Overcoming Challenges of COVID19: On the Job Site and Working from Home

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Managing COVID19 Challenges to Ensure Business Continuity
— An experience of Oil & Gas Company

by

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20th May 2020
Greetings from Kuwait ... and from Kuwait Oil Company...
Kuwait Oil Company's Responsibilities under the KPC's Umbrella involve the exploration, drilling and production of oil and gas within the State of Kuwait.

The Company is also involved in the storage of crude oil and delivery to tankers for export.
About Kuwait Oil Company – Drilling Operations

- Drilling involves Exploration, Development Drilling and WO Operations by engaging:
  - About 140 Rigs
  - 15+ International and local Drilling Contractors
  - Around 200+ service companies
  - 30000 Plus Drilling Crew from 75 countries - Details on Next slide
  - Diverse Workforce from 75 countries
  - Multi languages
  - Varying educational and skill background
D&T Directorate consists of diverse workforce from many countries ..... ..... We all work towards a common goal of safe drilling operations

Let us pledge ourselves to share best practices to enhance Drilling HSE performance
Challenges on emerging COVID19 pandemic...

• Lack of awareness on COVID19 – During Feb -20
• Diverse Workforce from COVID19 endemic areas
• Accomodations and travel to worksites in close proximity
• Difficulties in maintaining social distancing
• Monitoring their health conditions as COVID19 is not seen immediately
• Lack of facilities of quarantine facilities etc.
• Drilling Facilities visited by 50 plus different service contractors, Sub contractors, visitors whose awareness levels varies etc
TOP 10 EFFECTIVE MEASURES TAKEN IN MANAGING COVID19 CHALLENGES TO SUPPORT BUSINESS CONTINUITY OF DRILLING OPERATIONS
Advice for those traveling to or from coronavirus-endemic areas:

1. Wash hands thoroughly and regularly throughout the day.
2. Use a tissue when coughing or sneezing. If a tissue unavailable, bend your arm and cough or sneeze into your elbow.
3. Avoid contact with people who exhibit flu-like symptoms.
4. Do not touch your mouth, nose, eyes or ears after shaking hands with people.
5. Avoid kissing or handshakes to prevent the transmission of infection.
6. Stay away from crowded areas.
7. Visit the nearest health center on the onset of any flu-like symptoms, coughing or dyspnea (shortness of breath).
8. Wear a mask before coming into contact with others.
9. Sterilize contaminated surfaces.
10. Patient’s room should be well ventilated.
11. Observe a balanced and healthy diet through proper nutrition.
12. Maintain clean hygiene.
13. Avoid direct or indirect contact with animals and birds.
1b. Focussed on creating Awareness on COVID19

### In Chinese Language

| 1. Wash hands thoroughly and regularly throughout the day. | 1. 全天要定期进行彻底的洗手。 |
| 2. Use a tissue when coughing or sneezing. If a tissue unavailable, bend your arm and cough or sneeze into your elbow. | 2. 咳嗽或打喷嚏时要使用纸巾。如果没有纸巾，则弯曲手臂，朝向肘部内侧咳嗽或打喷嚏。 |
| 3. Avoid contact with people who exhibit flu-like symptoms. | 3. 避免与有流感样症状的人接触。 |
| 4. Do not touch your mouth, nose, eyes or ears after shaking hands with people. | 4. 与人握手后，请勿用手触摸您的嘴、鼻子、眼睛或耳朵。 |
| 5. Avoid kissing or handshakes to prevent the transmission of infection. | 5. 避免亲吻或握手，以防止传染。 |
| 6. Stay away from crowded areas. | 6. 远离人群拥挤的区域。 |
| 7. Visit the nearest health center on the onset of any flu-like symptoms, coughing or dyspnea (shortness of breath). | 7. 当出现流感症状、咳嗽或呼吸困难（呼吸急促）时，请就近就诊。 |
| 8. Wear a mask before coming into contact with others. | 8. 与他人接触前，请佩戴好口罩。 |
| 9. Sterilize contaminated surfaces. | 9. 对受污染的物体表面进行消毒。 |
| 10. Patient's room should be well ventilated. | 10. 患者房间应保持良好的通风。 |
| 11. Observe a balanced and healthy diet through proper nutrition. | 11. 合理摄入营养，保持均衡健康的饮食。 |
| 12. Maintain clean hygiene. | 12. 保持良好的清洁卫生。 |
| 13. Avoid direct or indirect contact with animals and birds. | 13. 避免与动物和鸟类直接或间接接触。 |
1. Wash hands thoroughly and regularly throughout the day.
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12. Maintain clean hygiene.

1. पूरे दिन और नियमित रूप से हाथ धूपे।
2. खासत या छीकत समय एक टीसू का उपयोग करे। यदि टीसू अनुपलब्ध है, तो अपनी कोहनी को मोड़े और अपनी बांह और खस्ते या हों।
3. उन लोगों के संपर्क से बचे जो फूल जैसे लक्षणों का प्रदर्शन करते हैं।
4. लोगों हाथ मिलाने के बाद अपना मुंह, नाक, आंख या कान न छुए।
5. चुभन या हाथ मिलाने से बचे संक्रमण के संचरण को रोकने के लिए।
6. भीड़-भाड़ वाले इलाकों से दूर रहें।
7. किसी भी फूड जैसे लक्षण, खासीया या बदहजमी (सांस को तकलीफ) की शुरुआत में नजदीकी स्वास्थ्य केंद्र पर जाएं।
8. दूसरों के संपर्क में आने से पहले मास्क पहन लें।
9. घुलित संतहों को जीवाणूरुत्ति करें।
10. रोगी का कमरा अच्छी तरह हवादार होना चाहिए।
11. उचित पोषण के माध्यम से संतुलित और स्वस्थ आहार का निरीक्षण करें।
12. स्वच्छता बनाए रखें।
**Focussed on creating Awareness on COVID19**

### In Filipino Language

| Payo para sa mga naglalakbay sa o mula sa mga coronavirus-endemic na lugar |
|---|---|
| 1. Wash hands thoroughly and regularly throughout the day. | 1. Hugasan nang mabuti at regular na buong araw: |
| 2. Use a tissue when coughing or sneezing. If a tissue unavailable, bend your arm and cough or sneeze into your elbow. | 2. Gumamit ng isang tisyu kapag umuubo o bumahin. Kung walang magagamit na isang tisyu, ibaluktot ang iyong braso at umuubo o magbahing sa iyong siko. |
| 3. Avoid contact with people who exhibit flu-like symptoms. | 3. Iwasan ang pakikipag-ugnay sa mga taong nagpapakita ng mga sintomas na tulad ng trangkaso. |
| 4. Do not touch your mouth, nose, eyes or ears after shaking hands with people. | 4. Huwag hawakan ang iyong bibig, ilong, mata o taingsa pagkatapos ng makipagkamay. |
| 5. Avoid kissing or handshakes to prevent the transmission of infection. | 5. Iwasan ang paghalik o paa kamay upang mawasan ang paghahatid ng impexyon |
| 6. Stay away from crowded areas. | 6. Manatiling malayo sa mga mataong lugar |
| 7. Visit the nearest health center on the onset of any flu-like symptoms, coughing or dyspnea (shortness of breath). | 7. Bisitahin ang pinakamalapit na sentro ng kalusugan sa simula ng anumang mga sintomas na tulad ng trangkaso, pag-ubo o dyspnea (lisi ng paghinga). |
| 8. Wear a mask before coming into contact with others. | 8. Magusuot ng maskara bago makipag-ugnay sa iba |
| 9. Sterilize contaminated surfaces. | 9. Sterilize ang kontaminadong mga lugar |
| 10. Patient’s room should be well ventilated. | 10. Ang silid ng pasyente ay dapat na maaliwalas. |
| 11. Observe a balanced and healthy diet through proper nutrition. | Sundin ang Isang balanseng at malusog na diyeta sa pamamagitan ng tamang nutrisyon. |
| 13. Avoid direct or Indirect contact with animals and birds. | 13. Iwasan ang direkta o hindi direktang pakikipag-ugnay sa mga hayop at ibon. |

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**Tips and Precautions**

- Wash hands thoroughly and regularly throughout the day.
- Use a tissue when coughing or sneezing. If a tissue unavailable, bend your arm and cough or sneeze into your elbow.
- Avoid contact with people who exhibit flu-like symptoms.
- Do not touch your mouth, nose, eyes or ears after shaking hands with people.
- Avoid kissing or handshakes to prevent the transmission of infection.
- Stay away from crowded areas.
- Visit the nearest health center on the onset of any flu-like symptoms, coughing or dyspnea (shortness of breath).
- Wear a mask before coming into contact with others.
- Sterilize contaminated surfaces.
- Ensure well-ventilated patient’s room.
- Observe a balanced and healthy diet through proper nutrition.
- Maintain clean hygiene.
- Avoid direct or indirect contact with animals and birds.
1e. Focussed on creating Awareness on COVID19: Online Quiz
1f. Focussed on creating Awareness on COVID19- Using social Media

Covid19 D&Ts GHSECs
Abdul, Abrar Hygiene, Abu Backet, Afsar Kh...

BWD 112 Disinfection process video - https://youtube.be/fd8TlsUQm7Y

11:29

IOGP Safety Alert #314-Sanitizer burns.pdf

3 pages - 342 KB...

13:59

Dear all, Please share above IOGP Alert on sanitizer usage and related precautions

14:00

Basheer Malik
Dear GHSE coordinators, Tomorrow we are going to receive COVID19- PPE

The Health, Safety and Environment team at the Directorate of Drilling and Technical Support organized a series of awareness lectures on the prevention of the emerging coronavirus (COVID-19) for workers in a number of facilities that operate around the clock.

Translated from Arabic by Google

The Health, Safety and Environment team at the Directorate of Drilling and Technical Support organized a series of awareness lectures on the prevention of the emerging coronavirus (COVID-19) for workers in a number of facilities that operate around the clock.

3,709 views

kocofficial All departments at ahmadi hospital continue to work hard to support the efforts of the state health authorities in the face of the new Corona-ko virus. In this context, in order to ensure self-sufficient and more cost-saving, the department is working Pharmacy at the hospital in the preparation of high quality and efficient
2. PROCEDURE FOR PREVENTIVE MEASURE INFECTION DUE TO CORONAVIRUS (COVID-19)

- Focusses on Responsibilities for Handling Covid-19 Cases
- Covid-19 Symptoms, Precautions, Protective Measures,
- Covid-19 Categories, Notification Procedures
- Kuwait Ministry of Health Guidelines, WHO Requirements, Key References etc
3. Monthly HSE Themes & leadership site verification visit checks

COVID-19 (CORONA VIRUS DISEASE) AWARENESS AND PREVENTION
(Theme for the month of April 2020)

By considering the ongoing COVID19 Pandemic situation, HSE (D&T) Team is recommend to focus this month on COVID-19 Awareness and Prevention. This month theme will provide a brief outline on COVID19 and its Symptoms on Humans, spread of CORONA Virus, Precautionary measures to prevent Corona Virus, Corona Virus Emergency Categories, Common precautions and personal hygiene tips and link to Awareness quiz (Kahoot) to enhance the knowledge on COVID19. This online quiz can be played through Projector / TV during HSE awareness sessions etc.

COVID-19 AND ITS SYMPTOMS ON HUMANS

Coronaviruses are a family of viruses which are known to cause respiratory illnesses in humans. COVID-19: It is a respiratory illness caused by the current novel Coronavirus 2019, which was initially identified in clusters of patients with pneumonia symptoms. The virus spreads via animals and humans. COVID 19 infectious disease is declared as Pandemic by WHO.

The best way to prevent and slow down transmission is to be well informed about the COVID-19 virus, the disease it causes and how it spreads.

SIGNS AND SYMPTOMS OF CORONAVIRUS (COVID-19):

Following are the common signs and symptoms that indicate employee might be infected by this Coronavirus (COVID-19).

- Runny nose
- Sore throat
- Headache
- Fever
- Shortness in breath
- Pneumonia
- Cough
- General feeling of being unwell

Symptoms may even show up 14 days after the infection.
4. **Strict Entry Protocols at Rigs are implemented**

- Rig Medic to enquire on his travel history for the past 14 days (which countries or locations)
- Medic to carry out temperature screening of all Rig Crew (below 37.2°C are cleared)
- Personnel showing high fever or other symptoms to be fitted with a face mask and gloves to prevent direct contact with while heading to isolation room
- Evacuate the person to hospital following Ministry of Health Protocol
- A bio hazard bin to be kept at the rig site along with the recommended examination gloves and face mask
- The Isolation room to be disinfected, after person is evacuated to Hospital
- Ensure catering crew members are using the proper PPE at all time while in the kitchen and serving food
5. D&T Spot Check based on COVID19 Procedure (KOC.HE.028)

- Spot checks are done on Bi-weekly basis
- Actions taken on observations and improvements

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Development Drilling Group-I: Spot Check Report (From 23rd March to 5th April 2020)

- Catering crew daily temperature check not done
- Shortage of handwash in rest rooms
- Daily disinfection checklist to be prepared
- Shortage of masks and hand sanitizers
### 6. Daily Dashboard for Top Management

#### HSE Activity Daily Update

**Date:** 08.05.2020

**Directorate:** D&Ts Directorate - Secondment & Contractors

<table>
<thead>
<tr>
<th>Activity</th>
<th>Location(s)</th>
<th>No’s. of Attendees</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>D&amp;Ts Rig/Facilities / mud Plants/OBM Plants / Drilling Yard / Core Stores / Bunkers / WSG site offices / WSG contractors</td>
<td>5487</td>
<td>07.05.2020</td>
<td></td>
</tr>
<tr>
<td>Proper Use of Sanitizers, Gloves, and Masks Awareness</td>
<td>D&amp;Ts Rig/Facilities / mud Plants/OBM Plants / Drilling Yard / Core Stores / Bunkers / WSG site offices / WSG contractors</td>
<td>5762</td>
<td>07.05.2020</td>
</tr>
<tr>
<td>Disinfection Methods Training</td>
<td>D&amp;Ts Rig/Facilities / mud Plants/OBM Plants / Drilling Yard / Core Stores / Bunkers / WSG site offices / WSG contractors</td>
<td>4520</td>
<td>07.05.2020</td>
</tr>
<tr>
<td>Temperature Check (Actual Number)</td>
<td>D&amp;Ts Rig/Facilities / mud Plants/OBM Plants / Drilling Yard / Core Stores / Bunkers / WSG site offices / WSG contractors</td>
<td>9866</td>
<td>07.05.2020</td>
</tr>
</tbody>
</table>

**Additional Remarks/Notes:**

1. We have started spot checks for COVID-19 through D&Ts spot inspection teams.
2. Online quiz (Kahoot) has been developed and circulated among D&Ts staff.
3. D&Ts HSE Monthly theme on COVID-19 and its防范 has been developed and circulated among D&Ts staff.
4. Update on COVID-19 Confirmed and Quarantined Cases:
   - **WS Group:** Weatherford Contractor on 25th May 2020 is a COVID-19 positive. According to Weatherford, their suspected employee and quarantine for COVID-19 positive, with symptoms on 25th May 2020 and found to be negative. The employee was admitted to Jaha Hospital on 25th May 2020.
   - **Drilling Group I:** On 2nd May 2020, one of the employees was admitted to Jaha Hospital with COVID-19 symptoms. The employee was discharged on 5th May 2020 and returned to duty.

**D&T COVID19 Confirmed Cases & Quarantine personnel Dash Board-8th May 2020**

<table>
<thead>
<tr>
<th>Sl. NO</th>
<th>Date reported</th>
<th>Group</th>
<th>Company / Team</th>
<th>COVID19 Confirmed Cases</th>
<th>Quarantine personnel status</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>25.04.2020</td>
<td>XXX</td>
<td>XXX</td>
<td>1</td>
<td>7 personnel quarantine completed on 5th May 2020 and normal, they reported back to duty</td>
</tr>
<tr>
<td>2</td>
<td>28.04.2020</td>
<td>XXX</td>
<td>XXX</td>
<td>-</td>
<td>6</td>
</tr>
<tr>
<td>3</td>
<td>28.04.2020</td>
<td>XXX</td>
<td>XXX</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>4</td>
<td>02.05.2020</td>
<td>XXX</td>
<td>XXX</td>
<td>1</td>
<td>4</td>
</tr>
<tr>
<td>5</td>
<td>03.05.2020</td>
<td>XXX</td>
<td>XXX</td>
<td>1</td>
<td>4</td>
</tr>
</tbody>
</table>

Total COVID19 confirmed cases: 21

Total quarantine personnel in D&Ts: 19

**HSE Activity Daily Update**

**Date:** 08.05.2020

**Directorate:** D&Ts Directorate - KOC Employees

<table>
<thead>
<tr>
<th>Activity</th>
<th>No of KOC Employees on duty</th>
<th>No of KOC Employees underwent</th>
<th>% of employees covered</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Procedure Awareness</td>
<td>47</td>
<td>37</td>
<td>79%</td>
<td>07.05.2020</td>
</tr>
<tr>
<td>Proper Use of Sanitizers, Gloves, and Masks Awareness</td>
<td>47</td>
<td>37</td>
<td>79%</td>
<td>07.05.2020</td>
</tr>
<tr>
<td>Disinfection Methods Training</td>
<td>47</td>
<td>37</td>
<td>79%</td>
<td>07.05.2020</td>
</tr>
<tr>
<td>Temperature Check (Actual Number)</td>
<td>47</td>
<td>47</td>
<td>100%</td>
<td>07.05.2020</td>
</tr>
</tbody>
</table>

Additional Remarks/Notes:

- We have conducted spot checks for COVID-19 through D&Ts spot inspection teams.
- Online quiz (Kahoot) has been developed and circulated among D&Ts staff.
- D&Ts HSE Monthly theme on COVID-19 and its防范 has been developed and circulated among D&Ts staff.
- Update on COVID-19 Confirmed and Quarantined Cases:
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  - **Drilling Group I:** On 2nd May 2020, one of the employees was admitted to Jaha Hospital with COVID-19 symptoms. The employee was discharged on 5th May 2020 and returned to duty.
- All employees who have been quarantined for fourteen days starting from 29th April 2020 and to 7th May 2020.
7. One Number for handling all COVID19 cases

COVID-19 Emergency Response

- Experience Flu like symptoms notify Supervisor
- Call 160. Patient to be sent to hospital for further assessment.
- MOH Takes over the patient
- KOC Response
- COVID-19 Detected
- Immediately isolate, clean/disinfect and contact trace the movement of the employee.

• Identify exposed / close contacts as early as possible by close contact tracing & surveillance.
• Carry out initial health screening for close contacts in coordination with KOC PMC
• Proceed with sanitization/disinfection of the affected areas.
• Activate business continuity plan if required.
• Follow KOC.HE.028 once employee return after treatment from COVID-19

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• Call 160. Patient to be sent to hospital for further assessment.
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• Activate business continuity plan if required.
• Follow KOC.HE.028 once employee return after treatment from COVID-19
8. Flowchart on Action taken upon confirmation of COVID-19 Case

Drilling & Technical Support Directorate
Flow Chart on Actions to be taken upon confirmation of COVID-19 Infection Case at D&T S Rigs / Facilities
(Ref: KOC.HE.028)

Confirmation received from MOH Clinic on COVID-19 Infection to D&T S Employee / Contractor Employee or interacted with any of COVID-19 confirmed case

Information to be sent to Controlling Team, HSE D&T S Team, Report in MyHSSE and Submit Preliminary Report on COVID-19 Confirmed Case

Identify all personnel, offices, Camps, Equipment, Computers, Vehicles etc. with COVID-19 Infected person

1. Quarantine all personnel for two weeks
2. Monitor their temperature three times a day (Morning at 08.00 hrs, Afternoon at 12.00 hrs and Evening at 20.00 hrs)
3. Update HSE D&T S Team on the status of quarantine personnel on daily basis along with daily COVID-19 reports
4. After completion of 14 days quarantine, send all personnel with symptoms to MOH clinic for testing and put asymptomatic personnel on normal operation
5. Upon receiving MOH clearance for symptomatic personnel, put them on normal operations etc.

Communicate to HSE D&T S Team on successful clearance of all quarantined personnel as the case may be...

1. Conduct disinfection of all offices / Camp accommodations / equipment as per Appendix C of KOC.HE.028 (Refer Disinfection Flow Chart 2)
2. Carryout disinfection of Ambulance / Emergency Vehicle as per the guidelines issued by Ambulance service Department of Al-Ramadi Hospital
3. After ensuring proper disinfection, they can be taken into normal operations
9. Disinfection process at facilities / offices

Flow Chart 2
on Disinfection Process of D&T S Rigs / Facilities Upon
CONFIRMATION of COVID19 Infection Case (Ref: KOC. HE. 028)

Respective Group HSE Coordinator to contact D&T Disinfection Coordination Unit of
HSE & D&T Team
1. To send a mail to TL-HSE D&Ts with a copy to mumula@kockw.com
gasht@kockw.com,  nbadar@kockw.com, abhamad@kockw.com
bmaid@kockw.com for advice on disinfection process
   - D&Ts Overall Focal Points (Ms Shari Aidi, 94028971, Mr Bashir
Mukh-94738608) and assign for site visits as following
   - For SEK Directorate – Mi Shaqiel Ibrahim Rawoot - 99583213
   - For NKO Directorate – Mr Abud Backer - 94066911
   - For WK Directorate – Mr Duhhahmumty - 65064867

2. HSE & D&T Team will advise the respective Group HSE Coordinators on the
disinfection process as per KOC. HE. 028

Respective D&T Group HSE Coordinators / Team HSE Engineers /
KOC HSE Supervisors to administer Disinfection Process

FOR KOC Offices &
Vehicles
1. Identify a Focal point of the respective
KOC Office / Vehicles of Controlling
Team of affected area
2. Advise them to procure disinfectant
materials as per KOC. HE. 028 (Appendix
C, Page No 19)
3. Schedule a Time and date with all
concerned House Keeping Staff and
invite HSE D&T Site Focal Point for
disinfection advice as required
4. Complete the disinfection process as
per KOC. HE. 028 (Appendix D, Page 20)
   & watch Videos (Links on Page 3)
5. Group HSE Coordinator / Team HSE
Engineer to administer / verify the
disinfection process

Communicate to HSE D&T Team on successful disinfection of all affected
facilities / offices / vehicles etc prior to taking them on service for further
verification as required and clearance

For Contractor Facilities / Vehicles
1. Identify a Focal point of the respective
Team HSE Engineer / KOC Site HSE
Supervisor / Contractor Representative
2. Advise respective Contractor to
procure disinfectant materials as per
KOC. HE. 028 (Appendix C, Page No 19)
3. Schedule a Time and date with all
concerned and invite HSE D&T Site
Focal Point for disinfection advice
4. Complete the disinfection process as
per KOC. HE. 028 (Appendix D, Page 20),
& Watch Videos (Links on Page 3)
5. Contractor HSE Officer to administer
disinfection process
6. Group HSE Coordinator / KOC HSE
Supervisor / Team HSE Engineer will
verify the disinfection process
Going back to work...
10a. Getting Ready for resuming Work

BACK TO WORK GUIDELINE FOR THE EMPLOYEES TO PREVENT THE SPREAD OF CORONAVIRUS (COVID-19)

The purpose of this document is to provide the guidance to be implemented for protection of KOC employees and contractors from the infection due to Coronavirus (COVID-19) at all KOC controlled areas in the State of Kuwait. This document contains the following listed measures that to be followed preventing / lessening the spread of the above mentioned virus in the workplaces in the company.

- Considering works shifts or reduce employees in the workplaces.
- Restriction to the employees with sick and indicative symptoms.
- Practicing social distance and avoid crowding in the workplaces.
- Wear Personal Protective Equipment (PPE) at all time.
- Following personal hygiene practices.
- Temp checks at all entrances.
- Alternate for the physical meetings.
- Reopening of the restaurants.
- Cleaning and disinfecting the work location.
- Guidance for the travel by mass transportation.
- Guidance while driving KOC’s hired vehicle
- Guidance for elevator usage.
- Provision of awareness.
- Guidance for managing visitors.
- Emergency response.
- Temporary closing of prayer room, gym, and other potential location for employee gathering.
- Maintenance of ventilation system.
- Disposal of infectious wastes
- Specific measures for the Contractors.
10b. Getting Ready for resuming Work

Controlling the Situation

Emergency responders and Facility/Worksites Controlling Team Actions

Appoint a staff member that did not have any contact with the suspected infected person to be at the entrance of the facility or worksite to guide the emergency responders to the location.

As soon as the Security Team arrives, they will control the movement in and out of the facility, and assign a security personnel in front of the isolation room.

Once the Ambulance and Medical crew arrives, they will assess the person’s condition, provide Medication/First Aid if required, stabilize them and transfer the person to the pre-designated Epidemic Diseases Unit/Facility in coordination with Ministry Of Health.

Once the Health, Safety & Environment Team Arrives

- HSE personnel will collect information on the suspected infected case as per KPC’s instructions, and perform the required cleaning and disinfection of the site, including the frequently visited places and transportation used by the person in coordination with the concerned teams.

- HSE Team will carry out a Quality Assurance/Assessment and ensure that the site is free of any contamination and declares a safe-to-work environment.

Once the site has been disinfected and declared safe for work, the HSE Team will ask all who had a contact or interacted with the suspected infected person to head to Ministry of Health’s Primary Health Care Unit dedicated to their address, to ensure their health and safety, also to follow any instructions/directions provided by the authorities.

Ensure that all (PPE) are disposed of, in a safe manner as per the Medical Group and Ministry of Health directions.

In coordination with the Medical Group and HSE Team, answer and reply to employee’s inquiries and concerns related to the public safety and the guidelines and actions to be taken in the event of a suspected COVID-19 case within KOC premises, facilities and worksites.

Guidelines in the event of a suspected COVID-19 case at the Company’s premises, facilities and worksites

www.kockw.com

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10b. Getting Ready for Resuming Work

**Containing the Situation**

As soon as you become aware of a suspected COVID-19 case in your workplace, you must take the following actions immediately:

- Make sure that all staff on-site are aware of a possible suspected infected case of COVID-19.
- Put on your own (PPE), including the face mask and medical gloves.
- Provide the suspected infected worker with the designated COVID-19 Emergency Kit and ask him to put on the (PPE) contained in the kit.
- In case COVID-19 Emergency Kit is not available at your workplace, provide the person with a face mask and medical gloves.

**Isolate the person with the following steps:**

- If the person is occupying a personal office, isolate them in their office until assistance arrives.
- If the person does not have a private workspace and your workplace is equipped with an isolation room, ask them to move into the room through the shortest route and the least contact with the surfaces and surroundings as much as possible.

**Isolation Room Specifications:**

- Preferably, a plain solid floor with minimum furniture, avoid carpets and any other absorbent materials.
- Furnished with a solid surface table and a chair (metal or plastic).
- With good ventilation.
- Contains hand sanitizing materials.

**(PPE)** Personal Protective Equipment

---

**Call for Help**

Call KOC Emergency Control Centre 160

Once you have contained the situation, call KOC (ECC-160)

Introduce yourself and provide the location of the suspected case.

Briefly explain the situation and confirm that you have taken all measures to contain the situation and if there was any actions you were not able to take.

**KOC (ECC-160)** operator/s will need additional important information to be able to assist you:

- Has the person traveled to one of the infected countries as listed by the Ministry of Health in the past 14 days?
- Has the person traveled abroad in the past 14 days?
- Has the person directly interacted, contacted or been around a confirmed COVID-19 infected person?
- Number of people on site and if any of them had any contact with the person.
- Movement of the person from leaving his residence until the time of the discovery/having the symptoms and the means of transportation used.

KOC Emergency Control Centre 160 will notify and dispatch the concerned emergency responders (Ambulance, HSE, and Security) and inform the Preventive Medical Services Team and all relevant key personnel.

Do not hesitate to ask any questions or request any additional assistance from the operator during the call or even call back at any time.
Continuing our efforts.....

• Efforts are continued to contain COVID19

• Travel recommendations will be enforced once the Airline operations are resumed in line with Government regulations

• Keeping a close track on updated of COVID19 from Ministry of Health-Kuwait, World Health Organization etc

• Understanding best practices / recommendations from professional organizations like ASSP, IOSH etc. to help our ongoing efforts to contain COVID19 to ensure business continuity.
Together we can ....
International Practice Specialty

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  www.assp.org/international-ps
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IPS wishes Safe and Healthy days for all
Dealing with COVID 19: Ergonomics issues while working remotely

Edwin Yap
VP, Chubb Global Risk Advisors
President, Human Factors and Ergonomics Society of Singapore
Agenda Overview

- COVID 19 Situation
- Introduction to COVID 19 Terminology
- Ergonomics Issues
- Telephonic Office Ergonomics Evaluation (OEE)
- OEE Solutions
- Return To Work Strategies
- The New Norms
COVID 19 Situation
COVID 19 cases update – May 18, 2020

- Worldwide Coronavirus Cases: 4,820,356
- Deaths: 316,969 (6.58%)
- Recovered: 1,864,472

- Singapore Coronavirus Cases: 28,343
- Deaths: 22 (0.08%)
- Recovered: 9,340
Introduction to COVID 19
Terminology
Introduction to COVID 19 Terminology

• COVID 19: Coronavirus disease 2019 is an infectious disease caused by severe acute respiratory syndrome coronavirus 2.
• Lockdown: While “lockdown” isn’t a technical term used by public-health officials, it can refer to anything from mandatory geographic quarantines to non-mandatory recommendations to stay at home, closures of certain types of businesses, or bans on events and gatherings,
• MCO: Movement Control Order; is a cordon sanitaire implemented as a preventive measure by the federal government of Malaysia in response to the COVID-19 pandemic in the country on 18 March 2020
• CB: Circuit Breaker; To most people, it refers to a safety device that stops the flow of current in an electric circuit, but to people living in Singapore, it means hunkering down at home in order to break the chain of transmissions of Covid-19 in the community.
• WFH: Work From Home; To slow down the spread of COVID-19, many workers worldwide are being told to work from home. The mass shift to telecommuting have left many workers scrambling to secure laptops, internet routers and other items they need to set up their home work space
Ergonomics Issues
- Working From Home (WFH)
WFH: ergonomics Issues
Discomfort Focus Areas

- Eyes
- Neck
- Shoulder – L
- Shoulder – R
- Thoracic
- Bicep – L
- Bicep – R

- Elbow – L
- Elbow – R
- Forearm – L
- Forearm – R
- Hand – L
- Hand – R
- Wrist – L
- Wrist – R
- Etc..
# Office Ergonomics Evaluation – Pain Scoring

## Pain Score

<table>
<thead>
<tr>
<th>Score</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>No Pain</td>
</tr>
<tr>
<td>1</td>
<td>Mild Pain</td>
</tr>
<tr>
<td>2</td>
<td>Can Be Ignored</td>
</tr>
<tr>
<td>3</td>
<td>Moderate Pain</td>
</tr>
<tr>
<td>4</td>
<td>Interferes w/ Tasks</td>
</tr>
<tr>
<td>5</td>
<td>Moderate Pain</td>
</tr>
<tr>
<td>6</td>
<td>Interferes w/ Concentration</td>
</tr>
<tr>
<td>7</td>
<td>Severe Pain</td>
</tr>
<tr>
<td>8</td>
<td>Interferes w/ Basic Needs</td>
</tr>
<tr>
<td>9</td>
<td>Worst Pain</td>
</tr>
<tr>
<td>10</td>
<td>Bedrest Needed</td>
</tr>
</tbody>
</table>

---
Telephonic Office Ergonomics Evaluation (OEE)
# OFFICE ERGONOMICS CHECKLIST

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Guideline</th>
<th>Guideline Met?</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Chair Evaluation</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Seat Pan Height</td>
<td>Thighs parallel &amp; feet flat on floor</td>
<td><strong>No. Too low.</strong></td>
</tr>
<tr>
<td>2. Seat Pan Depth</td>
<td>2-4 fingers behind knee</td>
<td><strong>Yes</strong></td>
</tr>
<tr>
<td>3. Seat Pan Width</td>
<td>No pressure on thighs or hips</td>
<td><strong>Yes</strong></td>
</tr>
<tr>
<td>4. Seat Back / Lumbar</td>
<td>Lumbar placed above belt area</td>
<td><strong>Yes</strong></td>
</tr>
<tr>
<td>5. Seat Angle</td>
<td>Torso to Thigh Angle 90 degrees or more</td>
<td><strong>No. Need upright support.</strong></td>
</tr>
<tr>
<td>6. Arm Rest Height</td>
<td>Shoulders relaxed, arms at side</td>
<td><strong>No. Too high.</strong></td>
</tr>
<tr>
<td>7. Arm Rest Length/Width</td>
<td>Allows person to sit close enough</td>
<td><strong>Yes</strong></td>
</tr>
<tr>
<td>8. Other Comments</td>
<td>Armrests are 0.5” too high and unadjustable.</td>
<td></td>
</tr>
</tbody>
</table>
### OFFICE ERGONOMICS CHECKLIST

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Guideline</th>
<th>Guideline Met?</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Worksurface Evaluation</strong> – Fixed Height Credenza., Built-in Adjustable Keyboard Tray.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9. Desk Height</td>
<td>Equal to elbow height w arms at side</td>
<td>No. Too high</td>
</tr>
<tr>
<td>10. Layout / Housekeeping</td>
<td>Work flow not hindered by cabling, etc</td>
<td>Yes</td>
</tr>
<tr>
<td>11. Other Comments</td>
<td><strong>Keyboard tray is at 25.5”</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Peripherals Evaluation</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12. Keyboard</td>
<td>Min wrist bending and contact stress</td>
<td>Yes</td>
</tr>
<tr>
<td>13. Mouse</td>
<td>Min excessive clicking &amp; wrist/shoulder movement</td>
<td>Yes</td>
</tr>
<tr>
<td>14. Monitor(s)</td>
<td>Horizontal line of sight w/ head upright is towards top of screen; Arms length +/- to avoid hunching</td>
<td>N/A</td>
</tr>
<tr>
<td>15. Phone / Headset Use</td>
<td>Held upright; avoid cradling; use hands free</td>
<td>Yes</td>
</tr>
<tr>
<td>16. Peripherals Other</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Office Ergonomics Checklist

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Guideline</th>
<th>Guideline Met?</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Environmental / Other</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>17. Lighting / Glare</td>
<td>Lighting adequate to minimize eyestrain</td>
<td>Yes</td>
</tr>
<tr>
<td>18. Room Temperature</td>
<td>Room temperature is comfortable</td>
<td>Yes</td>
</tr>
<tr>
<td>19. Sound / Noise</td>
<td>Noise level is comfortable</td>
<td>Yes</td>
</tr>
<tr>
<td>20. Travel Ergonomics</td>
<td>Travel gear? Knows how to mitigate risks?</td>
<td>Yes</td>
</tr>
<tr>
<td>21. Working From Home</td>
<td>User working &lt;10hrs/wk. If not, is user approved?</td>
<td>NA</td>
</tr>
<tr>
<td>22. Macro/Micro Breaks</td>
<td>Hourly breaks away from the computer; Quick stretch breaks or fidget at least once every 5 min</td>
<td>Yes</td>
</tr>
<tr>
<td>23. Other Accessories</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
OEE – using apps

Auto generation of report
send via email

Using iPhone / iPad
Office Ergonomics Evaluation
- Solutions
OEE Solutions

• ACTION: Order
• TYPE: Furniture-Chair
• Non-Standard Recommendation? yes
• COMMENTS: Plan A. Ergonomic Task Chair or Similar
• RISK FACTOR: Awkward Posture
• RISK AREA: 04 Back.
• STATUS: Recommended
• RESPONSIBLE PERSON: Supervisor/Manager

• ACTION: Order
• TYPE: Peripherals-Keyboard
• Non-Standard Recommendation? yes
• COMMENTS: External Keyboard
• RISK FACTOR: Awkward Posture
• RISK AREA: 03 Shoulder.
• STATUS: Recommended
• RESPONSIBLE PERSON: Supervisor/Manager
<table>
<thead>
<tr>
<th>Type</th>
<th>Item Name</th>
<th>Mfg #/CDW #</th>
<th>Distributor/s</th>
<th>Dimensions</th>
<th>Photo</th>
</tr>
</thead>
<tbody>
<tr>
<td>Backrest Support</td>
<td>Fellowes Ergonomic Backrest</td>
<td>91905 / 1420897</td>
<td>CDW</td>
<td>12&quot; (H) X 13&quot;(W) X 4&quot;(D)</td>
<td></td>
</tr>
<tr>
<td>Document Holder</td>
<td>Fellowes Professional Series In-Line Document Holder - copy holder</td>
<td>8039401 / 2512553</td>
<td>CDW</td>
<td>7.50&quot;W x 12.00&quot;H x 2.50&quot;D</td>
<td></td>
</tr>
<tr>
<td>Numeric Keypad</td>
<td>Targus Wired Numeric Keypad, Matte Black</td>
<td>PAUK10U / 485693</td>
<td>CDW</td>
<td>5.31&quot; H x 3.55&quot; W x 0.65&quot; D</td>
<td></td>
</tr>
<tr>
<td>Keyboard- Split</td>
<td>Kinesis KB820PBUS Freestyle2 for PC Preinstalled onto VIP3 Accessory Corded Ergonomic Keyboard</td>
<td>KB820PBUS / 2726816</td>
<td>CDW</td>
<td>Width -- Min: 15.375&quot;; Max: 37.75&quot;; Depth: 7.125&quot;; Height: 0.875&quot;</td>
<td></td>
</tr>
<tr>
<td>Foot Rest</td>
<td>Fellowes® Standard Footrest, Graphite, 3 3/4&quot;H x 17 5/8&quot;W x 13 1/8&quot;D</td>
<td>48121 / 496463</td>
<td>CDW</td>
<td>3 3/4&quot; H x 17 5/8&quot; W x 13 1/8&quot; D</td>
<td></td>
</tr>
<tr>
<td>Gel Wrist Rest - Mouse Pad</td>
<td>Belkin WaveRest Gel Mouse Pad - Black</td>
<td>F8E262-BLK / 206611</td>
<td>CDW</td>
<td>10.8&quot; H x 8.1&quot;W x 2.25&quot; D</td>
<td></td>
</tr>
</tbody>
</table>
Return To Work Strategies
Return To Work Strategies – Businesses resuming operations

• Implement safe management measures
• Ensure safe distancing
• Stagger work/break hours
• Have shift/spilt team arrangement with no cross deployment across teams
• Adopt contact tracing requirements
• Ensure masks are worn
• Implement health checks
• Manage potential/confirmed cases
The New Norms
Summary – The New Norms

Business Continuity Plan – ISO 22301

Blended Learning

Online Meeting

Mental Health
Thank You : - Be safe
Q & A Session
Remarks by IPS Administrator

Bala Siva Srikanth Adivi, CSP,CFIOSH
TPL Specialist I (HSE)
Kuwait Oil Company, Kuwait
Administrator, IPS & Member CoPD - ASSP
BCSP Ambassador
International Practice Specialty

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