



#AcquireTheNewNormal

Control & prevention of COVID-19 in the workplace

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Contents



**Workplace
etiquette**



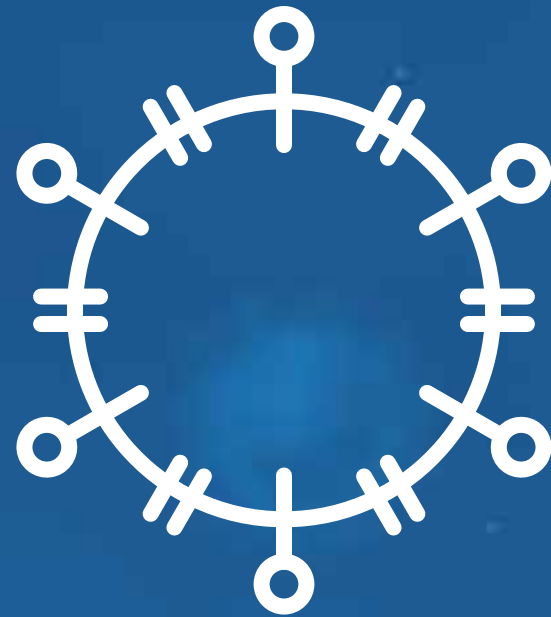
**Facility
protocols**



**Handling suspected
and confirmed cases**



**Communication
protocol**



**COVID-19 is a pandemic
that has no vaccine yet.**

We need to follow
protocols to prevent and
control its spread.



Australia

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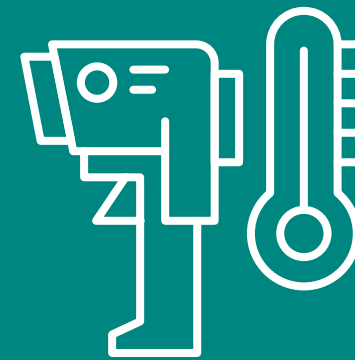
Workplace etiquette

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Daily to-dos



Wear a face mask,
even while taking calls.



Expect random
temperature checks
around the office.

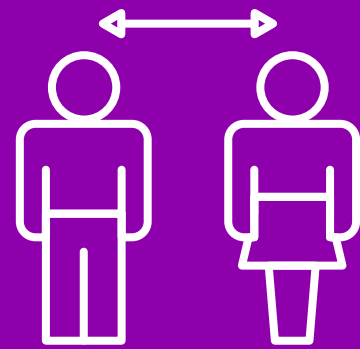


Expect to complete
a random Health
Checklist.

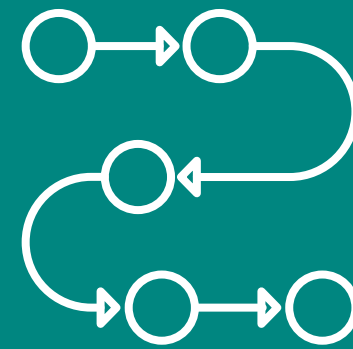


Disinfect your hands
with alcohol or sanitizer.

Daily to-dos



Always observe social distancing.



Follow the foot traffic flow and keep left when walking.



Bring your own food and utensils.

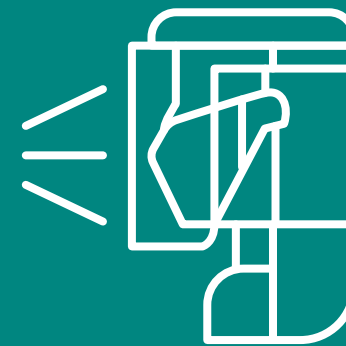


Disinfect your work equipment with alcohol or sanitizer.

Daily to-dos



Advise Team Leader or manager if suddenly unwell while on shift and report to Reception/HR.



Use technology for meetings; avoid meetings in person but if necessary, keep it under 15 mins.

Daily to-dos

Seek and present

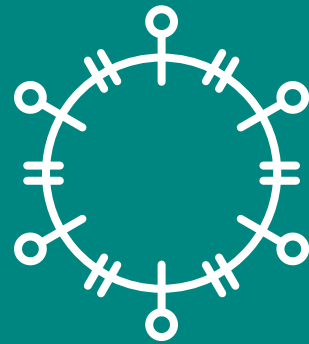


- Negative COVID-19 test and Fit-to-Work certificate, if sick and returning to work
- Certificate of Quarantine Completion, if suspected **COVID-19 case**

DO NOT come to the office if you



Are feeling
unwell.



Have been exposed to
a confirmed COVID-19
case in the past 14 days.



Have travelled outside
the country in
the past 14 days.

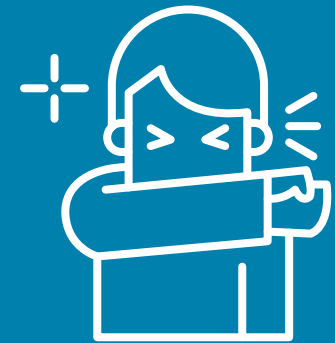
Speak with your manager or HR if you

60+

Are 60 years old
and above.

20>

Are 20 years old.



Have pre-existing
conditions.



Are living with
a medical frontliner.



Are pregnant.



Moments of *Wellness*

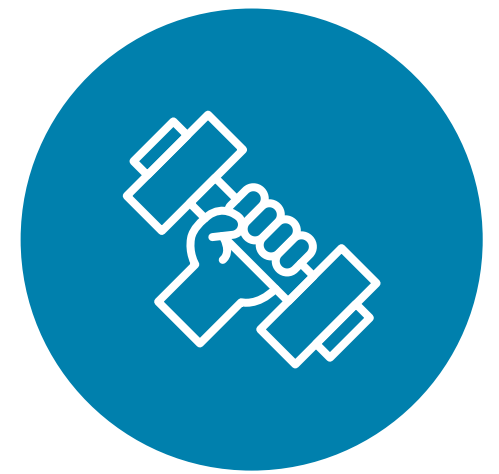
Increase physical and mental resilience



Eat well, drink plenty of fluids.



Take vitamins to boost your immune system (if recommended by a doctor).



Exercise regularly.



Get enough sleep.



Reach out to a professional if in need of counseling.



Remember*

Controlling and preventing the spread
of **COVID-19** in our workplace is
everyone's **responsibility**.

Any acts which may endanger the safety of employees or unnecessarily disrupt operations through gross negligence, carelessness or inefficiency may lead to disciplinary action, including termination of employment.



Facility protocols

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Entry protocols



1. Use hand sanitizer/alcohol.



2. Expect random temperature checks.

Declaring false information is subject to appropriate disciplinary action.

Anyone whose temperature is 37.5C and above will be sent to the isolation area or may opt to leave the building.

Physical distancing and common areas

Observe physical distancing of 1.5 meter minimum.
Management/Reception/HR will conduct daily checks for compliance.



Furniture and common appliances have been rearranged.

Physical distancing and common areas

Eating at your workstation

Food must be limited to light snacks and meals which do not have a disturbing smell.

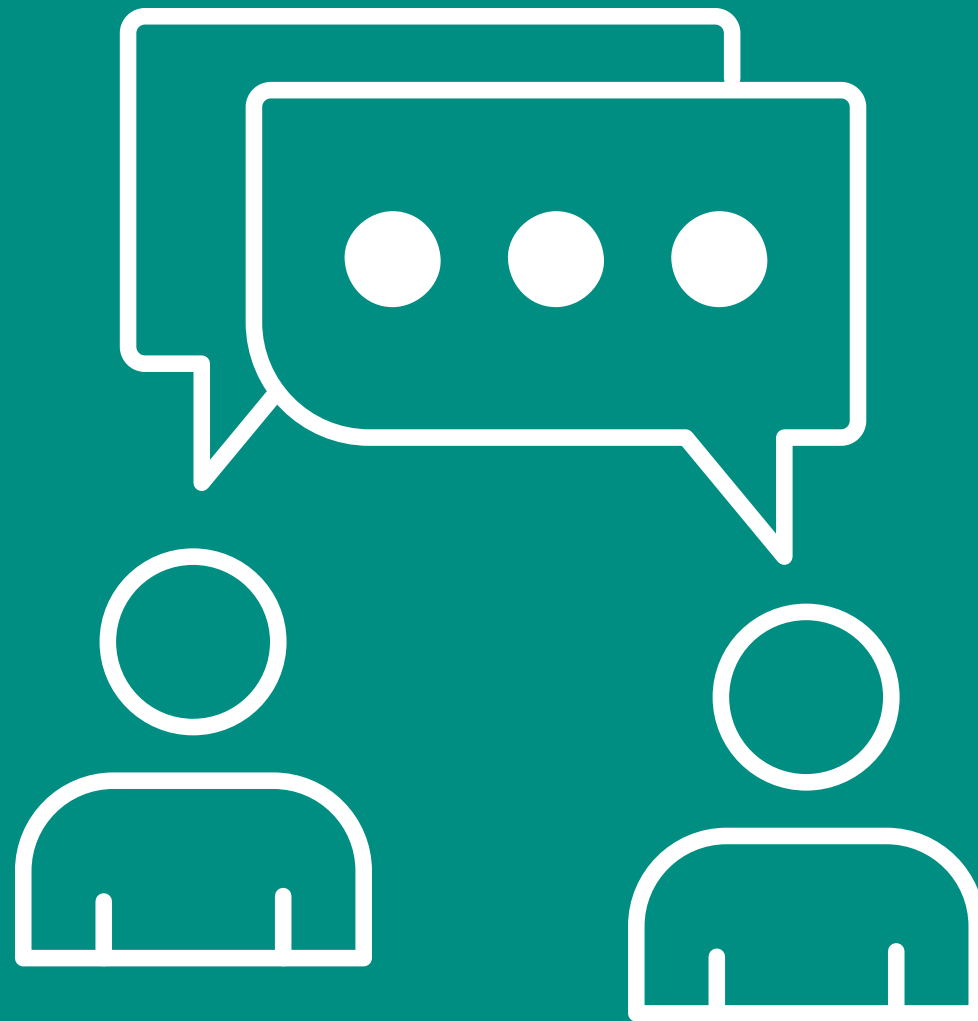
Clean as you go.

Dispose food waste in the waste bins.



Physical distancing and common areas

Face-to-face meetings should only last for 15 minutes.
Each meeting room is limited to 10% capacity.



Meeting rooms may not be booked for
more than **15 minutes**.

Physical distancing and common areas

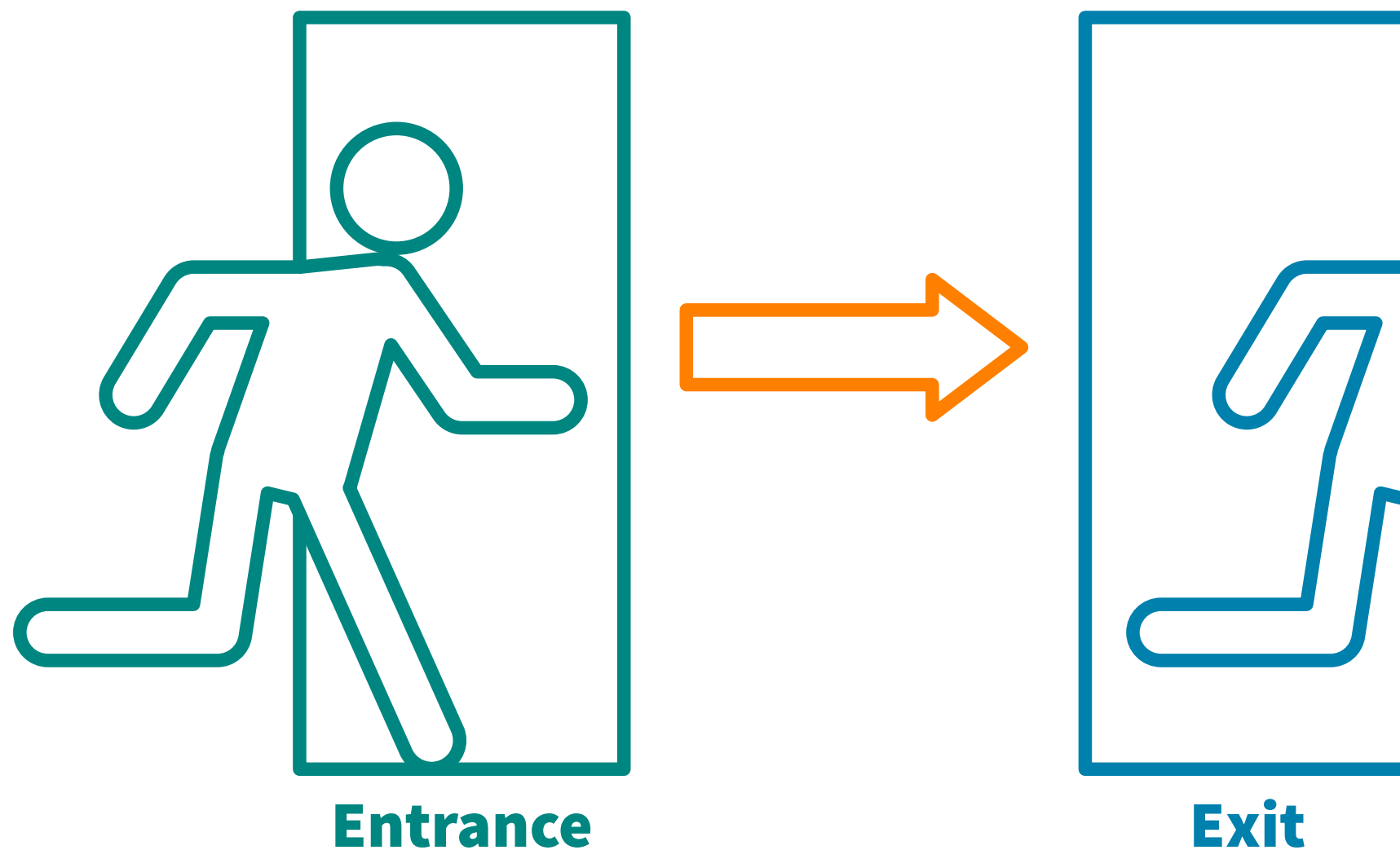


- Chairs/couches in the reception area have been spaced at appropriate distances.
- Recreational facilities will remain in use (cleaning required before and after use).

Door management

Uni-directional traffic flow is implemented with dedicated entrance and exit doors.*

Signage will be posted and security guard/s will direct traffic flow.



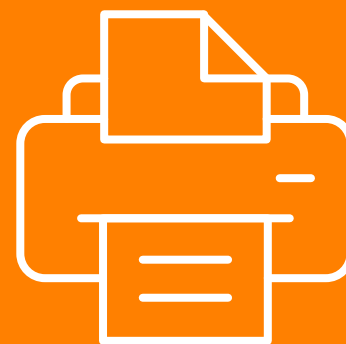
*Not applicable at St. Kilda Road.

Facility sanitation & disinfection

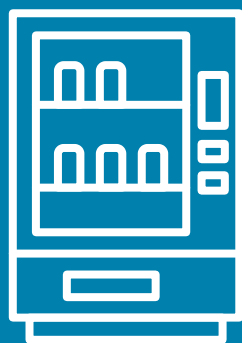
- Regular in-house cleaning and disinfecting is performed by designated sanitation officers within office premises.
- For areas that may catch respiratory droplets during coughing, sneezing or hand contact, surface cleaning will be done with hospital-grade chemicals.
- Cleaning and disinfection is done twice daily (mid-day and after hours).



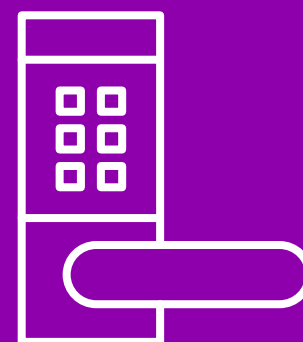
Water
dispenser



Common
printer



Vending
machines



Door knobs/
handles

Facility sanitation & disinfection



Sanitation supplies

Available at strategic areas in the production floor for immediate disinfection needs



Hand sanitizer and/or alcohol

Available at specific areas, such as, but not limited to, main entrances, common areas, conference/meeting/training rooms

Cleaning procedures for confirmed cases

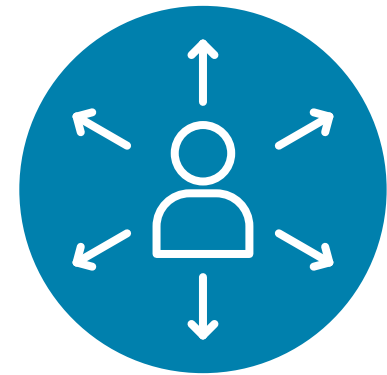
When there is a positive case, we will identify areas for deep cleaning and disinfection by a third-party provider.



Workstation



Areas frequented



Areas of persons interacted with



Equipment handled



Personal belongings left at the workstation

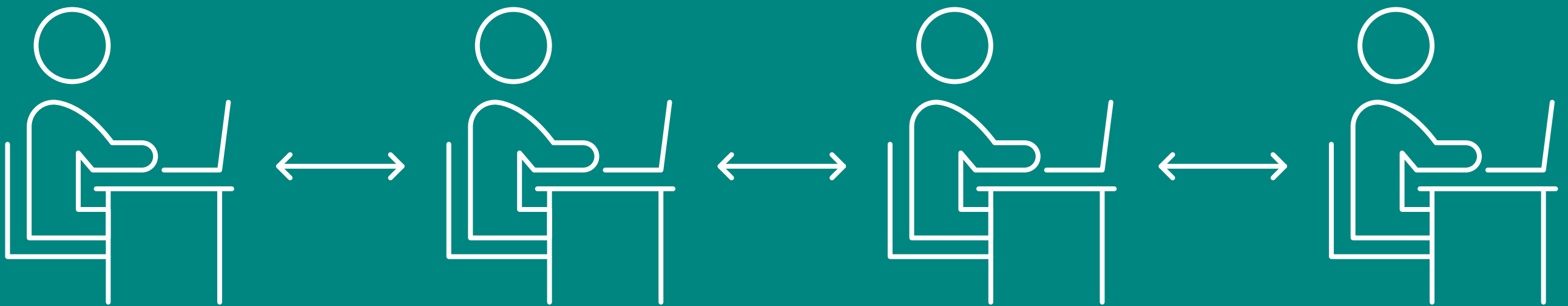


Clinic



Locker

Cleaning procedures for confirmed cases



- Depending on assessment, isolate immediate workstation/area/room (up to 4 workstations from either direction).
- Engage third-party providers for disinfection.
- Coordinate with building admin for disinfection of common areas.
- Prevent access to areas to be cleaned and disinfected.

If recommended by the Local Government Unit or City Health Office, selective or building-wide lockdown may be implemented.



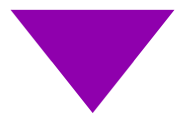
Handling confirmed and suspected cases

COVID-19 case management process

1 Report confirmed/potential case.



2 Send employee to self-quarantine.



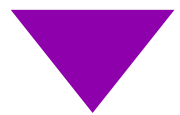
3 Execute Facility protocols.

COVID-19 case management process

4 Conduct contact-tracing.



5 Send persons with close contact to self-quarantine.



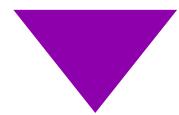
6 Inform clients and employees.
*Management will decide to inform clients on an as-needed basis (i.e. if there will be operational disruption).

COVID-19 case management process

7 Log and report cases.



8 Monitor completion of self-quarantine.



9 Complete return-to-work requirements.

Individuals with symptoms on site

01

Provide the employee with a face mask, preferably an N95, to prevent the spread of the infection.

02

Lead the employee to the designated isolation area.

03

Report the employee to the Department of Health.

04

Refer the employee to the nearest hospital for laboratory confirmation if the history, signs and symptoms are consistent with COVID-19.

05

Partner with (a) the Local Government Unit to transport the suspected case to the hospital or (b) employ the service of a private ambulance.

06

Ensure the implementation of the recommendations provided by DOH on the transport of suspected case of COVID-19.

07

Decontaminate the work area following the protocol for cleaning as aforementioned.

Individuals with symptoms NOT on site



01

Wear face mask AND face shield immediately to prevent further spread.



02

Get checked at the nearest hospital for appropriate medical intervention.



03

Follow the doctor's advice. Take proper medication, rest and get well.

A man with dark hair and glasses is smiling and looking towards the right. He is wearing a dark sweater over a collared shirt. The background is a blurred office environment. The entire image has a teal color overlay.

Dominican Republic

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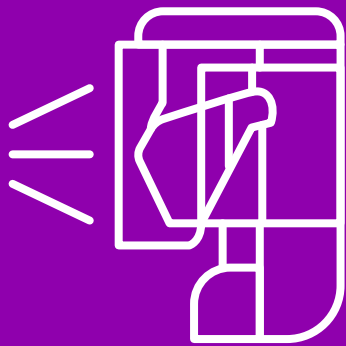
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Workplace etiquette

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While in transit



Wear a face mask.



No eating
and no talking.

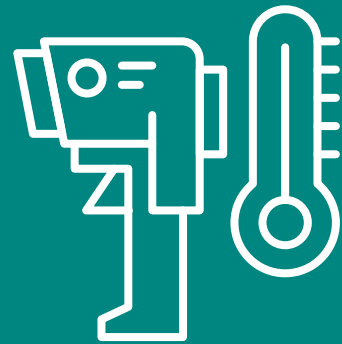


Keep the window open
by at least 3 inches.

Daily to-dos



Wear a face mask,
even while taking calls.

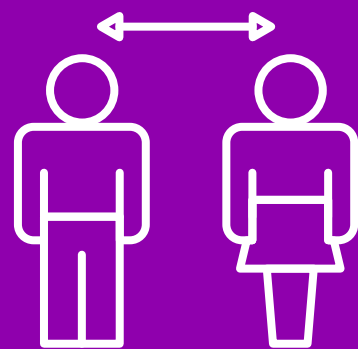


Have your temperature
checked at the entrance.

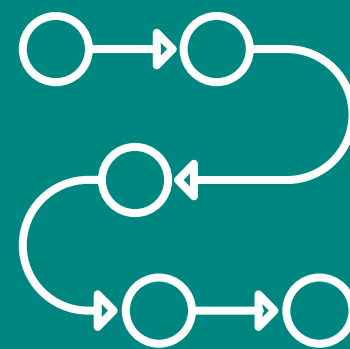


Disinfect your hands
with alcohol or sanitizer.

Daily to-dos



Always observe
social distancing.



Follow the foot traffic
flow and keep right
when walking.



Bring your own food
and utensils.

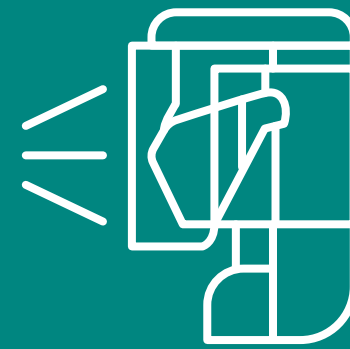


Disinfect your work
equipment with
alcohol or sanitizer.

Daily to-dos



Ask to go see a doctor
if suddenly unwell
while on shift.



Use technology for
meetings; avoid meetings
in person but if necessary,
keep it under 15 mins.

Daily to-dos

Seek and present

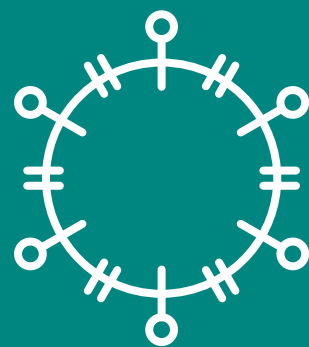


- Negative COVID-19 test and Fit-to-Work certificate, if sick and returning to work

DO NOT come to the office if you



Are feeling
unwell.



Have been exposed to
a confirmed COVID-19
case in the past 14 days.

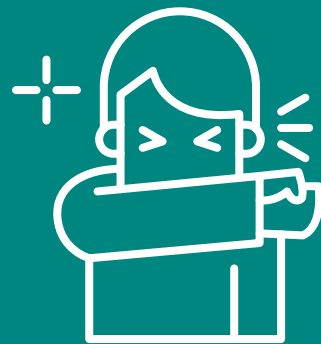


Have travelled outside
the country in
the past 14 days.

DO NOT come to the office if you

60+

Are 60 years old
and above.



Have pre-existing
conditions.



Are pregnant.



Moments of *Wellness*

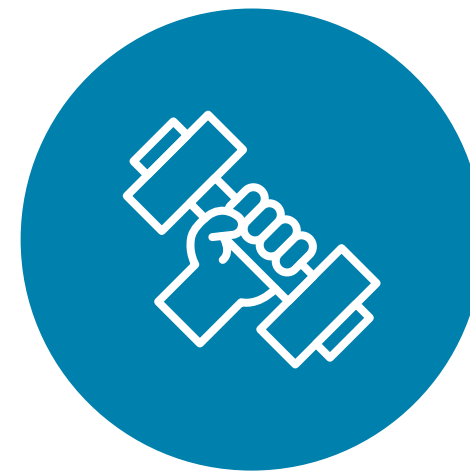
Increase physical and mental resilience



Eat well, drink
plenty of fluids.



Take vitamins to boost your
immune system (if recommended
by a doctor).



Exercise
regularly.



Get enough
sleep.



Reach out to a professional
if in need of counseling.



Remember*

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of **COVID-19** in our workplace is
everyone's **responsibility**.

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Facility protocols

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Physical distancing and common areas

Observe physical distancing of 2 meter minimum.
Roving security officers will ensure compliance.



Furniture and common appliances
have been rearranged.



Signage and floor markings are in place.
Wait outside if the area or room is full.

Physical distancing and common areas

Eating at your workstation

Food must be limited to light snacks and meals which do not have a disturbing smell.

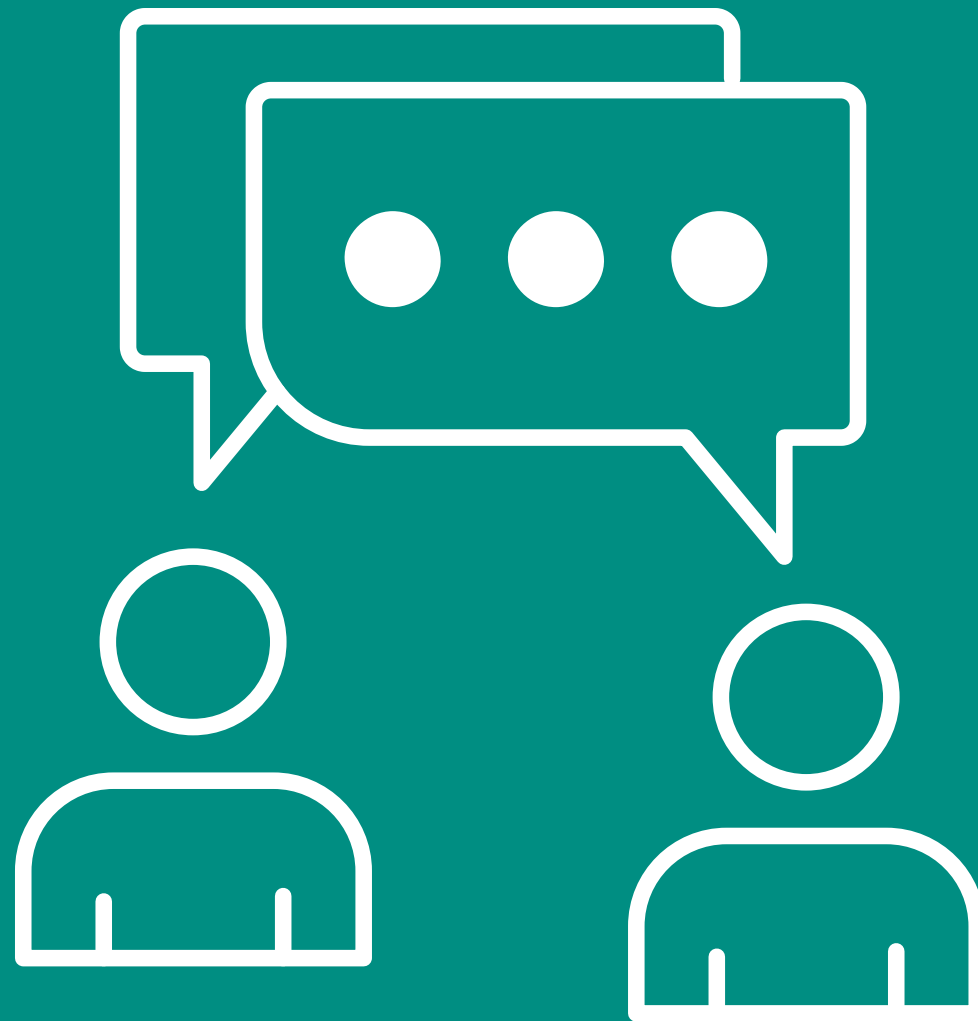
Clean as you go.

Dispose food waste in the waste bins.



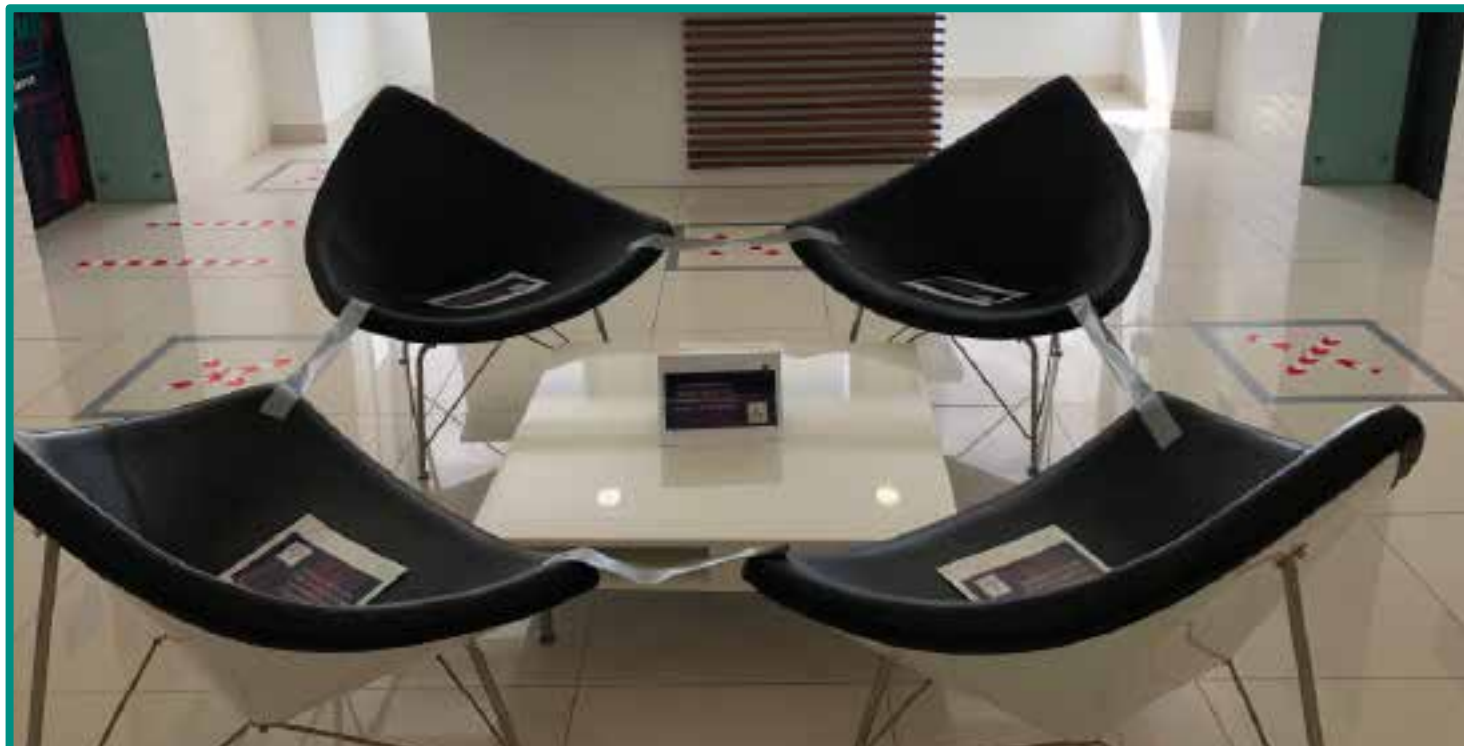
Physical distancing and common areas

Face-to-face meetings should only last for 15 minutes.
Each meeting room is limited to 10% capacity.



Meeting rooms may not be booked for
more than **15 minutes**.

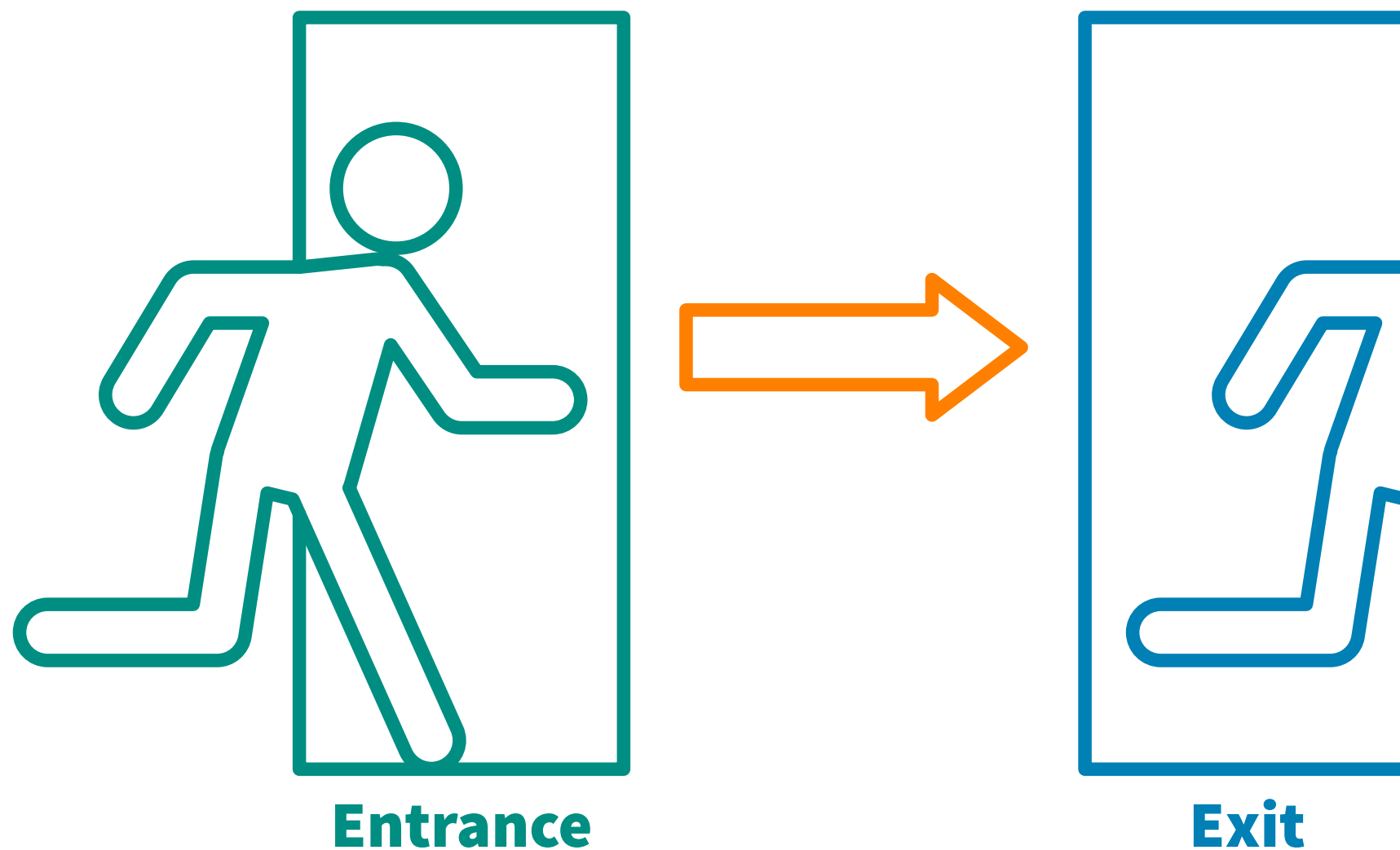
Physical distancing and common areas



- Chairs/couches have been made unavailable in the reception area.

Door management

Uni-directional traffic flow is implemented with dedicated entrance and exit doors. Signage will be posted and security guard/s will direct traffic flow.

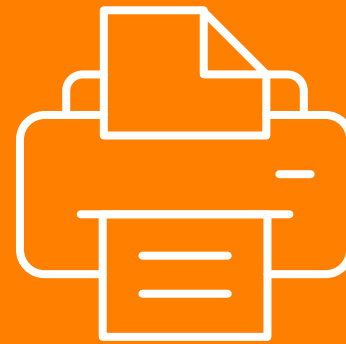


Facility sanitation & disinfection

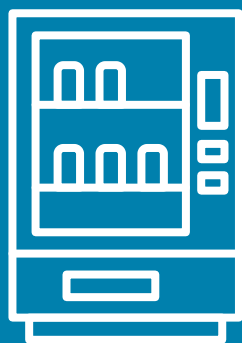
- Regular in-house cleaning and disinfecting is performed by designated sanitation officers within office premises.
- For areas that may catch respiratory droplets during coughing, sneezing or hand contact, surface cleaning will be done with hospital-grade chemicals.
- Cleaning and disinfection is done twice daily (mid-day and after hours).



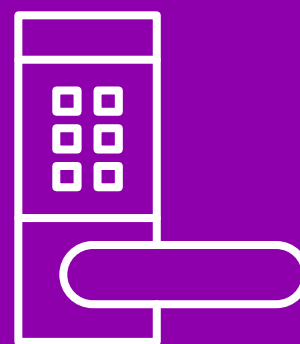
Water
dispenser



Common
printer



Vending
machines



Door knobs/
handles

Facility sanitation & disinfection



All deliveries

Undergo disinfection process prior to entering the building



Sanitation supplies

Available at strategic areas in the production floor for immediate disinfection needs

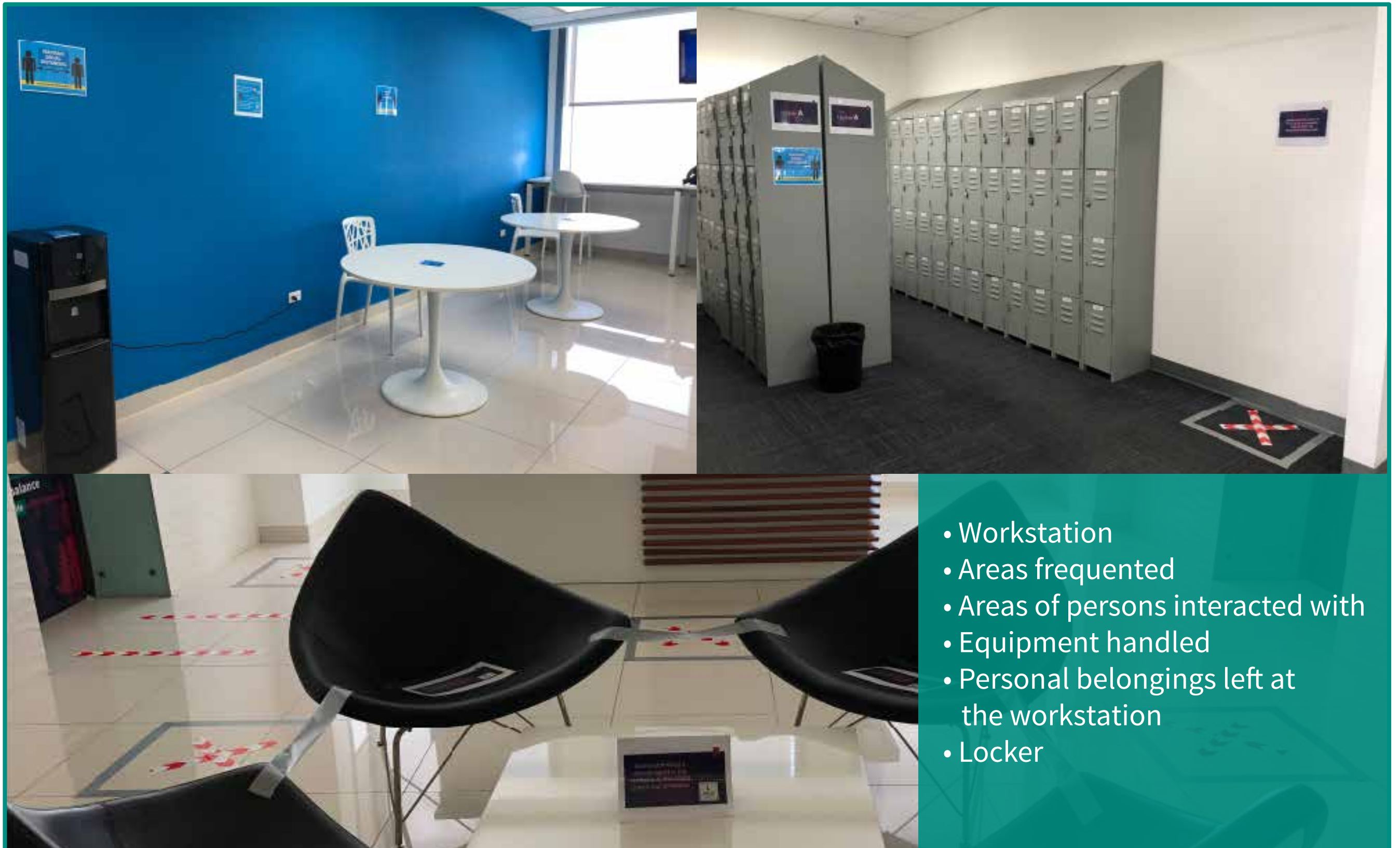


Hand sanitizer and/or alcohol

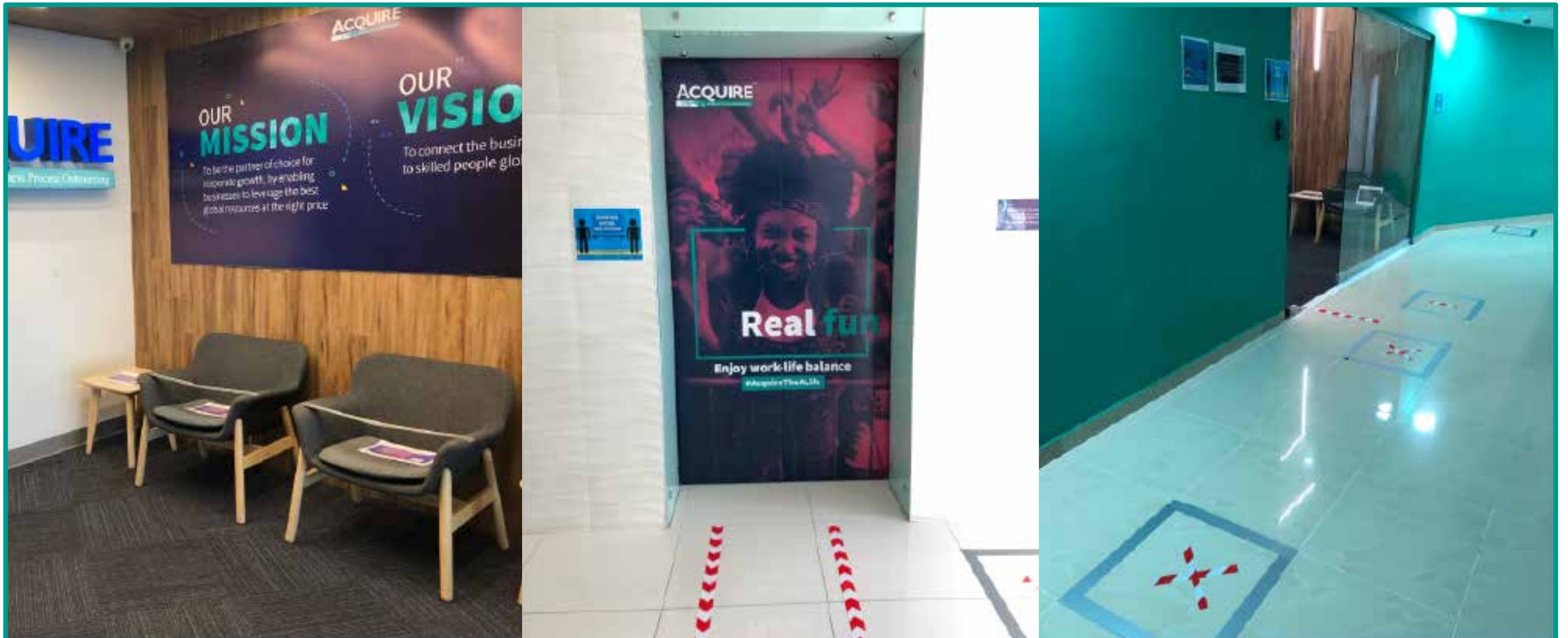
Available at specific areas, such as, but not limited to, main entrances, common areas, conference/meeting/training rooms

Cleaning procedures for confirmed cases

When there is a positive case, we will identify areas for deep cleaning and disinfection by a third-party provider.



Cleaning procedures for confirmed cases



- Depending on assessment, isolate immediate workstation/area/room (up to 4 workstations from either direction).
- Engage third-party providers for disinfection.
- Coordinate with building admin for disinfection of common areas.
- Prevent access to areas to be cleaned and disinfected.

If recommended by the Local Government Unit or City Health Office, selective or building-wide lockdown may be implemented.



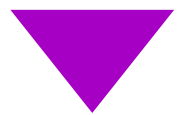
Handling confirmed and suspected cases

COVID-19 case management process

1 Report confirmed/potential case.



2 Send employee to self-quarantine.



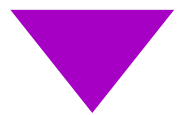
3 Execute Facility protocols.

COVID-19 case management process

4 Conduct contact-tracing.



5 Send persons with close contact to self-quarantine.



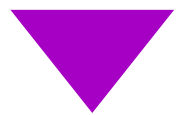
6 Inform clients and employees.

COVID-19 case management process

7 Log and report cases.



8 Monitor completion of self-quarantine.



9 Complete return-to-work requirements.

Individuals with symptoms on site

01

Provide the employee with a face mask, preferably an N95, to prevent the spread of the infection.

02

Lead the employee to the designated isolation area.

03

Assist in lab coordination as needed through insurance service.

04

Refer the employee to the nearest hospital for laboratory confirmation if the history, signs and symptoms are consistent with COVID-19.

05

Partner with (a) the Local Government Unit to transport the suspected case to the hospital or (b) employ the service of a private ambulance.

06

Decontaminate the work area following the protocol for cleaning as aforementioned.

Handling confirmed and suspected cases - Dominican Republic

Individuals with symptoms NOT on site



01

Notify your manager. Wear a face mask immediately to prevent further spread. As added precaution, wear a face shield.



02

Get checked at the nearest hospital for appropriate medical intervention.



03

Follow the doctor's advice. Take proper medication, rest and get well.



Philippines

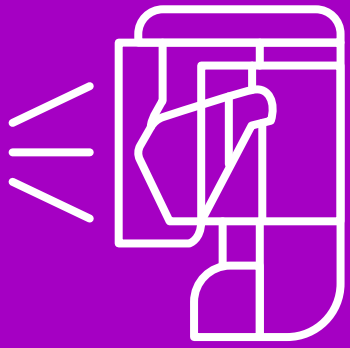
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Workplace etiquette

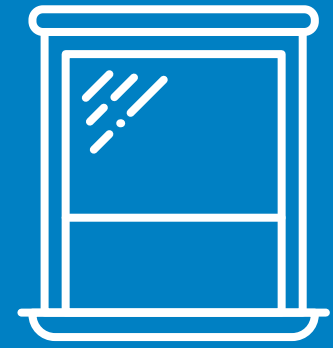
While in transit



Wear face mask
and face shield.



No eating
and no talking.

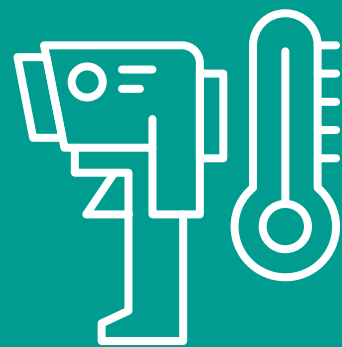


Keep the window open
by at least 3 inches.

Daily to-dos



Wear a face mask,
even while taking calls.



Have your temperature
checked at the entrance.



Complete the
Health Checklist before
entering the office.

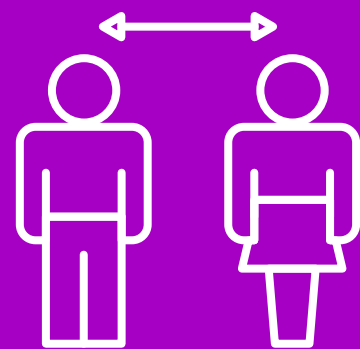


Disinfect your hands
with alcohol or sanitizer.

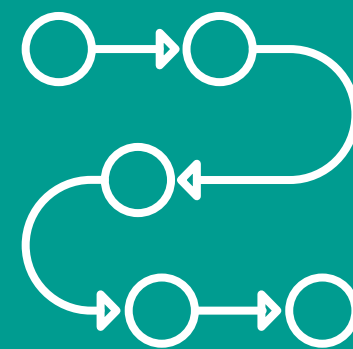


Wear face shield while
in office; if necessary,
remove while on a call.

Daily to-dos



Always observe social distancing.



Follow the foot traffic flow and keep right when walking.

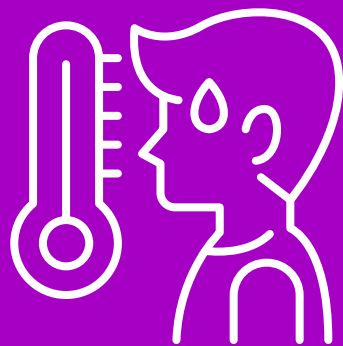


Bring your own food and utensils.

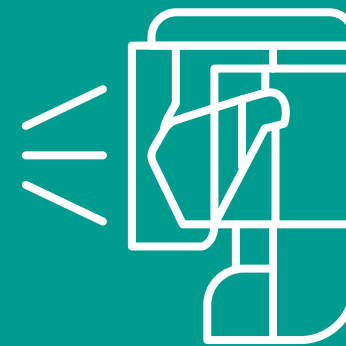


Disinfect your work equipment with alcohol or sanitizer.

Daily to-dos



See our company nurse/doctor if suddenly unwell while on shift.



Use technology for meetings; avoid meetings in person but if necessary, keep it under 15 mins.

Daily to-dos

Seek and present

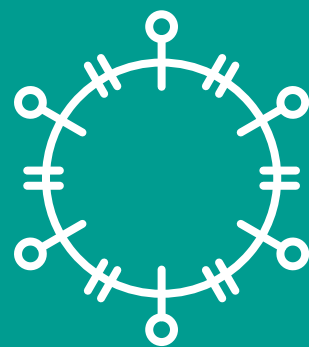


- Fit-to-Work certificate, if sick and returning to work;
- Certificate of Quarantine Completion, if suspected **COVID-19 case**

DO NOT come to the office if you



Are feeling
unwell.



Have been exposed to
a confirmed COVID-19
case in the past 14 days.



Have travelled outside
the country in
the past 14 days.

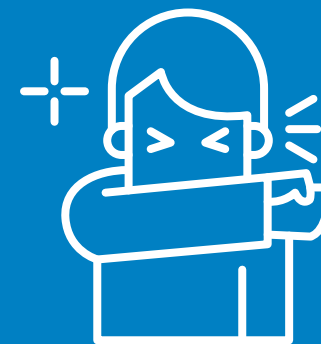
DO NOT come to the office if you

60+

Are 60 years old
and above.

20>

Are 20 years old
and younger.



Have pre-existing
conditions.



Are living with a
medical frontliner.



Are pregnant.



Moments of Wellness

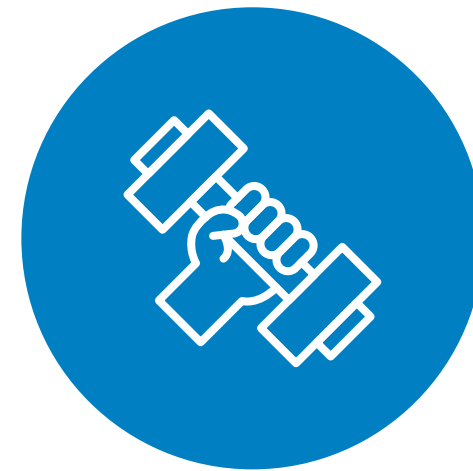
Increase physical and mental resilience



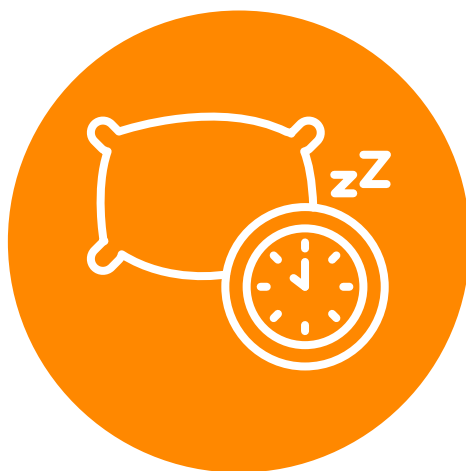
Eat well, drink
plenty of fluids.



Take vitamins to boost your
immune system.



Exercise
regularly.



Get enough
sleep.



Reach out to a professional
if in need of counseling.



Remember*

Controlling and preventing the spread
of **COVID-19** in our workplace is
everyone's **responsibility**.

Any acts which may endanger the safety of employees or unnecessarily disrupt operations through gross negligence, carelessness or inefficiency may lead to disciplinary action, including termination of employment.



Facility protocols

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Entry protocols



1. Use hand sanitizer/alcohol and disinfection mat.



2. Have your temperature checked.*

ACQUIRE

SHORE

Business Process Outsourcing

Health Checklist

Temperature:

Name:

Age:

Contact number:

Date of Shift(MM/DD/YY):

Residence:

Time of Shift:

| | | Yes | No |
|--|-----------------------------|--------------------------|--------------------------|
| 1. Are you experiencing (or have experienced in the last 14 days) | Sore throat | <input type="checkbox"/> | <input type="checkbox"/> |
| | Body pains | <input type="checkbox"/> | <input type="checkbox"/> |
| | Headache | <input type="checkbox"/> | <input type="checkbox"/> |
| | Fever for the past few days | <input type="checkbox"/> | <input type="checkbox"/> |
| | Cough | <input type="checkbox"/> | <input type="checkbox"/> |
| | Cold | <input type="checkbox"/> | <input type="checkbox"/> |
| | Loss of taste and/or smell | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Have you had face-to-face contact with a probable or confirmed COVID-19 case within 1 meter and for more than 15 minutes for the past 14 days? | | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Have you provided direct care for a patient with probable or confirmed COVID-19 case without using proper personal protective equipment for the past 14 days? | | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Have you travelled outside the Philippines in the last 14 days? | | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Have you travelled outside in the current city/municipality where you reside in the last 14 days? if yes, specify which city/municipality you went to: _____ | | <input type="checkbox"/> | <input type="checkbox"/> |

I hereby authorize Acquire BPO/Shore Solutions Inc. to collect and process the data indicated herein for the purpose of contact tracing effecting control of the COVID-19 transmission. I understand that my personal information is protected by RA 10173 or the Data Privacy Act of 2012 and that this form will be destroyed after 30 days from the date of accomplishment, following the National Archives of the Philippines protocol.

Signature:

3. Accomplish daily Health Checklist.

*Entry permission to the office premises is based on answers to the Health Checklist, which is required everyday.

Declaring false information is subject to appropriate disciplinary action.

Anyone whose temperature is 37.5C and above will be sent to the isolation area or may opt to leave the building.

Physical distancing and common areas

Observe physical distancing of 1 meter minimum.
Roving security officers will ensure compliance.



Furniture and common appliances
have been rearranged.



Signage and floor markings are in place.
Wait outside if the area or room is full.

Physical distancing and common areas

Eating at your workstation

Food must be limited to light snacks and rice meals which do not have a disturbing smell.

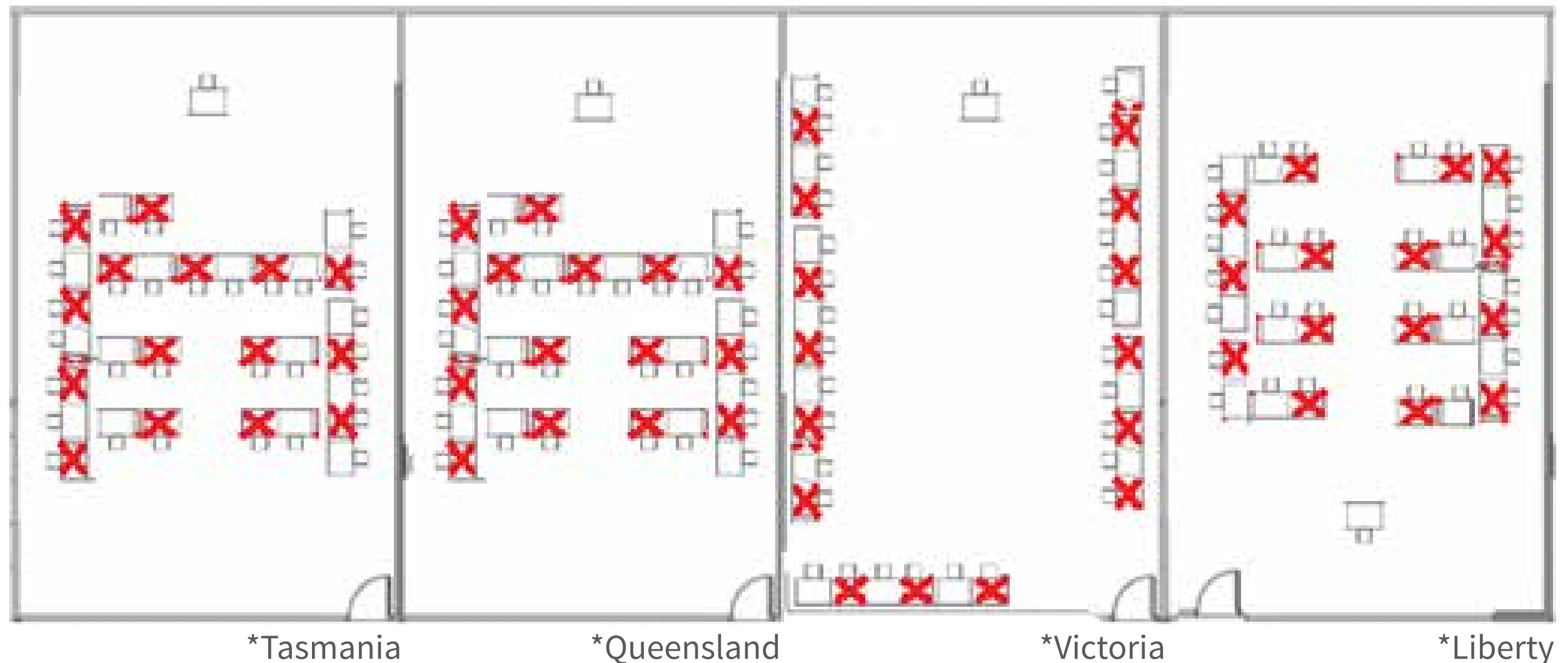
Clean as you go.

Dispose food waste in the designated food waste bins.



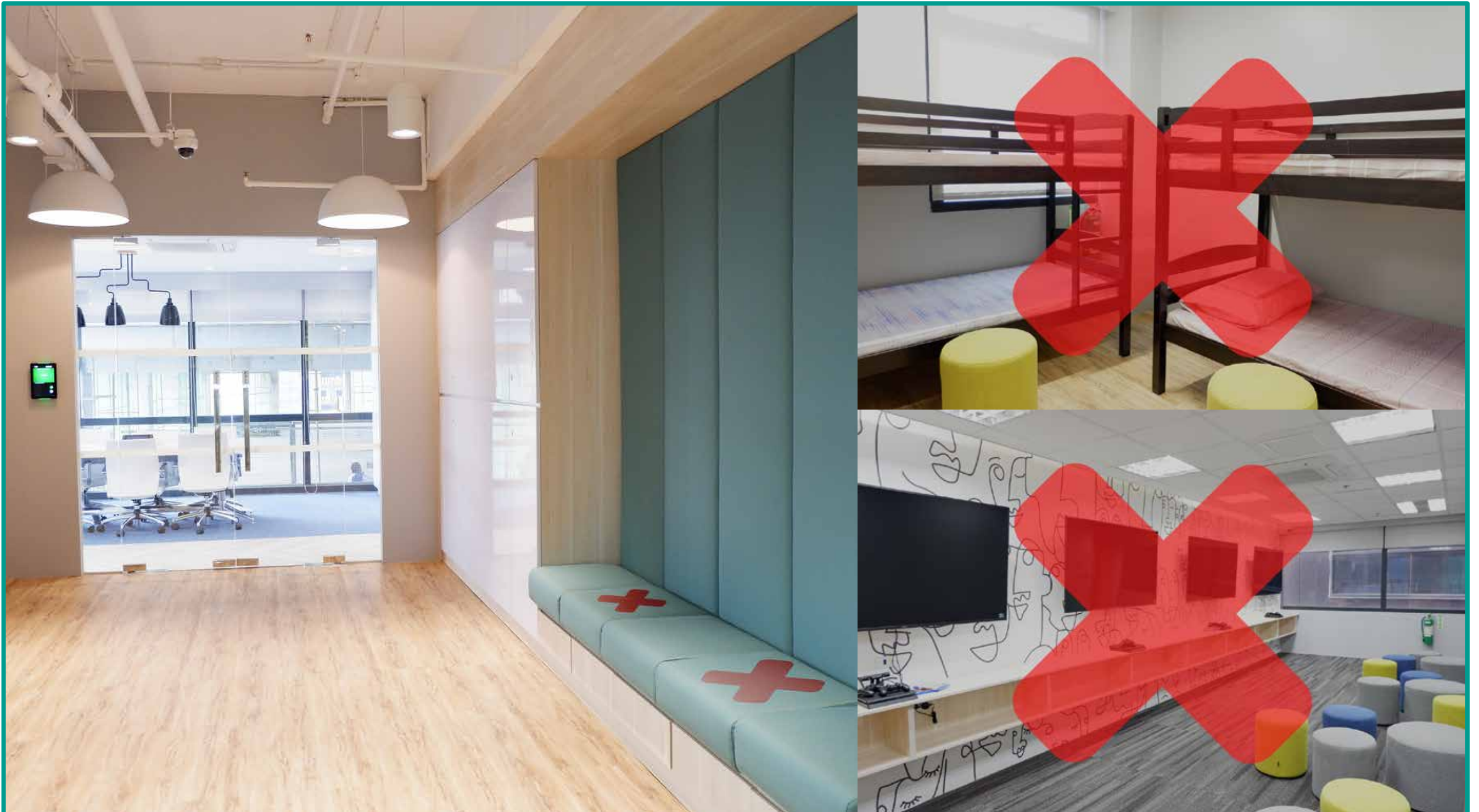
Physical distancing and common areas

Face-to-face meetings should only last for 15 minutes.
Each meeting room is limited to 10% capacity.



Meeting rooms may not be booked for more than 15 minutes.

Physical distancing and common areas

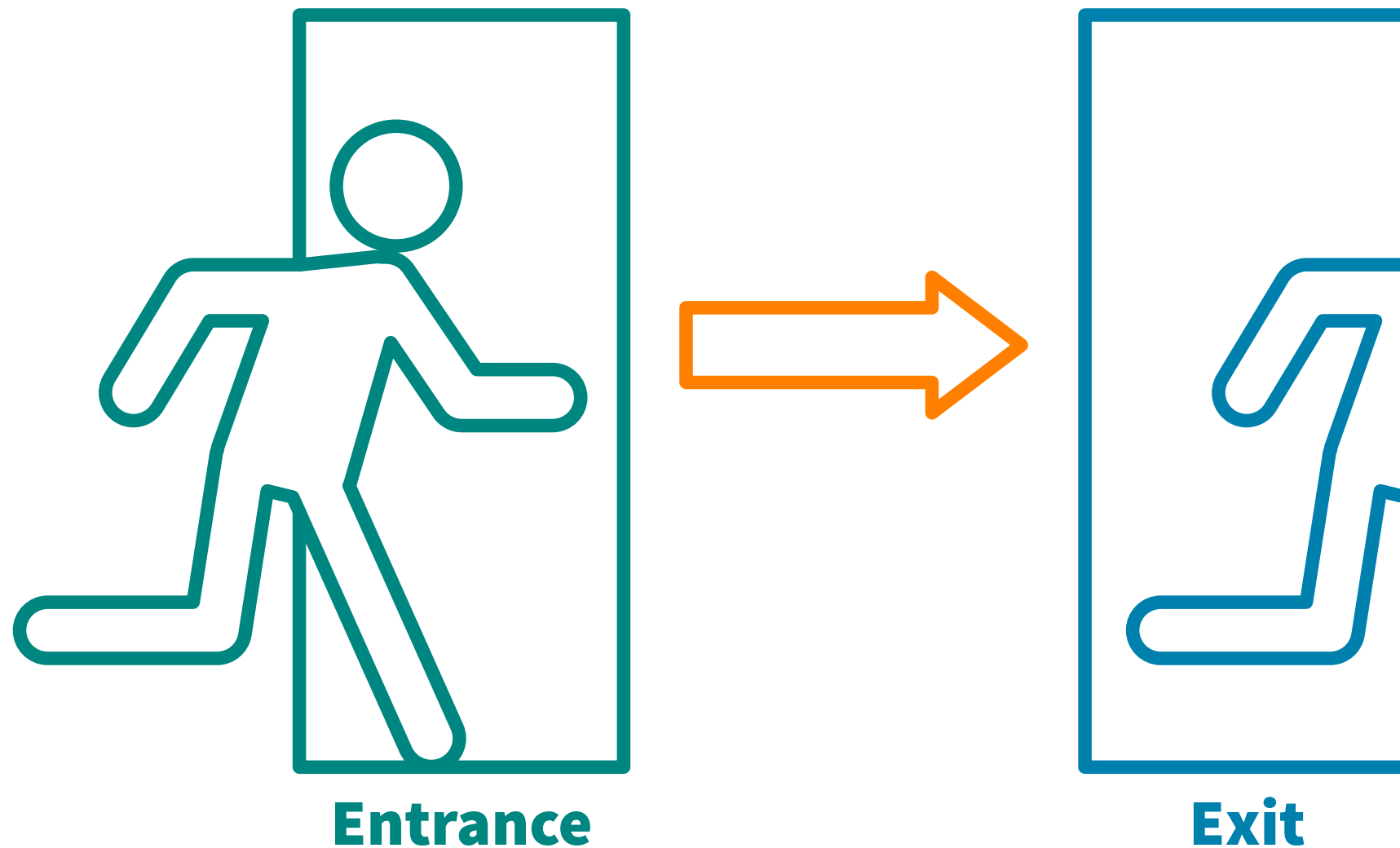


- Chairs/couches have been removed in the reception area.
- Recreational facilities and sleeping areas are closed until further notice.

Door management

Uni-directional traffic flow is implemented with dedicated entrance and exit doors.*

Signage will be posted and security guard/s will direct traffic flow.



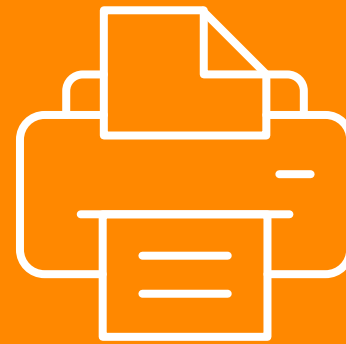
*Not applicable at St. Kilda Road.

Facility sanitation & disinfection

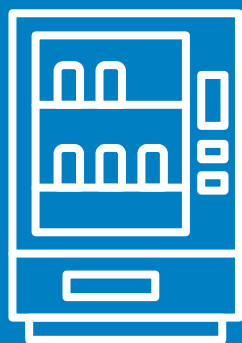
- Regular in-house cleaning and disinfecting is performed by designated sanitation officers within office premises.
- For areas that may catch respiratory droplets during coughing, sneezing or hand contact, surface cleaning will be done with hospital-grade chemicals.
- Cleaning and disinfecting is done every 2 hours for high-touch areas.



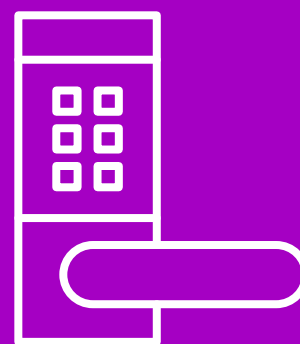
Water
dispenser



Common
printer



Vending
machines



Door knobs/
handles

Facility sanitation & disinfection



All deliveries

Undergo disinfection process prior to entering the facility



Sanitation supplies

Available at strategic areas in the production floor for immediate disinfection needs

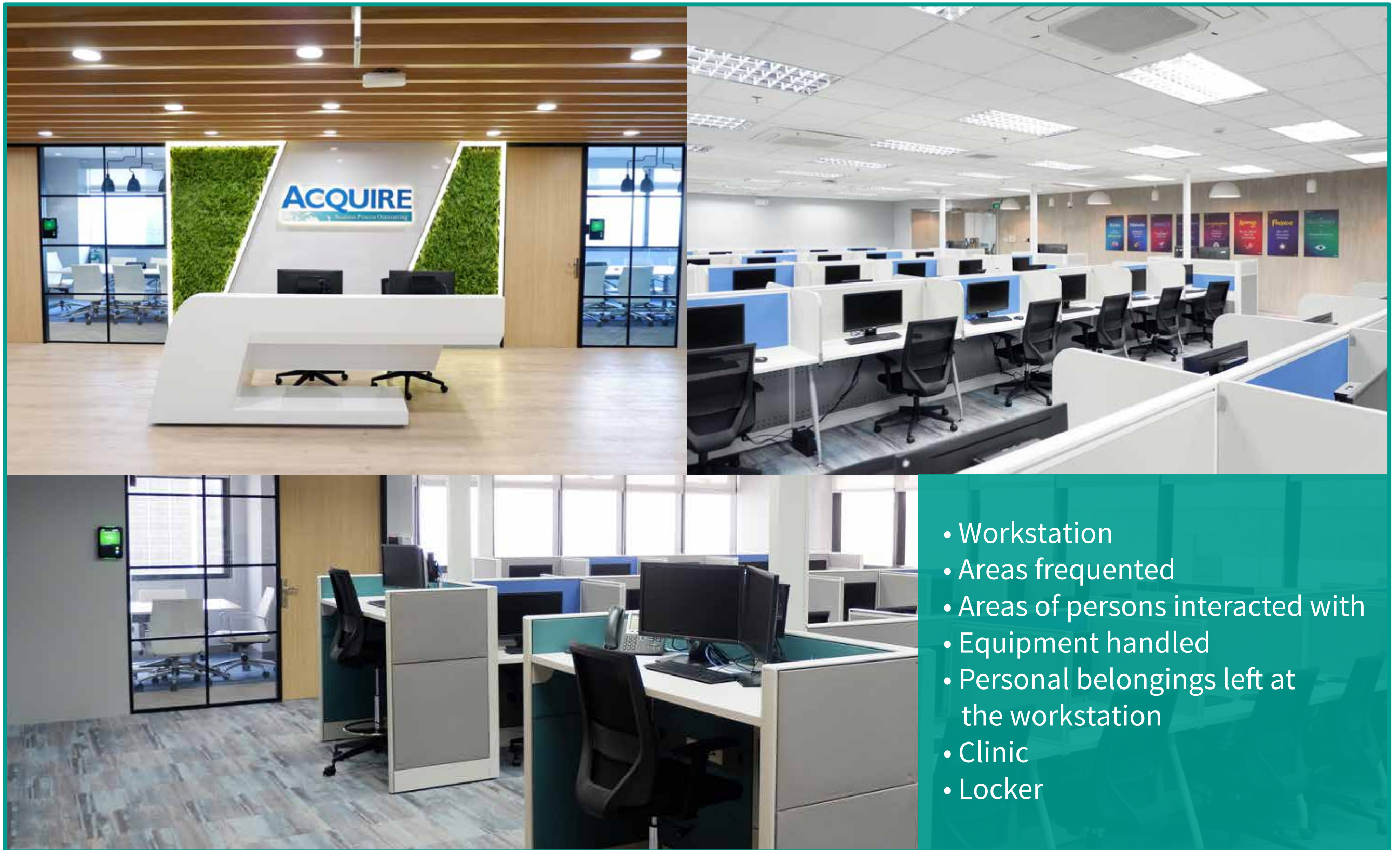


Hand sanitizer and/or alcohol

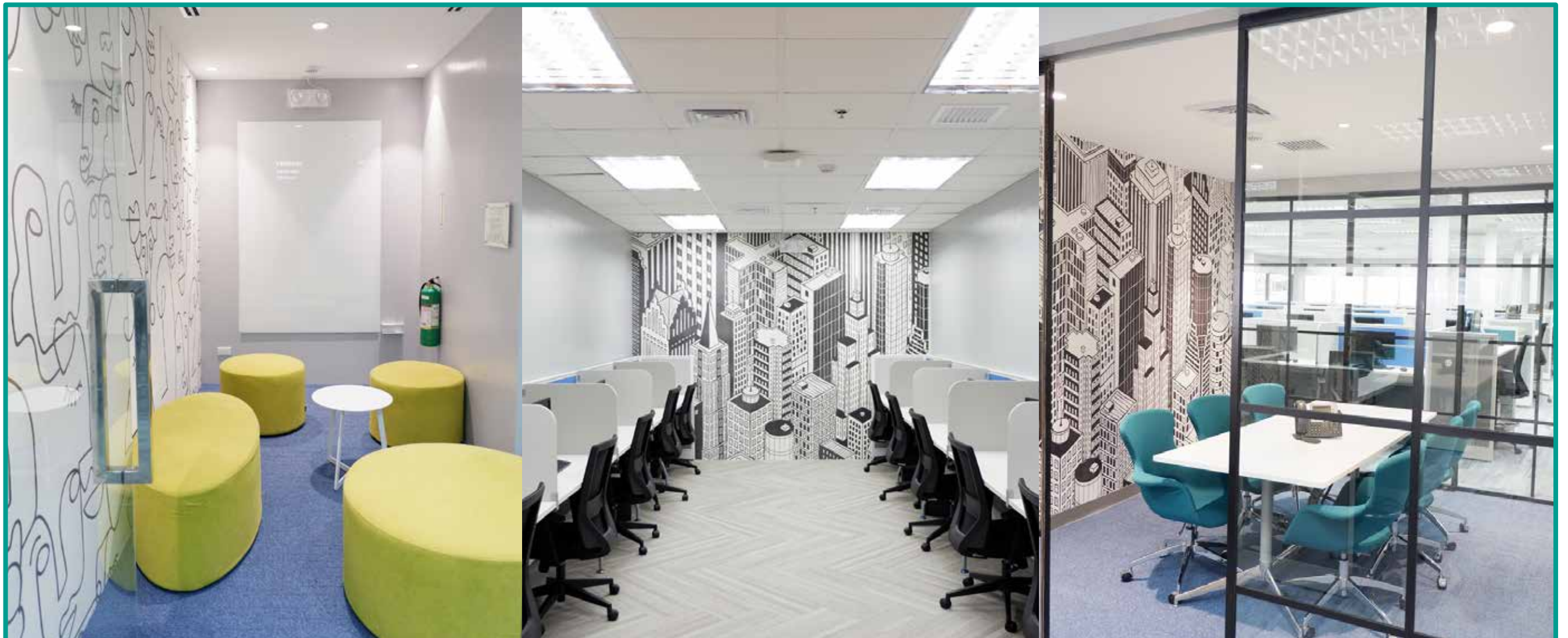
Available at specific areas, such as, but not limited to, main entrances, common areas, conference/meeting/training rooms

Cleaning procedures for confirmed cases

When there is a positive case, we will identify areas for deep cleaning and disinfection by a third-party provider.



Cleaning procedures for confirmed cases



- Depending on assessment, isolate immediate workstation/area/room (up to 4 workstations from either direction).
- Engage third-party providers for disinfection.
- Coordinate with building admin for disinfection of common areas.
- Prevent access to areas to be cleaned and disinfected.

If recommended by the Local Government Unit or City Health Office, selective or building-wide lockdown may be implemented.



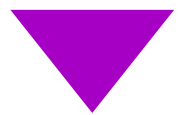
Handling confirmed and suspected cases

COVID-19 case management process

1 Report confirmed/potential case.



2 Send employee to self-quarantine.



3 Execute Facility protocols.

COVID-19 case management process

4 Conduct contact-tracing.



5 Send persons with close contact to self-quarantine.



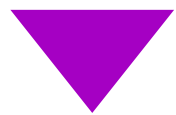
6 Inform clients and employees.

COVID-19 case management process

7 Log and report cases.



8 Monitor completion of self-quarantine.



9 Complete return-to-work requirements.

Individuals with symptoms on site

01

Provide the employee with a face mask, preferably an N95, to prevent the spread of the infection.

02

Lead the employee to the designated isolation area.

03

Report the employee to the Department of Health and/or the barangay where the office is located.

04

Refer the employee to the nearest hospital for laboratory confirmation if the history, signs and symptoms are consistent with COVID-19.

05

Partner with (a) the Local Government Unit or (b) barangay to transport the suspected case to the hospital or (c) employ the service of a private ambulance.

06

Ensure the implementation of the recommendations provided by DOH on the transport of suspected case of COVID-19.

07

Decontaminate the work area following the protocol for cleaning as aforementioned.

Individuals with symptoms NOT on site



01

Wear face mask AND face shield immediately to prevent further spread.



02

Get checked at the nearest hospital for appropriate medical intervention.



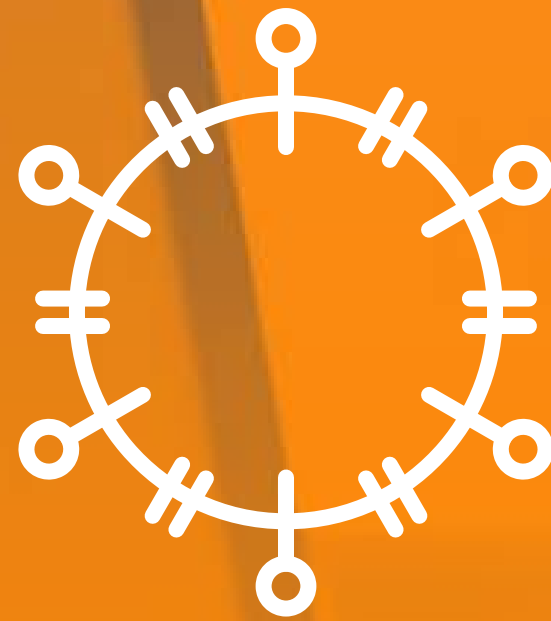
03

Follow the doctor's advice. Take proper medication, rest and get well.



Communication protocol

#AcquireTheALife



**Employees on the same floor
as a COVID-19 positive case**
will be informed via company email.

Check your email regularly.



**FOLLOW THE RULES.
STAY SAFE.**

#AcquireTheALife