



Handbook for COVID-19 Prevention and Control

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I. Foreword

Since the outbreak of coronavirus disease, China Post has mobilized all of our resources, made comprehensive arrangements, and strengthened our work in all respects. We have always placed the life and health of the people in the most paramount position in our work.

The top priority in our work at this stage is epidemic prevention and control (EPC). We have made solemn service commitments of “Providing services continuously in four aspects and four types of free services”. This is to fulfill our responsibility as a “national team” and build our image as a responsible enterprise with our positive and people-oriented actions.

During the past Spring Festival, 400,000 postal workers in China Post stuck to their positions and went all out to ensure the safe and smooth operations of postal services. In order to best protect our staff, ensure their safety and raise their safety awareness, China Post, based on the actual situation of postal work, has formulated the “Handbook for COVID-19 Prevention and Control” to guide the entire postal system in their EPC work so as to fight against the COVID-19.

II. Basic Knowledge about the Disease

1. What Are Coronaviruses?

Coronaviruses are a large family of viruses that are common in our natural world. Because of its morphology, it is named so due to a crown or halo-like structure under an electron microscope. It mainly causes respiratory illnesses.

2. What Is COVID-19?

The coronavirus disease 2019 (COVID-19) is a new coronavirus that has never been found before. It was named by WHO as COVID-19.

On January 20, 2020, the National Health Commission (NHC) of China included the COVID-19 as a Class-B infectious disease, but treated as a Class-A infectious disease in the prevention and control work. The disease was also included into the quarantinable infectious diseases stipulated in the *Frontier Health and Quarantine Law of the People's Republic of China*.

3. How Does COVID-19 Spread?

It may mainly spread through droplets and/or contact.

- (1) It may spread through the air by coughing or sneezing;
- (2) It may spread to the people in close contact with the infected without any protective measures;
- (3) It may spread to you if you touch the surface of a contaminated object, and then touch your mouth, nose, or eyes with the contaminated hand(s);
- (4) It may spread if you are exposed suspected infected animals.

In addition, aerosol transmission of the novel coronavirus is possible if one is exposed to a highly concentrated mixture in an enclosed area for an extended period; as the virus is also found in feces and urine, measures should be taken to prevent the feces and urine of infected patients from jeopardizing the ambient environment, causing the aerosol or contact transmission.

4. What Are the Clinical Symptoms?

- (1) Fever: It is the most common symptom, from low-grade to mild fever; it is

possible that some patients having mild symptoms do not have fever.

- (2) Cough: mainly dry cough.
- (3) Trouble breathing: Some patients may experience persistent pain or pressure in the chest, shortness of breath, etc. after one week.
- (4) Other atypical symptoms: stuffy nose, runny nose, feeling weak, headache, diarrhea.
- (5) Severe symptoms: In severe cases, the disease progresses rapidly to acute respiratory distress syndrome, septic shock, difficult-to-correct metabolic acidosis and coagulation disorders.

5. Is There a Vaccine Against COVID-19?

Currently, there is no vaccine against COVID-19 available.

6. How Long is the Incubation Period of COVID-19?

Generally speaking, the incubation period is usually about 10 days, with the shortest being 1 day and the longest being 14 days.

III. Knowledge about COVID-19 Prevention

1. Keep Six Key Points in Mind

- (1) Better to stay at home, less visit.
- (2) Wear a mask and maintain personal hygiene.
- (3) Wash hands frequently and keep good air flow in the room.
- (4) Don't eat wild animals.
- (5) Don't rub your eyes after sneezing.
- (6) Don't panic or spread rumors.

2. Four-Step EPC Measures

- (1) Early detection: Detect fever and cough early.
- (2) Early diagnosis: Seek medical diagnosis and treatment early.
- (3) Early quarantine: Quarantine the staff suspected of being infected early.
- (4) Early treatment: Seek medical treatment early if confirmed.

3. Three Key Points About Disinfection

- (1) The virus is sensitive to ultraviolet light and heat.
- (2) Soaking in hot water above 56 °C for 30 minutes can effectively inactivate the virus.
- (3) Lipid solvents such as ether, 75% ethanol, chlorine-containing disinfectants, peracetic acid, and chloroform can effectively inactivate the virus (including 84 Disinfectant and hand sanitizers).

4. Wash Hands in Six Steps

- (1) Rub your hands together palm to palm (do it five times).
- (2) Rub your right palm over the back of your left hand, interlacing your fingers, then switch left over right (do it five times each).

- (3) Rub palms together with fingers interlaced (do it five times).
- (4) Scrub the backs of fingers and fingernails in cupped palms with fingers together (do it five times for each hand).
- (5) Scrub your left thumb by turning and rubbing it in your right palm. Do the same for the right thumb and left palm (do it five times for each hand).
- (6) Scrub your left palm with clasped fingers of your right hand and vice versa (do it five times for each hand).

5. How to Select a Right Mask and Properly Wear It?

- (1) Masks made of paper, cotton, activated carbon, and sponge are not effective in preventing the virus.
- (2) Choose disposable medical masks or N95 protective masks (hereinafter referred to as “medical masks”), and replace them immediately after contamination or feeling damp.
- (3) The darker color is the front side, the front side should be outward, and the medical mask has a metal nose clip.
- (4) The back side of the medical mask, that is, the side with a lighter color, should face the face. The part with the metal clip above the mask is the upper end of the mask.
- (5) After distinguishing the front, back, upper, and lower ends of the mask, wash your hands first, then wear a mask, and hang the rope on your ears at both ends.
- (6) After wearing the mask, you need to press the metal clip on both sides of the bridge of the nose with both hands to make the upper end of the mask close to the bridge of the nose. Stretch the mask downwards so that the mask does not leave any wrinkles, preferably covering the nose and mouth.

IV. Guide for Epidemic Prevention and Control

1. Business Operations

(1) Before the start of work (business outlets)

- a) Business outlets, in accordance with the arrangements of local governments and the requirements of EPC departments, should adjust the number of normal operating business outlets and their opening hours appropriately, issue a public notice in advance, and provide the information concerning the normal operating business outlets in the vicinity. Deploy the staff reasonably to reduce the chance of infection.
- b) Prepare protective equipment and supplies for the day and the on-duty staff should wear medical masks correctly.
- c) Temperature check. Only the staff with normal body temperature can start work.
- d) Site disinfection. Disinfect every corner (including self-service machines and equipment) of the business premises. Place the “DISINFECTED” mark in a conspicuous location in the business hall and self-service banking area, with the disinfection time and date indicated.
- e) When there is a business hand-over with a third-party company, the handover staff of the two parties must take protective measures, such as wearing masks. The boxes and bags can only be handed over after disinfection.
- f) Organize morning meetings to go over and learn the EPC knowledge, bear in mind the locations of nearby medical institutions and check whether the EPC measures are in place.

(2) Before the start of work (doorstep pickup)

- a) Temperature check. Only the staff with normal body temperature can start work.
- b) Wear medical masks and disinfect transportation tools, equipment and supplies to avoid cross-use.

(3) During the work (business outlets)

- a) The staff should wear medical masks and replace them in time according to the health and EPC requirements.
- b) The outlets in the epidemic area should set up the “three lines of defense” when facing customers:
 - i) Before entrance. Customers should wear masks to enter the business outlet, and the staff should persuade customers without masks to wear masks before entering. Check the body temperature of the entering customers and allow customers with normal temperature to enter the business premise for business purpose. At the same time, take corresponding measures in accordance with the requirements of the local government and the health and EPC departments, such as keeping a record of detailed information of the customers, such as names and phone numbers and keep customer information confidential.
 - ii) In the outlets. Put disinfection supplies and products on the reception desk for customer use.
 - iii) Surface of the counter. Disinfect the surface of the counter and related equipment that the customer touches in a timely manner to avoid cross-infection. Supply hand sanitizer on the counter and in other places where customers touch the cash. The business outlets, if conditions allow, should provide disposable gloves and recycling equipment for discarded gloves next to the self-service machines and remind customers of wearing gloves before using the machine.
- c) Inspect the content before acceptance. Make seamless inspection on the content of mails sent by customers. Wild animals or related products are not allowed to be posted. The articles prohibited from posting and delivery are prohibited from flowing into the delivery channels.
- d) Cash can only be paid after disinfection. Increase the frequency of disinfection after cash collection business to avoid cross infection. The staff should wear gloves whenever possible during cash operations.
- e) Operate in compliance with regulatory requirements and properly handle customer identification, audio and video recording and other related work. For the business that really requires a customer to remove the mask according to laws and regulations, the staff should explain to the customer

patiently and avoid customer misunderstanding or complaint.

- f) Keep the business premise well-ventilated. Do not make the business premise a closed environment. Keep it well-ventilated all day.
- g) Keep a distance. Keep a distance of at least 1 meter away from the customer when offering services.
- h) Enhance disinfection. Increase the disinfection frequency if there is a large amount of passenger traffic. Use 84 Disinfectant for disinfection at the business premise every 2 hours.
- i) Wash your hands frequently. Wash your hands with soap and running water or hand sanitizer when you have had close contact with customers, before eating and after using the bathroom or when your hands get dirty.
- j) Be familiar with the operating process for free delivery of in-kind donations and free remittance of cash donations. Notify the receiver by phone in time to receive the mail if it is delivered to the counter of the business outlet. Complete business processing quickly and accurately, and reduce the staying time of customers in the business premise.

Key points for accepting in-kind donations for free delivery.

- i) The free delivery of “donation parcels” is only limited to the individual’s donations of EPC supplies and articles to designated medical-supplies-receiving organizations in severely infected city. The content in the parcels may include medical apparatus and equipment, drugs, protective equipment, cleaning and disinfecting equipment, and consumables (masks, gloves). Rubbing alcohol is not included.
- ii) Donation parcels are delivered through domestic parcel business, with the weight of each piece is limited to 50 kilograms, without calculating volumetric weight and without insurance coverage.
- iii) The senders of “donation parcels” need to provide their names, addresses, phone numbers, and real-name ID information.
- iv) The code of “donation parcels” is “308” in the business information system. The sender’s information must be recorded truthfully and the receiver’s information has been maintained in the system. The

name of the internal content in the parcel shall be recorded in a standardized manner, and the internal content should be clearly stated on the waybill.

- v) The “donation parcels” should be dispatched after pre-sorting and the dispatch information will be automatically generated from the item-level data.
- vi) The “donation parcels” accepted by the business outlets should be dispatched separately, loaded separately onto the postal vehicles, and shall not be mixed with other mails.

Free remittance of cash donations to severely infected Province for EPC.

- i) The remittance made to the Red Cross Society of China (RCSC) (Business Customer No.: 1****9995) and China Charity Federation (CCF) (Business Customer No.: 1****0002) for EPC purposes is exempt from any fees as a business remittance transaction in the remittance system.
- ii) The remittance made to the Ministry of Civil Affairs and its affiliated institutions and various non-profit foundations (especially the Red Cross Society in the severely infected areas) is exempt from any fees (Select “0-Free” under the “Tariff Type”).
- iii) The words “For (EPC) Purpose” must be marked in the *Comments* section.

Remittance to public welfare accounts:

- i) The postal financial outlets should operate such remittance transactions through a unified counter (transaction code: 310101), select cross-bank remittance, and record information such as the bank key of the receiving bank, receiver’s account number, and receiver’s organizational name. Select “Yes” under the “Special Funds Mark”, and fill in the *Comments* Section with COVID-19 EPC.
- ii) If a customer requests to make a donation at the counter, the staff at the outlet should first select the “remittance to public welfare account”; if the public welfare institution identified by the customer

is not within the scope of the maintained public welfare accounts, the remittance can be made to the postal address provided by the customer, the remittance fees can be waived with the authorization of the general counter.

- k) Spray-disinfect the inbound mails if the business outlets have delivery functions. The delivery staff should wear medical masks. The personal cleaning and disinfecting measures, the disinfection measures of the delivery premise, and the protective measures for the delivery staff should be consistent with those for the business outlets.
- l) Don't enter communities to conduct marketing campaigns and organizing the gathering activities in the business premise.
- m) Answer customers' questions, make explanations, and defuse angry customers in a patient manner and seek customers' understanding from the perspective of maintaining their health and avoid causing panic and complaints.

(4) During the work (doorstep pickup)

- a) Take comprehensive safety protection measures during the pick-up and acceptance process, wear and replace medical masks in time.
- b) Take a warm and patient attitude towards customers and keep a safe distance of at least 1 meter from the customer when offering services. Politely request the customers not wearing masks to wear masks properly, or the staff could refuse to accept their mails for delivery.
- c) Strictly enforce the rules on prohibitions and restrictions and the specifications for mail acceptance, strictly implement the content inspection before acceptance and real-name registration requirements. Make seamless inspection on the content of mails sent by customers. Wild animals or related products are not allowed to be posted. The articles prohibited from posting and delivery are prohibited from flowing into the delivery channels so as to ensure the safety of mail receipt and delivery.
- d) Wash your hands properly. Use liquid soap and running water to wash your hands if they are visibly soiled; use liquid soap and running water, or use alcohol-based hand sanitizers if your hands are not visibly soiled. Develop a good habit of not touching the mouth, eyes and nose with your hands,

especially avoid doing it if your hands are not washed.

- e) Be familiar with the operational specifications and procedures for receiving and sending mails, complete business handling process quickly and accurately and shorten the contact time.
- f) Do not have contact with unrelated personnel during the collection process so as to prevent infection.
- g) Take note of key operational points for accepting the in-kind donations from institutional customers for free delivery.
- i) Check and confirm before acceptance.

Check and confirm the in-kind donations posted for delivery: medical apparatus, medical equipment, reagents, drugs, protective equipment, cleaning and disinfecting equipment, and consumables (masks, gloves), with rubbing alcohol and other materials that require special transportation qualification excluded.

Check and confirm the sending organizations and institutions.

Check and confirm the receiving organizations and institutions: the red cross societies across different districts, charities and foundations registered with the civil affairs departments, health and medical care institutions, medical research institutions and other organizations and institutions related to epidemic prevention and treatment. (Note: if the donation is made to the Red Cross Society of severely infected city, please also check and confirm whether the sender has communicated with Red Cross Society and has obtained its agreement to accept the donation. The donation could be accepted after the confirmation is done. The phone number of the Red Cross Society: ****, point of contact: ****, mobile phone: ****).

The following documentation is required for the check and confirmation: donation list that includes such information as donating organization or institution, manufacturer, brand, variety, rule, purpose, and quantity; the copy of production license, product certificate and quality certificate.

Check and confirm the Special Matters Approval Form: For the in-kind

donations for EPC purpose to other organizations and institutions in the Province, please check and confirm the “Special Matters Approval Form for Obligatory Delivery of In-Kind Donations for EPC Purpose”.

Check and confirm the specifications for the acceptance for delivery: Strictly follow the acceptance specifications for standard and express mails. Oversized mails can be accepted on a case-by-case basis with the approval by the operations management department at the same level.

- ii) Key points concerning the operating process and specification for the acceptance.

Strictly enforce the rules on prohibitions and restriction and the specifications for mail acceptance, strictly implement the content inspection before acceptance and real-name registration requirements to ensure the safety of mail receipt and delivery; strictly follow the packaging requirements, and reasonably choose suitable packing materials and boxes to ensure that the internal parts are protected from shock and vibration damage and from getting wet;

Select product acceptance for delivery: Use domestic standard express delivery services (products), and uniformly select the “delivery of donated relief supplies” product in the new-generation system, product code: 112104300000591; select free delivery by cash customer. When using a PDA for the first time to accept the “delivery of donated relief supplies” products, click “My Info – Update Database” to update the PDA basic database information;

Record the receipt information in an accurate and complete manner, including the name of the sender (organizations and institutions). Select “Others” in the name of the contents of the parcel in the “Acceptance” page and fill in the name of the donated materials in details, and fill in the quantity information in the “Internal Content Number”.

(5) After Business Operation

- a) Temperature check. Check the body temperature of the staff.
- b) Site disinfection. Disinfect every corner of the business premises. Keep a record of the disinfection time and date. Dispose of the abandoned masks in a centralized and unified manner to avoid secondary pollution.

- c) Wash and disinfect your hands. Wash your hands with soap and running water or hand sanitizer.
- d) Summarize the work of the day, keep track of the health status of the staff, comfort the staff and help them release stress.

2. Delivery

(1) Schedule the work reasonably and deploy the staff properly.

All the business outlets should schedule the delivery work reasonably and deploy the staff properly in accordance with the EPC requirements of the local government and the volume of inbound mails. Reasonably allocate delivery staff for timely delivery of mails, newspapers and periodicals and at the same time minimize the chance of infection.

(2) Before work

- a) Temperature check. Only the staff with normal body temperature can start work. The staff with the temperature exceeding 37.2 °C should be registered, go back home for observation, and go to the hospital if necessary.
- b) Disinfect the vehicles. Spray-disinfect all the delivery vehicles.
- c) Wear medical masks when starting the delivery work and replace them in time.

(3) During the delivering

- a) Give priority to the EPC materials. Assign the fixed person, the fixed time and the fixed location for the delivery of EPC materials.
- b) Ask the customer to pick up the mail and avoid contact. Before delivering the mail, the delivery staff should contact the receiver (by phone) to determine how to deliver the mail, communicate with the customer and ask the receiver to select contactless delivery as much as possible to reduce direct contact and avoid infection risks. The customer self-pickup service should be the main mode of service in the areas seriously affected by the epidemic.
- c) Put different operations into different zones to avoid personnel

concentration. Put mail sorting and distributing, mail delivery to smart parcel lockers, pick-up and delivery points, and other operations into different zones as much as possible to reduce the frequency of contact and lower the risk of infection.

- d) Wash hands often and maintain personal hygiene. Wash hands with soap and running water or alcohol-based hand sanitizer.

(4) After the end of work

- a) Site disinfection. Disinfect every corner of the collection and delivery premises. Keep a record of the disinfection time and date.
- b) Disinfect the vehicles. Spray-disinfect all the collection and delivery vehicles that have been used.
- c) Check the body temperature of the staff once again. Keep a record of the temperature of all the collection and delivery staff after the end of work.
- d) Hands washing and disinfection. Wash hands with soap and running water or hand sanitizer.
- e) Organize an evening meeting to summarize the work of the day, keep track of the delivery situation of the day, the health status of the staff, and comfort the staff and help them release stress.

3. Network Operations

(1) Before the start of sorting operations

- a) Schedule the work reasonably. The processing center should reasonably schedule the work according to the business volume, determine the production staff in advance based on the production process, avoid close contact with each other, and ensure safe production.
- b) Temperature check. Check the body temperature of the staff in the processing center and only the staff with normal temperature can start work. The staff responsible for temperature check, the staff arranging the arrival and departure of vehicles, and other staff in high-risk posts should be equipped with protective clothing to avoid cross infection. Arrange the staff who does not feel well to take comp time off; report the case if any staff is suspected of having COVID-19 symptoms and send the suspected to the

nearest hospital in time, and report relevant information in time.

- c) Tight control on the outsourcing staff. Strictly inspect the outsourcing staff and control the entry and exit of on-site personnel. Establish the entry and exit registration system for the staff, register and check the staff who enter and exit the site, especially the outsourcing staff, and keep a record of their names and contact information.
- d) Site disinfection. Conduct training on basic epidemic prevention and control knowledge before the start of work, and learn the EPC knowledge; check and confirm that the production site, production equipment, materials and supplies have been disinfected, and keep record of disinfection.
- e) Take meals at different times. Arrange the production staff to take meals in different batches and avoid concentrated dining in the canteen.

(2) During the sorting

- a) Closed-off management. The processing center should strictly implement a closed-off management system. Do not let irrelevant personnel to enter the production & operation site. Try to avoid non-mandatory visits.
- b) Personnel safety protection. All the staff in the processing center must wear medical masks and gloves to work.
- c) On-site ventilation. Keep the processing site well-ventilated and avoid site closure. The processing center may turn on the ceiling fans (at a low speed) from time to time according to the situation if they have ceiling fans installed, and improve the air flow in the production site.
- d) Decentralized operations. According to the production link and position, deploy the staff reasonably and avoid the concentration of personnel in a small area. The production staff should maintain a safe distance of at least 1 meter from each other.
- e) Disinfect the incoming vehicles. Spray-disinfect all the vehicles entering the processing center, then perform mail loading and unloading operations. Arrange designated unloading ports should be arranged for the vehicles coming from the severely infected area,

unload and put their mails in a ventilated environment for 6 hours and then perform the follow-up processing and distribution operations within the province.

- f) Disinfect key areas. Spray-disinfect key areas during the meal time and spray-disinfect the ports before the vehicles arrive at the port.

(3) After the sorting

- a) On-duty summary. At the end of the shift, summarize the production situation of the day, keep track of the health status of the staff, comfort the staff and help them release stress.
- b) Site disinfection. Spray-disinfect every corner of the processing center after the end of the shift. Disinfect the production equipment and tools with rubbing alcohol or disinfectant, and keep a record of the date and time of disinfection.
- c) Handle the protective supplies in a centralized manner. Disinfect and handle the masks, gloves and other epidemic prevention supplies discarded by the staff in a centralized manner.
- d) Check the body temperature of the staff once again. Keep a record of the temperature of all the on-duty staff after the end of work.

(4) Before the transportation vehicles leave the site

- a) Temperature check. Check the temperature of the drivers and only drivers with normal temperature can start work.
- b) Disinfect the vehicles. Spray-disinfect the entire vehicle, and use the disinfectant or rubbing alcohol to disinfect the key contact areas such as the steering wheel, hand gear, and door handle.
- c) Prepare supplies. The postal route-setting bureau shall provide the drivers with protective supplies such as medical masks and other supplies such as food and water. Equip the drivers who are responsible for the postal route entering and exiting the epidemic area with protective clothing.

(5) During the transportation

- a) Protection on the route. Carry 84 Disinfectant and hand sanitizer on the vehicles and the drivers should wear medical masks and gloves throughout the entire transportation process.
- b) Maintain a well-ventilated environment. Turn on the “External Circulation” mode for ventilation in the driver’s cabin and open the window regularly to maintain good air flow.
- c) Personnel control. Do not carry unrelated people in the vehicle.
- d) If the postal route is temporarily blocked due to epidemic control and the postal vehicle could not continue along the original route, the driver should take the following measures:
 - i) Stand-by: After the route-setting bureau learns of the situation, the driver can take a detour route.
 - ii) Timely reporting: If a detour route is not possible, it should be reported to the command and control center of the Group. The vehicle can return or send the mails to the nearest transit point according to the instructions of the Group.
 - iii) Temporary handover: If the entire area or the entire province is blocked, a temporary mail handover point in the surrounding area or province should be selected as a relay transport point to temporarily handle inbound and outbound mails.
- e) How to deal with the drivers feeling sick during the journey. If the driver is experiencing physical conditions or epidemic-related symptoms during the transportation, take the following measures:
 - i) Timely reporting: The driver should inform the route-setting bureau of the details by phone.
 - ii) Safe parking: Park the vehicle in a safe place, check and confirm that the vehicle is securely locked, and then visit the nearest hospital. The route setting-bureau should keep in touch with the driver and provide relevant assistance such as seeking medical treatment.
 - iii) Disinfect the entire vehicle. The route-setting bureau should

contact the branch of the province where the vehicle is parked for assistance. After the vehicle is disinfected, the vehicle should be driven to the processing center of the local branch.

- iv) Connected transportation: The route-setting bureau should consult with the local bureau, send the staff or request the local bureau to drive the vehicle to the destination office as quickly as possible.

(6) During transportation handover

- a) If the destination is not a high-risk area, the drivers should wear medical masks and gloves, and wash the hands immediately after the handover.
- b) If the destination is a high-risk area such as a medical institution, the drivers should wear medical masks and gloves throughout the process, wash the hands immediately after the handover, and replace medical masks and gloves in time. For handovers in epidemic-concentrated areas, the drivers should be equipped with protective clothing. After the handover is completed, the vehicle should be temporarily spray-disinfected to avoid infection.

(7) After the transportation

- a) Disinfect the entire vehicle. Spray-disinfect the doors, wheels, outer body, and other parts of the vehicle.
- b) Centralized disposal of protective supplies. The driver's masks, protective clothing, and gloves are disinfected and replaced in a centralized manner.
- c) Temperature check. Check the body temperature of all the returning drivers.
- d) Localized management at the local bureau. The localized management at the local bureau should be strictly executed. After arriving at the loading and unloading station, the drivers should take a rest in the designated lounge, and shall not travel privately to avoid cross-contact.
- e) Take comp time off. The drivers who perform transportation tasks in high-risk areas shall take comp time off and be home quarantined to ensure safety.

4. Warehousing

(1) Entry into the warehouse

- a) Temperature check. Check the body temperature of all the staff entering and leaving the warehouse, inquire about their latest travels, and ask for epidemic-related symptoms. Those with the temperature exceeding 37.2 °C should be registered, go home for observation, and go to the hospital for treatment if necessary.
- b) The staff entering the site must wear medical masks.
- c) Control the number of staff in the warehouse. Arrange an appropriate number of staff for on-site operations based on business volume and reduce the density of operating personnel. Unrelated personnel are not allowed to enter the warehousing area.
- d) Spray-disinfect the delivery or pick-up vehicles entering and leaving the warehousing area. Check the body temperature of the drivers and accompanying staff and carry out loading and unloading operations at the designated port. Do not allow them to enter the warehousing area.

(2) Operations in the warehouse

- a) Regular disinfection. Disinfect (for instance spray-disinfect) the warehouse production site (including the office) at least twice a day and ensure the ventilation of the warehousing site.
- b) Special protection for key positions. Security personnel, temperature measurement, pick-up and delivery staff and other staff in frequent contact with internal and external personnel must be equipped with the necessary protective supplies to prevent infection.

(3) Unusual situations

- a) Anomaly reporting. Report usual situations and important matters, such as warehouse close-down and staff reduction, to the superior level immediately. Report to the related business department of the HQ if it involves a strategic customer at the HQ level, and communicate and coordinate with the customer and make

explanations in the first place.

- b) The shipping anomalies of sub-warehouses should be reported to the general control project team in time to communicate with the customer, develop a remote sub-warehouse coverage solution, and design the relevant postal routes with the transportation management department in advance to avoid customer complaints.
- c) During the temporary closing period, take tight fire protection measures and ensure cargo safety in the warehouse, and conduct daily security check and inspection of the warehouse.

5. Customer Service and Quality Monitoring

(1) Various posts in customer service center

a) Before work

- i) Create EPC reminders. Post a notice at the entrance of the workplace, reminding the staff of the following points: take a temperature before leaving home, wear medical masks and gloves throughout the commute, wear medical masks all the time during work, do not visit friends and relatives, eat alone, do not order food delivery or pick up express delivery parcels on the premises. Follow the seven “must-do” instructions for the handling of the supplies to disinfect counters and seats. Put up signs in the toilet to remind the staff of washing hands frequently. Disseminate EPC knowledge in the staff chat group.
- ii) Disinfect the dormitories and shuttle buses. Sign a memorandum with the outsourcer if the outsourcer provides accommodation and transportation, requesting the outsourcer to disinfect the dormitories and shuttle buses 2-3 times a day.
- iii) Temperature check. Check the body temperature of all the staff before they enter the work site. The staff with the temperature exceeding 37.2 °C should be registered, go back home for observation, and go to the hospital if necessary.
- iv) Site disinfection. Complete the disinfection of public areas, elevators, water heater rooms, break rooms, and other public areas and open the

windows for natural ventilation before the start of work. Place the mark of “DISINFECTED” in a conspicuous location of these places, with disinfection date and time indicated.

- v) Disinfect the office desks. Customer service staff should arrive 10 minutes earlier before the opening hour, put jackets and bags into lockers before entering the workplace, wash hands with soap and running water or alcohol-based hand sanitizer, then disinfect the computer, keyboard, phone, headsets and other office supplies on the desk.

b) During the work

- i) Wear masks. All customer service staff must wear medical masks and replace them in a timely manner.
- ii) Maintain ventilation. Ventilate the site when wiping the desk and floor every morning. During the work, the on-site management staff is responsible for arranging proper ventilation by opening windows 2-3 times a day and 20-30 minutes each time. The desk should not be placed in the vent opening.
- iii) Divide the operations into different zones. The non-epidemic provinces should arrange at least two or more zones or areas (including training rooms) for isolated operations (the provincial IT department assists in opening the port to the service quality management platform), and the entry and exit ports and the passage should be separated between different zones; the epidemic-affected provinces should arrange multiple sites (not zones) to undertake the provincial online customer service tasks, and the staff at each site are controlled below 10. If conditions allow, the general staff should not be seated next to each other and the management staff will work in a relatively fixed area. Reduce cross-zone movement, and the executives of the center will lead the team as Role A and Role B and work in shifts.
- iv) Take small breaks frequently. The staff of 11183 regional centers, provincial online customer service teams and local customer service centers should arrange multiple short-time breaks to reduce the fatigue of wearing masks and reduce the risk of exposure due to going out. Reduce the lunch time to the time required to complete the meal alone, reduce the going-out of the staff and cancel the team building activities.

- v) Wash hands frequently. After the break, meals, and using toilet, the customer service staff should wash their hands with soap and running water or alcohol-based hand sanitizer, and then return to their desks.
- vi) Site disinfection. During the work, disinfect the public areas, 1-2 times a day, including workplace, elevators, water heater rooms, and breakrooms, with the disinfection date and time indicated.

c) After work

- i) Temperature check. Check the body temperature of the customer service staff once again when they are off work. The staff with the temperature exceeding 37.2°C should be registered, go back home for observation, and go to the hospital if necessary.
- ii) Hands washing and disinfection. After the work is finished, the customer service staff should shut down the computer equipment and wash their hands with soap and running water or alcohol-based hand sanitizer.
- iii) Wear a mask. Before leaving the workplace, wear a medical mask and return home safely.

(2) The posts of collaborative customer service for the production and active customer service, quality control and inspection

a) Before work

- i) Temperature check. Check the body temperature of all the staff before they enter the work site. The staff with the temperature exceeding 37.2°C should be registered, go back home for observation, and go to the hospital if necessary.
- ii) Site disinfection. Complete the disinfection of the work site before the start of work. Place the mark of “DISINFECTED” in a conspicuous location of these places, with disinfection date and time indicated.

b) During the work

- i) All the on-duty staff must wear medical masks. The production collaborative customer service staff are responsible for receiving the self-pickup customers and should be equipped with protective clothing. The

inspection staff should wear medical masks and gloves for on-site inspections.

- ii) Maintain ventilation. Ventilate the site when wiping the floor every morning. Open windows for natural ventilation 2-3 times a day and 20-30 minutes each time during the work.
- iii) Assign Role A and Role B. Set up Role A and Role B for the working staff. Role A and Role B work in shifts and do not contact with each other.
- iv) Wash hands frequently. After the break, meals, and using toilet, the on-duty staff should wash their hands with soap and running water or alcohol-based hand sanitizer, and then return to their posts.

c) After work

- i) Temperature check. Check the body temperature of the on-duty staff once again when they are off work. The staff with the temperature exceeding 37.2 °C should be registered, go back home for observation, and go to the hospital if necessary.
- ii) Hands washing and disinfection. After the work is finished, the on-duty staff should shut down the computer equipment and wash their hands with soap and running water or alcohol-based hand sanitizer.
- iii) Wear a mask. Before leaving the workplace, wear a medical mask and return home safely.

V. Office

1. Preventative and Protective Measures for Entering the Building (Office) for Work

- (1) Accept temperature check. Enter the building only when your temperature is normal. Go to the washroom to wash hands first. If your temperature exceeds 37.2 °C , please do not enter the building, go back home for observation, and go to the hospital if necessary. Minimize the entry of other unrelated personnel. If an outsider has to enter the building for work reasons, take a temperature first. Ask for the related information about the whereabouts, working organizations, and contact history with the epidemic area. Allow those meeting the related requirements to enter.
- (2) Keep the office area clean. It is recommended to ventilate the office 3 times a day for 20-30 minutes each time. Keep warm when ventilating.
- (3) Maintain personal hygiene. Wash hands frequently and drink hot water. Disinfect the desks and office supplies daily.
- (4) Arrange the ways and hours of working in a flexible and safe manner and adopt flexible working system, home office, shift between Role A and Role B, working hours shift, and other ways of working. The on-site staff should maintain a distance of at least 1.5 meters from each other and avoid gathering and concentration in the office area to prevent cluster infections. Wear medical masks when working.
- (5) Have moderate exercises during the intervals of work and stay in good health. Avoid excessive exercise, which will reduce the body's immunity.

2. Preventative and Protective Measures for Attending Meetings

- (1) During the epidemic, all units and departments should avoid having meetings or meet as little as possible. It is recommended to hold video or teleconferences, and try to conduct office and business activities through WeLink, corporate WeChat, Tencent conference, China Post's own IT system (China Post Pioneer), telephone and OA platforms. Wear the medical mask throughout the meeting if you have to attend. The organizer (organizing department) should keep a record of all the attendees.

- (2) Wash your hands before entering the meeting room. The attendees should keep a distance of at least 1.5 meters from each other.
- (3) Control the length of the meeting. Open the window for natural ventilation once if the meeting lasts long.
- (4) After the meeting, disinfect the venue and furniture with the 75% alcohol or chlorine-containing disinfectant. Soak the tea cups and wares in hot water for more than half an hour for disinfection.

3. Preventative and Protective Measures for Dining in Canteens

- (1) Properly extend the dining time of the canteen and make proper dining arrangements to avoid concentration. Avoid face-to-face dining, and avoid talking with colleagues while dining; ensure "minimum contact and crossover". If conditions allow, use lunch boxes and eat alone when possible. Encourage the staff to bring their own meals or meal boxes. Strengthen the disinfection of reusable tableware. Use disposal dishware if disinfection conditions are not in place.
- (2) Take off your masks in the last minute as your sit down and start to eat.
- (3) The cooking staff and the staff of the operation room should strictly implement the sanitation and disinfection process. Disinfect the canteen once a day and disinfect the tables and chairs after use. Take a temperature in the morning and in the evening, and wear proper sanitation suits.
- (4) The cooking staff should strictly implement the daily cleaning specifications, ensure the quality of the dishes, and ensure that the dishes are fully done.
- (5) Reduce the consumption of seafood and poultry, and do not supply cold meet dishes; require the outsourcer to strictly control the source of materials, eliminate game, and avoid using the ingredients produced in severe epidemic areas. Serve light, nutritious and delicious dishes.

4. Preventative and Protective Measures for Attending Official Activities

- (1) Wear medical masks and replace them in time during the travel.

- (2) Avoid dense crowds and avoid staying long in public places.
- (3) Keep a safe distance. Keep a distance of at least 1.5 meters away from each other.

5. Preventative and Protective Measures for the Travel on an Official Vehicle

- (1) Disinfect official vehicles on a daily basis. Spray-disinfect the interior and exterior of the vehicle, wipe and disinfect door handles and frequently touched places.
- (2) The accompanying staff on-board should wear medical masks and replace them in time.
- (3) Pay attention to the use of air conditioner in the vehicle. Turn on the “External Circulation” mode for ventilation in the non-epidemic area and turn on “Internal Circulation” mode in the epidemic area.

6. Preventative and Protective Measures for Receiving Visitors

- (1) Wear masks. Politely request visitors not wearing masks to wear masks properly, or the staff could refuse to receive them.
- (2) Ask for related information of visitors, such as contact history, any symptoms such as fever, cough, and shortness of breath.
- (3) Check the temperature of visitors. Visitors, without any above-mentioned symptoms and with the temperature below 37.2 °C are allowed to enter for official business.
- (4) Try to avoid receiving visitors.

7. Preventative and Protective Measures for Public Areas

- (1) Spray-disinfect public facilities. Spray-disinfect key public places and areas such as workplaces, hallways, corridors, meeting rooms, elevators, stairs, washrooms, sinks, canteens, trash stations, water supply equipment and facilities, and commuting tools. Disinfect the frequently touched places such as elevator buttons, and door handles more frequently.
- (2) Use cleaning utensils and supplies separately. Use cleaning utensils and

supplies separately for different areas to avoid mixed use.

- (3) Closed-off management of the building. Open only one entry point, temporarily close other entry points, and enhance epidemic control.
- (4) Keep the workplace ventilated. All units should choose natural ventilation if conditions allow. If the room temperature drops due to ventilation, remind the staff to add clothes to keep warm. Ensured that the air supply is safe and sufficient, and all exhaust air is discharged directly to the outside if an air conditioner is used. Close the return air channel if the air conditioner is not used. Ventilate the workplace at least three times a day for at least 30 minutes each time.
- (5) Seal the trash bag of each individual for disposal. Use disposable trash bags for individual's trash and seal the trash bags and put them into the public trash bins every day.
- (6) Set up hand-washing equipment in the workplace, and maintain the normal operation of hand-washing and spraying facilities. Provide waterless hand sanitizer if no hand-washing equipment is available.
- (7) To guide the staff to line up in an orderly manner when using passage, elevators, stairs, and smoking areas, maintain proper distance from each other, and do not talk with each other when smoking. One elevator cabin should carry no more than 4 persons for the units and departments in the HQ and in the Beijing area. Please wait for the next elevator if there are 4 persons in the cabin. Please take the stairs as much as possible if your floor is not that high. Other regions may take this a reference based on the actual local conditions.

8. Preventative and Protective Measures for the Logistical Staff (Service, Security and Cleaning Staff)

- (1) Make sure the property service staff are properly disinfected and protected before the work. If conditions allow, the unit should set up a disinfection room for the staff before going to work, equipped with ultraviolet disinfection lamps, disinfectant and other anti-epidemic materials. The property service staff should be completely disinfected from work clothes to shoes before they start work. Put the tools and work clothes to the non-working staff in a designated area, avoiding mixed use and ensure

centralized disinfection.

- (2) Keep a safe distance. Keep a safe distance of at least 1.5 meters away from each other.
- (3) Maintain personal hygiene. Wear medical masks and disposable rubber gloves when working, and wash and disinfect hands after work.
- (4) Timely reporting. Report immediately if the service is not handled in accordance with the operational specifications and the EPC work is not done in compliance with EPC requirements.
- (5) Tighten working procedures for property service staff, try to reduce the frequency and time of contact among the staff, and arrange their work by different time slots, floors and areas.

9. Disposal of Used Masks

During the EPC period, keep your hand clean after wearing or removing the masks. Discard used masks into trash bins. Use 75% alcohol or chlorine disinfectant to disinfect trash bins twice a day.

10. Disposal of Waste and Trash

- (1) Seal the top of trash bags. All the trash must be packaged and sealed.
- (2) Keep clean. Strengthen the cleaning of trash bins, keep the trash area clean, remove trash in a timely manner, and clean the trash area at least twice a day.
- (3) Regular disinfection. Disinfect the trash storage area daily, with the disinfection time and date indicated.
- (4) Strengthen the management of trash classification. Try to set up classified trash bins for different purposes. Set up a special recycling box for masks in the public area, clean trash bins and disinfect them regularly.

11. Strengthen Safety Management in the Workplace

- (1) Strictly abide by the relevant provisions of the “Regulations on the Safety Management of Dangerous Chemicals” of the State Council, and strengthen the use and management of EPC substances such as alcohol and disinfectant.

- (2) Strictly manage alcohol use. Maintain ventilation before and after use. Before using and storing alcohol, thoroughly remove flammable and combustible within 20 meters of the use area. Use the alcohol to wipe the surface directly and do not spray in the air or on your body. Properly dispose of the containers, cotton balls, tissues, mobs and other alcohol-related substance. Store a proper amount of alcohol and do not store a large amount of alcohol. Store it safely away from ignition sources (sparks, smoking, flames), and store it in a dry, cool and well-ventilated place and avoid direct sunlight.
- (3) Strictly manage the use of 84 Disinfectant. Take preventative and protective measures and wear rubber gloves during the blending and using process. Use it right, and it must be diluted before use, with a dilution ration of 1: 100-200. Do not mix it with other disinfecting or cleaning products. Use it compliantly, and do not bring it in contact with acidic substances. Do not use it to disinfect the clothes. Store it safely in a cool, dry and ventilated place, away from sources of ignition (fire and heat) and avoid direct sunlight.
- (4) Strengthen the fire safety management. Do not smoke in the building. Do not use the high-power electrothermal and electrical equipment and appliance with the power over 1500W in the office area. The power charging and other equipment must be attended and do not put them in unattended environment. Switch off all electrical appliances and equipment after work.
- (5) Establish a regular safety inspection system. Assign designated personnel to take charge of the safety work, with responsibilities clarified. Strictly follow the operational procedures for the use and management of dangerous EPC materials such as alcohol and disinfectant. Establish a regular safety inspection system.

12. Strengthen Staff Health Monitoring and Protection

- (1) Enhance staff health management. Each unit must know the situation of employee mobility, conduct health management in accordance with the region-specific and sector-specific management requirements of local governments, and implement home or centralized quarantine for medical observation for the staff from areas with severe epidemics.
- (2) Implement health reporting. All units shall strengthen staff health

monitoring and temperature check and set up channels for the reporting of suspicious symptoms. Report timely and truthfully if any of the staff has fever and respiratory symptoms.

- (3) Strengthen the staff's awareness and education on the prevention and control by various means and guide them to implement requirements on personal prevention and protection and abide by various EPC measures in the workplace.
- (4) Provide medical services. The units with medical clinics should prepare necessary drugs and protective materials, and cooperate with the disease control department to conduct quarantine observation and tracking management. The units with no clinics should establish contact with a medical institution nearby to ensure that the staff could receive timely treatment or medical services. Take care of the mental and psychological health of the staff and relieve their stress in a timely manner.
- (5) Get prepared for emergencies. Clarify the responsibilities and handling procedures for emergency response of each unit, and timely deal with suspicious symptoms according to requirements and procedures.

VI. Household

1. How to Protect Yourself on the Way to Work?

- (1) Wear a mask correctly before going out.
- (2) It is recommended to get to work by walk, bike, a private car or a shuttle bus and try not to use public transportation. Wear the mask all the way if you must use public transportation. Try to avoid touching anything unnecessary during the travel.

2. How to Protect Yourself on the Way Home and at Home?

- (1) Wash your hands and wear the mask before leaving.
- (2) After returning home, remove the mask and wash your hands first. Disinfect your mobile phone and keys with disinfecting wipe or 75% alcohol.
- (3) Keep the room ventilated and clean, avoid unnecessary going out, and avoid gathering in public places, especially places of poor air circulation.
- (4) Strengthen the personal health protection of the staff and avoid unnecessary going out on the way to work or on the way home.
- (5) Strengthen the weak links in the EPC work such as the dormitory. The HQ and the units in Beijing must arrange the accommodation for core property service staff close to their unit or office, or the staff could go to work by walk, bike and a private car. The property service staff living a collective dormitory should have an area of not less than 4 square meters for each employee on average, the number of employees in each dormitory shall not exceed 6. If the staff have to be arranged to live in underground space, a space not less than 5 square meters must be provided for each employee and the number of employees shall not exceed 2. Bunk bed is not allowed. The units in other regions and can determine the specific requirements based on their actual conditions. In principle, one collective dormitory should accommodate 6 people at most, with the average area per person not less than 2.5 square meters.

VII. Concluding Remarks

We must strengthen our confidence, help each other, take scientific prevention and control measures and develop targeted policies. We should follow the principle of early detection, early reporting, early quarantine and early treatment. Do not panic. Do not spread rumors. Let's stick to our posts and work together to fight and win the battle against the epidemic.