

June 2020 |

Ensuring Healthy Environment for Workers' Safety amid Covid-19: A Guideline for RMG Sector

Submitted to
Project Director
Shojag Coalition
Dhanmondi, Dhaka-1209

Submitted by

Institute of Health Economics, University of Dhaka
4th Floor, Arts Building, University of Dhaka, Dhaka-1000, Bangladesh
Phone: +880-2-9661920-73, Ext.8640, 8642 (office), e-mail: info.ihe@du.ac.bd,
Fax +880-2-8615583, Web: <http://ihe.ac.bd/>

Contributors

Syed Abdul Hamid¹
Shafiun Nahin Shimul²
Nasrin Sultana¹
Moriam Khanam³
Md. Ragaul Azim³
Dr Monira Pervin⁴
Md. Sirajul Islam⁵

¹ Professor, Institute of Health Economics, University of Dhaka

² Associate Professor, Institute of Health Economics, University of Dhaka

³ Lecturer, Institute of Health Economics, University of Dhaka

⁴ Associate Professor and Head, Department of Virology, Dhaka Medical College

⁵ Research Associate, Institute of Health Economics, University of Dhaka

Acknowledgements

We are grateful to Shojag Coalition, Blast, Christian Aid, Naripokkho, and SNV for granting fund to conduct the study. We are thankful to Maheen Sultan, Team Leader, Shojag Coalition; Rowshon Ara, Project Director and Member, Naripokkho; and other team members of Shojag Coalition for their kind support, valuable comments, and suggestions for successful completion of the study and development of a model for the safety of RMG workers. We are highly indebted to garments factory managers and members of COVID-19 management task forces in the factories. We are also grateful to other personnel in the factories including welfare officers, health workers, workers, and workers' representatives. We offer our gratitude to others including virologists, epidemiologists, medicine specialists, public health experts, policy makers, local public representatives, house owners, representatives from NGOs, sociologists, economists, and health economists who participated in the interview. We are also thankful to the international experts who provided valuable inputs and their respective country experiences.

Contents

Acknowledgements	3
List of Acronyms	6
Introduction	7
A. Guideline	8
1. Response Plan and Factory Preparedness	8
1.1 Initial preparedness and overall actions	8
1.2 Develop, implement, and communicate about workplace flexibilities and protections	9
1.3 Administrative initiatives to reduce risk of Covid-19	9
1.4 Entrance protocol	10
1.5 Engineering Controls	11
1.6 Prepare factory medical staff with resources on Covid-19	11
1.7 Awareness building and responding to the emergency matters	11
1.8 Identification and isolation of potential and confirmed cases of Covid-19	12
1.9 Preventive measure for child care facility inside the factory	12
2. Preparedness in Transportation	13
2.1 Transportation of goods	13
2.2 Transportation of workers/staff	13
3. Home or Community Preparedness and Social Inclusion	14
3.1 Responsibilities of the workers:	14
3.2 Responsibilities of the Factories	15
3.3 Responsibilities of the community	16
4. Response related to GBV	16
vii. Establish a surveillance system by the local government in the community to prevent GBV	
Error! Bookmark not defined.	
5. Additional things to remember	18
5.1 Arrangements of PPE and other supports for factory staff	18
5.2 How to use PPE correctly	18
5.3 How to wash hands properly:	19
B. Schematic presentation of the guideline	19
Diagram -1: Activities Flow	19
Step-1: Home to Factory.....	20
Step -2: Entrance in the factory.....	21

Step 3: If temperature of any worker found higher than normal at the entrance and/or during working hour	22
Step-4: Preventive measure while you are at your factory	23
Step 5: Preventive measures while returning home from factory	24
Step 6: Preventive measures at community	25
Step 7: If any worker suspects COVID-19 at home or community	26
Table 1: DO's and DON'T's if someone is affected with COVID-19 at home/ community	27
C. Action Plan	28

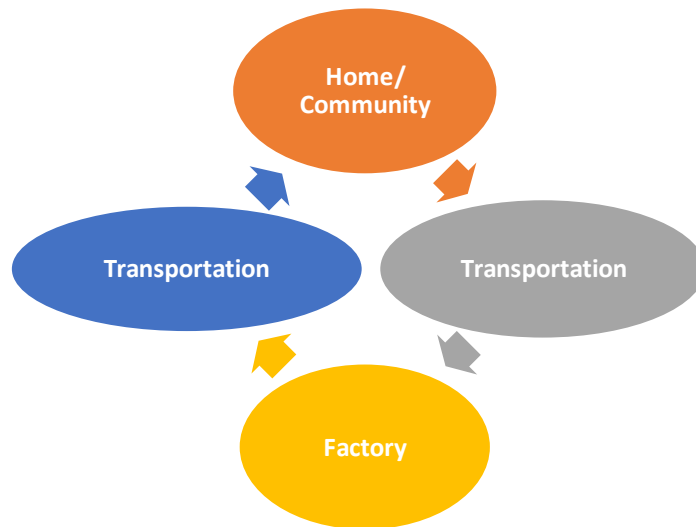
List of Acronyms

BGMEA	Bangladesh Garment Manufacturers and Exporters Association
BKMEA	Bangladesh Knitwear Manufacturers and Exporters Association
BRTC	Bangladesh Road Transport Corporation
BWB	Better Work Bangladesh
DGHS	Director General of Health Services
DIFE	Department of Inspection for Factories and Establishments
GBV	Gender Based Violence
IDI	In-depth Interview
IFC	International Finance Corporation
ILO	International Labour Organization
KII	Key Informant Interview
MoHFW	Ministry of Health and Family Welfare
PA system	Public Address System
PC	Participatory Committee
RMG	Readymade Garments
WHO	World Health Organization
WIP	Work in Process/ Progress

Introduction

To ensure worker health and safety in the wake of various epidemics, in general, and in particular COVID-19, a comprehensive approach is needed. While the safety precaution inside the factory is paramount, precautionary measures are also crucial for places where infection may occur such as during transportation and in the community. If a standard guideline comprising these three components is not followed, the factory cannot prevent COVID-19 infection among its workers, which will severely affect the production, profit margin, employment opportunities, and other socio-economic factors.

Figure 1: Dimensions of preparedness



Therefore, we have developed a comprehensive and workable guideline to ensure safety in factory, transport and community. It has been developed by reviewing already existing guidelines like DGHS guideline, BGMEA guideline, WHO guideline and BWB (Better Work Bangladesh) guideline, drawing on the experience of both national and international good practices, consultation and interviewing (as required) with experts of various fields (e.g., public health experts, epidemiologists, virologists, international experts, National COVID-19 Advisory Group of GoB, factory managers, factory COVID-19 management task force, workers, trade union).

The current guideline provides specific instructions for the workers safety at workplace, transportation and community. In addition, the guideline includes the initial preparedness required

for implementing safety measures in factory, transportation and in the community. In addition, this guideline includes some specific instruction related to GBV, as it is evident from many countries that GBV may raise during the pandemic. It is worth noting that this guideline keeps most of the relevant instructions from the BWB guidelines with suggested modification. This guideline provides an account of policy and procedure required for combating COVID 19 by RMG factories through carrying out a pragmatic and comprehensive set of activities that emphasizes the joint collaboration of workers and management. The detailed contents as well as schematic presentations on how to implement the guideline are illustrated below.

A. Guideline

1. Response Plan and Factory Preparedness

To control COVID-19 outbreak, an utmost preparedness in the factory is crucial. The most effective control measure involves a comprehensive preparedness including a systematic and comprehensive entrance protocols, engineering controls, awareness building, emergency response plan, and establishment of identification system.

1.1 Initial preparedness and overall actions

- i. Outline a detail plan for each of the stages (e.g., factory, transport and community) for preparedness and actions
- ii. Develop a COVID-19 Task Force in the workplace, so this task force can lead protective actions against COVID-19. Members of the participation committee, safety committees, safety officers, and the medical staff of the factory should be in the committee
- iii. Clearly define the accountability and responsibility of committee members in writing so everyone knows their responsibility (who is In-charge, who does what?) in cases like prevention, controlling mechanism and suspected COVID 19 cases in the workplace, and setting up a proper monitoring mechanism
- iv. Communicate and implement the COVID-19 related policies and procedures with relevant parties in the factory through worker training relevant to assigned tasks

including induction training, training of safety and participation committee or Trade Union, and posting names of COVID- 19 committee members

- v. Review, coordinate and update the plan regularly as COVID-19 outbreak conditions change, including as new information about the virus, its transmission, and impacts become available
- vi. Prepare Standard Operating Procedure (SOP) related to receipt of raw materials, accessories, machines, tools, and any other goods into factory premises, including what is imported from outside the country. This policy should include quarantine and checking areas for what is brought into the factory premises

1.2 Develop, implement, and communicate about workplace flexibilities and protections

- i. Ensure that leave policies are flexible and consistent with public health guidance of the Ministry of Health and Family Welfare (MoHFW) (<https://dghs.gov.bd/index.php/bd/publication/guideline>) and that floor level staff like supervisor, line chief and production manager are aware of these policies
- ii. Assure workers about the paid leave, health care facility from factory medical staff and non-retaliation for taking sick leave for showing COVID 19 related symptoms
- iii. Do not obligate a doctor's prescription or leave certificate for workers who are sick with COVID 19 symptoms to validate their illness. Educate HR to practice flexible leave policy strictly. If a worker remains absent for two-three days consecutively with COVID-19 symptoms, then the factory needs to make sure that the workers undergoes COVID-19 testing procedure.
- iv. Maintain flexible policies that permit employees to stay home for 14 days and/ or any standard set by the government with consultation with the HR of the factories if a family member or any person or family with whom they share spaces is infected with COVID 19.

1.3 Administrative initiatives to reduce risk of Covid-19

- i. Identify and procure/establish all the relevant equipment and supplies required for COVID-19 management including thermal scanner, PPE, disinfection reservoir, foot operated door opener device, biosafety bag/ poly bag, auto face detection technology

- ii. Allow all employees to visit in-house doctors for any COVID-19 symptom, sending away to the designated quarantine center (with leave) if the body temperature is higher than normal
- iii. Establish adequate number of foot operated hand washing stations (at least two meters distance from one to another) with soap in the factory premise including toilets
- iv. Disinfect stairs' handrail, lift button, inside of lift, exit doors' handle, fire doors' handle, photocopy machines, first aid boxes, dining tables, pantry, trolleys, WIP storage shelves, baskets etc. routinely
- v. Ensure sufficient number of waste bins for proper waste disposal and management
- vi. Divide the lunch/prayer break into several shifts to avoid the large number of workers who gather at a time and place simultaneously
- vii. Encourage the workers to bring their lunch to reduce contact and the risk of infection when they go out
- viii. Reduce the contact in the dining area through ensuring physical distance by rearranging the sitting pattern or by making barriers

1.4 Entrance protocol

- i. Ensure wearing masks
- ii. Ensure 6 feet physical distance of the workers while entering the factory
- iii. Ensure hand wash/sanitization for all the employees and visitors while entering into the factory
- iv. Ensure soaking the bottom of shoes with disinfectant
- v. Check workers' temperature by using infrared thermometer/thermal scanning/necessary health check-up of every employee who is entering into the factory by the security guard of the factory
- vi. Develop a mechanism to manage Covid-19 suspected workers for quarantine or isolation
- vii. Provide a biosafety bag/ poly bag to each worker at the entry gate to put their personal belongings
- viii. Introduce card punch system or auto face detection technology to record attendance

1.5 Engineering Controls

- i. Create a barrier by installing a shield (with transparent polythene or plastic or board) between two tables/machines, where possible, to reduce the contacts
- ii. Install high-efficiency air purifiers especially in areas that are enclosed or air conditioned
- iii. Increase ventilation in the work environment
- iv. Install barriers or windows for providing equipment, raw material from the store
- v. Install foot operated door opener, especially in the toilets

1.6 Prepare factory medical staff with resources on Covid-19

- i. Consult with the medical staff to identify the gap of primary screening facility in the factory clinic; and procure the missing equipment, supplies or PPE if any
- ii. Make it compulsory for the factory medical staff to attend the online course on COVID-19 approved by the Ministry of Health and Family Welfare (<https://bit.ly/2VoYiMz>) or WHO (<https://bit.ly/2xCDyII>)
- iii. Ensure following PPE for factory medical staff:
 - Disposable surgical face masks
 - Goggles
 - Disposable Gloves
 - Medical Gown
 - Shoe cover

1.7 Awareness building and responding to the emergency matters

- i. Establish a mechanism to
 - a. encourage the task force for working proactively to prevent COVID-19; and trained them properly with all the related issues
 - b. create awareness on COVID-19 preventive actions and symptoms by PA system or audio clip in every two hours and encourage them to self-report in case of sick and/or experiencing COVID-19 symptoms
- ii. Form an Emergency Response Team to

- a. monitor whether the workers are maintaining all the preventive measures
- b. deal with any emergency related to COVID-19

1.8 Identification and isolation of potential and confirmed cases of Covid-19

- i. Establish a screening system by the factory for prompt identification of suspected case of COVID-19
- ii. Prepare a separate room (factory isolation point) for suspected workers and keep provision to consult with in house medical staff
- iii. Establish a mechanism to send the suspected COVID 19 cases (after consultation with in house medical staff) to a designated quarantine center (which may be established in a local community center or educational institution with the cooperation from government, BGMEA/BKMEA, and other relevant stakeholders) with adequate skilled personnel as per the WHO guideline
- iv. Install walk-in sample collection booths (Kiosk) unique for RMG workers in the factory areas and establish a mechanism to transfer those samples to designated testing labs
- v. Send the workers detected as COVID-19 positive to the hospitals with ICU facilities contracted by the factory and/or BGMEA/BKMEA, or isolation center as per the requirement

1.9 Preventive measure for child care facility inside the factory

- i. Provide a hand washing point in front of or convenient place of child care facility to ensure proper hand washing before entering the child care room
- ii. Provide hand sanitizers/adequate soap in the washroom of the childcare room and ensure frequent hand washing
- iii. Instruction to change clothes the children wear from their resident and provide washed dress to wear in the child care room to reduce the risk of infection
- iv. Instruction to wash clothes with detergent and dry on sunlight/dryer properly. Encourage mothers to bring at least 2 dresses with them if the factory does not provide dress to the children
- v. Check the temperature of children and attendants using a thermal scanner

- vi. If mothers/children are feeling uncomfortable/feverish/cold could be discouraged to attend office/child care to avoid more infection. Ensure paid leave for those days
- vii. If possible, the factory could arrange a temporary separate room for isolation
- viii. Awareness training to the childcare attendant (by the in house trained doctor, and welfare officer) about BF and nutritious food intake etc.
- ix. Ensure proper hand washing, using spray to clean up clothes and sandals/shoes for the parents/attendants who bring the children from home for breastfeeding
- x. Ensure frequent cleaning of bed sets (bed sheet, pillow cover, towels etc.) and toys in the room

2. Preparedness in Transportation

Transportation of goods, and workers and the staff are imperative for smooth operation of the factory. However, it represents a threat, as they are potential transmitters of the virus. In order to avoid the spread of the virus via transport and supply means, the following precautionary measures must be taken.

2.1 Transportation of goods

- i. Ensure the disinfection of goods containers prior to arrival to the loading area.
- ii. Disinfect all incoming and outgoing vehicles by using detergents and disinfectant sprays
- iii. Raise awareness and precautionary measures among drivers and helpers of vehicles on COVID 19
- iv. Inform the factory medical staff immediately if any COVID-19 symptom appears on the drivers and the helpers
- v. Hang awareness flyers, which must contain pictorial representation of safety measures for COVID-19, in the decontamination zone
- vi. Make it compulsory to wear face masks by the divers and helpers during their stay in the factory premise

2.2 Transportation of workers/staff

- i. Arrange more dedicated transports by the factories to ensure the adequate physical distance of the workers who commute by the factory transports and the number of passengers in the vehicle should not exceed 50% of its capacity

- ii. Categorize the workers as a cluster of their living area and all workers in a cluster will gather in one fixed spot, and will be picked up; and make this system of transportation as shuttle service
- iii. Assign a staff to coordinate all the things to be done related to transportation and to monitor all safety procedures during transportation
- iv. Disinfect the vehicles every shift, in particular doors and windows, handles and all points of contact from inside and outside for each trip (before and after)
- v. DO NOT disinfect when passenger is in the vehicle
- vi. Ensure hand-cleaning measures for each passenger while using transport
- vii. Ensure that the drivers and the helpers disinfect themselves prior to each trip
- viii. Make it compulsory to wear face masks by the workers, drivers and helpers

3. Home or Community Preparedness and Social Inclusion

Due to higher rents and low earnings, most of the workers live in shared accommodation, which poses a greater risk of being infected by COVID-19. Therefore, factories should aware the workers on how to protect themselves and their family members or the people with whom they live from COVID 19. In addition, it needs to create awareness among the community people on how to respond, and what should not to do, when someone is affected with Covid-19 in the community.

3.1 Responsibilities of the workers:

3.1.1 While going from home to factory

- i. Leave what is not necessary at work
- ii. Use mask when go out of home
- iii. Avoid social gathering and face to face meeting in the neighborhood
- iv. Use simple social distancing tactics like replacing hugs and handshakes with alternatives like wave or smile

3.1.2. Upon returning home from the factory

- i. Wash hands from common hand wash point in the community. If common hand washing point is not available in your community, wash hand immediately after returning home
- ii. Leave shoes outside the home

- iii. Handle possibly contaminated items (shoes, work bag, work clothes) with care
- iv. Throw your mask in the dustbin if it is disposable. If it is reusable wash immediately upon returning home
- v. Do not touch anything or anyone (even the children) after entering the house
- vi. Do not seat anywhere
- vii. Put belongings in a separate area
- viii. Disinfect phone, name tag or ID card, eyeglasses and keys when entering home
- ix. Immediately and directly go to bathroom
- x. Take shower with soap and take time, and wash clothes with disinfectant powder
- xi. Place work clothes in bin or directly wash them with detergents or soap when entering home

3.1.3. While at home

- i. Keep home clothes and shoes in a clean and washable bag, separate from work clothes
- ii. Do not leave the house if not emergency
- iii. Use handkerchief or tissue or elbow while sneezing
- iv. Take sufficient nutritious food specially the food that contains Vitamin C like lemon, seasonal fruits etc.
- v. If you have any COVID-19 symptom,
 - consult with your factory medical team over the telephone and follow his/ her advice
 - inform your factory manager HR compliance

3.2 Responsibilities of the Factories

- i. During the last working hour, repeatedly announce the responsibilities of the workers when they go out of factory and what steps to be taken immediately after returning home
- ii. Educate the workers on disinfecting phone, name tag or ID card, eyeglasses and keys
- iii. Provide detergents, soap and other disinfecting items like hexasol to the workers to be used at home
- iv. Establish a mechanism to send to the designated quarantine center, if any worker suspects of COVID-19 in the home

- v. Establish a mechanism to send positive cases from home, if found, to the designated isolation center or hospital as per the requirement
- vi. Keep arrangement of ambulance/ vehicle services to transport the workers and staff to the designated quarantine center, isolation center or hospital from home or factory in the cases of emergencies

3.3 Responsibilities of the community

- i. Establish and maintain foot operated hand washing points in the common points of the community by the local government
- ii. Allow and cooperate to convert the local educational institutions and community centers into quarantine centers, if necessary, for the time being

iii. If someone affected with Covid-19 in the community (see Also Table 1):

DO'S:

- a. Communicate the patients or their housemates regularly via phone call or SMS to give him/her mental support
- b. Provide necessary food, groceries, and medicines in a disposable packet, if needed
- c. Show fellow feelings to the patients and their family
- d. Be kind, supportive, and respectful to the patients and their family

DON'TS:

- a. Don't decry the affected persons or their family
- b. Don't harass the persons who want to provide necessary food, groceries or medicines for the patients in their home
- c. Don't be stigmatized to the patients or their family
- d. Don't try to express or prove that being affected is a fault of the patients
- e. Don't try to extrude the patients and their family from their home or the community
- f. Don't be non-responsive at the time of their emergencies

4. Response related to GBV

Numerous studies around the world show that woman and children are disproportionately impacted by the pandemic condition. According to UN Women (2020), domestic violence has increased by around 30% in France since the lockdown. Increased cases of domestic violence for women and demand for emergency shelter have also been reported in Argentina, Cyprus, Singapore, Canada, Germany, Spain, the United States and the United Kingdom (UN Women,

2020). Reports from China also mentioned that the corona virus has already caused a threefold increase in domestic violence cases in February compared with the previous year, 90% of the causes of violence were related to the Covid-19 epidemic (Mahdawi, 2020). With increasing evidence of domestic violence, different countries are undertaking various initiatives to combat the crisis. There is no strong evidence of increasing GBV in Bangladesh among RMG workers during COVID-19. There is also limited evidence of job lost during COVID-19 due to the gender factor. However, there is a chance of firing the female workers with pregnancy and/or chronic illness. The global evidence suggests that unless some actions are taken, Bangladesh may also experience GBV. For handling GBV issues, which may arise due to COVID-19 crisis, this guideline prescribes to follow the suggestions given below along with the government protocol:

- i. Make sure that there is no gender discrimination if the factories need to retrench the workers
- ii. Ensure that no pregnant workers are discriminated in downsizing workforce
- iii. Ensure maternity leave as well as benefits for pregnant workers
- iv. Make arrangement for the pregnant workers to ensure social distance and keep them safe from possible health risk
- v. Form a grievance committee or strengthen the existing one so that the female worker can complain if she faces any sexual harassment or mental torture. Also, inform the female workers about the grievance committee
- vi. Ensure proper counselling for the female workers regarding their health protection
- vii. Make awareness among the female workers regarding GBV and inform them about complaining mechanism
- viii. Form a team consisting of both male and female workers to educate the workers about signs, type and nature of gender-based violence, and how to report to the National Emergency Service (999) and the National Helpline Centre for Violence against Women and Children (109)
- ix. Establish a hotline by individual factory so that the workers can get immediate supports for any GBV issue

- x. Establish a mechanism so that the team can facilitate to receive One Stop Crisis support including legal support if any GBV case occurs
- xi. Adopt zero tolerance policy by the factory against GBV issues as per high court directive
- xii. As an immediate and post COVID plan, factory management, BGMEA, labor ministry and other stakeholders should provide need-based support to the female workers who are more vulnerable (e.g. widow, single women, separated, divorced, disabled and pregnant)
- xiii. As a post COVID and long-term plan, factory management and DIFE can make a sex disaggregated database for each factory about their socio-economic status and other essentials
- xiv. Ensure safe sanitation and hygiene for female workers to prevent COVID -19 and SRH (sexual and reproductive health) related public health concerns
- xv. Arrange transport for the female workers
- xvi. Form a committee comprising the workers commuted with vehicles provided by the factories to prevent GBV in the transports; and ask them to report factories if they notice any GBV issues
- xvii. Establish a surveillance system by the local government in the community to prevent GBV

5. Additional things to remember

5.1 Arrangements of PPE and other supports for factory staff

- i. Supply face masks for all workers, and supervisory and managerial staff
- ii. Ensure appropriate PPE for all service providers in the factory like health care provider, security guard, sweeper, cleaner, childcare giver etc. Provide training on put on, use, take off and dispose of PPE properly;
- iii. Establish a mechanism to collect all used PPE in a separate waste bin
- iv. Keep provision of counselling sessions with psychologists for mental health supports for workers and staff

5.2 How to use PPE correctly

- i. Before putting on a PPE, wash hands with alcohol-based hand rub or soap water

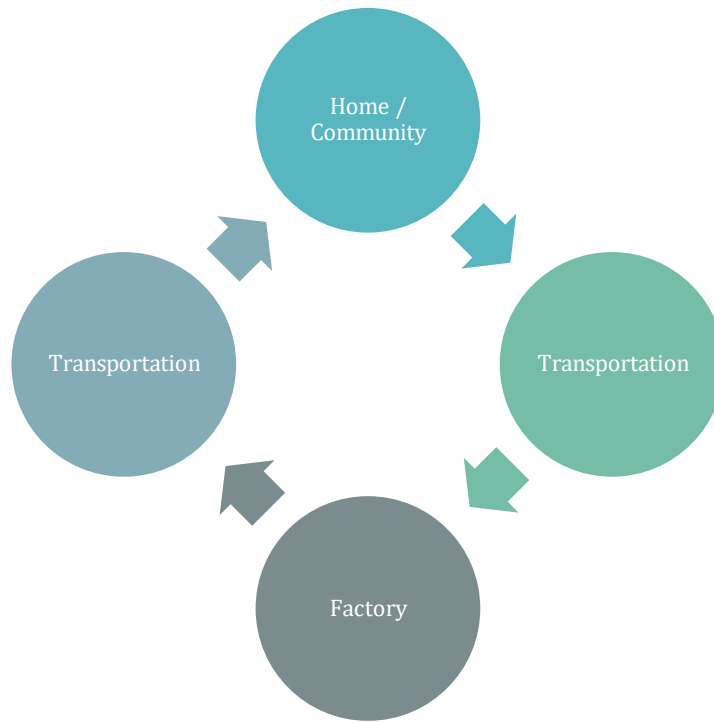
- ii. Cover mouth and nose with mask and make sure there are no gaps between face and the mask
- iii. Avoid touching the mask while using it; if you do, clean your hands with alcohol-based hand rub or soap and water
- iv. Replace the mask with a new one as soon as it is damp and do not reuse single-use masks/PPEs.
- v. To remove the mask: remove it from behind (do not touch the front of mask); discard immediately in a closed bin; wash hands with alcohol-based hand rub or soap and water

5.3 How to wash hands properly:

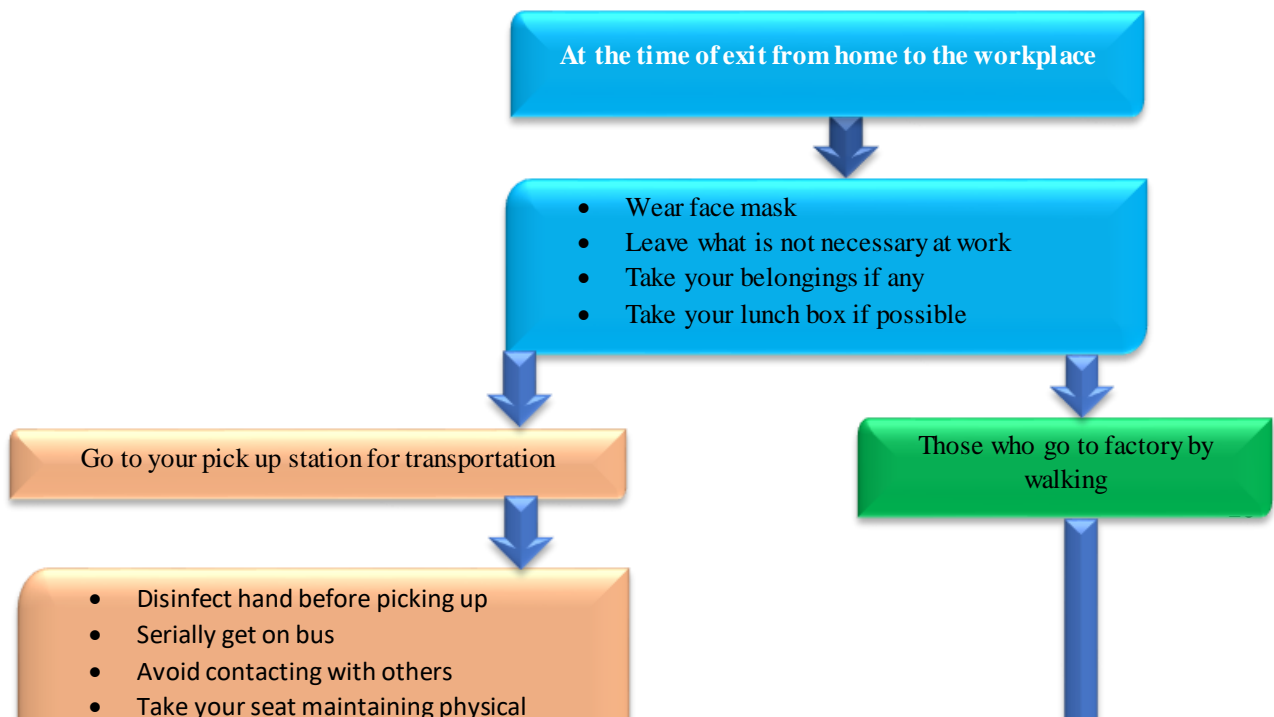
- i. Wet hands with safe running water
- ii. Apply enough soap to cover wet hands
- iii. Scrub all surfaces of the hands – including backs of hands, between fingers and under nails – for at least 20 seconds
- iv. Rinse thoroughly with running water
- v. Dry hands with a clean, dry cloth, single-use towel or hand drier as available. Wash your hands often, especially before and after eating; after blowing your nose, coughing, or sneezing; going to the bathroom/ toilets/latrines and whenever your hands are visibly dirty. If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water, if your hands are visibly dirty.

B. Schematic presentation of the guideline

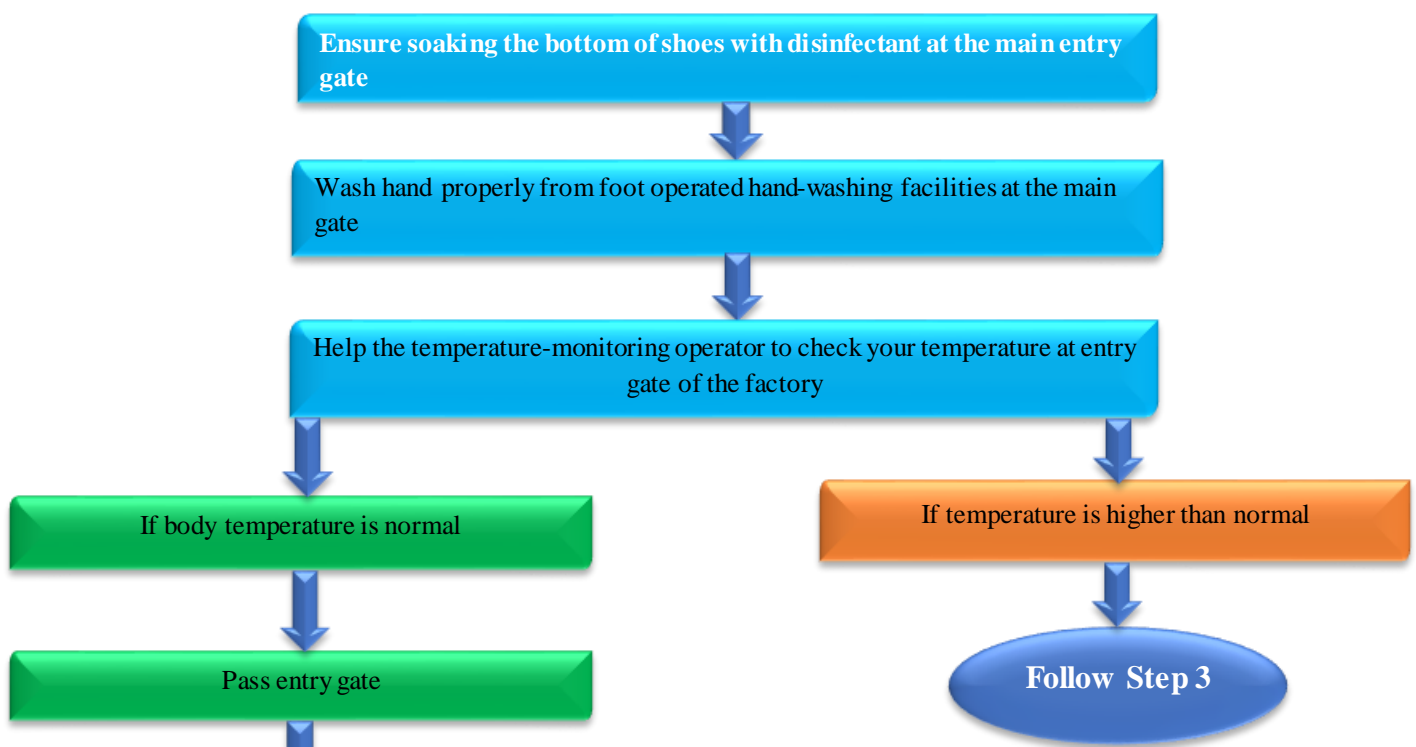
Diagram -1: Activities Flow



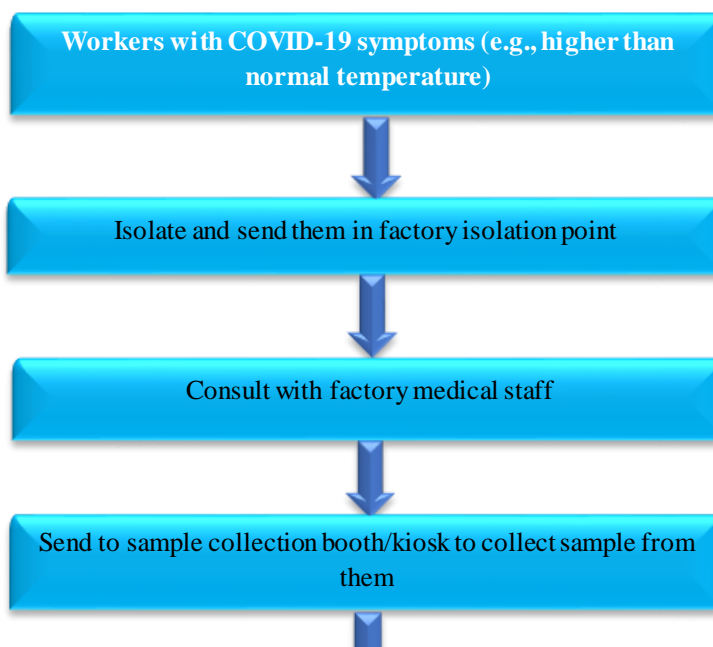
Step-1: Home to Factory



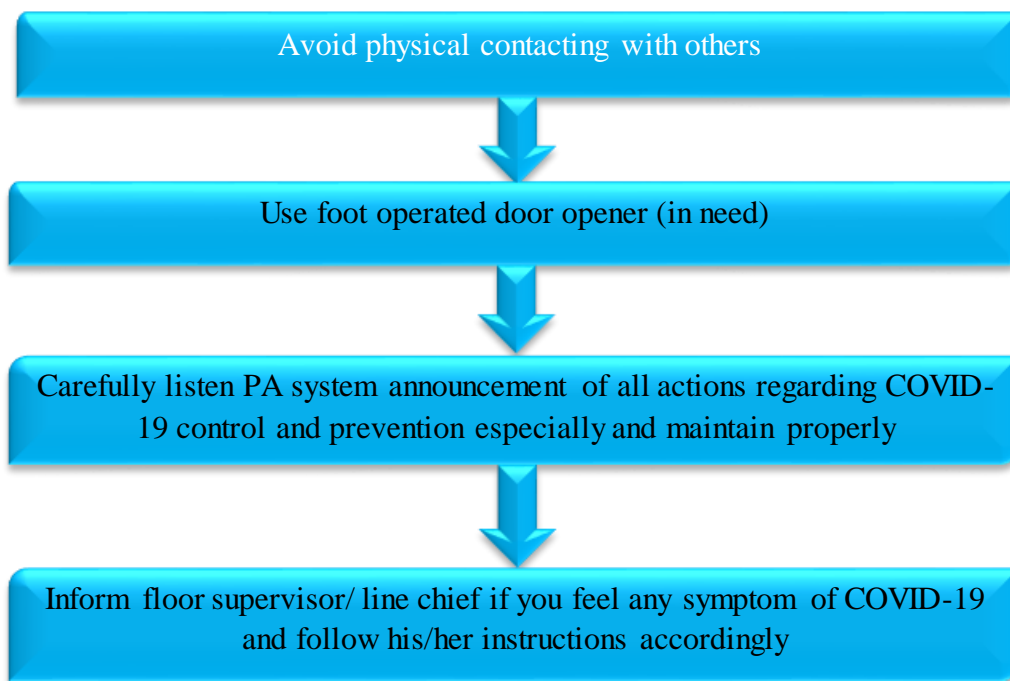
Step -2: Entrance in the factory



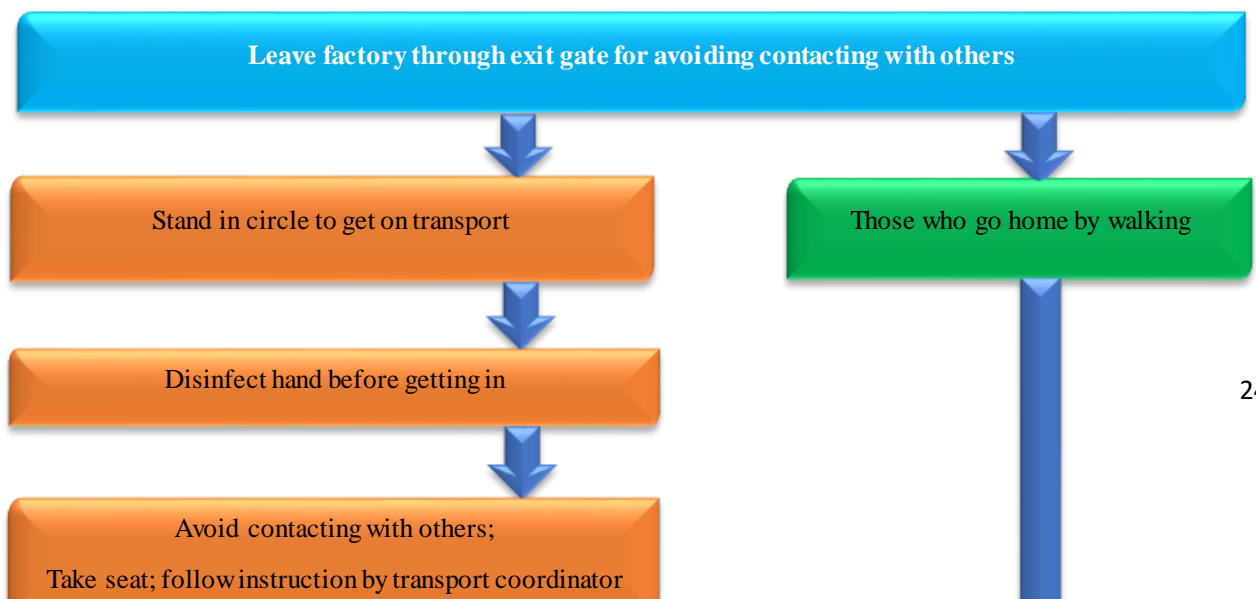
Step 3: If temperature of any worker found higher than normal at the entrance and/or during working hour



Step-4: Preventive measure while you are at your factory



Step 5: Preventive measures while returning home from factory



Step 6: Preventive measures at community

Wash hand form the common hand washing points of the community. If these are not available in your community, wash hand immediately after returning home



Leave your shoes outside of your home



Throw your mask in the dustbin if it is disposable. If it is reusable, wash immediately



Do not touch anything or anyone after entering house



Do not seat anywhere



Put your belongings in a separate place



Disinfect your phone, nametag or ID card, keys etc. with standard disinfectant

Step 7: If any worker suspects COVID-19 at home or community

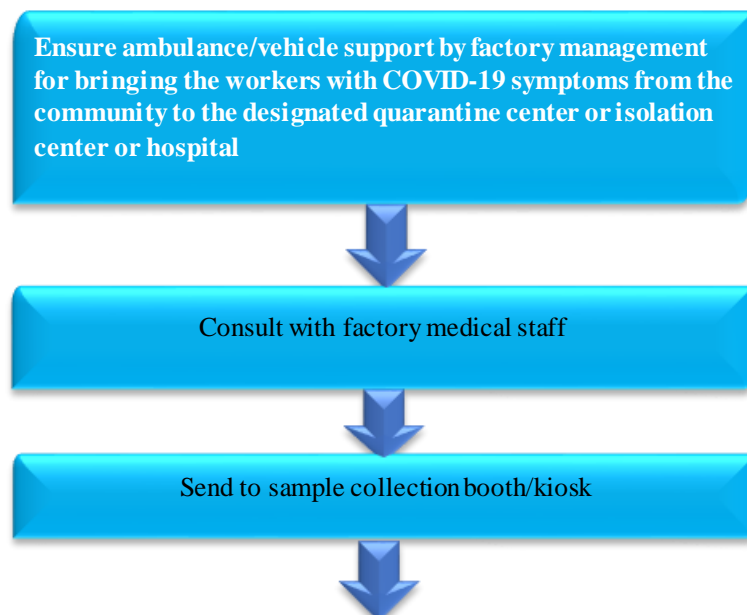


Table 1: DO's and DON'T's if someone is affected with COVID-19 at home/ community

Do's	Don'ts
Communicate the patients or their housemates regularly via phone call or SMS to give him/her mental support	Don't decry the affected persons of their family
Provide necessary food, groceries, and medicines in a disposable packet, if needed	Don't harass the persons who want to provide necessary food, groceries or medicines for the patients in their home

Show fellow feelings to the patients and their family	Don't be stigmatized to the patients or their family
Be kind, supportive, and respectful to the patients and their family	Don't try to express or prove that being affected is a fault of the patients
	Don't try to extrude the patients and their family from their home or the community
	Don't be non-responsive at the time of their emergencies

C. Action Plan

A detailed action plan has been developed to explain how to implement the guideline (see Tables 8.1-8.5). This clearly explains who will accomplish each individual component of the guideline and how it will be implemented. The integrated efforts of all the major stakeholders including factory owners, BGMEA, BKMEA, and government bodies are needed to implement the guideline.

Table 8.1: Action Plan Associated with the Initial preparedness and overall actions

Elements of the Guideline	Who will accomplish?	Methods of accomplishment	Remarks
Outline detail planning for each stage of preparedness and actions	Top management of the factory including manager HR & Compliance	Prepare a checklist for every suggested steps, actions, and materials to check readiness and implementation status	<ul style="list-style-type: none"> Accomplishing before factory reopening The factories that already have started production, should revise their plans to match up with this guideline, if needed.
Develop a COVID-19 Task Force in the workplace, so this task force can lead protective actions against COVID-19 (members of the participation committee, safety committees, safety officers, and the medical staff of the factory should be in the committee)	Top management of the factory including manager HR& Compliance	Follow this guideline, and prepare a checklist for every suggested steps, actions, and materials to check readiness and implementation status.	<ul style="list-style-type: none"> Accomplishing before factory reopening The factories that already have started production, should revise their plans to match up with this guideline, if needed.
Clearly define the accountability and responsibility of committee members in writing so everyone knows their responsibility (who is In-charge, who does what?) in cases like prevention, controlling mechanism and suspected COVID 19 cases in the workplace, and setting up a proper monitoring mechanism	Top management of the factory including manager HR& Compliance	Prepare a checklist incorporating all the actions recommended in this guideline to define and monitor accountability, responsible persons, type of works, and status of works.	<ul style="list-style-type: none"> Factory manager HR & Compliance will be responsible for effective implementation of the checklist prepared and periodical reporting
Communicating and implementing COVID-19 related policies and procedures with relevant parties in the factory through worker training, relevant to assigned tasks, including induction training, training of safety	Top management of the factory	<ul style="list-style-type: none"> Preparing training module incorporating information related to Covid-19 symptoms, proper prevention and control measures including social distancing, sneezing manners, proper hand washing process, correctly wearing PPE, ways of building Covid-19 related 	

Elements of the Guideline	Who will accomplish?	Methods of accomplishment	Remarks
and participation committee or Trade union, posting names of COVID-19 committee members		awareness among the workers. <ul style="list-style-type: none"> Introducing all the members of relevant committees by names with the relevant workers and their responsibilities 	
Review, coordinate and update the plan regularly as COVID-19 outbreak conditions change, including as new information about the virus, its transmission, and impacts become available	Top management of the factory including manager HR& Compliance	Updating checklist and information, and instructions in the training module, if needed	--
Prepare SOP related to receipt of raw materials, accessories, machines, tools, accessories and any other goods into factory premises, including what is imported from outside the country. This policy should include quarantine and checking areas for what is brought into the factory premises.	Factory manager HR & Compliance	Prepare and maintain checklist	---

Note: The management body of the factory needs to ensure accountability of the responsible persons through following up the activities suggested in the guideline based on a standard checklist.

Table 8.2: Action Plan Associated with Administrative initiatives to reduce risk of Covid-19

Elements of the Guideline	Who will accomplish?	Methods of accomplishment	Remarks
Identify and procure/establish all the relevant equipment and supplies required for COVID-19 management including thermal scanner, PPE, disinfection	Factory owner, top management,	List all the relevant equipment and supplies required for Covid-19	---

reservoir, foot operated door opener device, biosafety bag/ poly bag, auto face detection technology	and factory manager	management as per this guideline	
Allow all employees to visit in-house doctors for any COVID-19 symptom, sending away to the designated quarantine center (with leave) if the body temperature is higher than normal	Factory manager HR & Compliance	Self explanatory	----
Establish adequate number of foot operated hand washing facilities (at least two meters distance from one tap to another) in the factory premise including toilets	Factory owner, top management, and factory manager	Self explanatory	---

Note: The management body of the factory needs to ensure accountability of the responsible persons through following up the activities suggested in the guideline based on a standard checklist.

Table 8.3: Action Plan Associated with Entrance Protocol

Elements of the Guideline	Who will accomplish?	Methods of accomplishment	Remarks
Everyone needs to wear a mask	Security guard and supervisory staff of the factory	Self explanatory	Factory should provide necessary mask
Ensure 6 feet physical distance of the workers while entering the factory	Security guard of the factory	Circling with 3 feet interval from each at the entry side of the factory	Increase number of entry gate in the factory
Check workers' temperature by using infrared thermometer/thermal scanning/ necessary health check-up of every employee who is entering into the factory by the security guard of the factory	Security guard of the factory	Self explanatory	---
Develop a mechanism to manage Covid-19 suspected workers for quarantine or isolation	Top management, factory manager HR & Compliance	Provide training on how to measure, when to separate	---
Provide a biosafety bag/ poly bag to each worker at the entry gate to put their personal belongings	Self-collection or Security Guard	Establish a poly bag stand	Factory should provide poly bag to each worker
Introduce card punch system or auto-face detection technology to record attendance	Factory owner, top management	Self explanatory	---

Note: The management body of the factory needs to ensure accountability of the responsible persons through following up the activities suggested in the guideline based on a standard checklist.

Table 8.4: Action Plan Associated with Identification and isolation of potential and confirmed cases of Covid-19

Elements of the Guideline	Who will accomplish?	Methods of accomplishment	Remarks
Establish a screening system by each factory for prompt identification of COVID 19	Factory owner and top management,	By checking temperature using thermal scanner	---
Prepare a separate room (factory isolation point) for suspected workers and keep provision to consult with in house medical staff	Factory owner, management	Self explanatory	---
Establish a mechanism to send the suspected COVID 19 cases (after consultation with in house medical staff) to a designated quarantine center (which may be established in a local community center or educational institution with the cooperation from government, BGMEA/BKMEA, and other relevant stakeholders) with adequate skilled personnel as per the WHO guideline	Factory owner, factory management, BGMEA, BKMEA, Local government representative, Ministry of education, Ministry of Labor, Ministry of Health and Family Welfare	Self explanatory	----
Install walk-in sample collection booths (Kiosk) unique for RMG workers in the factory areas and establish a mechanism to transfer those samples to designated testing labs	RMG factories, BGMEA and BKMEA	Self explanatory	BGMEA/ BKMEA can take an initiative to seek cooperation from different relevant NGOs/donor agencies to cooperate in this process

Send the workers detected as COVID-19 positive to the hospitals with ICU facilities contracted by the factory and/or BGMEA/BKMEA, or isolation center as per the requirement	BGMEA, BKMEA, and RMG Factories	Self explanatory	Prepare BGMEA hospital as isolation centre cum hospitals dedicated for COVID-19 management/ Sign MoU with nearby private hospitals to provide Covid-19 related services including isolation services for the RMG workers
--	---------------------------------	------------------	--

Note: The management body of the factory needs to ensure accountability of the responsible persons through following up the activities suggested in the guideline based on a standard checklist

Table 8.5: Action Plan Associated with Preparedness in Transportation

Contents of the Guideline	Who will accomplish?	Methods of accomplishment	Remarks
Arrange more dedicated transports by the factories to ensure the adequate physical distance of the workers who commute by the factory transports and the number of passengers in the vehicle should not exceed 50% of its capacity	BGMEA, BKMEA, Factory owner, Ministry of Labor	Self explanatory	Make contract with BRTC authority / private bus owners to hire their buses for the RMG workers

Note: Note: The management body and/or BGMEA/BKMEA of the factory will follow up the activities suggested in the guideline based on a standard checklist.

Table 8.6: Action Plan Associated with Home/ Community Preparedness

Elements of the Guideline	Responsibility (Who will perform)	Ways	Remarks
---------------------------	-----------------------------------	------	---------

During the last working hour, repeatedly announce the responsibilities of the workers when they go out of factory and what steps to be taken immediately after returning home	Factory manager HR & Compliance	PA system	---
Establish and maintain foot operated hand washing points in the common points of the community by the local government	Local government, house owners, local elite, NGOs or donors if available	Factories can communicate with and motivate the local government in this regard	---
Allow and cooperate to convert the local educational institutions and community centers into quarantine centers, if necessary, for the time being	BGMEA, BKMEA, Factory owner, factory management, Local government, Ministry of education, owner of local respective community centers, local elite	Factories can communicate with and motivate the relevant stakeholders	---

Note: The management body and/or BGMEA/BKMEA of the factory will follow up the activities suggested in the guideline based on a standard checklist.