



# MANAGING WITH THE CORONAVIRUS

## TEAM TRAINING

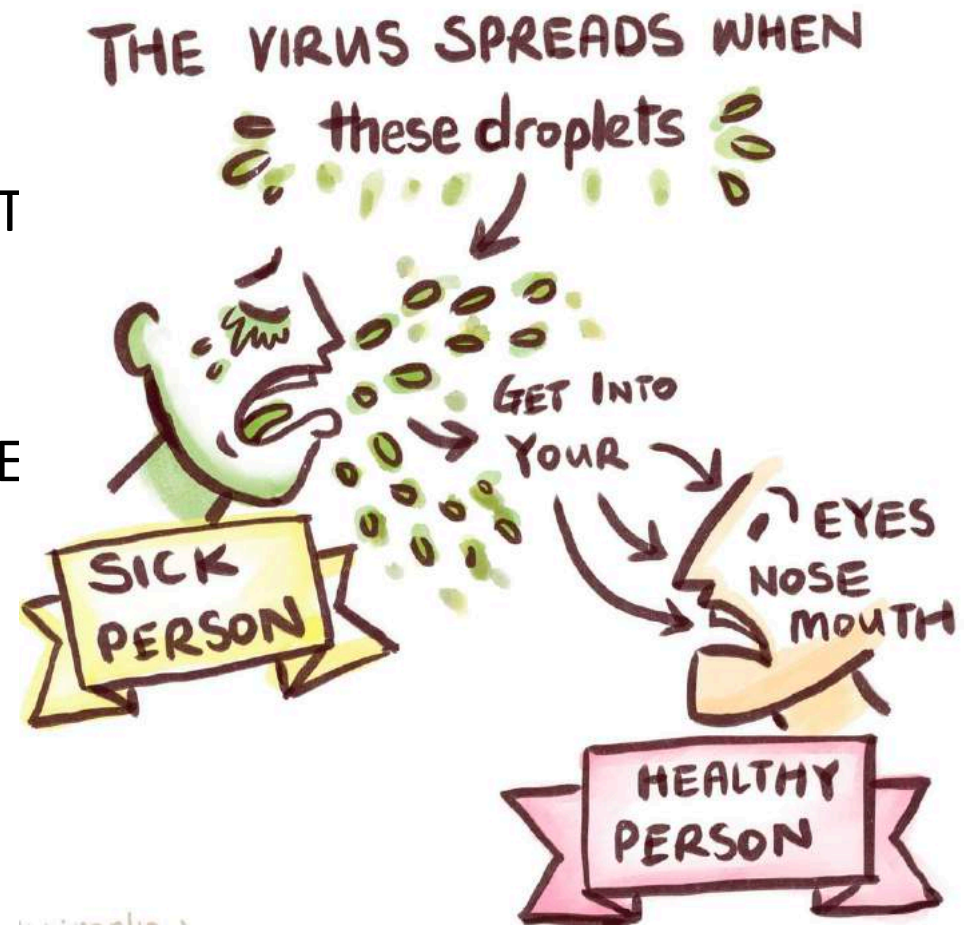
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8 FEB 2020



# CORONAVIRUS & SYMPTOMS

- FIRST DISCOVERED IN WUHAN IN DEC
- TRANSMISSION BY DROPLET / CONTACT
- INCUBATION PERIOD = MAX 14 DAYS  
(USUALLY ~2-7 DAYS, MEDIAN = 4.8)
- 2M TO 0.5M DISTANCE KEEPS YOU SAFE FROM THE LARGE DROPLETS
- PEOPLE WHO ARE INFECTED CAN SHOW NO SYMPTOMS ...BUT STILL BE INFECTIOUS



# CORONAVIRUS & SYMPTOMS

- A SICK PERSON'S SALIVA CAN GET ON OTHER COMMON THINGS
- YOU MUST BE CAREFUL ...OF WHAT YOU SPREAD ...AND WHAT YOU CAN COLLECT
- IF YOU CONTACT THIS AND TOUCH YOUR FACE ...YOU CAN BE INFECTED



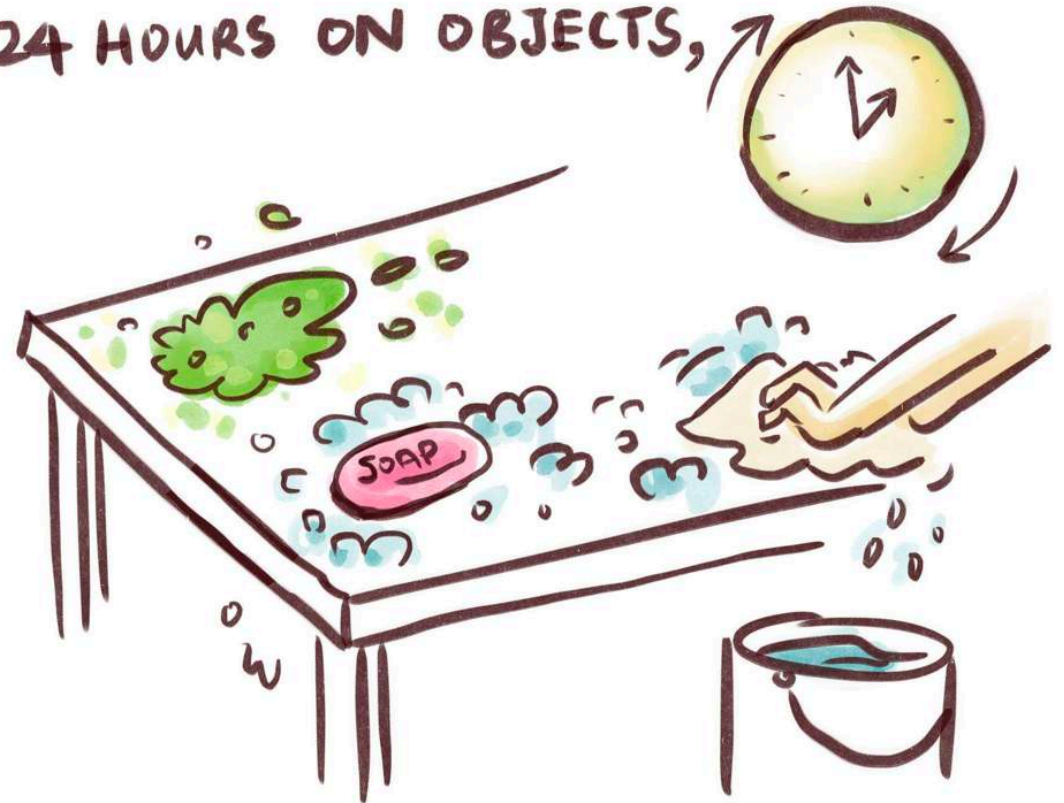
# 24 HOURS OF VIRUS

THINK OF

- WORK SURFACE
- A BOTTLE
- A PACKAGE FROM SUPPLIER
- AUPHAN IPAD
- YOUR PHONE
- ELEVATOR BUTTONS
- A GLASS
- GARBAGE BIN
- A HAND SHAKE

.....

VIRUSES CAN LAST FOR UP TO  
24 HOURS ON OBJECTS,



AND THE ONLY EFFECTIVE WAY TO  
GET RID OF THEM IS TO WASH THEM  
OFF WITH SOAP.

# COMMON SYMPTOMS

- DIARRHEA / NAUSEA
- HEADACHE
- FEVER
- MALAISE (WEAK & TIRED)
- COUGH
- THICK PHLEGM
- **DIFFICULTY BREATHING**



# WHAT IF I HAVE THESE SYMPTOMS

- GET A MASK ON!
- ISOLATE YOURSELF ...DON'T INFECT OTHERS
- SEEK MEDICAL ATTENTION IMMEDIATELY
- INFORM YOUR TEAM LEADER
- PREPARE YOUR HISTORY OF TRAVEL AND CONTACTS
- DO NOT TOUGH IT OUT!

EVERYONE MUST FOLLOW THESE

6

HYGIENE GUIDELINES

*EVERY MINUTE*

*EVERY DAY*

*EVERYWHERE*

# 1. DO NOT TOUCH YOUR FACE

- OR ANYONE ELSE'S FACE
- IF YOU HAVE TO TOUCH IT...  
WASH YOUR HANDS WITH SOAP  
THOROUGHLY FIRST
- AND THEN AGAIN AFTER





## 2. WASH YOUR HANDS

- THINK OF YOURSELF AS A DOCTOR BEFORE SURGERY
- **SOAP IS YOUR FRIEND**
- WASH YOUR HANDS REGULARLY
- WASH THOROUGHLY
- WASH BEFORE YOU EAT
- WASH AFTER TOILET / WC
- COUNT TO 20 (SING A SONG)
- USE A HAND SANITISER
- KEEP YOUR FINGERNAILS SHORT



### 3. WEAR A MASK

- SURGICAL MASK OR N95 MASK ARE OK  
OTHERS ARE NOT EFFECTIVE
- MAKE SURE IT COVERS / NO GAPS
- WASH HANDS BEFORE AND AFTER PUTTING IT ON / OFF
- AVOID TOUCHING THE OUTSIDE OF YOUR MASK  
IT CAN HAVE THE VIRUS DROPLETS ON IT
- ONLY WEAR FOR 1 DAY  
BACTERIA GROWS INSIDE THE MASK AS YOU WEAR TOO LONG
- DISPOSE WELL / DESTROY IT



## 4. KEEP YOUR SNOT TO YOURSELF

- COVER UP WITH A TISSUE OR YOUR ELBOW IF COUGHING OR SNEEZING
- DON'T SPIT ON THE STREET OR ANYWHERE -SAFE DISPOSAL ONLY
- DISPOSE OF IT IN A COVERED BIN
- IF YOU SEE SOMEONE SNEEZING / COUGHING ...GET AWAY, GET THEM A MASK



## 5. DO NOT BE A KIND SHARER THESE DAYS

- DO NOT SHARE FOOD OR DRINK
- DO NOT SHARE UTENSILS / ALWAYS USE A SERVING SPOON
- DO NOT SHARE CLOTHES
- DESIGNATE YOUR OWN TOWELS



## 6. BE CLEAN

- SHOWER AND WASH YOUR FACE AND HANDS REGULARLY
- KEEP YOUR NAILS SHORT
- KEEP YOUR HOUSE CLEAN
- KEEP YOUR PLATES AND KITCHEN CLEAN
- DO LAUNDRY REGULARLY
  - UNIFORM
  - TOWELS
  - BEDDING
  - GLOVES



RULES OF THUMB TO KILL CORONA

**KEEP YOUR HANDS TO  
YOURSELF**

**PERSONAL SPACE IS ACE**

# BOOST YOUR IMMUNITY

- 8 GLASSES OF WATER / DAY
- STAY AWAY FROM 2<sup>ND</sup> HAND SMOKE
- EAT MORE FRUIT & VEG
- GET LOTS OF SLEEP
- REGULAR EXERCISE
- GET OUT IN THE SUN



# RETURNING FROM HOMETOWN

- MUST COMPLETE ALL REQUIRED FORMS ON TIME AND 100% HONESTLY
  - FOR AUTHORITIES ...KEEP A COPY WHERE POSSIBLE
  - FOR US
- IF YOU OR YOUR FAMILY/FRIENDS HAVE ANY SYMPTOMS ...YOU MUST REMAIN AT HOME
  - STAY AWAY FOR 14 DAYS FROM THE TIME OF SYMPTOMS / CONTACT
  - VISIT YOUR DOCTOR
  - KEEP YOUR TEAM LEADER INFORMED
- TRAVEL SAFELY ...FOLLOWING ALL GUIDELINES ABOVE
- AVOID TRAVEL RUSH / CROWDS
- RESPECT ALL RULES AND RESTRICTIONS OF THE AUTHORITIES



# MANDATORY SELF QUARANTINE

- ALL THOSE RETURNING FROM THE FOLLOWING AREAS ARE REQUIRED FOR A 14-DAY QUARANTINE AT HOME
- MUST REPORT TO 'NEIGHBOURHOOD COMMITTEE' WITHIN 12 HOURS OF RETURN
- SELF TEMPERATURE TWICE PER DAY AND REPORT TO NC
- CANNOT REPORT BACK TO DUTY UNTIL THE PERIOD IS OVER

- HUBEI PROVINCE

\* INCLUDING TRAVEL THROUGH HUBEI

- WENZHOU, ZJ
- NINGBO, ZJ
- TAIZHOU, ZJ
- FUYANG, AH
- XINYANG, GD
- NANYANG, GD
- SHENZHEN, GD

# STAYING SAFE AT HOME

- ALWAYS REMOVE SHOES AND WASH HANDS ON ARRIVING HOME
- KEEP YOUR HOME CLEAN ...REGULARLY WIPE SURFACES WITH CLEANER
- KEEP THE GARBAGE COVERED AND TAKE IT OUT REGULARLY
- OPEN WINDOWS FOR BETTER VENTILATION
- CLOSE THE TOILET BEFORE FLUSHING
- SPECIAL CARE ON ALL HIGH TRAFFIC 'TOUCH AREAS', EG DOOR KNOBS AND ELEVATOR BUTTON-PAD
- WEAR A MASK AND WASH YOUR HANDS BEFORE / AFTER DEALING WITH FOOD DELIVERIES

# STAFF DORMITORY (MOSTLY OUT-OF-TOWNERS)

- **YOU MUST NOT RETURN TO DORMITORY IF YOU ARE EXPERIENCING ANY SYMPTOMS**
- WE WILL SEPARATE DORMITORIES INTO TWO GROUPS:
  1. THOSE RETURNING FROM QUARANTINE AREAS LISTED ON PRIOR PAGE
  2. THOSE WHO HAVE STAYED IN SH OR RETURN FROM NON-QUARANTINE AREA
- YOU MUST WEAR YOUR OWN MASK IN THE DORM WHEN YOU ARE TOGETHER WITH OTHERS
- YOU MUST INFORM US IMMEDIATELY IF YOU SHOW ANY SYMPTOMS. FOR YOUR OWN SAFETY AND FOR THE TEAM, IT IS BEST TO BE HONEST WITH THIS.

# TRAVEL TO/FROM WORK

- **DO NOT REPORT TO WORK IF YOU HAVE ANY SYMPTOMS**
- AVOID CROWDED PLACES
- AVOID PUBLIC TRANSPORT, IF AT ALL POSSIBLE
- AVOID TOUCHING HANDLES / HANDRAILS AND OTHER HIGH TRAFFIC 'TOUCH AREAS' IN YOUR TRAVEL
- WEAR GLOVES OR USE A TISSUE IF YOU MUST TOUCH ANYTHING, EG TOUCH PAD FOR TICKETS
- WEAR YOUR MASK ON THE WAY TO WORK



# RETURN TO WORK

- ALL WORKING STAFF MUST COMPLETE A PRE-WORK INTERVIEW ON CNY TRAVEL AND HEALTH ...TO BE AUTHORISED TO REPORT TO DUTY
- ALL WORKING STAFF MUST RECEIVE CORONAVIRUS / HYGIENE SAFETY TRAINING BEFORE REPORTING TO DUTY
- ALL WORKING TEAM ARE FORBIDDEN TO RETURN TO DUTY WITHOUT COMPLETING PAPERWORK REQUIRED BY THE AUTHORITIES
- ALL WORKING TEAM ARE FORBIDDEN TO RETURN TO DUTY IF THEY ARE EXPERIENCING ANY FLU-LIKE SYMPTOMS

# ARRIVING AT WORK

- UPON ARRIVAL, YOUR TEMPERATURE WILL BE TAKEN AND RECORDED
- THEN YOU MUST CHANGE TO YOUR WORK MASK AND IMMEDIATELY WASH YOUR HANDS
- AVOID TOUCHING ANYTHING WITH YOUR HANDS UNTIL THIS IS COMPLETE
- YOU MUST WEAR CLEAN WORK CLOTHES EVERY DAY
- YOU MUST COMPLETE THE FDA REQUIREMENT FORM EACH DAY
- ONCE ALL IS COMPLETE ...YOU MUST WASH YOUR HANDS AGAIN AND YOUR FACE BEFORE STARTING WORK

# OPERATIONS -ALL TEAM (STAFF, TEMP, AIYEE)

- ALL STAFF MUST WASH HANDS AT WASH STATION EVERY HOUR
- ALL STAFF MUST WASH HANDS AFTER: HANDLING DIRTY PLATES, OUTSIDE PACKAGING, GARBAGE, PUBLIC HANDLES OR OUTSIDE
- ALL STAFF MUST WASH HANDS AFTER USING THE WASHROOMS
- IN ADDITION, STAFF SHOULD USE ALCOHOL SANITISER OFTEN
- IF YOU MUST COUGH OR SNEEZE, COVER YOUR MOUTH / NOSE WITH A TISSUE OR YOUR INNER ELBOW, AND WASH YOUR HANDS IMMEDIATELY ...BEFORE TOUCHING ANYTHING ELSE



# OPERATIONS –KITCHEN / BAR

- ALL KITCHEN STAFF MUST WEAR MASKS, GLOVES AND HAIRNET WHILE IN THE KITCHEN
- WASH ALL INGREDIENTS VERY WELL BEFORE PREP ...AND KEEP COVERED WHEN NOT IN USE
- ALL WORK SURFACES MUST BE SPRAYED WITH SANITISER AND WIPED ROUTINELY EVERY HOUR, AND WHEN DIRTY
- WASH ALL KITCHENWARE VERY WELL BETWEEN USE



# OPERATIONS –GUEST RELATIONS

- ALL FRONT OF HOUSE STAFF TO WEAR MASK THROUGHOUT SHIFT
- ALL HIGH TRAFFIC 'TOUCH AREAS' MUST BE SANITISED EVERY 30 MINUTES (ELEVATOR PADS, MENUS, KEYBOARD, PHONE, ETC)
- ALL GUESTS WILL BE GIVEN A TEMP CHECK BEFORE BEING PERMITTED TO ENTER
- GUESTS MUST BE ASKED TO USE HAND SANITISER ON ARRIVAL
- MENUS MUST BE WIPED WITH SANITISER BEFORE EACH USE
- GUESTS MUST BE SPREAD OUT WELL THROUGHOUT THE VENUE

# OPERATIONS –SERVICE

- ALL FRONT OF HOUSE STAFF TO WEAR MASK THROUGHOUT SHIFT
- WELCOME DRINK WILL BE A SPECIAL IMMUNITY BOOSTER
- DO NOT ALLOW PERSONAL UTENSILS FOR SHARING ...MUST HAVE SHARING UTENSILS FOR EACH SHARING PLATE
- ANY GUESTS SHOWING SYMPTOMS OR LACK OF RESPECT FOR OUR HYGIENE RULES WILL BE ASKED BY MANAGER TO LEAVE
- ALL HIGH TRAFFIC 'TOUCH AREAS' MUST BE SANITISED EVERY 30 MINUTES (IPADS, THE PASS, TRAYS)
- GUESTS WILL BE OFFERED DISPOSABLE UTENSILS AND NAPKINS
- SPECIAL ANTI-VIRAL TABLE SPRAY BEFORE TABLE IS SET

# MENU

- NO RAW ITEMS ON THE MENU UNTIL FURTHER NOTICE, EG OYSTERS, TARTARES, SEAFOOD PLATTERS, ETC
- WE UNDERSTAND THAT THE VIRUS IS NOT PASSED THROUGH FOOD ...UNLESS THE FOOD IS INFECTED WITH **DROPLETS** (THIS CAN OCCUR ONTO RAW OR COOKED FOOD IF PROPER CARE IS NOT TAKEN)  
...WE STOP RAW FOOD FOR NOW, FOR PERCEPTION REASONS



# AFTER SHIFT

- FACE MASKS ARE ONLY GOOD FOR ONLY ONE SHIFT ...AND THEN MUST BE DISPOSED OF -DESTROYED AND THEN DISPOSED IN GARBAGE
- ALL STAFF MUST HAVE A TEMPERATURE CHECK ON THEIR DEPARTURE AND HAVE IT LOGGED IN THEIR RECORDS
- STAFF SHOULD LEAVE PROMPTLY AFTER THEIR SHIFT

# SPECIAL CLEANING

- CLEANING COMPANY MUST ESPECIALLY REGULARLY SANITISE ALL HIGH TRAFFIC 'TOUCH AREAS' ...ELEVATOR, DOOR HANDLES, FAUCETS, KEYBOARDS, PHONE, IPADS, MENUS
- CLEANED UTENSILS MUST BE HANDLED WITH CLEAN HANDS ONLY ...AND COVERED WITH CLINGWRAP (INDIVIDUAL OR OVERALL)
- CLEANING COMPANY HAS SPECIAL ANTI-VIRAL DEEP CLEANING MATERIALS FOR DAILY DEEP CLEAN

# SUPPLIERS / OUTSIDE WORKERS

- ALL RECEIVING OF GOODS FROM SUPPLIERS AT ENTRY
- SUPPLIERS RECEIVE TEMP CHECK AND MUST WEAR MASK
- OUTER PACKAGING MUST BE WIPED WITH SANITISER AT SOURCE
- NO SUPPLIERS OR OUTSIDE WORKERS ARE ALLOWED INTO THE VENUE WITHOUT MANAGEMENT SUPERVISION

# CONCLUSION

- BE SMART
- DON'T PANIC ...BE COOL
- BE CAREFUL AND CONCERNED
- STAY SAFE / BE HEALTHY

