

Ministry of Finance and Treasury



COVID-19 Standard Operating Procedures (SOP)

FOR PREVENTION & CONTAINMENT

At MOFT Work Places (Ministry of Finance & Treasury)

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FROM DESK OF MOFT EXECUTIVE

*Permanent Secretary*

Dear All,

COVID-19 is a global and national issue. Our national government is leading the response and we have to continue to follow and monitor all government advice and guidance. As a Ministry, we are all doing what we can to ensure compliance as well as to ensure the government continues to provide the basic services to our people.

This pandemic brings to the forefront employees' health and safety. In order to ensure good health and safety across the ministry's operational flows, this "**Standard Operating Procedures**" (SoP) with successful implementation and adoption will enable *MoFT* to keep our employees healthy and productive.

FROM THE DESK OF MOFT OPERATIONS

*Deputy Secretary Corporate*

Dear Colleagues,

We are all aware we are going through an extraordinary and critical phase in human history. The world is facing one of its greatest threat to human life of recent times in the form of the spread of the Novel Corona Virus (COVID-19). The spread of COVID-19 has become a global threat that it has now affected both the human lives and economy of Solomon Islands.

With pleasure, I would like to express my desire that every member of the Ministry of Finance and Treasury (MoFT) family have shouldered their responsibilities towards their family, the ministry and the nation as a whole with great effort and enthusiasm in the fight against the pandemic. I am glad to know that our staff and their families are safe and healthy and following all Government directives thereby supporting the country in its endeavour to contain the spread of COVID-19 in the country.

As the pandemic is developing across the globe and entering into our Pacific region, it is a matter of great concern for all of us to keep ourselves safe and remain protected while continuing to provide our mandated responsibilities in the service to our nation. We are taking all possible cautious steps to maintain COVID-19- free status or reduce the spread of it.

PART 1 – GENERAL

1.0 Effective Date

This SOP shall be implemented with immediate effect based on the advisory issued by the MOFT Management from time to time.

2.0 Purpose:

The purpose of this Standard Operating Procedure (SOP) is to describe the procedures to be followed during a situation when reaching level 1, level 2 and level 3 and when resuming work when called for by the government.

3.0 Introduction

This SOP is developed for the Ministry of Finance and Treasury during the COVID-19 pandemic. The information used to compile this document is taken from all secondary sources from newspapers, News Releases and WHO, Australia Government Ministry of Health and MHMS in Solomon Islands. This SOP outline the procedures on exactly what to do in the work place in during level 1, 2 and 3 and after level 3.

4.0 MoFT COVID-19 Committee

This committee has been created in the Ministry to coordinate all efforts towards preparation, prevention and containment of the spread of COVID-19. The committee members are as follows:

NAME	POSITION	CONTACT NUMBER
Margaret Moveni	Deputy Secretary Corporate CSS	7159230
Tozen Belden	Human Resource manager - CSS	7552439
Emma Sipele	Assistant Deputy Commissioner Operations- IRD	7999244
Hellen Ha'apisi	National Manager Human Resource - CED	8657813
Agnes Kera	Senior Manager FMSS - TSY	7558663
Margaret Leoa	Chief Policy Analyst - ERU	7943626
Sally Kuper	Coordinator Consulting Services- ICTS	7919439
Hilda Diudi	Admin Officer - NSO	7484784
Alison Qilabari	Executive Personal Secretary (EPS) – Executive office	7484121

5.0 Communication Strategy & Protocols before complete lockdown (1 positive case in SIs)

1. Office of the Prime Minister announces in the media there is a positive case in the Solomon Island and measures to be taken by the nation including lockdown.
3. MoFT executive will have an emergency meeting to discuss and activate MoFT Standard Operating Procedures (SOP).
4. Divisions to have their divisional meetings to discuss the outcome of the emergency meeting held by HoDs & Executive.
5. All divisions led by each divisional head and COVID-19 representatives (larger divisions in MoFT) to put this SOP and their plans of actions into force.
6. All staff to stay at home and work from home according to advice and as per SOP
7. When at home apply the health rules and keep listening to the authorities for any updates on the COVID-19 situation.

6.0 Communication protocols after lockdown (COVID-19 situation improved)

1. PMO to announce if/when the situation improved and the lockdown is relaxed.
2. MPS to announce if/when all public servants to return to work.
3. MoFT HoDs and Executive to hold a meeting to recall all MoFT staff.
4. MoFT staff to return to work as per advice

7.0 Emergency Call (24/7 service)

- 23650 or 7522202

8.0 Ambulance Call (24/7 service)

- 25256 or 155

9.0 Health Promotion Team

- Director Mr. Adrian Leamana.



10.0 Responsibility of COVID-19 Committee

The committee is created in MoFT to coordinate efforts towards dealing with this crisis and ensure advance planning to control the spread of COVID-19 at work place.

- ❖ Each Head of Division shall form a divisional team at a division level for ensuring compliances of SOP
- ❖ Overseeing that each Department of the Ministry location ensure hygiene at work places, washrooms, water containers, front cashiers or public places follows hygiene rules.
- ❖ Overseeing that all the divisions and employees are provided with basic PPEs like masks, hand sanitisers and gloves.
- ❖ Ensure the Ministry of Health & Medical Services provides the PPEs (set of Gowns to the CED front liners).

11.0 Definitions of Different Levels of Situations.

COVID-19 is a mild to severe respiratory illness that caused by a coronavirus, is transmitted chiefly by contact with infectious materials (such as respiratory droplets), and is characterised especially by fever, cough and shortness of breath, and may progress to pneumonia and respiratory failure.

12.0 How COVID-19 Spread:

- By someone with COVID-19 coughs or exhales and releases droplets of infected fluid on surfaces and objects (desks, tables, telephones etc.
- By people touching the contaminated surfaces or objects and then touching their eyes, nose or mouth.
- By people standing within 1 metre of a person with COVID-19, they can catch by breathing in droplets coughed out by them.

13.0 To prevent infection and to slow transmission of COVID-19, do the following:

- Wash your hands regularly with soap and water, or clean them with alcohol-based hand rub.
- Maintain at least 1.5 – 2 meters distance between you and people coughing or sneezing.
- Avoid touching your face.
- Cover your mouth and nose when coughing or sneezing.
- Stay home if you feel unwell.
- Refrain from smoking and other activities that weaken the lungs.
- Practice physical distancing by avoiding unnecessary travel and staying away from large groups of people



PART 2 – RISK LEVELS & MITIGATION STRATEGIES



LEVEL 1: TRAFFIC LIGHT IS GREEN

- Presence of COVID-19 still has not been confirmed yet by the (MHMS). Risk of contracting COVID-19 is still low. A preparatory stage for MoFT

- **Level 1 – Procedures**

1. Stock medical preventive supplies
2. Distribute and monitor stock and restocks.
3. MoFT COVID-19 information brochures, leaflet and clip planned and disseminated.
4. All HQ staff/visitors shall enter the office through one entry door. Other Offices of the Ministry-Customs, IRD, ICTSU and Statistics Office will follow the same protocol.
5. All Security Contractors to be trained and regularly updated
6. CSS and HR prepare weekly tips on informative strategies. Organize Health awareness to all staff
7. HR to communicate organizational action plans to all staff
8. MoFT Business Continuity Plan, include scaling down of non-essential part of the Ministry is completed
9. Suspended all Overseas Partners Mission. All bilateral meetings to will be conducted via virtual mode until further notice.
10. All outbound travels by staff shall be suspended until further notice.
11. ICTSU Strategy to be developed
12. Notice to all wantoks and relatives residing with MoFT employees in all MoFT property to leave the compound. This is to control household movements, reduce health risks and financial burden on staff. FC to ensure enough resources are available to implement the plan.
13. Develop risk assessment and reporting strategy.



14. Continue Consultation with Donors and development partners but the protocols (social distancing, Sanitising hands and coughing etiquettes) shall be applied.
15. Staff must ensure they have enough resources during lock down
16. All Divisions to formulate on action plan.
17. All incoming external consultants shall be monitored ensuring they comply with MoFT COVID-19 protocols before entering the building.



LEVEL 2: TRAFFIC LIGHT IS AMBER

- Incidence has gained momentum in regional neighbouring countries, specifically –SI has a confirmed COVID-19 case.

- **Level 2 – Procedures**

1. There shall be no lockdown at this level.
2. Normal Services will continue in MoFT and awareness through emails also continues.
3. All HQ Staff shall enter the office through one entry door. Other Offices of the Ministry namely Customs, IRD, ICTSU and Statistics Office will follow the same protocol.
4. All public entry into MoFT buildings must wear face mask and must use sanitizers available at the entrance.
5. All enquiries at HQ will be carried-out at the receptionists and cashiers areas.
6. All staff handling payments and other documents. Must wear protective gears. Customs, IRD, ICTSU and Statistics Office will follow the same protocols
7. All daily cash shall be transferred to CBSI quarantine facility
8. Communication protocol under Level 1 will be activated
9. MoFT shall release staff with these Pre-existing medical condition; high blood pressure, heart problems, diabetics, on emergency paid leave of 14 days
10. Staff meeting will only convene if necessary and meeting or gathering order will be applied
11. Staff sitting arrangement to accommodate 2 meters distance to be practiced.
12. Unnecessary visitors and all none work related assemblies of more than 3 staff shall be discouraged
13. All staff must wear face masks, glove at all times and in any meeting with stakeholders
14. Staff can take annual leave if they feel unsafe for their health
15. All social events, gatherings, sporting and nonessential meetings shall be managed.
16. Strategy to daily disinfection of MoFT HQ building, and other buildings after 4:30pm. All staff to completely vacant building by 5:00pm daily.
17. Customs, IRD, ICTSU and Statistics Office will follow the same protocol



LEVEL 3: TRAFFIC LIGHT IS RED

- Level of risk is very high (there has been an outbreak and a total lock down has been declared). A complete or partial shutdown is imminent.

- **Level 3 – Procedures**

1. Total lockdown is announced by PM t and activated at this level.
2. Activate downsizing of MoFT operation. Only officers identified by divisional heads will attend to work at this time and shall wear the basic PPEs at all times.
3. 50 other MoFT staff identified by the Divisional Heads will work from home.
4. All other staff will go on leave as advised by MPS,
5. All travel shall be restricted inclusive of annual leave, provincial visits etc. unless unforeseen circumstances such as family deaths
6. Death of any staff due to COVID-19, MoFT shall pay all related expenses to their final resting place.
7. In the event when a staff is infected, confirmed positive and dies from the virus within the COVID-19 period compensation shall be paid according to the Public Services Policy
8. ICTSU shall provide network coverage to approved staff and locations to allow staff to work from home.
9. MoFT to provide disinfected transportation to all staff and discourage from using public transport.
10. Reduction of Business hours
11. All social events, gatherings, sporting and nonessential meetings shall be suspended.
12. Staff sitting arrangement to accommodate 2 meters distance to be activated

PART 3 – CONTINGENCY PLAN IN THE EVENT OF A COVID-19 OUTBREAK (LEVEL 3 IN MOFT PLAN)

1.0 Determination of Exposure Risk by Job Duty in the Context of MoFT

The MoFT COVID-19 committee determined the COVID-19 exposure risk level of all worksite functions to ensure that we apply appropriate hazard controls – including training, equipment, and personal protective equipment (PPE) – to protect employees' safety and health:

Exposure Risk Level means an assessment of the possibility that an employee could be exposed to the hazards associated with COVID-19 disease. Hazards and job tasks have been divided into three risk exposure levels: "High", "Medium", and "Low".

"High" exposure risk hazards or job tasks are those in places of employment with high potential for employee exposure to known or suspected sources of the COVID-19 disease such as the customs clearance functions both at sea and land from Customs Division.

"Medium" exposure risk hazards or job tasks are those in places of employment with medium potential for employee exposure within six feet with known or suspected sources of COVID-19 that are not otherwise classified as "high". For example, Cashiers, IRD customer services functions, receptionists and securities.

"Lower" exposure risk hazards or job tasks are those not otherwise classified as "high" or "medium" exposure risk that do not require contact within six feet of persons known to be, or suspected of being, or who may be infected with COVID-19; nor contact within six feet with other employees, other persons, or the general public, for example the administration officers and other staff

2.0 Basic Infectious Disease Prevention and Control Measures

- To control the spread of infectious diseases such as COVID 19, in the work place these basic prevention and control measures must be implemented to ensure that all employees are protected against the hazards of infectious disease.
- To control the spread of infectious disease it is important to keep up general housekeeping in the workplace. Additional housekeeping actions must also be implemented to ensure the safety and health of employees and decreasing the chances of spread of an infectious disease such as:

- ✓ All restrooms, common areas that remain in use, door knobs/handles, tools, equipment, and other frequently touched surfaces are disinfected after every 2 hours during working days. All contact surfaces of vehicles used by more than one person are disinfected at the end of each person's use.

3.0 Additional Precautions and Actions.

- Large gatherings are minimized whenever possible; staff meetings are postponed, cancelled or held remotely;
- Employees are encouraged to maintain physical distance even when on break, as well as before and after working hours;
- Employees are required to maintain physical distance when reporting to work, clocking in, leaving work, and clocking out;
- Employee work stations are greater than six feet apart;
- The employer may utilize flexible work hours, wherever possible, to limit the number of employees simultaneously working on-site; and
- Employee interactions with the general public are modified to allow for additional physical space between parties.

PART 4 – OPERATIONS

4.0 IDENTIFICATION AND ISOLATION OF SICK AND / OR EXPOSED EMPLOYEES

Employers are encouraged to do the following appropriate tasks for promptly identifying and isolating people suspected of have COVID-19. Prompt identification and isolation of potentially infectious individuals is a critical step in protecting workers, customers, visitors and others at a worksite:

- All staff are encouraged to self-monitor for signs and symptoms of COVID-19 if they suspect possible exposure for the last 14 days.
- All staff must report to the HRM when they are feeling sick or experiencing symptoms of COVID-19 such as fever, cough, shortness of breath, sore throat, and new loss of taste or smell, nausea, diarrhoea and vomiting while working in the office.
- All staff who are sick are encouraged to stay at home and notify HRM through phone.
- All staff are encouraged to wear mask in the work place to contain potentially infectious respiratory secretions from the source (other person's mouth and nose.)



- The number of staff entering the isolation area is restricted to 2 staff only.

5.0 CONTROL MEASURES TO PROTECT WORKERS IN THE WORK PLACE

1. Engineering Controls

- Isolation room is available in the work place.
- All staff experiencing the symptoms of COVID-19 will immediately be isolated in the isolation room while the HRM is contacting the MHMS and also the family members.
- Physical barriers such as clear plastic sneeze guards where feasible.

2. Administrative Controls

- All staff will be trained on preventing transmission of COVID-19 by the MHMS promotion team.
- All staff who experienced the symptoms of COVID-19 will be provided with masks in the work place.
- All COVID-19 information can accessed in the *“Solomon Islands Government Portal”*

3. Safe Workplace Practices

- It is the duty of all Staff to practice social distancing approximately of 1.5m to 2 meters.
- All staff must practice employee hygiene. Example:
- **EVERYONE MUST WASH AND DRY THEIR HANDS:**
 - before and after eating
 - after coughing or sneezing
 - after visiting the convenient places
 - When changing tasks and after touching potentially contaminated surfaces.
- **GOOD HYGIENE ALSO REQUIRES ALL STAFF IN THE WORKPLACE TO, AT ALL TIMES:**
 - cover their coughs and sneeze with their elbow or a clean tissue (and no spitting)



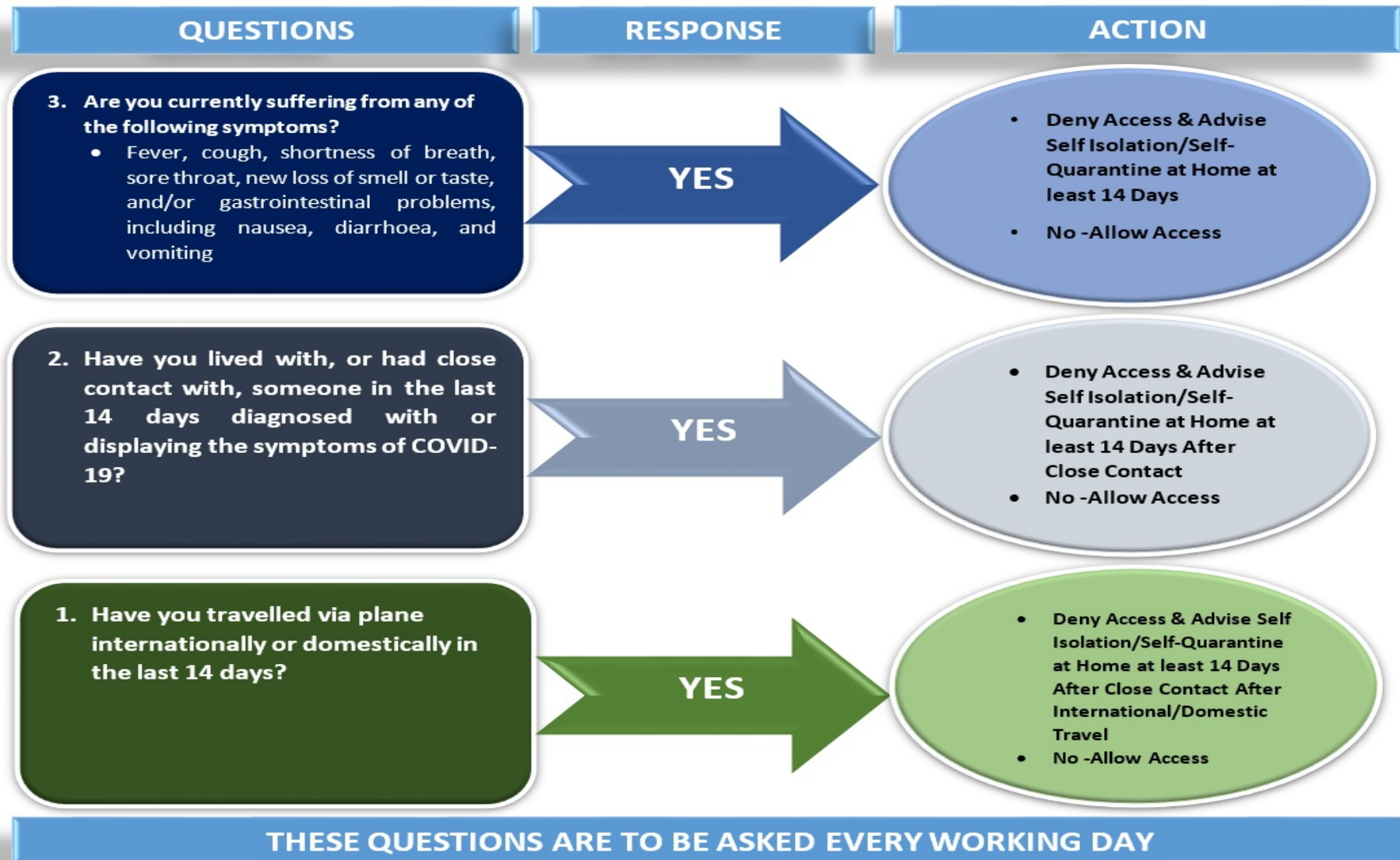
- avoid touching their face, eyes, nose and mouth
- dispose of tissues, betel nut husks and cigarette butts hygienically, e.g. in closed bins
- wash and dry their hands completely before and after smoking a cigarette and chewing betel nuts.
- clean and disinfect shared equipment and plant after use
- wash body, hair (including facial hair) and clothes thoroughly every day
- Have no intentional physical contact, for example, shaking hands and patting backs.

4. Personal Protective Equipment (PPE)

- All the PPEs will be distributed by the MHMS for front liners specifically for Customs officers.



6.0 DAILY SCREENING QUESTIONS FOR THE OFFICERS.



IMPORTANT

Any staff who develops symptoms during official time in the office must immediately report to their supervisor and/or Human Resources.



7.0 REQUIREMENTS TO RETURN TO WORK

- 1.0 The resumption of employees at work place will be done in phases with timelines & dates
- 2.0 Each staff shall self-declare their health status (See annex 1)
- 3.0 HRM to evaluate each staff's health situation (based on the declaration form). Permit the staff to attend office when the staff is healthy. Those requiring monitoring shall be transferred for medical examination.
- 4.0 Officers having symptoms of fever, cough, vomit, diarrhoea etc should be directed not resume work without proper joining advice/fitness certificate from the Medical Officer from the MHMS. Details of such officer to be shared with HoDs and staff.



8.0 BEFORE RESUMPTION OF WORK

- ❖ Fumigation of the entire office premises, meeting rooms, conference room, seating areas, gate, staff transport, other critical high contact areas, washrooms, toilets, and hand wash areas must be done.
- ❖ Compulsory thermal scanning of all staff in the office by a trained staff.
- ❖ If the staff temperature is beyond 37.22 degree Celsius, they will not be allowed to enter the work place. They will be isolated and their temperature taken again. In case the record is still high then the officer should be sent home immediately after informing committee. Staff having body temperature above the prescribed limit must follow the prescribe protocol issued by the authorities(MHMS & PMO)
- ❖ Disinfection and Sanitization of all common areas by properly PPE equipped in-house teams twice a day during 1st week and once a day from second week onwards.
- ❖ Make available sufficient quantity of PPE for each division: Facemask, gloves, to each employee for maintaining personal hygiene.
- ❖ Ensure safe and portable drinking water: test the water quality and clean the water purifier/cooler they were unused during the lockdown.
- ❖ Display board regarding procedures for disinfection and also procedure of washing hands at least 20 seconds to create awareness of all staff.



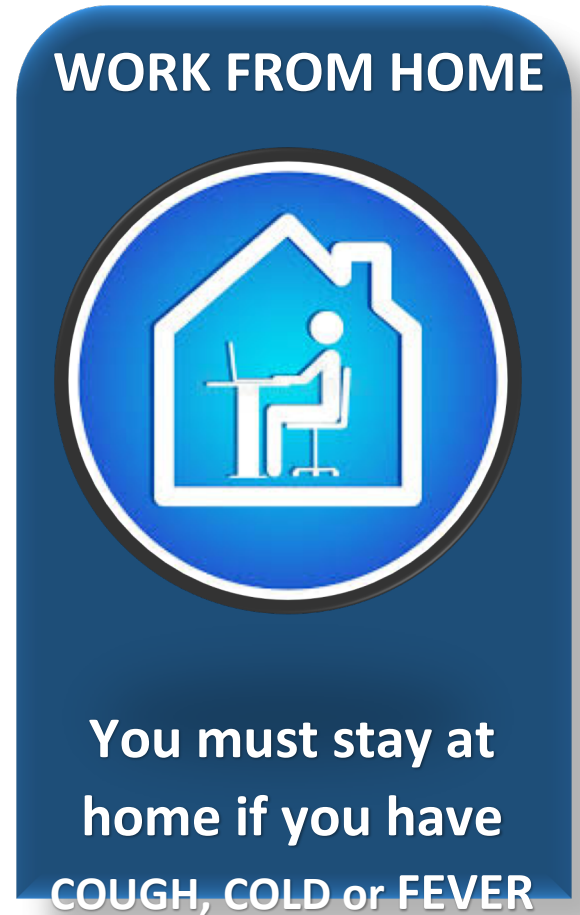
9.0 DURING WORK

Changed work method to be adopted:

1. HoDs to divide their respective divisional staff into two Teams: Team A & Team B for all offices.
They should attend to office as per roster made by the HoDs and Units (This is if applicable to be approved by the HoDs & Executive)
2. Ensure deep cleaning / sanitization in the workplace, avoid crowding.
3. Any staff having Cough, Cold or Fever must stay at home.
4. Employees to work from their seats only and avoid going to other's seats.
5. Avoid physical meetings as much as possible. If unavoidable, maintain social distancing of minimum 6 feet (1.5m to 2m)

Travel and Transport:

6. All vehicles to be disinfected prior and at regular intervals: Seats, steering wheels, floor, etc.
7. Do not travel to contaminated areas unless the authorities (government) are notified.
8. Keep a Hand Sanitizer in each vehicle.
9. Wear a Nose Mask.
10. Avoid non-essential Travels.





10.0 DURING ENTRY & EXIT OF OFFICE PREMISES

1



Face mask is mandatory for all MOFT employees and visitors

2



Thermal screening is compulsory

3



Maintain social distancing to stop the spread of Covid-19

FOR THERMAL SCANNING

- Every employee, contract workers, visitors, suppliers, contractors should be subject to digital thermal scanner by a trained staff (Security Personnel)
- If it is beyond 99°F (37.22 Degree Celsius), they will not be allowed to enter the work place. They will be isolated and their temperature taken again. In case the recorded temperature is still high, then the person will be sent home immediately after informing the Core Team. Person(s) having body temperature above the prescribed limit must follow the prescribed protocol issued by the authorities example MHMS, PMO
- The person will be allowed to re-join work only after Doctor's advice.



4



Ensure stoppage of any employee found having fever, and cough with breathing problems

5



Every person entering the gate shall sanitize their hands using hand sanitizer or wash their hands thoroughly.

6



Employees shall not use the biometric finger scan for recording attendance.

IMPORTANT

COVID-19

SYMPTOMS

- Fever
- Cough
- Headache
- Sore throat
- Difficulty breathing
- Runny nose





11.0 AT THE WORKPLACE

1. Awareness programme are to be organized at regular intervals for personal hygiene, hand hygiene, use of PPE, social distancing etc. Use VC/Conference Calls.
2. During physical interaction, strictly adhere to the social distancing of minimum 6 feet.
3. Avoid hard copy files/papers to the extent possible.



12.0 GUIDELINE FOR MOFT STAFF & FAMILY

1. MoFT Staff including their family members should avoid unnecessary movements outside and adopt stay at home concept.
2. Wear mask at all times when going outside of their home
3. Try to avoid entertaining guests.
4. Try to manage household works by family and avoid engaging maids/outsideers.
5. Restrict the children and elderly persons inside the home itself





MOFT ADVISORY

**WASH HANDS WITH
SOAP FREQUENTLY**



**MAINTAIN
SOCIAL DISTANCING
AT ALL TIMES**



USE 3-LAYER MASKS

*TO CONTAIN THE
SPREAD OF COVID-19*



**USE SANITIZERS
IF YOU
HAVE TO GO
OUTSIDE**

**USE SANITIZERS BEFORE
ENTERING MOFT BUILDINGS**

**ISOLATE
YOURSELF**

*IF YOU DEVELOP
FLU-LIKE SYMPTOMS*



**IF YOU DEVELOP FEVER OR
DIFFICULTY IN BREATHING,
SEEK MEDICAL ADVICE
IMMEDIATELY**

seek medical care early.





7 IMPORTANT STEPS TO FOLLOW BY MOFT STAFF IN A WORK PLACE

Suspected or Confirmed Case of COVID-19 at Work

If a Case is Susepected or Confirmed of COVID-19 at Work



1. ISOLATE

Isolate the person from others & provide a disposable surgical mask for the person to wear



2. INFORM

Call the national covid-19 emergency (23650 / 7522202). Follow the advice of the health officials.



3. TRANSPORT

Ensure the person has available transport to their home or medical facility.



4. CLEAN

Clean the area where the person was working and all places they have been. This may mean Evacuating those areas. Use PPE when cleaning.



5. IDENTIFY

Identify who at workplace came into close contact with the infected person in the 24 hours before that infected person started showing symptoms. Send those people home to self-isolate. Allow employees to raise concerns.



6. CLEAN

Clean the area where the close contact people were working and all common areas they may have been. This may mean Evacuating those areas. Use PPE when cleaning.



7. REVIEW

Review risk management controls relating to COVID-19 and review whether work may need to change. Keep employees up-to-date on what is happening.