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1.0 OBJECTIVE

The Light Rail Transit Authority (LRTA) has established this protocol to serve as a guide or reference of the agency in addressing biological threats that could escalate into an epidemic or pandemic infectious disease as may be declared by proper authorities. Specifically, it aims to:

- 1.1 Ensure preparedness and enable the quick response of LRTA Management and its personnel against biological threats, which could spread through the LRT System, for the protection and safety of its passengers, employees and other relevant stakeholders.
- 1.2 Contain the spread of the infectious disease and mitigate the risk of transmission at the LRTA's managed and operated LRT Systems.
- 1.3 Provide continuity of the LRT Systems' operation, to the greatest extent possible.

2.0 SCOPE

This protocol covers all officials and employees of LRTA, the maintenance contractor, and other relevant stakeholders at the LRTA Line 1 (Administrative Office) and Line 2 Depot and at the Line 2 revenue line as well as in Project Management Offices. Focus is on the containment of the spread of infectious diseases such as the current COVID-19.

3.0 GUIDELINES

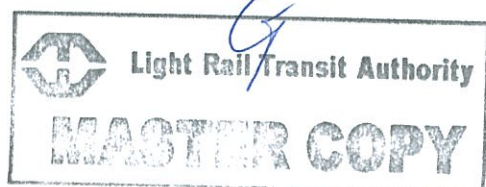
3.1 For clarity, the following terms are defined in this document as follows:


- 3.1.1 **Biological Threat** – an infectious disease with a potential to spread and cause an outbreak. Biological threats may be spread naturally, as in a worldwide flu outbreak or be released intentionally in a bioterrorism attack.¹
- 3.1.2 **Foot Bath** - A simple form of biosecurity that helps prevent the potential spread of disease. It is usually a small container such as a shallow pool, which contains a mat soaked in suitable anti-viral or anti-bacterial solutions placed in entrances of buildings, structures or facilities for washing or disinfecting footwear.
- 3.1.3 **Infectious Disease** – Illnesses caused by germs (such as bacteria and viruses)²

¹ <https://www.cdc.gov/>

² <https://www.cdc.gov/>

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3.1.4 **Isolation Tent** – An isolation facility located in designated areas within the LRTA premises or facilities for LRTA employees suspected of carrying the virus of an infectious disease such as the COVID-19. This designated separate area is at least six (6) feet away from the regular waiting areas (e.g., LRTA Lobby, etc.) in LRTA offices or at entry points. Appropriate signage or information materials like posters are posted near the isolation tent for awareness. The employee required to stay in the isolation tent is reminded to practice good respiratory and hand hygiene, and is instructed to stay inside the tent and refrained from visiting other places within the LRTA premises.

3.1.5 **EQRT** – Emergency Quick Response Team³

3.1.6 **Epidemic**- a widespread occurrence of an infectious disease in a community at a particular time

3.1.7 **Pandemic** - A global outbreak of a serious new illness that require sustained transmission throughout the world.

3.1.8 **PPE** (Personal Protective Equipment) - is a protective clothing, helmets, goggles and other garments or equipment designed to protect the wearer's body from injury or infection.

3.1.9 **PUI's** (Persons Under Investigation) – individuals with possible exposure to an infected individual and have symptoms and who are required to undergo testing in a medical facility.

3.1.10 **PUM's** (Persons Under Monitoring) - individuals with possible exposure to an infectious agent but without symptoms who are required to undergo quarantine at home.


3.1.11 **Quarantine** – a period of time depending on the incubation period of the infecting agent during which an employee or the person suspected of being infected or carrying the infectious agent is imposed to isolation in the home or medical institution to prevent the spread of disease to other persons.

3.1.12 **Shutdown** – the cessation or suspension of LRT operations, activities

3.2 PREPARATION AND LOGISTICS

3.2.1 For proper coordination and to ensure the LRTA's quick response to any biological threats, the LRTA Emergency Quick Response Team (EQRT) shall be immediately activated. The

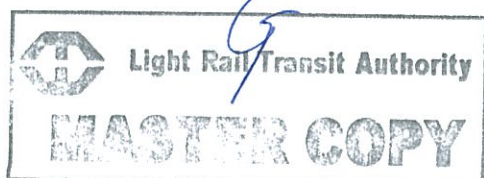
³ Special Order No. 164 Series of 2017


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LRTA Administrator shall have the option to designate an LRTA officer to act as the focal person to ensure proper coordination and quick response of the agency, and facilitate the smooth flow of communications and implementation.

- 3.2.2 The Operations Department, Fare Revenue Operations Group (FRO Group), Safety and Security Division (SSD), Administrative Department, EQRT, Medical Unit, Finance Department and other support offices/units shall collaborate in ensuring the availability of funds and other logistical requirements. The concerned LRTA offices/Teams shall be responsible for determining the materials, supplies, equipment and other requirements that are essential for a quick response to the biological threat. The GSD shall consolidate all the identified requirements and ensure their procurement in accordance with Republic Act No. 9184 and its latest Implementing Rules and Regulations (IRR).
- 3.2.3 Stockpiling by the GSD of the following materials, equipment, and supplies to enable the immediate response in an unforeseen emergency shall be carried out per existing accounting and auditing rules and regulations:
- 3.2.3.1 Thermal imaging scanners or handheld contactless thermal scanners
 - 3.2.3.2 PPE's (Personal Protective Equipment)
 - 3.2.3.3 N95 Masks or the appropriate equivalent for frontline personnel (e.g., guards, station tellers, Medical, etc.) as maybe advised by the Medical Unit.
 - 3.2.3.4 Surgical mask for office personnel
 - 3.2.3.5 Goggles for medical and QRT personnel, Guards
 - 3.2.3.6 Disposable gowns or its approved equivalent
 - 3.2.3.7 Protective coveralls (model 4570 or its approved equivalent); at least 10 units for EQRT Personnel/Medical staff
 - 3.2.3.8 Latex/rubber gloves
 - 3.2.3.9 Backpack sprayers
 - 3.2.3.10 70% alcohol and alcohol-based sanitizers
 - 3.2.3.11 Soaps
 - 3.2.3.12 Rugs
 - 3.2.3.13 Other equipment or items for immediate response that may be required by the EQRT, SSD, Operations Department and other units
- 3.2.4 In the absence of any threat, these materials/supplies and equipment shall be safely stored and secured at the LRT-2 Depot warehouse.
- 3.2.5 Training and orientation of frontline personnel, members of the EQRT, janitorial service personnel, and transport vehicle drivers in handling and responding to biological threats

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shall be conducted by the EQRT in coordination with the Human Resources Management Division (HRMD) - Training Unit and relevant agencies such as the Department of Health (DOH) and the Department of Labor and Employment-Occupational Safety and Health Center (DOLE-OSHC) at least twice a year.

- 3.2.6 In the event of an emerging epidemic or pandemic infectious disease, the Administrative Department Manager, for purposes of allocating an emergency fund for the procurement of materials in 3.2.3, subject to existing accounting and auditing rules and regulations, may be allowed a cash advance in the amount of Php 300,000.00 or the current prescribed amount and replenished per existing accounting and auditing rules and regulations.
- 3.2.7 The GSD shall form and dispatch a Disinfection/Sanitation Team. It shall ensure that all janitorial services personnel are provided with training/orientation on the proper sanitation and disinfection procedures and equipped with appropriate PPEs in the performance of their function.
- 3.2.8 The LRTA shall provide functional tools and equipment, including shuttle services for the safety and protection of all LRTA personnel, passengers, contractors, and other service providers, subject to existing policies and procedures.
- 3.2.9 To minimize contact with respiratory secretions from passengers and co-workers, functional intercoms, and other devices essential in the performance of Station Tellers' duties and functions shall be provided and installed at all the Tellers' booths. Functional intercoms may also be provided in the offices at the revenue line of the FRO Group, Train Operations Division (TOD), SSD, and Public Relations Division (PRD), as may be recommended by the Department Managers of said offices/units.
- 3.2.10 Identify and set up a single location or "Command Center" to gather members of the Management Committee (ManCom), EQRT, Task Force, and other Teams to facilitate communications, problem-solving, risk mitigation, and status reporting. The single location can be physical or virtual or some combination of the two, depending upon the situation and requirements of the LRTA. This location or site shall be properly disseminated to all LRTA officers and personnel, as well as security service and maintenance providers ensuring that access protocols for virtual sites are in place. The Knowledge Management and Information technology Division (KMITD), in collaboration with concerned support offices/units, shall ensure the availability of appropriate functional information technology equipment and facilities, and in establishing the access protocols.
- 3.2.11 The Lines 1 & 2 Engineering Department shall require the Maintenance Contractor to submit their Business Continuity Plan and response protocols to biological threats.

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3.3 BASIS OF LRTA'S RESPONSE PROTOCOL

LRTA's response protocol shall be based on the Department of Health's (DOH) activation of its Code Alert System⁴ for Emergencies, as follows:

DOH Alert Level	Code	Trigger
1	White	Suspect or case identified outside the Philippines
2	Blue	Identification of even one imported case inside the Philippines
3	Blue	WHO declaration of Public Health Emergency of International Concern (PHEIC)
4	Red – Sublevel 1	At least one documented local transmission
4	Red – Sublevel 2	Sustained community transmission beyond capacity.


3.4 PROTOCOLS AT THE REVENUE LINE

To prevent the spread of infectious diseases coming from and/or spreading to other passengers and LRTA employees, the LRTA will implement the following preventive measures along the revenue line:

3.4.1 Level I Response (No local spread of infection. Preparation and prevention phase)

- 3.4.1.1 There shall be a regular and continuing dissemination and re-echoing of DOH health advisories using official LRT-2 social media platforms, tarpaulins, audio-visual display systems located inside stations and trains that are easily **visible** and **audible** to all passengers and station personnel.
- 3.4.1.2 Regular orientation and updating of passengers on the proper preventive measures and company action plans on biological hazards shall be conducted by the HRMD-Training unit, in coordination with the medical unit, the EQRT, and the SSD.
- 3.4.1.3 Communal areas in all strategic locations and along the stations' premises easily accessible to all passengers and personnel shall be provided by the GSD with at least 70% alcohol and alcohol-based sanitizers or in their absence, any prescribed equivalent by the Medical unit or proper authorities.

⁴ DOH website

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- 3.4.1.4 Regular supply of liquid soap in all stations and comfort rooms shall be assured by the GSD.
- 3.4.1.5 Regular supply of running water in all station comfort rooms shall be assured by the Line 2 RSISD.
- 3.4.1.6 The Disinfection/Sanitation Team shall conduct disinfection/sanitation using suitable anti-viral and antibacterial solutions of all station premises, equipment, facilities and all surfaces frequently touched or exposed to the public (e.g., Handrails, elevators, escalator handrails, stairways, Ticket Vending Machines (TVM), Automated Fare Collection System (AFCS) gates, etc.) on an hourly interval.
- 3.4.1.7 The disinfection/sanitation team shall disinfect train interiors using mist sprays and wipes after each trip upon reaching the end terminals or reversing lines.
- 3.4.1.8 The GSD, in coordination with SSD and SOD, shall distribute appropriate PPE's to be worn by all personnel with direct contact with passengers (i.e., Security guards, station tellers, PR staff, medical staff, and janitorial workers).

3.4.2 Level II Response (Confirmed local spread of infection and WHO declaration of PHEIC)

- 3.4.2.1 Continue Level I response measures.
- 3.4.2.2 There shall be intensified posting of advisories using all stations and train audio-visual display mediums and tarpaulins at entry points informing the public of the LRTA policy that would be effected under this Response Level.
- 3.4.2.3 Guards manning entry points and other personnel with direct contact with passengers must wear face mask and goggles and must regularly practice hygiene and sanitation measures.
- 3.4.2.4 The GSD shall procure the necessary materials for foot bath. The SSD, in coordination with the SOD, shall place foot baths at all station entry points for mandatory stepping with footwear of all entering personnel and passengers.
- 3.4.2.5 All individuals (passengers, LRTA employees, maintenance personnel, concessionaire, and contractors) must undergo thermal scanning at all entry points. Passengers with a temperature of 37.5 °C and above shall not be allowed entry to LRT-2 stations.

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The Authority, subject to the recommendation by the Medical Unit and the SSD and approval by the Administrator and the DOTr, may impose a **No Entry policy** for passengers and personnel with a temperature of 37.5 °C and above.

3.4.3 Level III Response (Raising of DOH Red Alert Level 4 – Sublevel 1)

3.4.3.1 Continue Level 2 Response

3.4.3.2 Activation of LRTA EQRT

3.4.3.3 The **No Mask – No Entry Policy** shall be imposed to all passengers and personnel of the maintenance contractors, concessionaires, and other LRTA contractors at all times while inside the trains and station premises,

3.4.3.4 The **No Entry Policy** shall also be imposed upon the visual determination by the security personnel, and if obviously noted during the inspection that passengers and personnel of the maintenance contractors, concessionaires, and other LRTA contractors *exhibit active symptoms of the disease* (i.e., colds, cough),

3.4.3.5 LRTA employees who are assigned at the revenue line and exhibit active symptoms of the disease (i.e., colds, cough), upon the visual determination by the security personnel, and if obviously noted during the inspection, shall be required to stay in the isolation room (breastfeeding room) for proper disposition by the LRTA Medical Team or EQRT.

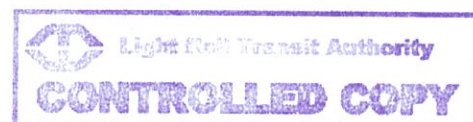
3.4.3.6 All passengers and personnel of LRTA, maintenance contractor, other LRTA contractors, and the concessionaire shall be required to disinfect their hands upon entry to stations. The SSD shall assign a dedicated security personnel at the inspection area to ensure compliance to mandatory passenger hand sanitation.


3.4.3.7 All passengers and personnel of LRTA, maintenance contractor, other LRTA contractors, and the concessionaire shall be required to wear masks at all times while inside the trains and station premises.

3.4.3.8 The PRD, TOD, and SOD shall coordinate to implement a public information campaign to disseminate these guidelines.

3.4.4 Level IV Response (Raising of DOH Red Alert Level 4 – Sublevel 2)

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3.4.4.1 Continue Level 3 Response

3.4.4.2 **MANDATORY** wearing of masks for ALL PASSENGERS, LRTA EMPLOYEES, CONTRACTORS AND CONCESSIONAIRES AT ALL TIMES. **NO MASK - NO ENTRY** policy shall be implemented.

3.4.4.3 All passengers, personnel of the maintenance contractor, concessionaire and other LRTA contractors exhibiting symptoms of the disease (i.e. colds, cough), upon visual determination by security personnel, shall be denied entry to stations.

3.4.4.4 The SOD and SSD shall enforce crowd control procedures to implement social distancing of passengers while inside the trains and station premises. The PRD, SOD and TOD shall coordinate in order to come up with a massive public information campaign to implement the social distancing.

3.4.4.5 All core process owners (Operations and Engineering Departments and their corresponding divisions) and critical support process owners (SSD, FROG, PRD, HRMD) shall activate their respective Business Continuity Plan in case of mass absenteeism, work suspension, and a declaration to operate the LRT 2 System as strategic facility. Said offices must be ready of their rotational skeletal work force to man essential offices.

3.4.4.6 The EQRT, Disinfection/Sanitation Team, and medical personnel on shifting duty shall be on standby with complete PPE's (Protective coveralls, mask, goggles and gloves) ready to respond to handle infected patients and to disinfect areas of contact.

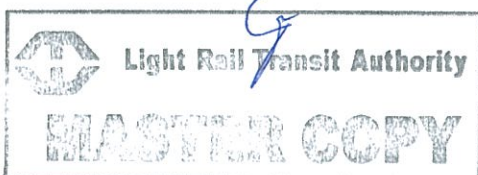
3.4.4.7 Upon the directive of the Office of the President and/or advice of the Department of Transportation (DOTr) and the DOH, the Authority shall be prepared for eventual shutdown of operations.


3.4.5 Level V Response (Declaration of end of epidemic by DOH/Recovery phase)

3.4.5.1 Return to Level IV response with scaling down of preventive measures until return to normalcy.

3.4.5.2 Activation of Business Recovery Plan.

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3.5 RESPONSE PROTOCOL AT THE LRT-2 DEPOT AND FOR LINE PERSONNEL

3.5.1 Level I Response (No local spread of infection, Preparation and Prevention phase)

- 3.5.1.1 The medical unit shall conduct regular and continuing information dissemination and posting of proper hygiene practices in all offices.
- 3.5.1.2 Regular and continuing dissemination and re-echoing of DOH health advisories using internal communication channels such as telegram, viber groups, govmail, as well as bulletin boards located within the depot.
- 3.5.1.3 The HRMD-Training unit, in coordination with the Medical unit, shall conduct regular orientation and updating of employees on the proper preventive measures and company action plans on biological hazards.
- 3.5.1.4 The General Services Division (GSD) shall conduct the orientation of all janitorial services personnel on the proper sanitation and disinfection procedures of frequently touched and used office equipment and furniture such as the following:
 - 3.5.1.4.1 Door knobs
 - 3.5.1.4.2 Light switches
 - 3.5.1.4.3 Common table and cabinet surfaces
 - 3.5.1.4.4 Telephones
 - 3.5.1.4.5 Water dispensers
 - 3.5.1.4.6 Arm chairs
 - 3.5.1.4.7 Refrigerator handle
 - 3.5.1.4.8 ACU Remote Control
 - 3.5.1.4.9 Toilet bowl seat
 - 3.5.1.4.10 Toilet faucet
 - 3.5.1.4.11 Toilet sink
 - 3.5.1.4.12 Photocopying machine
 - 3.5.1.4.13 Biometric attendance devices
 - 3.5.1.4.14 Other areas, surfaces, tools, and equipment that may be identified by the different internal offices based on their prepared checklist
- 3.5.1.5 The GSD shall ensure the supply and provision of at least 70% alcohol and alcohol-based sanitizers or in their absence, the appropriate equivalent as may be prescribed by the Medical unit, in communal areas and all strategic locations at the LRT depot premises and along the revenue line offices, easily accessible to all LRTA personnel and guests.

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- 3.5.1.6 The GSD shall ensure the regular supply of liquid soap in all depot comfort rooms.
- 3.5.1.7 The Line 2 RSISD shall ensure the regular supply of running water in all depot comfort rooms.
- 3.5.1.8 Wearing of mask is optional within offices.
- 3.5.1.9 Employees are encouraged to maintain sanitation and disinfection practices within their immediate work environment (e.g., Tables, chairs, personal computers, etc.).
- 3.5.1.10 The maintenance contractor is advised to activate its response protocols corresponding to the alert level.

3.5.2 Level II Response (Confirmed local spread of infection and WHO declaration of PHEIC)

- 3.5.2.1 Continue level 1 practices and measures.
- 3.5.2.2 Entry to the depot shall be controlled and limited to Gates 1 and 2. Before entry is allowed at the gate level, security personnel shall conduct mandatory checking of temperatures using thermal scanners to all LRTA employees, maintenance contractor personnel, guests, and vehicle occupants. Individuals with temperature of 37.5 °C and above shall not be allowed entry to the Line 2 depot and shall be advised to seek medical help from the nearest local government medical center or hospital.
- 3.5.2.3 All officers and employees with fever and respiratory and other COVID-related symptoms shall go on **medical leave** and shall submit a medical certificate prior to return for duty. Advisory to this effect shall be issued by the Administrative Department-HRMD.
- 3.5.2.4 Janitorial services shall conduct regular sanitation and disinfection measures in all communal areas and frequently touched surfaces enumerated under 3.5.1.4.
- 3.5.2.5 Rotational skeletal work force and work from home may be considered per Department as deemed fit by Management.
- 3.5.2.6 Mass gatherings such as flag ceremony, Catholic masses, seminars, and sporting events shall be highly discouraged. Advisories shall be disseminated to all offices.

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3.5.3 LEVEL III Response (Raising of DOH Red Alert Level 4 – Sublevel 1)

3.5.3.1 Continue level 2 practices and measures

3.5.3.2 The Security personnel on duty shall conduct mandatory checking of temperatures of all LRTA employees, guests, and vehicle occupants before they are allowed entry at gate level.

The Head of the security personnel, in the presence of a Civil Security Officer, shall conduct thermal scanning of all security personnel prior to their deployment. A security personnel with temperature of 37.5 °C and above shall be advised to seek medical help from the nearest local government medical center or hospital.

3.5.3.3 LRTA Employees with temperature of 37.5 °C and above shall not be allowed entry to the LRT-2 Depot. To be allowed entry, employees exhibiting symptoms of the disease, (i.e., colds, cough) upon the visual determination by security personnel, shall be required to **present a medical certificate** as required under 3.5.2.3.

3.5.3.4 The **No Entry** policy shall be imposed on maintenance personnel, contractors, and guests exhibiting active symptoms of the disease (i.e., colds, cough), upon visual determination, and if obviously noted by security personnel during inspection.

3.5.3.5 Limitation of individual movements, if possible, to assigned areas of work only.

3.5.3.6 More intensive and frequent disinfection of communal areas, and frequently touched surfaces by the janitorial services shall be conducted.

3.5.4 Level IV Response (Declaration of Epidemic by DOH)


3.5.4.1 Continue level 3 practices and measures

3.5.4.2 The GSD shall initiate mandatory disinfection of all offices at the LRTA Depot and at the revenue line.

3.5.4.3 The **No Mask - No Entry Policy** shall be mandatory.

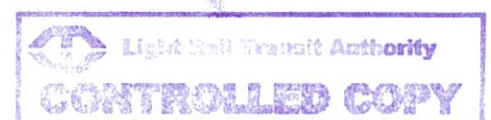
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- 3.5.4.4 LRTA employees exhibiting active symptoms of the disease (i.e., colds, cough), upon visual determination and if obviously noted by security personnel during inspection, shall be required to proceed to the designated isolation tent for the proper disposition by the Medical Team or EQRT. All attending duty officers/personnel must observe the necessary safety/precautionary protocols during the process.
- 3.5.4.5 Entry of all maintenance personnel, contractors, and guests exhibiting active symptoms of the disease (i.e. colds, cough), upon visual determination and if obviously noted by security personnel during inspection, shall not be allowed.
- 3.5.4.6 If a symptomatic non-LRTA personnel, is already inside the LRTA premises, any attending LRTA officers/employee or security personnel may report the symptomatic person to the medical clinic for proper evaluation and disposition. All attending duty officers/personnel must observe the necessary safety/precautionary protocols during the process.
- 3.5.4.7 Mandatory implementation of social distancing at the workplace shall be observed at all times. Face-to-face meetings shall be highly discouraged. Unavoidable face-to-face meetings should be short and must be held in a large meeting room with attendees seated at least three (3) feet or one (1) meter apart.
- 3.5.4.8 A special isolation tent containing a table, three (3) chairs, a folding bed, and an electric fan shall be set up by the SSD and EQRT for LRTA employees.
- 3.5.4.9 Implement or recommend shutdown of operations based on directives of national authorities and/or advisories by the DOTr and the DOH.
- 3.5.4.10 Assignment of rotational skeletal workforce to man essential offices only.
- 3.5.4.11 Await further advice or directive from higher authorities such as the Office of the President, DOTr, DOH, Inter-agency Task Force, etc.
- 3.5.5 Level V Response** (Declaration of End of Epidemic or Pandemic by DOH/WHO/Recovery Phase)
- 3.5.5.1 Return to Level IV response with scaling down of preventive measures until return to normalcy.

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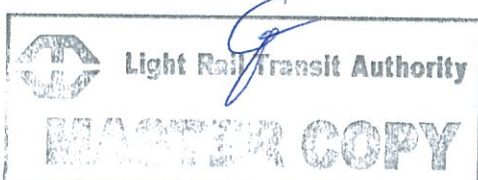



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3.5.6 Special Response for Employees Showing Symptoms of Infectious Disease

- 3.5.6.1 A personnel, who develops a fever or showing respiratory symptoms (cough or cold sore throat), must be immediately identified by their respective office supervisor and reported to the Medical unit for assessment.
- 3.5.6.2 A suspected infected employee must be required to wear mask and shall be brought on wheelchair by a medical personnel or EQRT personnel to the isolation tent within the Depot. The Medical personnel or EQRT personnel must ensure that they are in complete PPE.
- 3.5.6.3 The Medical personnel on duty shall assess the medical status of the employee suspected to be infected with the disease. If assessment is negative for suspected infection, the employee may be sent home to rest with prescribed medications. If assessment for infection is positive, the employee is immediately transported to a medical facility via LRTA designated emergency transport vehicle with trained driver. Prior coordination with the receiving facility must be done by the Medical Unit.
- 3.5.6.4 All personnel in contact within 2-3 meters of the suspected employee must be identified by their respective office managers as PUMs (Persons Under Monitoring) and will be advised to go on 14 days home quarantine or until confirmatory test for the suspected infected employee turns out negative. If confirmatory test turns out positive for the infection, all previously classified as PUM's will now be considered as PUI's (Persons Under Investigation) when symptoms develop, and will be advised hospital confinement.
- 3.5.6.5 Disinfection process of all suspected places of contact shall be done intensively by the Disinfection Team personnel wearing complete PPEs. Proper removal and disposal of all worn PPEs, with disinfection and sanitation of re-usable items, must be ensured.
- 3.5.6.6 The Medical Unit shall regularly monitor the status of the confined employee and that of PUM's and PUI's, and shall provide regular update to the Administrative Department Manager.
- 3.5.6.7 Upon the recommendation of the Administrative Department Manager, in consultation with the concerned Department Manager of the affected office/unit, rotational skeletal workforce for the affected offices or the entire affected area shall be implemented.

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		Date of Effectivity:	29 JUL 2020

4.0 OTHER DETAILS

- 4.1 All concerned offices shall ensure the proper monitoring and documentation of all activities in accordance with the relevant policies and procedures under the Quality Management System.
- 4.2 The foregoing protocols shall be regularly updated by the process owner in accordance with the Control of Documented Information Procedure to ensure their relevance and alignment with advisories and implementing guidelines by the proper authorities.

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