



JABATAN PERDANA MENTERI
PRIME MINISTER'S OFFICE

GARISPANDUAN BAGI PENYEDIAAN PELAN KESINAMBUNGAN OPERASI (*BUSINESS CONTINUITY PLAN*) BAGI PERHIDMATAN AWAM DALAM MENGHADAPI COVID-19

DISEDIAKAN OLEH JABATAN PERDANA MENTERI

PENDAHULUAN

Objektif garis panduan ini adalah sebagai panduan kepada agensi-agensi Kerajaan dalam pelan kesinambungan operasi masing-masing bagi menghadapi pandemik COVID-19 ini. Ianya meliputi risiko-risiko penting dalam operasi seperti berikut:

- A. Pengurusan sumber manusia
- B. Fungsi-fungsi dan penyampaian perkhidmatan-perkhidmatan utama
- C. Pengurusan pembekal dan pelanggan
- D. Perhubungan dalaman dan luar

Dengan garis panduan ini, agensi perlu berusaha untuk:

- A. Mengurangkan risiko jangkitan di kalangan pegawai dan kakitangan
- B. Memelihara fungsi dan perkhidmatan pada tahap optimum
- C. Mengurus gangguan dalam perkhidmatan
- D. Memulihkan perkhidmatan kepada tahap yang boleh diterima

COVID-19 : AMARAN PANDEMIK

COVID-19 adalah penyakit berjangkit yang disebabkan oleh coronavirus yang paling baru ditemui. Virus dan penyakit baru ini adalah tidak diketahui sebelum wabak tersebut bermula di Wuhan, China pada Disember 2019.

Wabak ini diisytiharkan sebagai Kecemasan Kesihatan Awam Antarabangsa pada 30 Januari 2020, dan pada 11 Mac 2020, Pertubuhan Kesihatan Sedunia (WHO) mengisytiharkan COVID-19 sebagai pandemik. Ini adalah pandemik pertama yang disebabkan oleh coronavirus.

COVID-19 adalah sangat mudah berjangkit (penyebaran kepada individu) dan dinyatakan paling mudah berjangkit sebelum dan semasa minggu pertama adanya simptom.

PELAN KESINAMBUNGAN OPERASI (BUSINESS CONTINUITY PLAN, BCP)

Selaras dengan Surat Keliling Jabatan Perdana Menteri SK 06/2020, setiap Kementerian dan Jabatan Kerajaan hendaklah menubuhkan Pasukan Tindakan (*Action Team*) untuk memastikan perjalanan pentadbiran masing-masing tidak terjejas, dan seterusnya menyediakan dan melaksanakan pelan kesinambungan operasi (BCP) masing-masing bagi mengurangkan gangguan perkhidmatan dan memastikan fungsi-fungsi adalah *viable* semasa wabak virus. BCP adalah sebagai langkah-langkah tambahan kepada Surat-Surat Keliling dan nasihat rasmi yang dikeluarkan oleh JPM, MOH dan agensi Kerajaan lain. BCP merupakan satu *live document* dan adalah tertakluk kepada perubahan dari masa ke semasa sesuai dengan perkembangan lanjut wabak COVID-19 ini. Terdapat empat komponen utama yang perlu diambil kira dalam rancangan kesinambungan operasi dan dijelaskan selanjutnya dalam garis panduan ini.

Pengurusan Sumber Manusia

- Pasukan Tindakan (*Action Team*) adalah bertanggungjawab dalam menyampaikan pelan kesinambungan operasi (BCP) kepada semua pegawai dan kakitangan dan memastikan pematuhan terhadap rancangan tersebut dalam menghadapi wabak ini.
- Membuat rancangan kesinambungan dalam kepimpinan khususnya jika terjadinya ketiadaan pihak pengurusan yang dapat memberikan *key decisions*.
- Mempertimbangkan *flexible working arrangements* bagi pegawai dan kakitangan yang berisiko tinggi.
- Merebiu dasar pengurusan pegawai dan kakitangan seperti cuti tanpa catat, ketidakhadiran, cuti sakit, kebenaran keluar negeri, penutupan tempat kerja dan sebagainya.
- Mematuhi semua Surat Keliling dan nasihat rasmi yang dikeluarkan oleh JPM, MOH dan agensi Kerajaan lain.
- Memastikan pegawai dan kakitangan dilindungi atau dipantau kesihatan masing-masing secukupnya mengikut garispanduan MOH.
- Mematuhi semua perintah kuarantin yang dikeluarkan oleh MOH dan agensi Kerajaan lain.
- Mematuhi garispanduan pengasingan diri (*self-isolation*) yang dikeluarkan oleh JPM dan MOH. Sebagai contoh, semasa tempoh pengasingan diri selama 14 hari, agensi harus memastikan bahawa pegawai dan kakitangan menjauhkan diri dari tempat kerja tetapi agensi boleh mengamalkan *flexible working arrangements*, seperti telecommuting dan telekonferensi, untuk membolehkan pegawai dan kakitangan bekerja dari rumah.
- *Flexible Working Arrangements* harus mempertimbangkan perkhidmatan yang tersedia seperti e-Office dan e-mel. Agensi boleh merujuk perkara ini kepada EGNC di helpdesk@egc.gov.bn untuk nasihat lanjut mengenainya.
- *Remote operations* harus mematuhi garispanduan keselamatan sedia ada dan setiap Pegawai Keselamatan Jabatan (DSO) perlu menilai risiko dan merangka langkah-langkah pencegahan dari berlakunya apa jua insiden keselamatan.
- Bagi sistem-sistem yang mempunyai *remote access* yang terhad seperti TAFIS dan *systems security updates*, agensi mungkin perlu mengkaji semula proses-proses kerja yang berkaitan dengan sistem berkenaan bagi mengelak gangguan kepada perkhidmatan.
- Melaksanakan langkah-langkah keselamatan seperti yang digariskan oleh MOH, seperti melaksanakan penyiasatan kontek dan juga *social distancing*.

Fungsi dan Perkhidmatan Utama

- Mengenalpasti fungsi dan perkhidmatan-perkhidmatan yang kritikal, serta mengenalpasti pegawai dan kakitangan yang berkenaan.
- Mengenalpasti strategi-strategi kesinambungan dan menetapkan jangkamasa pemulihan (*recovery timeline*) bagi setiap fungsi kritikal.
- Agensi perlu mempertimbangkan perkara berikut:
 - Menubuhkan pasukan-pasukan gantian (contohnya Pasukan A and Pasukan B) untuk ditugaskan dalam jadual kerja yang berbeza atau diasingkan tempat bertugas (contohnya, Pasukan A bertugas di pejabat, sementara Pasukan B di tempat yang berasingan, dan pasukan-pasukan boleh diganti jika bersesuaian). Jika pasukan-pasukan berganti, pasukan hendaklah membersihkan (*disinfect*) tempat bertugas (*workstation*) masing-masing sebelum pasukan seterusnya dijadualkan untuk bertugas di tempat tersebut. Pasukan harus diasingkan secara fizikal untuk mengelakkan risiko jangkitan antara pasukan.
 - *Cross-training* bagi pegawai dan kakitangan dan merancang penggantian yang bersesuaian untuk mengurangkan gangguan perkhidmatan (ini adalah penting terutamanya jika berlakunya satu Bahagian dijangkiti).
- Sentiasa memaklumkan kepada pegawai dan kakitangan mengenai langkah-langkah pengawalan jangkitan dan kebersihan diri yang baik.
- Mengambil langkah bersesuaian dalam mengawal kemasukan pegawai dan kakitangan serta pelawat dalam premis masing-masing (contohnya *temperature screening*, *visitors restrictions*).
- Mengenalpasti mekanisma untuk memantau kesihatan pegawai dan kakitangan (contohnya *temperature log*) dan mengurus pegawai dan kakitangan yang sakit / berisiko.
- Memastikan bekalan peralatan perlindungan peribadi (PPE, contohnya sarung tangan pakai buang, mask, *disinfectants*) terutama sekali bagi *frontliners* (contohnya pengawal keselamatan yang menjalankan *temperature screening*) dan bagi yang menjalankan *self-monitoring*.
- Tutup, bersihkan dan *disinfect* mana-mana kawasan yang terdedah kepada pegawai dan kakitangan yang mempunyai kes COVID-19 ini sepertimana garis panduan daripada MOH.

Pengurusan Pembekal dan Pelanggan

- Mengenalpasti pembekal-pembekal kritikal dan menyediakan pelan kesinambungan bagi pembekalan berkenaan - ini perlu mengambilkira BCP pembekal tersebut.
- Mengenalpasi pelanggan kritikal dan menyediakan perancangan bagi memastikan penyampaian perkhidmatan yang memenuhi keperluan pelanggan, atau menetapkan *recovery timeline* yang bersesuaian.
- Membuat rancangan bagi pembekalan alternatif bagi pembekalan yang kritikal (contohnya bagi perkhidmatan *disinfection & sanitation*) dan tatacara alternatif bagi penyampaian perkhidmatan kepada pelanggan (contohnya *online learning* bagi penuntut-penuntut sekolah)

Perhubungan Luar dan Dalam

- Mengenalpasti fokal yang bertanggungjawab mengkoordinasikan dan menyampaikan pelan-pelan komunikasi sesuai dengan keperluan Kementerian / Jabatan dan juga BCP masing-masing.
- Memastikan pegawai dan kakitangan memahami peranan dan tanggungjawab masing-masing sebelum dan semasa penularan wabak terjadi. Contohnya, pegawai dan kakitangan perlu dimaklumkan mengenai langkah-langkah BCP yang akan memberikan kesan terhadap mereka dan perlu sentiasa dimaklumkan mengenai protokol dan langkah-langkah yang diambil oleh Kementerian / Jabatan semasa penularan wabak tersebut.
- Menyediakan *channel* komunikasi bagi semua pegawai dan kakitangan untuk melaporkan status masing-masing serta untuk membuat sebarang pertanyaan.
- Mengenalpasti *stakeholders* berkenaan (seperti pembekal dan pelanggan) dan mesej utama untuk disampaikan, dan seterusnya membincangkan bersama mengenai langkah-langkah kontingensi semasa penularan wabak tersebut.
- Memastikan semua akses komunikasi antara pegawai dan kakitangan serta *stakeholders* yang berkenaan bagi memastikan kesinambungan operasi.

RANGKAKERJA RESPON TERHADAP AMARAN

Setiap BCP perlu menggariskan rangkakerja respon terhadap amaran (atau *Alert Response Framework*) yang mengambilkira risiko-risiko operasi bagi setiap peringkat amaran (*alert level*). Peringkat-peringkat amaran yang dirangka adalah bergantung pada keperluan dan *complexity* setiap Kementerian / Jabatan, serta impak-impak situasi yang berlainan terhadap penyampaian perkhidmatan.

Tahap amaran merupakan panduan bagi langkah-langkah BCP yang perlu dilaksanakan dalam empat komponen yang telah diuraikan. Oleh kerana mungkin terdapat *overlap* dalam langkah-langkah yang diambil dan langkah-langkah tersebut mungkin berubah-ubah semasa penularan wabak tersebut, Kementerian / Jabatan perlulah memastikan *buffer capacity* dan fleksibiliti dalam BCP, supaya langkah-langkah dapat dipertingkatkan atau dikurangkan, selaras dengan nasihat-nasihat yang dikeluarkan oleh JPM, MOH dan agensi Kerajaan lain.

Apabila keadaan sudah kembali ke tahap yang normal, Kementerian / Jabatan perlu mengaktifkan *recovery plans* bagi memastikan pemulihan perkhidmatan serta merta.

GARISPANDUAN DAN NASIHAT RASMI

Kementerian / Jabatan perlu merujuk garis panduan dan nasihat rasmi terkini yang dikeluarkan oleh JPM, MOH dan agensi Kerajaan lain dan menyelaraskan BCP masing-masing dengan langkah-langkah yang bersesuaian.

ADDITIONAL RESOURCES

CONTOH ALERT RESPONSE FRAMEWORK

(PERINGKAT-PERINGKAT AMARAN TIDAKLAH TERHAD KEPADA YANG TERTERA DALAM CONTOH)

CODE	SEVERITY	IMPACT ON AGENCIES	CLEARANCE LEVEL
LEVEL 1	50% AND BELOW AFFECTED*	Minimal operational disruption: Deploy essential personnel into teams and/or staggered operating hours Additional measures at point of entry (e.g temperature screening and visitors restrictions)	Mgmt
LEVEL 2	MORE THAN 50% AFFECTED*	Moderate operational disruption: Skeletal Workforce Visitors are not encouraged	Mgmt
LEVEL 3	AGENCY CRITICAL: Atleast ONE Whole Division Compromised	Major operational disruption: Redeployment of resources / other contingency plans activated to support essential functions Focus resources on critical areas and ensure recovery plans are still feasible	Minister/ Senior Mgmt
LEVEL 4	NATIONAL DISASTER DECLARATION	Operations may be put on hold: Communications access to be maintain to retain essential functions	NDMC

IMPORTANT NOTES:

1. ***Affected personnel includes those who are quarantined (and/or tested positive of infection) and undergoing self-isolation**
2. Communications access need to be made available among personnel and with internal / external stakeholders throughout all severity levels
3. Any change in severity levels need to be cleared by relevant management (see last column) before it can be declared and appropriate protocols to be activated
4. All divisions need to have their respective plans ready for every level

ADDITIONAL RESOURCES

	1	2	3	4
TRAVELS	Adhere to travel advisories as per PMO and MOH Defer travels to affected countries	Adhere to travel advisories as per PMO and MOH Defer travels to affected countries	Adhere to travel advisories as per PMO and MOH Defer travels to affected countries	Adhere to travel advisories as per PMO and MOH
COMMUNICATIONS	Activate communication access Cancel non-essential mass gatherings in the building	Maintain communications through available access	Maintain communications through available access	Maintain communications through available access
WORK ARRANGEMENTS	Adhere to advisories as per PMO and MOH Update details of employees Conduct exercise (e.g. on-site simulation) Deploy essential employees into two or more teams Deploy high-risk employees to work from home Minimise face-to-face meetings (or shorten lengths of meetings)	Adhere to advisories as per PMO and MOH Activate skeletal workforce Restrict face-to-face meetings	Adhere to advisories as per PMO and MOH Maintain skeletal workforce Contingency plans activated Recovery plans ready for activation Focus resources on critical areas	All essential functions to be carried out through available communications access Standby recovery plans

ADDITIONAL RESOURCES

	1	2	3	4
REMOTE WORKING	Activate remote communications access among personnel working from home / off-site / affected areas Plan to support remote communication access for personnel to interact with key stakeholders Prepare and set up alternate sites	Maintain remote communications access among personnel working from home / off-site / affected areas Activate remote communication access for personnel to interact with key stakeholders Activate alternate sites	Maintain remote communications access among personnel working from home / off-site / affected areas Maintain remote communication access for personnel to interact with key stakeholders Deploy teams cross-functions to support critical areas	Maintain remote communications access among personnel and with key stakeholders
SCREENING	Activate screening procedures and isolation rooms Deny entry for personnel and visitors with symptoms and non-essential businesses Assist MOH with contact tracing if required	Maintain screening procedures and isolation rooms Restrict visitors Maintain assistance to MOH with contact tracing if required	Maintain screening procedures and isolation rooms Restrict visitors Maintain assistance to MOH with contact tracing if required	Maintain assistance to MOH with contact tracing through available communications access
PERSONAL PROTECTION EQUIPMENT (PPE)	Issue and put on appropriate PPE (particularly for frontliners and those undergoing self-monitoring), as advised by MOH and other agencies	Put on appropriate PPE	Put on appropriate PPE	-
CLEANING AND DISINFECTION	Increase frequency of cleaning and disinfecting common areas in the building	Increase frequency of cleaning and disinfecting common areas in the building	Increase frequency of cleaning and disinfecting common areas in the building	-

ADDITIONAL RESOURCES

CONTOH GARISPANDUAN UMUM

POINT OF ENTRY



- ALL personnel and visitors must go through temperature screening upon entry into the building.
- Personnel and visitors are with **body temperature of 38° C and above** or showing any other known symptoms of COVID-19 are **not allowed** in the building.
- **Visitors must declare travel history** (if any) over the past 14 days.
- **Visitors must declare purpose of visit.** Non-essential business are advised to be limited.
 - Delivery of documents (letters, etc.) to be dropped off at reception
 - If possible, meetings to be held via conference calls or teleconferencing
- All personnel and visitors must sanitise their hands before entering the building.

HR MANAGEMENT



- All personnel must adhere to official circulars issued by PMO and MOH.
- Postpone official invitations to individuals or groups from affected countries.
- Personnel returning from affected countries¹ are advised to work remotely² away from the workplace and/or undergo self-monitoring (with PPE³ on) whilst at work, unless required to undergo quarantine or self-isolation as stipulated by MOH.
- Personnel are required to notify⁴ if they detect a potential infection at work.
- Minimise face-to-face meetings (or shorten length of meetings) and arrange for other means such as teleconferencing or videocalls.

Additional Notes:

1. Please refer to affected countries and areas as advised by MOH
2. Supervisors/HR to arrange for flexible work arrangements such as telecommuting and teleconferencing to allow employees to work from home
3. PPE (e.g. masks and gloves) to be made available at the counter for personnel and visitors
4. Notification Form to be submitted to Action Team

ADDITIONAL RESOURCES

PRESERVATION OF ESSENTIAL / CORE BUSINESS ACTIVITIES



- Core activities / functions are to be identified clearly with risks and impact from COVID-19 laid out and these risks assessed from high, moderate to low.
- Measures to ensure these activities can be preserved must also be clearly outlined.
- Critical period of when each activity is normally done must be indicated to allow proper mitigation decisions to minimize service disruptions.
- Each activity must have an agreed and approved continuity strategy that will be socialized among personnel to ensure that once the BCP is activated, the strategy can be implemented seamlessly

RECOVERY OF PRIORITY ACTIVITIES



- Priority activities (assessed as HIGH in critical rating) are the first ones that should be normalised after the pandemic.
- Each personnel related to these priority activities must be indicated and their relevant internal/external counterparts. This is to ensure that during the pandemic, responsibilities and accountabilities are made clear.
- Other critical resources may encompass necessary equipment typically required to conduct mentioned activity to ensure its optimal operations.

ADDITIONAL RESOURCES

GENERAL PREVENTIVE MEASURES



- Adopt the following precautions at all times:
 - Avoid contact with live animals including poultry and birds, and consumption of raw and undercooked meats
 - Avoid crowded places and close contact with people who are unwell or showing symptoms of illness
 - Observe good personal hygiene
 - Practise frequent hand washing with soap (e.g. before handling food or eating, after going to the toilet, or when hands are dirtied by respiratory secretions after coughing or sneezing) - wash your hands for at least 15 to 30 seconds with soap and water to reduce germ count by up to 99%
 - Wipe down respective work stations regularly (preferably every 30 minutes)
 - Refrain from going to the office if you have respiratory symptoms such as a cough or runny nose - seek medical attention promptly if you are feeling unwell
 - Cover your mouth with a tissue paper when coughing or sneezing, and dispose the soiled tissue paper in the rubbish bin immediately; and
 - Avoid sharing food, cutlery, crockery, utensils and other personal hygiene items
 - Avoid physical contact such as shaking hands and avoid touching your face or rubbing your eyes
 - Monitor your surroundings to ensure everyone adheres to these protocols for everyone's safety.

ADDITIONAL RESOURCES

CONTAINMENT MEASURES



- Personnel showing symptoms during work hours should report promptly to supervisor/HR and notified to the Action Team.
- Action Team must ensure swift isolation and put on PPE when assisting isolation.
- Unwell personnel must immediately put on PPE - this should be changed if it becomes wet, hard to breathe in, physically damaged or visibly soiled.
- Unwell personnel must be isolated in the designated isolation bay via isolation route while waiting to be transported for further medical help.
- Unwell personnel must use only the toilet facility designated for isolation.
- Transportation to designated clinic or hospital needs to be arranged immediately for unwell personnel to seek medical assessment.
- SMT needs to be notified immediately of any suspected infection.
- Contact tracing needs to be conducted promptly after identifying at-risk personnel.
- Areas visited by the unwell personnel should be sealed and arrangements should be made for their immediate cleaning and disinfection.
- Avoid using infected areas for atleast 24 hours.

CLEANING AND DISINFECTING



- All office space, common facilities (e.g. toilets, conference rooms, halls etc) should be cleaned daily.
- Clean all surfaces, frequently touched surfaces and floors daily with a disinfectant.
- Cleaning crews should be aware of flu-like symptoms and should report to their managers if they fall sick.
- Disinfect cleaning equipment used in one room before using for other rooms.
- Disinfect buckets with fresh disinfectant solution or rinse in hot water before filling.
- Rinse wiping cloths / mops in disinfectant several times or rinse thoroughly in hot water.
- Cleaning personnel should wear disposable gloves while cleaning an area.
- Gloves should be removed and discarded if they become soiled or damaged.
- Cleaning crews should wash hands after carrying out cleaning / disinfection to minimise risk of transmission.

Updated Saturday, March 14, 2020

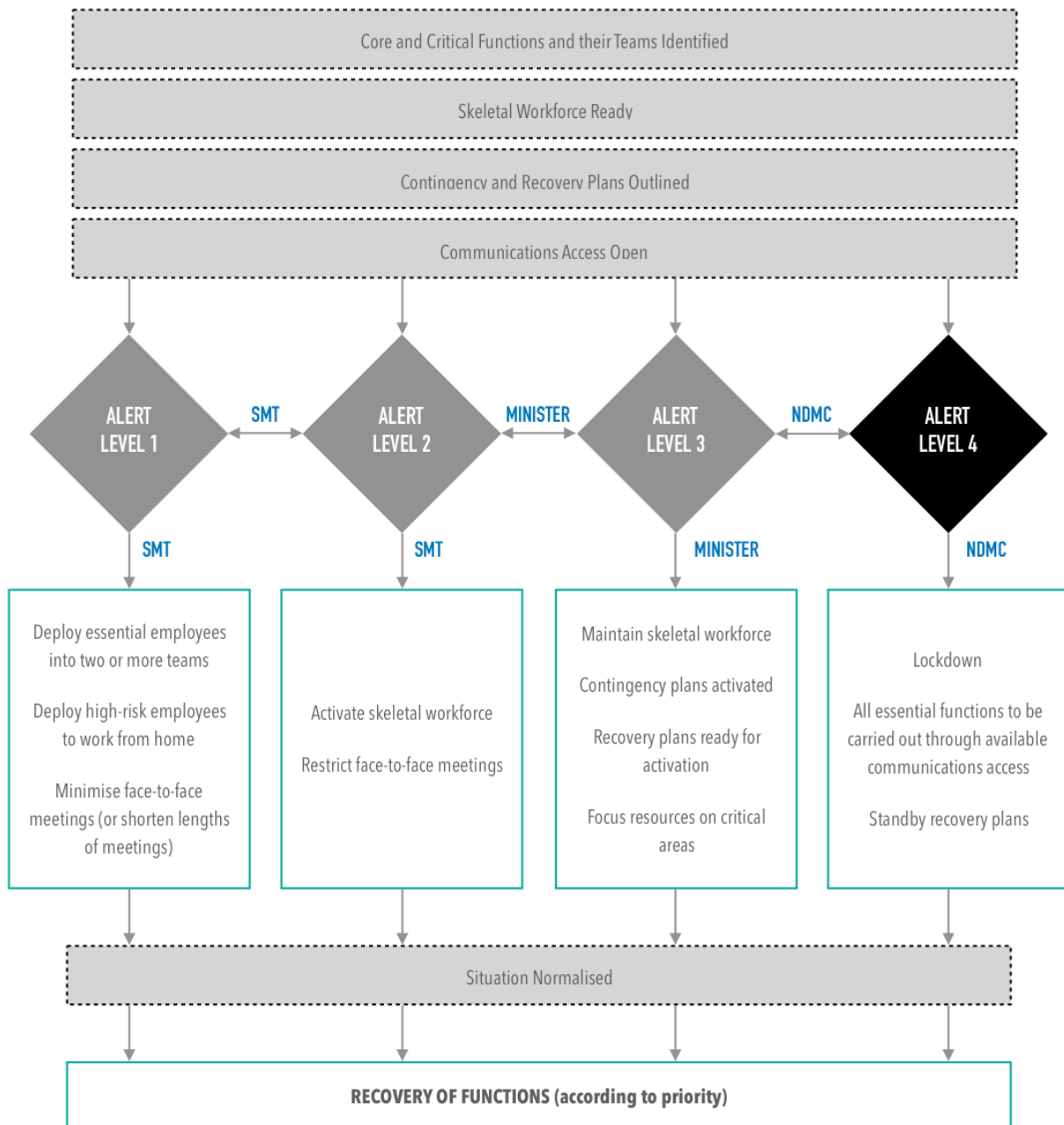
10

ADDITIONAL RESOURCES

CONTOH ALIRAN KERJA BAGI KESINAMBUNGAN OPERASI (DARI SEGI WORK ARRANGEMENTS)

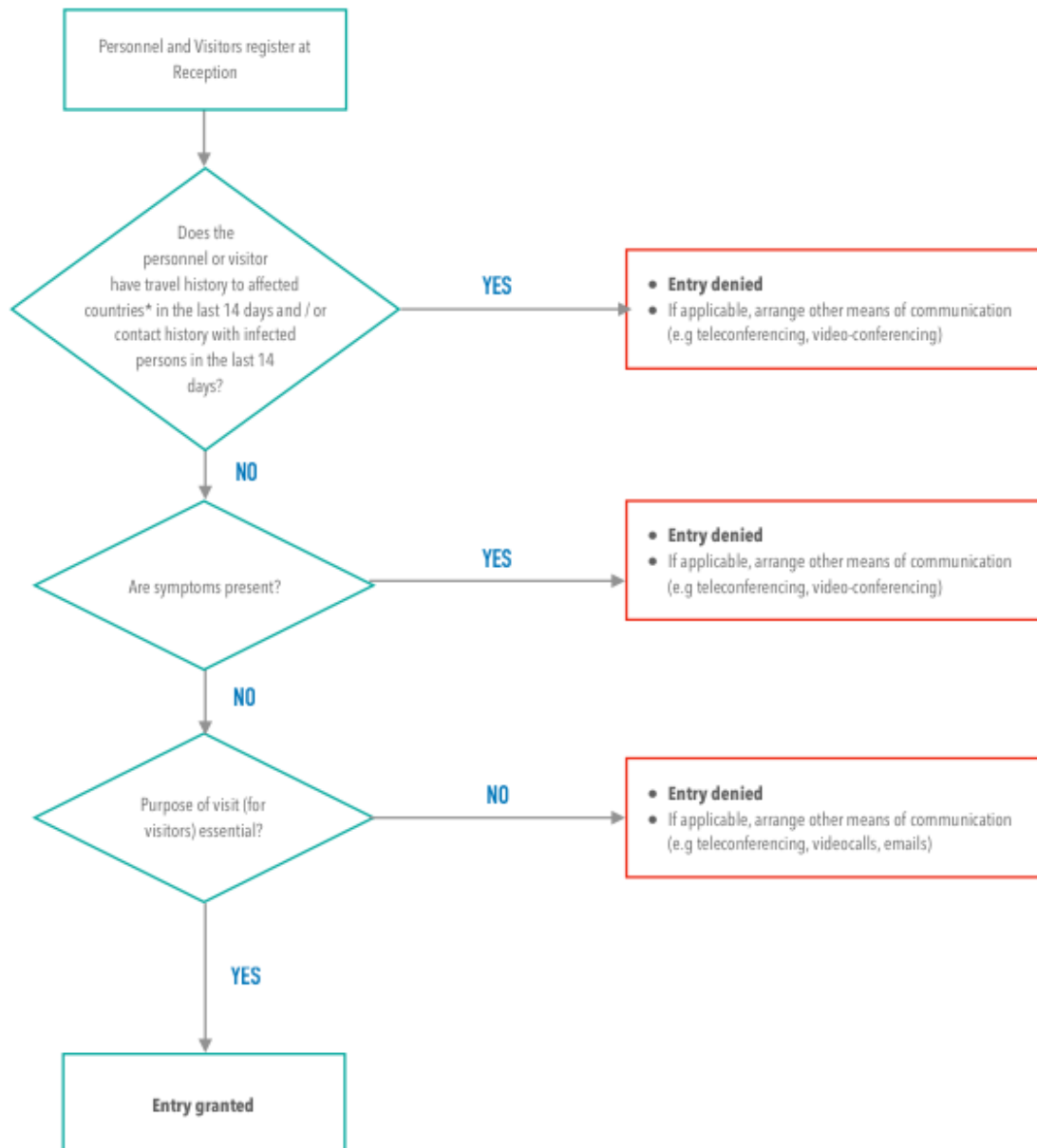
WORKFLOW FOR BUSINESS CONTINUITY (WORKING ARRANGEMENTS)

ALL DIVISIONS:



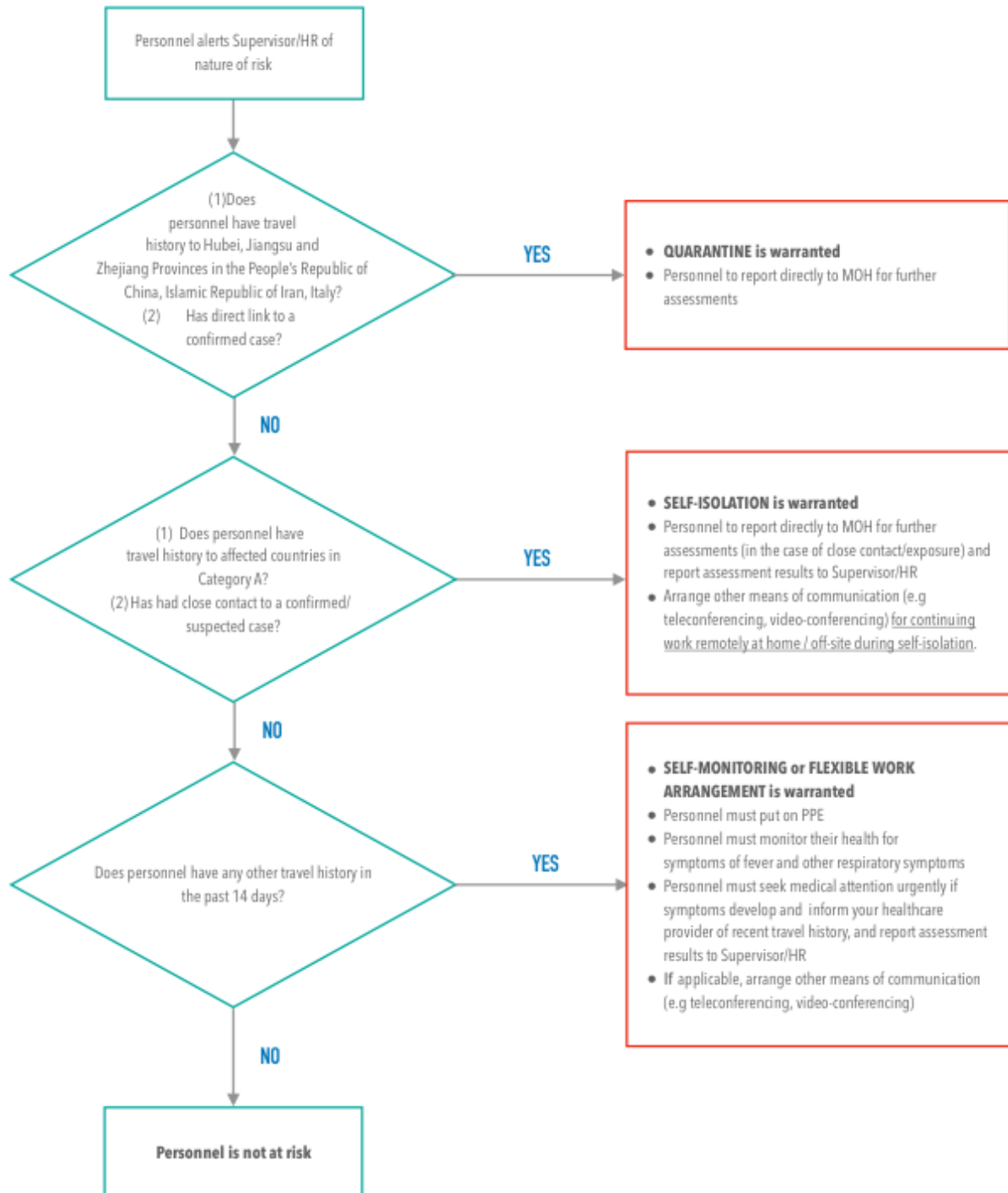
ADDITIONAL RESOURCES

CONTOH PENGAWALAN MASUK PEGAWAI / KAKITANGAN DAN PELAWAT



ADDITIONAL RESOURCES

CONTOH PENGURUSAN PEGAWAI / KAKITANGAN BERISIKO

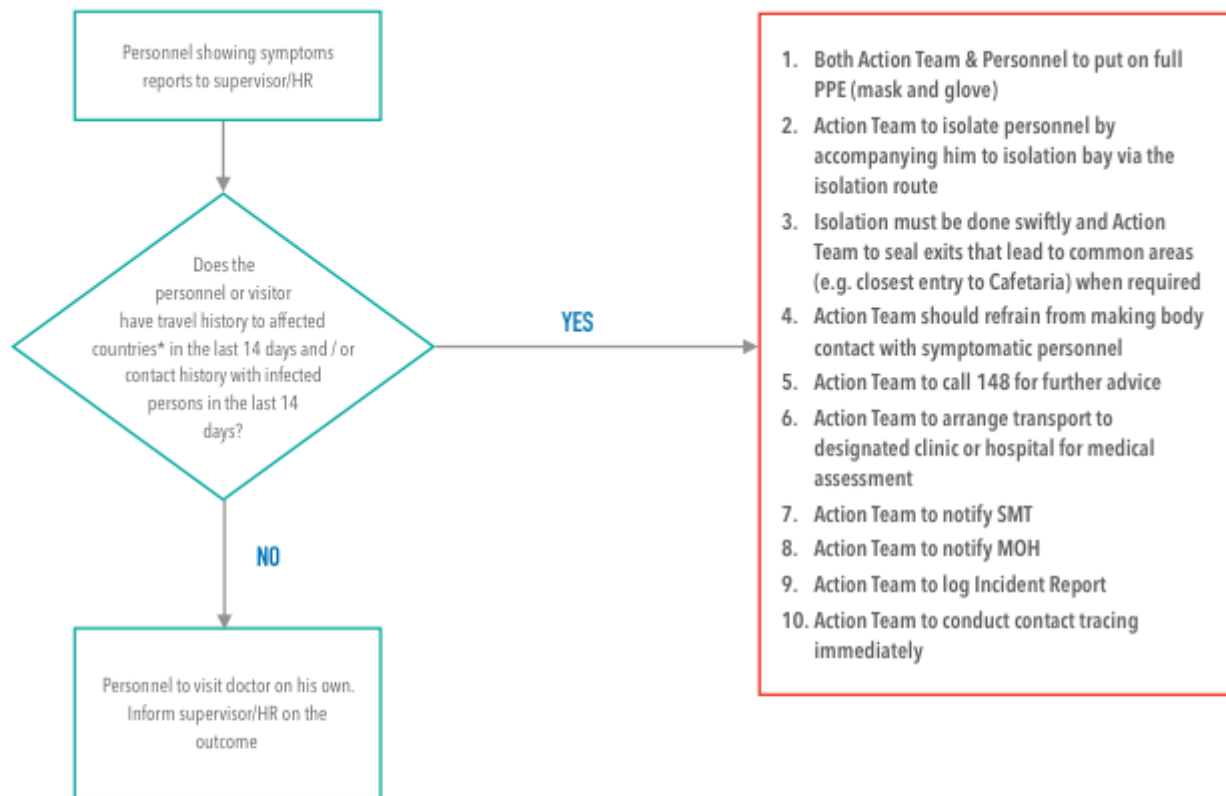


Additional Notes:

- Please refer to risk categorisation of affected countries and areas as advised by MOH
- Additional procedures and measures may be required if advised by MOH and other relevant agencies
- PPE (e.g. masks and gloves) to be made available at the counter for personnel and visitors
- Close contact refers to having sustained unprotected exposure within 2 metres of a confirmed case over a period 30 minutes or more
- As a precaution, personnel may be advised to work from home or remotely
- Personnel may still continue business/work via other means of communication during self-isolation

ADDITIONAL RESOURCES

CONTOH PENGURUSAN PEGAWAI / KAKITANGAN YANG MENGHIDAP SIMPTOM SEMASA BERTUGAS

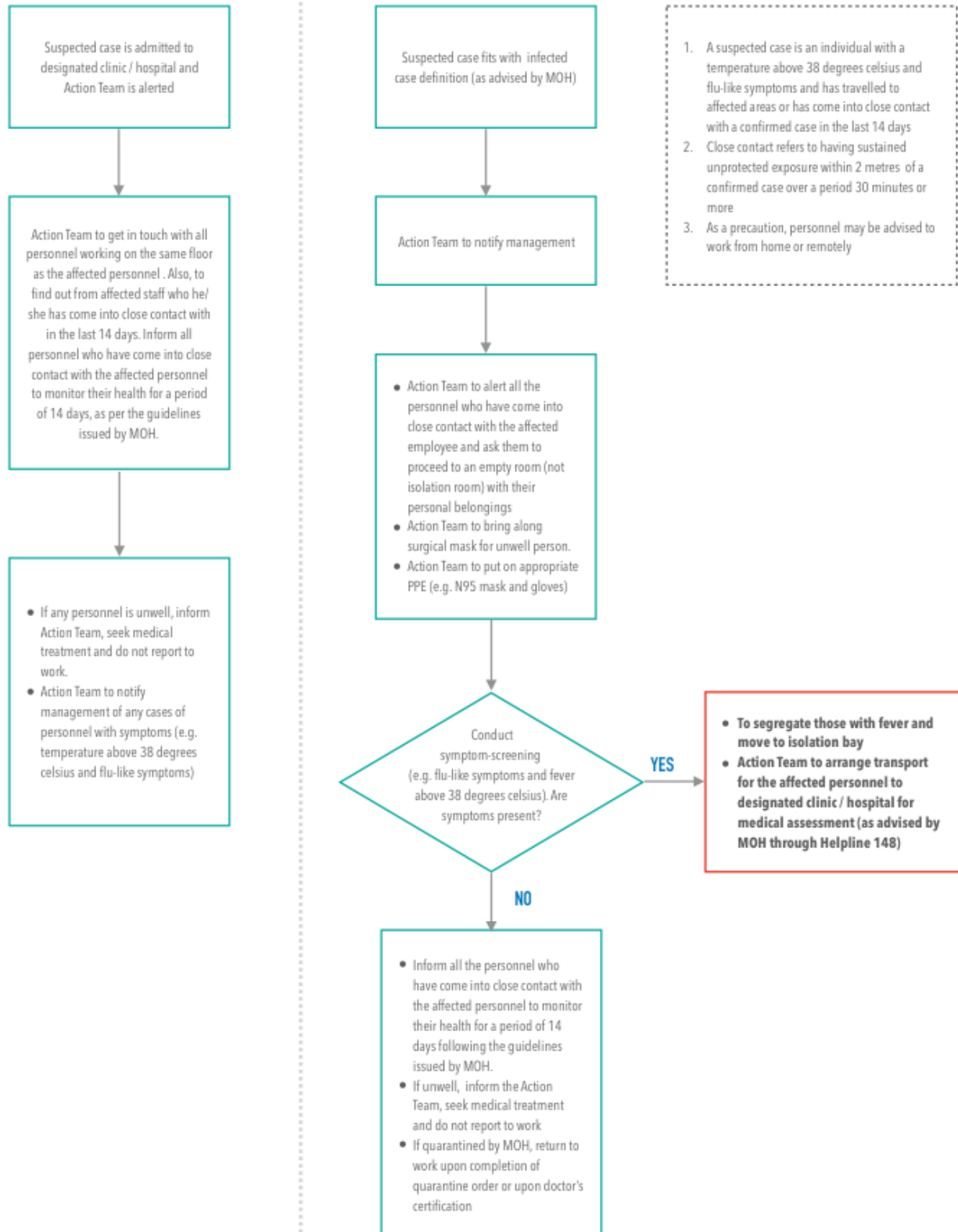


IMPORTANT NOTES:

- Please refer to risk categorisation of affected countries and areas as advised by MOH
- Only send personnel to the designated medical facilities advised by MOH through 148
- Additional procedures and measures may be required if advised by MOH and other relevant agencies
- PPE (e.g. masks and gloves) to be made available at the counter for personnel and visitors
- Close contact refers to having sustained unprotected exposure within 2 metres of a confirmed case over a period 30 minutes or more

ADDITIONAL RESOURCES

CONTOH ALIRAN KERJA UNTUK PENYIASATAN KONTEK



ADDITIONAL RESOURCES

CONTOH BORANG PENELITIAN FUNGSI DAN PERKHIDMATAN UTAMA DENGAN STRATEGI KESINAMBUNGAN

CORE BUSINESS ACTIVITIES / FUNCTIONS

Activities/functions that important or core must be described and their risks mentioned. The purpose of the table is to lay out the activities that may be impacted and the measures to ensure that such activities can carry on. Each activity must be rated whether it is high, moderate or low.

Critical period of when each activity is normally done must be indicated to allow proper mitigation decisions to minimize service disruptions.

Each activity must have an agreed and approved continuity strategy that will be socialized among staff members to ensure that once the BCP is activated, the strategy can be implemented seamlessly.

Unit / Section						
Business Process / Activity / Commitment	Risks	Activity Details	Recovery Time Objective	Critical Rating	Critical Period	Continuity Strategy

ADDITIONAL RESOURCES

CONTOH PENELITIAN PERKHIDMATAN KRITIKAL (PRIORITY)

RECOVERY OF PRIORITY ACTIVITIES

Each activity labelled high in its critical rating is placed under the priorities column. Each staff related to this priority activity must be indicated and their relevant internal/external counterparts. This is to ensure that during the pandemic, responsibilities and accountabilities are made clear. Other critical resources may encompass necessary equipment typically required to conduct mentioned activity to ensure its optimal operations.

Priority Activities	<i>Critical Personnel</i>	<i>Critical Internal Stakeholders</i>	<i>Critical External Stakeholders</i>	<i>Other Critical Resources</i>

ADDITIONAL RESOURCES

CONTOH BORANG MEMAKLUMKAN MENGENAI PEGAWAI / KAKITANGAN YANG MENGHIDAPI SIMPTOM

NOTIFICATION OF SUSPECTED INFECTION

Details of affected employee

Name:	Department/worksite:	Location of isolation:												
Job title:	Nationality:	NRIC / Passport no*:												
Address:														
Contact number: _____(W) _____(H) _____(M)														
Symptoms: <table><tr><td>☐ Fever</td><td>☐ Body aches</td><td>☐ Shortness of breath</td></tr><tr><td>☐ Sore throat</td><td>☐ Tiredness</td><td></td></tr><tr><td>☐ Dry cough</td><td>☐ Headache</td><td></td></tr><tr><td>☐ Runny nose</td><td>☐ Others</td><td>Details: _____</td></tr></table>			☐ Fever	☐ Body aches	☐ Shortness of breath	☐ Sore throat	☐ Tiredness		☐ Dry cough	☐ Headache		☐ Runny nose	☐ Others	Details: _____
☐ Fever	☐ Body aches	☐ Shortness of breath												
☐ Sore throat	☐ Tiredness													
☐ Dry cough	☐ Headache													
☐ Runny nose	☐ Others	Details: _____												
Date & time of fever onset:														
Date & time of isolation:														
Travel history over the last 14 days														
Countries visited:														
Flights taken:														

Details of recording employee

Name:	
Job title:	
Address:	
Contact no: _____(W) _____(H) _____(M)	
Date & time of recording:	

*Note: Information captured is used for contact tracing if required

ADDITIONAL RESOURCES

CONTOH PERANAN DAN TANGGUNGJAWAB PASUKAN TINDAKAN

ROLES	RESPONSIBILITY
Lead / Alternate	• Makes decisions on actions to be taken and assigns appropriate staff • Receives situational reports • Maintains high level view of continuity/recovery/mitigation strategy • Chair situations report meetings • Manages rotation of team members during incidents
Liason / Focal Point	• Liases with MOH/NDMC and other external teams
Logger	• Records internal and external communications • Ensures good upkeep of data and incident reports • Maintains inquiry log
Critical Activity Lead	• Advice critical strategic activities • Mitigate/recover operations of activities • Ensures recovery time objectives are met
Operations	• Supports team leader • Arrange meeting • Implements plans on the ground • Make resource requests for implementation
Logistics	• Has information on all assets • Deploy resources to operations

**BCP MERUPAKAN DOKUMEN TAMBAHAN
BERPANDUKAN KEPADA SURAT-SURAT KELILING
YANG DIKELUARKAN OLEH JABATAN PERDANA
MENTERI DAN KEMENTERIAN KESIHATAN**

BCP merupakan *live documents* dan adalah tertakluk kepada perubahan dari masa ke semasa dengan perkembangan COVID-19