



Phased Measures for a Gradual and Safe Return to Work

23 July 2020





■ **HOW DID WE GET HERE**



■ **AN INTEGRATED APPROACH**

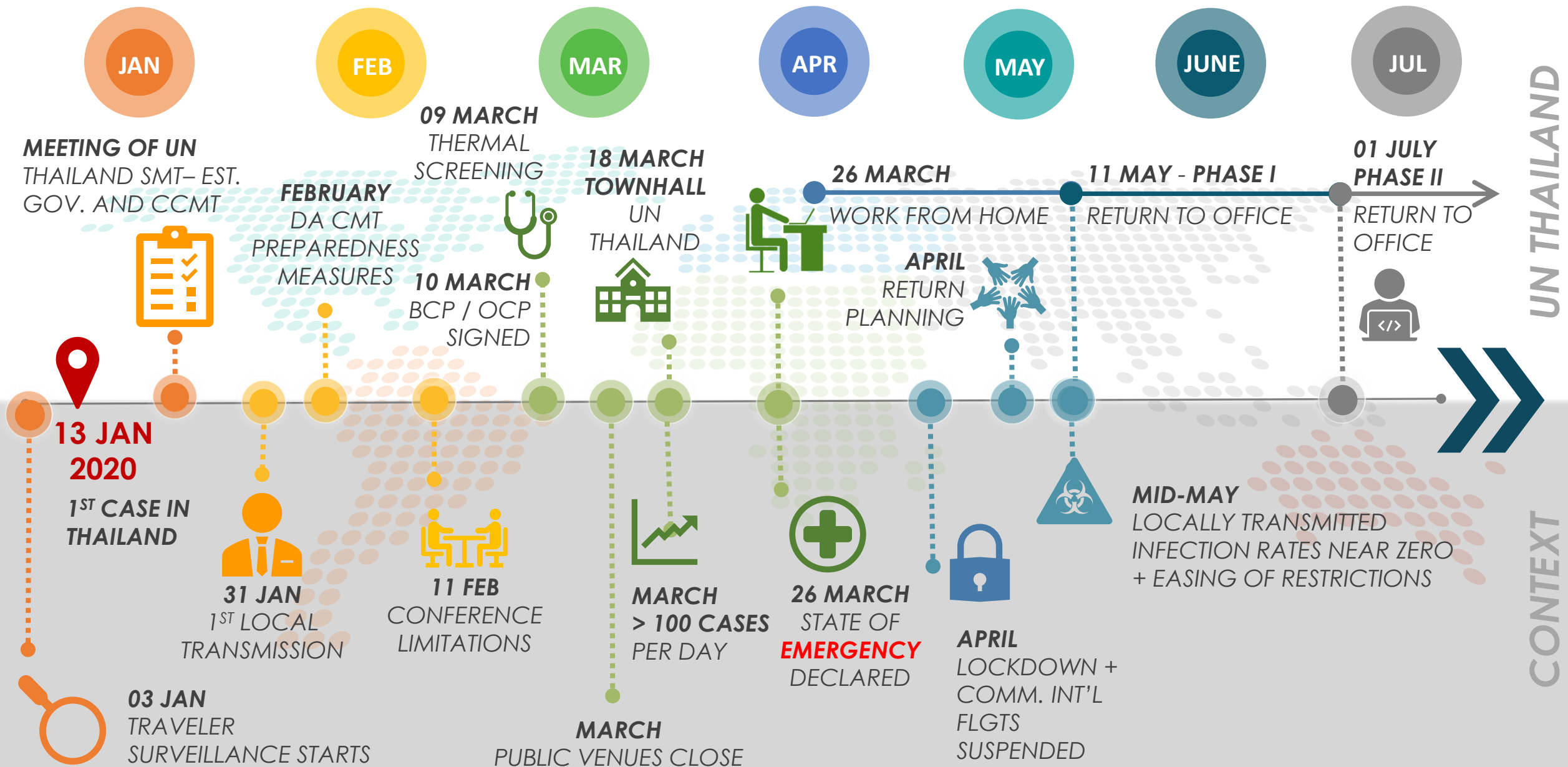


■ **WHAT WE DID**

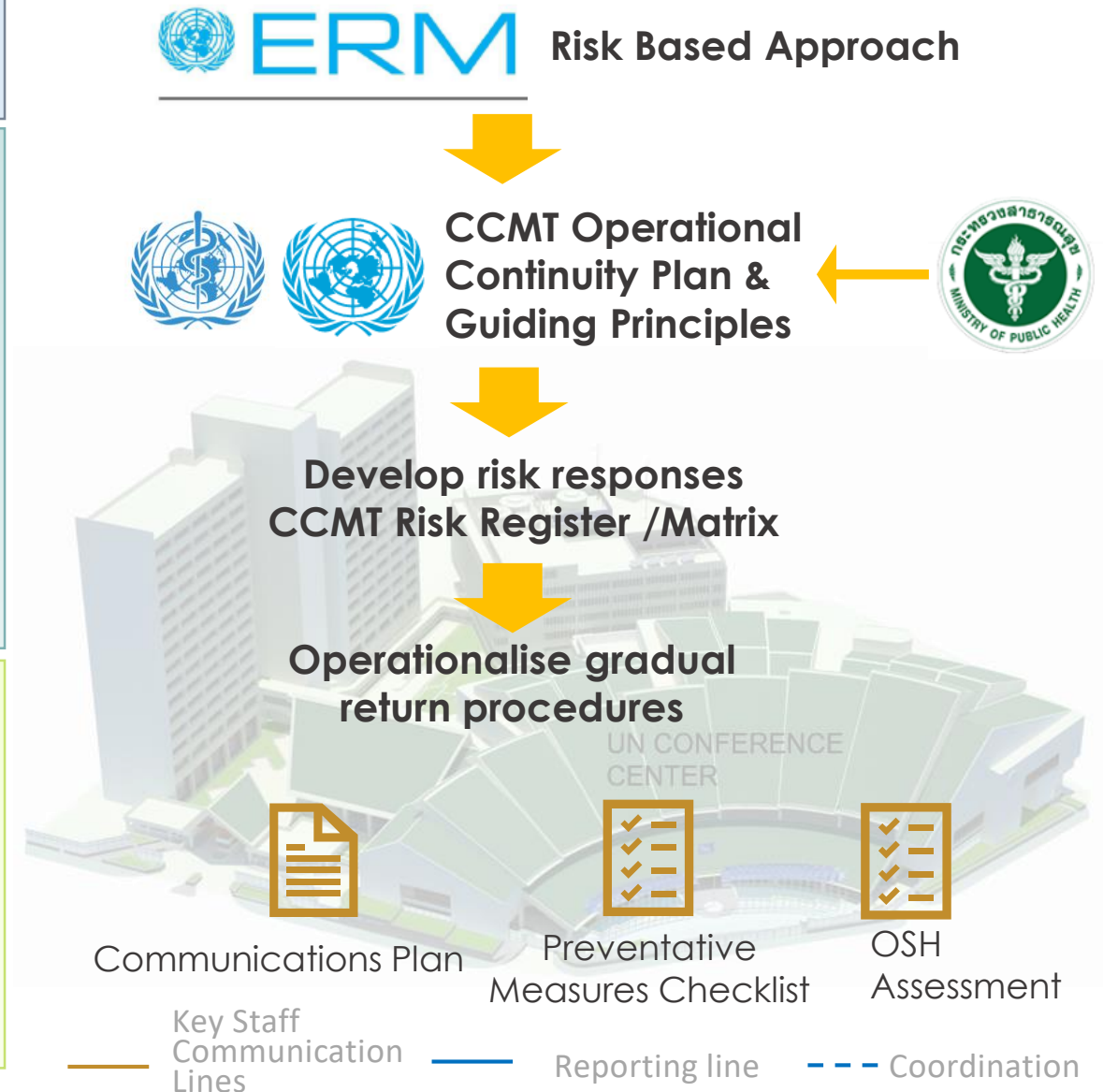
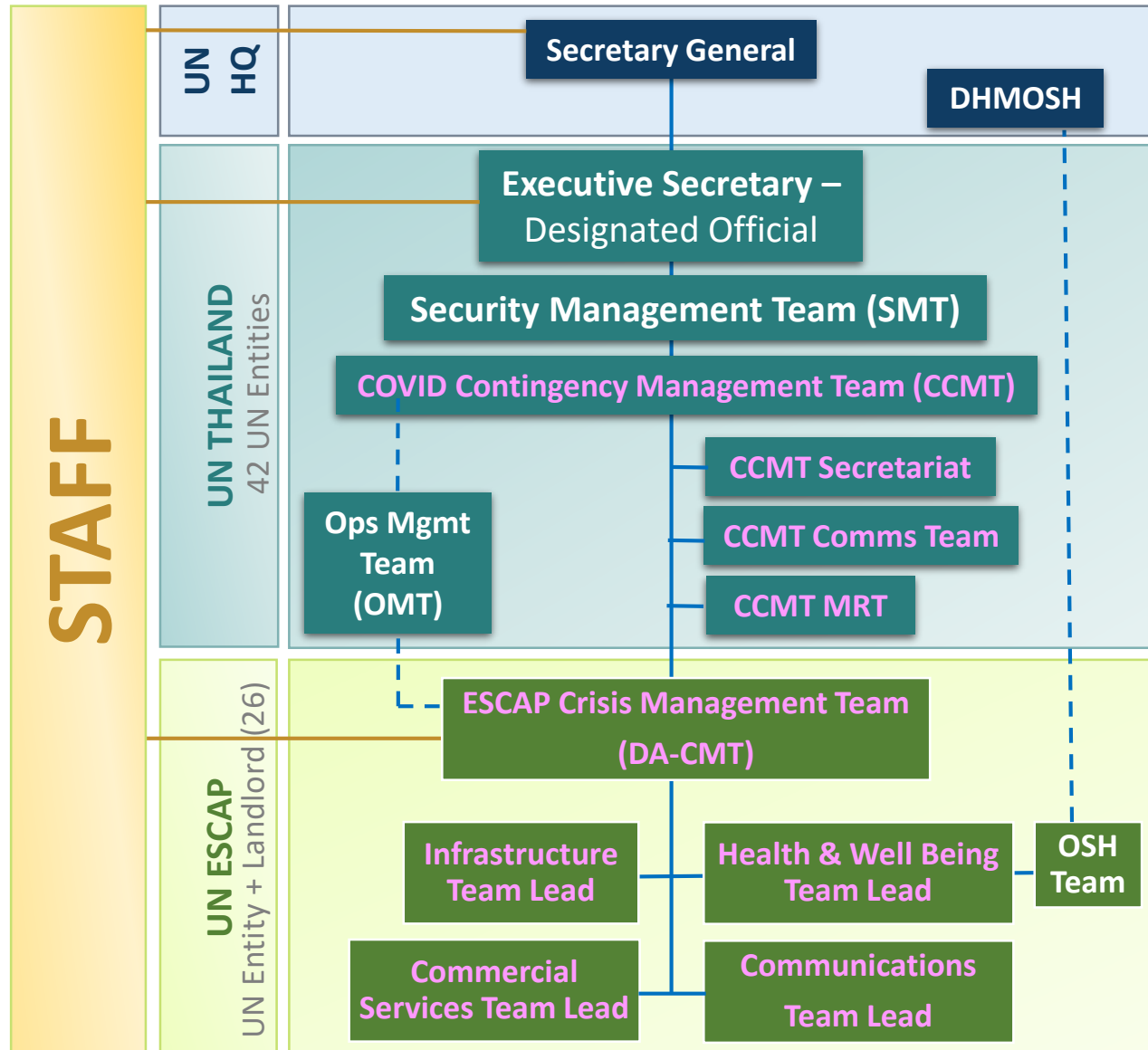


■ **LESSONS LEARNED**

TIMELINE – How Did We Get Here



GOVERNANCE – Integrated Approach



WHAT WE DID

Four Pillars



26 March

PREPAREDNESS PHASE

- BCP Update
- DO Sign off



April-May

WORK FROM HOME PHASE

- _Operational Support



April-May

BACK TO OFFICE (BTO): PLANNING PHASE

- Guiding Resources
- SOPs
- Trainings; OSH assessment



11 May

BTO PHASE I – 20%;

- Adaptive Measures
- OSH Monitoring
- Office Walk-throughs
- Simulations



1 July



BTO PHASE II – 50%;

- Adaptive Measures
- OSH Monitoring
- Scenarios Assessment
- Returnees Task Force



GUIDING RESOURCES



กรมควบคุมโรค
DEPARTMENT OF DISEASE CONTROL



WHAT WE DID



1. Communications

- ▶ Outreach campaign to educate staff on Self Protection Protocols for COVID-19 & latest regulations

1 SOPs



2. Health and Well-Being

- ▶ Thermal Screening at the gates for all people
- ▶ Masks required at the ESCAP premises – cloth masks adequate
- ▶ Physical Distancing will be practiced and monitored
- ▶ Stress Management and Counselling services available
- ▶ Continue to develop guidelines to support policy implementation
- ▶ **QR Feedback and Safety Ambassador monitoring**
- ▶ **Report COVID-19 Illness via the EarthMed Portal**

3 SOPs

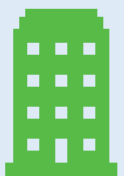


3. Commercial Operations

- ▶ Conference Rooms retrofitted to support physical distancing for IGM
- ▶ Café and Bank – retrofitted
- ▶ CGSS Service Desk for receiving passports and processing visa – retrofitted
- ▶ Phase II: **Conference Simulations**

4 SOPs

4 SOPs



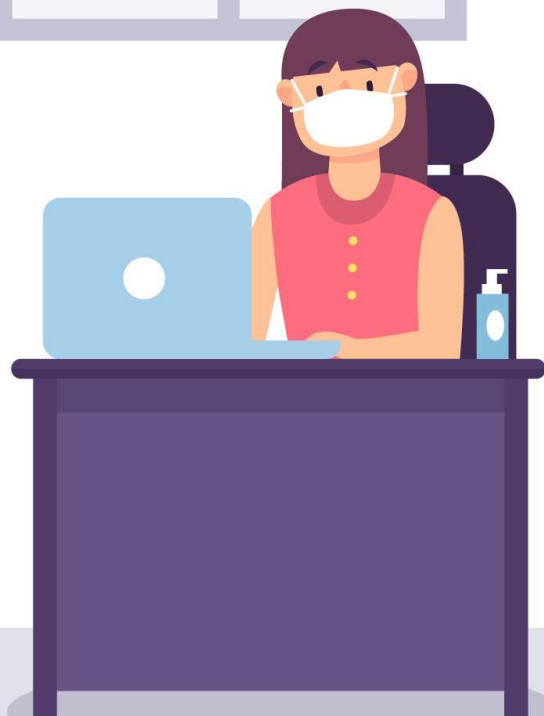
4. Building Management

- ▶ Implemented regular cleansing of frequently used areas
- ▶ Hand Sanitizers both fixed and mobile
- ▶ Increase the signage around the premises
- ▶ Phase 2: Office Walk throughs

5 SOPs

1 SOPs

LESSONS LEARNED



BACK TO OFFICE

Solid Governance Structure with an **integrated approach**, across operational silos is key for efficient and effective implementation.



FACILITIES

Agile & Adaptive: to accommodate new requirements observed or recommendations in an agile manner.



COMMERCIAL

By Appointment Only Principle: occupancy management.



COMMERCIAL

Hybrid Meetings: The New Normal – provide a digital / remote connectivity option



HEALTH & WELL BEING

Adaptive HR Policies & Practices: WFH, Staff Commute, Newsletter, training, counseling & psychosocial support



HEALTH & WELL BEING

Behavioral Change: takes time; reminders are key – Motto: *“Safety is Everyone’s Responsibility”*



HEALTH & WELL BEING

OSH: Oversight (Checklists, SOPs) and Feedback mechanisms *essential* part of process



COMMS

Advisories: situation status, resources references provided, new protocols – essential to implementation