



LAGOS STATE GOVERNMENT

# SECTORIAL GUIDELINES ON **OCCUPATIONAL SAFETY & HEALTH** IN LAGOS STATE FOLLOWING THE COVID-19 PANDEMIC

DEVELOPED BY



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1.0

# Executive Summary



The Lagos State Governor, Mr Babajide Sanwo-Olu recently announced the easing of the lockdown in Lagos State due to the Covid-19 global pandemic. The Executive Governor who is also the Incident Commander for the response in the State seeks to responsibly restore the economy while working to flatten the Covid-19 (Coronavirus) curve. As such, it is imperative to set robust safety guidelines and measures in place across the State and strictly enforce them to enhance sustainable living whilst reducing and containing the spread.

Based on the above, Lagos State Safety Commission, established to develop policies and strategies that will build a sustainable safety culture through a regulated and coordinated safety system has developed this white paper to serve as the framework for maintaining essential functions and services in the State during this period of restrictions following the lockdown without compromising the safety of the citizenry.

This document is applicable to all locations where business activities are undertaken and is designed to be sufficiently flexible to accommodate a range of situations that are sudden, unforeseen or occur with varying levels of warning.

This guidance document shall be updated in line with the changing situation or reviewed based on new findings from international bodies (WHO, CDC, etc.) and the Nigeria Centre for Disease Control (NCDC) for technical accuracy and business validity.

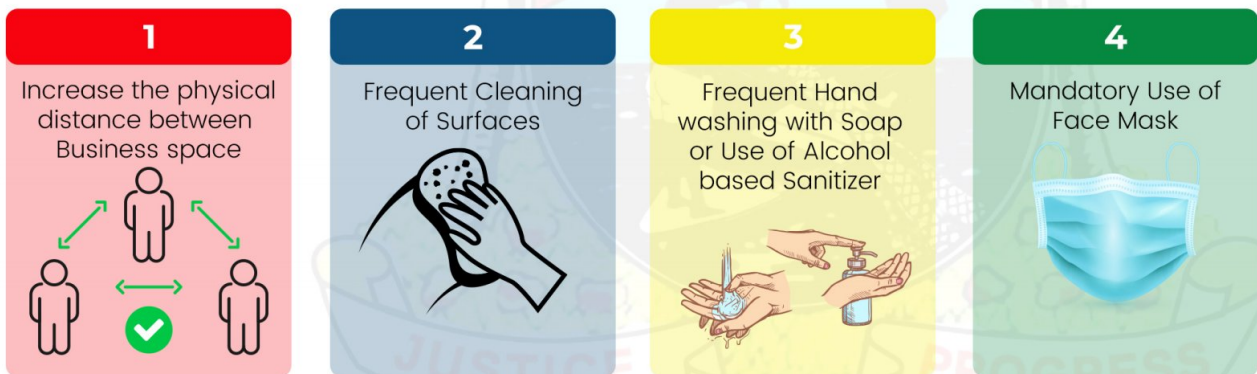
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# Critical Safety Protocol



COVID-19 appears to be much more contagious than other viruses and the biggest challenge is the asymptomatic people who have zero symptoms but are carriers of the virus. Therefore, the best safety strategy to prevent illness is to avoid being exposed to this virus.

To avoid being exposed during any business interaction across the State irrespective of the nature of business, the following four (4) control measures (as shown in the diagram) must be strictly adhered to and shall be enforced by the Commission in collaboration with other Government Agencies



It is equally important to note that as part of the social distancing approach to effectively manage this pandemic, the more the employees who resume to work following the full lockdown period, the higher the risk for spreading and contracting of COVID-19 hence organizations must consider the criticality of operations and space requirements to determine who must return to work

The Commission in collaboration with other Government agencies shall carry out advocacy and awareness on these four critical safety protocols and ensure their implementation across the State so as to achieve the objectives of flattening the COVID-19 pandemic curve while enhancing business continuity.

## 2.1. Additional Safety Protocol

Management of business environments including companies, supermarkets and open markets etc. in Lagos State should ensure the following additional safety precautionary measures:

1. Carry out periodic deep cleaning and disinfection of facilities to maintain clean and hygienic environments.
2. Communicate healthy personal habits with high visibility signages/posters displayed at strategic locations including point of entry.
3. All meetings should begin with a safety moment highlighting the various activities that should be done to prevent the spread of the virus in case of an emergency.
4. Scan every entrant into the facility with the infra- red temperature scanners and politely refuse entry for any entrant with a temperature reading above or equal to 37.5oC.
5. Deactivate all biometric systems and allow access to the facility to limit contact with access control mechanisms including doorknobs.
6. Provide face masks (and safe working kits) to employees for free and distribute upon entry.
7. Ensure physical distancing; Limit in-person gatherings to no more than 10 people to a room such that a 2m distance between each participant is assured.
8. Limit capacity of elevators to enforce physical distancing (2 people in small elevators and 4 people in large elevators at a time). Talking within an elevator is highly discouraged.
9. Hold necessary meetings via online mediums wherever possible (even if employees are in the office).
10. Encourage frequent and staggered sanitization breaks for all employees.
11. Enforce the use of masks in the vehicle provided by the organisation for conveying staff.
12. Mandate employees to stay at home if unwell, even with mild symptoms such as headache, cough and slight runny nose until they recover.
13. Staff with severe underlying medical conditions like heart or lung disease or diabetes should stay home as they seem to be at higher risk of developing serious complications from COVID-19 illness.
14. As an internal mechanism to enforce the rules, setup a hotline for employees to report hygiene violations or concerns

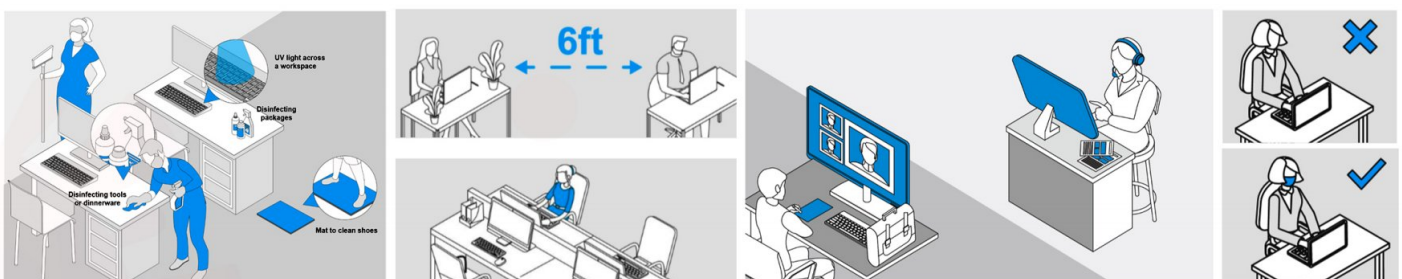


Image source: McKinsey & Company's Workplace Return report 2020

# 3.0

# Sectorial Safety Guidelines for Businesses

## 3.1. Informal Sector

Artisan's carrying out critical repairs and maintenance in people's homes can work providing they are well and have no symptoms. You should notify your clients in advance of your arrival. On entry to the clients house, you should wash your hands using soap and water for a minimum of 20 seconds. You should also wash your hands frequently, especially after blowing your nose, sneezing or coughing and when exiting the property. Where amenities to wash hands are not accessible, hand sanitiser should be used, and you should carry this with you at all times. You should maintain a safe distance (at least 2 metres) from any household inhabitant at all times and ensure decent ventilation in the vicinity where you are working including opening the window where possible. You must not carry out any work within a household where someone is isolating unless the work is to fix a direct risk to the safety of the household, such as emergency plumbing or power related issues. Upon completion of work, you must contact the Covid-19 helpline and notify the authorities of persons isolating in the house. No work should be carried out by an artisan who has coronavirus symptoms, however moderate.

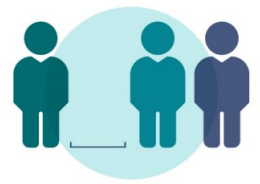


## 3.2. Construction Industry

The construction sector has an essential role to perform in ensuring public safety. The social distancing guidelines must be followed wherever possible. Where it is not possible to follow the social distancing guidelines in detail in relation to a specific activity, you should consider whether that activity needs to continue for the site to continue to operate. If so, take all the mitigating measures possible to reduce the risk of transmission. If you decide the work should proceed, you should advise your team to do the following;

- i. Wash their hands frequently using soap and water for a minimum of 20 seconds and especially on arrival at work, before and after eating and when they take regular breaks. Where amenities to wash hands are not available, you should consider installing additional handwashing stations as well as provide hygiene items such as soap or hand sanitiser.

ii. You should advise staff to keep 2 metres apart at the minimum. Your workplan should reduce contact between workers and avoid skin-to-skin and face-to-face contact. Where face-to-face contact is vital, this ought to be kept to 15 minutes or less wherever feasible. As much as probable, keep clusters of workers working together in groups that are as small as possible. For example, keep specific crews working together as against mixing crew members on separate shifts.



iii. Maintain a NO MASK NO SITE ENTRY policy at construction sites.

iv. Your staff should wash their hands every time before getting into enclosed or confined spaces and subsequently wash their hands every time they complete their tasks.



v. Workers should keep the windows of confined spaces open for ventilation and be careful to avoid touching their face at all times. Heavy machinery and fork lifts should be regularly cleaned and disinfected particularly between and after use by various operatives. Stairs should also be used instead of lifts or hoists where possible.

vi. Should lifts or hoists must be used, their frequency of use should be reduced as much as possible. The main touchpoints such as door knobs and switches should be regularly cleaned at all times. To protect your workers, you should remind your staff on a daily basis to only come to work if they are well.



vii. Conduct documented construction risk assessment and develop site-specific Construction Safety Plan.

viii. Submit both documents online to Lagos State Safety Commission for approval before site mobilization.



ix. All site personnel should use helmet screen or face shield in addition to their helmet to limit exposure to virus infected droplets.

x. Limit specific construction activity to 15 people or less.

xi. Construction articulated vehicles must convey a maximum of 15 workers per trip in line with Lagos State Ministry of Transportation guidelines.

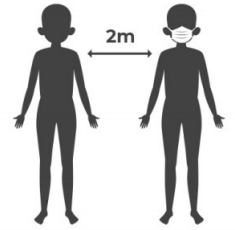
xii. Daily toolbox talks should be held to ensure hygiene and social distancing norms.



xiii. Mandatory thermal scanning for everyone entering and exiting a site to check for body temperature.

### 3.3. Manufacturing Industry

The manufacturing industry plays an essential role in the economy and should be carried out in accordance with social distancing guidelines of the State where feasible. Where it is not possible to follow the social distancing guidelines in full or in relation to a specific activity, you should consider whether that activity needs to continue for the business to continue to operate and take all the mitigating activities possible to decrease the risk of transmission between staff.



Should you decide to continue with the work process, the following procedures should be undertaken to reduce the spread.

- i. Staff should work side by side or facing away from each other rather than face-to-face if possible.
- ii. You should increase the frequency of cleaning procedures, pausing production if required for cleaning staff to wipe down workstations and other equipment with disinfectant.
- iii. You should assign staff to the same shift teams to reduce social interaction.
- iv. You should not allow staff to gather during lunch or break times and should consider procedures such as staggered break times so that staff can continue to practice social distancing during break.
- v. You should communicate to all staff that they ought to wash their hands with soap and water for 20 seconds or more at the beginning and end of every break, when they arrive at work and before they leave. To encourage this procedure, you should consider adding additional handwashing stations with soap, water and hand sanitiser.
- vi. Consider providing disinfecting tents or tunnels at the entrance of your establishment and ensure that all staff go through the tent or tunnels spending at least one minute in it before allowing passage into the factory.
- vii. Ensure modularized spaces, with limited interaction across spaces
- viii. Improve air filtration and ventilation systems to remove aerial antigens
- ix. Minimize person-to-person contact for material distribution by using drop points
- x. Increase use of conveyor belts for material distribution such as for material deliveries on factory floors



When entering and departing, you should ensure your workforce stays 2 metres apart as much as possible. To protect your staff, you should remind colleagues daily to only come into work if they are well and no one in their household is self-isolating or sick.



### 3.4. Retail Outlets & Shopping Malls

If you run a retail outlet or shopping mall which in line with the Government advice remains open. To protect your staff and customers, you should take the following measures to curb the spread of the virus.

i. Manage entry into the outlet or store by allowing a limited number of people into your store at any moment in time. You should put up social distancing signs and banners soliciting customers with associated symptoms not to enter the store and to remind staff and customers to always maintain at least 2 metres from each other wherever possible.



ii. Regularly encourage and remind staff to wash their hands with soap and water as often as possible, for 20 seconds every time and use hand sanitizers. This should be done with a public address system within the retail outlet.



iii. The use of face masks and hand gloves should also be used at all time (compulsory).

iv. If possible, you can install plexiglass panels at regular points of contact to further reduce the risk of infection for all parties.

v. Regular cleaning of the panels and all frequently touched surfaces like door handles, teals, etc. You should advise staff to keep 2 metres apart as much as possible. To safeguard your staff, please remind colleagues to only come to work if they are well and no one in their household is self-isolating or sick.

vi. If feasible, provide disinfecting tents or tunnels at the entrance of your supermarkets and ensure that all customers go through the tent or tunnel spending at least one minute in it before allowing passage into the store.



### 3.5. Eateries or Fast Food Restaurants & Food Packaging Business

COVID-19 is a respiratory illness. It is not proven to be transmitted by contact to food or food packaging. Any food handler who is ill should not be at work. If they have symptoms, they should follow Government advice although it is very unlikely that coronavirus is transmitted through food. As a matter of good hygiene practice, anyone handling food should wash their hands regularly with soap and water for at least 20 seconds. This should be done as a matter of procedure, before and after handling food and particularly after being in a



public place, blowing their nose, coughing or sneezing. In ensuring food hygiene, employers should stress the significance of more frequent handwashing and maintaining good hygiene practices in food preparation and handling areas. To protect your staff and customers, you should take the following measures to curb the spread of the virus.



i. Frequently clean and disinfect objects and surfaces that are touched regularly, using your standard cleaning products.

ii. Regulate the numbers of customers who enter the eatery to avoid overcrowding;

iii. Manage queue control consistently with social or physical distancing advice both inside and outside.

iv. Provide hand sanitizers, spray disinfectants and disposable paper towels at entry points.



v. Use floor markings inside the eatery to facilitate compliance with social or physical distancing, particularly in the most crowded areas, such as serving counters and tills.

vi. Make regular announcements to remind customers to follow physical distancing advice and clean their hands regularly.



vii. Encourage the use of contactless payments.

viii. Separate points of entry and exit to minimize and streamline contact between customers.

ix. Install Plexiglas's screens at cash registers or provide cashiers with face shields in addition to the nose mask



x. Identify high touch points (shopping trolleys, door handles, and weighing scales) in the premises and ensure they are cleaned and disinfected regularly.

xi. Provide wipes (or other forms of sanitization) for customers to clean the handles of shopping trolleys and baskets. Also assign staff to disinfect handles of shopping trolleys after each use.

xii. Keep doors open where possible to minimize contact.

### 3.5.1 Social Distancing at Eateries or Fast Food Restaurants

The guidance on social distancing measures applies to everyone. You need to minimise opportunities for the virus to spread by maintaining a distance of 2 metres between individuals. This advice applies to both inside the food business and in the external public areas where customers may need to queue. Customers should be reminded to wash their hands for 20 seconds and more frequently than normal. The practical implementation of this advice will however depend on the local circumstances. This may be best evaluated by the manager; however, a few general indicators may be relevant to the majority of outlets:

- use extra signage to ask customers not to enter the shop if they have symptoms or are ill
- regulate entry so that the premises does not become overcrowded
- use floor markings inside the commercial spaces to facilitate compliance with the social distancing advice of 2 metres, particularly in the most crowded areas, such as serving counters and tills
- use vertical signage to direct customers into lanes if feasible to facilitate movement within the premises while maintaining 2 metre distance
- make regular announcements to remind customers to follow social distancing advice and clean their hands regularly
- place plexiglass panels at tills and counters if feasible, as an additional element of protection for workers and customers
- encourage the use of contactless payments where possible, without disadvantaging older or vulnerable customers
- provide additional pop-up handwashing stations or facilities if possible, providing soap, water and hand sanitiser



### 3.5.2 Food packaging

The World Health Organization (WHO) advises that the probability of an infected person contaminating commercial goods is low. The risk of catching the virus that causes COVID-19 from a package that has been moved, travelled, and exposed to different conditions and temperature is also very low. While food packaging is not established to present a particular risk, attempts should be made to ensure it is cleaned and handled in line with usual food safety practices. Cleaning should be in line with food hygiene practice and the environmental controls set out in the Hazard Analysis and Critical Control Points (HACCP) for the business. Staff should continue to follow existing risk assessments and safe systems of working.

### 3.6. Financial Institutions

The financial services sector has an important role to play in ensuring public safety. The social distancing guidelines must be followed at all times. Banks are advised to encourage customers to use online channels in performing transactions and should only allow essential customers into the banking hall. All banking staff and customers are advised to implement the following precautions;

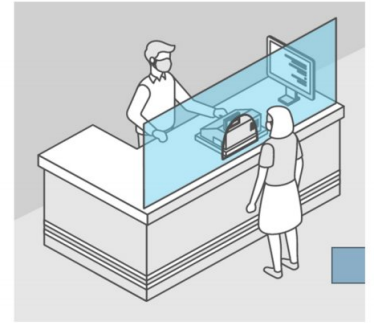


Image source: McKinsey & Company's Workplace Return report 2020

- i. As a matter of good hygiene practice, anyone entering into the banking premises should wash their hands with soap and water for at least 20 seconds or use hand sanitizer. This should be done as a matter of routine.
- ii. Regularly clean and disinfect objects and surfaces that are touched frequently using your standard cleaning products.
- iii. Use floor markings inside the banking hall to facilitate compliance with the social distancing rule particularly in the most crowded areas, such as the banking counters and tills.
- iv. Encourage the use of contactless payments where possible.
- v. Staff should work side by side or facing away from each other rather than face-to-face if possible.

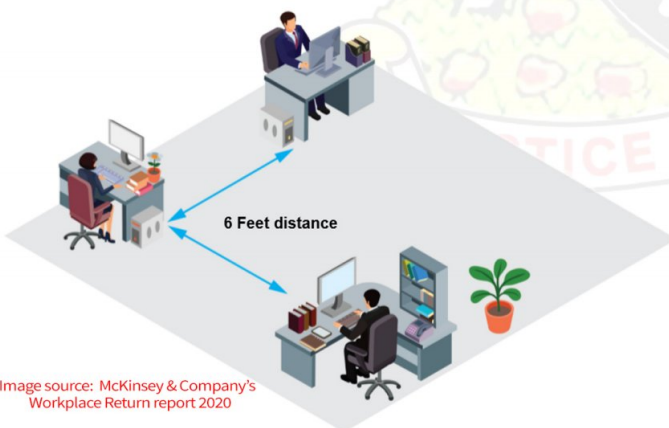
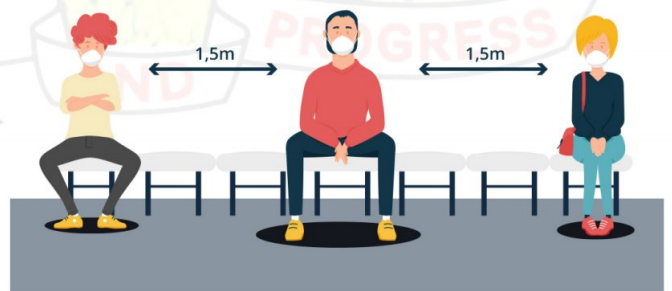


Image source: McKinsey & Company's Workplace Return report 2020





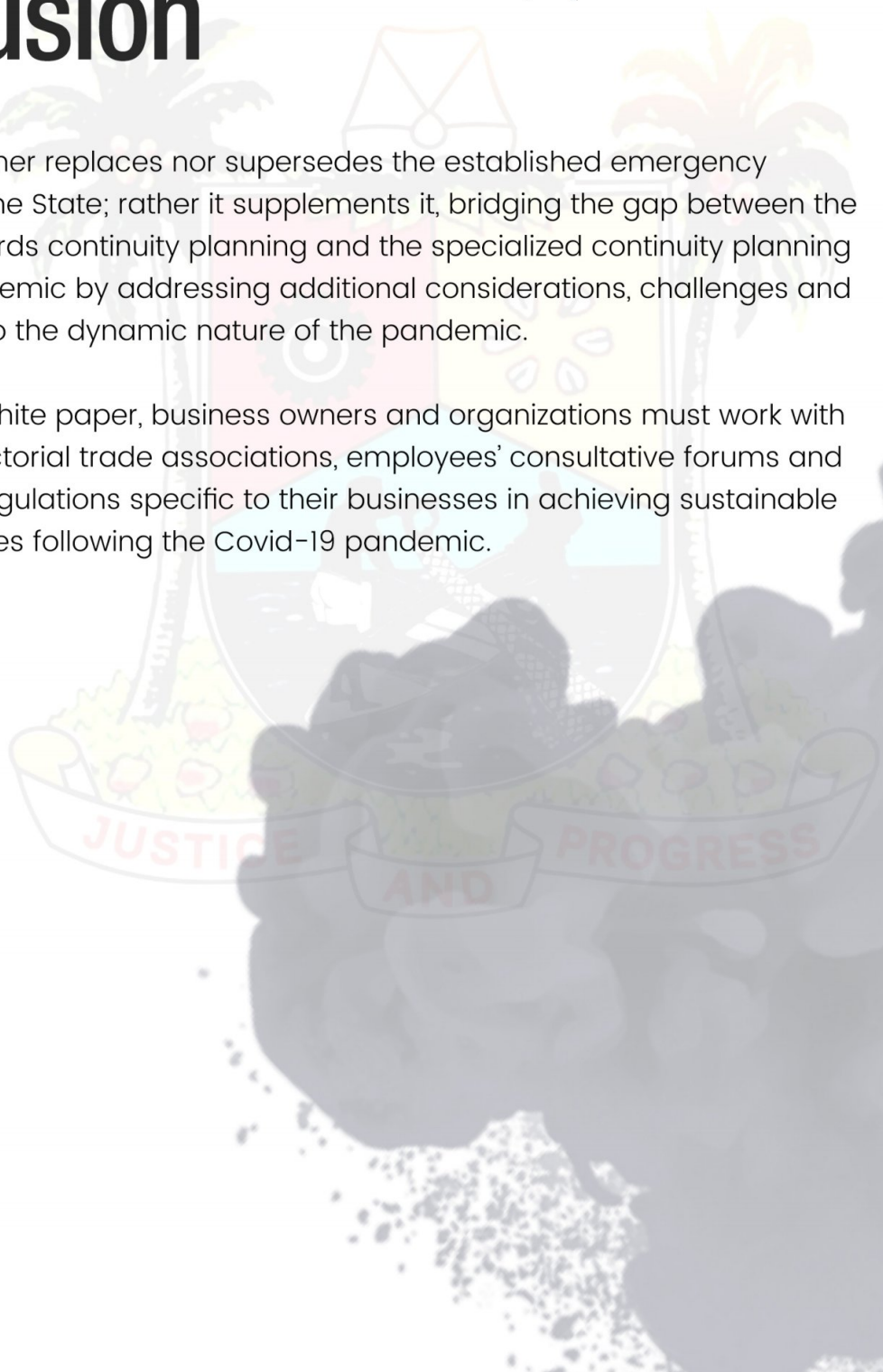
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# Conclusion



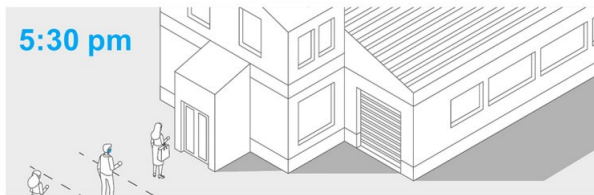
This document neither replaces nor supersedes the established emergency response plan for the State; rather it supplements it, bridging the gap between the traditional, all-hazards continuity planning and the specialized continuity planning required for a pandemic by addressing additional considerations, challenges and elements specific to the dynamic nature of the pandemic.

In addition to this white paper, business owners and organizations must work with the appropriate sectorial trade associations, employees' consultative forums and Labour rules and regulations specific to their businesses in achieving sustainable operational practices following the Covid-19 pandemic.

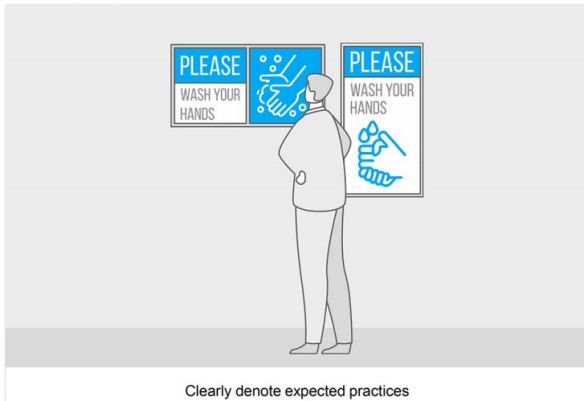


# Appendix

## Stagger work shifts between employees

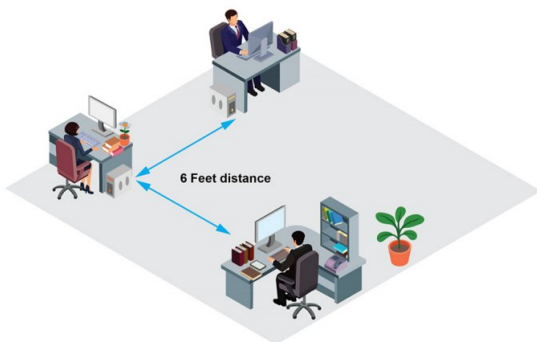


## Promote healthy personal habits with high-visibility signage and media campaigns

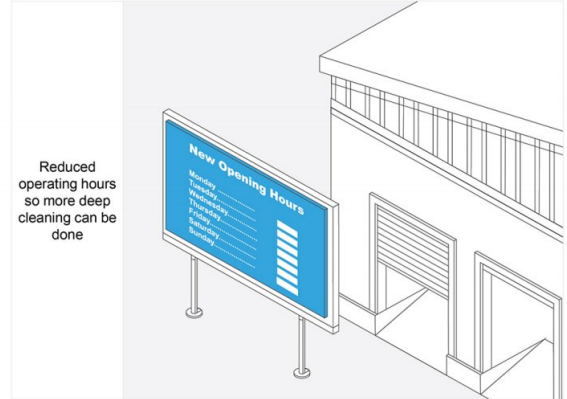


## Ensure physical separation within the office space

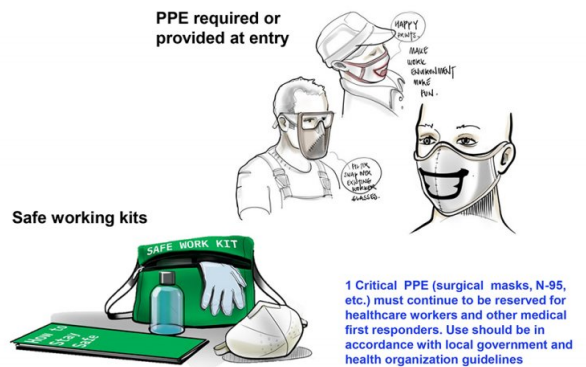
### Separate seating arrangements



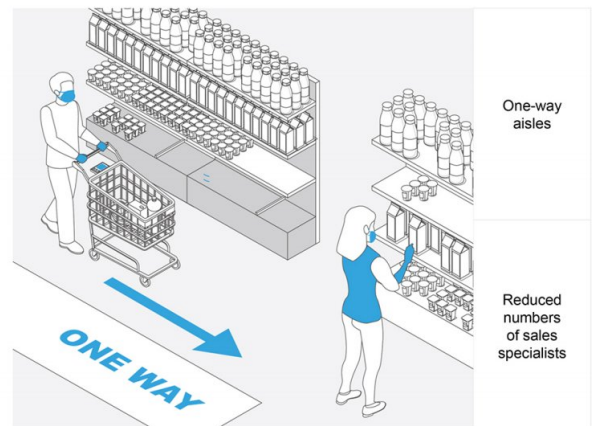
## Reduce operating hours to accommodate additional cleaning



## Encourage or mandate appropriate PPE<sup>1</sup> gear (1/2)

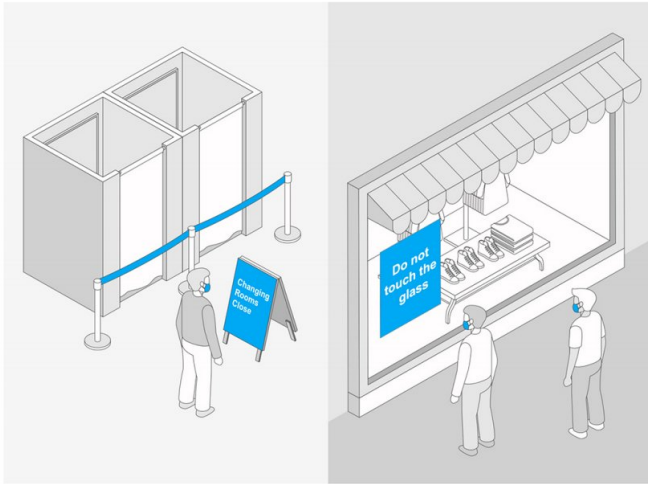


## Implement one-way store aisles with fewer sales specialists

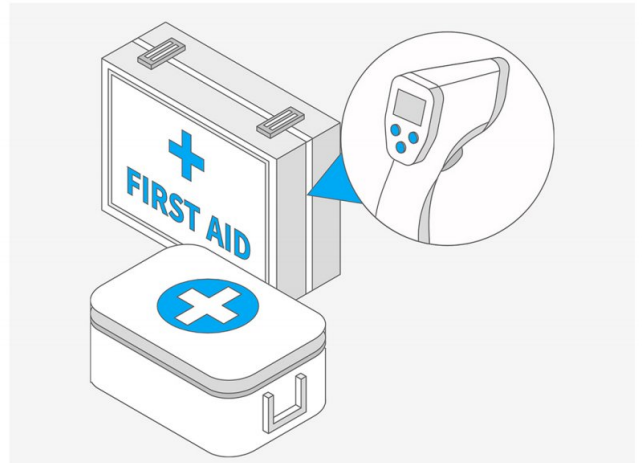


Source: McKinsey & Company's Workplace Return report 2020

**Reduce in-store services with high contact**



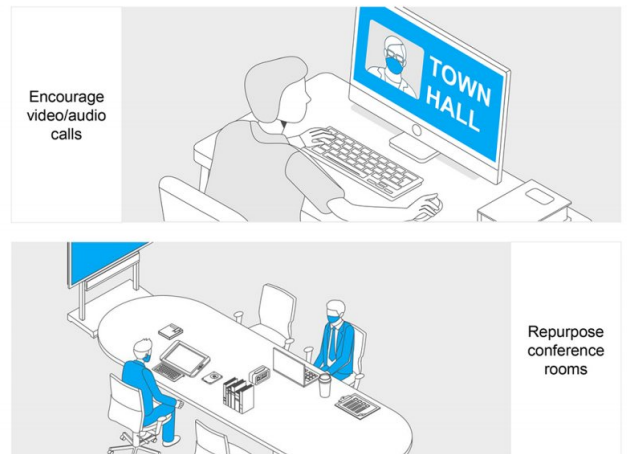
**Have contactless thermometers visibly available onsite**



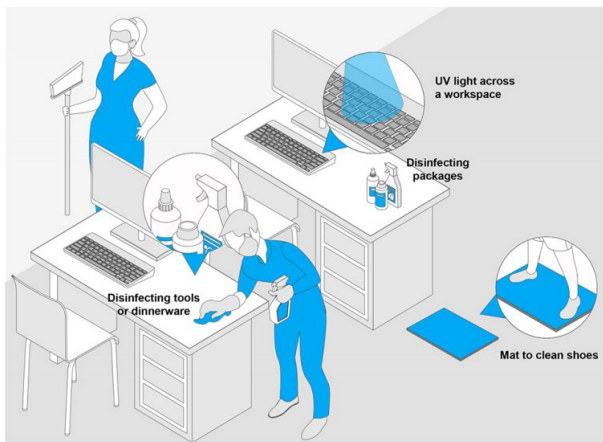
**Institute a clean desk/ work station policy for all employees**



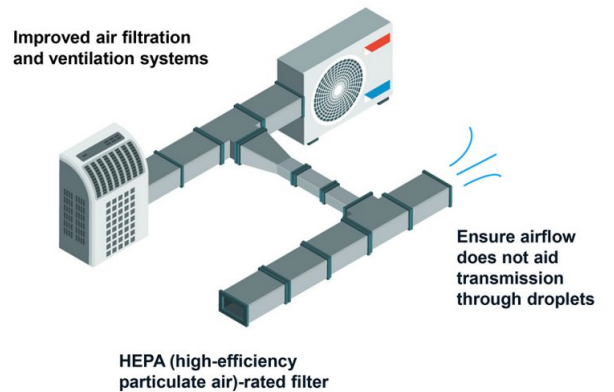
**Limit larger gatherings/ meetings of employees**



**Ensure appropriate deep-cleaning of surfaces and spaces**



**Improve air filtration / ventilation to remove aerial antigens**

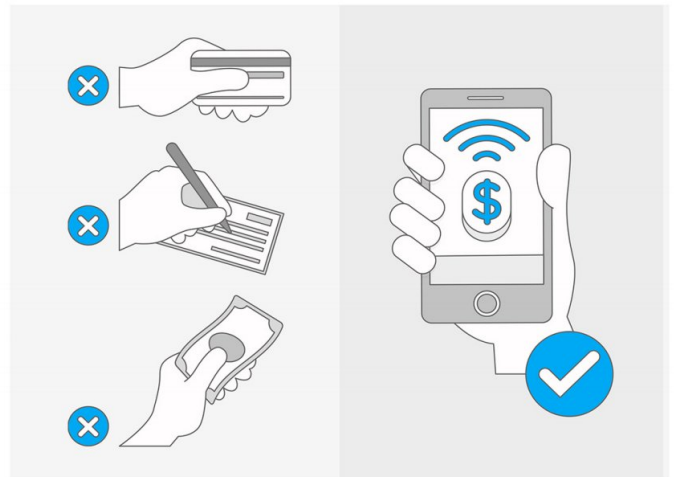


Source: McKinsey & Company's Workplace Return report 2020

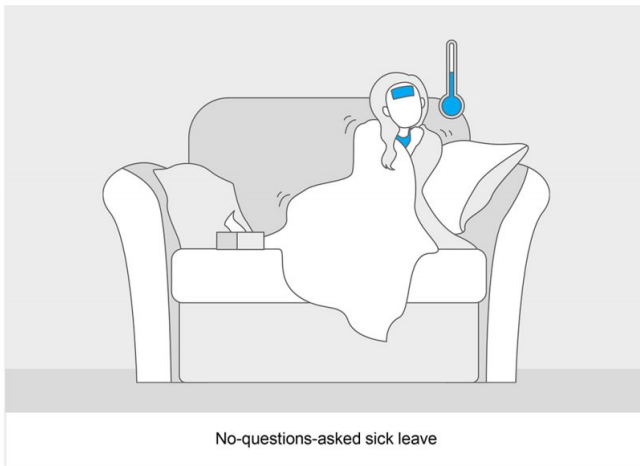
### Install plexiglass barriers between employees and customers



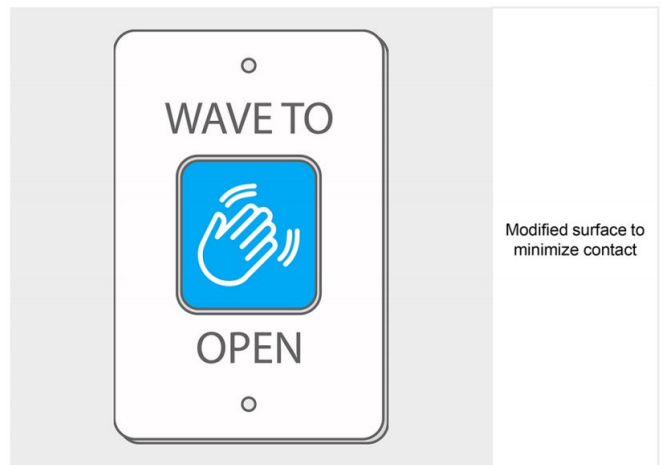
### Migrate entirely to contactless payment



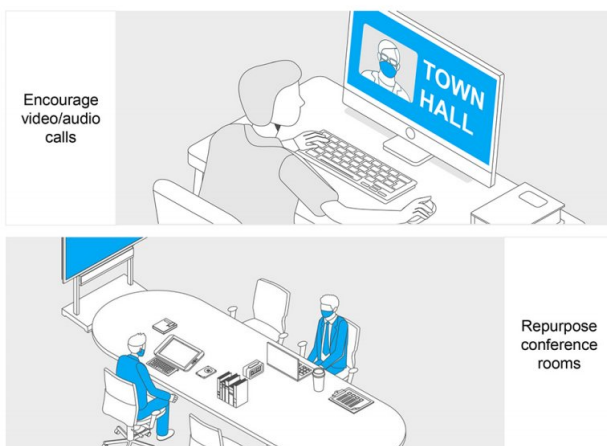
### Issue clear guidance on sick leave, compensation and related policies



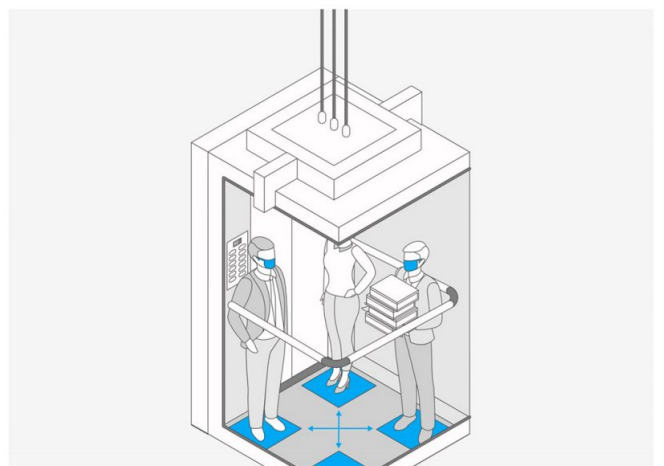
### Minimize use of handles and physical interfaces



### Limit larger gatherings/ meetings of employees



### Limit capacity in elevators



Source: McKinsey & Company's Workplace Return report 2020



# Appendix 2.0

## HIGH RISK

- Public Gatherings
- Open Markets
- Gyms & Salons
- Hospitals
- Hotels, Lounges & Bars
- Religious Centres
- Spas
- Weddings & Parties
- Sporting Activities
- Public Transport
- Bus Parks

## MEDIUM RISK

- Supermarkets & Malls
- Banking Halls
- Ride Sharing vehicles
- Office Complex
- Hosting and visiting friends
- Board meetings & AGM
- Factories

## LOW RISK

- Staying Home
- Online Interactions
- Private Cars
- Home Activities
- Social Distancing
- Gardening

**IF WE STAY IN THE GREEN ZONE  
FOR A WHILE, WE WILL MAKE  
ALL ZONES GREEN**



# Contact

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