

# BACK TO OFFICE HANDBOOK



EASA SALEH AL GURG GROUP



# INTRODUCTION

The COVID-19 pandemic has rapidly changed how we live, work and learn. Our teams at ESAG, in line with WHO and local health authorities protocols are taking every necessary precaution to contain the outbreak. However, we all need to play our part to adapt and adjust to the new normal.

As we return to daily schedules, slowly and steadily, let's consider our actions every step of the way. Each of us directly impact our families, teams, the business, and community at large. By reorienting ourselves and conforming to instructions we can overcome this situation and come out of it stronger.

This handbook outlines our approach of returning to work, with guidelines to adjust to the new ways of working.

Your health and wellbeing is the prime focus of this document.



# YOUR HEALTH & SAFETY IS OUR PRIORITY

New safe-at-work requirements and ESAG guidelines, in line with global and local health authority protocols for UAE.

## **KNOW MORE**

- Personal protective equipment
- Disinfection measures at ESAG
- Social distancing protocol
- On-site health screening
- Signs and symptoms of COVID-19
- Self quarantine
- Return-to-work policies
- Visitors management
- Signage COVID-19-related safe workplace changes

These guidelines are in place to protect you, make sure you take full responsibility.

# KEY **GUIDELINES**

Our actions have a direct impact on our families, teams and the business.

# 2

Non-compliance of listed guidelines is subject to strict disciplinary action. Lack of sensitivity to government instructions is subject to fines and may lead to legal action.



KEY GUIDELINES

# 1

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## LEAVING **FOR OFFICE**

- Self-examination before leaving from home
- Reaching work in your private vehicle
- Reaching work using the company or public transport

# 1

LEAVING FOR  
**OFFICE**

SELF  
EXAMINATION  
BEFORE LEAVING  
HOME

## Before Covid-19



- No self examination required.

## After Covid-19



### **SYMPTOMS**

- Headache and fever
- Feeling cold (chills)
- Cough
- Throat irritation
- Shortness of breath
- Diarrhoea

Self-examine every day. Contact your HCD representative & line manager if any of the above symptoms are observed.

# 1

LEAVING FOR  
**OFFICE**

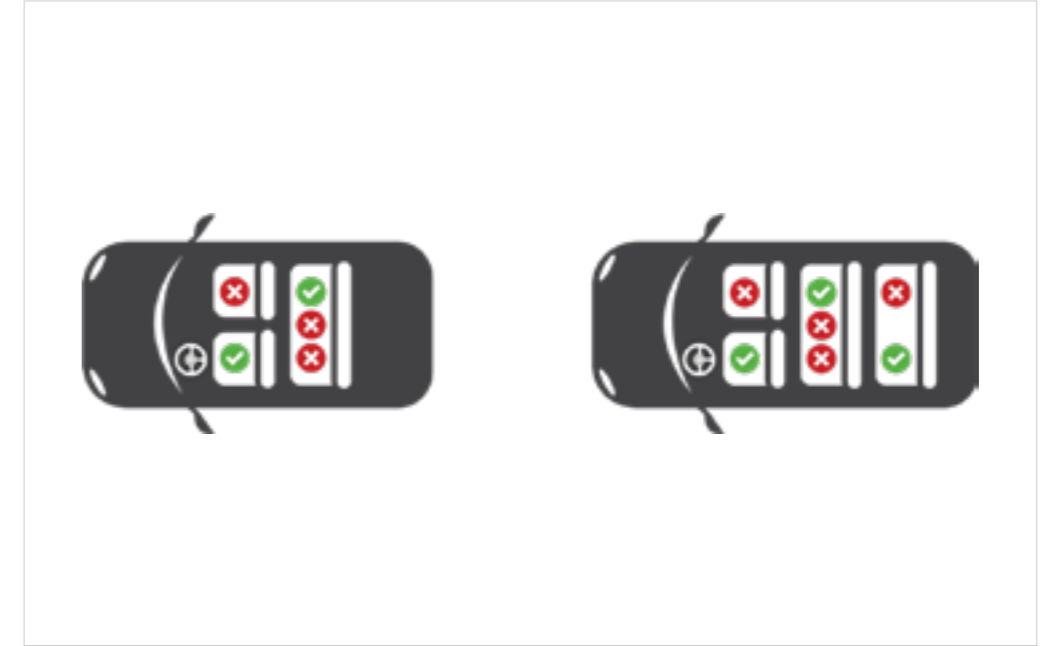
REACHING  
WORK IN  
YOUR PRIVATE  
VEHICLE

## Before Covid-19



- No restrictions while commuting in your own car or carpooling with others.

## After Covid-19



- Commuting in your own car - Only three people including you are permitted in the vehicle. If travelling with immediate family limit the numbers to lesser than usual.
- Carpooling with others - Better than public transport but ensure you take extra precaution.
- Hand gloves and mask are mandatory, always wear them.

# 1

LEAVING FOR  
**OFFICE**

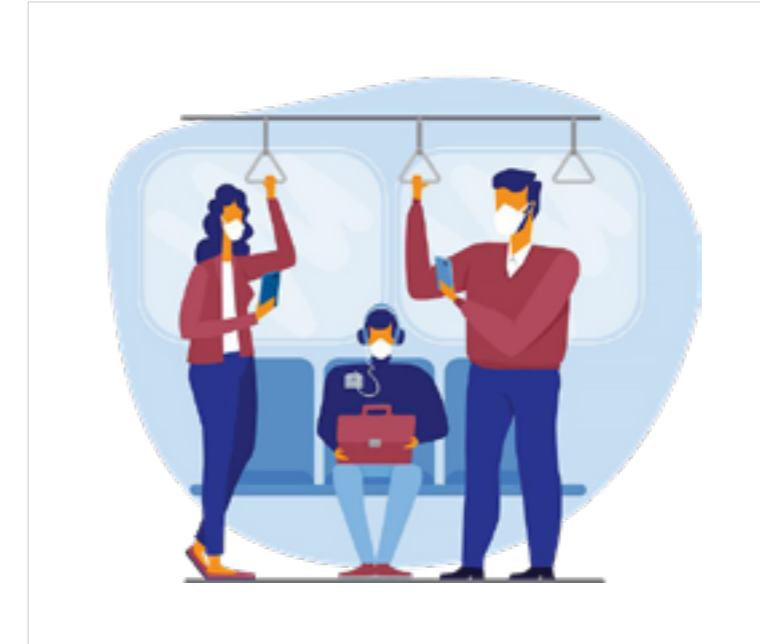
## GETTING TO WORK USING COMPANY OR PUBLIC TRANSPORT

### Before Covid-19



- Commuting to your workplace without social distancing

### After Covid-19



- Get your temperature checked before hopping in every time or by following the procedures laid out.
- Alternate seating, always leave a seat empty in between. If possible keep the windows open, enjoy some fresh air.
- Masks and gloves used during transportation should not be used inside office (if travelling on public transport).



KEY GUIDELINES

# 2

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## AT THE **OFFICE**

- Temperature checks on entry
- Protective wear – Masks and gloves
- Guidelines for meet and greet
- Norms for social distancing
- Chronic conditions, pregnant women
- Food and courier delivery
- General cleanliness/hygiene
- Common room
- Quarantine rooms

# 2

AT THE  
**OFFICE**

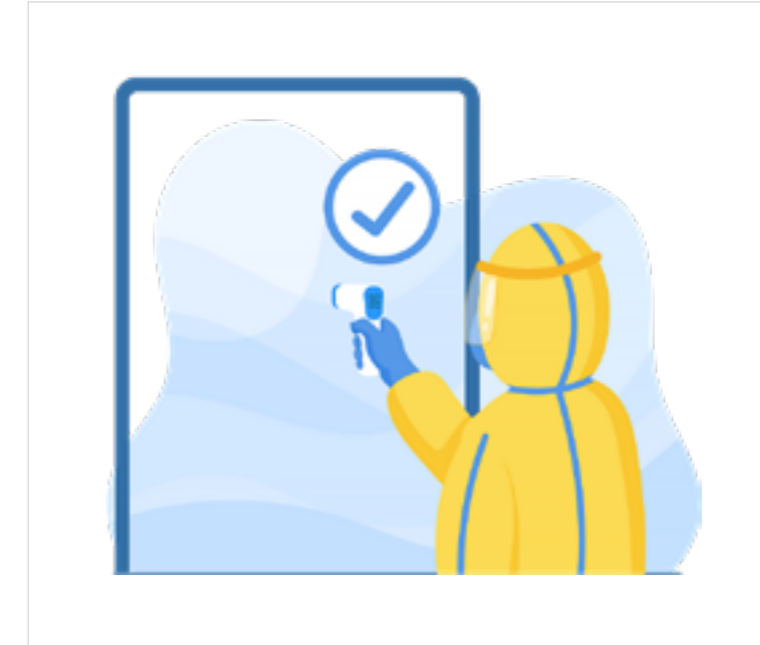
## TEMPERATURE CHECKS ON ENTRY

### Before Covid-19



- No specific temperature monitoring or reporting procedure

### After Covid-19



- It is mandatory to get your temperature checked before entering the office premises every day.
- Always wear your masks and gloves before entering the office. Change your masks at least twice during the day.
- Make sure you follow entity guidelines for sanitisation and social distancing norms.

# 2

AT THE  
**OFFICE**

## PROTECTIVE WEAR - MASKS AND GLOVES

### Before Covid-19



- Not mandatory to wear face mask and gloves.

### After Covid-19



- It is always mandatory to wear masks and gloves. If you have forgotten these at home, request your Line Manager or HCD team for spare ones.
- Make sure you discard used face masks and gloves in closed bins in the washrooms only.

# 2

AT THE  
**OFFICE**

## MEASURES FOR MEET AND GREET

### Before Covid-19



- Shaking hands.

### After Covid-19



- Avoid any physical contact and shaking hands while greeting.
- In case the customer or colleague is not wearing a mask, request them to wear one before you continue with the meeting.
- Maintain 2.5 metres distance while interacting with anyone.
- Sanitise your hands before and after your meeting.

# 2

AT THE  
**OFFICE**

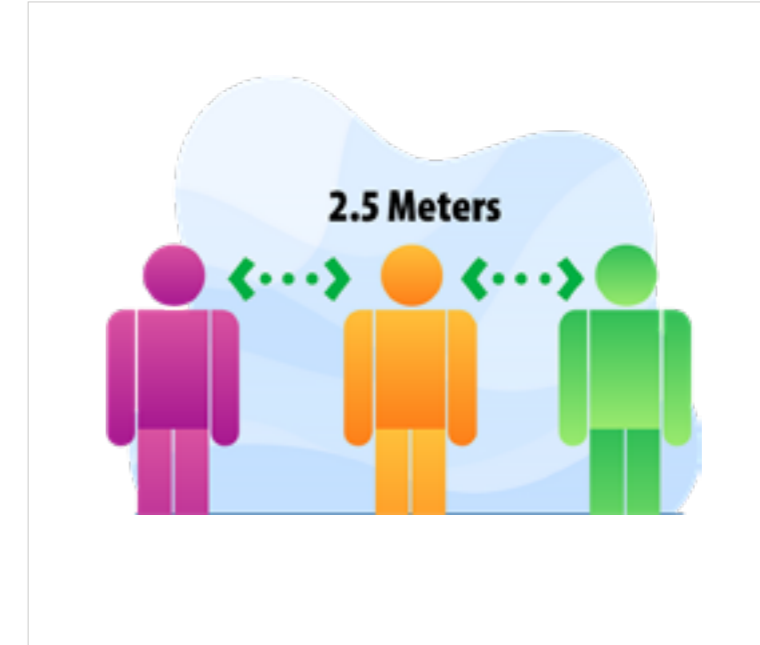
## NORMS FOR SOCIAL DISTANCING

### Before Covid-19



- No social distancing before.

### After Covid-19



- Always maintain a 2.5 metre distance.
- Avoid using your colleague's phone, desk area or work tools. If you have to use them then sanitise before returning.
- Frequently sanitise most used surfaces, this includes your laptop/desktop, desk and drawer handles.

# 2

AT THE  
**OFFICE**

## MEETING ROOM ETIQUETTE

### Before Covid-19



- No social distancing before.

### After Covid-19



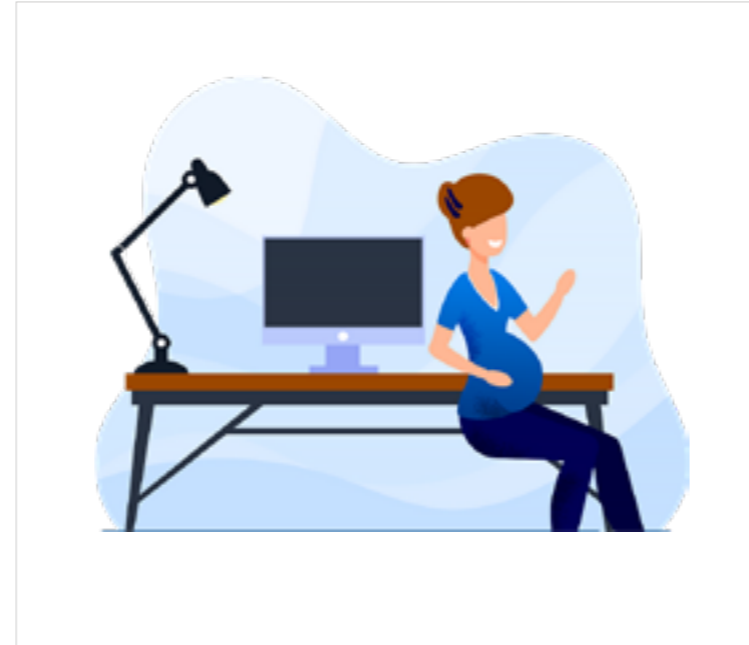
- Be seated at least two metres apart for any meeting.
- Conduct online meetings with teams internally and externally.
- Not more than five members to be physically present for a meeting in a closed meeting room.
- Practice good hygiene before and after every meeting, wash your hands or sanitise regularly.

# 2

AT THE  
**OFFICE**

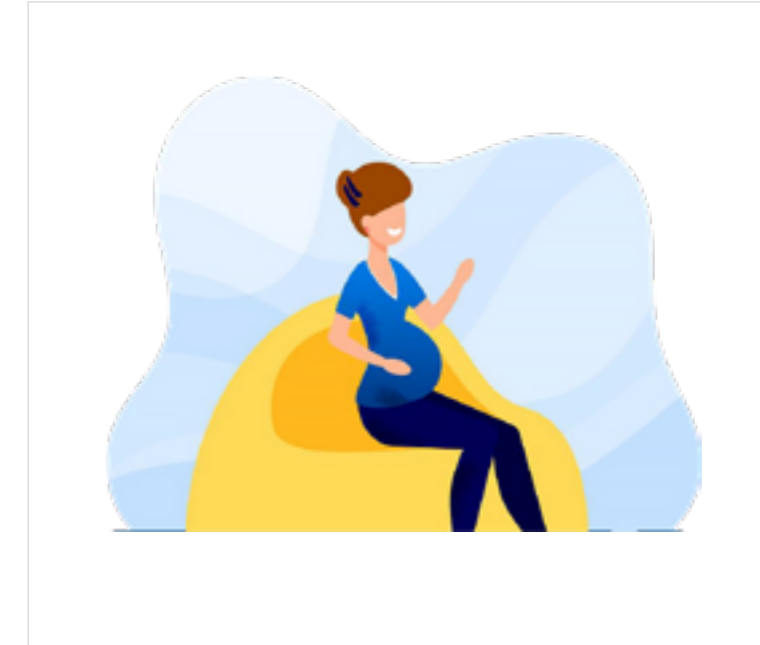
CHRONIC  
CONDITIONS,  
PREGNANT  
WOMEN

## Before Covid-19



- Everyone could come to work with ease.

## After Covid-19



- If you are not feeling well and have a history of any chronic condition, respiratory ailment or you are pregnant please inform your Line Manager and HCD team immediately.

# 2

AT THE  
**OFFICE**

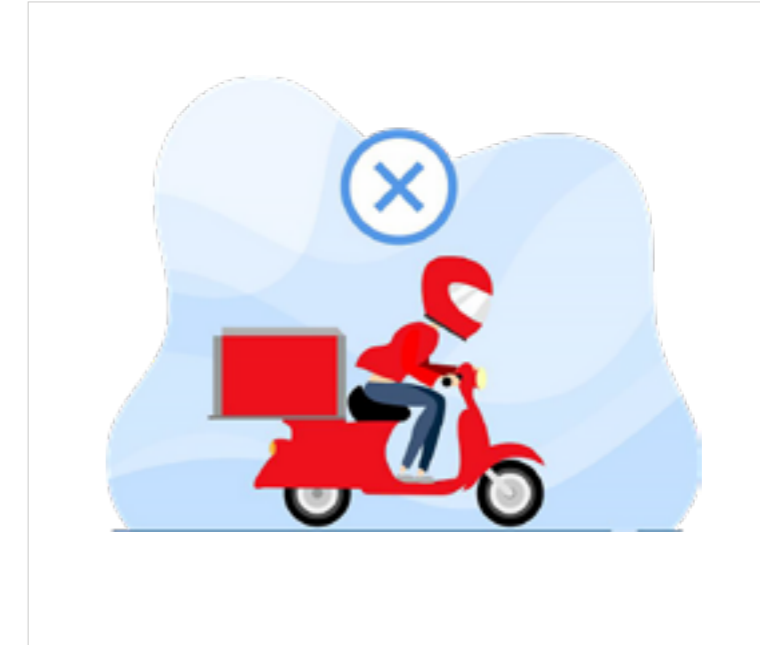
## FOOD AND COURIER DELIVERIES

### Before Covid-19



- Food deliveries and personal courier were allowed.

### After Covid-19



- Bring your own home cooked food and avoid sharing lunch with anyone.
- No food deliveries will be allowed to enter the main office area. Food parcels to be collected outside office and to be eaten in designated areas only.
- No personal couriers or deliveries allowed.
- Official couriers can be collected from the office security.

# 2

AT THE  
**OFFICE**

## GENERAL CLEANLINESS AND HYGIENE

- Sanitise your most used surfaces that includes your laptop/desktop, desk surface, drawer handles.
- Avoid using a colleague's phone, desk area or work tools.
- Before and after using common facilities, paper cups, vending machines and microwave ovens; use alcohol based sanitisers to clean your hands.
- **MEN'S TOILET**  
Alternate washbasins and urinals will be sealed to ensure safe distancing.
- **LADIES TOILET**  
Alternate washbasins will be sealed to ensure safe distancing. In case only one washbasin is available, wait for your chance and maintain a safe distance.
- Make sure you wash your hands before leaving the washroom. And dispose the used tissue in the waste bin immediately.
- Re-arranged lunchroom areas will ensure physical distancing.
- It is advisable to bring your own cutlery and crockery, if possible.

# 2

AT THE  
**OFFICE**

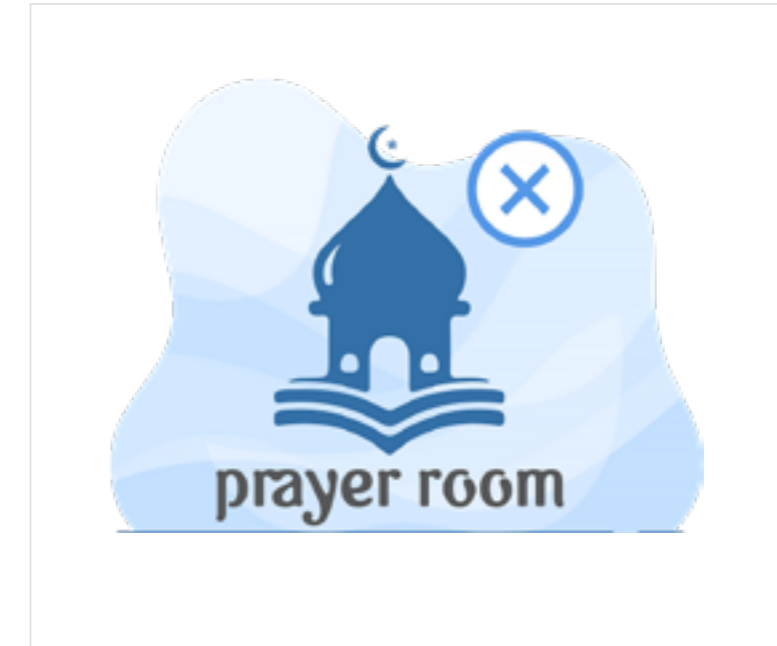
## COMMON FACILITIES AND PRAYER ROOM

Before Covid-19



- Common facilities and prayer room were open.

After Covid-19



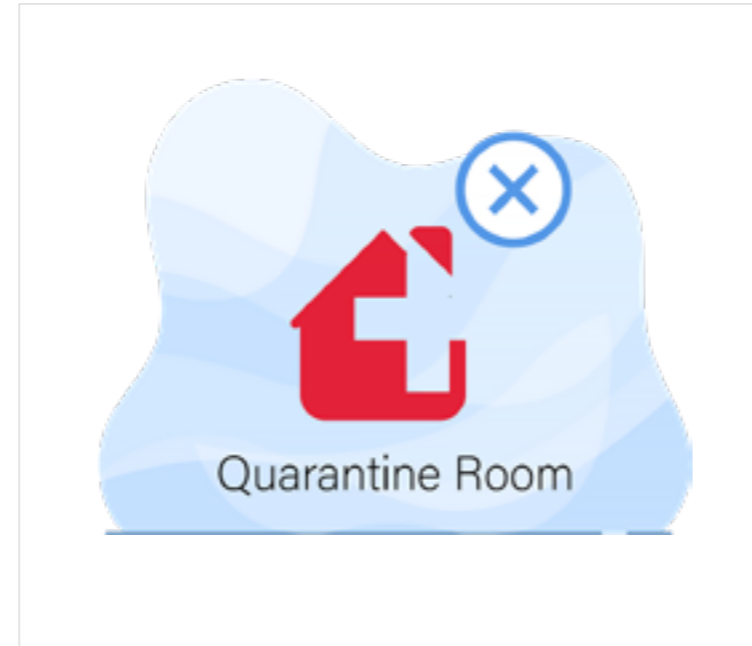
- Common facilities and prayer room will remain closed until further notice.

# 2

AT THE  
**OFFICE**

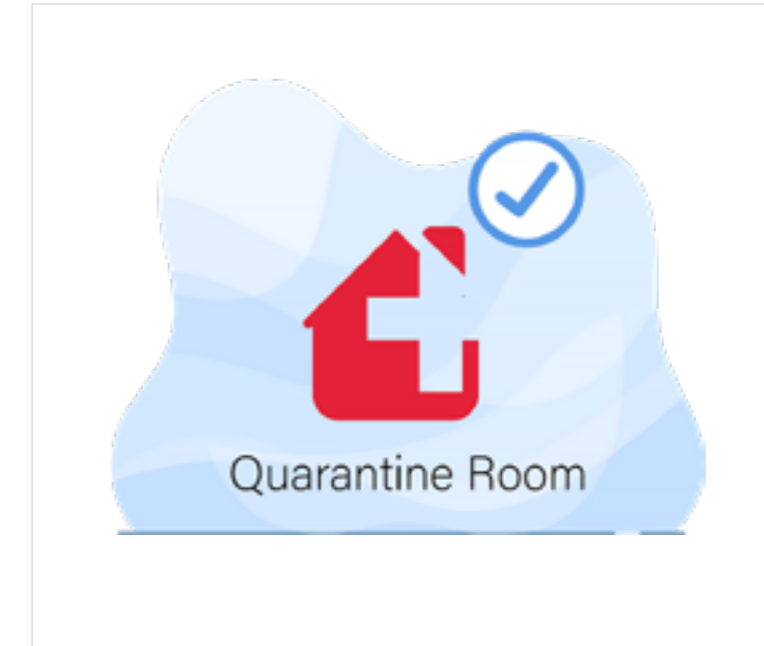
## QUARANTINE ROOM

### Before Covid-19



- Quarantine rooms were not available.

### After Covid-19



- Quarantine rooms are available in each office.
- In case any employee develops symptoms while at work, he or she can be moved to the quarantine room until medical support arrives.
- Please reach out to your HCD team or the main security desk for more guidance.



KEY GUIDELINES

# 3

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LEAVING FOR  
**HOME**



Don't touch anything without washing your hands



Remove and wash your clothes immediately



Have a shower if you can't wash all the exposed areas



Leave your bag, wallet, keys, etc. in a box at the entrance of your home



Clean your phone / spectacles / sunglasses with an alcohol based disinfectant



Disinfect your pet's paws if you took them for a walk



Clean and disinfect all the bags brought from outside



KEY GUIDELINES

4

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ANYWHERE  
**OUTSIDE**



Only go out to buy essential supplies



Choose the correct time to shop by avoiding peak hours and crowded places



Instantly sanitise the handle of your shopping cart or shopping basket and your hands



Observe all safety precautions before leaving the house



Use online delivery services wherever possible



Be patient and maintain distance while taking food items in refrigerators, freezers, vegetable stands and shelves



Shop alone to reduce the number of people in the store and help make physical distancing easier to achieve



Maintain physical distance of at least two meters between you and other customers and the cashier



After buying what you need and upon arriving home, take out the purchased items from the store bags and dispose of the bags. Sanitise all your purchases and wash your hands properly



Avoid hoarding and purchase only necessities to avoid food and medicine shortages



Avoid using banknotes and replace it with a credit or debit card. Sanitise the card along with your hands after payment



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