



April 18, 2020

TO : **ALL UGC EMPLOYEES**

FROM : **OFFICE OF THE PRESIDENT & CEO**

SUBJECT : **GUIDELINES ON THE NEW BUSINESS NORMAL**

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We are counting the days and weeks where we can resume work operations following the lifting of Enhanced Community Quarantine in each region. However, before we even think of starting our business operations again, let me emphasize that we will no longer go back to our “old” practices on how we do things in our areas and offices. It will no longer be a “Business as Usual” but everything will be a **NEW BUSINESS NORMAL**. This is needed to protect and keep everyone safe from the Covid-19 virus because even if the ECQ is lifted, the virus is still very much around us.

These guidelines are our initial steps and we will add or improve as we go along. To align all employees on the **NEW BUSINESS NORMAL**, the following are the guidelines we will strictly implement in all locations:

### 1. **SOCIAL DISTANCING**

- We will no longer continue our traditional way of holding our flag ceremonies. We will still hold our Monday Flag Ceremonies but employees will stay in their respective offices. No converging as a group. Those who will be responsible for the actual flag raising and prayer must practice strict social distancing. Our HR team is coordinating with MIS on the use of digital technology to support online viewing of the flag ceremony program.
- **STRICT SOCIAL DISTANCING (at least 6 feet apart)** will be observed in all offices and production areas. Each functional head will identify the appropriate number of employees who must physically report following the social distancing measures. Production and operations groups can consider exploring one (1) shift schedule where regular skeletal workforce will report on a rotation basis. Support groups can explore Work from Home arrangement on a rotation basis. This will be our plan for our first week of operations. The details of the said plan will be released as soon as consultations with your functional heads are completed, and will be announced later on.
- HR will ensure **staggered break time schedules** in the canteen to ensure social distancing during break periods. Based on the allowable space in the canteen, the number of employees inside at any given time must conform to the social distancing measures. Employees are also encouraged to bring their own “baon” they can eat inside the office. Canteen personnel can also deliver packed lunch in the offices.
- Visitors, guests and Third-party contractors such as truck drivers must comply, and will not be allowed to go down their trucks while loading/unloading is being done. They should stay inside their trucks with their masks on at all times. They will no longer be allowed to loiter within the premises.

### 2. **MANDATORY HEALTH PPEs**

- Mandatory wearing of washable **FACE MASK**. **NO MASK, NO ENTRY**.
- Thermal scanning for all entering the premises, **NO EXCEPTIONS**. Those who are driving their cars or motorcycles **MUST** submit themselves to thermal scanning. Security Guards who will do the scanning will also be subjected to the procedure first.
- Customers, suppliers, visitors who do not have the required face mask, will be given upon entry at the gate. They cannot proceed to any office without wearing the face mask.
- HR/Clinic will provide each employee a **FACE SHIELD** which must be worn inside company premises. This will provide extra protection from air droplets which may carry the virus.
- Surgical gloves will be provided to employees whose job requires additional protection.
- In case of replacement for the health PPEs, employee must surrender the old unit to the company nurse in exchange for a new one.
- All Front Desk areas where orders are being placed by walk-in customers will have to be covered by plastic cover or acetate film to ensure protection.



- There will be an ISOLATION ROOM provided in all locations in cases where an employee manifests symptoms while working inside the premises.

### 3. TRAVEL RESTRICTIONS

- All official business trips and travels, both domestic and international, are restricted and have to be approved by our President and CEO for the time being.
- Local plant to plant trips (from one location to another) will be discouraged and if at all, should be minimized. The use of video conferencing must be done as a good alternative.

### 4. VIDEO CONFERENCING

- MEETINGS will be conducted ONLINE through video conferencing. Virtual meetings must be brief and quick, 30 minutes to an hour. Face-to-face meetings will be discouraged, and will only be allowed with a **maximum of five (5)** people in a room.
- Sales teams are also encouraged to maximize the use of digital technology such as hang-outs, zoom, viber, messenger in making sales calls and connecting with their customers.
- Visitors from other countries (i.e. suppliers, partners, etc.) will not be allowed for the time being. Video conferencing should be used during this time.

### 5. HEALTH AND SAFETY

- We will be installing more hand-washing stations and shower areas strategically located in the premises. This is to ensure and encourage all employees to do frequent hand-washing which is the strongest weapon against virus transmission. The shower areas are for employees who would like to do a quick clean up after their duty before going home.
- Each hand-washing station and shower area must always have a good, strong disinfectant soap at all times. Regular replenishment must be monitored.
- We will also continue the provision of alcohol, automatic sanitizing dispensers and hand sanitizers in strategic locations.
- We will strictly implement the SICK LEAVE POLICY – anyone with common colds, cough, sore throat, body malaise, or any flu-like symptoms, will NOT BE ALLOWED to report for work. If you are experiencing any of these symptoms, please make it your personal decision to CALL IN SICK, and stay home. All line leaders are expected to drive this and ensure this is being followed by everyone in the team.
- If a particular area, community or location is on lockdown due to high number of cases, employee who is residing in that area will not be allowed to report to work. Functional head to assess other possible work arrangement for the employee (i.e.: WFH, etc.).

### 6. SOCIAL GATHERINGS / EVENTS

- Employees are required to declare and disclose any personal social gatherings or family events where there are 10 people or more. Disclosure can be easily done by private messages to immediate head and HR. This is for HR to record and monitor for proper handling. We are not preventing anyone from holding any family celebration or gathering but we are holding everyone responsible to ensure strict health protocols and social distancing are being practiced at all times.

I hope you will support these new guidelines for the safety and protection of everyone and all our families. This will stay until further notice. Please keep safe and healthy.

**EDUARDO A. SAHAGUN**  
President and CEO