



**Safety protocol in office  
during COVID-19 New  
Normal  
BCMO**

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## **1. Introduction**

In its press release for initiating the unlocking phases, the government appealed to the public to follow COVID-19 norms at all times, including wearing of facemask compulsorily, observing physical distancing and all health advisories.

The press release also required managements to prepare offices to operate within the COVID-19 norms, with options to “work from home” or on shift basis introduced, before opening them for fulltime operation starting 7th September 2020.

BT’s Business Continuity Plan states that “BT’s BCP is the creation of plans, planned by recognizing and understanding the threats and risks facing BT, with an aim to ensure that personal and assets are protected and are able to function normally in the event of disaster.” BT should continue providing ICT services to enable government organizations, rescue agencies and relevant social infrastructure providers to provide social and recovery services to people of Bhutan to fight against this pandemic.

Hence, in line with the requirement, this BT COVID-19 protocol is prepared to protect the health and safety of staff and visitors to the office from COVID-19 risks and to continue providing ICT services to people of Bhutan. The protocol is for strict adherence by all staff and visitors to Bhutan Telecom.

## **2. Right action and conduct**

Staff and visitors alike, will have to be mindful of local transmission in a few of the dzongkhags and, therefore, must exhibit maturity and responsibility in fighting the virus, through appropriate actions and conduct.

Management, on its part, will provide any required assistance, including the issuance of personal protective items, and updating of this protocol as per the advice or notices issued by relevant authorities.

Any changes effected to these protocol, based on the advice or notices issued by relevant authorities, will have to be adhered to strictly and immediately by all members of the company and their visitors.

For this purpose, Corporate Services Division will be carrying out compliance checks to ensure that staff (and visitors) are taking all the necessary steps.

## **3. Safety Focal Officer**

All Regional Head office will identify one safety focal officer to ensure that all the safety protocol for working safely during COVID-19 new normal is followed in their Regions. For the Corporate Headquarter, General Manager, Corporate service division will appoint one safety focal officer.

#### 4. Who should come to the office?

All employees, other than those on leave, should attend regular office with effect from 7th September 2020, except for the following:

- Breastfeeding mothers;
- Officials above the age of 60;
- Non-essential staff as may be determined by management;
- Those who have underlying health conditions such as diabetes and a weakened immune system;
- Those residing in containment zones and stranded in different dzongkhags, until restrictions are lifted and
- Those Regional Offices, Profit center and Cost centers in the dzongkhags, where Lockdown is still in force, until restrictions are lifted

For the above employees, work from home will be in effect in consultation with respective division and department head.

##### 4.1 All employees should:

- Scan and register into the Druk Trace App
- Always enter office wearing a proper facemask
- Wash hands with soap and water for at least 20 seconds or use hand sanitizers
- Follow cough etiquette
- Avoid crowding inside the office and gathering of all kinds are discouraged
- Maintain at least one meter distance from other person
- Get your temperature checked
- Ensure your workstation are clean and hygienic
- Ensure all office spaces are properly ventilated
- Avoid all non-essential movements within offices and buildings
- Stagger break times to reduce pressure on the tea room and common areas
- As much as possible, bring snacks and food from home and avoid visiting canteens
- Visit Flu Clinic if you have flu-like symptoms (fever, cough, sore throat and others)

##### 4.2 Department, Division and Region heads to ensure that:

- Safety focal Officers are identified for all Regions
- Temperature screening for fever are carried out before entering the office compound
- Adequate access to hand washing facilities and/or hand sanitizers are provided
- Implement work in shifts/work from home to ensure physical distancing
- Supply of hand sanitizers, disinfectants, face shields and other personal protective items to all staff that will need them
- Restrict visitors as far as possible, and where unavoidable, ensure visitors follow all the safety protocols
- Use electronic correspondences as much as possible
- Avoid travel unless absolutely necessary

- Limit office cars passenger capacity to 50%
- Face to Face meetings to be replaced by teleconference or online events if possible

## **5. Maintain physical and social distancing in the office**

Maintain physical and social distancing in the office wherever possible by avoiding both physical contact and social activity/events

Where physical and social distancing guidelines cannot be followed in full concerning a particular activity, always maintain the following:

- At least one meter distance from the other person,
- Increase the frequency of hand washing and surface cleaning,
- Reduce the number of people in the particular activity

## **6. Office entry and exit guidelines**

To maintain physical and social distancing wherever possible, avoid any close contact with general public/customers at the office main gate or customer care counter entry locations.

## **7. Plan for the future lockdown**

The Division and Region heads to prepare plan for the continuation of BT services for the possible future lockdown.

## **8. Follow all safety protocols and advisories issued by the Government**

All employees are required to follow all safety protocols and advisories issued by the government at all times.



## PROTECT YOURSELF & OTHERS FROM COVID-19



**WASH HANDS  
THOROUGHLY &  
REGULARLY**



**USE SOAP AND  
SANITIZING HAND  
RUB**



**AVOID TOUCHING  
MOUTH, NOSE &  
EYES**



**DO NOT SHAKE  
HANDS,  
DO NOT HUG**



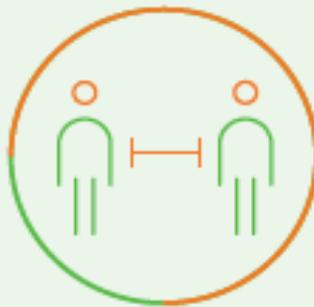
**WEAR MASK**



**COUGH WITH THE  
BEND OF ELBOW OR  
TISSUE**



**AVOID CROWDED  
AREAS & ELEVATOR**



**KEEP YOUR  
DISTANCE**



**STAY HOME IF YOU  
FEEL UNWELL**