

# COVID-19 : Environmental Health Preparedness and Response



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One of Malaysia's largest listed integrated pharmaceutical groups

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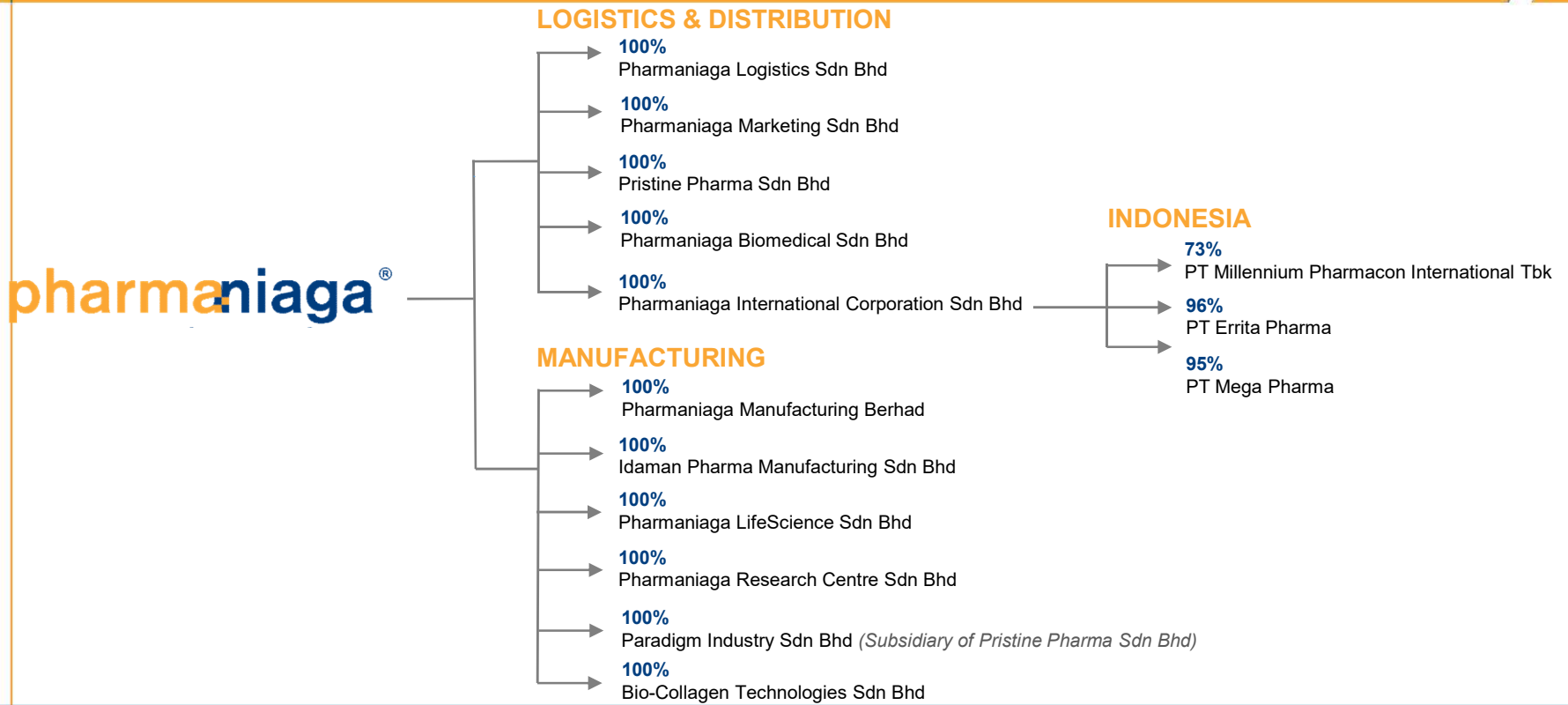


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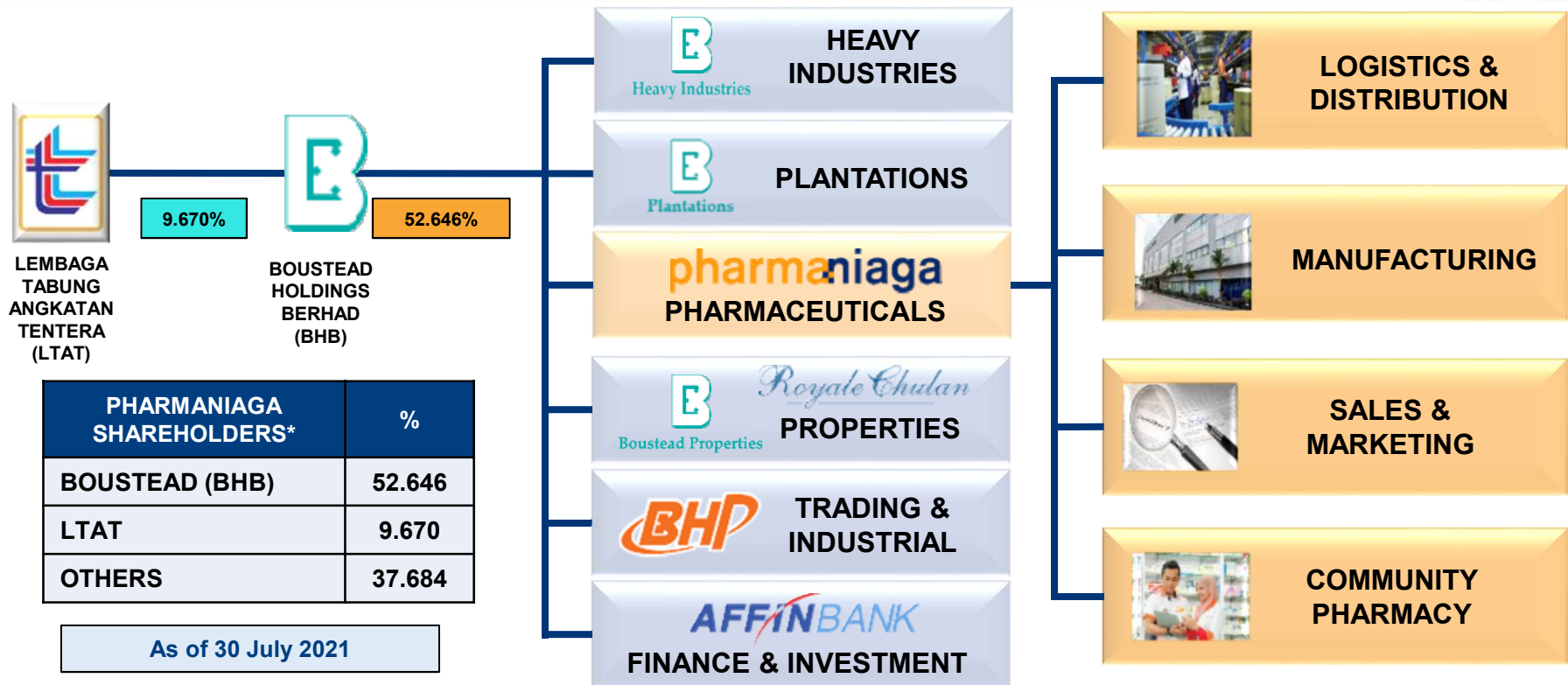
**Amongst Malaysia's largest listed  
integrated pharmaceutical groups**



# Corporate Structure



# Holding Structure



# Introduction to Pharmaniaga



Malaysia's largest listed integrated pharmaceutical company with a firm focus on providing accessible and affordable healthcare solutions, with operations in both Malaysia and Indonesia.

## CORE BUSINESSES

Research & Development and Manufacturing

Logistics & Distribution

Sales & Marketing



7

Manufacturing Plants

6



1



38

Logistics & Distribution Branches

5



33



3600

Total workforce throughout Malaysia and Indonesia



99.8%

Local workforce

80%

In the 26-45 year-old age group



# Pharmaniaga's Capabilities

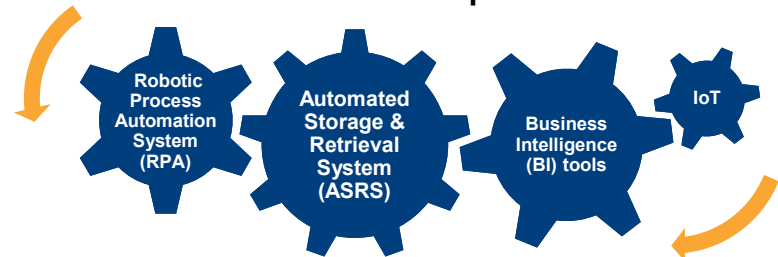
>250

Products in the manufacturing pipeline for the next

**10 YEARS**



## IR4.0 Embedded Operations



### World-class manufacturing plants

Plants of **GMP** standard, with one **EU certified** SVI plant, **Halal** vaccine and COVID-19 Fill & Finish plant

#### Dosage form

#### Capacity/Year

<b>Solid</b>	7 billion tablets and capsules
<b>Liquid</b>	3 million litres
<b>Cream</b>	232 metric tonnes
<b>Dry syrup</b>	269 metric tonnes
<b>Vials</b>	17 million units
<b>Ampoules</b>	14 million units
<b>Patches</b>	132 batches per year

#### LAND



LORRY

#### WATER



EXPRESS BOAT

#### AIR



AIRPLANE

Vast reach from urban to remote areas through our dynamic transportation capabilities



4 x 4



BOAT



HELICOPTER (EMERGENCY)



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# Pharmaniaga Corporate Video Presentation



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# COVID- 19: Business Impact, Roles & Responsibilities



# COVID-19 Status in Malaysia: Our Perspective



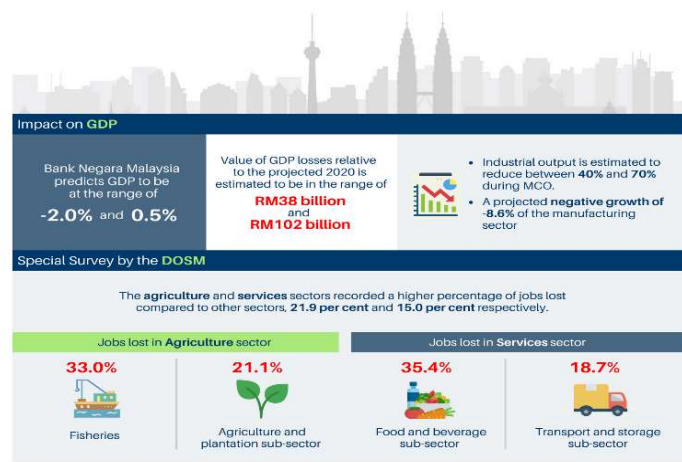
- Observation
  - I. Number of cases reported
  - II. Cat of cases
  - III. Number of vaccinated
  
- I. Probability to severity
 

Pandemic to Endemic



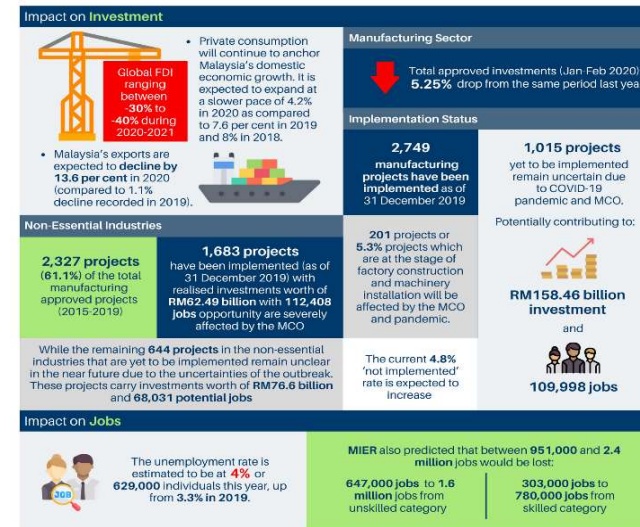
# Business Impact

## Impact of COVID-19 on the Malaysian Economy and the Mitigation Measures



Source: World Bank Group, MIER, DOSM and Bank Negara Malaysia

## Impact of COVID-19 on the Malaysian Economy and the Mitigation Measures



Source: UNCTAD, MIER, Bank Negara Malaysia and MIDA

<https://www.mida.gov.my/why-malaysia/business-during-covid-19/impact-of-covid-19-on-the-malaysian-economy-and-the-mitigation-measures/>

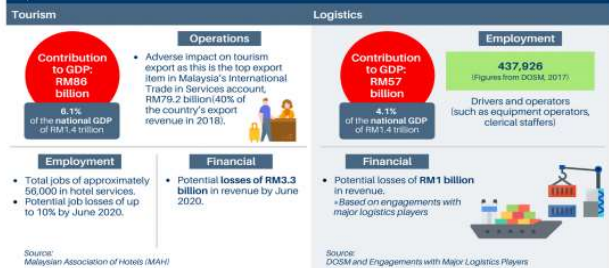


# Business Impact (Cont'd)

## Impact of COVID-19 on the Malaysian Economy and the Mitigation Measures



### Impact on Industries



### Mitigation Measures

The Government has taken pro-active and responsive measures in balancing public health, economic sustainability and the livelihood of the people by allowing several economic sectors to operate subject to strict adherence to health and safety guidelines.

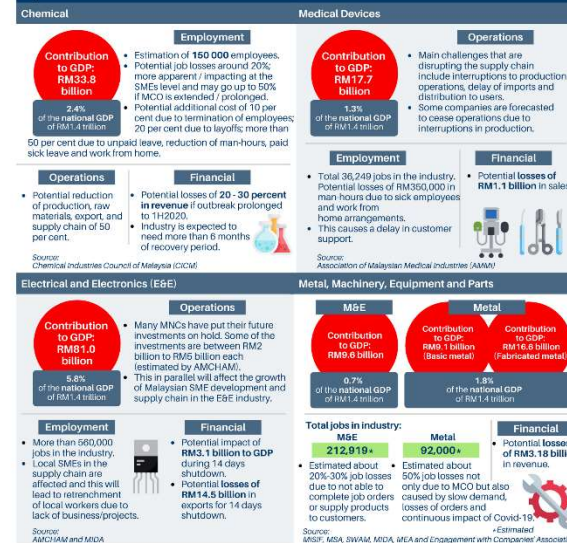
#### List of Essential Products

Food and beverage items including imported items	Agriculture and fisheries including imports	Pharmaceutical- all chemicals and drugs production	Household products
<ul style="list-style-type: none"> <li>Rice</li> <li>Sugar</li> <li>Vegetable, animal oils and fats</li> <li>Flour and all grain mill products</li> <li>Bread and confectionery</li> <li>Water</li> <li>Dairy products- milk, infant formula</li> <li>Condiments and Spices</li> <li>Canned food</li> <li>Meat</li> <li>Chicken</li> <li>Animal feed</li> <li>Processed fruits and vegetable</li> <li>Dry food such as instant noodles and biscuits</li> <li>Coffee and tea</li> </ul>	<ul style="list-style-type: none"> <li>Fish and Seafood</li> <li>Fruits</li> <li>Vegetables</li> </ul>	<ul style="list-style-type: none"> <li>Antibiotics</li> <li>Chemicals</li> <li>Drugs</li> </ul>	<ul style="list-style-type: none"> <li>Detergents</li> <li>Disinfectants</li> <li>Sanitisers</li> <li>Personal care items</li> <li>Toilet paper and tissue paper</li> </ul>

## Impact of COVID-19 on the Malaysian Economy and the Mitigation Measures



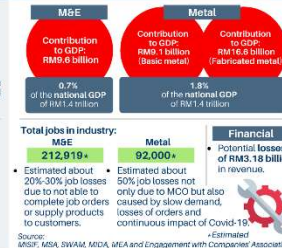
### Impact on Industries



### Electrical and Electronics (E&E)



### Metal, Machinery, Equipment and Parts



<https://www.mida.gov.my/why-malaysia/business-during-covid-19/impact-of-covid-19-on-the-malaysian-economy-and-the-mitigation-measures/>



# Business Impact (Cont'd)

## Mitigation Measures

The Government has taken pro-active and responsive measures in **balancing public health, economic sustainability and the livelihood of the people** by allowing several economic sectors to operate subject to strict adherence to health and safety guidelines.

### List of Essential Products

#### Food and beverage items including imported items

- Rice
- Sugar
- Vegetable, animal oils and fats
- Flour and all grain mill products
- Bread and confectionery
- Water
- Dairy products- milk, infant formula
- Condiments and Spices
- Canned food
- Meat
- Chicken
- Animal feed
- Processed fruits and vegetable
- Dry food such as instant noodles and biscuits
- Coffee and tea

#### Agriculture and fisheries including imports

- Fish and Seafood
- Fruits
- Vegetables

#### Pharmaceutical- all chemicals and drugs production

#### Household products

- Detergents
- Disinfectants
- Sanitisers
- Personal care items
- Toilet paper and tissue paper



<https://www.economy-and-the-mitigation-measures/>

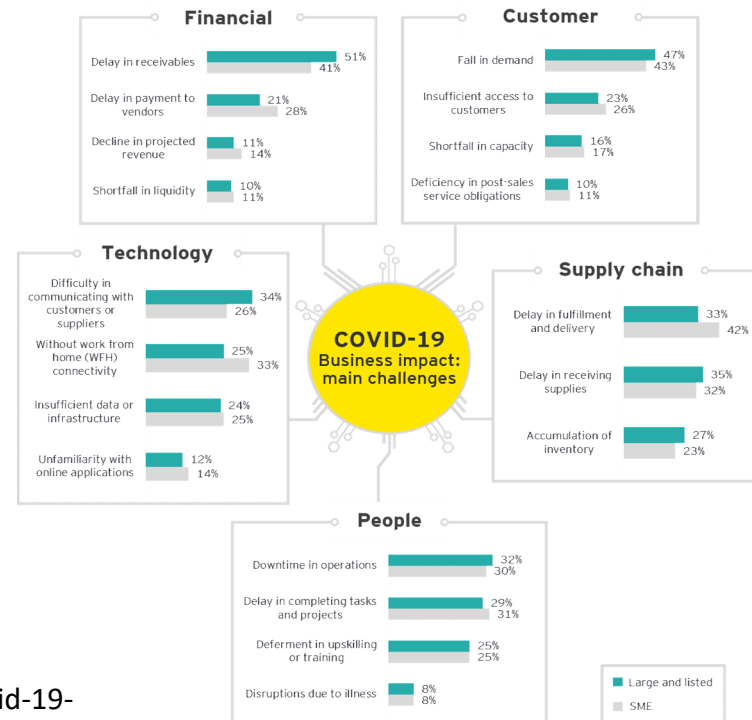
:-malaysian-



# Business Impact (Cont'd)

## Survey highlights

The key survey findings from the five impacted business areas, segmented by large and listed companies and by small and medium-sized companies, are summarised as follows:



Source: [https://www.ey.com/en\\_my/take-5-business-alert/covid-19-impact-on-malaysian-businesses](https://www.ey.com/en_my/take-5-business-alert/covid-19-impact-on-malaysian-businesses)

Note: Percentages do not sum to 100% due to the exclusion of "Other challenges".



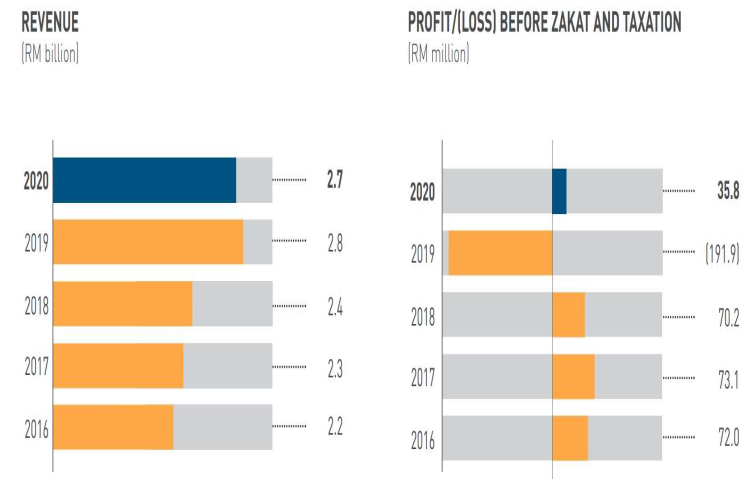
# Pharmaniaga's Performance 2020

## PHARMANIAGA ANNUAL REPORT 2020

### GROUP MANAGING DIRECTOR'S REVIEW

Although we were faced with numerous challenges, the Group closed the financial year with a solid revenue of RM2.7 billion. We strengthened our earnings growth in 2020, registering a higher profit after taxation (PAT) of RM26 million. This reflects a jump of 118% in PAT compared with the deficit of RM149 million recorded in previous financial year

### Five-Year Financial Highlights



<http://pharmaniaga.com/wp-content/uploads/2021/05/AR-PHARMANIAGA.pdf>



# Pharmaniaga Performance 2020 (Cont'd)

## PHARMANIAGA ANNUAL REPORT 2020

<http://pharmaniaga.com/wp-content/uploads/2021/05/AR-PHARMANIAGA.pdf>

6 PHARMANIAGA

### KEY ACHIEVEMENTS

<p>Pharmaniaga LifeScience Sdn Bhd, our small volume injectable plant selected as partner to the Malaysian Government to undertake <b>fill and finish manufacturing of 12 million doses of Sinovac COVID-19 vaccine</b></p>		<p>Signed MoA with world's largest vaccine manufacturer to <b>purchase, market, distribute and sell pneumococcal vaccine in Malaysia</b></p>
<p>Newly registered products:</p> <p><b>44</b></p>	<p>Invested approximately <b>RM 3 million</b> on high-performance equipment and technology to enable the production of COVID-19 vaccine fill and finish manufacturing</p>	<p>Assisted in distributing critically-needed PPE &amp; related equipment nationwide during the pandemic, with cost amounting to <b>RM 5.5 million</b></p>
<p>Implemented <b>Internet of Things (IoT) technology</b> to improve real-time temperature monitoring &amp; <b>IoT devices</b> for GPS tracking</p>	<p>Investing more than <b>RM 100 million</b> on Hatal vaccine manufacturing facility and product development</p>	
<p>Recorded <b>99.6%</b> compliance with all performance standards for the provision of medicines and medical supplies to MOH</p>	<p>Increased Customer Satisfaction Scores: 'Good' &amp; 'Excellent'</p> <p>MOH <b>97%</b>   MOHE <b>96%</b></p>	<p>RoyalePharma Alliance Members:</p> <p><b>415</b></p>



# Interruption to Business Operations

## Business Opportunity Limitation

- Man power limitation due to quarantine requirement
- Man power limitation due to WFH arrangement

## Working hour lost- due to quarantine

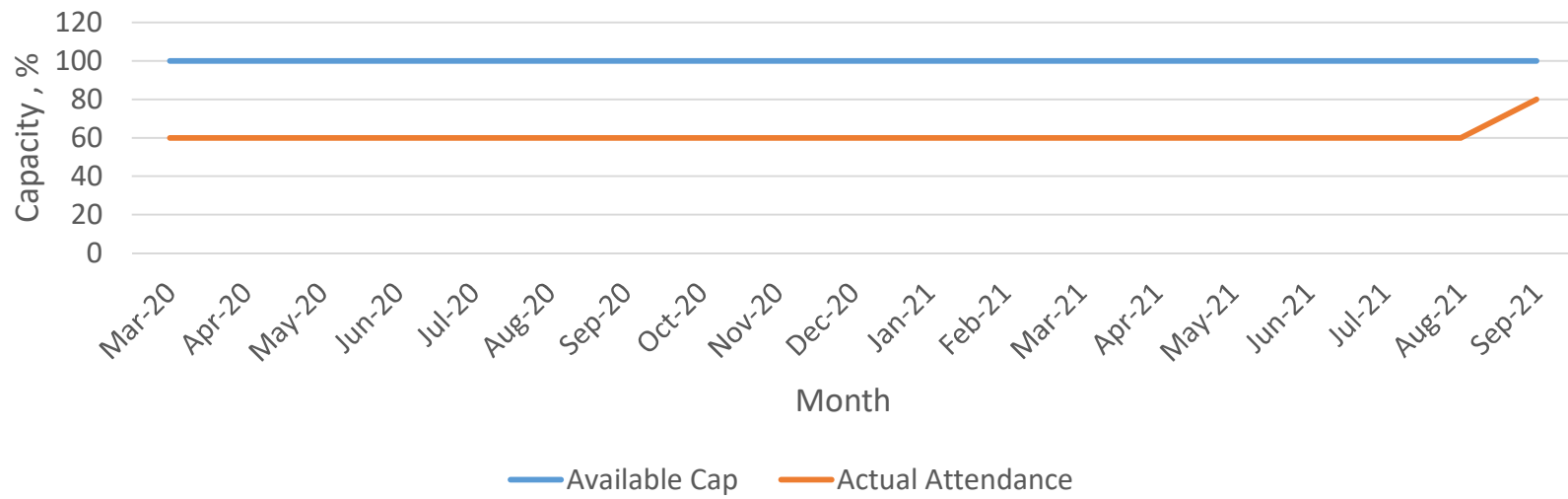
Total No. of workers under quarantine X 8 Hours x 10 days

$$126 \times 8 \times 10 = 10,080 \text{ H}$$



# Operation Limitation

60% attendance to practice work from home for about 1 and half year



## Spending & Additional Costs

### Cost of Managing the pandemic from Mar 2020 until Aug 2021

i.e: From one company under the Manufacturing Division

Activity	Cost (RM)
Screening ( RTK & rt-PCR)	RM266,250
Disinfection	RM67,750
Hand Sanitiser	RM14,500
Face Mask	RM13,000
Total	RM361,500



## Roles & Responsibilities

### Vaccination Program

PPV Pharmaniaga  
RM2.05 MIL



**4858 DOSES**  
Employees



**12,656 DOSES**  
Family & Community



## Roles & Responsibilities (Cont'd)

### COVID-19 Initiative Program (August 2021)

- Food basket to employees infected with COVID-19 - Manufacturing Section.
- Gift packs (consist of face masks, Citrex Vit.C, hand sanitiser) to employees infected with COVID-19 – Non-manufacturing section.
- Biweekly swab test (weekly for anti-vac group) – as per MITI SOP dated 17/8/2021
- Special relief fund (RM500) to employees infected with COVID-19 –will be credited to their payroll account in Sept. 2021
- Immediate relief fund of RM300 from JCC to employees infected with COVID-19

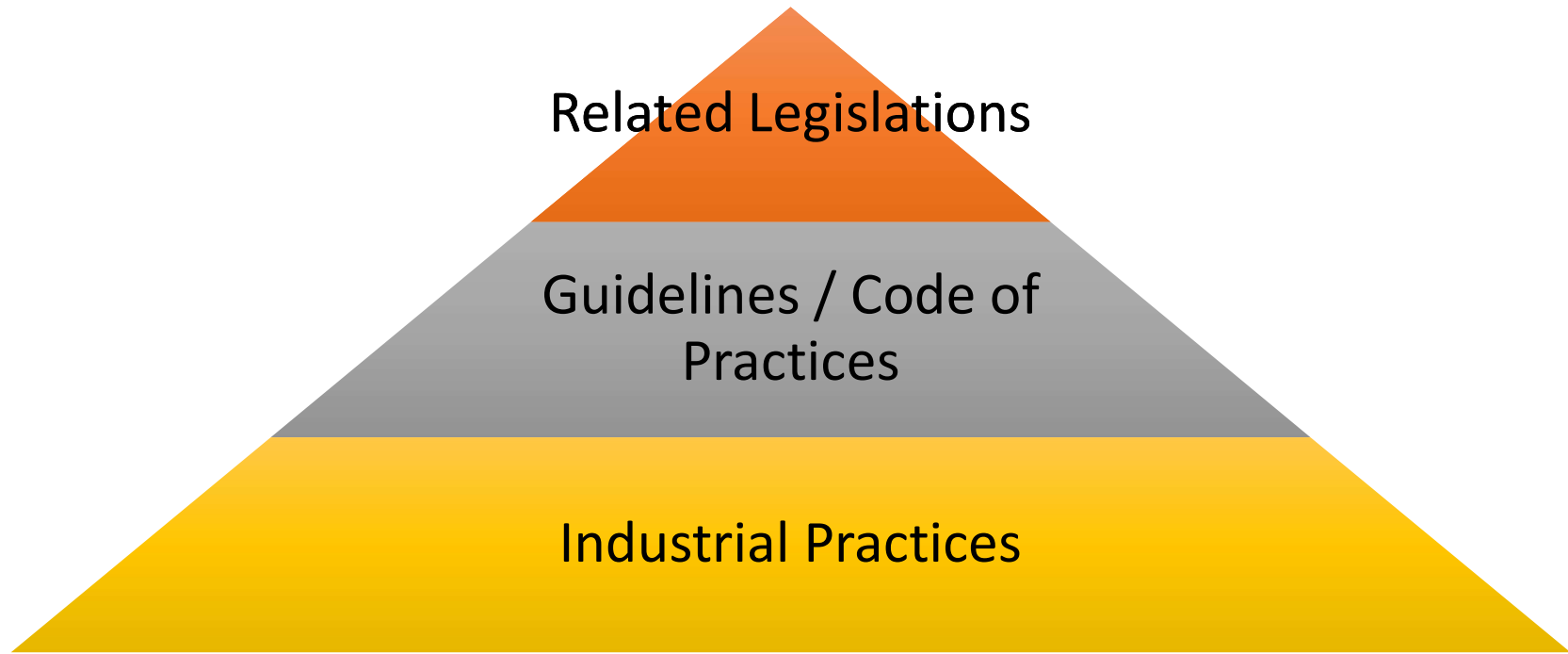


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# Compliance to Applicability of Laws & Guidelines



# Applicable laws/ Guidelines



## Applicable laws/ Guidelines (Cont'd)

Not Limited To

No	Applicable laws	Guidelines / Code of Practices	Industrial Practices / Guideline
1	Akta Pengawalan dan Pencegahan Penyakit Berjangkit 1988	World Health Organization. (2010, 24 February).	Safetyware EHS Consultancy Sdn. Bhd. 08 June 2021.. "Pandemic Risk Management System: Enhanced SOP".
2	Akta MKN 2016	Safe Work Procedure for Prevention of CoVID-19 at Workplace. (DOSH)	Britannica, Renu Garg, Pediatrician, 01 May 2020, Infectious Disease.
3	SOP MITI. August 2021. SOP Am Perintah Kawalan Pergerakan Seluruh Negara.	MS Standards ISO 45001	Centers for Diseases Control (CDC)
4	Garis Panduan KKM	Covid-19 management guidelines for workplaces	Malaysian Employer Federation Circular



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# Pharmaniaga's Practices & Control Measures



# Pharmaniaga's Practices & Control Measures

## Practices & Control Measures Approach

Planning and Prevention

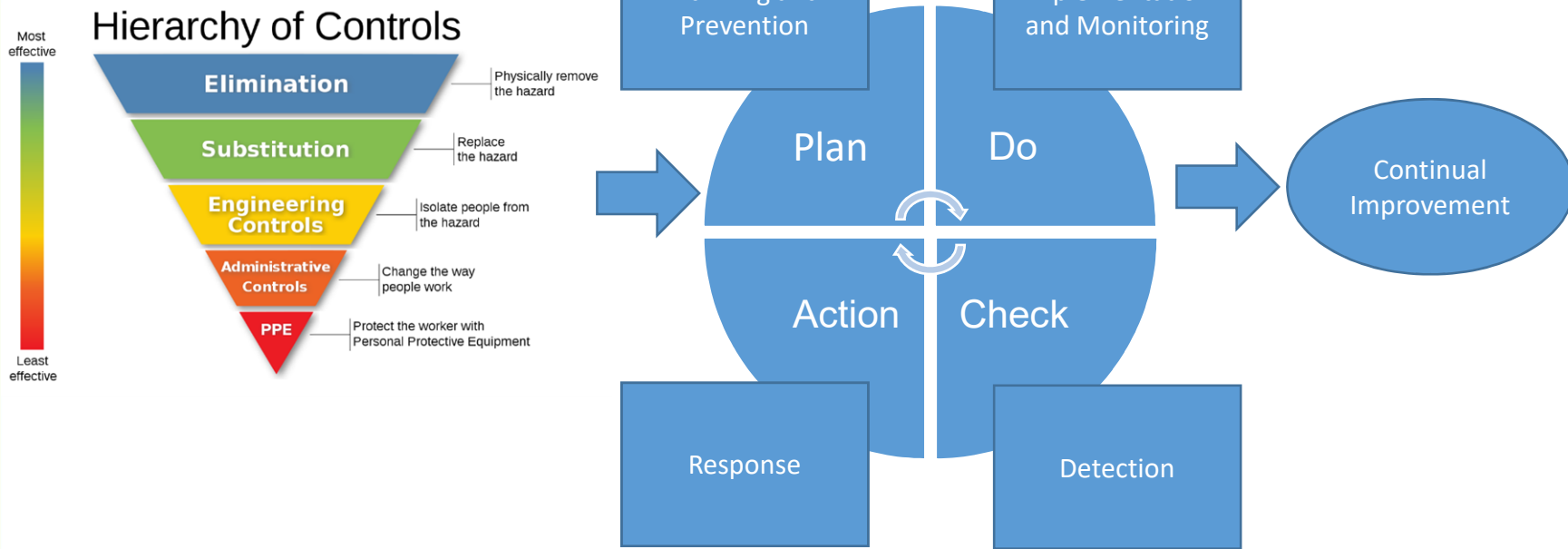
Implementation and Monitoring

Detection

Response



# Practices & Control Measures Approach



# Pharmaniaga's Practices & Control Measures

Practices and Control Measures Approach

Planning & Prevention

Implementation and Monitoring

Detection

Response



# Planning & Prevention

Establishment of Task Force

Risk Assessment

Awareness and Communication

Vaccination Program

Policy and Procedure Establishment

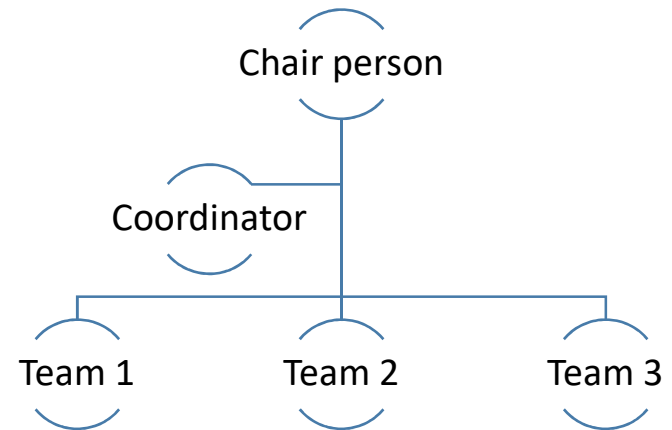


# COVID-19 Crisis Management Committee

Position
Managing Director
Deputy Managing Director
Technical Director
Logistics & Distribution Director
Commercial Director
Corporate Services Director
Head of CHC & Community Pharmacy
Deputy Tehcnical Director
Head of Corporate Communications
Head of Procurement & Facilities Management
Head of Quality & Safety



## COVID-19 Task Force



## Background of Task Force Establishment

- The Group is wary of the COVID-19 pandemic and has taken the necessary steps including setting up a Special COVID-19 Task Force **to protect its employees, contractors and suppliers.**
- The steps taken are **in compliance with the rules and regulations imposed** by the authorities during the movement control period.
- Pharmaniaga's **Special COVID-19 Task Force comprises employees from inter departments which includes;** Quality and Safety department, Human Capital Management, Administrative department, Heads of Divisions and Corporate Communications department to manage the potential risks, addressing the safety of personnel and ensuring the continuity of the organisation.
- The action plans are **derived in tangent of the Government's SOP, policies and definition** of categories defined in regards to the COVID-19 pandemic.
- The special task force was established to **facilitate the Company's efforts in managing COVID-19 related risks across** the organisation, where it coordinates the actions and control measures that aim to comply with Government mandated SOPs and mitigate risks related to COVID-19 for the safety and health of our workers.



## Background of Task Force Establishment (Cont'd)

The special task force has **outlined the crisis action plan that serves as a guideline** to probe actions to be taken in the event of an emergency and efforts has been taken ranging from:

- Consists of representatives from all Pharmaniaga sites to coordinate and oversee actions on:
  - Management of COVID-19 cases
  - **Contract tracing** and risk assessment
  - **Liaison** with governmental agencies on matters related to COVID-19
  - **Formulate and enforce SOPs &** Management of documented information & relevant records as a measures to control the spread of COVID-19 in the workplace
  - **Mandatory COVID-19 health screening** for employees and visitors;
  - **Active sanitisation activities** and daily temperature readings;
  - **COVID-19 swab tests to employees;**
  - Introducing alternative work from home arrangements;
  - Postponing group events and trainings; and
  - **Awareness activities** on the SOP's and current progression of the pandemic



# COVID-19 Task Force Specific Roles

Respond actively to reported COVID-19 case and provide instructions to infected employees

## Response Team



## Sanitisation Team

Carry out sanitisation and cleaning process at suspected locations



Record and report COVID-19 cases throughout the Company to the Management for strategic decision.

## Record Team



## Liaison Team

Liaise with local authorities and ensure compliance to authorities' COVID-19 SOPs and regulations



# Sub-Committee: Vaccination Committee



# Disaster Committee: Responsibilities



1. Ensure as far as practicable safe working environment and without risk to employees and visitors regarding the pandemic outbreak within premise.
2. Ensure as far as practicable access and degress of employees and visitors without risk.
3. Investigate and inform committee if there are symptomatic employees or close contact of dangerous infectious disease patients or any person who declared as positive with the disease.
4. To assist SHE personnel in order to provide an appropriate guidelines to the workforce.



## Sub-Committee: Emergency Response Team

- Consists of 54 members from all departments.
- First responder in cases of emergency.
- Trained in:
  - Basic occupational first aid
  - Fire emergency
  - Traffic control
  - Search & rescue



# Planning and Prevention

Establishment of Task Force

**Risk Assessment**

Awareness and Communication

Vaccination Program

Policy and Procedure Establishment



# Risk Assessment To Determine Level Of Risk

No	Issues / Process			Risk Code	Risk			Risk Owners	Gross Risk			Controls
	Status	Category	Description		Risk	Cause	Effect		Likelihood	Impact	Rating	Description
1	New	Internal	Receptionist received parcel / documents from courier service		Possible affected with contaminated parcel / documents	Direct touch with contaminated parcel / documents	1. Spreading the virus 2. PIC may exposed to the virus	ADMIN	Likely	Moderate	Significant	No Personal parcel received (Memo from HCM)
2	New	Internal	Receptionist received parcel / documents from courier service		May affected during communicate with PIC	1. Did not wear facemask 2. Communicate closely with PIC	1. Spreading the virus 2. PIC may exposed to the virus	ADMIN	Likely	Moderate	Significant	1. External are advised to wear face mask and undergo screening before enter the premise 2. Establish Screening SOP 3. Awareness on social distancing and PPE
3	New	Internal	Admin staff received documents from supplier (LPG / cleaning products etc)		Possible affected with contaminated products	Direct touch with contaminated products	1. Spreading the virus 2. PIC may exposed to the virus	ADMIN	Likely	Moderate	Significant	1. External are advised to wear face mask and undergo screening before enter the premise 2. Establish Screening SOP 3. Awareness on social distancing and PPE
4	New	Internal	Admin staff received documents from supplier (LPG / cleaning products etc)		May affected during communicate with PIC	1. Did not wear facemask 2. Communicate closely with PIC	1. Spreading the virus 2. PIC may exposed to the virus	ADMIN	Likely	Moderate	Significant	1. External are advised to wear face mask and undergo screening before enter the premise 2. Establish Screening SOP 3. Awareness on social distancing and PPE
5	New	Internal	Café operator received groceries from supplier for Pharmacafe		Possible affected with contaminated groceries	Direct touch with contaminated products	1. Spreading the virus 2. PIC may exposed to the virus	ADMIN	Likely	Moderate	Significant	1. Café Operator are compulsory to wear PPE (Face mask, glove) 2. Sanitization regularly. (pending SOP)

- Identified 56 significant risks Actions which required immediate action
- The risks identified will be considered as inputs in developing SOP
- The measures taken are based on 6 hierarchy controls



# Planning and Prevention

Establishment of Task Force

Risk Assessment

**Awareness & Communication**

Vaccination Program

Policy and Procedure Establishment



# Communication Targets

## INTERNAL

Pharmaniaga Berhad & Subsidiaries

- Top Management
- Senior Management
- COVID-19 Task Force
- Employees
- 3<sup>rd</sup> Party Agents

## EXTERNAL

- MOH (PKD/Hospital)
- CPRC
- MITI
- Panel Clinics
- Insurance Company
- COVID-19 PPE Suppliers
- Visitors



# Communication Approach

- Employer
- Employee
- 3<sup>rd</sup> Agent
- Visitor

Who is affected?

Why is it important?

- Prevent spread at work place
- Educate employee

- Positive cases detected
- Awareness message for self-prevention

What is the problem?  
What is the content?

Where is the source?

- KKM/MKN/WHO / BERNAMA

- Weekly & KKM Guideline

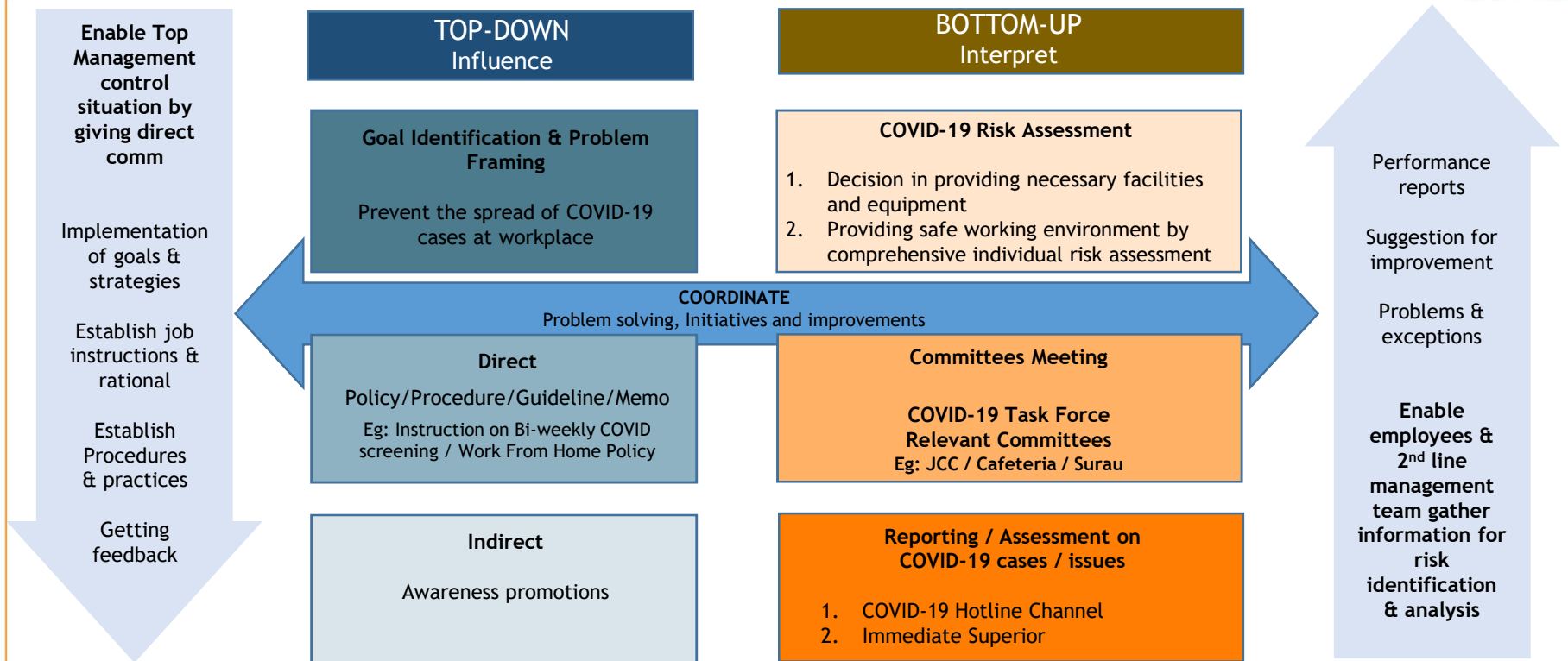
When to deliver?

How to deliver?

- 4 mediums (SOP/Briefing/Poster/Email)



# Communication Approach



# Communication Mediums

## Email

Human Capital Management Dept  
[HCM@pharmaniaga.com](mailto:HCM@pharmaniaga.com)  
 Quality & Safety Dept  
[QSD.ALERT@pharmaniaga.com](mailto:QSD.ALERT@pharmaniaga.com)  
[SHE-Q@pharmaniaga.com](mailto:SHE-Q@pharmaniaga.com)  
 Administration & Engineering Dept  
[pharmaniaga2u@pharmaniaga.com](mailto:pharmaniaga2u@pharmaniaga.com)  
 Do It Right Campaign Committee  
[doitright@pharmaniaga.com](mailto:doitright@pharmaniaga.com)  
 Cafeteria Committee  
[cbrcommittee@pharmaniaga.com](mailto:cbrcommittee@pharmaniaga.com)  
 Surau Committee  
[surauBR@pharmaniaga.com](mailto:surauBR@pharmaniaga.com)

## Poster

- Locations;
- Entrance Door
  - Lobby & Guest Waiting Area
  - Staff Waiting Area
  - Meeting Room
  - Cafeteria / Dining Area
  - Staff Pantry
  - Ladies / Gents
  - Stairs / Door
  - Information Board

## Briefing / Training

- Briefings on COVID-19 precautions & company procedure;
- To employees
  - To 3<sup>rd</sup> party contractor
  - To visitor
- Training :
- To ERT Team : Emergency Controls
  - To COVID-19 Task Force : Handling COVID-19 at workplace
  - To Logistics Staff : COVID-19 New Norm Practice
  - To Cleaner : Disinfectant & Hygiene Practice
  - To Security : COVID-19 Control Measures

## Policies / Procedure / Guideline / Memo

- SHE Policy
- SOP Covid-19 Health Screening
- SOP Novel Coronavirus 2019 (Covid-19) Emergency Response Protocol
- Memo Self-quarantine For Potential High-risk Employees
- Memo Covid-19 Precaution Measures Langkah-Langkah Pengawasan Covid-19
- Memo For COVID-19 Swab Test
- Memo Lunch Hour
- Memo Work From Home Attendance Record
- Memo Travel Declaration
- Memo Visitor Restriction
- Memo Covid-19 Risk Management
- Memo Definition Of Close Contact And Action By Employees



# Awareness Campaign: Posters



Entrance Door



Lobby & Guest Waiting Area



Meeting Room



Ladies & Gents



Cafeteria, Dining, Pantry



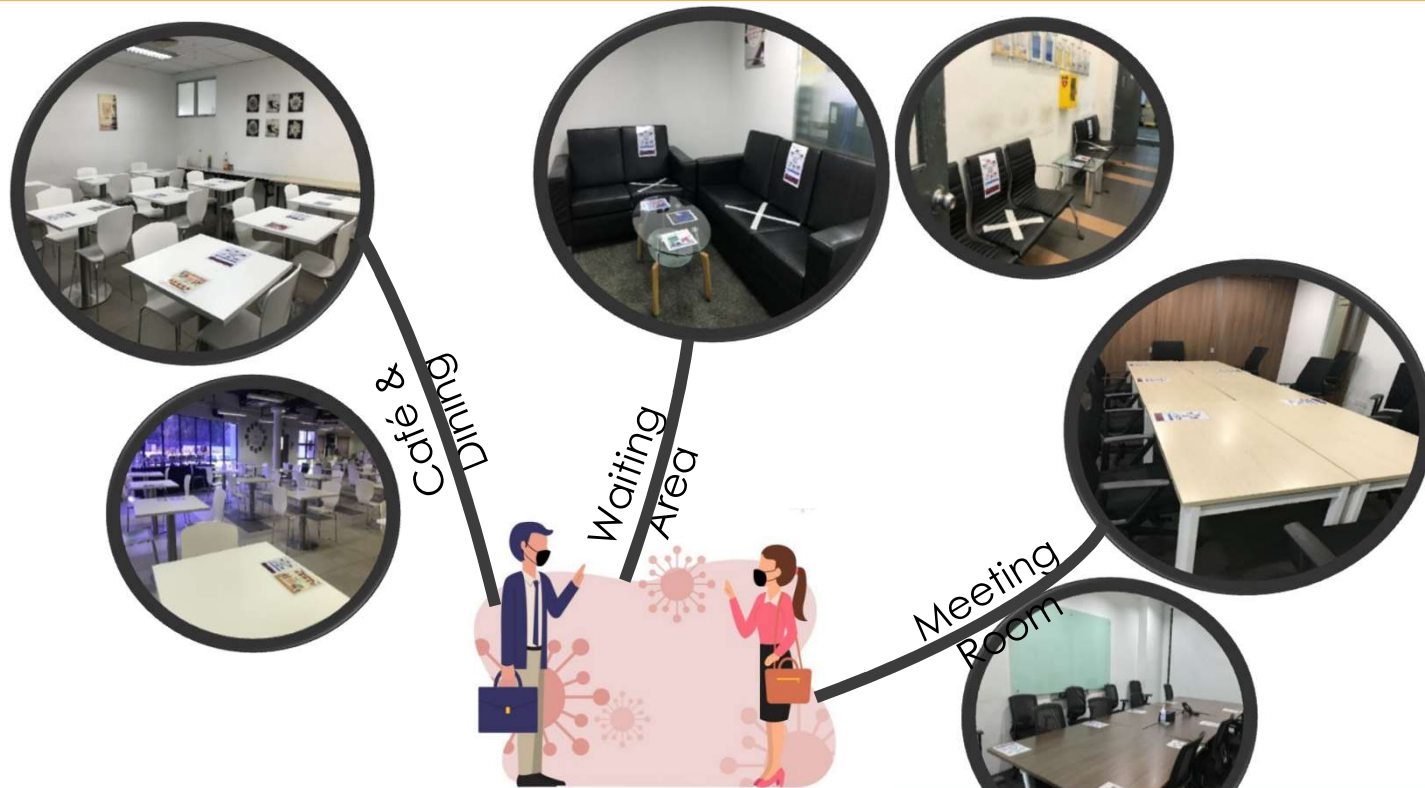
Door/Stair



Information Board



# Awareness Campaign: Social Distancing



# Planning & Prevention

Establishment of Task Force

Risk Assessment

Awareness and Communication

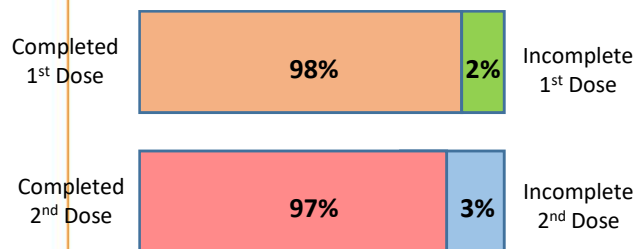
Vaccination Program

Policy and Procedure Establishment



# Summary of Employees Vaccinated by Sites

Total Headcount = 2194 pax



Company	Headcount (pax)	Completed 1 <sup>st</sup> Dose (pax)	Completed 2 <sup>nd</sup> Dose (pax)	Not Vaccinated Both (pax)	Completed 1 <sup>st</sup> Dose (%)	Completed 2 <sup>nd</sup> Dose (%)	Not Vaccinated Both (%)
PMB	402	383	374	19	95%	93%	5%
PLS	120	118	118	2	98%	98%	2%
IPMSB SP	334	332	328	2	99%	98%	1%
IPMSB SI	200	197	194	3	99%	97%	2%
PRC	105	103	100	2	98%	95%	2%
BCT	4	4	4		100%	100%	0%
PRI	5	5	3		100%	60%	0%
BERHAD	83	83	81		100%	98%	0%
BIOMED	11	11	11		100%	100%	0%
PLSB	642	635	629	7	99%	98%	1%
MARKETING	201	201	197		100%	98%	0%
PRISTINE	87	86	81	1	99%	93%	1%
<b>TOTAL</b>	<b>2194</b>	<b>2158</b>	<b>2120</b>	<b>36</b>	<b>98%</b>	<b>97%</b>	<b>2%</b>



# Vaccination Program



## Phase I : Employee Vaccination Programme



IPMSB Seri  
Iskandar

1<sup>st</sup> dose vaccination (4/June/2021)- 200 pax  
2<sup>nd</sup> dose vaccination (25/June/2021)- 194 pax

## Phase II :Dependents, UAC, Naval Shipyard



IPMSB Seri  
Iskandar

1<sup>st</sup> dose vaccination (24-28 July 2021) = 1060 pax  
2<sup>nd</sup> dose vaccination (14-18 Aug 2021) = 1021 pax

## Phase III :Dependents, UAC, Naval Shipyard



IPMSB Seri  
Iskandar

1<sup>st</sup> dose vaccination (19 Aug 2021) = 222 pax

2<sup>nd</sup> dose vaccination (9 Sept 2021) = 243 pax

# Planning & Prevention

Establishment of Task Force

Risk Assessment

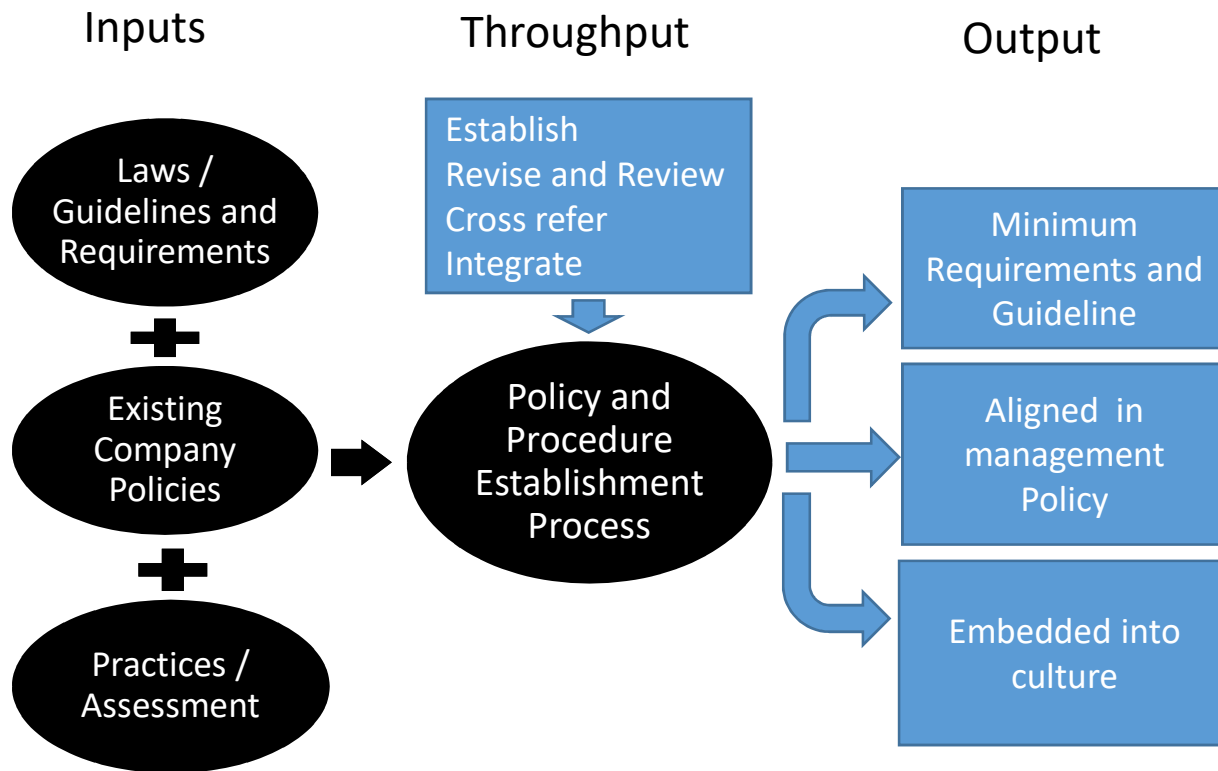
Awareness and Communication

Vaccination Program

Policy & Procedure Established



# Establishing Policy & Procedure Approach



# Level of Documentations



## List of Documentation Structure ( Not Limited to)

No	Manual & Policies	Procedures	Work Instructions	Records and Documents
1	Handling COVID -19 at workplace (drafting)	Emergency Preparedness and Response	Visitor Management	Daily Record and Summary of case
2	Work from Home Policy	Chemical Handling and Control	External Supplier and transporter guideline	Report on COVID-19 cases
3	SWAB test for employees and visitor	Internal and External Communication	Accessibility Control Area	Report to MITI
4	Action Plan Policy	Sanitization SOP		Visitor Entrance
5	Reporting Policy	Screening SOP		Work Permit



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# Implementation & Monitoring



# Implementation & Monitoring

## Workplace re-layout: Social Distancing

Sanitizing – Area and Personnel Hygiene

Visitor Management

PPE Utilization

Temperature Check

Covid 19-Screening

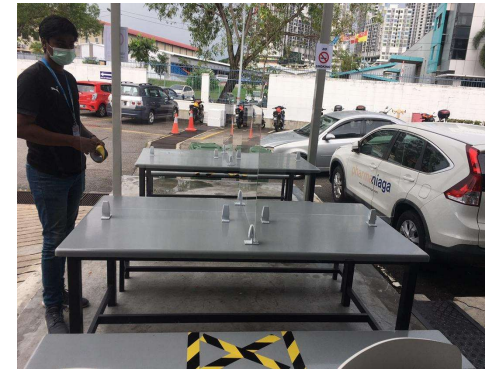
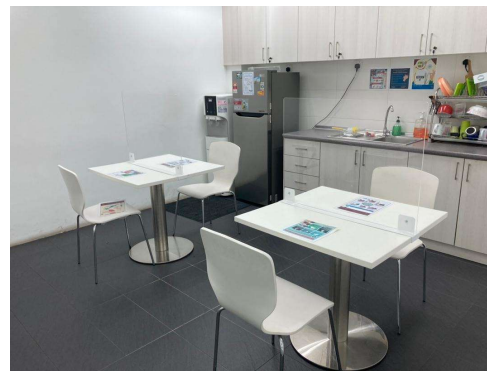
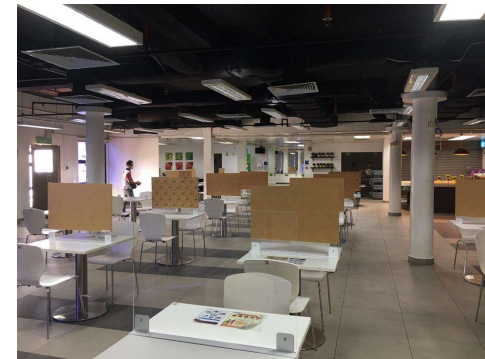
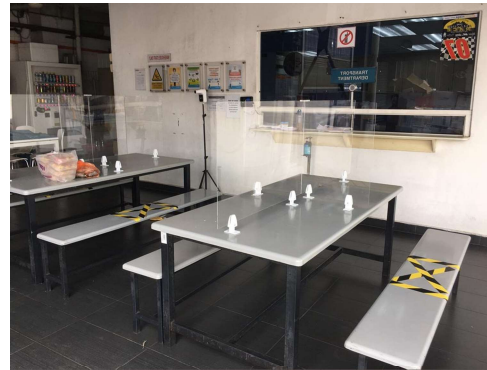


# Workplace Social Distancing



# Workplace Social Distancing (Cont'd)

Installation of partition at café, Pantry and rest areas to prevent droplet transmission during meal times



## Virtual Platforms

- Utilisation of virtual platforms such as Microsoft Teams, Zoom, etc. for (but not limited to):
  - Meetings
  - Interviews
  - Discussions
  - Audits
  - Training
  - Seminars



# Implementation & Monitoring

Workplace re-layout – Social Distancing

**Sanitising: Area & Personnel Hygiene**

Visitor Management

PPE Utilization

Temperature Check

Covid 19-Screening



# Sanitisation & Disinfection Activities

- Established standard operating procedures (SOP) for sanitisation and disinfection
- Sanitise when there is a positive case in affected areas.
- Carried out at all areas on a daily basis at scheduled intervals by trained operators.



# Sanitisation & Disinfection

**D – disinfection works conducted by certified vendor**

**S – sanitisation works conducted by in-house team as per MOH's SOP**

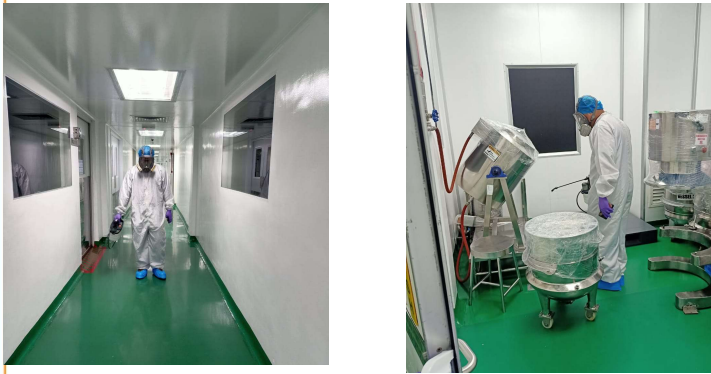
	Case Category	Common Areas	Working Areas / Floor	Building
1	A for all sites	D	D	D
2	B for warehouses	D	D	D
3	B for other sites than warehouses	S	S	S
4	C for all sites	S	S	N/A



# Scheduled Sanitisation



Inside the building



Outside of the Building



# Sanitiser at Main Locations



Production Entrance



Café Entrance



Warehouse Entrance



# Implementation & Monitoring

Workplace re-layout – Social Distancing

Sanitizing – Area and Personnel Hygiene

Visitor Management

PPE Utilization

Temperature Check

Covid 19-Screening



# Visitor Management

- Limit the number of outsiders entering Pharmaniaga.
- Compulsory swab test for all visitors.
- Visitor restrictions at:
  - Cafeteria
  - Praying room
  - Warehouse
- Visitor application form to record and manage the number of visitors.
- Obtained approval from Top Management to enter Pharmaniaga premise



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# Detection



# Detection

Face Recognition & Temperature Scanner

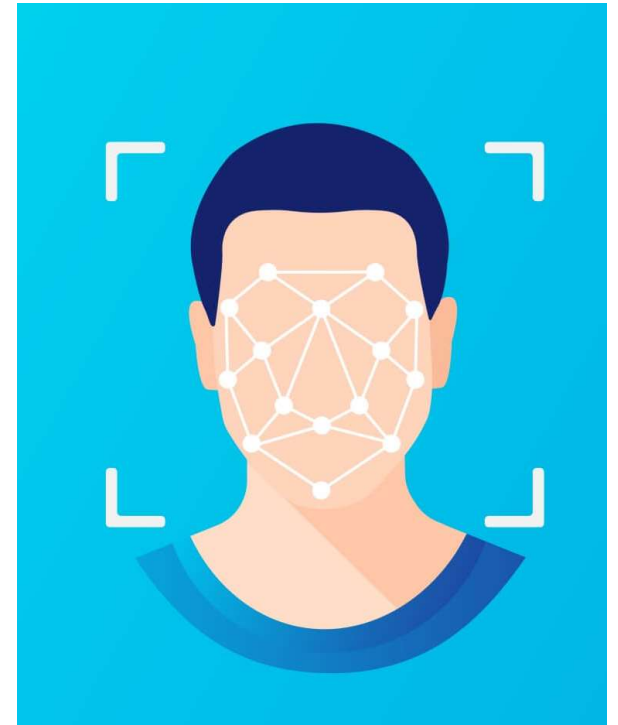
RTK / PCR - Swab Test



## Face Recognition & Temperature Scanner

# RM300K

**SCREEN EMPLOYEES  
TEMPERATURE AND  
ALERT MANAGEMENT  
ON SICK EMPLOYEES  
ENTERING WORK  
PREMISES**



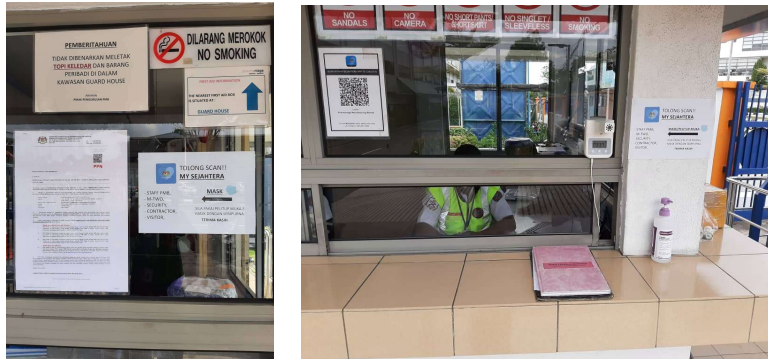
# Face Recognition & Temperature Scanner

- Face recognition system replacing thumb print attendance system.
- Eliminate physical contact and minimise infection.
- Installed at all Pharmaniaga sites.



# Face Recognition & Temperature Scanner (Cont'd)

QR Code, Hand Sanitiser, Thermometer at Guard



Hand Sanitiser, QR Code & Thermometer (Main Lobby/Training Lobby)



# Detection

Temperature Check

RTK / PCR - Swab Test



# Detection

## Bi-weekly COVID-19 screening

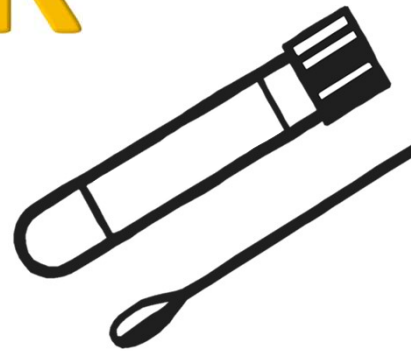
- Management instructed to do mass RTK-Ag swab test for all employees & third party service providers for Logistics
- Bi-Weekly for employees at manufacturing sites
- Early detection to curb potential spread and infection



## Swab Test

**RM886K**

**COST OF SWAB TEST  
PROGRAMME**



**13,394**

**SWABS  
CARRIED OUT**

**63**

**SESSIONS**



## Swab Test (Cont'd)



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# Response



# Response

## Reporting

Case Investigation / Supporting Tracing

Data Compilation

New Policies or new Program



# Case Reporting

Any report related to COVID-19 can be made via:

1. **WhatsAPP** or call the dedicated **HOTLINES**
2. **Fill up and send a Google Form**

<https://forms.gle/gwggS6sBaJV9Ak2M7>

## Hotline Numbers

<b>Umar Aiman Hassan</b>	<b>019300 1443</b>
<b>Ahmad Asyraf Deris</b>	<b>019300 2994</b>



# Crisis Preparedness & Response Centre (CPRC)

DETAILS	
<b>Tel</b>	03 8881 0200 03 8881 0600 03 8881 0700
<b>Tel Whatsapp</b>	017 8429 454
<b>Operating Hours</b>	8.00 am- 5.00 pm
<b>Emel</b>	<a href="mailto:cprc@moh.gov.my">cprc@moh.gov.my</a>
<b>Alamat</b>	Kementerian Kesihatan Malaysia Kompleks E, Pusat Pentadbiran Kerajaan Persekutuan, 62590 Putrajaya



# Reporting Traveller & Close Contact

## Company Policy

- To refer to the Safety, Health and Environmental (SHE) Policy

## Insurance

- The Company will conduct SWAB Test once employee have been identified as close contact under category B.
- The SWAB Test for close contact under category C & D will be carried out depending on the result of category B & C respectively, or based on the risk assessment between the categories.
- HCM will arrange the SWAB Test at the nearby appointed panel hospital.

## Declaration Form

- Travel Declaration Form : <https://cutt.ly/PharmaniagaTravelDeclarationForm>
- Draft Close Contact Form : <http://bit.ly/PharmaniagaCloseContactDeclarationForm>



# Response

Reporting

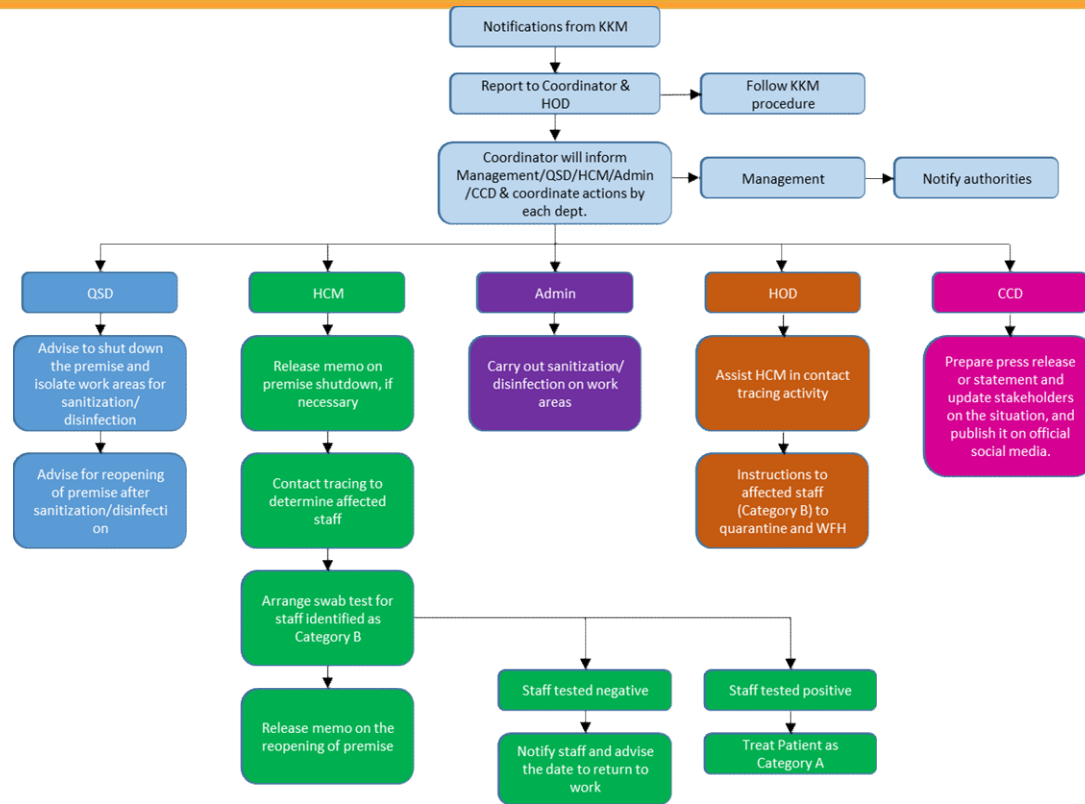
Case Investigation / Supporting Tracing

Data Compilation

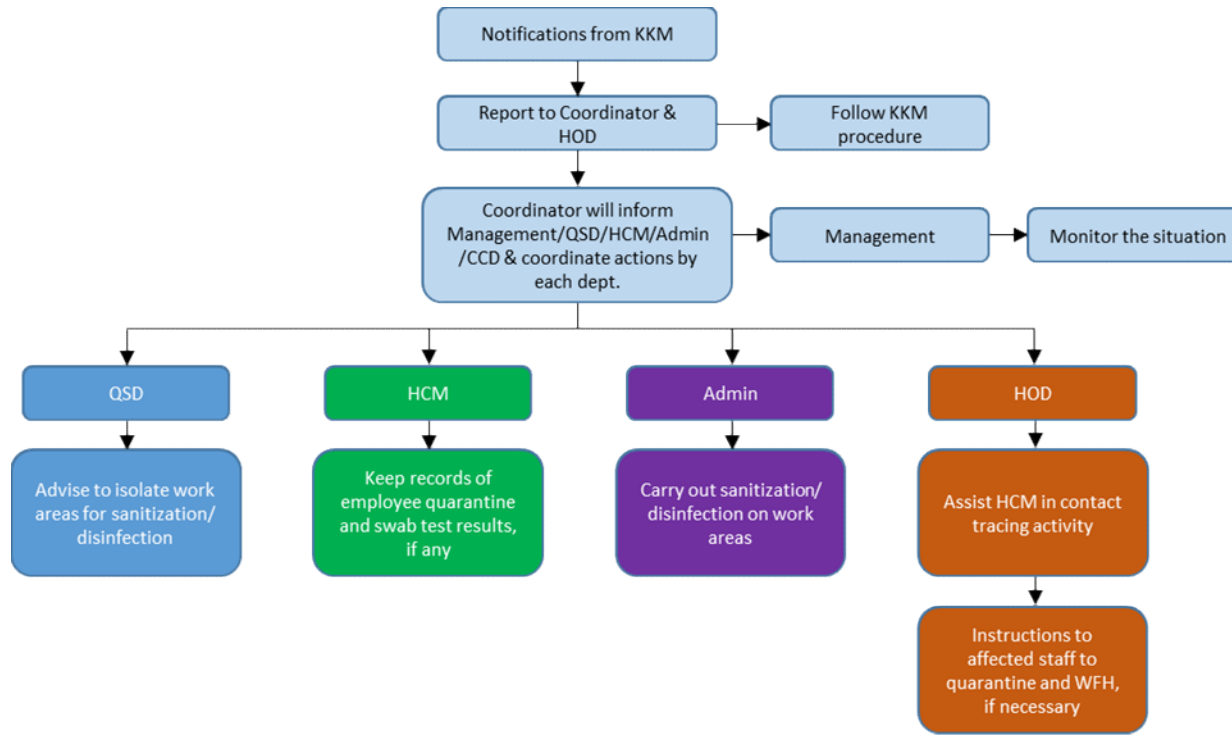
New Policies or new Program



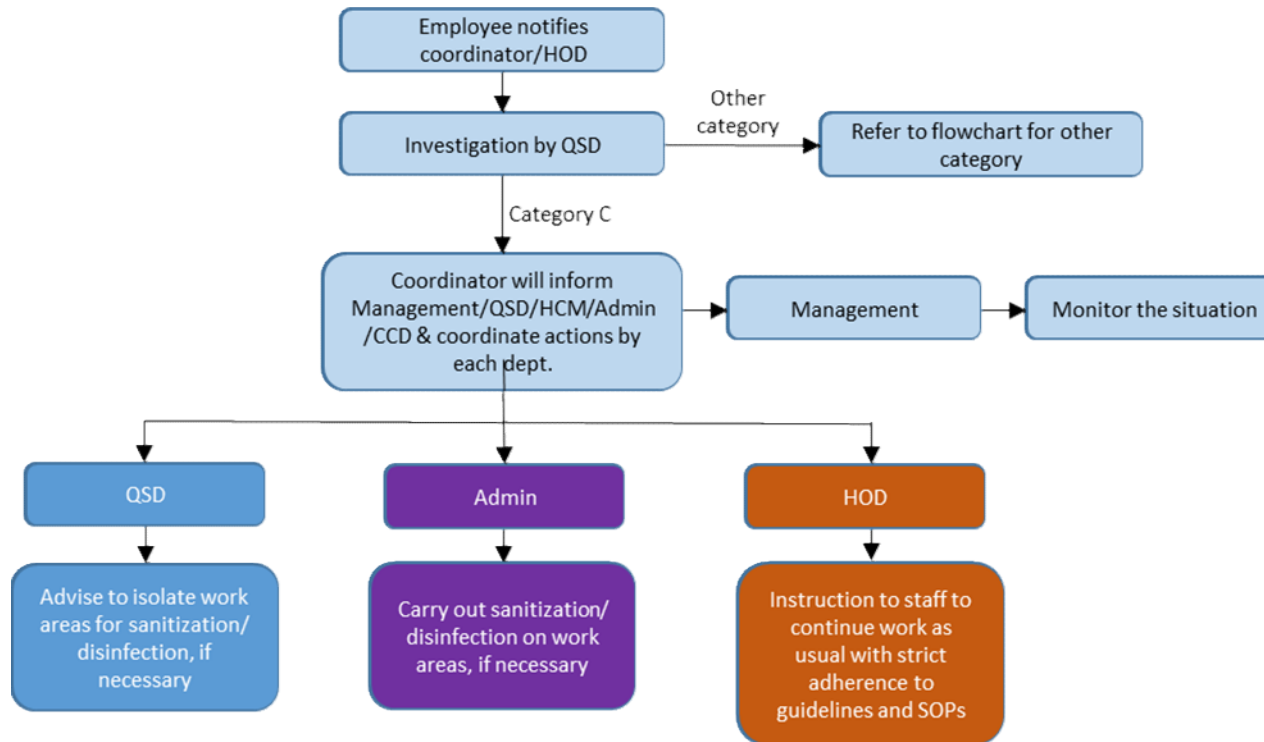
# Action plan flow chart for Category A



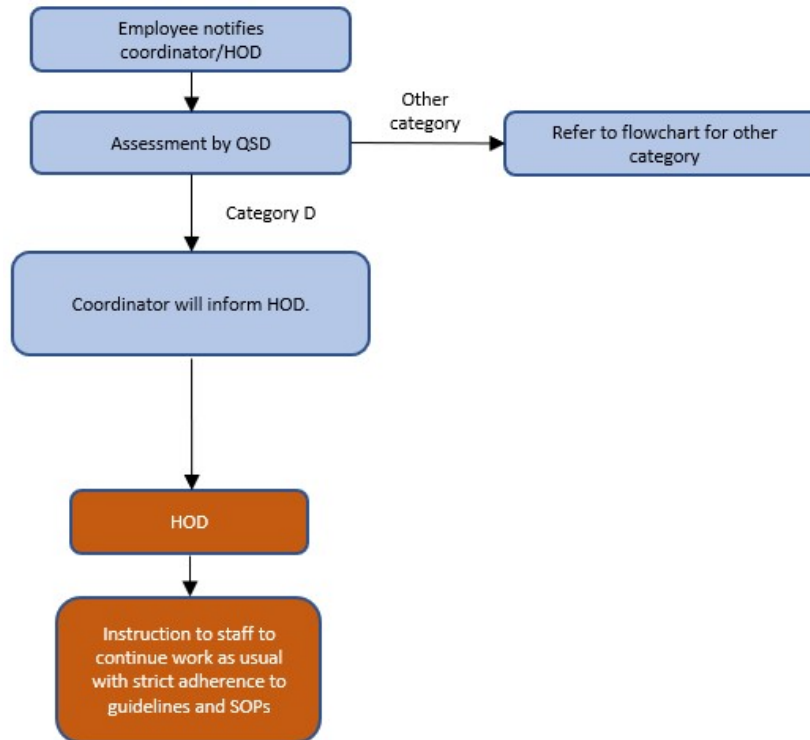
# Action plan flow chart for Category B



# Action plan flow chart for Category C



# Action plan flow chart for Category D



# Response

Reporting

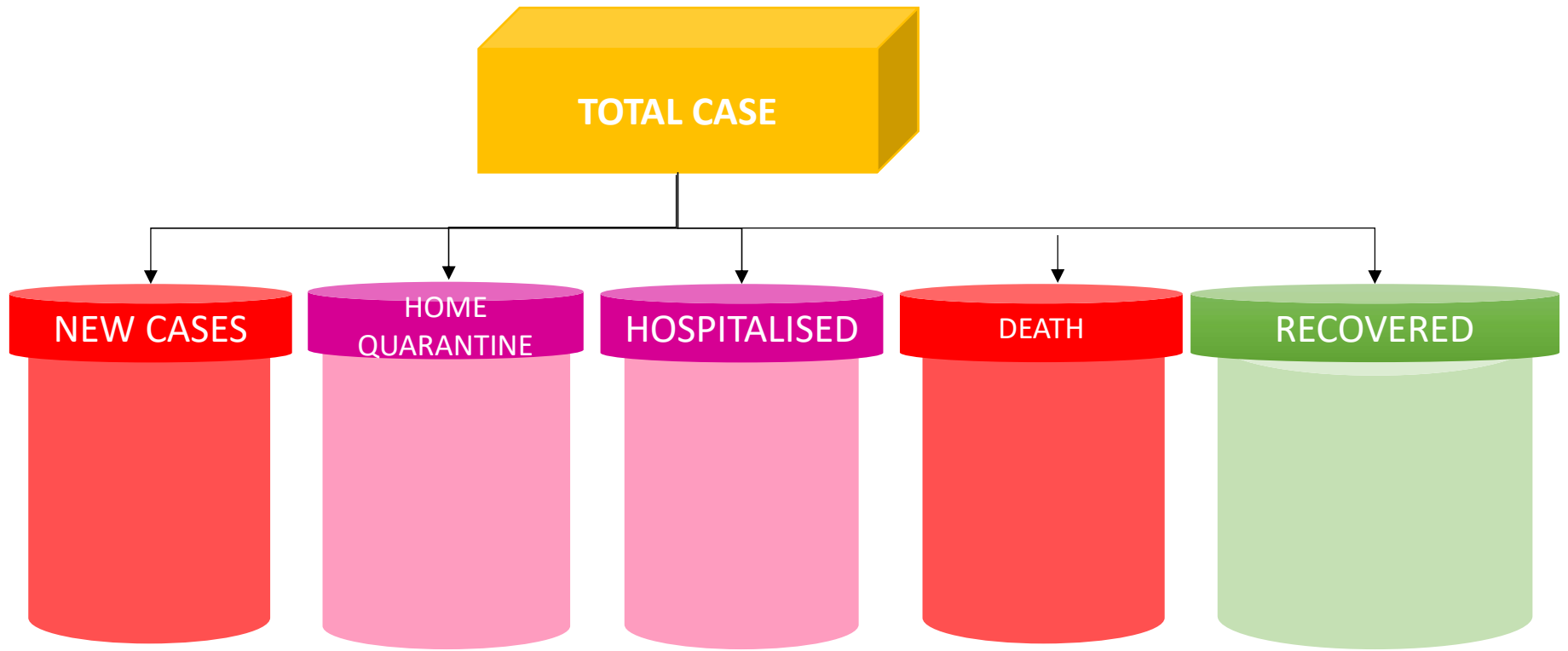
Case Investigation / Supporting Tracing

Data Compilation

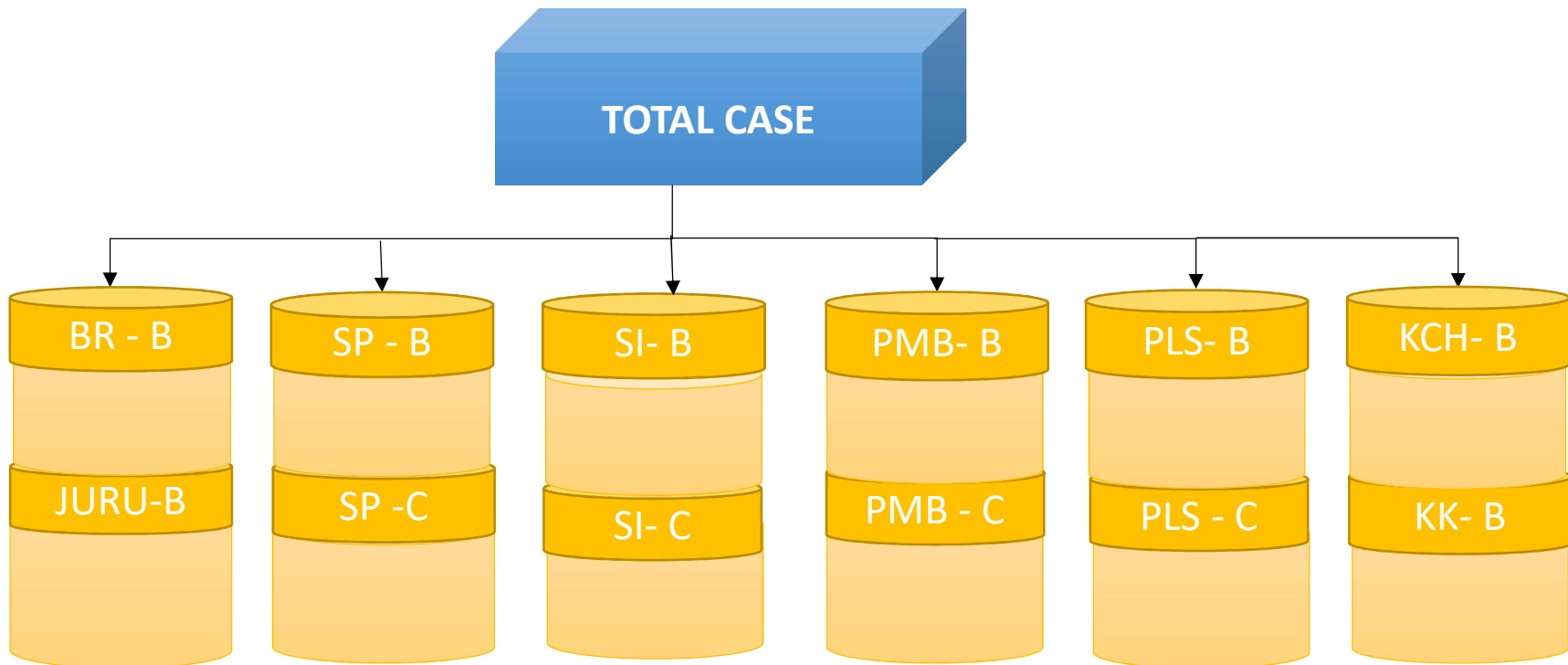
New Policies or new Program



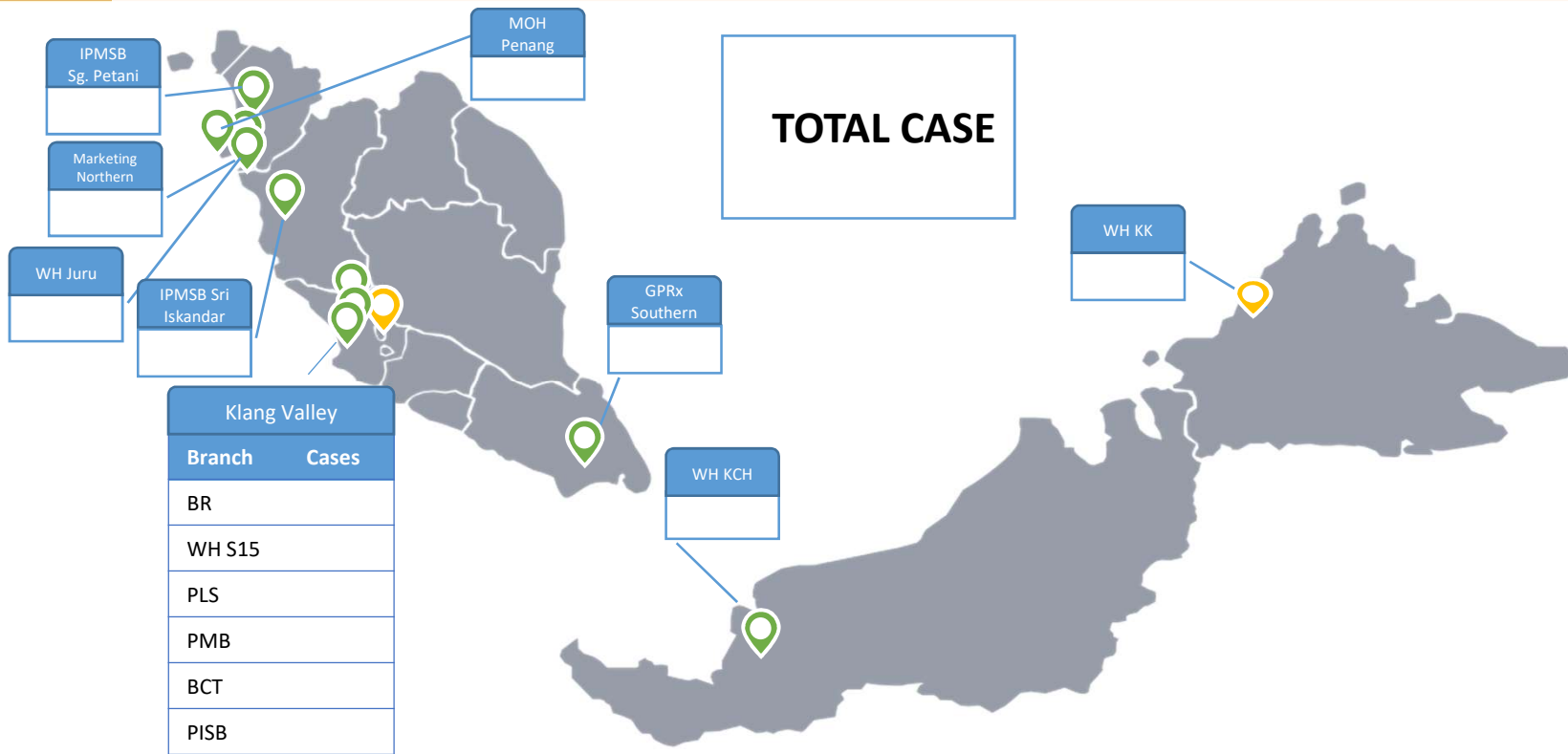
# Accumulated Positive Case



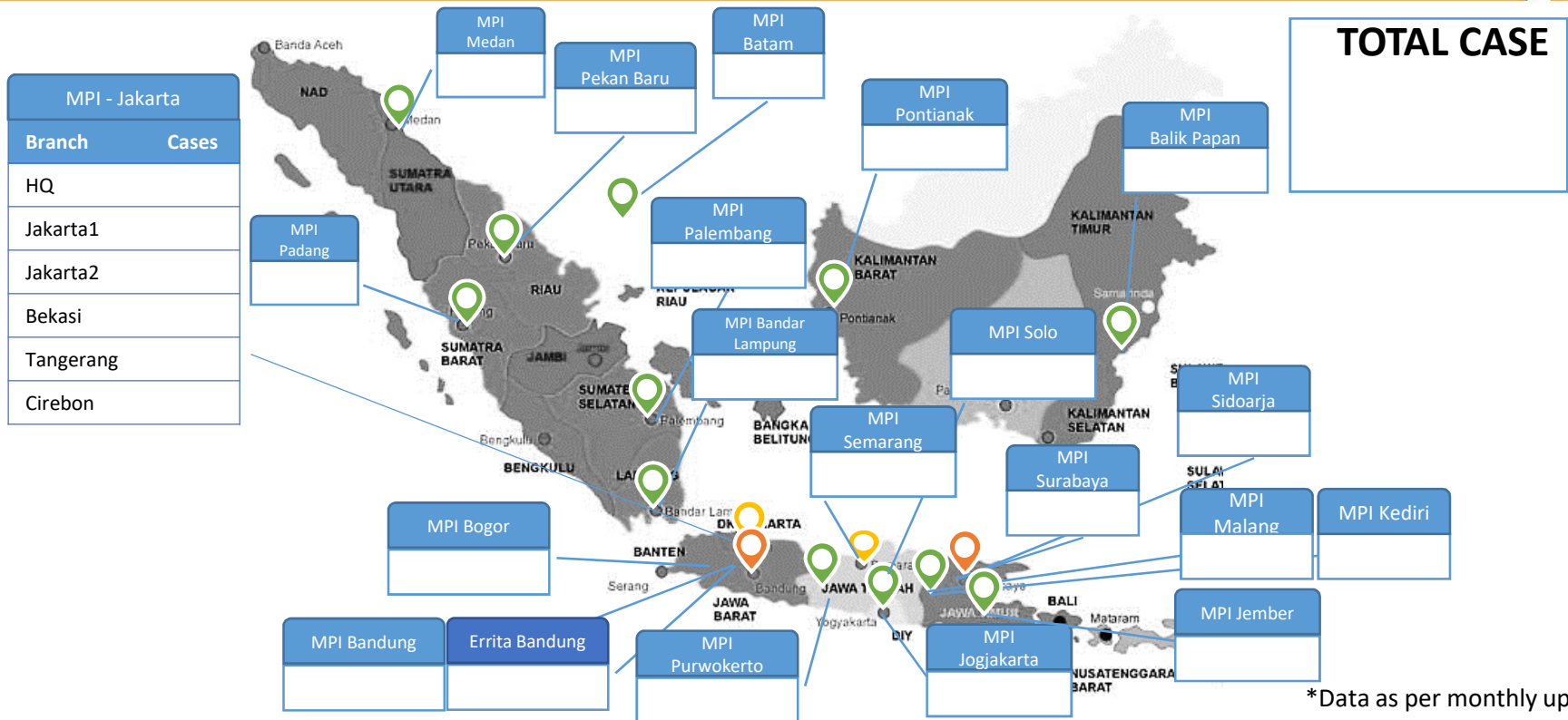
# Category B & C Quarantine Cases: Malaysia



# Accumulated Positive Cases: Malaysia



# Accumulated Positive Cases: Indonesia 14 September 2021



# Response

Reporting

Case Investigation / Supporting Tracing

Data Compiling

New Policies or new Program



# Engineering Controls

Ventilation And Indoor Air Quality (IAQ) For Office Setting During COVID-19 Pandemic ( Plan and In progress)

## No Engineering Control

- 1 Increase air filtration by replacing the existing washable filter with a higher MERV-rated type of filter at the AHU.
- 2 To improve the office area's air ventilation system by installing 13 units of portable air purifiers by Coway.



## Engineering Controls (Cont'd)

### No Engineering Control

- 3 Daily monitoring on the air quality parameter in the office area and ensure the reading is within range (Malaysian standard)
  - Temperature (°C)
  - Humidity (RH%)
  - CO<sup>2</sup> level (ppm)

### Solutions

To install 10 units portable CO<sup>2</sup> Detector, Temperature and Humidity Air Quality monitor with auto alarm in various locations.



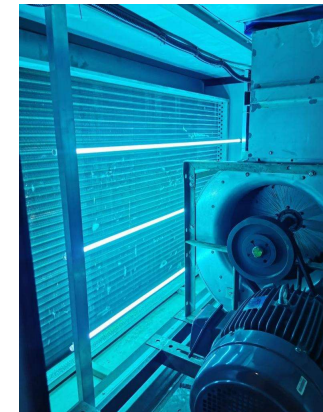
## Engineering Controls (Cont'd)

### No Engineering Control

- 4 Installing Ultraviolet Germicidal Irradiation (UVGI) system at HVAC system for:
- continuous cleaning of HVAC system, preventing Airborne transmission of bacteria and viruses.
  - Improve IAQ by reducing bacteria, viruses and mold.
  - Reduces the risk of cold, flu, allergies & other illness due to poor IAQ.

### Solutions

To install Ultraviolet bulbs c/w electronic air cleaner/filter at ducting/AHU installation



# Engineering Controls

No	Engineering Control	Solutions
5	Increase outside air ventilation (fresh air)	We are implementing zero cost improvement work by opening some gaps at the window about 10% to improve ventilation by enhancing the O <sup>2</sup> .



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# Lessons Learned & Way Forward



# Lesson Learned & Way Forward

Pandemic towards Endemic

Lesson Learned & Way Forward



# Pandemic to Endemic

## What is a *pandemic*?

Compared to an *epidemic* disease, a *pandemic* disease is an *epidemic* that has spread over a large area, that is, it's "prevalent throughout an entire country, continent, or the whole world."

## What is an *endemic*?

*Endemic* is an adjective that means natural to, native to, confined to, or widespread within a place or population of people.

<https://www.dictionary.com/e/epidemic-vs-pandemic/>



# Pandemic to Endemic (Cont'd)

 Malaysia will start treating Covid as 'endemic' around end-October, trade minister says

## Malaysia will start treating Covid as 'endemic' around end-October, trade minister says

PUBLISHED TUE, SEP 7 2021-12:43 AM EDT

 Yen Nee Lee  
@YENNEE\_LEE

SHARE    

### KEY POINTS

- Malaysia will start treating Covid-19 as an endemic disease around the end of October, said International Trade and Industry Minister Mohamed Azmin Ali.
- More than 75% of Malaysia's adult population is expected to be fully vaccinated by then, said Azmin.
- Malaysia's Southeast Asian neighbors including Indonesia, Thailand, Vietnam and the Philippines have also experienced a resurgence in Covid cases caused by the more transmissible delta variant.

PUTRAJAYA: Malaysia can start preparing its move into an endemic Covid-19 phase by the end of October, with more people being fully vaccinated.

Health Minister Khairy Jamaluddin said the people must begin to accept that Covid-19 was here to stay and that it was time to "live with the virus".

Sectors that had to be closed due to Covid-19 containment efforts will eventually have to be reopened even though the virus is still present.

"In the next two months, 80% of the population will be vaccinated. In the case of Labuan and to a lesser extent, Sarawak, they are already in an endemic phase.

"So I can say by the end of October, we will reach a phase where we will start living with the virus.

"Right now, there are some states that are still in mitigation and containment mode. But by the end of October, we will be starting to live with the virus," he said at a press conference yesterday.

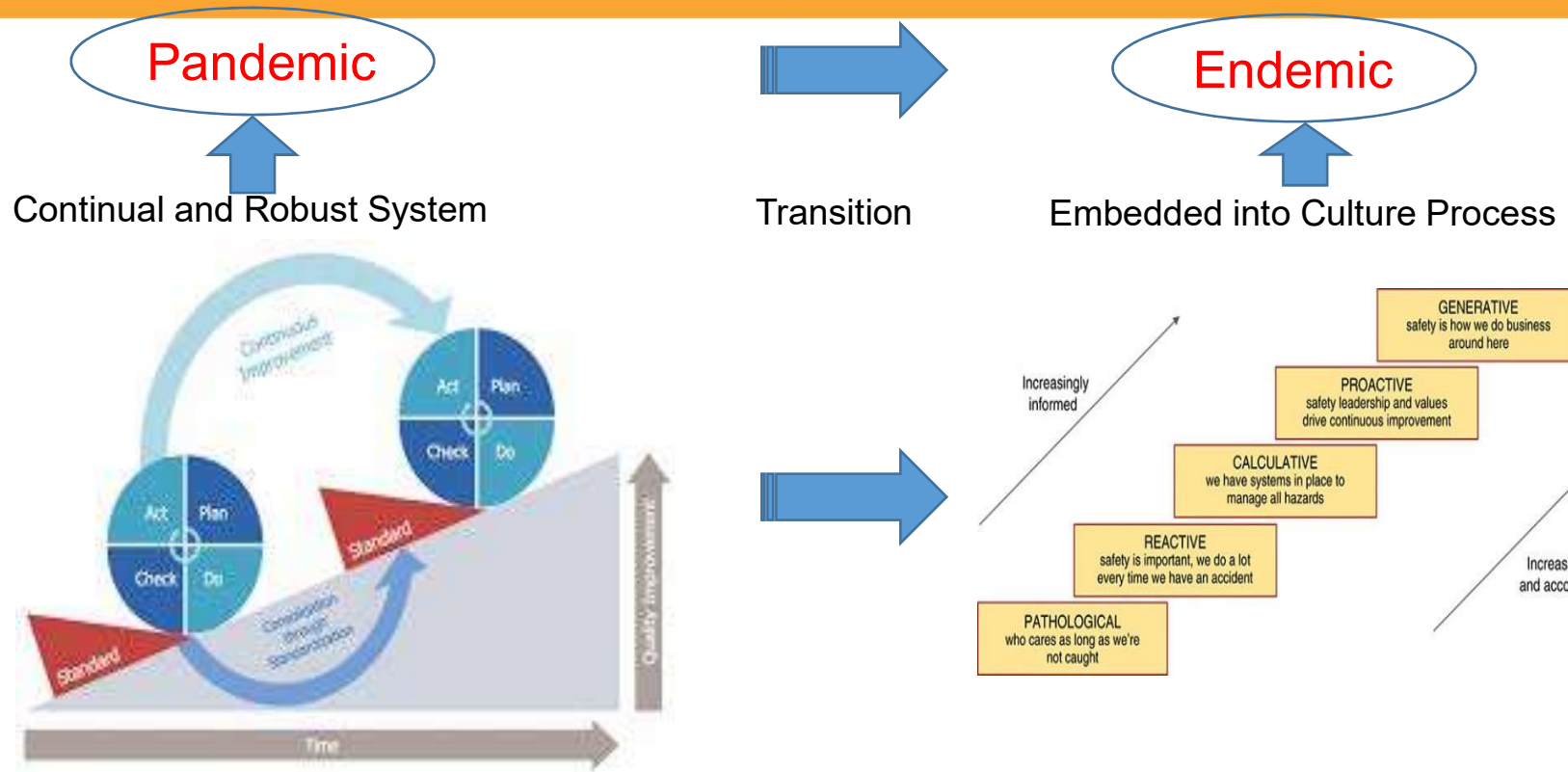
<https://www.thestar.com.my/news/nation/2021/09/02/kj-malaysia-to-enter-endemic-phase-by-end-october>

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# Pandemic to Endemic (Cont'd)



# Lesson Learned & Way Forward

Pandemic towards Endemic

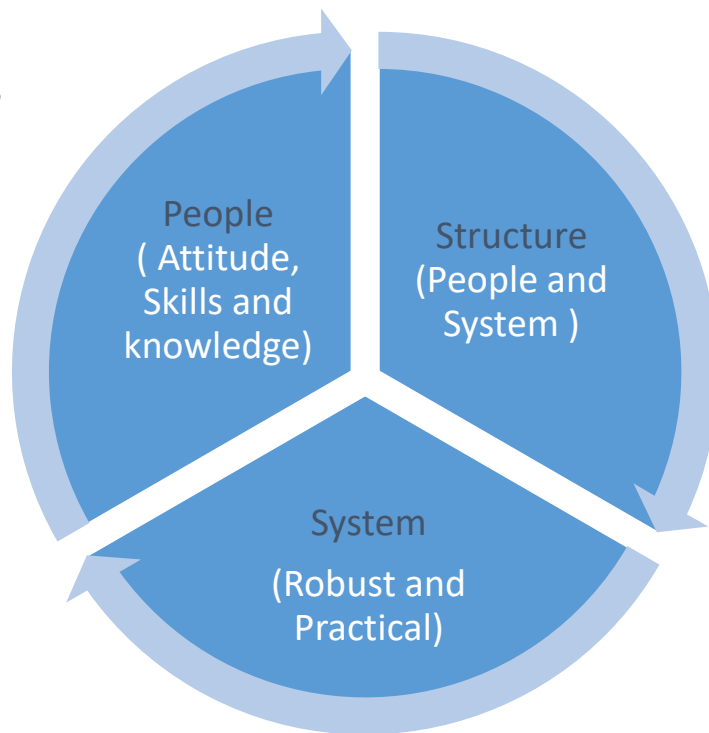
Lesson Learned & Way Forward

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2



# Lesson Learned & Way Forward (Cont'd)

From three perspectives



## People(Attitude, Skills and knowledge)

- Awareness and Training must in line with all effort to ensure awareness, beliefs and knowledge on managing COVID-19 for all employee throughout the organisation
- To consider new norm in code of ethic within organisation
- Creating new norm working environment to reflect to employee mindset on managing COVID-19 at workplace
- Developing people skill in managing pandemic
- Embedded into organisation culture



## Structure (Roles, Responsibilities & Authorities)

- Establish Organisation Structure with clear roles and Responsibilities
- Good communication and coordination
- Top Management to take lead
- Centralised management to ensure consistent policy
- Involvement from everyone in the organisation
- Budget and allocation



## System: Robust & Practical

- Always take preventive approach and manage related risk to control the situation.
- Embedded into existence Management System
- Comprehensive Communication Management System
- Process control must be strengthened to be ready to adopted in the new norm
- Establishing system to manage pandemic situation
- Become daily agenda till the situation stable



