



PRECAUTIONS GUIDELINES FOR LIFTING OF COVID-19 RESTRICTIONS PHASE-2

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1. GATHERING

1.1 MOSQUES PHASE-2



AIM

To provide guidance on best practices to facilitate a gradual and safe reopening of more mosques and the implementation of effective measures to protect the community members and mosque workers by reducing the risk of Covid-19 transmission while praying in the mosque.

PRE-OPENING PROCEDURES

- Disinfect the mosques listed to open in phase 2 using the same disinfection measures as in phase 1.
 - Establishment of an admin group to manage and oversee the compliance with the precautionary measures.
 - All mosques employees must be tested for COVID-19 to assure their health status prior to the opening of mosques.
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INFECTION PREVENTION AND CONTROL

- Ensure hand sanitizing before entering the mosque.
- The toilets and ablution places to remain closed.
- The body temperature of all workers should be checked before each prayer (entry prohibited for those with a temperature of 38 degrees or more).
- Ehteraz App to be downloaded by all employees and community members attending the prayers, and check that the status is green to allow entry.
- Masks to be worn by all including community members attending the prayers and mosques' employees .
- Worshipers and the mosques' employees are encouraged to use a tissue when coughing or sneezing and dispose of it directly into a waste bin. Otherwise, the elbow can be used to prevent the spread of germs.
- Avoid physical contact, e.g., handshakes, etc.
- Provide sanitizers at the entrance and multiple locations within the mosque.
- Advise worshipers, employees, and other workers to avoid touching their nose, eyes, and mouth.
- Surfaces, carpets, corridors, and areas where shoes are kept should be cleaned and disinfected regularly and after each prayer.
- A housekeeping record log must be maintained.
- Worshipers are encouraged to bring their own Qur'an or use their phone Apps to read it.
- At least half of the windows and doors should be kept open during prayer time to ensure proper ventilation inside the mosque. They can be closed after the prayer ends, and worshipers leave the mosque.

INFECTION PREVENTION AND CONTROL

- Packs of tissue papers should be available and accessible
 - Waste bins should be distributed throughout the mosque.
 - Worshipers will not be allowed to enter the mosque without wearing a mask and bringing their prayer mat.
-

PHYSICAL DISTANCING

- Maintaining a minimum safe distance of 1.5 meters (9 m² per person) between worshipers should be emphasized by the Imam.
 - Floor markings should be used on the mosque's carpets to guide the worshipers' position and maintain physical distancing.
 - Provide enough space on the sides of the mosque to allow for worshipers' exit from the first rows without the need to go through the others.
-

REGULATING ENTRY AND EXIT

- Open one entrance 5 minutes before the call for prayer to regulate the entry of worshipers and ensure the proper implementation of precautionary measures.
 - All doors should be opened after the end of each prayer to facilitate the exit of worshipers. They will be closed 5 minutes after each prayer.
 - Close the mosques' doors once the prayer starts
 - Worshippers are urged to avoid crowding during entering and exiting the mosques.
-

MOSQUE EMPLOYEES

- A response procedure in alignment with MOPH guidance should be in place to deal with suspected cases.
 - Mosque employees suspected of Covid-19 infection should be placed in a separate room from the other employees until the medical team from MOPH is alerted and he is picked up.
 - All mosque employees are instructed not to go to work if they develop respiratory symptoms or fever and should report sick to their supervisor.
-

VULNERABLE GROUPS

- Vulnerable groups are strongly advised to pray at home (e.g. elderly and those with chronic illnesses)
- Children aged 12 and below are not allowed to enter the mosques during this phase.

EDUCATION & AWARENESS

- Regular reminders to increase awareness of precautionary measures.
- Urge those with high fever, coughing, and those with respiratory infections not to go to the mosque.
- Posters are placed in mosques to remind worshipers, and mosques' employees of the precautionary measures and the process of reporting discrepancies or violations.



1. GATHERING

1.2 SOCIAL GATHERING PHASE-2



AIM

To provide guidance on how best to facilitate the safe and gradual resumption of social gathering and have effective measures in place to protect the health of people and staff, while at the same time reducing the risk of COVID-19 transmission during limited social gatherings as much as practicable.

ENTRY AND EXIT

- If a venue is being used, entry must be controlled to ensure the premises do not exceed the upper limit of the number of people who can attend.
 - Etheraz App to be downloaded by all including staff, and check that the status is green to allow entry
-

PHYSICAL DISTANCING

- Keep 1.5 meters minimum distance between people.
 - A minimum of 9m² of space is required per person for indoor gatherings
 - No physical contact is allowed including handshakes, hugging or kissing.
-

INFECTION PREVENTION AND CONTROL

- Masks for all, including any staff present.
 - Hand washing or hand sanitizers should be used by all present.
 - Ensure visible signage with preventive measures across if a venue utilized.
 - Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing. If soap and water are not available, use hand sanitizer that contains at least 60% alcohol.
 - Avoid touching your eyes, nose, and mouth with unwashed hands.
 - Ensure sanitation and cleaning of all venue areas between use
-

SIZE OF GATHERING

- Limited gatherings of up to 5 people indoors and 10 people outdoors is permitted.
- Temperature monitoring at entrances and provision of visual reminders such as posters, stickers or wrist stamps may reduce the possibility of incidental contact.

VENUE

- Increasing ventilation if possible, by adjusting the ventilation system or opening windows.
 - Indoor venues should ensure at least 1.5m spacing by using floor markings to help physical distancing compliance.
 - Use outdoor venue or gather outdoors where possible.
 - Ensure tables are not covered in cloth material and are sanitized between use.
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PAYMENT AND MONEY HANDLING

- Minimize cash transactions.
 - Clean and disinfect the card payment equipment after each use.
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VULNERABLE GROUPS

- Advise that vulnerable groups including people over 60 years, pregnant women, and those suffering from chronic diseases to remain at home and avoid social gatherings.
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VISITORS TO QATAR

- Any non-resident or visitor to Qatar is prohibited from attending social gatherings until they have completed quarantine period.
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RESTRICTIONS TO REMAIN

- No social gatherings of more than 5 people indoors and 10 people outdoors during the second phase.



2. TRANSPORT

2.1 MARITIME TRANSPORT PHASE-2





AIM

To provide guidance on how to best facilitate the safe and gradual restoration of personal boat/sea cruiser use, and boat rentals for family groups, and at the same time reducing the risk of COVID-19 transmission during leisure sea travel as much as practicable.

SIZE OF GATHERING

- Limit the number on board to up to 10 people (in addition to staff)
 - If staff are present on the boat, ensure that the same infection prevention and control measures are applied to them as guests.
-

INFECTION PREVENTION AND CONTROL

- Measure the temperature of the people who will rent the boat by the renting company to ensure boarding only for those with body temperature less than 38 degrees.
 - Masks to be worn by employees and clients at the rental point and during the cruise.
 - Ehteraz App to be downloaded by all renting company's employees and customers, and a process should be in place for the management of the health status checks daily. The health status should be green to allow entrance.
 - Employees must undergo regular testing as per MOPH guidance.
 - Boats, including the equipment and surfaces, should be cleaned and disinfected prior, and after use.
 - It is mandatory to provide cleaning and disinfection materials on the boats.
 - Frequently clean and disinfect commonly touched objects and surfaces like the gates or the fuel pump.
 - Ensure the availability of facilities for handwashing/ or hand sanitizing is maintained on the boat and at the rental company.
 - Handwashing or hand sanitizing before and after boarding/ unboarding the boat/ sea cruiser is recommended.
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PHYSICAL DISTANCING

- Maintain at least 1.5 meters (9 m² per person) at any point in time on the boat, at the marina or when fueling the boat.
- Refrain from rafting up with other boats.
- Beaching up the boat next to others should be avoided.
- Limit the contact with others on the way to and from the marina.



EDUCATION & AWARENESS

- Keep staff and customers updated on COVID-19 safety and prevention information and guidelines.
 - Use MoPH awareness messages and materials.
-

WASTE

- Ensure that waste bins with covers are available and distributed sensibly on the boat.
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VULNERABLE GROUPS

- Family members above the age of 60 and children under the age of 12 years are advised not to be on board.
- Employees with chronic conditions should be advised not to be onboard.



2. TRANSPORT

2.2 FLIGHTS & TRAVEL PHASE-2



AIM

To provide guidance on how best to facilitate the safe and gradual return of essential international travels and have sufficient measures in place to protect the health of travelers to and from Qatar, by reducing the risk of COVID-19 transmission during their flight as much as practicable.

COMPLIANCE OFFICER

- Appoint a coordinator/officer to ensure the uniform dissemination of preventive measures to all International travelers to and from Qatar.
-

INFECTION PREVENTION AND CONTROL

MOPH advises against unnecessary travel at this time because of the risk of contracting Covid-19 while abroad.

Before Travel:

- Do not go to the airport if you have the following symptoms: Fever, Cough, Shortness of breath, Loss of Taste or Smell, or have a respiratory infection. In this case postpone your travel and get tested for Covid-19.
- Ensure that you have downloaded the Ehteraz App and that the health status is green before traveling.
- Ensure you have enough medical face masks for your journey.

At the Departure Airport:

- Be aware that only travelers may enter the airport terminal buildings.
- Leave enough time to allow for checks and new procedures.
- Practice regular hand hygiene and avoid touching your face (nose mouth and eyes).
- Limit your movement and avoid touching common surfaces as much as possible
- Follow cough and sneeze etiquette.
- Check-in online if possible, bring everything you need for your journey, and have all documents ready.
- Make sure to practice physical distancing, by keeping 1.5 meters minimum distance between yourself and others.
- Wear a mask to protect yourself and the other passengers. Boarding will not be allowed without a face mask.
- Comply with thermal screening, if requested.

INFECTION PREVENTION AND CONTROL

During the Flight:

- Practice hand hygiene, including frequent hand sanitization, follow cough etiquette and wear a mask.
- Watch the cabin safety demonstration to be aware of specific instructions for your flight.
- If you feel ill while traveling, inform the crew, and seek medical care as soon as possible.
- Limit your movement in the cabin to what is essential for well-being.
- Air crew to use full Personal Protective Equipment (PPE) during flights.

GUIDANCE FOR TRAVELERS

At the Arrival Airport:

- Practice physical distancing, hand hygiene, cough etiquette, and wear a mask.
- Collect your bags and leave the terminal building as soon as possible.
- Reduce the risk of virus transmission by minimizing interaction with people in the arrival terminal.
- Comply with thermal screening, if requested.
- Clean your hands with sanitizers after you touch surfaces or handle your luggage.
- Keep a minimum of 1.5 meter between you and others.

Stay updated:

- Make sure you have the most up to date airport information by visiting: <https://dohahamadairport.com/covid-19-impact-faqs>
- Orientate yourself, using credible sources of information, such as the relevant embassy website, with the specific COVID-19 rules and regulations of the country of travel and prepare and plan accordingly.

General measures:


- Abide by physical distancing, by keeping a minimum distance of 1.5 meters between yourself and others when possible.
- Avoid the use of cash to limit the handling of money as much as possible, and make payments using a bank card when possible.
- Wash your hands with soap and water or use hand sanitizer for at least 20 seconds. It is recommended to wash your hands or use sanitizers when being in a public place, and after touching surfaces, or after coughing, or sneezing, and before touching your face or eating.
- If you develop symptoms, seek medical help as soon as possible.



QUARANTINE AND BORDER CONTROL MEASURES

- Travelers should learn about the quarantine rules of the destination country before travel and should adhere to quarantine protocols and requirements.
 - Ensure you are aware of all the measures specific to the country of travel before traveling and plan and prepare accordingly. Ensure information is acquired through official sources (e.g., Embassy website).
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VULNERABLE GROUPS

- Groups at a higher risk of developing complications due to COVID-19, such as the elderly, pregnant, or those with existing chronic conditions, are strongly advised to delay any unnecessary travel.
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3. OUTDOOR AND PROFESSIONAL SPORTS

3.1 PROFESSIONAL SPORTS PHASE-2





AIM

To provide guidance on how best to facilitate the safe and gradual resumption of professional sports and have effective measures in place to protect the health of athletes, staff and supporting personnel by reducing the risk of COVID-19 transmission during professional sports training sessions as much as practicable.

PHYSICAL DISTANCING

- Limit the occupancy of the training venue/ground at 16-36 m² per person.
 - A safe distance of 2-3 meters should be maintained between people when exercising.
 - Professional training in small groups of up to 10 people indoors, and up to 50 when outdoors or in large open spaces
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VENUE

- Outdoor training sessions are better ventilated than indoor sessions and thus impose less risk of transmission.
 - Ensure physical distancing advice is followed.
 - Indoor venues should reduce capacity to allow at least 2-3 meters spacing between athletes.
 - Up to 50% capacity of any space used provided minimum safe distance is maintained and maximum number is not exceeded.
-

FACILITIES

- An isolation room/space identified to hold any symptomatic person found at the venue while awaiting patient transport to a medical facility is necessary.
 - Having a medical post and designated personnel on-site is advisable to help assess cases and potentially other illnesses.
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VULNERABLE GROUPS

- Special considerations made for vulnerable groups to keep them safe and protected.
 - Vulnerable groups are advised to stay at home.
-

INFECTION PREVENTION AND CONTROL

- Regular testing for employees as per MOPH guidelines.
- Masks to be worn by all staff and athletes while not training.
- Distribute hand sanitizers at multiple locations in the training facility and accommodation.
- Ensure good hygiene and other measures signage is distributed across all venues, changing rooms, training facilities, etc.
- Athletes and employees are advised to avoid touching surfaces and their nose, eyes, or mouth.
- Towels recommended for use once only.
- Avoid physical contact, e.g., hugging, handshakes, etc.

INFECTION, PREVENTION AND CONTROL

- Cleaning and disinfection of sports equipment is mandatory.
 - Players should use their drinking bottles and not share with others.
 - No spitting on the field of play.
-

EDUCATION & AWARENESS

- Provide athletes and employees with advice on cough etiquette and hand-hygiene practices.
 - Provide athletes and employees with information on physical distancing.
 - Provide athletes and employees with information on the use of face coverings and medical masks.
-

PRE-TRAINING

- Ensure the capacity to isolate suspected cases.
 - Provide disposable gloves to staff handling laundry, towels, etc.
 - Make tissues and containers to dispose of used tissues with lids available on all buses and in all facility changing rooms
 - Consideration of provision of individual prevention packages for athletes containing:
 - Small personal packs of disposable tissues and plastic bags for tissue disposal.
 - Small laminated prevention card with key reporting information.
 - Medical mask to be worn by anyone who show symptoms (including fever, cough, or shortness of breath).
 - Small packages of an alcohol-based hand wipes.
 - A small package of disposable plastic drinking cups.
 - A thermometer should be available.
 - Hand sanitizer should be available.
 - Due to participating in training, anyone who feels ill should not come to the venue and be advised on the designated contact online or by telephone.
-

AT END OF TRAINING

- Wash hands with soap and water. Use an alcohol-based hand sanitizer if soap and water are not available. Hand sanitizer stations should be available throughout the training facility.
- Athletes should not share clothing, bar soap, or other personal items.

REGULATING ENTRY AND EXIT

- Regulate entry to ensure training premises do not become overcrowded and maximum capacity should not be exceeded.
- Thermal screening of employees and athletes (entry prohibited for those with temperature of 38 degrees or higher).
- Ehteraz App to be downloaded by all employees and athletes, and check that the status is green to allow entry.

TO REMAIN CLOSED

- Steam rooms and saunas.



3. OUTDOOR AND PROFESSIONAL SPORTS

3.2 ACTIVITIES IN PARKS, CORNICHE AND BEACHES PHASE-2





AIM

To provide guidance on how best to facilitate the safe and gradual return of activities at parks, corniche, and beaches, and the same time reducing the risk of COVID-19 transmission during individual physical exercising outdoor as much as practicable.

VENUE

- Individuals are allowed to exercise in parks, open spaces, Corniches, and all beaches.
 - Individuals are allowed on public beaches in small groups of 10 people or less.
 - Any individual sporting activity, such as running and walking for exercise, is allowed.
 - Stopping to sit or picnic is not allowed.
-

INFECTION PREVENTION AND CONTROL

- Individuals must download the Etheraz app, and the status must be green.
 - Avoid physical contact, e.g., hugging, handshakes, etc.
 - Avoid spitting.
 - Wearing masks is not necessary for outdoor exercises; however, 3 meters minimum safe distancing should be followed. You will need to wear a mask if you come within 3 meters from others when exercising. Those not exercising should wear masks all the time.
 - Exercising is not advised when the body temperature is 38 degrees or above or if COVID-19 symptoms are present (see MOPH website for details).
 - Outdoor gym equipment should be kept closed (to reduce the risk of transmission of the virus on frequently touched surfaces).
 - Playgrounds and Skate parks should remain closed.
 - Cough or sneeze into a tissue, or if not available into the elbow. Dispose of the tissue paper in the waste bins.
 - Public toilets to open with thorough cleaning between customers.
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PHYSICAL DISTANCING

- Ensure a 3 meters minimum distance from others when exercising outdoors.
 - Groups of 10 people or less are allowed.
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TO REMAIN CLOSED

- Outdoor gym equipment.
- Playgrounds.
- Skate Parks.



4. EDUCATION AND HEALTH

4.1 PRIVATE HEALTHCARE FACILITIES PHASE-2



AIM

To provide guidance on how best to facilitate the safe and gradual restoration of private healthcare sector services and have adequate measures in place to protect the health of patients and healthcare workers by reducing the risk of COVID-19 transmission during treatment as much as practicable..

COMPLIANCE OFFICER

- Appoint a designated employee to act as a Compliance Officer to ensure implementation, compliance, and monitoring of all guidance, including social distancing, hygiene, and infection prevention, and control.
 - The designated Compliance Officer must stay abreast, monitor, and document compliance with all MOPH issued directives, protocols, and guidance.
-

COVID-19 RISK ASSESSMENT AND RESPONSE PLAN

- Develop and update a COVID-19 response plan to deal with suspected/confirmed cases of COVID-19 in the workplace and specify what is to be done if an employee displays symptoms during working hours.
 - Conduct a risk assessment on health and safety before any return to the workplace, and put in place relevant measures to ensure the health and safety of employees in line MOPH guidance. The assessment should cover risks posed by facilities, services, working conditions, and the composition of the workforce.
 - Based on the conducted risk assessment, develop a plan for resumption of services, and staff return to work in line with the phases.
 - A log of all participants in any group activity or service that require multiple staff (such as surgical procedures, group therapy sessions, etc.) is kept to facilitate contact tracing if needed.
 - Consider completing a return to work form for all employees before resuming duties.
-

PHYSICAL DISTANCING

- The operational capacity of health facilities should not exceed 60% of the total capacity.
- Maintain 1.5 meters minimum distance between people (staff and patients).
- Protective screens on counters must be used, if a distance of 1.5 meters or more cannot be assured, to separate between employees and patients unless it impacts the delivery of services.
- Continue to provide telemedicine services as possible.

PHYSICAL DISTANCING

- Use floor and furniture markings to maintain appropriate social distancing for patients and staff.
 - Remind staff of physical distancing requirements - Clear and visible signage.
-

INFECTION PREVENTION AND CONTROL

- All employees must undergo regular testing as per MOPH guidance.
 - Ehteraz App to be downloaded by all employees and patients, and check that the status is green to allow entry.
 - Measure the temperature of employees and patients on arrival. Set up a separate pathway for patients with temperature equal to or more than 38 degrees as per COVID-19 protocols.
 - Hand sanitizer to be provided for employees and patients use at several locations that are readily visible and accessible within the facilities.
 - Masks to be worn by employees and patients at all times.
 - PPE to be provided to all healthcare workers – full PPE for those making interventions that generate splashes or aerosols, such as dental treatment or others.
 - Disposable gloves are mandatory for all clinical staff as per MOPH protocol and need to be replaced after every patient encounter.
 - Avoid handshakes and all forms of physical greetings.
 - Waiting areas and all regularly touched surfaces should be cleaned and disinfected periodically using standard disinfection products.
 - Disinfection of examination and treatment rooms as per the infection control protocol approved by MOPH.
 - A housekeeping log should be maintained.
 - Toilets are cleaned and disinfected after each use.
-

CAPACITY RESTRICTIONS

- All facilities must comply with capacity restrictions in each phase.
 - Consider appropriate measures to comply with capacity, 30 minutes per patient appointment, and social distancing requirements..
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APPOINTMENTS AND SCHEDULING

- Patients must have pre-booked appointments to be seen. No walk-ins allowed except for emergency and urgent care departments.

APPOINTMENTS AND SCHEDULING

- Patients cannot be scheduled less than 30 minutes apart (i.e., each patient appointment must be at least 30 minutes) to minimize crowding and ensure sufficient time to clean and disinfect clinics/ rooms.
 - Priority given to patients with complex or multiple chronic conditions.
-

WAITING AREAS

- Patients attend health facilities only 5 minutes before the scheduled time.
 - Clinic waiting for areas to allow minimum space of 9 meters square per person.
 - Do not mix patients with respiratory infection symptoms or high temperature – provide a separate waiting room.
 - In-facility pharmacy waiting areas must comply with social distancing, floor, and furniture markings. Plastic Shields must be placed between chairs..
-

ELECTIVE SURGICAL PROCEDURES

- Elective patients to undergo COVID-19 screening before procedures.
 - Avoid elective cases requiring blood transfusions or intensive care in the post-operative period during phase 1 and phase 2.
 - Full PPE to be worn and replaced after each procedure.
-

TELEHEALTH CONSULTATIONS

- Telehealth consultations and follow-ups, if established, should continue where it is appropriate, depending on the patient's conditions. Patients at-risk and vulnerable patients (those aged 60 and above, or having complex or multiple chronic conditions) should be prioritized.
-

MONEY HANDLING

- Minimize any cash transactions.
 - Wipe down credit card readers and other payment methods after each patient/customer use.
-

PPE SUPPLIES

- All healthcare facilities must maintain sufficient PPE supplies, including masks, gloves, etc. to cover the needs of both patients and staff.

TOOLS, SUPPLIES AND EQUIPMENT

- Single-use and disposable tools and supplies must be used whenever possible.
 - Any reusable tools and supplies must be changed after each use, procedure, or patient encounter and properly contained using standard infection prevention and control practices.
 - All reusable tools and supplies must be appropriately sterilized using standard infection prevention and control practices.
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VULNERABLE GROUPS

- Employees over the age of 60 should be advised to work from home and delay return to work locations whenever possible.
 - Employees with chronic conditions should be advised to work from home and delay return to work whenever possible.
 - Require the completion of a return to Work Form for vulnerable or at-risk employees.
-

EDUCATION & AWARENESS

- Communicate clearly and early with managers and employees on plans to reopen and any new guidance or policies that will be introduced.
 - Keep employees updated on COVID-19 safety and prevention information and guidelines.
 - The emphasis that protecting public health is paramount.
 - Use MOPH health messages and materials. Let patients know what steps you are taking to keep them safe.
-

MENTAL HEALTH AWARENESS

- Advise employees and patients, who may be experiencing stress or anxiety related to COVID-19 guidance, to contact the mental health hotline 16000. Refer patients according to MOPH Policy for 'Addressing Mental Health and Psychosocial Aspects of COVID-19 Outbreak'.
-

TO REMAIN CLOSED

- Continue to suspend home visitation services.



5. BUSINESS & LEISURE

5.1 SOUQS

PHASE-2



AIM

To provide guidance on how best to facilitate the safe and gradual reopening of Souqs, and have measures in place to protect the health of customers and employees by reducing the risk of COVID-19 transmission during visits to the Souqs as much as practicable.

REGULATING ENTRY AND EXIT

- Restrict the number of entry points to the Souq to regulate capacity to 50% of the normal capacity and limit the entry and exit points.
 - Thermal screening of employees and customers (entry prohibited for those with a temperature of 38 degrees or more).
 - Ehteraz App to be downloaded by all employees and customers, and check that the status is green to allow entry.
-

PHYSICAL DISTANCING

- Restrict the capacity of customers and employees in shops, and in Souqs in general, to ensure 1.5 meter between customers (9 meters square minimum of space per person), including in queues, except for family groups).
 - Staff numbers should be kept to a minimum to manage the operations
 - Remind customers of physical distancing requirements - Clear and visible signage.
 - Use floor markings to maintain social distancing.
 - No sales, or activities that draw large crowds are permitted.
 - Decrease lift capacity to the minimum.
 - Each shop should have a sticker or poster at its entrance indicating the maximum occupancy
-

INFECTION PREVENTION AND CONTROL

- Masks to be worn by all staff and customers.
- Employees must undergo regular testing for COVID-19 as per MOPH guidance.
- Disposable gloves may be worn by staff during Souq operations (if needed).
- Vendors should not cover tables and chairs with cloths to make it easier to clean and sanitize surfaces. There should be increased cleaning at the start/end of the day
- Trolleys will be disinfected / sanitized before and after each use.
- All regularly touched surfaces should be disinfected frequently using standard disinfection products.

INFECTION PREVENTION AND CONTROL

- Provide hand sanitizer at entrances and promote hand hygiene practice.
 - Use physical barriers between staff (e.g., cashiers) and customers where practical.
 - Salespersons and other Souq staff must remain conscious all the time about maintaining the minimum safe distance from customers as face masks may cause people to relax their guard about the safe distance).
 - Souq staff should not go to work if they have any respiratory symptoms
 - Disinfection and cleaning of Souqs should be done at night after closing hours to minimize the interaction of housekeeping with customers and salespersons.
 - Porters older than 50 years of age are not allowed to work during this phase.
 - Public toilets open with strict control on number of people inside the toilet at any time such that it does not exceed 30% of its capacity and strict cleaning routine between customers. No hand dryers.
-

HANDLING OF PRODUCTS

- Minimize handling of products by employees and customers – product lists on display, pre-bagged orders for on-line pick-up.
 - Eliminate samples of products to reduce the risk of contamination.
 - Discontinue the use of display items that cannot be cleaned and sanitized.
 - No test products/ reusable samples (along with any tools to apply makeup) will be permitted.
-

SHOPPING BAGS

- Re-usable bags: should not be used – recyclable paper bags or single-use plastic bags should be used instead.
-

MONEY HANDLING

- Shops should minimize cash transactions and encourage the use of cards for payments.
- Clean and disinfect the card payment equipment after each use.

EDUCATION & AWARENESS

- Keep employees and customers updated on COVID-19 safety and prevention information and guidelines.
 - Emphasize that protecting public health is paramount to the Souq.
 - Use MOPH health messages and materials.
 - Let customers know what steps you are taking to keep them safe.
-

ONLINE ORDERS

- Implement and encourage taking orders online and deliver or use pick-up services.
-

OPENING HOURS AND PARKING

- Opening hours restricted to 8 am – 8 pm daily. All shops open.
 - Parking spaces shall be restricted by controlling the number of customers and ensure the cars are parked away from each other.
-

TO REMAIN CLOSED

- Service areas such as prayer rooms.
 - Leisure centres such as gyms, beauty salons, play areas.
 - Food courts remain closed except for delivery or pick up.
 - Changing Room .
 - No live stock.
-

VULNERABLE GROUPS

- Vulnerable groups are strongly advised to remain at home (e.g. elderly, pregnant, and those with chronic illnesses).
- Children under 12 are advised to stay at home.



5. BUSINESS & LEISURE

5.2 WHOLESALE MARKETS

PHASE-2



AIM

To provide guidance on how best to facilitate the safe and gradual reopening of wholesale markets and have effective measures in place to protect the health of staff and customers by reducing the risk of COVID-19 transmission as much as practicable.

REGULATING ENTRY AND EXIT

- Regulate entry to ensure premises do not become overcrowded and not to exceed the maximum allowed occupancy.
 - Opening hours restricted to 8 am – 8 pm daily. All shops open.
 - Reduce market capacity to 30% in terms of shops, customers and employees.
 - Thermal screening of employees, and customers (entry prohibited for those with a body temperature of 38 degrees or higher).
 - Ehteraz App to be downloaded by all employees and customers, and check that the status is green to allow entry.
 - Domestic vehicles allowed at the main market gate only.
 - A restricted number of trucks & industrial vehicles allowed entrance through different gates and timings.
 - Regulate entry to ensure premises do not become overcrowded and close off the market entrance when the number of visitors reaches allowed capacity.
 - Limit number of building entrances & exit (only 2).
 - Dedicate separated doors for inflow and outflow.
 - Closure of entrances to the other areas of the market.
-

PHYSICAL DISTANCING

- Keep occupancy of public places/venues, workspaces, businesses, and shops at a minimum space of 9 meters square per person, and 16 m² per person for restaurants
- Keep at least 1.5 meters distance between people.
- Increase space between vendors and limit the number of customers who can enter the market at one time based on the visitation rate.
- Remind customers of social distancing requirements - Clear and visible signage.
- Use floor markings to maintain physical distancing
- Make regular announcements to remind customers to follow social distancing advice
- The maximum number of salespeople per shop is 2, and for wholesale a maximum of 3.
- Signage, stickers, and banners will be displayed in multiple languages.
- Staff numbers & retailers should be kept at a minimum (30% of normal level of staffing) to manage the operations.

INFECTION PREVENTION AND CONTROL

- Masks to be worn by all staff and customers.
- Employees must undergo regular testing as per MOPH guidance.
- All regularly touched surfaces should be disinfected frequently using standard disinfection products.
- Provision of hand sanitizers in several locations within the market for customers uses such as entrances, halls, toilets, etc.
- Retailers should have sanitizer dispensers and surface disinfectants to clean the frequently touched areas.
- Managers, staff, and vendors can wear disposable gloves during market operations. However, gloves provide a barrier between hands and produce; however, they can be a source of contamination if not appropriately used and should be replaced as per policy and guidance.
- Vendors should not use tablecloths to make it easier to clean and sanitize surfaces. There should be increased cleaning at the start/end of the day.
- Markets/vendors can use standard disinfectants as a sanitizing agent. Remind vendors that the virus can stay on surfaces for hours to days, on cardboard for 24 hours, and up to 2-3 days on plastic and stainless steel.
- Trolleys will be disinfected/sanitized before and after each use.
- Hand washing stations with soap and hand sanitizer should be brought in for customer use.
- Public toilets open with strict hygiene measures in place.
- Allocate a designated room for isolation to be used in case of suspected cases.
- Ensure that the Material Safety Data Sheet (MSDS) is available for each cleaning and disinfectant to provide data on their quality.
- Porters over the age of 50 years are not allowed to work during this phase.

HANDLING OF PRODUCTS

- Minimize the handling of products by employees and customers.
- Eliminate samples of products to reduce the risk of contamination.
- Discontinue the use of display items that cannot be cleaned and sanitized.
- No test products/ reusable samples will be permitted.
- Plastic film to cover items to prevent customers from touching them.

SHOPPING BAGS

- Reusable bags should not be used – recyclable paper bags or single-use plastic should be used instead
-

PAYMENT AND MONEY HANDLING

- Markets and vendors should minimize cash transactions and encourage the use of cards for payments.
 - Clean and disinfect the card payment equipment after each use
-

EDUCATION & AWARENESS

- Keep employees and customers updated on COVID-19 safety and prevention information and guidelines.
 - Emphasize that protecting public health is paramount.
 - Use MOPH health messages and materials.
 - Let customers know what steps you are taking to keep them safe.
-

ONLINE ORDERS

- Offer to take orders online with delivery or allow pick up
-

VULNERABLE GROUPS

- Make special considerations for vulnerable groups and keep them safe and protected.
 - Children aged 12 and below are not allowed to enter.
-

TO REMAIN CLOSED

- No Auctions.



5. BUSINESS & LEISURE

5.3 RETURN TO WORK

PHASE-2



AIM

To provide guidance on how best to facilitate the safe and gradual return of employees to work and have adequate measures in place to protect their health by reducing the risk of COVID-19 transmission as much as practicable when they join.

COMPLIANCE OFFICER

- Appoint a designated employee to act as a Compliance Officer to ensure implementation and monitoring of all guidance, including social distancing and infection prevention and control.
-

COVID-19 RISK ASSESSMENT AND RESPONSE PLAN

- Develop and update a COVID-19 response plan to deal with suspected/confirmed cases of COVID-19 in the workplace and specify what is to be done if an employee displays symptoms during working hours.
 - Conduct a risk assessment on health and safety before any return to the workplace and put in place relevant measures to ensure the health and safety of employees in line with MOPH guidance. The assessment should cover risks posed by facilities, services, working conditions, and the composition of the workforce.
 - Based on the conducted risk assessment, develop a plan for resumption of services, and staff return to work in line with the phases.
 - A log of all participants in any group activity or service that require multiple staff is kept facilitating contact tracing if needed.
 - Consider completing a return to work form for all employees before resuming duties.
-

PHYSICAL DISTANCING

- 1.5 meters minimum distance between staff during their work, or 9 meters square per person is recommended. In cases where distance cannot be maintained, the physical barriers must be used to separate employees.
- Reduce numbers of staff working onsite as per the guidance in each phase.
- Meetings during phase 2 should not have more than 5 people in the same room.
- Use floor and furniture markings to maintain appropriate social distancing.
- Avoid hot desking (i.e., use of the same desk by multiple employees).
- Remind employees of distancing requirements using clear and visible signage.
- Avoid using elevators, and where not possible, limit the number of people using the elevator

INFECTION PREVENTION AND CONTROL

- All employees must undergo regular testing as per MOPH guidance.
- Hand sanitizer to be provided for employee use at several locations within the facilities.
- Frequent hand washing/sanitizing should be promoted.
- Face masks to be worn by employees at all times.
- Wearing disposable gloves is not routinely recommended as per MOPH protocol.
- Avoid handshakes and all forms of physical greetings that requires touching or coming close.
- All regularly touched surfaces should be cleaned and disinfected frequently using standard disinfection products.
- Toilets are cleaned and disinfected periodically and after each use.
- Promote hygiene when coughing or sneezing using a clean tissue, or elbow, and safely discard of used tissue in a bin
- Maintain good ventilation in all workplace areas, either through natural methods, or air conditioning. Air conditioning filters to be cleaned and replaced regularly to optimize effectiveness.
- Encourage staff to notify management if they feel any COVID-19 symptoms, or are caring for a COVID positive relative
- Limit paperwork as much as possible, including internal circulars and exchange of files

REGULATING ENTRY AND EXIT

- Regulate entry to ensure premises does not become overcrowded.
- Thermal screening of employees and visitors (entry prohibited for those with body temperature of 38 degrees or higher).
- Etheraz App to be downloaded by all employees, and visitors, and check that the status is green to allow entry.

WORKING HOURS AND REMOTE WORKING

- Up to 50% of employees work on-site, while 50% work remotely where applicable.
- Consider working in split teams, alternating shifts, or alternating days to comply with capacity and physical distancing guidance.
- Employees holding non-physical contact jobs (admin staff, secretaries, knowledge jobs, etc.) should be advised to continue to work remotely in phase 2, if possible.
- Allow flexible working hours for vulnerable employees or those who are concerned about being present in office locations for health reasons.

VULNERABLE GROUPS

- Employees over the age of 60 should be advised to work from home and delay return to work locations until phase 4, if possible.
 - Employees who are pregnant, those with chronic conditions, or those with increased health risks should be advised to work from home and delay return to work locations until phase 4, if possible.
 - Consider requiring the completion of a return to Work Form for vulnerable employees.
-

MENTAL HEALTH AWARENESS

- Advise employees who may be experiencing stress or anxiety related to COVID-19 to contact the mental health hotline 16000.
-

EDUCATION AND AWARENESS

- Communicate clearly and early with managers and employees on plans to reopen and any new guidance or policies that will be introduced.
 - Keep employees updated on COVID-19 safety and prevention information and guidelines.
 - The emphasis that protecting public health is paramount.
 - Use MOPH health messages and materials. Let employees know what steps you are taking to keep them safe.
 - It is important remind employees that wearing face masks does not preclude the need to keep physical distance of at least 1.5 meters from each other.
-

MONEY HANDLING

- Minimize any cash transactions and encourage the use of bank cards.
- Wipe down credit card readers and other payment methods after each use.



5. BUSINESS & LEISURE

5.4 SHOPPING MALLS

PHASE-2



AIM

To provide guidance on how best to facilitate the safe and gradual restoration of the use of Shopping Malls, and have measures in place to protect the health of customers and employees by reducing the risk of COVID-19 transmission during visits to the malls as much as practicable.

REGULATING ENTRY AND EXIT

- Open 50% of entry points only to ensure premises do not become overcrowded (considering floor plan and emergency and fire safety).
 - Increase numbers of customers to 50% of maximum capacity of the mall. Number of employees should be kept to the minimum possible.
 - Thermal screening of employees and customers (entry prohibited for those with a temperature of 38 degrees or more).
 - Ehteraz App to be downloaded by all employees and customers, and check that the status is green to allow entry.
-

PHYSICAL DISTANCING

- Restrict the capacity of customers and employees in shops, and in malls in general, to ensure 1.5 meter 1.5 meter between customers (9 m2 minimum of space per person), including in queues, except for family groups),
 - Remind customers of Physical distancing requirements - Clear and visible signage.
 - Use floor markings to maintain social distancing.
 - No sales, or activities that draw large crowds are permitted.
 - Decrease lift capacity to the minimum possible.
 - Each shop should have a sticker or poster at its entrance indicating the maximum occupancy.
-

INFECTION PREVENTION AND CONTROL

- Masks to be worn by all staff and customers all the time.
- Employees must undergo regular testing as per MOPH guidance.
- Disposable gloves may be worn by staff during Mall operations if needed. However, frequent hand sanitization may be a better option than gloves, which can be a source of contamination if not appropriately used, and should be replaced as per MOPH policy and guidance).
- All regularly touched surfaces should be disinfected frequently using standard disinfection products.

INFECTION PREVENTION AND CONTROL

- Provision of hand sanitizer at entrances and promote hand hygiene practice.
- Use physical barriers between staff (e.g., cashiers) and customers where practical.
- Salespersons and other mall staff must remain conscious all the time about maintaining the minimum safe distance from customers as face masks may cause people to relax their guard about the safe distance).
- All mall employees should be educated about not going to work if they develop respiratory symptoms or fever and should report sick to their employer.
- Public toilets shall be cleaned and disinfected regularly after each use. Crowding inside toilets not to be allowed.
- Disinfection and cleaning of malls should be done at night after closing hours to minimize the interaction of housekeeping with customers and sales persons.

HANDLING OF PRODUCTS

- Minimize handling of products by employees and customers
 - – product lists on display, pre-bagged orders for on-line pick-up.
- Eliminate samples of products to reduce the risk of contamination.
- Discontinue the use of display items that cannot be cleaned and sanitized.
- No test products/ reusable samples (along with any tools to apply makeup) will be permitted.
- Customers are not allowed to try on items such as earrings, rings, etc.

SHOPPING BAGS

- Re-usable bags: should not be used – recyclable paper bags or single-use plastic bags should be used instead.

MONEY HANDLING

- Shops should minimize cash transactions and encourage the use of cards for payments.
- Clean and disinfect the card payment equipment after each use.

EDUCATION & AWARENESS

- Keep employees and customers updated on COVID-19 safety and prevention information and guidelines. The emphasis that protecting public health is paramount to the Mall. Use MOPH health messages and materials. Let customers know what steps you are taking to keep them safe.

ONLINE ORDERS

- Implement and encourage taking orders online and deliver or use pick-up services.
-

OPENING HOURS AND PARKING

- Parking spaces shall be restricted by controlling the number of customers and ensure the cars are parked away from each other.
 - Public toilets open with strict cleaning routine between customers. No hand dryers.
-

TO REMAIN CLOSED

- Service areas such as prayer rooms.
 - Leisure centres such as gyms, beauty salons, children's salons, cinemas, play areas.
 - Food courts and restaurants remain closed except for delivery or pick up.
 - Changing Rooms .
-

VULNERABLE GROUPS

- Special considerations should be made for vulnerable groups to keep them safe and protected, e.g., fast track access and service.
- Children aged 12 and below are not allowed to enter the shopping Malls
- Vulnerable groups are strongly advised to remain at home (e.g. elderly and those with chronic illnesses)



5. BUSINESS & LEISURE

5.5 RESTAURANTS

PHASE-2



AIM

To provide guidance on how best to facilitate the safe and gradual reopening of restaurants, and have effective measures in place to protect the health of customers and staff in restaurants, and at the same time reducing the risk of COVID-19 transmission during eating out as much as practicable.

REGULATING ENTRY

- Limited number of restaurants only to open in phase 2, with permission from Ministry of Commerce and Industry.
 - To restrict capacity of customers and staff in restaurants, calculate 16 m² per person.
 - Thermal screening of staff and customers on entry. No entry for those with temperature 38 degrees or above.
 - Etheraz App to be downloaded by all staff and customers. Check that the health status is green to allow entry.
 - Require advance reservations; do not allow walk-in customers. Avoid close gathering of customers.
-

PHYSICAL DISTANCING

- Update floor plan to redesign seating to ensure 2m between tables.
 - Groups of up to 5 people can share a table.
 - 1.5 m minimum distance between customers on tables, in queues or other shared areas (except the family groups).
 - Where practical, especially in booth seating, use physical barriers.
 - Use floor markings to maintain social distancing.
-

EMPLOYEE HEALTH

- Establish health screening protocols for workers at the start of each shift.
- Staff must undergo regular COVID-19 testing as per MOPH guidance.
- Delivery staff: body temperature should be measured twice daily. Write full name of delivery employee on the order; sterilize delivery transport; place orders inside disposable plastic bag before delivering them to consumers.
- Workers with COVID-19 symptoms should not be at work.
- Limit the number of staff allowed simultaneously in break rooms (physical distancing 1.5m, or allow 9 m² per person).
- Stagger shifts and breaks to reduce number of opportunities for staff to congregate and maintain 1.5m physical distancing in staff areas.

INFECTION, PROTECTION AND CONTROL

- Masks to be worn by staff at all times, compelling staff preparing and delivering meals to wear masks and gloves and to properly use them. Staff to use gloves when handling tools that have been used by other people, and dispose of them properly.
- Minimize contact between kitchen workers and servers and delivery drivers (for example, by having zones from which delivery drivers can collect packaged food items).
- Limit contact time between staff and guests.
- Provision of hand sanitizer at entrances.
- Promote hand hygiene practices: Hand washing stations with soap and hand sanitizer to be provided for vendor and customer use at several locations within the facilities.
- Provide sanitizer hand towels for customers before and after meals to avoid use of toilets as much as possible.
- Use plastic barriers between staff and customers where practical e.g. at payment desks.
- Use technology solutions where possible to reduce – mobile ordering, text on arrival for seating, contactless payment options.
- Thoroughly clean and sanitize entire facilities, especially as it has been closed. Focus on high-contact areas that would be touched by both employees and customers.
- All regularly touched surfaces should be disinfected regularly using standard disinfection products.
- Avoid all food contact surfaces when using disinfectants.
- Between customers, clean and sanitize table condiments, digital ordering devices, clean and sanitize reusable menus, table tops and common touch areas. Single use items should be discarded (including paper menus after each customer use).
- For restrooms, clean between each customer use, including door handles, flush, and taps.
- No use of air dryers. Use disposable paper towels and dispose of them immediately.
- Replace and upgrade air conditioning filters prior to re-opening and check system optimized to ensure proper ventilation is maintained.

FOOD SAFETY

- No buffet or self-service food to be offered. Staff wearing masks and gloves to serve all food. Ensure all employees refresh their food handling certification and change gloves frequently.
- Remove all multi-use condiment, salt, pepper and sauce bottles and replace with single use packets.
- Change, wash and sanitize utensils frequently.
- If providing 'grab and go' service, stock coolers to no more than minimum levels.

FACILITIES

- Isolation room made available for any member of staff or customer who feels ill, with clear protocols for referring to emergency services.
-

SHIFTS AND SCHEDULES

- Whenever shift or teams are working, maintain the same staff in each teams or shift groups so that where contact is unavoidable, this happens between the same people.
 - Schedules for essential services, mainenance and contractor visits can be revised to reduce interation and overlap between people (for example: carrying out services at night).
 - Maintain records of staff rosters for each shift/day to enable contact tracing if needed.
 - Stagger shifts and breaks to reduce number of opportunities for staff to congregate.
-

IN-BOUND DELIVERIES OF SUPPLIES AND MATERIALS

- Revising drop-off collection points, procedures, signage and markings to minimize number of external personnel from entering facilities.
 - Where possible and safe, having the same worker(s) unload vehicles or transport supplies into storage areas.
 - Creating one-way flow of traffic to and from storage rooms whenever possible.
-

EDUCATION AND AWARENESS

- Keep staff and customers updated on COVID safety and prevention information and guidelines. Emphasis that protecting public health is paramount. Use MoPH health messages and materials. Let customers know what steps you are taking to keep them safe.
 - Food handlers are trained regarding the risk of virus and bacteria and how to avoid the transmission of the infection.
 - Remind customers of social distancing requirements - Clear and visible signage at entrances.
 - Make regular announcements to remind customers to follow social distancing advice.
 - Educate all staff of importance of frequent hand washing, use of hand sanitizers and clear instruction not to touch eyes, nose and mouth.
-

ONLINE ORDERS

- Offer to take orders online and deliver or use curb pick-up service.
- Customers picking up orders must remain in their vehicles and orders delivered to them.



**OPENING
HOURS AND
PARKING**

- Restaurants must comply with most updated guidance on opening hours.
 - Parking for dine-in restaurants should be restricted to comply with maximum allowed capacity.
 - Parking provisions should be made for pick up orders, where possible.
-

**TO REMAIN
CLOSED**

- All other restaurants, except for pick up and delivery.
 - No shisha.
-

**VULNERABLE
GROUPS**

- Vulnerable groups should remain at home.
- Staff with chronic conditions should not be at work.



5. BUSINESS & LEISURE

5.6 MUSEUMS & LIBRARIES

PHASE-2





AIM

To provide guidance on how best to facilitate the safe and gradual restoration of museums and libraries, and at the same time reducing the risk of COVID-19 transmission at museums and libraries as much as practicable.

INFECTION, PREVENTION AND CONTROL

- Measure temperature of the attendees, entry only for those at temperature below 38 degrees.
 - Masks to be worn by staff and attendees at all times.
 - Ensure that Ehteraz is on green status to allow entrance for both clients and staff.
 - Staff must undergo regular COVID-19 testing.
 - Continue rigorous cleaning procedures for the venue and of the borrowed books.
 - Ensure that the air conditioning system is clean and disinfected on a regular basis.
 - Provide facilities so that regular handwashing/ or hand sanitizing is maintained.
-

RECEPTION AREA

- Provide hand sanitizers at the reception area.
 - Ensure processes to make sure physical distancing remains in place for reception staff and customers.
 - Ensure that queue management is in place with spacing markings on the floor (1.5 m) and if necessary, outside the entrance.
-

VENUE

- Provide hand sanitizers at different points in the venue.
 - Ensure processes to make sure physical distancing remains in place for all, or that screens are in place.
-

PHYSICAL DISTANCING

- Maximum capacity will be 50% of the full capacity to ensure that 1 person is in a space of 9 m² at any point in time.
 - Provide a system for preregistration before attending.
 - Provide 1.5m space marking on the floor.
 - Ensure that extra signage regarding physical distancing is in place.
-

EDUCATION AND AWARENESS

- Keep staff and customers updated on COVID-19 safety and prevention information and guidelines. Emphasis that protecting public health is paramount to the facility.
- Use MoPH health messages and materials. Let customers know what steps you are taking to keep them safe.

OPENING HOURS AND PARKING

- Opening hours restricted to 9am – 4pm daily.
- Parking spaces restricted to 50% of capacity.

TOILETS

- Provide handwashing facilities well-stocked with handwash.
- Clean toilets between use.
- Set regular cleaning schedule.
- Do not use air hand dryers, provide paper towels and bins to dispose of them after use.
- Ensure compliance with 1.5m physical distancing.

WASTE

- Ensure that bins are disposed of sensibly, ideally in a specific spot and regularly.

FOOD AND SNACKS

- No seated facilities – pick up/take-away options only

MONEY HANDLING

- Minimize cash transactions.
- Wipe down credit card readers, etc.
- Encourage online booking in advance.

VULNERABLE GROUPS

- Staff with chronic conditions should not be at work.
- Adults over the age of 60 are advised not to go to the libraries and museums.
- Children under the age of 12 are advised not to go to the libraries and museums.



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