

 <p>GUAM WATERWORKS AUTHORITY</p>	STANDARD OPERATING PROCEDURE	No.	SOP-1300-SAF-001
	Workplace Safety Specific to COVID-19	Effective Date	November 18,2020
		Final Approver	 Miguel C. Boddallo, P.E. General Manager
		Revision Letter	A

1.0 Purpose

To establish guidelines for the prevention and control of infection in all Guam Waterworks Authority (GWA) facilities during the threat of Coronavirus Disease 2019 (COVID-19) on the island of Guam.

2.0 Scope

This SOP applies to all GWA employees and visitors that need access to any/all GWA facilities while there is a threat of COVID-19 in Guam and until further notice.

3.0 Policy

Pursuant to Executive Orders 2020-14 through 2020-36, and any subsequent Executive Orders signed and issued by Governor Lou Guerrero declaring a Pandemic Condition of Readiness (PCOR) below PCOR-4 in Guam, it shall be GWA policy to conduct operations in a controlled environment to secure the safety of both its employees and customers from the threat of COVID-19.

GWA shall utilize and adhere to guidance and recommended procedures from the Centers for Disease Control and Prevention (CDC), Department of Public Health and Social Services (DPHSS) and Occupational Safety and Health Administration (OSHA) in order to minimize health risks and help ensure the safety of all, due to the pandemic.

Dependent on what PCOR level Guam is in (PCOR4, PCOR3, PCOR2 or PCOR1), GWA Management will provide guidance as to its employees' work status and procedures.

4.0 Definitions

- 4.1. **Safety Incident Officer (SIO):** Person assigned to keep a log to record information on employees/visitors who exhibit flu-like symptoms and/or whose temperature exceed 100.4°F / 38°C, to facilitate contact tracing should the individual test positive for COVID-19.
- 4.2. **Front-of-the-Line Group:** Composed of the manamko (55 years old and above), veterans and persons with disabilities.
- 4.3. **GWA Facilities:** Three main offices (Upper Tumon, Fadian and Julale), as well as warehouses, division offices and operational water/wastewater facilities as shown in **Attachment 1**.
- 4.4. **Health Screening:** Checking a person for symptoms relating to COVID-19 by asking a series of questions and by taking a person's body temperature.

- 4.5. **Touchpoint:** Communal objects or surfaces frequently touched by anyone, e.g., writing tools, clipboards, tables, chairs, doorknobs, entrance bars, handrails, phones, countertops, copiers, printers, desks and official vehicles.
- 4.6. **Visitors:** Persons who are not GWA employees, such as Board members, customers, contractors, vendors and other persons that need to access GWA facilities while there is a threat of COVID-19 in Guam.
- 4.7. **Remote Meeting:** A remote meeting, also known as a virtual meeting, occurs when a group of people, who are dispersed across different locations in Guam, use video, internet and audio to connect online. Remote meetings can be used to connect with vendors, GWA employees, or customers are located in different places outside GWA office or facilities.

5.0 Roles and Responsibilities

5.1.	General Manager	Generally, supervise the implementation of this SOP.
5.2.	Assistant General Manager- Compliance and Safety (AGM- C&S)	Oversee development, revision and implementation of this SOP as the Policy Owner and ensure that appropriate resources are available to each division. Monitor changes in the guidelines set by DPHSS, CDC, OSHA, AWWA and Government of Guam in relation to COVID-19 and adopt provisions that are applicable to GWA.
5.3.	Assistant General Managers (AGMs) Chief Financial Officer Chief Engineer	Enforce the guidelines and procedures set forth in this SOP for their respective divisions and communicate any recommendations to the AGM-C&S for proper execution of this SOP.
5.4.	Managers and Supervisors	Ensure that employees are informed of the guidelines and procedures stated in this SOP. Ensure visitors are informed of the guidelines and procedures applicable to them. Make necessary adjustments at workplace or workstation to ensure full compliance of this SOP and associated 3 rd party (CDC, DPHSS, OSHA) guidance documents and procedures.
5.5.	Human Resources Administrator	Ensure training is provided by Training and Development Manager to all supervisors and employees regarding social distancing and other important guidelines stated in this SOP in conjunction with the Safety Division.

5.6.	Safety Inspector Supervisor and Safety Division	<p>Monitor and ensure compliance with this SOP and associated 3rd party (CDC, DPHSS, OSHA) guidance documents and procedures within GWA.</p> <p>Oversee and guide compliance with this SOP and report to AGM-C&S any safety-related issues arising from this SOP.</p>
5.7.	Employees and Visitors	<p>Strictly abide by the contents of this SOP and conduct their activities accordingly. When confronted by a situation not covered by this SOP or requiring clarification, clarify with the respective manager, supervisor or the Safety Division.</p>

6.0 Procedure Description

6.1. **GENERAL GUIDELINES:** All GWA employees and visitors accessing GWA facilities must observe the following rules:

6.1.1. **Health Requirement:** Any employee and visitor feeling sick or exhibiting flu-like symptoms (*i.e.*, cough, shortness of breath or difficulty breathing, fever, chills, muscle pain, sore throat and loss of taste or smell) will not be allowed to enter a GWA facility.

When an employee is identified with symptoms of COVID-19, the *Standard Operating Guidance for Possible Employee Infection Actions* shown in **Attachment 2** must be followed.

6.1.2. **Health Screening:** All employees and visitors will undergo health screening and temperature check as they enter a GWA facility. Those who are exhibiting flu-like symptoms and/or whose temperature exceeds 100.4°F / 38°C will not be allowed entry in a GWA facility and will be sent home.

The SIO will maintain a log to record this information in order to facilitate contact tracing should an employee or visitor test positive for COVID-19.

The person in charge of screening temperature should sanitize his/her hands and equipment if any contact occurs with a person screened.

6.1.3. **Entrance to GWA Facilities:** All employees and visitors must wash their hands or use a hand sanitizer (with at least 60% alcohol) at the designated areas placed at every entrance door before entering the building. Those with allergies to hand sanitizers can wear nitrile or latex gloves and sanitize the gloves while protecting their skin. Handwashing before wearing gloves is recommended.

6.1.4. **Face Covering/Mask:** All employees and visitors must wear face coverings or face masks before entering a GWA facility and must keep them on while inside the GWA facility.

All employees are required to wear face coverings/mask while working in common areas (including shared vehicles), while working on common equipment or tools and while working with the public or with other employees.

6.1.5. **Respiratory Etiquette:** Cover coughs and sneezes with a tissue, or cough and sneeze into upper sleeves if tissue is not available. All employees and visitors should wash their hands or use a hand sanitizer after coughing, sneezing, or blowing their noses.

6.1.6. **Social Distancing (6ft Distance Rule):** All employees and visitors must keep at least 6 feet distance from each other.

All employees should minimize social interaction at work and maintain a 6 feet distance from other employees at all times.

6.1.7. **Routine Cleaning:** For the Upper Tumon facility, there will be cleaning and disinfection of communal areas and touchpoints by an authorized sanitation worker during open hours. For the Fadian and Julale facilities, GPA is responsible for such cleaning and disinfection, and has established rules and procedures for these activities.

All employees should likewise regularly clean and sanitize their own work stations, vehicles and other high-contact surfaces frequently.

6.1.8. **GWA Facility Safety Measures Poster:** GWA Facility Safety Measures Poster as shown in **Attachment 3** must be posted in all GWA divisions/facilities by the designated manager or supervisor to remind employees and visitors of the important procedures to be followed during this time. Other similar posters distributed by GWA Safety should also be prominently displayed.

Posters will be replaced/updated as necessitated by changes in CDC or DPHSS guidance.

6.2. **SPECIFIC GUIDELINES FOR GWA EMPLOYEES:** In addition to the general guidelines discussed above, GWA employees must follow these specific guidelines:

6.2.1. **Stay at Home:** Any employee who is sick or feeling sick or is well but caring for a sick family member at home with COVID-19, must notify their supervisor and stay home to prevent the spread of COVID-19 at work.

6.2.1.1. Supervisors should report each instance of a sick employee to the SIO. Time and dates will be recorded, along with information on who the employee worked with, official vehicle assigned, etc., to facilitate contact tracing efforts should the employee test positive for COVID-19.

6.2.1.2. Employees who are well but have to care for a sick family member at home with COVID-19 should notify their supervisor and follow CDC recommended precautions.

- 6.2.1.3. Employees should not return to work until a clearance (verifying that the employee is healthy and able to work) from a healthcare provider is obtained and presented to the Safety Office. The SIO shall review and validate employee's clearance. A copy of the clearance reviewed and validated by the Safety Office must be provided to their supervisor prior to the employees returning to work. This requirement also applies when a GWA employee has been caring for someone who is/has been ill with SARS CoV-2.
- 6.2.1.4. In case of confirmed COVID-19 positive test result in the workplace or possible exposure to an individual with COVID-19 infection, follow the guidelines provided in **Attachment 4**.
- 6.2.1.5. See *SOP-1200-HR-002, "Families First Corona Virus Response Act – Emergency Paid Sick Leave and Emergency Family and Medical Leave Expansion Act"* on matters relating to employees' leave.

6.2.2. Personal Protective Equipment (PPE):

Employees must be provided PPE to mitigate the risk of being infected with COVID-19. The PPE issued to employees may vary based on the nature of the work performed. Examples of PPE include masks, gloves, face shields, and/or respirators.

- 6.2.3. Hygiene:** Frequent handwashing is encouraged for all GWA employees. If handwashing is not possible, employees should sanitize by using a hand sanitizer of at least 60% alcohol.

Employees should refrain from using another's phone, desk, or other work tools and equipment. Please limit use of communal equipment/areas, such as copiers and restrooms. Where shared tools and equipment must be used, employees will be provided proper materials and supplies and must sanitize between each use.

- 6.2.4. Workspace Modification:** In addition to keeping at least 6 feet distance from each other, managers or supervisors shall implement and enforce social distancing policies specific to the unique needs of a particular work site, whether working in offices, treatment plants, a vehicle or in the field. The following measures shall be considered:

- 6.2.4.1.1. Display markings or signs to remind employees to maintain social distancing.
- 6.2.4.1.2. Separate desks and workstations to keep at least 6 feet distance from each other.
- 6.2.4.1.3. Place an impervious barrier between employees, if 6 feet distance rule is not practicable.
- 6.2.4.1.4. Ensure seating in all waiting areas meet social distancing requirements.

- 6.2.5. **Staggered Breaks:** Managers or Supervisors should make a staggered lunch or 15-minute break schedule (to include smoking breaks) to ease congestion inside the breakroom or in designated smoking areas. Employees eating in a breakroom must still follow the 6 feet distance rule. Eating at employee's desk or workstation is permitted, but its cleanliness must be maintained by employees.
- 6.2.6. **Smoking Areas:** There will be designated areas for smoking cigarettes/e-cigarettes; however, employees must not congregate and shall follow the 6 feet distance rule.
- 6.2.7. **Remote Meeting:** All meetings should be held remotely using video-conferencing or tele-conferencing applications unless it is necessary to meet in person. Face to face meetings should follow social distancing protocols and avoid scheduling immediately before or after another meeting in the same room.

The second-floor conference room at Upper Tumon and Procurement Conference Room at the first floor of the Fadian Building are designated for scheduled in-person meetings with customers and vendors. Proper coordination with GWA and GPA Safety Departments should be made prior to scheduling a meeting to make sure that only a limited number of meetings will be held at the same time in consonance to the 6 feet distance rule.

- 6.2.8. **Employee Training:** Supervisors and employees shall complete online training regarding social distancing and other important guidelines stated in this SOP. The Human Resources Division is responsible for managing this training session headed by the Training and Development Manager in conjunction with the Safety Division.
- 6.2.9. **Communication:** Employees shall be given regular updates on the measures GWA is taking to ensure a safe working environment and GWA expectations of employees' responsibilities by their immediate supervisors. Additional communication shall occur through regular email updates and memorandum. Employee questions or concerns can be sent to their immediate supervisors or managers, AGMs, CFO, and Chief Engineer or directly to the General Manager (cc: GM's MA and Admin. Asst.).

Whenever possible, one-to-one communication with GWA customers should be done through telephone, emails, remote meetings. Mass communication to customers shall be through mainstream media, text alerts, phone calls, email blasts, and GWA social media pages.

- 6.2.10. **Compliance:** All employees are required to comply with this SOP and associated 3rd party (CDC, DPHSS, OSHA) guidance documents and procedures. Employees who fail to comply may be subject to appropriate progressive disciplinary action in accordance with GWA Personnel Rules and Regulations and its Code of Conduct.

6.3. SPECIFIC GUIDELINES FOR GWA SAFETY DIVISION: GWA Safety Division shall follow these specific guidelines:

- 6.3.1. Assign and monitor personnel who will assist in the traffic flow for the drive-thru area of the Upper Tumon Office.

- 6.3.2. Assign and monitor personnel who will assist in the queue of customers outside the Upper Tumon lobby, waiting to be served by a customer service representative.
 - 6.3.3. Assign and monitor personnel who will conduct health screening at the various GWA controlled sites.
 - 6.3.4. Assign and monitor personnel who will make/revamp/replace/update the 6 feet markings needed to guide customers in queue outside GWA building.
 - 6.3.5. Provide sanitizing materials to all divisions and PPE to employees whose nature of work requires it.
 - 6.3.6. Ensure the sufficiency of supply of sanitizing materials and PPE to meet the demands of the authority.
 - 6.3.7. Ensure that the contents of this SOP are known and explained to employees.
- 6.4. **SPECIFIC PROCEDURES FOR GWA’S THREE MAIN OFFICES:** GWA should handle customers’ concerns and payments through its website or phone and limit in-person interaction. In cases where personal meeting is necessary, GWA is responsible to make sure that the following guidelines and procedures are observed in each of the three main offices:
- 6.4.1. **Upper Tumon:** Procedures for the Upper Tumon Office are discussed in **Attachment 5**.
 - 6.4.2. **Fadian:** Procedures for the Fadian Office are discussed in **Attachment 6**.
 - 6.4.3. **Julale:** Procedures for the Julale Office are discussed see **Attachment 7**.
 - 6.4.4. In all those facilities, temperature checks for employees and visitors should be recorded and submitted to safety office daily
- 6.5. **SPECIFIC PROCEDURES FOR GWA DEPARTMENTAL WORK AREAS AND ALL OTHER FACILITIES:** Employees should follow all procedures as applicable to their work area, whether at one of the main offices, warehouses, operational facilities or out in the field.

7.0 Document Approvals

Role	Position	Name of Approver	Approval Signature	Date Approved
Author	Management Analyst I	Elgine E. Alfonso	Approval on File	09.25.20
Policy Owner	Assistant General Manager - Compliance & Safety (AGM-C&S)	Paul Kemp	Approval on File	
Final Approver	General Manager	Miguel C. Bordallo, P.E.	Page 1	

8.0 Records of Revisions

All suggestions for improvement shall be directed to the Policy Owner indicated below. The Policy Owner will consider input received, develop recommendations on how to address the suggestions, and obtain authorization to make the recommended changes. Updates, revisions, corrections and waivers to this SOP shall be made in writing and be approved by the GM.

- 8.1. Policy Owner: Assistant General Manager - Compliance & Safety
- 8.2. Authorization: General Manager

Effective Date	Revision Letter	Document Author	Description of Change
	A	Elgine E. Alfonso	Initial Release of Policy/Procedure

9.0 References

- 9.1. "Guidance on Preparing Workplaces for COVID-19" issued by Occupational Safety and Health Administration.
- 9.2. Interim Guidance for Businesses and Employers Responding to Coronavirus Disease 2019 (COVID-19), May 2020 issued by Center for Disease Control and Prevention.
- 9.3. GWA Memorandum dated May 14, 2020, "Procedures for Upper Tumon Customer Service Facility."
- 9.4. GPA Memorandum dated May 13, 2020, "Further Guidance on the Reopening of Fadian Main Office, Effective Thursday, May 14, 2020."
- 9.5. GPA AP-069 Supplemental dated May 14, 2020, "Operational Requirements for Pandemic Condition of Readiness 2."
- 9.6. Guidance for Cleaning and Disinfecting Public Spaces, Workplaces, Businesses, Schools, and Homes issued by Center for Disease Control and Prevention.

Attachment 1: List of GWA Facilities



Gloria B. Nelson Public Service Building
Fadian Road, Mangilao, Guam 96913

List of Manned GWA Facilities

Fadian – shared with GPA

Julale – shared with GPA

Upper Tumon:

- Customer Service Center
- Laboratory
- Warehouse
- FMES
- Meter Test Facility

Northern District WW treatment Plant (to include the Northern collection office and COU office)

Deep Well Office

Hagatna WW Treatment Plant (to include the Central collection office)

Hagatna WW Maintenance Facility

Hagatna Springs Office (Disinfection)

Agat Santa Rita WW treatment plant

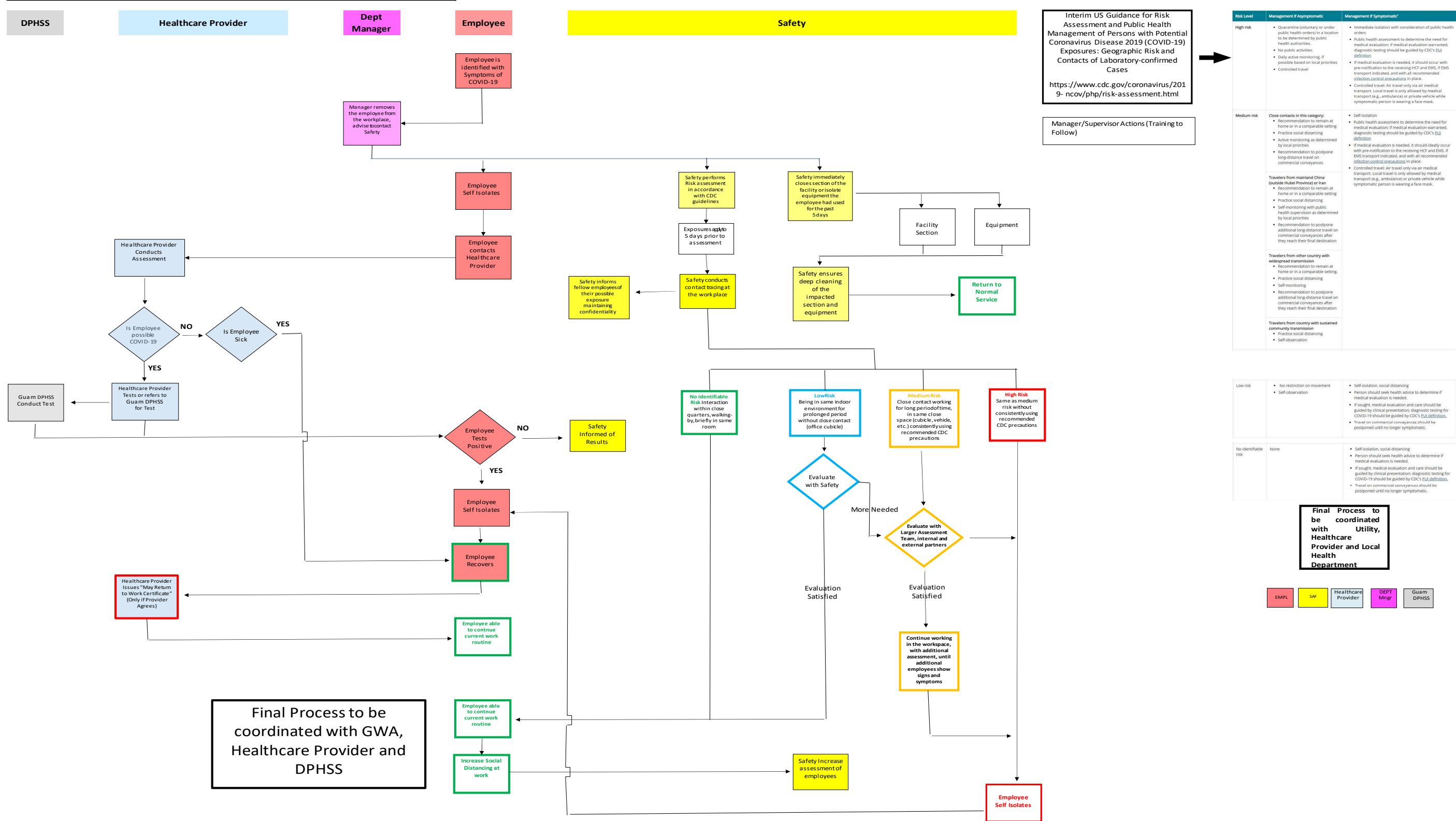
Umatac WW treatment Plant (to include the Southern collection office)

UGUM Water treatment

Yona Water Maintenance

Attachment 2: Flow Chart for Possible Employee Infection Actions Standard Operating Guidance¹

Possible Employee Infection Actions- GWA Standard Operating Guidance



¹ SOP-1300-SAF-001, "Workplace Safety Specific to COVID-19"

Attachment 3: GWA Facility Safety Measures Poster



The poster features a light blue header with a wavy line logo and the text 'GUAM WATERWORKS AUTHORITY'. Below this, the main message 'THANK YOU FOR YOUR COOPERATION!' is written in large, bold, blue letters, followed by 'PLEASE HELP KEEP EVERYONE SAFE BY FOLLOWING OUR FACILITY SAFETY MEASURES.' in bold black letters. The lower half of the poster is a dark blue section containing four safety measures, each with an icon and a text block. The measures are: 'FEELING SICK?' with an icon of a man coughing (crossed out with a red circle and slash), 'PROTECTIVE COVERING' with an icon of a man wearing a white face mask, 'SOCIAL DISTANCING' with an icon of a man wearing a white face mask and another icon of a man wearing a white face mask, and 'PREVENT THE SPREAD' with an icon of hands being washed under a faucet.

GUAM WATERWORKS AUTHORITY

THANK YOU FOR YOUR COOPERATION!

PLEASE HELP KEEP EVERYONE SAFE BY FOLLOWING OUR FACILITY SAFETY MEASURES.

FEELING SICK?
If you are experiencing symptoms of fever, cough or shortness of breath, we kindly ask that you **NOT ENTER** the premises due to the risk of spreading illness to others.

PROTECTIVE COVERING
Protective mask or face covering required for entry to facility.

SOCIAL DISTANCING
Please maintain at least **6 feet of distance** between you and others at all times.

PREVENT THE SPREAD
Please wash your hands with soap and water for 20 seconds before entering facility.

Attachment 4: Guidelines in Case a GWA Employee Tested Positive for COVID-19 or Possibly Exposed to an Individual with COVID-19 Infection

A Confirmed COVID-19 Positive Test Result in the Workplace

- Personnel with a confirmed COVID-19 Positive Test Result (the “Affected Employee”) shall remain in isolation and quarantine away from the workplace. The Safety Office and Management must be informed immediately.
- If the employee has symptoms and has not been tested, please have them contact their medical provider or Department of Public Health and Social Services (DPHSS) for advice.
- There is no requirement for employers to notify either the CDC or any DPHSS to inform them of the positive diagnosis of an employee. The healthcare provider which receives the confirmation of a positive test result is the mandatory reporter who will handle that responsibility.
- Safety Office provides the Affected Employee with information on sick leave and other applicable benefits. This should include benefits both on the federal level, such as the leave available for COVID-19 related absences under the Families First Coronavirus Response Act (FFCRA), such as GPWA’s policy AP-091. Determine what benefits are available for employees in advance, so you have the information ready to provide to an Affected Employee. Or you may reach out to GWA HR for assistance.
- The supervisor or employee’s timekeeper ensures the Affected Employee has a point of contact with whom they should communicate any updates and developments, usually their supervisor and or the Safety Office.
- Clean and disinfect the Affected Employee’s workspace thoroughly as soon as possible. This should be done by a contracted “Deep Cleaning” vendor. The Safety Office will assist on this matter.
- Ask the Affected Employee to provide a list of employees or other business-related third parties with whom the Affected Employee came in to “close contact” over the previous 14 days. The CDC defines “close contact” as being within approximately 6 feet of someone with COVID-19 for a 15-minute period of time, or having direct contact with infectious secretions from someone with a COVID-19 case (e.g., being coughed on).
- Send home any individuals who came into close contact with the Affected Employee, and advise them to self-quarantine for a 14-day period
- If you believe the Affected Employee may have contracted the virus at work, please inform the Safety Office to review and comply with relevant OSHA recording obligations.

If an employee self-reports potential exposure to COVID-19, treat this as a presumptive COVID-19 exposure. Direct the employee to self-quarantine in which case follow the steps described previously. The supervisor, or safety officer or an appropriate ACM (with notification to GWA safety office) assess any co-workers or third parties they were in potential close contact with. Remember, even in a potential exposure instance, confidentiality rules apply. When communicating potential exposure to other employees or third parties, do not reveal the identity of the potentially exposed employee.

Attachment 4: Guidelines in Case a GWA Employee Tested Positive for COVID-19 or Possibly Exposed to an Individual with COVID-19 Infection (Cont.)

An Employee Comes to Work Sick

- Employees are encouraged to stay home if they are feeling ill.
- If the employee is on the job site and describes having any of the CDC's listed symptoms of COVID-19 (e.g., cough, fever, difficulty breathing, exhaustion), the employee should be sent home and encouraged to contact their healthcare provider immediately to seek advice.
- If the employee is sent home with possible COVID-19 symptoms, proceed to follow the steps outlined in the prior section (direct them to self-quarantine, assess if they had close contact with others, advise them of applicable leave benefits, and so forth).

An Employee with Possible Exposure to an Individual with COVID-19 Infection

- Employees who are household contacts of a confirmed COVID-19 case and do not become ill must stay home and self-isolate for seven (7) days after isolation has been discontinued for the ill household member.
- With the exception of employees working in healthcare operations or facilities, employees who have had close contact with a confirmed COVID-19 case in a non-household setting must stay at home and self-isolate for fourteen (14) days after their last contact with the case even if they do not develop symptoms. Close contact is defined as:
 - Being within approximately six (6) feet of a COVID-19 case for a prolonged period of time (more than ten minutes)
 - Having direct contact with infectious secretions of a COVID-19 case (e.g., being coughed on)
- Employees who were in the same indoor environment with a COVID-19 case, but not meeting the criteria for a close contact (i.e., being in the same room but more than six (6) feet away from the case) should self-monitor for symptoms for fourteen (14) days after their last contact with the case and isolate if symptoms develop.
- Employees who have had contact with someone who has been exposed to a COVID-19 case or possible case are not directed to isolate unless that person develops symptoms or is diagnosed with COVID-19.

A Teleworking Employee Reports Sickness

- Importantly, if an employer learns of the presumptive or positive diagnosis of an employee when the entire workplace has been teleworking for 14 or more days, other employees and third parties should not be informed.
- In the scenarios we have previously described, the reason for informing other employees and potentially affected third parties is to alert them to their potential for exposure so they can take appropriate steps.

Attachment 4: Guidelines in Case a GWA Employee Tested Positive for COVID-19 or Possibly Exposed to an Individual with COVID-19 Infection (Cont.)

- In a situation where the workforce is teleworking, the employer should still determine if the Affected Employee has come into contact in the past two weeks with co-workers or third parties with whom the employer has business contacts. If not, there is no need to disseminate the information further.
- An employer who communicates such information to the rest of the workforce or third parties, even without the Affected Employee's name, runs the risk of violating confidentiality laws.

Conclusion

In any of these situations, remember to keep calm and stay in control. These are frightening times for many people, and employees will look to their employers to provide leadership and guidance. Employers should maintain regular communications with their workforce to keep employees apprised of relevant developments, keeping confidentiality in mind. Implementing effective procedures to handle sick employees will go a long way towards reassuring your workforce and keeping employees safe and productive.

Attachment 5: Procedures for Upper Tumon Main Office

1. **GPWA Customer Service Representative (CSR) at the Counter:** A maximum of 3 GWA and 3 GPA CSRs are allowed to be at the customer service desk.
2. **Customers' Entrance:** Front main entrance is designated for customers' entrance. Customers are only allowed to have one (1) child or adult companion inside the lobby and with the following conditions:
 - 2.1. Customers and companion must wash hands at the designated area.
 - 2.2. Both are subject to Health Screening. Visitors whose body temperature exceeds 100.3°F or 38°C shall not be allowed to enter the lobby.
 - 2.3. In cases where there is a visitor who failed the health screening, the person in charge thereto should immediately disinfect the surrounding areas, discard and replace gloves prior to screening the next person.
 - 2.4. Properly wearing of face mask for the entire duration of stay at GWA premises (outside and inside building or lobby); and
 - 2.5. Observance of the 6 feet distance rule.
3. **Customers' Lobby:** Customers' chairs at the lobby must be arranged in such manner as to meet the 6 feet distance rule. Only 5 persons shall be allowed at the lobby.
4. **Outside the Lobby Queue:** Before entering, customers should line up at the designated area following the 6 feet distance rule. A CSR is designated to assist those customers lined up outside the building, who should do the following:
 - 4.1. Determine visitor's purpose of visit;
 - 4.2. If possible, address customers' concerns or inquiries (if it can be done while customers are waiting outside); and
 - 4.3. If customers need to be assisted by a CSR at the counter, sign-in the customers and include contact number at the clipboard and at the computer. Thereafter, customers shall be required to wait inside their cars to be called in sequential order once a customer (and his/her companion) exited from the lobby.

Attachment 5: Procedures for Upper Tumon Main Office (Continuation)

5. **Touchpoint:** Employees responsible for any touchpoint should sanitize such after every use.

6. **Front-of-the-Line Group:** Tuesdays and Thursdays from 7:30 A.M. until 12:00 P.M. are dedicated to manamko, veterans and persons with disabilities. During this time, CSR should prioritize serving their concerns. All other customers who will come to GWA Upper Tumon will be assisted only after all persons from this group have been served.

7. **In-Person Payment of Bill (Relative to a Customer-Service-Related Transaction):** Customers paying bills in relation to a customer service-related transaction should remain seated at the customer service desk while the CSR processes the payment at the cashier.

8. **Drive-Thru Payment:** A specific place for drive-thru payments is designated at a GWA open space. GWA Safety employees and/or assigned personnel will assist in the flow of traffic.

9. **Use of Restroom at the Main Floor Area:** Restroom at the main floor area is exclusively designated to visitors who were health screened and already inside the building.

Attachment 6: Procedures for The Gloria B. Nelson Public Service Building.

1. **Visitors Entrance:** Front main entrance at the first floor is designated for visitors' entrance. Employees are required to use the back door at the second floor. Visitors are only allowed to enter the building on the following conditions:
 - 1.1. Subject to health screening;
 - 1.2. Wearing of face mask for the entire duration of stay inside the building; and
 - 1.3. Observance of the 6 feet distance rule.
2. **Customers' Lobby:** Seats are available at the customers' lobby. These seats must be arranged in such manners as to meet the 6 ft distance rule.
3. **Touchpoint:** Employees responsible for any touchpoint should sanitize such after every use.
4. **Drive-Thru Payment:** Two (2) container offices were placed at the Fadian Open Parking to house the cashiers of GPA. The designated drive-thru lane begins at the entrance to the Fadian main office off of Route 15, with flexibility to utilize the Northbound Route15 shoulder as needed. GPD, DPW and Mangilao Mayor have been briefed and may assist as needed. Signs have been deployed, and GPA employees will be directing traffic, only if necessary.²
5. **Front-of-the-Line Group:** Tuesdays and Thursdays from 7:30 A.M. until 12:00 P.M. are dedicated to manamko, veterans and persons with disabilities. During this time, CSR should prioritize serving their concerns. All other customers who come to the Julale location will be assisted only after all persons from this group have been served.
6. **In-Person Payment of Bill:** Customers paying bills should observe the 6 feet distance rule while in line.

² Reference: GPA Memorandum dated May 13, 2020, Further Guidance on the Reopening of Fadian Main Office, Effective Thursday, May 14, 2020

Attachment 7: Procedures for Julale Office

1. **Visitors Entrance:** Main entrance is designated for visitors' entrance. Employees are required to use the back door. Visitors are only allowed to enter the building on the following conditions:
 - 1.1. Subject to health screening;
 - 1.2. Wearing of face mask for the entire duration of stay inside the Julale location, and
 - 1.3. Observance of the 6 feet distance rule.
2. **Front-of-the-Line Group:** Tuesdays and Thursdays from 7:30 A.M. until 12:00 P.M. are dedicated to manamko, veterans and persons with disabilities. During this time, CSR should prioritize serving their concerns. All other customers who come to the Julale location will be assisted only after all persons from this group have been served.
3. **Customers' Lobby:** Seats are available at the customers' lobby. These seats must be arranged in such manners as to meet the 6 feet distance rule.
4. **In-Person Payment of Bill:** Customers paying bills should observe the 6 feet distance rule while in line.
5. **Touchpoint:** Employees responsible for any touchpoint should sanitize such after every use.