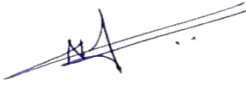






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# CoVID-19 WORK GUIDELINE

Doc code: DIM-HSE-SoP-08

Issue & Rev:01/01

Date:12/04/2021

## CONTENTS

1.0 INTRODUCTION.....	3
2.0 SCOPE.....	3
3.0 ROLES AND RESPONSIBILITIES Director .....	3
4.0. COVID -19 PREVENTION PLAN.....	4
4.1 Accommodation precautions.....	4
4.2 Method of Sanitization Services in Accommodation .....	5
5.0 WAYS TO PREVENT THE DISEASE? .....	6
5.1 Precautionary Restrictions & Mitigation Plan .....	7
6.0. OTHER PRECAUTIONARY MEASURES .....	7
6.1 Vaccinate staff.....	8
7.0. ACTIONS IN CASE OF LOCK-DOWN .....	8
8.0 ACTIONS INCASE OF SELF-QUARANTINE/ISOLATION FACILITIES .....	8
9.0 ACTION INCASE OF STAFF WITH COVID -19 SYPMTOMS .....	9
10.0 DIM SAFETY PRECAUTION ON CoVID-19 .....	9
10.1 PPE required.....	10
Step 1 PPE usage Guidelines .....	11
Step 2 Provision of PPE .....	12
Step 3 Daily body temperature checking.....	12
Step-4 Social Distancing.....	13
STEP 5.....	14
STEP 6.....	14
STEP 7.....	14
STEP 8 If someone is feeling sick?.....	14
STEP 9 If someone found corona positive?.....	14
STEP 10 cleanliness of site after work. ....	15
11.0 CoVID-19 Test Frequency.....	15
12.0 REFERENCES .....	15
13.0 RISK ASSESSMENT .....	16
14.0 ATTACHMENTS.....	17
15.0 SIGNBOARDS.....	19
12.0. DOCUMENT CHANGE HISTORY .....	15



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Doc code: DIM-HSE-SoP-08

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### 1.0 INTRODUCTION

Novel Coronavirus (COVID-19) is a new strain of coronavirus which may cause illness in animals or humans. In humans, several coronaviruses are known to cause respiratory infections ranging from the common cold to more severe diseases. Since the outbreak of COVI 0-19 is regarded as pandemic with potential by World Health Organization (WHO), strict measures are being adopted worldwide to control its spread. This SOP to provide guideline to control spread of COVID-19 as a precaution.

### 2.0 SCOPE

This document describes the precautionary measures are taken to support to prevent COVID-19 in Delight office, Delight accommodation & project sites. Delight will fully comply with client procedure at project sites

### 3.0 ROLES AND RESPONSIBILITIES Director

Director will take decisions based on developments that directly or indirectly impacts continuity of Delight operations and support functions.

#### **General Manager and Dept. Head**

GM has overall responsibility for planning, implementation and reviewing the arrangements required to prevent COVID-19. He is also responsible to ensure compliance to instructions from applicable regulatory authorities within the organization. However, responsibilities and authorities, by the virtue of their nature, have been delegated to QHSE Management Representative (OHSE MR), Admin & HR Manager and Project In charges

#### **QHSE Management Representative**

OHSE MR, in consultation with key persons within organization and considering instructions from external interested parties, will formulate strategy to prevent spread of the virus within organization. He will work closely with his counterparts and play central role in collecting information from internal and external sources and advising top management. He will control the resources specific to prevention of COVID-19 and ensure its even distribution to all the end-users. He will ensure implementation of this plan and will work hand-in-hand with cleaning

operations & maintenance in charges and HR Admin Manager to monitor the situation at sites and camps.

### **Project In-charges**

Project in-charges will coordinate with client and ensure that required requirements are being fulfilled at their respective sites. They will provide feedback to management on suitability and adequacy of arrangements put in place at their sites. They will also ensure that their employees are kept updated on developments

### **HR & Admin Executive**

HR & Admin Executive will be focal person for communication with Internal & external parties and circulating applicable instructions and useful information companywide. He will ensure dedicated communication channels are active. He will also ensure implementation of this plan at camp premises.

### **Camp Administrators**

Camp administrators will ensure that required entry protocols for visitors and persons returning from vacations are being followed. They will monitor and ensure implementation of this plan in the camps.

### **Other staff & Camp Occupants**

All other staff will follow the instructions as received from designated communication channels. They will hold themselves responsible for their personal protection and authorized to report any instance which can lead to spread of the disease.

## **4.0. COVID -19 PREVENTION PLAN**

### **4.1 Accommodation precautions**

- Weekly basis Cleaning and sanitization sterilization in the staff accommodation.
- Provided hand sanitization at the entrance of the accommodation
- Awareness posters for encouraging hand sanitization before entering the accommodation
- Follow Department of health authority instructions.



#### 4.2 Method of Sanitization Services in Accommodation

DELIGHT has its own sterilization team who is doing sterilization services, will be utilized to sterilize DELIGHT office accommodations etc. on a weekly basis. The method as mentioned as follows;

**ULV Misting** can be used to disinfect large and often hard to reach areas in a very short time.

It works by generating a fog or mist formed by Ultra Low Volume droplets between 5 – 50 Microns in Diameter. Disinfectant chemical will be used and it can kill viruses, fungi and bacteria that may cause diseases to humans

**Disinfection**-Disinfectants are substances that are applied to non-living objects to destroy microorganisms that are living on the objects. Disinfection does not necessarily kill all microorganisms, especially resistant bacterial spores; it is less effective than sterilization, which is an extreme physical and/or chemical process that kills all types of life.

**Sanitizing**-to make (something) free from dirt, infection, disease, etc., by cleaning it: to make (something) sanitary.

**Sanitizer:** Disinfectant, sterilizer, sanitizer, deodorizer for all surfaces, including hard to reach areas

- 100% harmless, natural & Eco-friendly
- pH neutral, gentle and non-irritating
- odorless and colorless, non-staining
- highly effective (99.99%) against bacteria, viruses, spores, biofilm and fungi
- kills 99.9999% of MRSA, vancomycin, staph, listeria, salmonella, e-coli and more



### 5.0 WAYS TO PREVENT THE DISEASE?

- Washing hands with soap and water or using alcohol-based hand rub kills viruses that may be on your hands and other surfaces.
- Maintain at least 2-meter distance between yourself and anyone who is coughing or sneezing.
- Always use face mask in public areas.
- Covering mouth and nose with your bent elbow or tissue when you cough or sneeze. Then dispose of the used tissue immediately.
- Avoid touching your eyes, nose or mouth without washing your hands.
- Avoid shaking hands and use other gestures of salutation.
- Avoid nose-to-nose greeting, hugging or kissing and other gestures of intimacy.
- Avoid contact with animals (live or dead).
- Take enough rest and take a large amount of fluids.



## CoVID-19 WORK GUIDELINE

Doc code: DIM-HSE-SoP-08

Issue & Rev:01/01

Date:12/04/2021

### 5.1 Precautionary Restrictions & Mitigation Plan

1	Increase the physical distance among employees and between employees <ul style="list-style-type: none"><li>• Keep the distance ( 2 Meter)</li><li>• Pantry (2 People per table)</li></ul>
2	Discourage workers from using other workers' phones, desks, offices, or other work tools and equipment, when possible.
3	Maintain regular housekeeping practices, including routine cleaning and disinfecting of surfaces, equipment, and other elements of the work environment <ul style="list-style-type: none"><li>• Vehicles shall be disinfected Weekly</li><li>• Warehouse And Office shall disinfect using disinfectant Weekly</li><li>• Reception tables, Door Handles staircase handles will clean 4 times a day or more using disinfectant</li><li>• Washing area and toilet will be cleaned regularly using disinfectant</li></ul>
4	Ensuring sanitizer are available <ul style="list-style-type: none"><li>• Employee Vehicles Transportation (Sanitizer)</li><li>• Reception Area (Tissue and Sanitizer)</li><li>• Toilet (Soap, Sanitizer, Tissue)</li></ul>
5	Encourage workers to stay home if sick and notify
6	ENTRY TO OFFICE <ul style="list-style-type: none"><li>• Entry to the office for all Non-Office Staff will be restricted and allowed only in special cases through permissions on a need to basis.</li><li>• Entry to all drivers will be restricted at all sites and they will be requested to remain in their vehicles.</li><li>• ALL employee who went to their Client must send directly to accommodation.</li></ul>
7	Immediately isolating people who have signs and/or symptoms of COVID-19
8	Implemented online interview if required

### 6.0. OTHER PRECAUTIONARY MEASURES

- Wall mounted sanitizer dispenser installed to use after bio metric login
- Head Office Daily body temperature Screening of the Employees and



## CoVID-19 WORK GUIDELINE

Doc code: DIM-HSE-SoP-08

Issue & Rev:01/01

Date:12/04/2021

facilitating medical assistance if required.

- Travel restrictions Delight rescheduled all the leave request until further notice Leave return workers quarantined for 14 days to keep them under observation COVID-19 awareness will be provided to the team

### 6.1 Vaccinate staff

As part of national vaccination program Delight Investment Group vaccinate 90% of their staff

### 7.0. ACTIONS IN CASE OF LOCK-DOWN

In case government declares lock-down, Delight will formulate its strategy in line with the instructions from relevant government authorities. Since Delight is providing services to many government authorities. Delight will analysis any exception of services is there, if not will coordinate with the client representative incase complete shut-down of its operational functions will not happen. Delight will suspend the services as per instructions from its customers considering COVID-19 campaign Law. And ensure employees are in accommodation are safe & ready for the services immediately after the lockdownsituation

### 8.0 ACTIONS INCASE OF SELF-QUARANTINE/ISOLATION FACILITIES

- Accommodations will establish 20% area of the accommodation as separate isolation/quarantine facilities for cases of any worker who shows signs of potential infection by COVID-19. These facilities shall be used to accommodate workers with mild symptoms, so that they may avoid contact with other staff, until COVID-19 can be ruled out by test, or until they are transported to other suitable accommodations where isolation can occur.

These facilities will;

- Sterilize the accommodation weekly basis
- include dedicated and separate washrooms
- if the employee in Camps managed by third party, Delight Camp rep. coordinate with

Camp management to ensure and they shall ensure fulfillment of the requirements in the Camp as applicable and mentioned in the Ministry of Health & Prevention (MoHaP)/DHA/Department of Health (DoH) Abu Dhabi issued "The Home/Institutional Quarantine Guide for COVID-19 & Zone Corp guidelines

### 9.0 ACTION IN CASE OF STAFF WITH COVID -19 SYMPTOMS

- Protected exposure with proper PPE
- Employee who shows symptoms will be Exclude from work and test for COVID-19 available healthcare facility
- Isolate the employee in the separate room
- In case of positive test result COVID 19, employee will be Hospitalized for the further treatment
- Accommodation will be sterilized immediately.
- In case of the employee is in Rented Labour camp Delight will notify the camp Mgt. to follow ZoneCorp guidance, procedure & Camp COVID isolation Procedure
- Employee transported vehicle will be sterilized
- Isolate the direct close contact co-worker in quarantine and test for COVID-19
- Then employee who have close contact with the COVID 19 positive employee will be identified and scheduled for COVID -19 test
- If the test is Negative allow daily normal activity when symptoms free

### 10.0 DIM SAFETY PRECAUTION ON CoVID-19

#### Offices

- DIM HSE department will monitor the surface body temperature once in the week with a no contact thermometer.
- DIM communicate all updated news regarding with CoVID-19 in daily huddles/emails.
- DIM established **Sanitization tunnel (Sani Gate)** in front of both Abu Dhabi and Dubai Offices. **(ATTACHMENT A)**

- DIM implement forms including important details for visitor screening. **(ATTACHMENT B)**
- DIM collaborate with its sister company and conduct cold fogging in office and accommodation regularly.

### **Sanitization tunnel/Sani Gate**

A tunnel or gateway for the sanitization and decontamination of items and people when combined with appropriately atomized biocides and/or virucide spray.

DIM established **Sanitization tunnel (Sani Gate)** in front of both Abu Dhabi and Dubai Offices. **(ATTACHMENT A)**

### **Warehouse**

All staff, including supervisor, area coordinators, moving, packing workers and drivers will gather in the ware houses before deploying to work and HSE officer/Operational Coordinator will give general HSE tool box training including updated news about coronavirus CoVID-19 and precautionary measures, importance of maintaining personal hygiene.

Supervisors will check the body temperature of respective team members with a no contact thermometer. And the register will bring to the site.

*Training will include following topics*

### **Accommodation**

- DIM ensure better hygiene in the accommodation.
- DIM communicate all recent news about corona and its precautionary measures via training sessions and sign boards.
- DIM collaborate with sister companies and conduct cold fogging/sanitization to all accommodations once in a week
- DIM install sanitizer dispenser in every accommodation.
- DIM ensure social distancing with in the accommodation.

### **10.1 PPE required**

Hand gloves		If required
-------------	---	-------------

Face mask



### Step - 1 PPE usage Guidelines

#### How to put on a face mask

- Clean your hands with soap and water or hand sanitizer before touching the mask.
- Remove a mask from the box and make sure there are no obvious tears or holes in either side of the mask.
- Determine which side of the mask is the top. The side of the mask that has a stiff bendable edge is the top and is meant to mold to the shape of your nose.
- Determine which side of the mask is the front. The colored side of the mask is usually the front and should face away from you, while the white side touches your face.
- Follow the instructions below for the type of mask you are using.
- Face Mask with Ear loops: Hold the mask by the ear loops. Place a loop around each ear.
- Face Mask with Ties: Bring the mask to your nose level and place the ties over the crown of your head and secure with a bow.
- Face Mask with Bands: Hold the mask in your hand with the nosepiece or top of the mask at fingertips, allowing the headbands to hang freely below hands. Bring the mask to your nose level and pull the top strap over your head so that it rests over the crown of your head. Pull the bottom strap over your head so that it rests at the nape of your neck.
- Mold or pinch the stiff edge to the shape of your nose.
- If using a face mask with ties: Then take the bottom ties, one in each hand, and secure with a bow at the nape of your neck.
- Pull the bottom of the mask over your mouth and chin.

#### How to remove a face mask

- Clean your hands with soap and water or hand sanitizer before touching the mask. Avoid touching the front of the mask. The front of the mask is contaminated. Only touch the ear loops/ties/band. Follow the instructions below for the type of mask you are using.

- Face Mask with Ear loops: Hold both of the ear loops and gently lift and remove the mask.
- Face Mask with Ties: Untie the bottom bow first then untie the top bow and pull the mask away from you as the ties are loosened.
- *Face Mask with Bands*: Lift the bottom strap over your head first then pull the top strap over your head.
- Throw the mask in the trash. Clean your hands with soap and water or hand sanitizer.

### Hand Hygiene

- Hand hygiene – that is, washing hands regularly with soap and water, or cleansing with hand sanitizer
- Cough or sneeze into a tissue or your flexed elbow and then performing hand hygiene.
- Cleaning hands regularly and sanitize.



### **Step - 2 Provision of PPE**

Workers will divide to different group under different supervisors. Delight will provide face mask and sanitizers for each team.

### **Step - 3 Daily body temperature checking**

Supervisor will check surface body temperature of each team members using a non-contact thermometer. Delight will record daily temperature and other basic information of all on site working employees for this we implement a register and a form. Basic information like symptoms and body temperature will be recorded in the register.



**VISITOR ENTRY** ALL visitor must report to reception area. Receptionist will provide hand sanitizer and the Form (**Attachment A**) to be fill by visitor. After filling the FORM the receptionist will monitor the body temperature of visitor.

If the visitor has answered any of the screening questions in the negative the visitor will be denied entry or asked to wear a mask throughout his visit and his visit restricted to the shortest possible time and ensuring safe distances to be ensured at all times. In this case the visit will only be allowed in extremely unavoidable circumstances and with the presence of HSE staff to ensure safe procedures.

Entry to the office for all Non-Office Staff will be restricted and allowed only in special cases through permissions on a need to basis.

Entry to all drivers will be restricted at all sites and they will be requested to remain in their vehicles.

#### **Step-4 Social Distancing**

##### Office

- DIM follow work from home and Job rotation to reduce the number of staff in the office which will reduce the chance of close contact.
- DIM employees will maintain minimum social distance with in the office, pantry, and prayer room etc. for this DIM will schedule accordingly.
- DIM communicate the importance of social distancing through posters (**ATTACHMENT**)

##### Operations

- DIM reduce the number of passengers in the vehicle to reduce close contact. (Minimum 1 meter between two passengers).
- DIM will provide separate hand tools for each staff to avoid cross contamination.
- DIM supervisors will monitor the workers to ensure they are maintaining social distancing at the time of work and lunch breaks.
- Ensure all employees are adheres personal manners and hygiene.
- DIM will not promote any kind of horseplay within the site.
- Ensure all employee shall provide face masks.
- Ensure all vehicles shall provide hand sanitizer and tissue.
- DIM will provide proper training to make aware of importance of minimum distance.



## CoVID-19 WORK GUIDELINE

Doc code: DIM-HSE-SoP-08

Issue & Rev:01/01

Date:12/04/2021

- DIM implement “No hand shaking” policy and communicated to different levels of organisation (ATTACHMENT).

### STEP - 5

Supervisor will share the copy of the daily questionnaire register to the customer along with the packing list and other documents up on request.

### STEP - 6

Supervisor will monitor and ensure that all the employee are wearing complete PPEs.

### STEP - 7

Supervisor will ensure employees are using only designated bathrooms.

### STEP 8 - If someone is feeling sick?

#### For Employee:

Employee should report immediately to the HR/Supervisor if feeling sick at the time of working and DIM management will send the employee to nearest hospital/clinic to ensure he/she fit to work or free from CoVID-19.

**Note:** If positive DIM Management will report immediately to the Authority.

**Note:** For non-affected employee DIM management will provide Face mask.

#### For Visitor:

The Receptionist will provide face mask immediately

The Receptionist will deny entry and inform immediately the Manager/HR to cancel/reschedule the visit/meeting.

### STEP 9 - If someone found corona positive?

DIM assigned dedicated driver and coordinator to deal with corona patients. For avoiding cross contamination. DIM will use dedicated vehicle with a barrier between driver and passenger. And each vehicle is provided a Sterilox, Hand sanitizer, face mask for regular cleaning.

Once someone got positive DIM will shift the infected staff to hospital for better treatment and to avoid spread. DIM already arrange 2 isolated accommodation for home quarantine.

DIM ensure all employees comply with health department requirements to avoid spread of virus.

### If Face mask got contaminated?



## CoVID-19 WORK GUIDELINE

Doc code: DIM-HSE-SoP-08

Issue & Rev:01/01

Date:12/04/2021

If face mask or hand got contaminated it should be removed in a proper way.

Things to consider while removing a used face mask

1. Filter side of a used face mask is always contaminated
2. Always remove the face mask by using its elastic cord.
3. Always discard in a proper polythene bag and keep it closed.

### **STEP 10 - cleanliness of site after work.**

Delight employees will clean the work site including all garbage and packing material waste, and collect all used PPEs before leaving the site.

### **11.0 CoVID-19 Test Frequency**

DIM ensure all employees undergo corona test as per the requirement of health department and retest will be conducted as per client requirement.

### **12.0 REFERENCES**

- Department of Health & Public Health Centre.
- Ministry of Health & Prevention (MoHaP)
- World Health organization
- ADNOC accommodation camp management requirements for COVID-19.
- DIM IMS Manual
- Department of economic development circulars.

### **13.0. DOCUMENT CHANGE HISTORY**

Issue	Revision	Version	Date	Summary of Changes
01	00	0.1	26-03-2020	First Release
01	01	0.2	12-04-2021	Revised



# CoVID-19 WORK GUIDELINE

Doc code: DIM-HSE-SoP-08

Issue & Rev:01/01

Date:12/04/2021

## 14.0 RISK ASSESSMENT

NO.	ACTIVITY	HAZARD DESCRIPTION	RISK INVOLVED	EXISTING CONTROLS	S	L	RL	RISK	ADDITIONAL CONTROL MEASURES	S	L	RL	RISK
1	Working without proper PPEs and lack of awareness on the corona virus spread lead to virus infection	Corona Virus Spread	Corona Virus Spread	Eng.: – Recommend for sanitization service after completion of work  Admin: – Follow all safety procedure set by WHO as well as UAE government. – Limit number of passenger in vehicle to reduce the risk – Provide hand sanitizer, Sterilox, Face mask, Hand gloves to each team. – Deploy workers to site only after checking body temperature. – Provide proper awareness about spread of Corona virus through training sessions – Provide information to workers about when and where they need to wash their hands – Supervisor should close monitor the work and ensure people are following controls <i>Ref: DIM CoVID-19 protocol</i> PPE – Face Mask – Hand gloves	5	1	5	MR	Vaccinate all staff	3	1	3	LR

**15.0 ATTACHMENTS**

**1.0 SANI GATE/SANITIZATION TUNNEL**





## HOW TO WALK-THROUGH SANI GATE?

**STEP: 1-WALK IN TO SANI GATE,  
RAISE YOUR HANDS AND....**



**STEP: 2-MAKE A 360 DEGREE  
ROTATION**



## 15.0 SIGNBOARDS

### 1.0 Basic awareness (English and Malayalam)



**CORONAVIRUS 2019-nCoV Awareness and Prevention**

**SYMPTOMS**

- FEVER
- COUGH
- SHORTNESS OF BREATH

**HOW IT SPREADS**

- SPREADS FROM ANIMALS TO PEOPLE
- SPREADS FROM PEOPLE TO PEOPLE

**PREVENTION**

- NASH HANDS WITH WATER AND SOAP/ANTISEPTIC AT LEAST 20 SECONDS
- AVOID CONTACT WITH SICK PEOPLE
- DON'T TOUCH EYES, NOSE OR MOUTH WITH UNWASHED HANDS
- DON'T EAT RAW FOOD, THOROUGHLY COOK MEAT AND EGGS
- AVOID CONTACT WITH ANIMALS & ANIMAL PRODUCTS

**IF YOU ARE INFECTED**

- STAY AT HOME
- AVOID CONTACT WITH OTHERS
- COVER YOUR NOSE AND MOUTH WHEN SNEEZING
- KEEP SURFACES AND SURFACES CLEAN
- WEAR A TUBICAL MASK

**TRAVEL ADVICE**

- AVOID TRAVELLING TO AFFECTED AREAS UNLESS NECESSARY
- MAKESURE YOU HAVE ALL NECESSARY VACCINATIONS AND TRAVEL MEDICATION
- SEEK ADVICE FROM YOUR HEALTHCARE PROVIDER
- DON'T TRAVEL IF YOU HAVE FEVER AND COUGH
- IF YOU BECOME SICK WHILE TRAVELLING, SEEK MEDICAL CARE IMMEDIATELY



**കൊറോണ അറിയേണ്ടതും ചെയ്യേണ്ടതും**

**രോഗ ലക്ഷണങ്ങൾ**

- പനി
- തുമ്മൽ
- ശ്വാസ തടസ്സം

**കൊറോണ വ്യാപനം**

- മനുഷ്യൻ മുതൽ മനുഷ്യനു വരെ
- മനുഷ്യൻ മുതൽ മൃഗത്തിലേക്ക്

**പ്രതിരോധ പരിമർശനം**

- കൈകൾ ശുദ്ധീകരിക്കുക
- രോഗിയിൽ നിന്ന് അകലുക
- മുഖം മൂടുക
- മുഖം മൂടുക
- മുഖം മൂടുക

**രോഗ ലക്ഷണങ്ങൾ കണ്ടാൽ എന്ത് ചെയ്യണം?**

- വീട്ടിൽ താങ്ങിയിരിക്കുക
- മറ്റവരുമായി അടുത്തിടപെടാതിരിക്കുക
- വൈദ്യ ശുശ്രൂഷ തേടുക
- പരിരോധ വസ്തുക്കളെ സൂക്ഷിക്കുക
- മാസ്ക് ധരിക്കുക

**യാത്ര ചെയ്യുന്നതിന് ശ്രദ്ധിക്കേണ്ടത് എന്തെല്ലാം?**

- രോഗിയിൽ നിന്ന് അകലുക
- അടുത്തിടപെടാതിരിക്കുക
- വൈദ്യശുശ്രൂഷ തേടുക
- പരിരോധ വസ്തുക്കളെ സൂക്ഷിക്കുക
- മാസ്ക് ധരിക്കുക

### 2.0 No Handshake Signboard



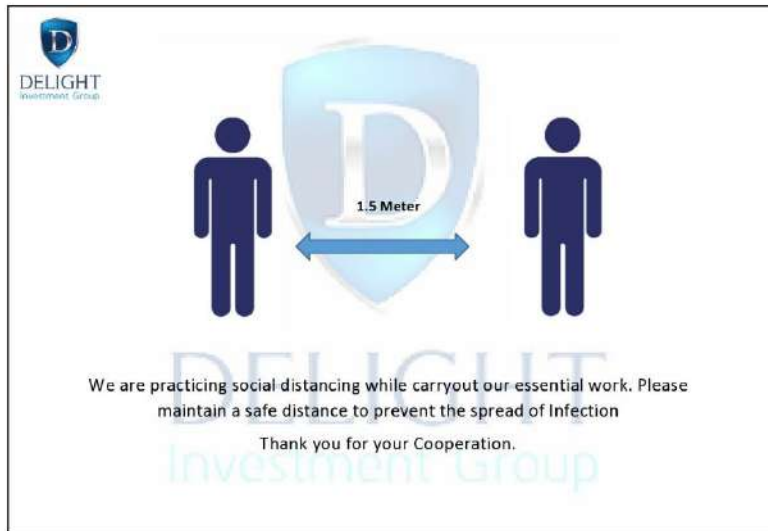
### 3.0 Hand Sanitizer



### 4.0 Mnimum Distance Maintanance (Pantry)



### 5.0 Minimum Distance Maintenance (Office)





## CoVID-19 WORK GUIDELINE

Doc code: DIM-HSE-SoP-08

Issue & Rev:01/01

Date:12/04/2021

