



Milestone Guaranty and Assurance Corp.

OFFICE MEMORANDUM

Date : May 7, 2020

For : All Employees in the Head office and Branches

Re : DOLE INTERIM GUIDELINES ON WORKPLACE PREVENTION AND CONTROL OF COVID-19 – THE NEW NORMAL ON OFFICE SAFETY AND DECORUM

Based on the Guidelines recently promulgated by the Department of Labor and Employment, we are updating the previous Memo on Precautionary Measures dated March 9, 2020, as follows:

A. Increase physical and mental resilience

1. All employees are encouraged to observe the following everyday actions to stay healthy such as:
 - a. Eat nutritious and well-cooked food;
 - b. Drink plenty of fluids and avoid alcoholic beverages; and
 - c. Increase the body's resistance by having adequate rest and at least eight (8) hours of sleep.

B. Reducing transmission of COVID-19

1. Prior to entrance in buildings or workplaces

- a. All employees shall:
 - 1.) Wear face masks at all times and remove the same only when eating/drinking. Should cloth masks be used, the washable type shall be worn but additional filter material such as tissue papers inside the masks may be added;
 - 2.) Accomplish daily the health symptoms questionnaire and submit to the guard or designated safety officer prior to entry;
 - 3.) Have their temperature checked and recorded in the health symptoms questionnaire;
 - 4.) For personnel with temperature HIGHER THAN 37.5 degrees Celsius, even after a 5-minute rest, or if their response in the questionnaire needs further evaluation by the staff, the person shall be isolated in an area, and not allowed to enter the premises;



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5.) Spray alcohol/sanitizers to both to both hands; and use the disinfectant foot baths at the entrance.

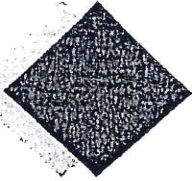
- b. Equipment or vehicle entering the office or operational area must go through a disinfection process; and
- c. All employees shall instill physical distancing of at least one meter, BUT PREFERABLY TWO METERS as advised by the World Health Organization.

2. Inside the workplace

- a. All work areas and frequently handled objects such as door knobs and handles, shall be cleaned and disinfected regularly, at least once every two (2) hours;
- b. All washrooms and toilets have sufficient clean water and soap, employees are encouraged to wash their hands frequently and avoid touching their eyes, nose and mouth;
- c. Use the sanitizers available in corridors, conference areas, elevators, stairways and areas where employees pass;
- d. Employees, whether in office workstations or in operations area, shall always practice physical distancing meaning at the minimum TWO (2) meter radius space (side, back and front) between employees;
- e. Eating in communal areas or pantry is discouraged. It is best to eat in individual work area and all wastes shall be disposed properly.
- f. It is discouraged that employees engage in conversation with masks off during meal times. Tables and chairs shall be cleaned or disinfected after every use of the area, and before as well as at the end work day; and
- g. Pantries shall be cleaned and disinfected regularly.

C. Minimize contact rate

- 1. Alternative work arrangements such as work from home of half the employees will be observed;
- 2. Prolonged face-to-face interaction between employees and with clients are discouraged and masks shall be worn at all times and not removed;
- 3. Meetings needing physical presence shall be kept to a minimum number of participants and with short duration. Videoconferencing shall be utilized for lengthy discussions among employees;



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4. The use of telephones and SLACK app shall be used to avoid face to face transactions with other departments.
5. Office tables will be arranged in order to maintain proper physical distancing. Barriers may be provided between tables;
6. Workstation layout shall be re-arranged to allow for unidirectional movement in aisles, corridors or walkways;
7. To maintain physical distancing, number of people inside an enclosed space such as a room shall be limited;
8. Stairway use should consider physical distancing and limit the number of persons in order to observe the 1-meter physical distancing;
9. Online system shall be highly encouraged to be utilized for clients needing assistance from offices including the use of videoconferencing; and
10. Roving officers shall always ensure physical distancing and observance of minimum health protocols.

In addition, all employees shall:

1. Comply with all workplace measures in place for the prevention and control of COVID-19, such as, frequent hand washing, wearing of masks, observe physical distancing always, etc.;
2. Observe proper respiratory etiquette;
3. Cough and sneeze into tissue or into shirt sleeve if tissue is not available;
4. Disposing used tissues and masks properly; and
5. Disinfect hands immediately through proper washing with soap and water or alcohol-based sanitizer immediately after a cough or sneeze.

We ask you also to take the necessary precautions to avoid contamination and adhere to our guidelines on Covid19 prevention. Thank you for your cooperation and safety consciousness.


CELSON. SARTO
EVP and COO