

NOTICE TO ALL STAKEHOLDERS

Standard Operating Procedure during COVID-19 for any Party **Visiting the Ports for Business Matters**

The purpose of this SOP is to guide and control the customer service procedure in light with the prevailing global situation on COVID-19. It aims to establish a secure and safe way of maintaining customer relations and day-to-day Business activities.

- a) It is required to monitor body temperature every 4 hours and recorded. If the temperature exceeds 37.3 Celsius, the respective suspect shall be reported to the ETC for investigation / isolation/ hospitalization as per the HIP, SOP
- b) Refrain from shaking hands.
- c) In the event you are in contact with a contaminated surface immediately wash your hands and use an alcohol based sanitizer.
- d) Avoid touching eyes, nose and mouth.
- e) It is always compulsory to maintain social distancing and wear PPE
- f) Visitors travelling from other districts are recommended to obtain PHI certificates to ensure easy access to HTA district.
- g) If you feel that you are suffering from a cough, fever, running nose and/or difficulty in breathing, get the relevant official informed and seek medical advice immediately.