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| **Σύνταξη από** | **Έγκριση από** |
| ΣΚΑΡΒΕΛΗΣ ΓΕΩΡΓΙΟΣ  ΥΔΠ - ΑΝ. ΤΕΧΝΙΚΟΣ ΔΙΕΥΘΥΝΤΗΣ  20.02.2021 | ΧΑΡΑΛΑΜΠΟΣ ΓΑΛΑΤΣΑΝΟΣ  ΠΡΟΕΔΡΟΣ  20.02.2021 |

**Αναθεωρήσεις**

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| Ημερομηνία | Έκδοση | Αιτιολογία |
| 20.02.2021 | 1.0 | Αρχική έκδοση ως ΔΕ σε καταγεγραμμένη ΜΣ από έκτακτη εσωτερική επιθεώρηση 20/02/2021 για ελέγχους ανυψωτικών μηχανημάτων |
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1. **Scope**

The purpose of this standard operating procedure is to provide useful guidance regarding safety issues and relevant risks associated with handling a suspect or a confirmed COVID-19 incident at the workplace. This procedure is applicable to all EQA HELLAS SA (CAB) personnel during routine operation of the certification body (CAB).

1. **Roles and Responsibilities**

This standard operating procedure has been developed by the Quality Manager and has been approved by the President of the BoD.

All personnel shall be familiar with the requirements of this procedure and shall be responsible for implementing the relevant provisions.

The Occupational Health and Safety Officer is responsible for training personnel, for auditing the proper implementation of established safety and control measures and for proposing additional measures in order to further mitigate related risks and address opportunities for improvement.

1. **References**
   1. WI 05-05 Occupational Health and Safety for Auditors
   2. Ministry of Employment and Social Issues, Institute of Occupational Health and Safety, Guidance Document for Preventive Measures regarding SARS-CoV-2 at the Workplace
2. **Procedure** 
   1. **General Information**
      1. The current COVID-19 pandemic is attributed to the SARS-CoV-2 virus which belongs to the coronoviriade group of RNA viruses. The term SARS-CoV-2 (Severe Acute Respiratory Syndrome Corona Virus 2) indicates the virus, while the term COVID-19 (COrona Virus Disease-2019) indicates the disease caused by the aforementioned virus.
      2. The virus may be easily transmitted between humans. The main way of contracting the virus is through the respiratory system via human droplets generated during exhaling, sneezing and coughing. The virus may be transmitted by an infected human regardless if the subject demonstrates COVID-19 symptoms or not. People with underlying conditions (eg. diabetes, lung conditions, the elderly etc) are at greater risk of becoming severely ill.
      3. Main COVID-19 symptoms include:

* fever
* coughing
* muscle ache
* joints ache
* fatigue
* breathing difficulty

1. **General safeguards**
   1. **Description**
      1. The designated Occupational Health and Safety Officer shall update the formal Occupational Health and Safety Hazards risk assessment of the facility and prescribe required preventive measures as per current legislation.
      2. Personnel shall be informed regarding the content of this procedure and the preventive safety measures prescribed there-in. Any suggestions for improvement provided by personnel shall be taken into consideration by management.
      3. All personnel shall be equipped with the PPE provided by the company, including single use face covers etc. as considered necessary. **The use of face masks is mandatory for all personnel within the working areas**. **Relevant signage shall be at visible locations within the office entrances**. See Annex 1 of this procedure regarding the use of PPE.
      4. All working areas and the reception area are equipped with antiseptic, face covers and single use nitrile gloves (powderless) which are made available to personnel and visitors. Personnel shall make use of the available antiseptic at regular intervals during routine work.
      5. Workstations in the office area shall be arranged in a manner that will allow for a minimum of 2 m distance between operators, as and if possible per available space.
      6. Personnel should avoid the use of the internal elevator of the building until further notice.
      7. Personnel should use the internal staircase of the facility one at a time, if and whenever possible.
      8. Personnel should make use of common areas of the facility one at a time. This applies to the use of the toilet, the kitchen and the dining and resting areas of the facility.
      9. Meetings in the meeting room shall be avoided as much as possible. If a meeting between staff members may not be postponed, then a maximum of four may attend the meeting, upon the following conditions:

* the participants are required to attend using protective face covers.
* The meeting shall be held in the Ground Floor area of EQA ACADEMY which has the required space to facilitate social distancing practices
  + 1. Personnel shall:
* Avoid touching their face (eyes, nose, mouth) with their hands
* Wash and disinfect hands regularly and especially prior to touching the face and after coughing or sneezing and/or coming into contact with biological material even if wearing protective gloves
* Avoid handshakes and close contact
* Cover their mouth with their elbow or a tissue when coughing or sneezing. Discard the tissue immediately after to the waste bin and proceed with washing hands.
  + 1. Reliable information regrading COVID – 19 may be obtained at the following websites:
* <https://www.eody.gov.gr>
* https://www.ellinyae.gr
* <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>
* <https://www.ecdc.europa.eu/en/covid-19-pandemic>
* <https://www.healthygateways.eu/Novel-coronavirus>
  1. **Handling of a suspected or a confirmed COVID-19 incident at the workplace - Employee**
     1. If an employee exhibits COVID-19 symptoms at the workplace and either they or another colleague have reason to suspect or believe that they have been exposed to the virus, the steps which must be taken are as follows:
        1. Immediately inform the General Director or if unavailable, any other member of the senior management team (eg. TD, QM etc.), for initiating the implementation of this procedure and for enforcing the requirements as set out herein.
        2. The individual of concern shall be immediately isolated in a specified area of the head office facility away from other people, while being provided with a surgical mask to wear. The area of the facility designated for isolation is the EQA ACADEMY TRAINING ROOM located on the ground floor of the facility. Keys for the room are available by the Secretariat of EQA HELLAS SA. The EQA ACADEMY TRAINING ROOM is quite suitable for this purpose, since it is located away from the other office areas or the restricted access working areas, while being a fully autonomous area where the individual can be isolated behind a closed door. The EQA ACADEMY TRAINING ROOM also features large windows that allow for optimal ventilation, a separate WC, a telephone landline and WIFI accessibility for facilitating communication. The windows of the isolation area should be immediately opened to allow for proper ventilation of the area.
        3. The individual of concern should then call the National Health Organisation hotline for COVID-19 from their own mobile phone (the number is 1135) and describe their symptoms. While waiting for the advice of the health officials they should remain isolated and at all times at least away from other persons. They should also avoid touching people, surfaces and objects. If they use a tissue they should dispose of that in the covered bin provided for this purpose. If they require a visit to the toilet during this time they should use the one designated on the ground floor.
        4. The individual shall then either return to their home or attend a designated medical facility, as advised by the health officials. The individual shall be transported away from the EQA HELLAS facility either by their own vehicle or via a taxi or an ambulance (in case of transport to the medical facility) and should not use the public transportation services.
        5. Once the individual has left the premises, the area where the person was isolated, as well as the area where the person has been working should be thoroughly cleaned and disinfected. The same applies to all other areas the person has been at. This necessity may require evacuating the premises temporarily until meticulous cleaning and disinfecting of identified areas has been carried out (please also refer to Schedule 1 attached to this procedure).
        6. Persons at the workplace who have been in close contact (this should hopefully not occur if all employees have adhered to the governmental guidelines of distancing within the workplace, which have been communicated to them in detail) with the potentially infected individual, either before or after the occurrence/detection of the symptoms, should be identified and immediately sent at home to self-isolate for 14 days. If such individuals develop any symptoms within the 14-day self-quarantine / observation period, they should contact the National Health Organisation (EODY) at the aforementioned helpline number for further instructions, while also notifying EQA HELLAS SA as soon as reasonably possible. In such a case, the occupational arrangements for this period will be reviewed to facilitate remote working as and where possible and if necessary. Staff members who have not been in close contact with the suspected case can continue to attend work and do not need to take any additional precautions, other than monitoring their health for symptoms.
        7. Cleaning and disinfection of the areas where employees who came in close contact with the potentially infected individual have been, including common use areas of the facility, shall be implemented. This action may also require evacuating the premises temporarily until meticulous cleaning and disinfecting has been carried out (please also refer to Schedule 1 attached to the present).
        8. It is hereby noted that a COVID-19 case, either confirmed or suspected, at the workplace may cause anxiety amongst the employees. EQA HELLAS SA management must be prepared to address such anxiety issues, directing employees to reliable sources of information regarding the virus, while being supportive and understanding. Flexibility on working arrangements should also be considered as each specific situation dictates.
        9. It is hereby noted that EQA HELLAS SA Auditors and when arranging the performance of an audit at client’s premises, shall verify, prior to scheduling the on-site audit, that appropriate measures against the COVID-19 pandemic have been established.
        10. The Auditor is mandated to adhere to the relevant policies of the client they will audit. (eg. food industry)
        11. The Auditor may suspend the audit at any point and leave the audited facility if he/she feels threatened by the practices observed with regard to the prevention of the spread of COVID-19 and specifically if failure by the auditee to implement the applicable national directives is identified.
        12. The Auditor is hereby required to communicate to EQA HELLAS SA any such incidents. The Auditor may also communicate with EQA HELLAS SA technical and senior management for further guidance at any point during the on-site audit.
  2. **Handling of a suspected or a confirmed COVID-19 incident at the workplace – Third Party**
     1. If a third-party individual (e.g. supplier employee, courier, customer etc.) exhibits COVID -19 symptoms at the EQA HELLAS SA premises and either they or another within the CAB facility has reason to suspect or believe that that individual has been exposed to the virus, the steps which must be taken are as follows:
        1. Immediately inform the closest staff member present, so that they in turn can inform the General Director or any other member of the management team available, in order for this procedure to be initiated accordingly.
        2. The individual of concern will be allowed to decide, on his free will, either to leave the facility at once or if they so wish, isolate themselves according to this procedure and as per aforementioned actions of section 5.2..
        3. It is hereby noted that any third-party individuals visiting the facility, shall be advised of the content of this procedure upon entry within the office areas.

**Schedule 1 - Cleaning facility areas following confirmed or suspected cases of COVID-19**

* Once an individual within the facility has been diagnosed as symptomatic with COVID -19 (or suspected as such) all surfaces that the person has come into contact with must be cleaned with soap and water and then disinfected thoroughly and meticulously with an alcoholic, ethanol 70% or chlorine 10000 ppm solution.
* This includes all surfaces and objects which may have been contaminated as well as all high-contact surfaces and areas such as door handles, stair railings, telephones, fridge handle, light switches etc.
* Common use areas such as toilets and the kitchen area should also be cleaned and disinfected.
* The operator should use all PPE provided, such as single-use gowns, gloves, face cover and antiseptic during cleaning and disinfection activities.
* Any and all waste that has been or may have come into contact with the individual (e.g. used tissues, face cover, gloves etc.) should be disposed of by discarding in a plastic bag, tying the bag and then placing it in one of the covered foot operated bins provided for this purpose. Further handling shall be in accordance with the corresponding national health guidance.

**Annex 1: Use of PPE regarding COVID-19**

* ΕΟΔΥ - COVID-19 – Οδηγίες για τη χρήση

μάσκας από το κοινό <https://eody.gov.gr/covid-19-odigies-gia-ti-chrisi-maskas-apo-to-koino/>

* ΕΟΔΥ - ΣΕΙΡΑ ΕΦΑΡΜΟΓΗΣ(ΕΝΔΥΣΗΣ) ΚΑΙ ΑΦΑΙΡΕΣΕΙΣ ΤΟΥ ΑΤΟΜΙΚΟΥ ΕΞΟΠΛΙΣΜΟΥ ΠΡΟΣΤΑΣΙΑΣ <https://eody.gov.gr/wp-content/uploads/2020/03/PPE-donning-doffing.pdf>
* ECDC guidance on procedures for donning and doffing PPE in healthcare settings for the care of patients with suspect or confirmed COVID-19 cases can be found here:

https://www.ecdc.europa.eu/en/publications-data/guidance-wearing-and-removing- personal-protective-equipment-healthcare-settings

* ECDC micro-learning on non-pharmaceutical countermeasures linked to personal protection, which includes procedures for donning and doffing of PPE can be found here: <https://eva.ecdc.europa.eu/mod/scorm/view.php?id=10009>
* WHO guidance on mask management can be found here: https://www.who.int/publications-detail/advice-on-the-use-of-masks-in-the-community- during-home-care-and-in-healthcare-settings-in-the-context-of-the-novel-coronavirus- (2019-ncov)-outbreak

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| **Μέσα Ατομικής Προστασίας (ΜΑΠ)** | | **Τύπος προστασίας** |
| **Μάσκα υψηλής αναπνευστικής προστασίας** (π.χ. class 2 or 3  filtering face-piece: FFP2/FFP3) | ©ECDC | **Προστασία του αναπνευστικού:**   * Προστατεύει από την εισπνοή σταγονιδίων και μικρών σωματιδίων, συμπεριλαμβανομένων των αερολυμάτων * Απαιτεί δοκιμασία για την καλή εφαρμογή της (fit-testing) * Χρησιμοποιείται κατά κύριο λόγο από εργαζομένους στον τομέα της υγείας, ιδίως κατά   τη διάρκεια των διαδικασιών παραγωγής αερολυμάτων |
| **Ιατρική μάσκα** [**6**](#_bookmark10) | ©ECDC | **Προστασία του αναπνευστικού:**   * Προστατεύει τον χρήστη από πιθανά μολυσματικά σταγονίδια του αναπνευστικού στο περιβάλλον * Προστατεύει από τα εκπνεόμενα σταγονίδια όταν φοριούνται από ασθενείς * Δεν απαιτεί δοκιμασία για την καλή εφαρμογή της (fit-testing) |
| **Γυαλιά (ή ασπίδα προσώπου)** | ©ECDC | **Προστασία ματιών:**   * Αποτρέπει την έκθεση του βλεννογόνου στον ιό   + Πρέπει να ταιριάζει με τα περιγράμματα του προσώπου του χρήστη και να είναι συμβατό με τη μάσκα υψηλής αναπνευστικής προστασίας |
| **Aδιάβροχη ρόμπα μιας χρήσης με μακριά μανίκια** | ©ECDC | **Προστασία σώματος:**   * Αποτρέπει τη μόλυνση του σώματος * Μπορεί να είναι μη αποστειρωμένη (εκτός εάν χρησιμοποιείται σε αποστειρωμένο περιβάλλον, π.χ. χειρουργείο) * Εάν δεν είναι διαθέσιμη, μπορεί να χρησιμοποιηθεί πλαστική ποδιά μιας χρήσης που φοριέται πάνω από μη αδιάβροχη ρόμπα |
| **Γάντια μίας χρήσης** | ©ECDC | **Προστασία χεριών:**   * Τα γάντια έχουν διαφορετικές υφές, υλικά, χρώματα, ποιότητες και πάχος |
| **Μη-ιατρική μάσκα(**[**7**](#_bookmark11)  (**ή μάσκες**  **«κοινότητας»**) |  | * Συγκρατεί τα σταγονίδια του αναπνευστικού του ατόμου που φοράει τη μάσκα. * Δεν μπορεί να θεωρηθεί προστατευτικό μέτρο του ιατρικού και του νοσηλευτικού προσωπικού έναντι του COVID-19. Σε περίπτωση σοβαρών ελλείψεων ΜΑΠ και εάν δεν διατίθενται ιατρικές μάσκες, οι μάσκες υφασμάτων προτείνονται ως έσχατη λύση για το ιατρικό και το νοσηλευτικό προσωπικό * Να μην χρησιμοποιείται από τους εργαζόμενους στον τομέα της υγείας |

**ANNEX 2: ΟΔΗΓΙΕΣ ΥΠ. ΕΡΓΑΣΙΑΣ / ΕΛΙΝΥΑΕ**

**(ΕΠΙΣΥΝΑΠΤΟΝΤΑΙ)**

**ΠΑΡΑΡΤΗΜΑ 2: Ειδική εκτίμηση διακινδύνευσης για αντιμετώπιση κινδύνων σχετιζόμενων με COVID-19 στην εργασία**

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| **Department :**  EQA HELLAS A.E. | **Task:** RA regarding the COVID-19 associated risks for personnel within EQA HELLAS CAB facility. **MEDIUM EXPOSURE activity as per WHO/CDC classification.** | **Activity :**  Risk Assessment for the evaluation of the associated risks for contracting SARS-CoV-2 during facility operation | **Date:**  20/02/2021 |

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| **Assumptions - Conditions** | **Documents/Actions** | **Terms – Definitions** | | | | | | | | **Risk**  **Rating** | | **PROBABILITY (P)x(D)** | | | | |
| **Authorizations**  Work has been authorized  ☑ Y 🗆 N | **Work Activity is High Risk**: 🗆 YES ☑ NO | **(S)** | **Severity** | **(P)** | **Probability** | **(D)** | **Detectability** | **Rating** | | **1** | **2** | **3** | **4** | **5** |
| **QMS related Documents:**  WI 06 Handling of a Suspect or Confirmed COVID-19 Incident at the Workplace | 1 | Negligible | 1 | Highly Unlikely | 5 | Highly Unlikely | **SxPxD=** | **RPN** | **SEVERITY (S)** | **1** | 1 | 9 | 20 | 25 | 65 |
| **Fatigue of operators**  Staff is adequately rested  ☑ Y 🗆 N | 2 | Very Low | 2 | Unlikely | 4 | Unlikely | **R** | **Remote <10** | **2** | 4 | 15 | 30 | 60 | 70 |
| 3 | Significant | 3 | Possible | 3 | Possible | **L** | **Low<30** | **3** | 10 | 30 | 50 | 65 | 75 |
| **PPE Usage**  Staff is using proper PPE  ☑ Y 🗆 N | 4 | Critical | 4 | Highly Possible | 2 | Highly Possible | **M** | **30≤Medium<75** | **4** | 25 | 45 | 60 | 80 | 120 |
| **QMS related Forms**:  OHS Written Risk Assessment (MEEK) | 5 | Catastrophic | 5 | Certain | 1 | Certain | **H** | **High≥75** | **5** | 40 | 55 | 75 | 100 | 125 |
| **Staff experience**  Staff has task experience  ☑ Y 🗆 N | **How to assess Risk: 1.** Select Severity expression that applies to hazard WITH NO Controls **2.** Select appropriate Probability (likelihood) and Detectability with NO Controls **3.** Apply controls and RECALCULATE risk  4. You may also use the Form to assess and evaluate any risk associated with a specific activity or task, in order to reach a corresponding conclusion for facilitating decision making, without necessarily applying any control or preventive measures. | | | | | | | | | | | | | | |

| **No** | **HAZARD-RISK DESCRIPTION/**  **ΠΕΡΙΓΡΑΦΗ ΚΙΝΔΥΝΟΥ**  **(initial Estimation without Preventive Actions/**  **Αρχική εκτίμηση άνευ Προληπτικών Μέτρων)** | **Risk Rating**  **(SxPxD = RPN)** | | | | **Risk**  **R/L/M/H** | **PREVENTIVE ACTIONS/**  **ΜΕΤΡΑ - ΕΝΕΡΓΕΙΕς ΕΛΕΓΧΟΥ ΚΑΙ ΠΡΟΛΗΨΗΣ**  **(Reducing of the Initial Risk Estimation within acceptance limits/**  **μείωση αρχικής εκτίμησης διακινδύνευσης σε αποδεκτά επίπεδα)** | **Risk Rating**  **(SxPxD = RPN)** | | | | **Risk**  **R/L/M/H** |
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| **P** | **S** | **D** | **RPN** |  | **P** | **S** | **D** | **RPN** |  |
| 1 | Infection of employees when working within the CAB areas due to the proximity between them or by other source (eg. items, air supply). | 4 | 4 | 4 | 64 | Medium | The initial risk is reduced due to the following parameters:   1. Personnel working in the CAB areas wear protective face covers or face shields at all times. 2. No more than two employees will work within the same office room at any given time, if possible, while maintaining at least a 2m distance between them. 3. Cleaning and disinfection activities take place prior to and after completion of daily activities. This includes disinfection of surfaces, equipment, handles etc. 4. Disinfectants and antiseptics are available and used within all CAB office areas and floors during operation for applying on hands and for spraying items and surfaces as seem fit on a regular basis. 5. Employees within the CAB areas minimize contact with colleagues as much as possible. 6. Waste handled as potentially biohazardous and discarded daily as per instructions. | 1 | 4 | 2 | 8 | Remote | |
| 2 | Infection of employees when working within the office areas due to close physical contact between them. | 5 | 4 | 4 | 100 | High | 1. Personnel has been informed regarding COVID-19 risks and safety measures. A specific Work Instruction regarding safety measures has been issued and communicated to the employees (WI 06). Personnel has been informed of EODY guidelines for a safe workplace. 2. Preventive actions illustration posters have been placed on the announcement board of the facility in the office areas. 3. Established measures include regular hand washing and disinfection, wearing face masks during work, minimizing physical contact between staff, avoiding staff meetings etc. 4. PPE, soap and hand sanitizers for personal use are made available in all areas. WCs have clean water supply. Foot operated waste bins with lids and plastic bags available within WC areas and other working areas. 5. Bins with plastic bags for medical waste are made available in the clinical lab areas. 6. Office desks have been re-arranged to allow for a minimum of 2 meters distance between work-stations where available space allows it. 7. Office areas well ventilated via windows that may remain open during work or are periodically opened during working hours. 8. Office areas including floors, desk surfaces, door handles etc. cleaned and disinfected daily by the designated staff member. 9. Staff meetings have been postponed, unless absolutely necessary and solely within the isolated ground floor EQA ACADEMY area. 10. A max of 2 staff members per work break has been established. No more than 1 person in the kitchen area at any given time. 11. Staff members demonstrating symptoms or having contacts with other suspected incidents outside the workplace are mandated to report this to the head of the General Director and forbidden from coming to work until further notice. | 1 | 5 | 2 | 10 | Remote | |
| 3 | Infection of employees due to close physical contact with a third party | 5 | 4 | 4 | 100 | High | 1. Only one delivery of supplies per instance upon prior scheduling. 2. Only one courier delivery per instance. 3. Visits at the facility by third parties not allowed until further notice and allowed solely if concerning critical issues. 4. On-site audits are scheduled strictly upon fixed appointment and upon confirmation by the auditor that COVID-19 spread preventive measures and policies are in place. 5. Supplier personnel not allowed inside the facility. Delivery takes place at front entrance, outside of the facility (pick up) by one staff member only. Single use facemasks and gloves available for supplier and courier personnel while waiting outside, during pickup if not already worn. 6. Items and office material packs received wiped thoroughly externally with disinfectant solution before transferred to the designated storage locations. 7. PPE handed to repair and maintenance technicians. Technicians informed of preventive measures and safety policies before allowed in the CAB facility. | 1 | 4 | 2 | 8 | Remote | |
| 4 | Infection of employees due to close physical contact with a suspected or confirmed COVID-19 incident at the workplace | 5 | 4 | 4 | 100 | High | 1. A specific Work Instruction regarding safety measures has been issued and communicated to the employees (WI 06). Personnel has been informed of EODY guidelines for a safe workplace. 2. The EQA ACADEMY TRAINING ROOM on the ground floor (well ventilated, phone available, separate WC, waste bin etc) has been designated as the isolation area for a suspected case. 3. The person of concern shall be isolated and leave the facility as soon as having received appropriate guidance by Health Authorities over the phone. 4. Any staff person that was in close physical contact with the suspected case shall leave the CAB areas, receive instructions by the Public Health Authority and proceed with self-isolation (quarantine) and subsequent medical examination at a health care facility (not to return to work unless cleared by health authorities). | 1 | 4 | 2 | 8 | Remote | |

**Conclusion:**

The aforementioned analysis concludes that risks in the workplace associated with the COVID-19 pandemic have been addressed adequately and are maintained under an acceptable level of control. This Risk Assessment shall be reviewed and revised in case of an infection incident in the laboratory facility and upon any additional guidance as issued by the Public Health Authority.

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| **Author and Approval** | |
| **Date:** 20/02/2021 | **Authors:** (QM) G. Skarvelis and (Lead Auditor-Biologist) A. Giakoumaki |
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| **Date:** 20/02/2021 | **Approval:** (President BoD and HSO) Ch. Galatsanos |

