

# THE NEW NORMAL:

## ETIQA PHILIPPINES EMPLOYEE WORKPLACE HANDBOOK

Last updated 18 June 2020



**STRICTLY FOR EMPLOYEES ONLY**  
ANY UNAUTHORIZED SHARING WILL BE SUBJECT TO APPROPRIATE DISCIPLINARY ACTION



Dear Etiqans,

The Covid-19 pandemic greatly affected and changed our lives.

As we work to prepare for the impact of Covid-19, we need to strike the delicate balance between keeping our services up and running, and protecting the safety of our employees. The management is regularly discussing these issues as we weigh decisions in adjusting to this revised future. There is much to consider as we Return to Work (RTW). We will limit the number of employees that will report on site when the ECQ is lifted. For those who are able to work from home, please continue with this arrangement and coordinate with your respective managers on your work plans. We may be looking at RTW with both excitement and trepidation. We feel confident that, as a company, we can get through this together.

Social distancing, sanitation, and safe work practices are keys to ensure that we minimize the risk to our employees. There is lot of adapting to do, but I have faith that we are up to the challenge. By working together and supporting one another, we will come through this stronger and more united. Stay safe, Etiqans.

Thank you for all your effort.

  
**HAZEL FRANCISCA R. DON**  
**VICE PRESIDENT, HUMAN CAPITAL**



## PREMISE & GUIDING PRINCIPLES

We are now in the era of the **NEW NORMAL** brought about by the ongoing COVID-19 pandemic. Circumstances gave us a unique opportunity to test our capabilities and in turn **EVOLVE** in the way we work.

Our post-ECQ plan intends to ensure that we continue to deliver on our commitments to our stakeholders

- Policyholders
- Business partners
- Regulators
- Shareholders

under the New Normal, with the dual goal of safeguarding the **HEALTH** and well-being of everyone.



## REITERATION OF OVERARCHING POLICY

- We are an **OUTPUT-CENTRIC** enterprise enabled by **TECHNOLOGY** and supported by **HIGHLY-EFFECTIVE PEOPLE**.
- We are ETIQAns: we **always act in Etiqa's best interest**.

### NEW UPDATE:

## TRAVEL POLICY FOR BUSINESS & LEISURE



- a. No business travel, overseas or local, unless with prior approval of the PCEO to meet urgent operational needs of the organization.
- b. Employees may proceed with local travel (by land or air) for leisure except to areas that are still categorized as red zones under the governments' New Quarantine Protocols as of June 16, 2020. If staffs are taking a leave to travel locally, they should seek prior approval from their manager via email.
- c. For all other forms of travel, be it for business or leisure purposes during weekdays and weekends, staff must inform their manager, obtain HC endorsement and PCEO approval via email.



## NOTE:

Ever since the World Health Organization (WHO) first declared the outbreak of the COVID-19 virus in January 2020, we have already taken proactive measures to continue keeping employees informed of latest developments and travel guidelines via our COVID-19: Navigating Our New Normal Daily Advisories.

As interstate/ local travels are now allowed in some countries, please note the following:

### **On local (Philippine Regions or provinces) leisure travel arrangement:**

- Employees who are travelling locally for leisure are not allowed to travel together with colleagues in the same vehicle (land or air). Do make separate travel arrangements.

### **On staying vigilant:**

- Discuss your intended travels with your healthcare providers and also be mindful that older adults are more susceptible and may be at a higher risk of contracting the disease
- At all times, adhere to physical distancing and hygiene measures and comply with established local regulations



## REGULATIONS ON MEETINGS & MEETING ROOMS (INTERNAL / EXTERNAL)

- General rule: via online/teleconferencing
- Exception: must obtain Division Head approval via email, cc Risk and HC
- Internal meetings:
  - If  $\leq 10$  pax, allowed but observe social distancing
  - If  $> 10$  pax, via Zoom

## TRAINING

- Internal trainings:
  - General rule: via Zoom, HMM, UiPath, online
  - Exception: obtain HC endorsement and PCEO approval via email, and observe policy on social distancing and contact tracing, must be  $\leq 30$  pax
- External trainings:
  - General rule: deferred until further notice
  - Exception: must show basis of requirement (e.g., accreditation, license renewal, etc.); preferably via online platform; if physical attendance is required, obtain HC endorsement and PCEO approval via email.

## EVENTS

- Company-wide engagements: cancelled
- Townhall: via Zoom
- External events for business matters: deferred until further notice
- Exception: obtain Mancom approval



## SOCIAL DISTANCING

- No hand shake
- Frequent, appropriate hand washing
- Use company-provided face masks or Personal Protective Equipment (PPE)
- Avoid crowded places such as canteens, food marts, etc.
- Continue vigilance especially when outside

## DELIVERIES

- Mails, packages and food deliveries will be sanitized before giving to the employee.

## MANDATORY HEALTH CHECK AND SCREENING

(Applies both to employees and external guests and visitors)

- Temperature check upon entry and re-entry in premises
- Alcohol dispensers and hand sanitizers in common areas.
- Self-declaration of travel and/or exposure
- Data privacy policies apply, with due emphasis on ensuring public health and safety
- Medical director overall in-charge

All employees returning to work on site, customers & visitors are required to submit daily health monitoring form prior to work or entry. Employees who fail to declare health condition will violate **Republic Act No. 11332 “Mandatory Reporting of Notifiable Diseases and Health Events of Public Health Concern Act”**. It requires the patient to provide truthful information about one’s health condition and possible exposure. Violation of this act shall be **penalized** with a fine of not less than Php 20,000.00 but not more than Php 50,000.00 or imprisonment of not less than one (1) month but not more than six (6)



months, or both such fine and imprisonment, at the discretion of the proper court.

## **DAILY ONLINE EMPLOYEE REGISTRATION**

- Prior to arrival at office premises, all employees are to register online and disclose symptoms if any
- Those with symptoms declared will be evaluated by company nurse before proceeding to work area
- Platform under review of IT





### DAILY HEALTH MONITORING AND DISCLOSURE FORM

EMPLOYEE ID No. \_\_\_\_\_ DATE: \_\_\_\_\_

Republic Act No. 11332 otherwise known as the *"Mandatory Reporting of Notifiable Diseases and Health Events of Public Health Concern Act"* mandates a patient to provide truthful information about one's health condition and possible exposure. The same law penalizes non-cooperation of persons who or entities that should report notifiable diseases or health events of public concern with fine or imprisonment or both fine and imprisonment at the discretion of a competent court.

**Note:** All questions contained in this questionnaire are strictly confidential. This is for the purpose of health declaration and contract tracing purposes as mandated by the Department of Health and Department of Labor and Employment.

#### PART I: REVIEW OF SYMPTOMS:

SIGNS AND SYMPTOMS		YES	NO	REMARKS (Indicate self-remedies, drug intake, check up, etc.)
	Do you experience any of the symptoms below?			
1	Cough			
2	Colds			
3	Fever with temperature above 37.5°C			
4	Difficulty of breathing/shortness of breath			
5	Sore throat			
6	Diarrhea			
7	Loss of appetite			
8	Nausea and/or vomiting			
9	Body weakness/muscle pain/fatigue/tiredness			
10	Skin rash/ "Covid toes"			
11	Eye discharge			
12	Decreased or loss of sense of smell or taste			
13	Headache			

#### PART II: EXPOSURE HISTORY:

HISTORY OF EXPOSURE IN THE PAST 24 HOURS		YES	NO	REMARKS If YES, Pls. give details.
	Do you have an affirmative answer to any of the items below?			
1	Do you have any members of the household or close contacts who had exposure to a COVID-19 patient?			
2	Have you undergone Covid-19 testing in the form of RT-PCR or rapid antibody testing?			
3	Have you or any member of your household or close contacts travelled to or reside in an area where there are reported cases or cluster of COVID-19 (+) patients?			
4	Have you recently come into close contact (within 6 feet) with someone who has a laboratory confirmed COVID-19 diagnosis?			
5	For female employee, are you currently pregnant?			
6	Have you recently worked or served as front liner?			
7	Have you recently been to a health facility (hospital/lying-in/health center)?			

**PART II: CONTACT TRACING:** Contract tracing is the process by which DOH identifies people who have been exposed to a Covid-19 patient and reaches out to them. Kindly list down all co-workers and persons you have come in contact with for the past 24 hours.

1	5	
2	6	
3	7	
4	8	
5	9	
6	10	

By submitting this form, I certify that the above declarations are TRUE AND CORRECT. I understand that any untruthful or deceitful answer/s may have serious public health implications and may be subjected to penalties.

**PRIVACY POLICY & CONSENT:** I, and/or my representative, authorizes Etiqa Life and General Assurance Philippines Inc. to process my personal information herein freely and voluntarily disclosed and authorizes and consents to disclose the said personal information to the appropriate agency of the government of the Republic of the Philippines such as the Department of Labor and Employment (DOLE) and the Department of Health (DOH), Etiqa International Holdings Sdn Bhd, and the Maybank Group. I understand that the processing of my personal information shall be in accordance with Republic Act No. 11332 otherwise known as the *"Mandatory Reporting of Notifiable Diseases and Health Events of Public Health Concern Act"* in correlation with Republic Act No. 10173 otherwise known as the *"Data Privacy Act of 2012"* and Republic Act No. 11469 otherwise known as the *"The Bayanihan to Heal as One Act"*.



## WORK AREA SANITIZATION

- Thorough sanitization before, during and after office hours based on Administration schedule
- Everyone is enjoined to strictly adhere to regular sanitization practices and respiratory etiquette (e.g., hand washing, covering mouth/nose)

## UNIDIRECTIONAL ENTRY & EXIT

- One way direction for office entry, exit and movement within office
- Some areas will have plastic dividers

## NOTICES PLACED AT STRATEGIC PLACES

- Notices will serve as a reminder of all COVID-19 guidelines issued to ensure strict compliance.
- Non-compliance will be dealt immediately.

## MINIMIZED USE OF COMMON AREAS

- Maximum of 3 users of office pantries at a time
- Avoid congregation at common areas
- Dedicated comfort rooms

## SHARED LANDLINE TELEPHONE

- General Rule: avoid sharing office items
- Use of Soft phones being studied by IT



## NEW UPDATE:

### STAFF RETURN TO WORK PLAN

- A gradual percentage of the total work force will report on site. The staff that should be given priority to work on site are those in critical functions and who are unable to work from home.

WEEK 1	Up to a maximum of 20% of the total staff return to work on site
WEEK 2	Up to a maximum of 30% of the total staff return to work on site
WEEK 3	Up to a maximum of 40% of the total staff return to work on site
WEEK 4	Up to a maximum of 50% of the total staff return to work on site

- Assignment of staff shifts and schedule of return to work on site are based on workload assumptions and recommendations of respective department heads. The following are taken into consideration:
  - Allowable limits per location to strictly observe social distancing and contact tracing
  - Split operation arrangement
  - WFA/WFH subject to applicability
  - Performance evaluation focused on agreed output




## Flexible Working Hours

TIME IN	LUNCH BREAK	TIME OUT
6:30 AM	10:00 AM	3:30 PM
7:00 AM	10:30 AM	4:00 PM
7:30 AM	11:00 AM	4:30 PM
8:00 AM	11:30 AM	5:00 PM
8:30 AM	12:00 PM	5:30 PM
9:00 AM	12:30 PM	6:00 PM
9:30 AM	1:00 PM	6:30 PM
10:00 AM	1:30 PM	7:00 PM

### NEW UPDATES:

#### TRANSPORTATION

- Three company cars are used to ferry employees to and from the office to help alleviate the difficulty of commuting to work due to lack of public transportation. We are working on providing additional vans to accommodate more employees. We will communicate updates on this arrangement soon.
- Officers' parking slots are available to employees, who travel to work using their personal vehicles, on a first come first serve basis.
- Employees must show their company ID to the guard on duty for security verification.

- 
- If an officer visits the office, the employee must give way and transfer his car in another parking space.

## OCCUPATIONAL SAFETY & HEALTH (OSH) MARSHALS

- OSH Marshals are present in Etiqa offices to ensure strict compliance with all health measures that the management has implemented.

## STAFF ACCOUNTABILITY ON OFFICE ASSETS

- We intend to procure and rollout laptops and tablets (as applicable) to enable our workforce to shift into WFA.
- Monthly data allowances will be granted to employees with rank of VP & below during the quarantine periods, i.e., Enhanced Community Quarantine (ECQ), Modified Enhanced Community Quarantine (MECQ) and General Community Quarantine (GCQ).

## INTERNAL PROCESSING, CORRESPONDENCES AND APPROVAL

- General rule: via email; attachments via scanned or soft copies
- Exception: if documents are too voluminous

## APPROVAL PAPERS

- General rule: via email; signature to be affixed electronically
- Exception: when Mancom or KL requires

## DOCUMENTS REQUIRING WET SIGNATURE

- General rule: documents to be released externally (e.g., letters to clients, regulatory reports, checks, contracts)



- Exception: internal documents as attachments to external correspondences

## DISBURSEMENT MODE

- General rule: via online fund transfer (PesoNet)
- Exception: if online fund transfer impracticable

## COLLECTION MODE

- General rule: varies depending on client agreement
- ELGAP to encourage direct deposit or via fund transfer

## REQUEST FOR CHECK PAYMENT

- General rule: via email, with approval trails maintained in the email thread/history
- Exception: when email is down as advised by IT

## CLAIMS APPROVAL

- General rule: via email, with supporting attachments in scanned or soft copy
- Exception: when documents are voluminous and impractical to convert to soft copy immediately.



## WE ARE ALSO TAKING THE BELOW MEASURES AS ADVISED BY DTI & DOLE IN THE OPERATIONS OF OUR BUSINESS



NO MASK NO ENTRY.  
WEAR MASK AT ALL TIMES.



THOSE WITH A TEMPERATURE OF 37.6C OR ABOVE WILL NOT BE ALLOWED INSIDE



EAT NUTRITIOUS AND WELL COOKED FOOD



HEALTHY LIFESTYLE AND STRONG IMMUNITY



FREQUENT HANDWASHING



PHYSICAL DISTANCING AT THE MINIMUM OF 1 METER RADIUS SPACE BETWEEN WORKERS



DOOR KNOBS AND HANDLES WILL BE CLEANED AND DISINFECTED EVERY 2 HOURS



COUNSELLING WITH DOCTORS FOR PHYSICAL AND MENTAL HEALTH CONCERNS



SANITIZERS WILL BE PLACED IN CORRIDORS & CONFERENCE AREAS

## For Customers and Visitors



NO MASK NO ENTRY



THOSE WITH A TEMPERATURE OF 37.6C OR ABOVE WILL NOT BE ALLOWED INSIDE



FREQUENT SANITIZING OF HANDS



ACCOMPLISH THE HEALTH SYMPTOMS QUESTIONNAIRE

**We appreciate your understanding and cooperation**

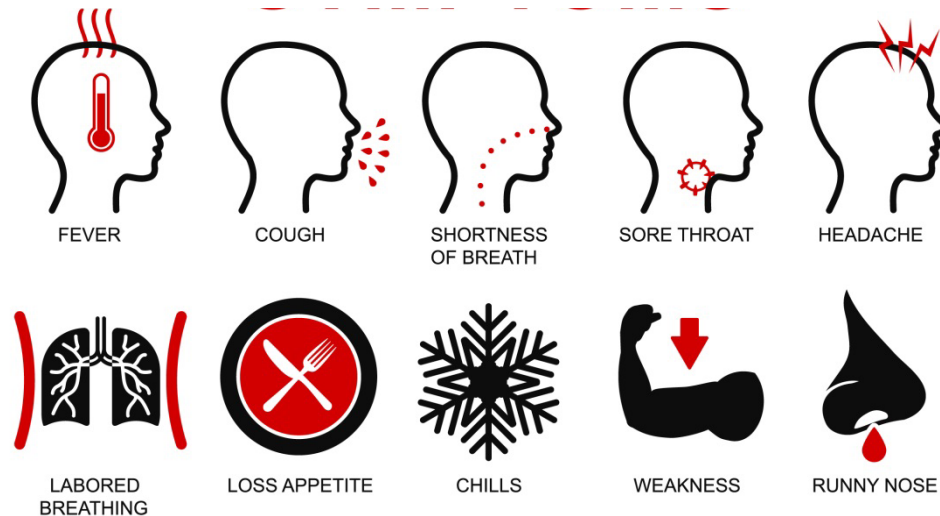


# MEDICAL GUIDELINES ON WORKPLACE PROTECTION AND CONTROL OF COVID-19

## TIPS FOR YOUR PROTECTION AGAINST COVID-19



## STAFF WHO HAVE THESE SYMPTOMS



Must declare to their team leader / roving officer and operating risk officer (ORO) and seek medical treatment. Staff to only return to work once they have been certified fit to work.





## COVID-19 HOTLINE FOR EMPLOYEES OF ETIQA PHILIPPINES

1. Employee will contact our Clinic Nurse, Ms. Lalaine Atatado for concerns related to COVID-19.
  - o Email: [liatatado@etiqa.com.ph](mailto:liatatado@etiqa.com.ph)
  - o Alternative email: [etiqaclinic@gmail.com](mailto:etiqaclinic@gmail.com)
  - o Mobile number: 0998-967-1362

2. Clinic Nurse will answer all queries pertaining to COVID-19. If the concern needs to be referred to the company physician, Clinic Nurse will ask the employee to prepare the preferred tool of communication.

NOTE: If the reason for call is deemed to be an emergency case or medically critical case, employee will be advised to go to the nearest emergency facility for a face to face consultation.

3. Clinic Nurse will provide schedule and contact details of the Company Physician, Dr Fe De Leon or Dr Malu Castillo-Mamaril to the employee.

4. Clinic Nurse will contact the Company Physician and send schedule of appointment to address the employee's concerns regarding COVID-19.

5. Proceed with consultation.

### MIC HOTLINE:

6. End of consultation.

- (02) 8895-3308
- +63 908-883-4901
- +63 917-520-8919



More areas are now being placed under Modified General Community Quarantine (MGCQ) and General Community Quarantine (GCQ) as we see the health crisis unfolding. The government is slowly easing restrictions implemented in the past months in order to jump start the economy. We enjoin all Etiqans to continuously practice self-discipline and observe necessary safety measures. We should not let our guards down even amidst the easing of restrictions in the country. Staff safety and well-being remain our top priority. Discipline is the key in order for us to be part of the solution to this crisis that the world is facing.

**“INDIVIDUAL COMMITMENT  
TO A GROUP EFFORT –  
THAT IS WHAT MAKES  
A TEAM WORK,  
A COMPANY WORK,  
A SOCIETY WORK,  
A CIVILIZATION WORK.”**

**-VINCE LOMARDI**



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