

Subject: RE: Bin Omran - opportunity to provide information

Good morning Isobel,

Apologies for the delay in replying to you, we were inspected by the Public Works Authority (ASHGHAL) to insure we had taking measures and was hoping to get a copy of their report in time to share with you.

At the beginning of this coronavirus outbreak our medical, HSE and facilities & welfare departments together started working on a response plan which is attached, also attached are the awareness sessions conducted by our medical department at both the construction sites and in the workers accommodation and the deep cleaning of our workers accommodation by an external contractor.

Once we receive the inspection report from the Public Works Authority we will share this with you so you can better understand from an external inspectors perspective the lengths we have gone to protect our workforce.

And finally, I can confirm we have no cases to date.

Thanks & Regards,



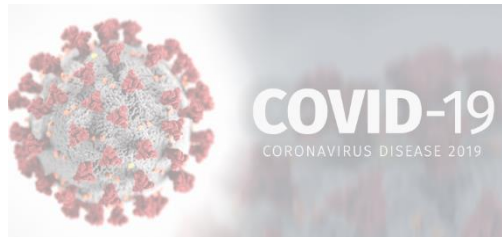
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Infectious Disease Outbreak Contingency Response Plan



Approval Sheet

Document Number: BOTC/HR/FW/175/R0 , 16/03/2020

Document Owner: Bin Omran Trading and Contracting,
Al Alia Trading & Contracting Company L.L.C
STROM Construction L.L.C and
SIDRA Agricultural Company L.L.C

Project Details: All Project Sites and Accommodation.

Revision History

Revision	Date	Additions/modifications
00	16/03/2020	Initial Version <i>Prepared by: Medical, HSE, Accommodation & Welfare Department</i>

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Appendices

- A Qatar Star Services Catering Operations Standard

1. INTRODUCTION

Coronaviruses (CoV) are a large family of viruses that cause illness ranging from the common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS-CoV) and Severe Acute Respiratory Syndrome (SARS-CoV).

A novel coronavirus (COVID-19) was identified in 2019 in Wuhan, China. This is a new coronavirus that has not been previously identified in humans.

Coronaviruses are zoonotic, meaning they are transmitted between animals and people.

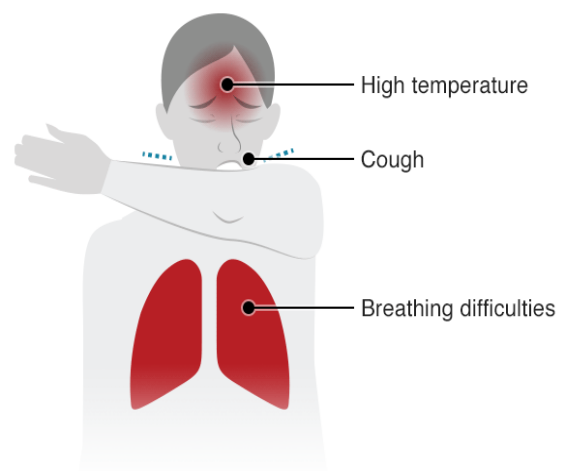
Several known coronaviruses are circulating in animals that have not yet infected humans.

PREVENTION AND SURVEILLANCE will be the main theme for the reduction in virus affected cases.

2. COVID 19 SYMPTOMS

Symptoms to this may include:

- Coughing
- High Temperature
- Shortness of Breath



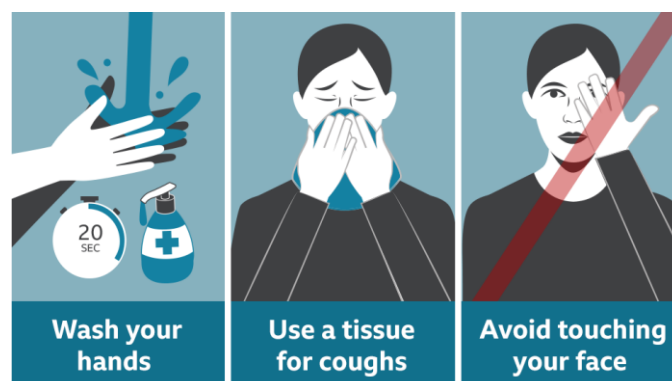
These symptoms do not necessarily mean you have the illness. These symptoms are similar to other illnesses that are much more common during seasonal changes, such as colds and flu.

3. VIRUS SPREAD

The evidence suggests that the spread like other viruses, it spreads in sneezing and cough droplets. These then can turn to contaminate other surfaces in the vicinity of the droplet range.

Viruses like coronavirus cannot live outside the body for very long periods therefore self-hygiene is paramount.

The virus can be easily spread and steps are required to be taken by ALL to help stop virus like coronavirus (COVID19) spreading:



DO NOT TOUCH YOUR EYES, NOSE OR MOUTH IF YOUR HANDS ARE NOT CLEAN

It's very unlikely it can be spread through things like packages or food.

Infectious Disease Contingency Response Plan

REQUIRED

- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze.
- Put used tissues in the bin immediately.
- Wash your hands with soap and water often – use hand sanitiser gel if soap and water are not available.
- Avoid close contact with people who are unwell.



Wash hands frequently with soap and water or use a sanitiser gel



Catch coughs and sneezes with **disposable tissues**



Throw away used tissues (then wash hands)



If you don't have a tissue **use your sleeve**



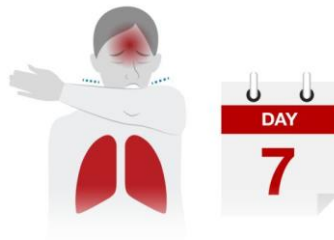
Avoid touching your eyes, nose and mouth with unwashed hands



Avoid close contact with people who are unwell

Infectious Disease Contingency Response Plan

Where circumstances arise and you believe that you may have the symptoms of the virus look to self-isolate and **REPORT IT**



If your symptoms get worse or are no better after seven days seek medical advice



Stay at least three steps away from other people in your home if possible

4. LOCATIONS AND AREAS.

The risk of cross contamination is present and therefore certain actions are to be taken in the form of good Personal Hygiene and Location Disinfection and Hygiene requirements. Make sure the area around you are hygienically clean and have been cleaned.

Any unoccupied areas or locations will be made secure to limit any areas of spread within the various operational locations.

Restriction will be in place to decrease potential group gathering at various locations and this will be advised through communicated assisted platforms.

5. COMMUNICATION

As part of the current communications that are being completed through various mediums, these will be enhanced to include:

- COVID 19 Understanding and Awareness
- Virus Symptoms
- Symptom Reporting Requirements
- Restrictions for Work
- Personal Hygiene Requirements
- Room and Space Hygiene Requirements
- Prevention and Virus Spread Actions
- Company Support and Benefits

These mediums will be in the format of dedicated Electronic Bulletins, Static Specific Notice Boards, Individual and Small group briefings and interface session, Small Group presentations.

6. RESPONSE COMMUNICATION

Implementation of this plan will be part of the responsibility of the response committee group that will be made up of various section heads to ensure full communication across operational areas and the issue of relevant information to be issued to the company's operations. These will be the following

- HR Department
- Medical Department
- HSE Department
- Facilities and Welfare Department
- Accommodation Department

7. MONITORING AND SURVEILLANCE

Daily surveillance monitoring tracking to be undertaken where this is deemed possible and practicable in the operational areas that will consist of temperature check and symptom's check, with records in place for this for traceability.

Where obvious symptoms are perceived then further assessment will be taken for the individual at the required medical facility where additional checks and measures adopted.

From this further action be decided for self-isolation to take place or for assessment to be taken at the Ministry of Public Health specialise centre which has been set up for individual with the virus.

Additional to this a **“Track and Trace”** action will be used to collect data of the person movements and contacts to see where assistance can be given or further cases identified to reduce the virus spread.

8. REPORTING

A dedicated **COVID 19 HOTLINE** will be in place for specify case reporting along with the Ministry of Public Health call centre number of 1600 with be issued and posted at all location consisting of accommodation, officed and common areas.

Additional to this and in accordance with the Response Communication team a dedicated **“What's App” Group** will be developed for various communication and reporting this will be to aid the process of reporting, and communication of potential cases and issues of any development within or external of the company.

This will be monitored from a central source so that the information and reporting being issued and review is correct and justified.

Infectious Disease Contingency Response Plan

9. ACCOMMODATION AND ENVIRONMENTAL HYGIENE

The following requirements have been categorised for the company accommodation for workforce and staff together with Operational Project Offices and Locations with support given from IBN Ajayan Facilities and Qatar Star Catering Services.

Item	Task	Requirements and Action
1	Initial review term of the Coronavirus preparedness	Interim guideline corona virus disease 2019 (COVID-19) infection preventive and control guidelines have been cascading to all levels of the projects personal and labour accommodations. Site surveillance in progress with project male nurse
2	All workers arriving from vacations on 07/03/2020 from Listed (14 countries)	Staying at camp at a designated building. Minimize mixing with others as much as possible. For Dining packed food is considered. Following the procedures and processes of hand washing and sanitizing plus using the proper PPE
3	Newcomers	Total Restrictions will take place for any new arrivals, where this is an urgent requirement then surveillance checks and isolation will be action.
4	Safety and Health Measures	Awareness posters have been posted on notice boards, dining areas, common area and within bus transport. Same will be applied for all staff, subcontractors team sharing BOTC offices, consultant or any visitors by dedicated safety and site nurse. Any labour, staff or sub-contractors will/are advised to report directly to clinic for assessment if symptoms are present or noticed. Seven isolation rooms for new arrivals or any employee having any virus symptoms.
5	Cleaning Measures	Sanitizing all the rooms, toilets, corridors and mess halls and offices each day at the start, during and end of the day by approved methods and teams and records in place. Transport buses also to be completed daily as part of the cleaning reequipments. Medical clinic working 24/7 with dedicated cleaning schedules. Awareness posters to positioned in and on all common areas.

Infectious Disease Contingency Response Plan

6	Main Office	<p>As part of a precautionary measures, medical department and team will continue and complete planned awareness campaigns and training together with specific training for all employees on how to protect themselves and their families and provide important instructions for personal hygiene to prevent the spread of such viruses.</p> <p>With the emphasis based on social distancing, no hand contact with persons, static surfaces and areas within their area of work or to a minimum in all areas.</p> <p>Mandatory information and awareness information posted and issued to all.</p>
7	Food Services	<p>All food contact surfaces are cleaned and sanitized before and after each use on a daily scheduled basis. Approved suppliers are only used and chosen with checks in place from Thermal screening. Food delivery vehicles are cleaned and sanitized after before and after each delivery</p> <p>Checks for Supplier and any indication of the symptoms of COVID-19 will be noted and immediately informed to concern department officially and return.</p>
8	Main Clinic	<p>All preventive measures, infection control and personal hygiene are followed strictly as per MOPH guidelines.</p> <p>Awareness is a continuous process on individual basis for all workers regarding hand washing, face masks and self-isolating, especially wrong practices.</p> <p>Awareness talks, posters and practices are taking place throughout the workers accommodation.</p> <p>Suspected case with MOPH criteria will be referred to Hazm Mebareek General Hospital.</p> <p>All Workers with more than 2 (two) days leave from site will not be allowed to resume work without a medical certificate from the main clinic.</p>

10. Mandatory Conditions

Mandatory Conditions

- All workers and staffs shall be given awareness training
- The symptoms of COVID19 and causes of transmission
- Personal hygiene and how to avoid infection
- Reporting to the camp clinic if they show signs of symptoms
- Signs/ Posters on action to prevent infection and reporting symptoms shall be posted at all mess halls, bathrooms, recreational facilities, offices and other communal locations
- Catering staffs, Medical, Maintenance and Cleaning services shall take all the necessary safety precautions while performing their duties.
- Anyone who has any of the symptoms should report directly to the clinic
- The Accommodation boss or designated officer shall complete a Suspect Case Information form - see below
- Management of Labour City should be contacted immediately with the details of the suspect, the staff who share room with him and whom he has have contact with.

In the event of a COVID 18 Confirmed Case, No ONE should be allowed to leave the any accommodation and all identified Close Contacts shall be remain in their room.

With arrangement made for them to be taken the dedicated Ministry of Public Health facility for further medical screening and testing

11. COVID 19 - SUSPECTED CASE INFORMATION FORM

COVID 19 - Suspected Case Information Form			
Employee Name		QID	
Age			
Nationality			
Mobile Number			
Employee Number			
Address and Building Number			
Body Temperature			
Travel History for the last 14 days	No <input type="checkbox"/>	Yes <input type="checkbox"/> provide details	
	Travelled from		
	Date of travel		
	Visited any other country	No <input type="checkbox"/>	Yes <input type="checkbox"/> provide details
	Country		
	Date		
Date of first symptom's			
Camp/Home Contact Number			
Number of persons living in the Camp			
Camp Boss Name			
Contact Details			

APPENDENCES A - QATAR STAR SERVICES CATERING OPERATIONS STANDARD



Standard Operating Procedures Manual Qatar Star Services L.L.C

QSS-SOP-CV-01

LEVEL 3

Revision No. 0

Page 1 of 3

Section: Standard Operating Procedure (SOP)

Effective Date: 1th of Feb 2020

Subject: Corona Virus

1. Purpose

To explain the actions a general practice should take in managing patients who suspect they may have COVID-19.

2. Scope

All Qatar Star Services L.L.C. facilities projects receiving, storing, handling and serving food supply. This procedure applies to food service employees handling dry stores as well.

3. References

- QSS-QA-QMS-FSMS-F008-LEVEL-4 Cleaning Schedule

5. Responsibility and Accountability

Supervisor

- Shall be responsible for Thermal screening of staff.
- Communicate with staff and other organization regarding the updates of COVID 19.
- Provide regular awareness to the staff
- Ensure staff personal hygiene and behavior

QHSE Department & Welfare department

- Regular verification of provided awareness training
- Monitoring staff health and safety matters
- Provide daily updates to all department within QSS regarding COVID 19.
- Isolate the staff who shows symptoms of COVID 19.
- Verify the personal hygiene screening and ensure the implementation of HSE environment

Operation Managers

- Shall be responsible for regular training and staff health screening
- Provide regular awareness to the staff

Prepared by:
QHST Manager

Approved by:
General Manager



Standard Operating Procedures Manual Qatar Star Services L.L.C

QSS-SOP-CV-01

LEVEL 3

Revision No. 0

Page 2 of 3

Section: Standard Operating Procedure (SOP)

Effective Date: 1th of Feb 2020

Subject: Corona Virus

5. Procedure

STEP	ACTIVITY	REMARKS
1	AWARNNESS The updated information on COVID-19 shall be provided to each Individual regularly and should be as per guidelines of MOPH Topic covered: Personal hygiene , PPE, Hand washing etc.	Personal hygiene and PPE of the staff will be monitored by supervisors and verified by QHSE officer
2	SCREENING <ul style="list-style-type: none">Supervisor will carry out thermal screening of all employee and supplier daily basis. Until clearance by supervisor, people will not be allowed inside the premises.Thermal screening is done by taking the body temperature by pointing the IR thermo meter on individual's forehead. If any individual show symptoms of the disease such as dry cough, fever, sore throat and difficulty to breath will not be permitted inside the premises and will be quarantined in isolation room and informed to medical services.	Acceptable body temperature is between 36.5°C to 37.5°C Unacceptable body temperature ≥ 37.5 While taking thermal screening each individual should be maintained the space minimum 2 meter
3	FOR ALL FOOD CONTACT SURFACES/DELIVERIES <ul style="list-style-type: none">All food contact surfaces are cleaned and sanitized before and after each use.Approved suppliers are only chosenFood delivery vehicles are cleaned and sanitized after each deliveryCheck for the PPE and Thermal screening of supplierIf Supplier show any of the COVID-19 symptoms, will be noted and immediately informed to concern department officially and return back.	Cooks/assistant cooks will clean food contact surface Drivers will clean and sanitize vehicles after each delivery.
4	SELF ISOLATION <ul style="list-style-type: none">Isolate yourself in home once you feel any of the COVID symptoms.Call ahead to superior regarding symptoms before visiting hospitalWear face mask if it is advised to.Cover your cough and sneeze using tissueWash your hand frequentlyAvoid sharing house hold itemsIf you need to wash the laundry at home before the results are available, then wash all laundry at the highest temperature compatible for the fabric using laundry detergent. This should be above 60 degrees C. If possible tumble dry and iron using the highest setting compatible with the fabric.Wear disposable gloves and a plastic apron when handling soiled materials if possible and clean all surfaces and the area around the washing machine.Wash your hands thoroughly with soap and water after handling dirty laundry (remove gloves first if used).	Patients in self-isolation may contact the practice seeking advice on urgent medical care: - If the patient is critically unwell, then an ambulance should be called and the call handler informed of suspected COVID-19.

Prepared by:
QHST ManagerApproved by:
General Manager



Standard Operating Procedures Manual Qatar Star Services L.L.C

QSS-SOP-CV-01

LEVEL 3

Revision No. 0

Page 3 of 3

Section: Standard Operating Procedure (SOP)

Effective Date: 1th of Feb 2020

Subject: Corona Virus

7. Good Hygiene Practices

- Only receive foods from approved suppliers
- Only have foods delivered when someone is available to receive them
- Request high risk foods are delivered outside busy service periods
- Keep goods receiving areas clean and free of spills and waste materials
- Wash hands prior to receiving food products
- Keep all foods off the floor
- Chilled and Frozen products should be immediately transferred to their designated storage

8. Monitoring and Evaluation

The operation of this policy and procedure will be monitored constantly during DFAC and QA management Audits/Inspections periodically as defined in Audit Program. QA Management shall be responsible for initiating a review whenever necessary.

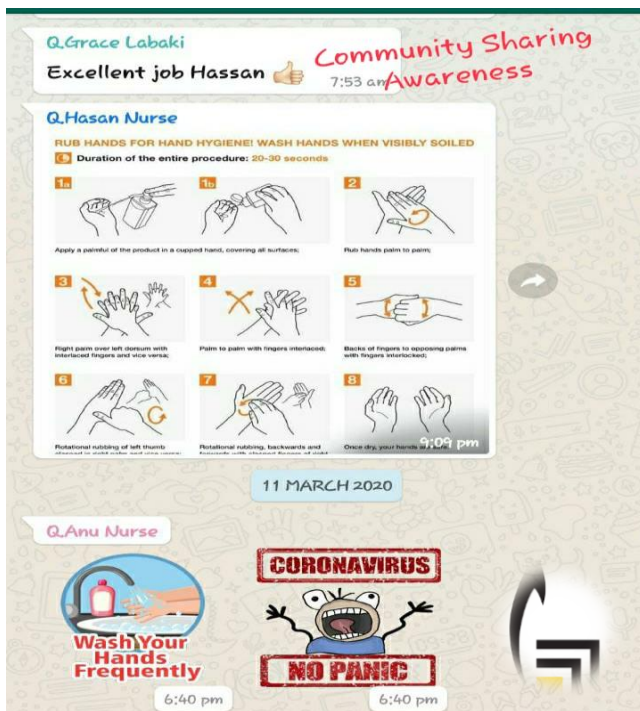
Prepared by:
QHST Manager

Approved by:
General Manager

Medical Team Response regarding COVID19 – Qatar

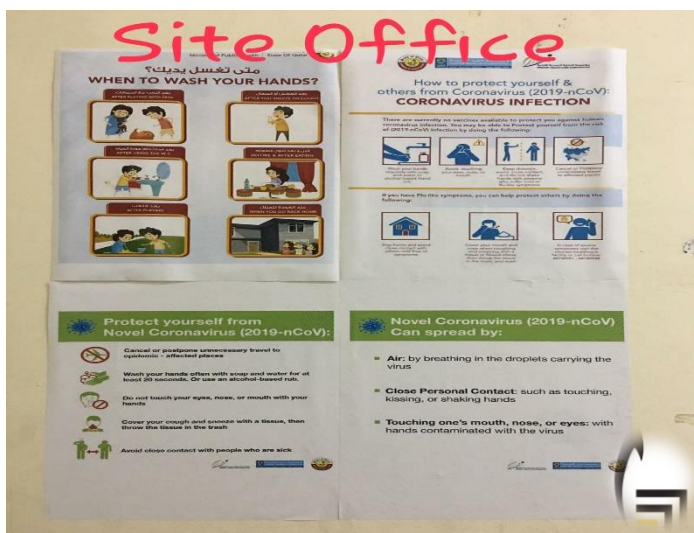
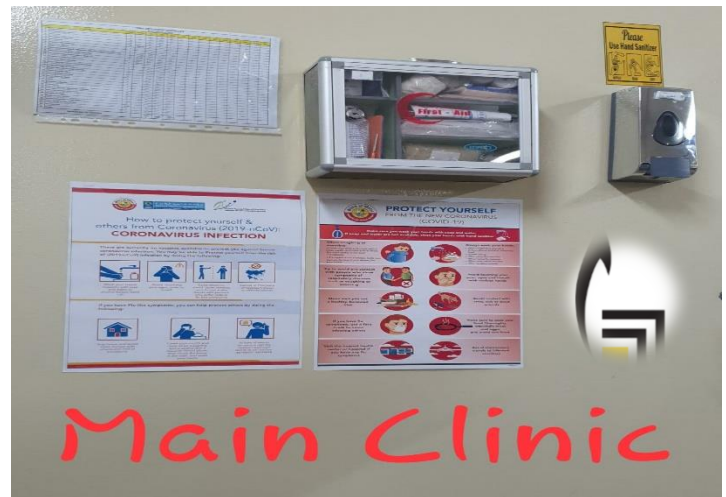
1. For the community

- ✓ We help the country to fight the rumors by share the confirmed data and news also we inform all our contacts about the rumors and fake news through SMS and What's app messages and groups.



2. For the company employees

- ✓ Awareness Posters and information posted all over the company facilities (Main office, Camps & Sites)

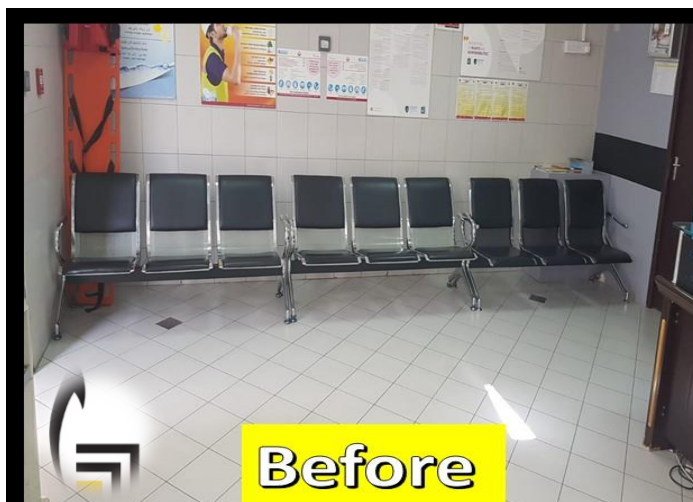


3. The Medical Facilities (Main Clinic & FAUs)

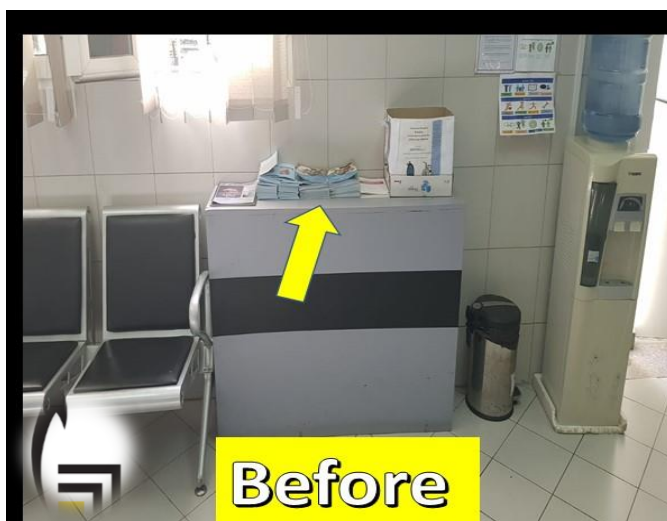
- ✓ Main doors slightly opened, and the inner doors opened to avoid touch the knob doors.



- ✓ Number of waiting areas chairs decreases from 15 to 3 chairs also all books and brochures are removed to decrease the risk of exposure and unnecessary touch.

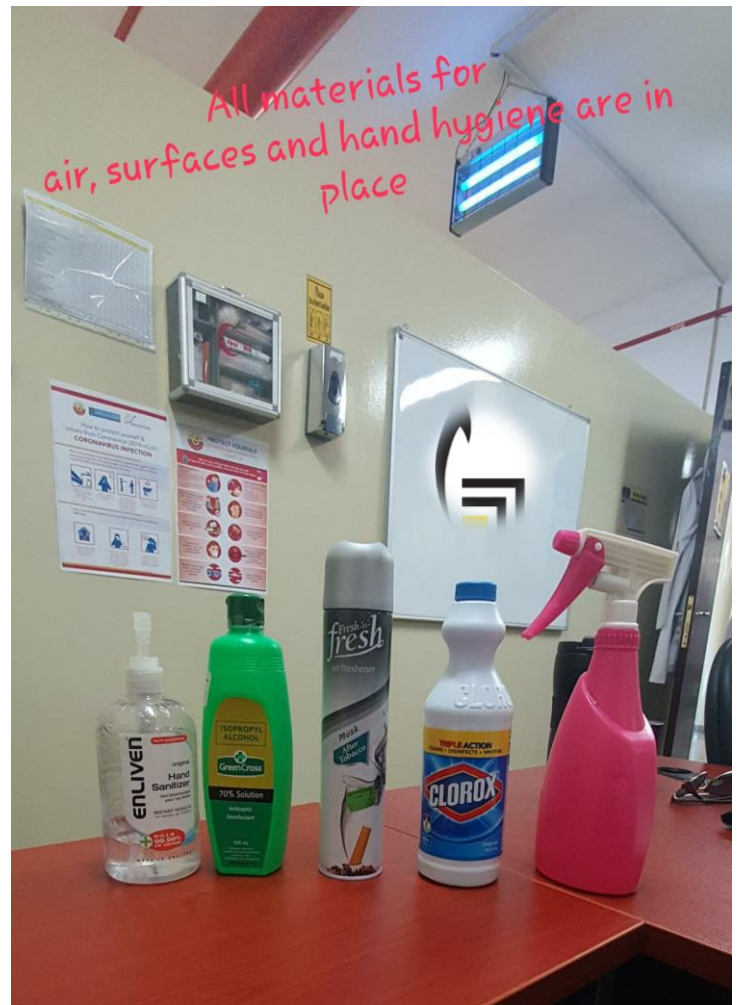


Decrease the number of waiting chairs to decrease the risk of exposure

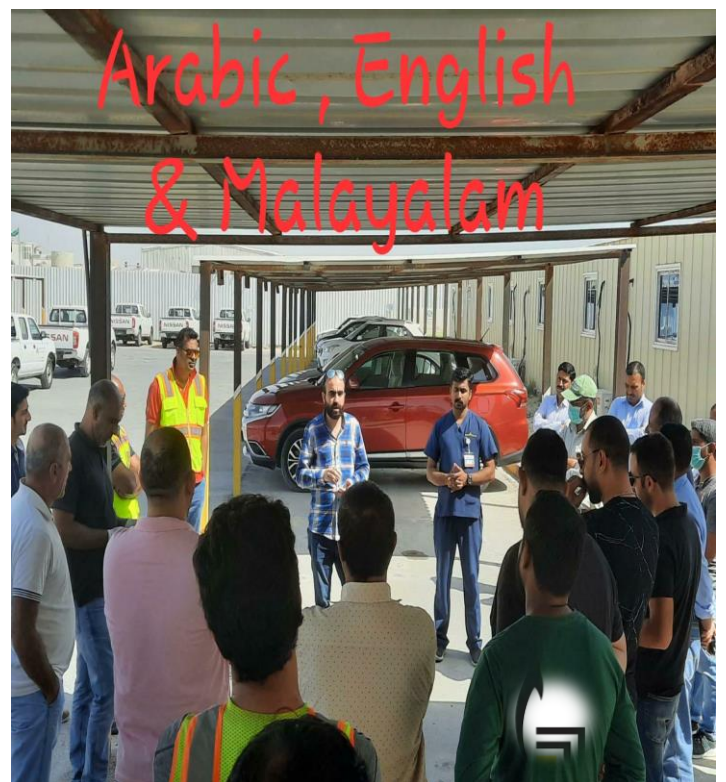
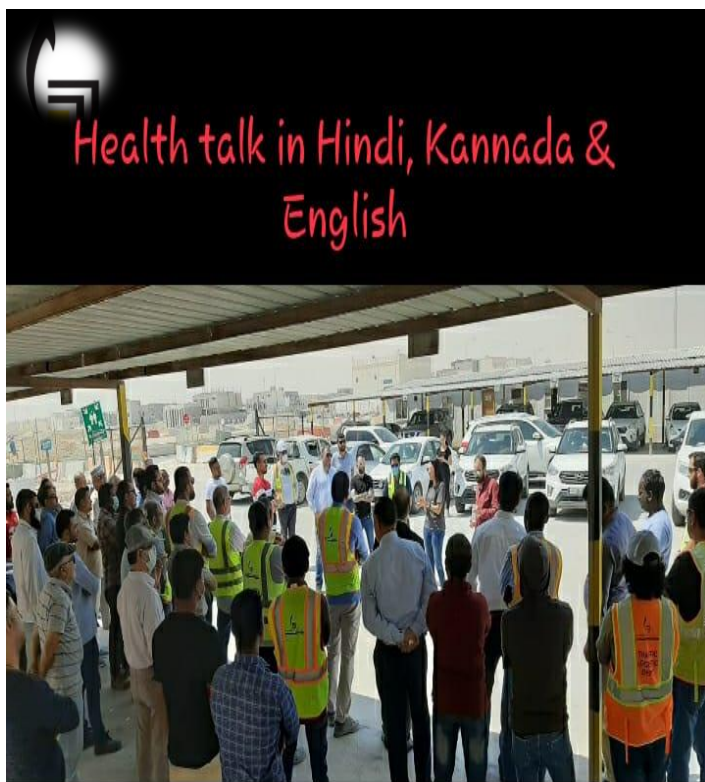


All Books & Brochures removed to decrease unnecessary touch

4. Personal Hygiene, Cleaning & Sanitizing




5. The Awareness & Health talks activities in different languages



6. Chronic Disease and High-risk Patients

- ✓ Request for remote work is prepared to be used as per the permission given to some categories to work from home.

 BIN OMARAN • بن عمران <small>TRADING & CONTRACTING L.L.C. شركة التاجيد والمقاولات ذ.م.ش</small>		<h2><u>Medical Report</u></h2>		Start Date	
				Department	
Work From Home Request					
Staff Name		Nationality		Age	
Salary Number		Mobile Number			
Site Name		Company Email			
Designation		Reporting to			
Chronic Medical Problem	Diagnosis / Notes				
	Investigation Reports Submitted				
* Medication :					
Medication	S.No.	Medicines			
	1				
	2				
	3				
	4				
	5				
<h1>Remarks</h1>					
Staff Signature		Department Manger			
Doctor Signature		HR Manager			



Hand Wash Soap



Deep Cleaning in Accommodation Facilities



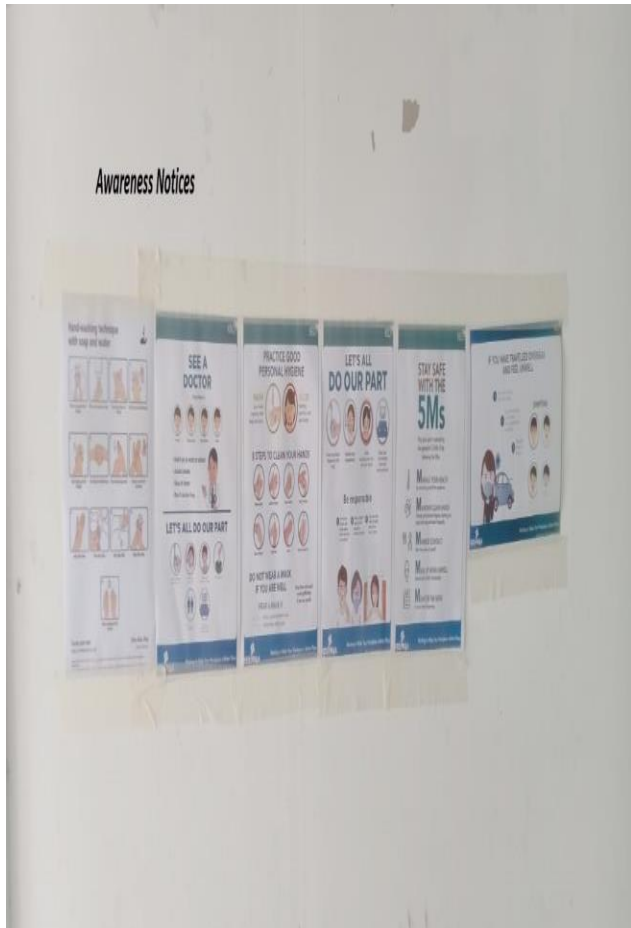
Deep Cleaning in Accommodation Facilities



Deep Cleaning in Accommodation Facilities



Awareness Notices



Awareness session by HSE & Medical Team - 14/03/2020



Awareness session by HSE & Medical Team - 07/03/2020





PROTECT YOURSELF FROM THE CORONAVIRUS DISEASE-2019 (COVID-19)

Always wash your hands:

- After coughing or sneezing
- Before, during and after preparing food
- Before eating
- After using the restroom
- When caring for patients
- When your hands are dirty
- After handling animals



Make sure you wash your hands with soap and water. If soap and water are not available, clean your hands with hand sanitizer

When coughing or sneezing:

- Cover your nose and mouth with a clean napkin and make sure to throw the used napkin in the trash immediately
- If a napkin is not available, make sure you use the top of your sleeve, not your hands



Avoid touching your nose, eyes and mouth with unclean hands

Try to avoid any contact with people who show symptoms of respiratory diseases such as coughing or sneezing



If you have flu symptoms, use a face mask to avoid infecting others

Visit the nearest health-center or hospital if you have any flu symptoms



Avoid traveling to countries that have a wide spread of the disease



How to protect yourself & others from Coronavirus (2019-nCoV): CORONAVIRUS INFECTION

There are currently no vaccines available to protect you against human coronavirus infection. You may be able to Protect yourself from the risk of (2019-nCoV) infection by doing the following:



Wash your hands regularly with soap and water or alcohol-based Hand rub



Avoid touching your eyes, nose, or mouth



Keep distance, avoid close contact, and do not shake hands with persons who suffer cold or flu-like symptoms



Cancel or Postpone unnecessary travel to affected places

If you have Flu-like symptoms, you can help protect others by doing the following:



Stay home and avoid close contact with others until free of symptoms



Cover your mouth and nose when coughing and sneezing with a tissue or flexed elbow, then throw the tissue in the trash, and wash your hands



In case of severe symptoms visit the nearest healthcare facility or call hotline: 66740951 - 66740948

متى تغسل يديك؟

WHEN TO WASH YOUR HANDS?

بعد اللعب مع الحيوانات
AFTER PLAYING WITH PETS



بعد العطس أو السعال
AFTER YOU SNEEZE OR COUGH



بعد استخدام دورة المياه
AFTER USING THE W.C.



قبل و بعد تناول الطعام
BEFORE & AFTER EATING



بعد اللعب
AFTER PLAYING



عند العودة للمنزل
WHEN YOU GO BACK HOME



Protect yourself from Novel Coronavirus (2019-nCoV):



Cancel or postpone unnecessary travel to epidemic - affected places



Wash your hands often with soap and water for at least 20 seconds. Or use an alcohol-based rub.



Do not touch your eyes, nose, or mouth with your hands

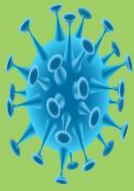


Cover your cough and sneeze with a tissue, then throw the tissue in the trash



Avoid close contact with people who are sick





Novel Coronavirus (2019-nCoV)

Can spread by:

- **Air:** by breathing in the droplets carrying the virus
- **Close Personal Contact:** such as touching, kissing, or shaking hands
- **Touching one's mouth, nose, or eyes:** with hands contaminated with the virus