



**OFFICE CIRCULAR NO. 2020- 006**  
**19 August 2020**

**SUBJECT: Supplemental Guidelines to Office Circular No. 2020-006 (Interim Administrative Protocols)**

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Supplemental guidelines to Office Circular No. 2020-006 dated 10 May 2020, *re: Interim Administrative Protocols in the Insurance Commission During the Community Quarantine in the Philippines Due to COVID-19 Pandemic*, are hereby issued to further ensure the safety and health of all Insurance Commission (IC) personnel:

**1. PERSONAL PROTECTION AND HYGIENE**

**1.1. Respiratory Hygiene and Cough Etiquette**

- 1.1.1. Wearing of **FACE MASK** and **FACE SHIELD** shall be mandatory. **NO FACE MASK AND FACE SHIELD, NO ENTRY POLICY** shall be strictly implemented.
- 1.1.2. **Medical grade masks are highly encouraged and should be properly disposed of after use at designated waste bins located at the Ground Floor and Second Floor Lobby Areas. Masks with vents should not be used.**
- 1.1.3. Cloth masks, with additional filter such as tissue paper or similar material, may be used as long as they are clean and washed daily. The filter should be changed daily or after every sneezing or coughing episode, and should be properly disposed of after use. Hands should be washed/disinfected before replacing the filters.
- 1.1.4. **Face shields shall cover the entire face (completely cover the sides and length of face).** If possible, face shields should extend to the ears and below the chin.
- 1.1.5. **Visor-type face shields shall not be allowed.**
- 1.1.6. Face masks and face shields should always be worn together when interacting with colleagues, clients and/or visitors.
- 1.1.7. Face shields may be removed according to the demands of the work or when the occupational safety and health of the employees so requires.

**1.2. Hand Hygiene and Disinfection**

- 1.2.1. **NO HAND WASHING, NO ENTRY POLICY** shall still be strictly implemented.

- 1.2.2. Perform regular and thorough hand washing with soap and water. The constant rubbing action helps soap break down the grease and dirt that carry most germs. Wash your hands for at least 15 to 20 seconds with soap and water.
- 1.2.3. Wash hands thoroughly with soap and water, or use disinfectants with alcohol-based sanitizers:
  - Before and after handling food or eating
  - After using the bathroom
  - Before and after taking off face mask and/or face shield
  - After touching frequently-touched surfaces and objects (e.g., stair railings, door knobs)
  - Before and after touching the face
- 1.2.4. **Disinfect work stations before starting your work day, intermittently during the day and at the end of each work day.**
- 1.2.5. **Disinfect common-used supplies/materials/equipment, e.g., puncher, tape dispenser, document dater/stamp, printer, telephone, scanner, before and after each use.**
- 1.3. Social Distancing Measures
  - 1.3.1. **Physical distancing of at least 1 meter, or 2 meters away when possible, shall be observed at all times. This must be practiced in combination with the wearing of face masks and face shields.**
  - 1.3.2. Avoid sharing of food, cutlery, crockery, utensils and other personal hygiene items. **Eating at common areas is highly discouraged.**
  - 1.3.3. **Physical distancing and other applicable health protocols must also be practiced in designated smoking areas.**
  - 1.3.4. **As far as practicable, duration of customer transactions shall be limited to less than 15 minutes.**

## 2. SHUTTLE SERVICES

- 2.1. **Minimum public health standards shall be implemented in the IC Shuttle Services, i.e., use of face masks and face shields, observance of physical distancing based on maximum vehicle capacity per guidelines of the Department of Transportation (DOTr), and frequent disinfection.**
- 2.2. As far as practicable, personnel availing shuttle services are encouraged to observe the following: