

Back to Work Protocol

Dubai Government Human Resources

May 2020



INTRODUCTION

The rapid developments in the evolving Corona Virus (COVID 19) crisis have contributed to a fundamental change in the business plan globally and particularly on the government level. Whereas governments and international organizations have requested citizens around the world to commit to social distancing in the first months of pandemic Corona and put in place a number of precautions, including those affecting workplaces, to combat the spread of the disease. The business world has been affected during this crisis, and consequently, all sectors of society – including governments, companies and employers should play a role in protecting employees, workers, their families and the society as a whole.

The crisis also created a new awareness and new culture in the labor market, which changed the ways of performing business, like undergoing remote meetings via recent social media outlets that bring the employer and the employee together in one platform through an electronic system through which job tasks are performed without the need to come to the workplace.

The country's precautionary measures have achieved a sufficient decrease in the rates of the infectious virus and an increase in the recovery rates, and accordingly the various authorities began to allow the gradual resumption of work in offices starting with actions deemed necessary to protect health and the economy, regardless of how and to what extent activities are resumed of regular work, precautionary measures remain in place to ensure the safety and well being of employees and customers.

- From this perspective, the Dubai Government Human Resources Department issued a "Back to Work Protocol", which includes guidelines and precautionary procedures for the safety of employees and customers that are in line with best practices and international standards followed in similar systems. The protocol aims to:
 1. Identify roles and responsibilities for those involved in the executing and implementation of the protocol.
 2. Achieve psychological stability and improve the sense of safety for employees returning to work.

BEFORE GOING TO WORK (AT HOME)

Mental health guidelines for this stage:

- Full confidence in government entities' procedures and preparation of the workplace for the safe reception of employees.
- Raising self-awareness by changing negative thoughts into positive thoughts to reduce stress and anxiety.
- Adopting reliable sources of information and avoiding rumors.
- Follow the instructions issued by the concerned authority, get adequate sleep and perform sport activities.

PROCEDURES

1.PERSONAL MEASURES

ENTITY	EMPLOYEES
<p>Direct employees to adhere to using personal protective equipment (Face mask, hand sanitizer).</p>	<ul style="list-style-type: none">• Stay at home if you feel any symptoms of the virus (fever, cough, shortness of breath, body aches, headache).• Disclosure of contact with any confirmed cases of coronavirus and providing related medical documents.• Wash hands with soap and water for at least 20 seconds.• Cover your mouth and nose with a tissue or elbow while coughing / sneezing.• Social distancing by leaving a distance of at least two meters between individuals.• Wear the mask before leaving the house and avoid shaking hands while greeting others.• Inform the direct line manager and the human resources team if you feel any symptoms of the infectious virus.

PROCEDURES

2.EXAMINATION & ISOLATION

ENTITY	EMPLOYEES
<ul style="list-style-type: none">Identify a communication channel / phone number to report virus symptoms of an employee.	<ul style="list-style-type: none">Visiting the doctor and obtaining the necessary treatment and do not report to work until obtaining a work permit.

PROCEDURES

3.RAISING AWARENESS

ENTITY	EMPLOYEES
<ul style="list-style-type: none">• Using electronic channels to spread awareness and mental support.• Update information on the mechanism of action and government directives.• Organizing training sessions to raise the level of employees' awareness on the required precautionary measures and their proper application.• Conduct a survey to explore employees' opinions and suggestions on the applied measures.• Follow up on resolutions and circulars issued by the concerned authorities on dealing with any developments regarding the pandemic.	<ul style="list-style-type: none">• Complete and submit any required questionnaires or attend training courses and read the materials about safety measures upon request.• Follow the instructions issued by the concerned authorities or any measures issued by the employer.

TRANSFER FROM & TO WORK

Mental health guidelines for this stage:

- Providing all precautions and personal protection in the car for any emergency on the road, that help you avoid anxiety and feel safe on the way to work.
- Keep calm when driving and avoid stress.
- Listen to radio channels that personally help relieve your stress and keep you calm while driving.

* This is also applicable to (from work to home)

PROCEDURES

1.SPACING BASED ON SPACE AND TIME

ENTITY	EMPLOYEES
<ul style="list-style-type: none">• Encourage the use of private transportation.• Reduce the seat capacity of the entity's vehicles to ensure application of social distancing.• Provide sanitization tools and face masks for vehicle drivers affiliated with the entity and sanitizing vehicles after each trip.• Check employee's temperatures before boarding on the vehicle going from and to work and ensure it is less than 37.5 degrees.• Schedule attendance and departure times to reduce crowd while entering the workplace by using flexible hours.• Provide separate entry and exit points to keep spacing between staff where possible.	<ul style="list-style-type: none">• The use of face mask is mandatory and should be worn at all times.• Social distancing rules must be followed during transfers and while waiting for your next trip.• In the event of traveling by personal car or sharing vehicles with others, you should follow the instructions issued by the concerned authorities.• It is recommended to keep windows open in vehicles at least for 15 minutes.

PROCEDURES

2.EXAMINATION & ISOLATION

ENTITY	EMPLOYEES
<ul style="list-style-type: none">• Check employee's temperature before entering the workplace and make sure it is less than 37.5 degrees.• Provide an isolation room for those infected or suspected of having the virus.• Contacting the health authority in case of suspicious cases.	<ul style="list-style-type: none">• Monitor symptoms as they arise, and inform direct supervisor or HR representative in the government entity.

PROCEDURES

3. RAISING AWARENESS

ENTITY	EMPLOYEES
<ul style="list-style-type: none">• Posting stickers on the entity's vehicles about instructions on how to prevent the spread of the virus.	<ul style="list-style-type: none">• Read the posters and follow the instructions mentioned earlier on methods of prevention and how to stay safe (wear masks, social distancing, and use sanitizer).

PROCEDURES

4.LEAVE THE HOUSE AND GO TO WORK

ENTITY	EMPLOYEES
<ul style="list-style-type: none">• Apply a "flexible timing" policy to all employees to avoid peak hours when entering and leaving to avoid the crowd.	<ul style="list-style-type: none">• Monitor symptoms as they arise, and inform direct supervisor or HR representative in the government entity.

5.LEAVE WORK AND GO HOME

ENTITY	EMPLOYEES
<ul style="list-style-type: none">• Check the temperature before using the entity's vehicles.• Continuous vehicles' sanitization and provision of sanitization kits and personal protection equipment.• Leave a distance of two meters between individuals lining up to leave, to ensure application of social distancing.	<ul style="list-style-type: none">• Monitor symptoms as they arise, and inform direct supervisor or HR representative in the government entity.

AT THE WORK PLACE

Mental health guidelines for this stage:

- Adhere to hygiene guidelines, which promotes mental health and increases an individual's confidence in dealing with the society during COVID 19.
- Respect others' feelings who have contracted the disease as they need our sympathy, understanding, and not being held accountable for contracting the virus.
- Avoid panic or spreading rumors, which negatively affects the work environment.

PROCEDURES

1.INCREASE CONTROL MEASURES AT ENTRY POINTS

ENTITY	EMPLOYEES
<ul style="list-style-type: none">• Provide separate entry and exit points to keep distancing between Staff where possible.• Prevent entry of visitors or operators who do not hold permits and are not employees, only after obtaining an entry permit and conducting a temperature check and make sure that he\she are not infected or have been in contact with someone infected with the virus.• Reduce the elevator capacity by using the floor signs• inside and outside the elevator to ensure application of social distancing.• Determine a central point in the workplace for receipt from service companies and delivery personnel, that is provided by means of sanitization and not to allow them to enter the offices.• Reduce the reception of visitors from outside as much as possible, unless with a previous appointments, to ensure adherence to the rules for social distancing.• Organize the reception of customers in service centers ensuring application of social distancing.	<ul style="list-style-type: none">• All employees must wear face masks at all times at the workplace. Removing the mask is prohibited at all times.• Failure to do so will prevent entry to the building / office• A distance of two meters should be kept between individuals upon entry. The use of land marks is recommended to ensure application of social distancing.

PROCEDURES

2.OFFICE SANITIZATION

ENTITY	EMPLOYEES
<ul style="list-style-type: none">• Routine clean up of all public places at the workplace, including doorways, and clean toilets after each use, and at least once every hour.• Allow the use of the pantry and dining room by the employees to eat their food and beverage while ensuring the application of social distancing.• Frequent cleaning of heavily used areas / surfaces (for example, Lounges, public tables, cafeteria, pantry, restrooms, elevators, staircases)• Draw clear boundaries for surfaces that are frequently touched by the employees to increase awareness.• Apply social distancing guidelines and leave two meters in all places of coffee preparation and avoid waiting lines and do not use water dispensers.• Provide disposable water bottles, cups and utensils for employees.• Provide cleaning supplies and hand sanitizers for cleaners and support groups.• Install hand sanitizer dispensers in prominent and easily accessible areas in the building and in conference rooms and closed ballrooms.• Apply the clean office policy to support the general health and safety of offices through daily cleaning and sanitization after each working day.• Keep prayer rooms closed until further notice.	<ul style="list-style-type: none">• Refrain from using personal office devices and tools of other employees.• Apply hand sanitizer provided in the elevator after touching the buttons and after using the common devices such as printers etc.• Make sure to get rid of the used face masks in the boxes designated for that the purpose.

PROCEDURES

3.PROVIDING FACE MASKS AND HAND SANITIZERS

ENTITY	EMPLOYEES
<ul style="list-style-type: none">• Providing extra masks for employees and support groups.• Providing daily masks to employees dealing directly with clients.• Ensure that protective clothing and personal protective equipment (PPE) (including face masks/ face covers) are not exchanged between employees or visitors.	<ul style="list-style-type: none">• All employees must wear face masks at all times at the workplace.

PROCEDURES

4.SOCIAL DISTANCING

ENTITY	EMPLOYEES
<ul style="list-style-type: none">• Arrange the sitting positions inside the offices so that employees are not allowed to sit in front of each other. Each employee must be seated leaving a distance of two meters between them. Gatherings or events are prohibited.• Continue to hold meetings remotely (virtual meetings) using modern technologies.• Rearrange seats in waiting areas and customer service centers to ensure application of social distancing.• It is recommended to organize lunch hours for each department / section in order to distribute the number of people available at the pantry at the same time.• Place barriers on dining tables where possible.• Maintain the rules for social distancing in the pantry and eating places.• Prevent buffets and replace them with takeaway.	<ul style="list-style-type: none">• Commitment to applying social distancing restrictions.

PROCEDURES

5.FLEXIBLE TIMING

ENTITY	EMPLOYEES
<ul style="list-style-type: none">• During the first phase of returning to work, it is recommended that each entity divide the employees into two shifts, for example: The first team works in the office for one week whereas the second team work in the office during the next week.• Flexible working hours is recommended to ensure the application of social distancing.	<ul style="list-style-type: none">• Abide by the rules and regulations from the concerned authorities or the employer.

6.VALET PARKING SERVICES

ENTITY	EMPLOYEES
<ul style="list-style-type: none">• Ensure that approved regulations are in place, to provide valet parking for employees, customers and visitors during this period.	<ul style="list-style-type: none">• Abide by the rules and regulations from the concerned authorities or the employer.

PROCEDURES

7.COMMUNICATION

ENTITY	EMPLOYEES
<ul style="list-style-type: none">• In the event of suspected cases, please contact HR Manager Khalid Al Marri +971504008811. He will be the point of contact and will communicate accordingly internally to all employees.• Ensure that educational content such as posters are used at entry points as part of a broader information and learning campaign.• Ensure that all employees' contact information is updated.• Educate employees, customers and visitors about all restrictions imposed and promote it in visible areas in the workplace.• Provide employees with an updated list of Q&A, issued by the concerned authorities in the country.	<ul style="list-style-type: none">• It is necessary for all employees to contact HR Manager Khalid Al Marri +971504008811 and report any suspected cases.• Read all circulated instructions and posters and adhere to it.

PROCEDURES

8.DEALING WITH SUSPECTED & INFECTED CASES

ENTITY	EMPLOYEES
<ul style="list-style-type: none">• Grant all infected and suspected cases of employees paid sick leave based on the medical report.• Transfer any employee to the isolation room in case of any symptoms, until the medical staff arrives.• It is recommended to designate for customers and visitors an additional isolation room other than that one designated for suspected employees, to transfer them to it until the medical staff arrive.• The specified contact person calls the Dubai Health Authority hotline No. 800342 to report any infected or suspected cases of the virus.	<ul style="list-style-type: none">• It is necessary to report to the MBRSG point of contact any cases of infection or if any employee has been in contact with the infected person.

PROCEDURES

9.APPLY STRICT RULES FOR TRAVELLING

ENTITY	EMPLOYEES
<ul style="list-style-type: none">• Unnecessary travel ban.• Follow the approved procedures issued by the concerned authorities for those coming from abroad.• Disclosure of contacts with whom the employee resides in case they return from abroad.	<ul style="list-style-type: none">• All employees must report their recent travelling history or future trips.

General procedures for Government entities to support the employee's mental health during all stages:

- Encourage and spread the pride spirit and gratitude towards the employees resuming work for their contribution to the continuity of work for their entity and for Dubai Government.
- Listen to the opinions and needs of the employees returning to work.
- It is recommended to provide a psychological counseling helpline to provide the necessary support to the infected employees or isolated in their homes.
- Enhance the sense of security by continuously communicating with employees.
- Spread positive news that encourages employees to continue to work normally.

STAKEHOLDERS WITH OCCUPATIONAL HEALTH AND SAFETY DIRECTIVES



Ministry of Health
and Community
Protection



Dubai Health
Authority



United Arab Emirates
Supreme Court Council for
National Security

دائرة الموارد البشرية لحكومة دبي

DUBAI GOVERNMENT HUMAN RESOURCES DEPARTMENT



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