COVIDPROTOCOL
DIAMOND INDUSTRY

Generic guide for combatting the spread of COVID-19 at work
Editorial committee: This guide is the result of co-operation between several partners in the diamond industry: Melissa Smet, Bart De Hantsetters, Elie Verplancken, Gert Eysackers, Yves Bollekens and Yves Toutenel
The corona crisis has an unprecedented impact on the diamond industry. We may have to live with this virus for a while, and therefore we must prepare for it together and cooperate to create the safest possible working environment.

By means of this statement, the social partners of NJC 324 (National Joint Committee for the diamond industry) therefore explicitly wish to endorse the Generic Guide for combatting the spread of COVID-19 at work.

The social partners of the diamond industry call on companies and their employees to pay due attention to this Generic Guide and to closely follow the prevention measures contained therein, insofar as they may apply to their company-specific situation.

Companies that have not interrupted their activities and have already taken the necessary measures can use this guide as a source of further inspiration.

The social partners wish to emphasize the central and critical role of social dialogue within the company. Existing consultation bodies within the organization, such as the Committee for Prevention and Protection at Work, the trade union delegation, or the workers themselves (if there is no trade union delegation) should be involved in the choice and implementation of these measures. It is important that there is close cooperation at company level and that broad support is created.

1. Objective of this guide
2. General recommendations for employers

1. Appoint a “corona coordinator” within your company. This person shall be available to answer all employee’s questions. In many companies, the prevention officer or the external prevention advisor can properly fulfill this role.

2. In the exceptional case that the 1,5 meter distance can not be guaranteed, for example if a passage is too narrow, extra measures must be taken to prevent the risk of contamination and to ensure compliance with the rules of social distancing. Visit the following web page: https://werk.belgie.be/sites/default/files/content/news/SocialDistancing.pdf.

3. Communicate regularly with employees about developments and measures related to the coronavirus. Protect your employees if they reminded customers or third parties of the safety protocol and they are not taking appropriate action.

4. Make sure your customers’ procedures are known to your employees in advance. Provide disinfectant spray, hydroalcoholic hand gel, face masks, soap and gloves to your employees.

5. Prevent employees from gathering in large groups. Separate incoming and outgoing employees from each other by, for example, setting up walking routes.

6. Arrange the canteen and changing rooms so that a distance of 1,5 meters can be respected. Establish a system so that groups can pause, eat or change clothes separately.

7. Set up a procedure for the daily disinfection of surfaces and reusable materials (for example tangs, tweezers, diamond loupes, measuring devices and tools, screening and detection devices, keyboards and PC accessories, door handles, chairs,...). Don’t forget other sensitive areas (dining room, toilet, wardrobe, etc.)

8. Appoint the employees who are responsible for disinfection and determine when the disinfection should take place.

9. Determine when employees should wash their hands or use disinfectant hand gel, preferably every hour.

10. Set up a procedure to be followed if an employee or visitor arrives with symptoms of respiratory illness. Please see the instructions on the website of the FPS WASO: https://werk.belgie.be/nl/nieuws/hoe-ga-ik-als-werkgever-om-met-werknemers-die-corona-griepsymptomen-vertonen
3. General recommendations for workers

1. Clean the workplace with water and a detergent (or use 70% alcohol if that is not possible). Think of: chairs, desks, keyboards, polishing wheel,... Clean extra thoroughly if you take the place of someone who has gone home ill.

2. Use your own equipment as much as possible: pens, tangs, tweezers, diamond loupes, protective equipment,...

3. Only work in ventilated areas and ensure adequate ventilation in the workshop if possible.

4. During commuting to and from work, wear a face mask on public transport

5. Follow the procedure and timing for cleaning and disinfecting your hands.

6. Check daily before starting that you have the necessary and suitable protective equipment for the execution of the planned work. If not, notify your manager.

7. Check whether your workplace has been disinfected as prescribed. If not, notify your manager.

8. Remind clients, colleagues or third parties of the prevention measures if they do not comply with them.
1. Context

How does this sectoral guide relate to the generic guide and their application in the company?

![Diagram of Guideline framework for safety at work]
2. General measures

Make maximum use of the social dialogue in your company

Consultation on a regular basis on the measures (to be) taken with the Works Council, the Committee for Prevention and Protection at Work, the trade union delegation and the workers themselves (through direct participation), in accordance with their respective powers: this will increase support for and observation of the measures. Consultation on the measures to be taken should take place as early as possible, preferably even before a possible restart. Ask the advice of the social dialogue bodies before restarting activities.

Involve experts

Call on the expertise available internally and externally, such as the prevention advisor and the external prevention services.

![Diagram showing the involvement of internal and external services](image)

Make maximum use of social consultation and involve experts

Give clear instructions and provide the necessary training and communication

Inform your workers as to why it is necessary to start work or stay at work in a safe way, even if working from home is not possible.

Provide your workers with accessible information, clear instructions and appropriate training on the measures and ensure that this information and these instructions are properly understood and followed. Repeat the instructions regularly, having regard to workers who may need additional training and instructions, such as inexperienced workers or temporary workers.

In addition, ensure psychosocial support for your workers and, if necessary, involve the psychosocial aspects prevention advisor or confidential counsellor, including for home working.

Pay particular attention also to workers with vulnerable health, such as workers with chronic conditions (e.g. lung and heart problems, diabetes) and workers undergoing or having undergone cancer treatment.

Have regard to workers who have continued to work in unusual or difficult circumstances.

Communicate continuously with all workers.
Provide information for workers and externals

Contact your workers, including temporary workers and interns, in a timely manner, as well as external parties such as customers, clients, suppliers, sub-contractors, freelancers, visitors, parents and others who come into contact with the organisation, to inform them about the rules at your organisation.

Many people will have practical questions: make it clear to whom they can turn via info boards, your intranet, website, etc.

Include the contact details of useful reference people at the internal or external prevention service, such as the occupational physician, the confidential advisor, the prevention advisor and the psychosocial aspects prevention advisor, the confidant(s) potentially along with a contact point for corona-related questions.

Apply the social distancing rules to the maximum

Keeping a distance, i.e. avoiding contact with other people within 1.5 metres, remains the best way to limit the spread of COVID-19. So, guarantee a distance of 1.5 metres as much as possible and forbid gatherings. If the organisation of work does not permit this despite other additional measures, then try to come as close as possible to the margin of 1.5 metres. Use markings, ribbons or physical barriers to demarcate zones or places or mark on the ground how much distance to keep. These principles apply to all places in the company and to all other aspects of work.
3. Hygiene measures

Hand hygiene (and respiratory hygiene)

✓ Wash your hands regularly, with water and liquid soap in a correct manner (even if gloves were worn).

✓ Provide means for washing hands (preferably with water and liquid soap) and drying (paper wipes, no towels, no electric hand dryers) and/or disinfecting. Provide suitable hand gels or disinfectants in places where handwashing is not possible, preferably in dispensers that should not be touched.

✓ Check which products qualify as suitable soap, hand gel (with alcohol) or disinfectant: not all products are suitable or sufficient; if in doubt, contact your occupational physician or occupational hygienist.
✓ Avoid contact with objects or surfaces that have been used or touched by others and wash hands regularly and thoroughly after contact with surfaces and containers that are touched by many people.

✓ Provide paper towels.

✓ Dry your hands after washing with a paper towel and use this towel to close the tap or close the tap with your elbow.

✓ Raise worker awareness about hand hygiene and coughing or sneezing into handkerchiefs or elbows, e.g. through posters, and discard used handkerchiefs immediately.

✓ Provide appropriate containers for the collection of the (waste) material used for the application of individual and collective hygiene, such as handkerchiefs and disposable cleaning cloths (and used protective equipment).

✓ If necessary, use protective equipment such as (disposable) gloves and be careful when putting them on, taking them off and throwing them away.
Cleaning of workplaces, work equipment and social facilities

✓ Ensure proper cleaning of the workplace and workstations and provide cleaning between working days.

✓ Clean work equipment (tangs, diamond loupes, tweezers,...) after use, and in any case before it is used by someone else.

✓ Pay extra attention to vending machines, including in areas for rest and lunch breaks and customer areas.

✓ Also pay attention to door handles, handrails, elevator buttons, light switches, handles of cabinets and slides, washbasin taps, control buttons of appliances and machines, etc. You can also look at possibilities for opening doors, cabinets, etc. without contact or using the elbow.

✓ Pay attention to cleaning printer or machine control screens or provide alternative modes of operation (e.g. a touchscreen pen).

✓ Also pay attention to the hygiene and cleaning of smartphones, keyboards and computer mice.

✓ Pay particular attention to appropriate protective equipment, cleaning agents and instructions for cleaning staff.

✓ Ensure good hygiene of work equipment (tangs, tweezers, loupes, smartphones, keyboards,
work with your own equipment as much as possible and clean it regularly (especially when used by another worker).

**Ventilation and aeration**

- Ensure adequate and regular ventilation of work areas and social facilities, either by natural ventilation or mechanical ventilation.

- Ensure proper maintenance of ventilation and/or aeration systems; check whether additional measures are necessary for systems in which air circulates.

- Do not use individual fans, which could spread the virus.

**Collective protective equipment and personal protective equipment**

- Collective protective equipment takes priority over personal protective equipment.

- The following can be regarded as collective protective equipment: installing partitions, putting up ribbons, applying markings, etc.

- The following can be regarded as personal protective equipment: protective clothing such as an apron, goggles, gloves, respiratory protection masks, etc.
Face masks

✓ When using face masks, take into account the general measures issued by the Crisis Centre National Security Council and include these when determining the measures at the company level resulting from the risk analysis.

✓ In situations where the 1.5 metres cannot be respected and after exhausting organizational measures and collective protective equipment, wearing face masks can be necessary as an additional measure, albeit always in conjunction with other prevention measures and respecting the prevention hierarchy. In order to be effective, these masks must also be worn and taken off correctly.

✓ Face masks form a physical barrier to splashes or large droplets. They capture particles or bodily fluids emitted by the wearer. In this way, they have a role in preventing exposure. This type of mask is not a personal protective device. They do not protect the carrier against the inhalation of small particles or droplets containing the virus. They usually do not fit seamlessly on the face and the fabric does not filter small particles.
Hoe draag ik een mondmasker?

Hoe moet ik mijn mondmasker aandoen?

1. WAS ZORROUW DE JE HANDEL MET WATER EN ZEEP.
2. KLIKNAA HET HACLER BESCHRIJF IS OF GRENKHEF.
3. NEEM HET HACLER NAH BIJ DE ELASTIEKEN.
4. GAA NAAR KEKART DE BEZEGMAAT IS. ONDERKELIJK BEKKET HET HACLER ENZERIEGEEL. ZOEK NAAN DE.BEKER.
5. TWEK DE ELASTIEKEN DOOR JU ORG EN OFOPWITTE ZE ROND. JE HOEDAANHELEN HEN DEELNAH JACHT.
6. HET HACLER MOET IDE TIELLEN, KOPPZIJDEN HET METAL EN ZEEL NAH DE HACLER.
7. OKON ENJEITEN OF EEN OPZIJDEN ZOEK. POSITIONER HET HACLER INZIJREN OP DE CORRECTE HANG. DOOR HET JUUVAN EN IN JACHTBELEER.
8. ON BESTMITE TO SERUZION. RAAN JE HET MORDSKAERNAAN NAAN TUIJENS ELETRIJK. ZOEKE DE HACLER EN IN EEN ENZELLE. WAS NAH OPJEENJE.

Hoe moet ik mijn mondmasker uitdoen?

1. PLACOE JE IKNAHToE.
2. NEEM HET HACLER VAST BIJ DE ELASTIEKEN. EN KERFZOR EEN HETELN UIT DE BEKANT VAN JE BEZEDIT. RAAN DE VORDRAAAR VAN HET HACLER NOTAAN.
3. ZENNAM HACLSKERA HACLER: GEEH MET HACLSKERA ONVEZIL LIK NEN IN EEN AFSLUITTARE VACABE. LAG HET HACLER IN EEN BAC ERONSTE HACLER EN ZIEE.
4. WAS ZORROUW DE JE HANDEL MET WATER EN ZEEP.
4. From home to work

Before you leave

✓ Anyone who feels ill should stay at home and inform their employer according to the rules applicable in the diamond industry.

✓ Wash your hands before you leave home.

Transport

✓ If you come to work by bicycle or scooter, or on foot, then keep a sufficient distance; preferably do not use shared bikes or scooters, etc.

✓ Those who do arrive in a shared car must respect a minimum distance of 1.5 metres between each person during transport. The number of people that can be transported therefore varies depending on the type of vehicle.

✓ It is recommended to regularly clean and air out the car.

✓ Those arriving by public transport (train, tram, bus) must follow the instructions from the transport companies.

5. Upon arrival at work


✓ Avoid the simultaneous arrival of workers. Provide multiple entrances and exits if possible. Also pay attention to the layout of car parks (number, distribution, for bicycles too). Look at the possibilities of spreading the work out over time during a calendar day, e.g. possibilities for starting work earlier and later in the day too: this automatically has an impact on the number of people present.

✓ Use distancing measures at entrances, exits and passages with aids such as markings, ribbons or physical barriers, and consider one-way traffic in corridors where people pass by each
other too often or without sufficient distance.

✓ Respect maximum social distancing and keep your distance.

✓ Avoid using elevators. If this is not possible, then limit the number of people using the elevator at the same time (e.g. allow only 1 person in a smaller elevator), keep your distance.

✓ Provide one-way traffic or priority rules on narrow stairways where people cannot keep enough distance when passing by (e.g. right of way for those coming down). Keep a sufficient distance on staircases and escalators.

✓ No greetings that involve physical contact: there are plenty of alternatives to a handshake or a kiss.

✓ If you use clock in organize this in such a way that social distancing is respected, consider alternative ways of clocking in (e.g. contactless), cleaning between uses by different workers.
Upon arrival: wash hands with (liquid) soap and according to hygiene regulations (see also hygiene measures); use posters as an awareness-raising tool.

6. Changing rooms

✓ Respect social distancing, including when entering and leaving the room.

✓ Limit the number of people in the changing room at any one time.

✓ Redesign the concept of the changing room if necessary: temporarily provide additional changing rooms, create demarcated areas where up to 1 person may enter at any one time. Respect social distancing for those waiting.

✓ Provide regular ventilation and cleaning of the changing rooms, and in any case at the end or beginning of each working day.

✓ Wash hands before and after use of the changing room
7. During work/at the workstation

Labour organization and social distancing

✓ Organize the work in such a way that there is maximum potential for remote working from home for the functions where this is possible.

✓ Organize the work in such a way that social distancing is respected as far as possible for those present at work.

✓ Create sufficient distance between workstations; if this is not possible, then organize the layout of the workstation in such a way that a sufficient distance can be maintained, e.g. use only certain desks in open-plan offices, rearrange workstations or place them in separate rooms and work back-to-back instead of face-to-face.

✓ If it is nonetheless not possible to maintain a sufficient distance from other people: use collective protective equipment in the first instance, such as screens or walls to compartmentalize workplaces, and/or organisational measures, e.g. spreading out break
Limit the number of workers working in one room at the same time as far as possible (by providing work from home, adjusting breaks, etc.) and limit the time that workers work or are present in one room at the same time as far as possible, including in printing rooms, archives, etc., and keep a sufficient distance while waiting.

When working in teams:
- Limit the size of the teams.
- Limit the rotation in the composition of the teams.

Do not enter rooms where you do not need to be present or do not need to carry out any work.

Consider postponing work where it is not possible to maintain a sufficient distance and which is not urgent to a later date or reviewing work where it is estimated that a safe distance is not possible, but which is also urgent.

Work equipment

Ensure good hygiene of work equipment (tangs, tweezers, loupes, smartphones, keyboards, ....): work with your own equipment as much as possible and clean it regularly (especially when used by another worker).

Meetings and other gatherings

Use alternatives to meetings, such as conferencing, training courses or work consultations, using digital means of communication and communication tools and tools. Start-up work meetings or toolbox meetings can be held via a loudspeaker system where everyone stays at their workstation and keeps their distance.

If a meeting with physical presence is necessary, then apply the principles of social distancing: only the necessary people and keep a distance.
What if a worker falls ill at work?


✓ Provide workers with accurate information about the procedures applicable at the company in the event of illness.

✓ Ensure that the workers responsible for providing First Aid are familiar with the necessary corona guidelines and that they have the necessary personal protective equipment at their disposal. For an overview of the instructions, see this diagram.
8. **Sanitary facilities**

✓ Wash hands before and after use of the toilet.

✓ Respect maximum social distancing, e.g. by temporarily providing extra toilets, by limiting the number of people present in the toilet area at any one time, by leaving sufficient space between urinals that can be used, and by not queueing inside the toilet area when it is crowded but outside.

✓ Provide paper towels for drying hands; avoid using electric hand dryers or towels.

✓ Provide liquid soap, preferably in dispensers that should not be touched.

✓ Thorough cleaning and ventilation at regular intervals.

✓ Consider installing (additional) sanitary columns if people have to walk too far to be able to wash their hands regularly, at the entrance or in the loading and unloading area, e.g. for externals.

✓ If there are showers, apply the relevant measures mentioned above.

9. **Rest and lunch breaks**

✓ Wash hands before and after break/lunch.

✓ Spread breaks and lunchtimes out so that they do not coincide and limit the number of simultaneous attendees at vending machines and in lunch or break rooms.

✓ Determine the maximum number of people that may be present in rest or lunchrooms.

✓ Limit the time you spend in rooms or places where groups of people are present.

✓ Organize seating in social areas and restaurants so that social distancing can be respected.
✓ Preferably make use of a home-made lunch or pre-packed meals.

✓ Avoid using cash.

✓ Provide suitable hand gels, e.g. at self-service or vending machines.

✓ Pay extra attention to hygiene in areas for rest and lunch breaks, e.g. at vending machines with frequent use over a short timeframe.

✓ These rules also apply to smoking areas or smoking rooms.

10. Circulation

✓ Keep a sufficient distance and respect maximum social distancing.

✓ Use distancing measures at entrances and exits and in corridors, with aids such as markings, ribbons or physical barriers.

✓ Ensure that persons need to pass by one another as little as possible, e.g. by placing markings on the ground or considering one-way traffic or priority rules in corridors and stairs (e.g. right of way for those coming down) or other places where people must pass by without sufficient distance. Keep a sufficient distance on staircases and escalators.
✓ Avoid the use of the elevator; if this is not possible, then limit the number of people using the elevator at the same time (e.g. allow only 1 person in a smaller elevator), keep a distance and stand back-to-back.

✓ For safety reasons, leave doors that should not be kept closed open as much as possible to avoid frequent touching of doors.

✓ Use these rules both inside and outside the building, e.g. in car parks, for going to workstations, for going to social facilities, coffee corners or smoking rooms.

✓ Limit evacuation exercises to theory and remote testing.

11. Going back home

✓ Wash your hands before departure.

✓ See transport at ‘From home to work’.

✓ When you get home: wash your hands.

12. Rules for external persons, such as visitors, clients, suppliers, representatives, postmen,…

✓ Limit the number of externals to what is necessary.

✓ Post the rules that apply to external persons where they enter and, if possible, notify them in advance. External must always follow the organisation's instructions.

✓ Spread visits out so there are not too many external persons present at the same time; make appointments for visits in advance; e.g. no visits that are too long, maximum 1 customer per
10m² in the shop, shop individually as much as possible.

✓ If possible, receive external persons in a separate room and limit the number of people present.

✓ Reorganize the layout of the reception area, e.g. by providing protective equipment at the reception desk (walls and screens), remote reception, the facility for visitors to wash their hands, or providing suitable handgels if washing hands is not possible and providing a place where mail or parcels can be deposited without contact.
✓ Suppliers carry out their deliveries with as little physical contact with other people as possible (loading and unloading entirely by the supplier or entirely by the recipient).

✓ Delivery schedules are best spread out so that there are not too many external persons present at any one time.

✓ Work with orders and arrange pick-up hours.

13. Working at home

✓ Make sure you have clear agreements about working hours, tasks, planning and consultation.

✓ Provide appropriate instructions in relation to communication and communication tools.

✓ Point out the importance of breaks and avoid workers putting in too many hours due to a false sense of responsibility.

✓ Provide an ergonomic setup, good lighting and a workstation that is conveniently furnished with a properly adjusted chair and table.

✓ Discuss the welfare aspects related to working from home with the workers, including the work-related psychosocial aspects.
14. Useful links

www.info-coronavirus.be
www.crisiscentrum.be
www.coronaviruscovid19.be
www.employment.belgium.be/en

Other useful links can be found on the FPS ELSD website.