

COVID-19 INFECTION CONTROL POLICY

1. Introduction

Coronavirus disease (COVID-19) is an infectious disease caused by a newly discovered coronavirus.

Most people who fall sick with COVID-19 will experience mild to moderate symptoms and recover without special treatment.

This document aims to provide you the customer with up-to-date information before entering our Venue to ensure compliance with guidelines and restrictions and follow the updated advice provided by the Dubai Health Authority and Dubai Municipality.

The Code of Practice states: 'Effective prevention and infection control MUST be embedded into everyday practice and applied consistently by everyone.'

Everyone has the potential to significantly reduce the risk of infection by ensuring that they consistently comply with this Policy and Procedure.

2. Non- contact forehead infrared temperature checks

- 2.1. DA personnel are well-briefed on how to undertake all non-contact infrared forehead temperature checks at strategic entrances identified to control and restricted both employees and visitors entering and leaving the Venue who are at risk. (Temperature 38 degrees and above). This also includes Business Park employees and visitors.
- 2.2. All visitors and employees will comply with the temperature checks upon entry, or entry will be denied.
- 2.3. Any individual showing signs of a fever (Temperature 38 degrees and above) associated with other symptoms will not be allowed to enter the Venue. If the high temperature persists after the cooling down period of 3 to 5 minutes entry will be denied, they should be advised to consult their Doctor.
- 2.4. Employees and visitors already in the Venue showing signs of a fever (Temperature 38 degrees and above) associated with other symptoms must be directed to the Duty EMT or the Medical Center for isolation and further management as per the DHA guidelines.
- 2.5. All employees feeling ill with associated fever are discouraged not to attend duty but rather visit their nearest healthcare facility for further management and probable testing.

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3. Face Shields/ Mask and Handwashing and sanitization

- 3.1. Hand hygiene widely recognized as the single most important activity for minimizing the risk of infection. If the correct techniques are not used to clean hands, areas can be missed, which will leave them contaminated and will risk spreading infection.
- 3.2. Wherever possible, soap and water should be used to clean hands. If soap and water are not available, hands can be disinfected by using a 70% Alcohol hand sanitizer gel provided at strategic points in the Venue.
- 3.3. Hands should be washed for a minimum of 20 seconds using generous amounts of soap and water to lather and rub each part of the hand while rubbing together with fingers interlocking. After drying, the paper towel should be used to turn off the tap to avoid re-contamination of the hands. After hand washing, 70% alcohol gel or wipes (hand sanitizers) should be used to provide additional hygiene when available.
- 3.4. All employees and visitors MUST wear face masks/shields upon entering the Venue, failure to wear the necessary will result in entry denied by the Duty Security. Failure to comply with the Security Officer's decision maybe consider a violation of the law and Dubai Police may be summoned for assistance.
- 3.5. Because there are no electronic doors at most of the entrances at the Venue, employees and visitors are encouraged to sanitize after handling door handles. Mounted hand sanitizers dispensers are located here for your convenience and safety.
- 3.6. Portable hand sanitizer and face shields/Mask will also be available at strategic points across the Venue.

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4. Office and multi-use Equipment Sanitization

- 4.1. Equipment, working surfaces and environmental cleanliness are essential. The housekeeping agency is briefed well on how to maintain the cleanliness the common areas, working surfaces and equipment using a bleach (Sodium Hypochlorite) solution daily before the Venue opens and after it closes
- 4.2. All kitchen and personnel dining areas (Pantries) closed to restrict gatherings and single-use disposable cups and teaspoons made available to prevent cross-contamination
- 4.3. Toilets are cleaned after each use. Hand sanitizer (portable) are available in each bathroom to use after proper handwashing.
- 4.4. Entrance areas are cleaned continuously during office hours with bleach (Sodium Hypochlorite) solution.
- 4.5. All hand-held radios, IT equipment and other multi-used equipment are cleaned consistently during office hours.

5. Social Distancing

- 5.1 Stickers, tape or painted line spaced 2 meters apart are located on the floor in common or frontline areas which experience large volumes of human traffic to encourage and conform to the social distancing requirements.
- 5.2 Due to the size of the elevators at the Venue, it is recommended only one person is permitted in the elevator at any given time to ensure adequate social distancing or the stairwells are used as an alternative.
- 5.3 All employees and visitors must adhere to these social distancing guidelines as its the responsibility of every individual to stay safe, enforce and monitor your social distancing while at the Venue.

6. Fleet management

- 6.1 Always wear gloves when cleaning the outside and inside of the vehicles.
- 6.2 All vehicles are thoroughly cleaned daily inside and outside before used by the appropriate personnel.
- 6.3 The inside of the cars used for client experiences will be be wiped down carefully with between clients.
- 6.4 The interior of all vehicles must be wiped down with bleach (Sodium Hypochlorite) solution before used by the appropriate personnel when on duty.

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6.5 Staff Transport Vehicles: During the transportation of staff, social distancing and donning face mask/shields must be maintained. The temperature of each employee MUST be checked before boarding, those at risk (Temperature 38 degrees and above) will be denied boarding and requested to consult their Doctor.

6.6 If a patient's infection status is known or suspected is transported by the DA Ambulance, the ambulance should be clean inside immediately after completing the transfer.

6.7. Inside the Ambulance

6.7.1 Spillage of blood, vomitus etc. should be first flooded with sodium hypochlorite solution, covered with a paper towel and left for 15 minutes, then safely dispose of the towel in a biohazard bag.

6.7.2 The entire interior of the ambulance is wiped with a sodium hypochlorite solution.

6.7.3 The ambulance will air out for 15 minutes.

6.8. Outside the Ambulance

There are no special measures needed for cleaning the outside of the ambulance.

7. Infection Risk Assessment for all areas and equipment

All Managers and Supervisors have a responsibility for all matters relating to health, safety, and welfare appropriate to the work activities of all staff under their supervision. Therefore, they need to ensure that:

7.1. Risk Assessments are carried out and completed relevant to their area of responsibility, on all work activities including those relating to identifying hazards, assess the risks arising from them and to implement effective risk control measures relevant to COVID-19 infection control.

7.2. When conducting a risk assessment where there is a perceived risk of infection to staff, visitors or volunteers, the Manager/Supervisor MUST bring this to the immediate attention of the Manager – Medical Services and Health and Safety Committee.

8. Audit and Inspections

To maintain compliance and to prevent any violation, notice or fines or even closure, all Managers and Supervisors will audit and inspect their Departments for compliance continuously during working hours.

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Compliance regarding this policy is mandatory for all concerned.

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