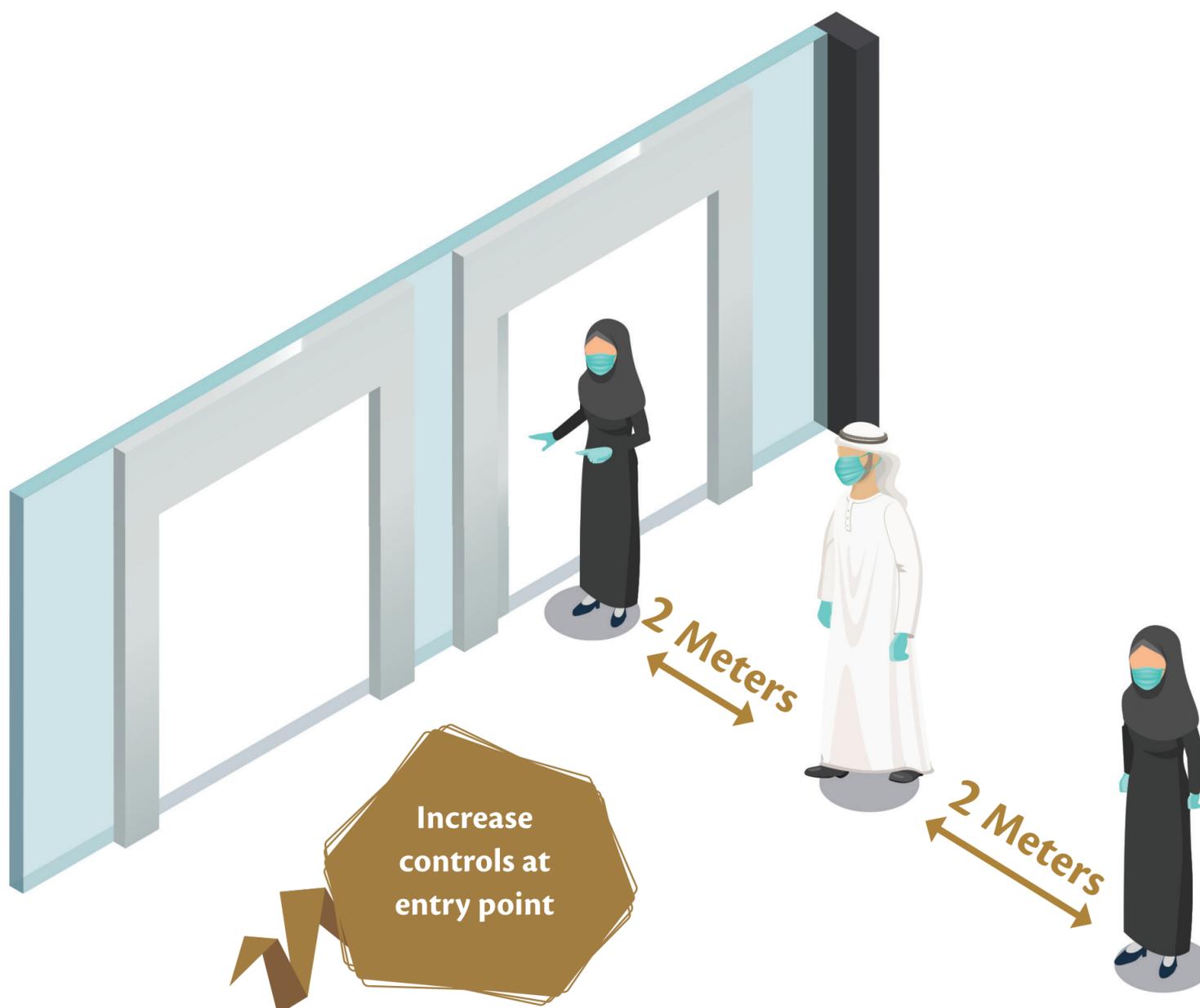
Ensure employees
have completed
all return to work
trainings prior to
entry





Organizing the entry process

- Maintaining the social distance of 2m between people.
- Organizing the process of entering the workplace after fulfilling all the required standards and requirements to prevent crowding.
- Not to use the fingerprint device to confirm attendance and leave until further notice.
- Provide separate entry and exit points to reduce contact between employees and follow building management instructions in the entity according to the number of employees present at workplaces.
- Measuring the temperature of the entrants to the workplace, including employees or dealers, according to the health instructions and tools approved by the official health authorities in the country.





Controls at workplace:

- Encourage flexible work options
- Mass cleaning
- Performing deep cleaning
- Intensifying educational participation
- Restricting the capacity of employees and customers at the same time and place
- Legalize entry for visitors and suppliers
- Follow up the application of precautionary guidelines
- Maintaining social distancing and reducing direct contact
- Distribution of business zones
- Achievement, follow-up and documentation of operations and activities
- Monitoring health changes for employees more frequently
- Reduced overcrowding on desktops
- Maintaining the social separation between employees
- Use of protective barriers
- Activate the hotline team
- Completing financial transactions electronically
- Immediate reporting when injuries are suspected
- Take social responsibility



Encourage flexible work options

- Activate the flexible work of all employees to avoid peak hours and crowding.
- Adopt virtual waiting areas or schedule appointments electronically to reduce congestion when entering.

Stagger work shifts between employees



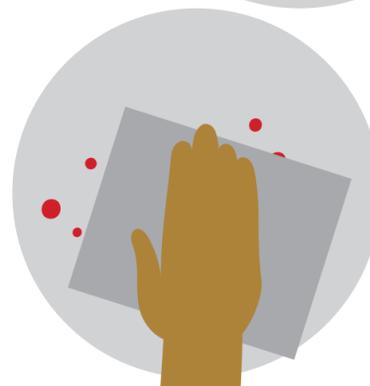


Mass cleaning

- To take additional cleaning procedures to all offices and workplaces of the authorities continuously, in light of the spread of epidemics and diseases.
- Perform cleaning of tools shared by employees and dealers.
- Provide hand sanitizer and sterile napkins at the entrances.
- Directing employees and dealers to leave any unnecessary tools in the storage and storage area located before the office entrance.

Intensifying
procedures for
periodic cleaning
of buildings and
locations of various
entities

Provide
disinfectants
at entrance





Performing deep cleaning

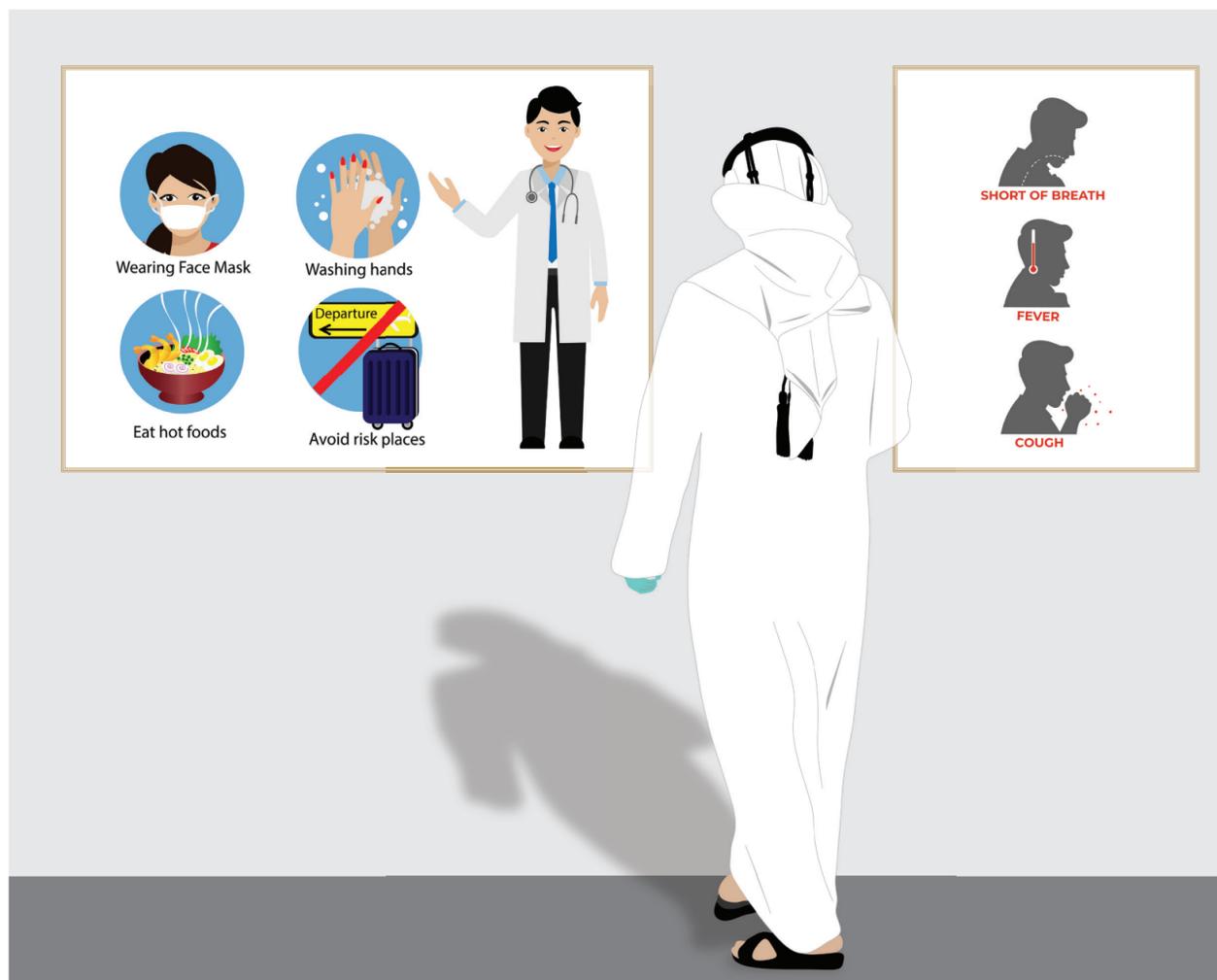
- Update the deep cleaning list according to the completed and expected dates for joining from cleaning, taking into consideration the presentation of the list in clearly visible locations.
- Double the cleaning times for the most crowded sites and common surfaces (lobbies, staff rest, toilets, elevators and stairs).
- Identify surfaces most exposed to use and touch by staff, and introduce them to increase awareness of them and increase their cleaning times (conference room surfaces, etc.).
- Periodic cleaning of common areas.
- Utilizing UV methods to clean customer happiness centers, IT facilities ... etc.
- Cleaning of all goods / parcels transported between facilities at the two points of transmission and receipt.





Intensifying educational participation

- Promote healthy personal habits, and guidance materials within awareness campaigns geared to reducing the spread of epidemics and diseases (for example, making sure to clean hands continuously, wearing gloves and wearing a mask).
- Launching health education campaigns in the workplace aimed at educating employees and customers about the latest health developments.





Use of instructional electronic boards

- Use electronic guide boards to display reminders and developments about precautionary and precautionary measures in light of developments in the workplace and the reasons for complying with the directions issued.
- Consider when using the elevator to read the instructions placed next to it in terms of commitment to the safe distance between passengers, considering compliance with the minimum number of people.

Highlight new workplace safety processes and policies through prominent displays





Restricting the capacity of employees and customers at the same time and place

- Restricting the capacity of employees and customers in same time and place as per government directive in this matter.
- Obligation to record the data of all visitors.
- Restricting access to some work sites / offices.





Legalize entry for visitors and suppliers

- Prohibition of entry for visitors and suppliers only for permit holders, with hygiene measures to measure temperature.
- Conduct routine temperature checks of suppliers without permits to enter the site, before allowing deliveries, etc.
- Emphasizing on all customers the importance of obtaining pre-approval electronically before entering the work site.
- Educating customers on smart channels to provide government services.





Follow up the application of precautionary guidelines

- Preventing people from entering the federal entities premises without masks, considering their provision and distribution at the entrances.
- Stressing resorting to wearing face masks and gloves in all offices and facilities of federal agencies.
- Direct employees for personal cleaning at scheduled times that lead to crowding out.
- Encourage the use of sterilizers, including alcohol disinfectant.
- Restricting the entry to the customers/ clients and not allowing the entry to accompanying children, the Senior citizens and senior residents.
- Set a dedicated place to dispose of used masks and gloves so that they are disposed of according to the instructions throughout the day.





Maintaining social distancing and reducing direct contact

- Reorganizing offices and distributing staff seating places to reduce direct contact between attendees, to avoid transmission of epidemics between employees.
- Determine permanent places for employees, by specifying the locations of their offices and safe distances, in order to reduce gathering place.

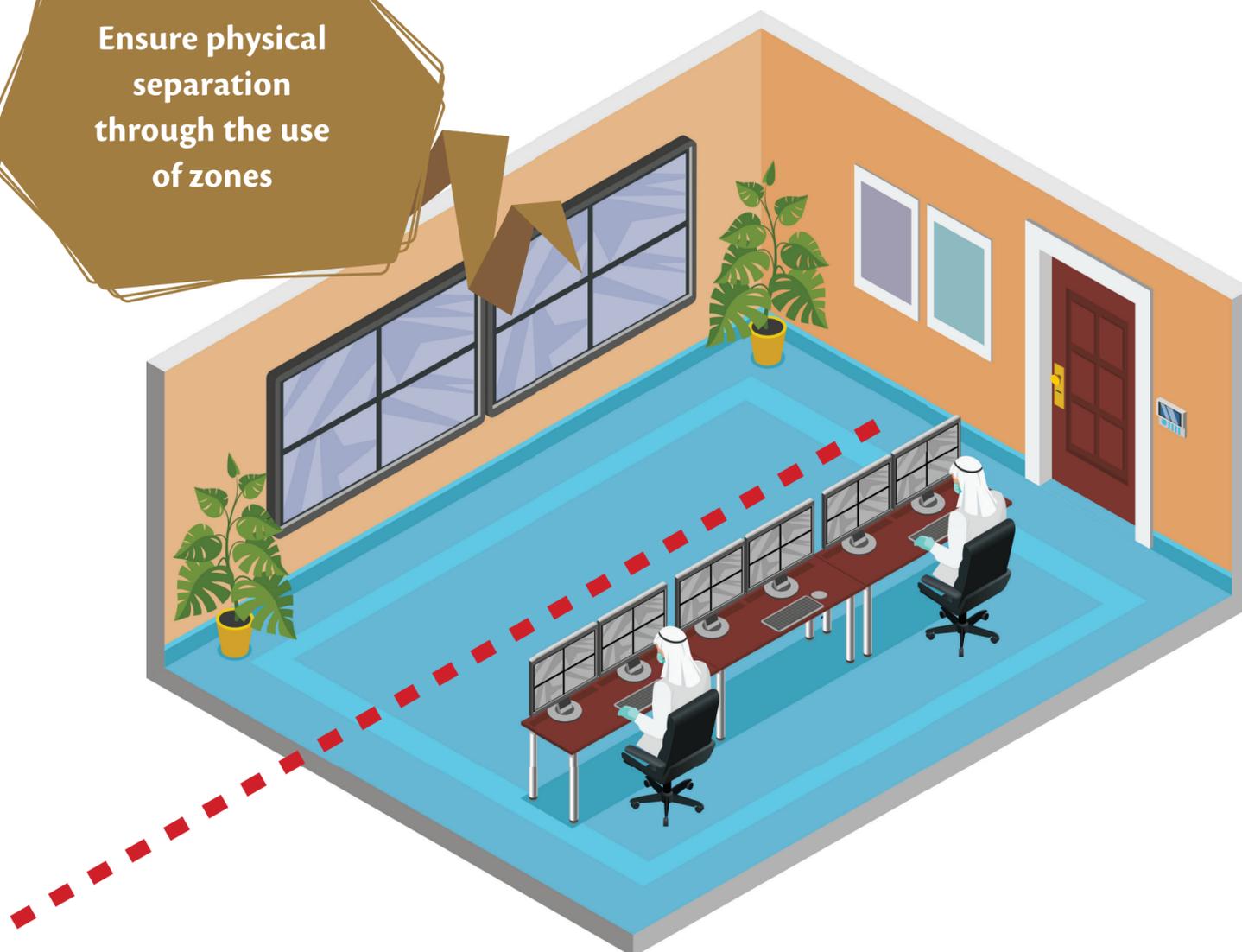




Distribution of business zones

- Adopting the principle of distributing independent work areas in buildings to ensure and legalize the movement of employees and their movements.
- Repartitioning customer happiness centers into bands with separate entrances, rest areas, and dedicated service delivery areas.
- Defining the paths and areas of movement of employees working in customer service centers.
- Educate customers on smart channels to provide government services.
- Service delivery centers are subject to the controls and guidelines issued by the Ministry of Health and Prevention, and The National Emergency Crisis and Disaster Management Authority and related bodies, as required by the public interest.

Ensure physical separation through the use of zones





Achievement, follow-up and documentation of operations and activities

- Adopting effective electronic and smart technical means to accomplish, follow-up and document tasks, daily work and follow-up of employee productivity.
- Replace paper procedures or personal attendance to complete services with digital and smart technologies to complete the workflow.
- Using alternative channels to accomplish transactions for Senior citizens and senior residents, such as “Tawseel” and smart services.

Move in-person
processes to
digital





Monitoring health changes for employees more frequently

- Providing temperature measuring devices in all offices and workplaces, in addition to a first aid kit to encourage employees to acquire a habit of measuring temperature continuously to monitor health changes periodically.





Reduced overcrowding on desktops

- Encourage employees to reduce the backlog of papers and files on offices.
- with a focus on continued daily cleaning after the end of office hours.



Institute a clean desk/ work station policy for all employees





Maintaining the social separation between employees

- Prevent the gathering of more than two people in one office.
- Eliminate all activities and gatherings outside the scope of work (such as monthly staff meetings).
- Holding the necessary meetings for the employees through the means of video and audio communication, even if the employees are in the same workplace.

Repurpose conference rooms and encourage video/audio calls





Use of protective barriers

- Installing glass barriers (or any materials that have the same characteristics) to reduce the spread of epidemics among employees and customers.





Activate the hotline team

- It is important to respond to staff inquiries and concerns regarding the current situation by members of the Hotline team.
- An action plan must be developed to deal with feasible suggestions from employees within the areas of improvement, and to publish the list of frequently asked questions periodically.
- Displaying inquiries and clarifications on clear electronic screens in the workplace, and publishing them on the entity's website, and its internal electronic portal.

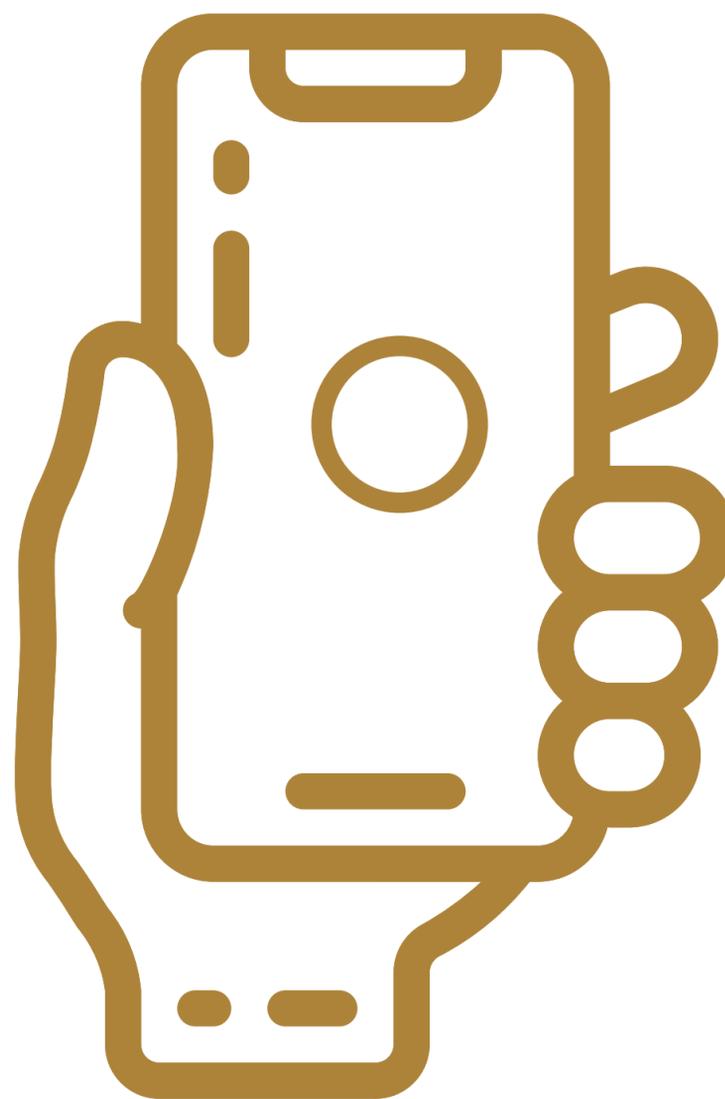
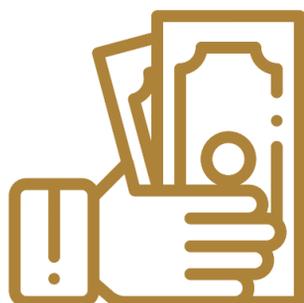
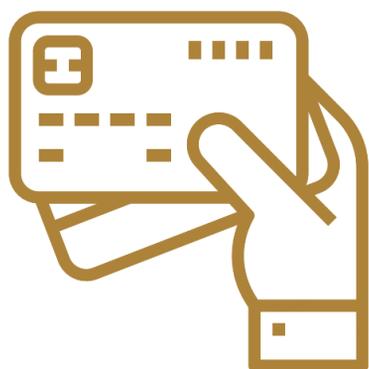
Establish team to collect questions and concerns from employees





Completing financial transactions electronically

- Activate financial transactions and pay online (for example using mobile phones).





Immediate reporting when injuries are suspected

- Encouraging the culture of staying at home and taking isolation measures in case of suspected symptoms of infection.
- Inform the competent health authorities of any symptoms of suspected disease or being in contact with an infected individual.





Take social responsibility

- Emphasizing the role of everyone in preserving the health of the entire community, everyone is responsible for everyone.
- Increase individual responsibility and accountability for self-reporting and staying home to avoid spreading the infection.
- Social responsibility is part of our nature, and therefore we must advise colleagues on safe practices and raise awareness of the consequences of non-compliance with preventive measures).

Create a culture of social responsibility and the importance of community health





Common Areas at the workplac:

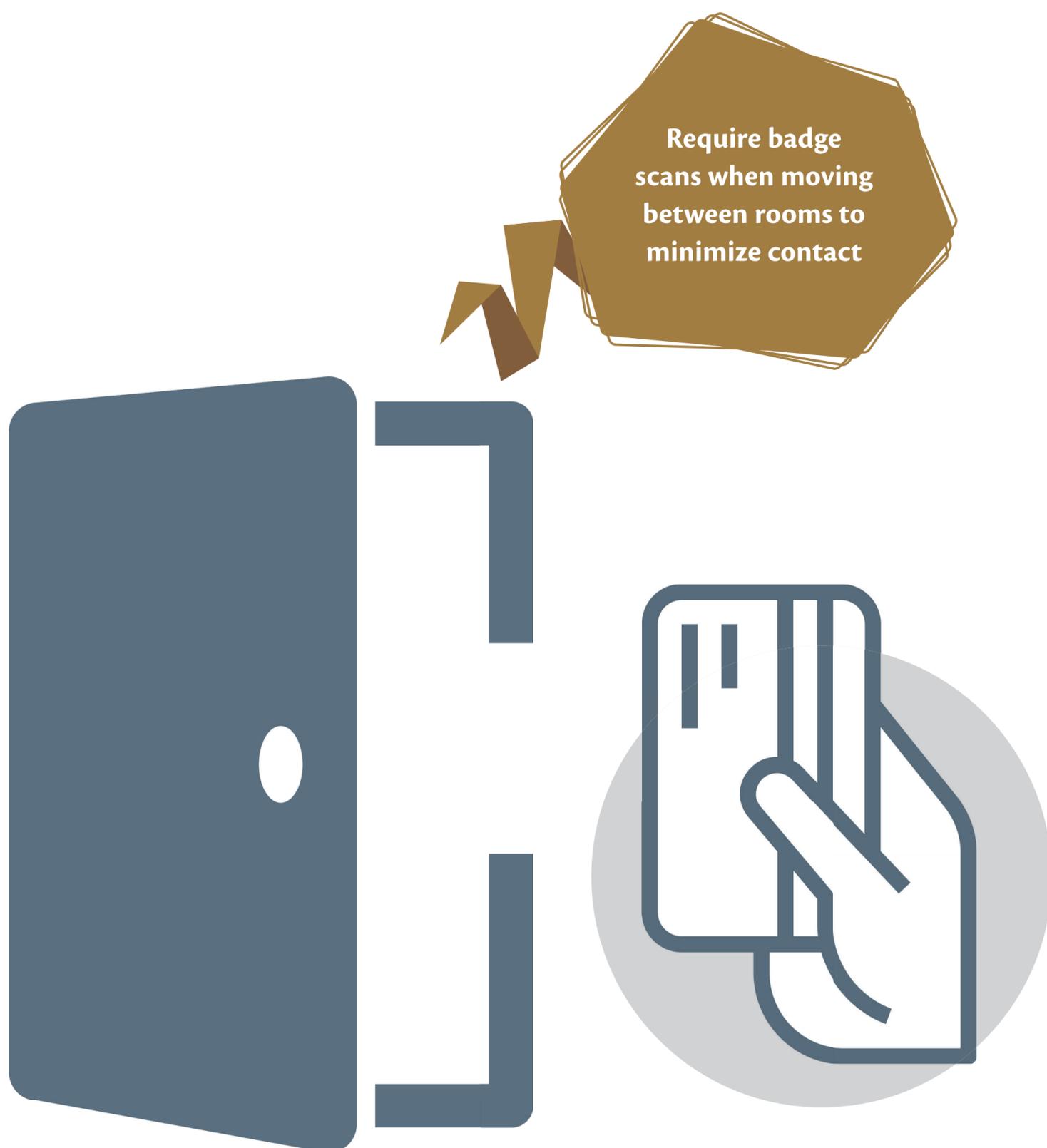
- Facilitate movement
- Common equipments
- Shared spaces
- Reducing the risk of contact





Facilitate movement

- It is recommended to install card readers on the entrances of each office or hall to facilitate the movement of employees in general, and to track their health status according to the movement patterns, and intervening effectively.
- Develop an accurate visualization of areas where there is a heavy traffic of staff to review and organize the transition, and redistribute equipment and office assets accordingly.





Common equipments

- Removal of common equipments and tools (for example: coffee makers) used by all employees with independent devices for preparation by lower groups of employees, use of individual water bottles, removal of vending machines for refreshments and food in the workplace.





Shared spaces

- Define controls and guidelines for employee use of all shared spaces (e.g. cafeteria).
- It is necessary to pre-book the shared and common spaces before using them, cleaning before and after using them, and limiting the number of employees present in them.





Reducing the risk of contact

- Use motion sensor doors.
- Follow directions to not contact surfaces to reduce the risk of employees coming into contact with contaminated surfaces.
- Educate employees to minimize the use of door handles.
- Remove barriers on the front ends of the doors, preferably leaving the doors open.





Outsourcing service controls at the workplace





Outsourcing companies

- Outsourcing companies that provide their services to federal entities (for example: support services, security, cleaning, etc.) adhere to the same health and safety standards approved in federal entities (for example: wearing masks and gloves and changing them as necessary, social distancing, etc.) Like the employees of the federal entities, the concerned units in the federal entities should communicate with the concerned departments of outsourcing companies to urge them to educate their employees on the importance of adhering to these standards and conditions to limit the spread of epidemics and diseases.



