



# Coronavirus (COVID-19) Frequently Asked Questions (FAQs)

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## Topics

1. General
2. Medical
3. Business
4. Return to Office
5. Travel Guidance
6. HR Guidance
7. Community Support

## 1. General

### **What is Coronavirus?**

Corona is a type of virus, which can infect both humans and animals. The resulting illness usually produces common cold or flu like symptoms but may become severe in some prone individuals leading to acute respiratory syndrome.

### **What are the symptoms of Coronavirus?**

Symptoms include coughing, fever, shortness of breath, loss of smell and taste, vomiting and diarrhea.

### **Is there a cure that treats Coronavirus?**

While no definitive treatment is so far available, supportive medical care is provided and has helped relieve the acuteness of the symptoms and control complications. So far, there is no vaccine for 2019-nCoV and it will be some time before one is developed and is readily available.

### **What preventive measures have been taken to fight the spread of this virus?**

A range of measures have been introduced by the Supreme Committee to control the spread of the virus and encourage social distancing. These included the closure of mosques, places of worship of non-



Muslims, all tourist sites, stores in commercial complexes except for shops providing food, clinics, pharmacies and optical outlets, sports and cultural clubs as well as banning all events, conferences and mass gatherings.

Airports have now reopened, having been closed for six months for scheduled flights. Any new arrivals coming into the country and planning to stay in the country beyond a week are subject to 14 days quarantine and wear a tagging wristband.

People who have had close contact with someone who is confirmed to have, or is being evaluated for COVID-19 infection or suffering from fever, cough or flu like symptoms within 14 days of their arrivals, must be isolated and referred to the nearest MOH hospital.

### **What is PDO doing to combat the virus?**

PDO sets its overall approach according to the guidance from the Supreme Committee and the Ministry of Health (MOH). The Company formed a COVID-19 Response Committee in late February which meets regularly via conference call and is chaired by the Asset Director. Outcomes are reported regularly to the MDC and the Board.

The committee includes representatives from Medical (MCC), People (PD), MSEM, Assets, Project Engineering, External Affairs (EVD), Infrastructure (UID including Corporate Security & Emergency Management, Logistics and Real Estate). It has introduced a range of measures including home working for many, a staff education programme, an established quarantine process, transport arrangements for Interior rotation staff, a detailed business continuity plan and Community support initiatives.

There are also Return to the Office and Business Continuity sub-committees chaired by MDC members. Another team in C&P is closely monitoring the international supply chain and spare parts to minimise disruption to our operations.

### **Where can I find the latest information and updates from PDO?**

All new updates are communicated to staff via e-mail and on occasions SMS. These are also made available on a dedicated [Coronavirus site](#) which can be accessed both internally and externally. The site also includes medical and hygiene guidance, home quarantine instructions, Frequently Asked Questions (FAQs), and important telephone numbers. The site is updated regularly with the latest information and news as it become available.

Additional information is available by contacting the MOH Call Centre on 24441999 and following news released by the Ministry of Health and the Supreme Committee to print and broadcast media.

### **Who can I contact if I have any questions?**

If you have questions then in the first instance you should contact your supervisor, local Medical Team, Corporate HSE Advisor or Contract Manager in the field, dependent on the nature of the question. You



can also send in your queries by clicking on the “Ask Your Question” tab under “Quick Links” in the Coronavirus Site or by e-mailing: [CombatCOVID19@pdo.co.om](mailto:CombatCOVID19@pdo.co.om)

## 2. Medical

### What can be done to protect ourselves from Coronavirus?

The following procedures can be applied to reduce the risk of and prevent Coronavirus infection:

- Avoid direct contact with animals (alive or dead)
- Avoid direct contact with anyone with symptoms of a cold or respiratory infection
- Cover nose and mouth when sneezing or coughing with tissue or flexed elbow
- Regularly wash your hands with soap and water or use alcohol-based hand sanitiser
- Avoid hand shakes
- Avoid consumption of raw or under-cooked animal products, including milk and meat. Make sure that animal products are well cooked before consumption
- Avoid touching your nose and mouth with unwashed hands
- Avoid crowded areas
- Postpone un-essential travel
- Respiratory masks type N95 are recommended for exposed healthcare workers and individuals in close contact with confirmed or suspected cases
- Wear face masks in public places
- If symptomatic, stop performing work duties immediately and contact nearest health care facility and do not resume duties until cleared by the PDO medical team.

### What should I do if I feel unwell?

If you have come into contact with someone who has COVID-19 and or are feeling unwell with any of the following symptoms (fever, cough, shortness of breath, difficulty in breathing) then you should follow the guidance set out below, dependent on your location.

In such cases you should stay at home or in your room at a PDO Interior Camp, MAF Camp or contractors in their PAC (Permanent Accommodation for Contractors) and contact your supervisor and the PDO Medical Team immediately for guidance. They can be contacted via the [Important Numbers](#) link on the Coronavirus site.

Quarantine facilities have been prepared at MAF, PACS as well as at several PDO Camps. All staff who meet the criteria and are based in PACs, TACs (Temporary Accommodation Camps), rigs and hoists will be quarantined at a PAC and the PDO Contract Holder will be responsible for ensuring this happens.

Staff based in other locations may be advised to remain at home for the recommended 14-day quarantine period.



### **Where can I get medical advice from?**

Anyone who is concerned about their health should call a PDO medical clinic where they will be able to get advice from the doctors, dependent on their individual circumstances. For example if someone has a weakened immune system then the Medical team will discuss their situation with them with the aim of implementing measures to best protect them against the virus whilst still allowing them to work.

As for employees working in the higher risk categories, such as those in the medical team, marine operations and bus drivers, they have been briefed and action has been taken to mitigate the risks wherever possible.

### **Can I book a COVID-19 test at a PDO Clinic?**

Testing is conducted according to MoH guidance and mass testing is not possible due to limited supplies of the reagent.

If you are exhibiting any of the Coronavirus symptoms or have come in contact with someone who has tested positive, please contact the PDO Medical team so you can be assessed and guided accordingly, and contact your supervisor immediately.

Employees from outside Muscat should not come to MAF for testing. As per MoH instructions, you should report to your region in COVID-19 statistics and tracing.

### **Who can I contact if I am feeling anxious or need to talk to someone?**

The COVID-19 pandemic is creating significant challenges both physically and mentally for the entire global population. It is therefore vitally important that during this period, when many are in lockdown or self-isolation, we all try to maintain our physical and mental health and well-being.

Employees, their family dependents and contractors can avail our psychosocial counseling/support through the employee assistance programme provided through external experts at Al Harub Medical Centre and the Nine Centre.

Directly contact one of these centres to arrange a secured phone or online session with a counselor:

- Al Harub Medical Centre, which provides counseling in six different languages. Please click [here](#) for their contacts and time schedules.
- Nine Centre, which provides counseling in Arabic and English. Telephone no.: 99019648.

### **What are the important medical numbers at PDO?**

MAF Clinic: 99103766 / 24677439

PDO Medical North: 91409386



PDO Medical South: 91408162

Please also note the latest updates and information on COVID-19 can be found in the World Health Organisation [website](#).

### **With the Supreme Committee ruling that face masks must be worn in public places, does this restrict rigorous exercise?**

The PDO Medical Team advise not to wear face masks while undertaking high intensity exercise. Therefore, people may need to modify their exercise regime following the ruling by the Supreme Committee that wearing face masks is mandatory in public places. High intensity workouts should instead be conducted at home, in your private garden or room if working in the Interior rather than breaking the law on mask wearing.

Such physical exercises increase the respiratory rate and wearing a mask causes breathing resistance. Therefore, exercise involving high breathing demand and breathing resistance can cause problems such as respiratory distress, exhaustion, or fainting attacks in some people, especially those who have respiratory or heart disease.

### **For staff working in the Interior, do we have to wear a face mask at all times?**

The Company received permission that face masks can be removed, and replaced with other appropriate face coverings, by staff and contractors when working for example at stations, rigs, off-station construction sites and other facilities for reasons such as they are uncomfortable, not practical or hinder work because of the heat, humidity and or dust experienced. If the appropriate coverings are unavailable, then faces can be left open to undertake practical work provided that the two metres distancing rule and hygiene guidance are followed.

Face masks are still compulsory for any task that requires working closer than two metres with a colleague. If this is not possible without a surgical face mask, then the activity should be stopped immediately and a workaround sought. This could include frequent changes of surgical masks to improve the working conditions, using other types of face covering such as balaclavas, hoods and cloth coverings that are more suited to the task or refining the work process.

Face masks are still required for all other activities e.g. travelling in a car with colleagues, bus transport, visiting offices and clinics or people living and working at the accommodation camps.

### **What is the guidance on wearing face masks in the offices at MAF?**

For office working in both Interior and Coastal locations, the wearing of face masks is mandatory as you walk around the buildings and campuses and talk to colleagues. People can take off their masks when sitting alone at their desks, respecting the social distancing guidance at all times.



### **Can we play football at PDO?**

No, football remains banned across PDO due its physical nature and close contact, presenting a risk of quickly spreading the virus to a relatively large group of people. However, we appreciate and indeed encourage the wish of people to exercise so would recommend other activities such as the gyms which have reopened and taking brisk walks or participating in other sports such as table tennis, tennis, cycling or golf.

It is important to follow the sanitisation hygiene guidance in all activities including wiping down equipment before, during and after use. We continue to closely monitor guidance and regularly review which sports and recreational activities present low COVID-19 transmission risks and so are permissible.

## **3. Business**

### **Will the Coronavirus crisis affect PDO business?**

Yes, it has and undoubtedly will continue to impact in the future. Our focus is to maintain Oil and Gas production safely within the new guidelines and production quotas and we have developed detailed Business Continuity Plans, based on different scenarios. One area of focus is protecting our supply chain and we have a team in place that has undertaken detailed analysis to review the situation, implement alternative procurement options and to mitigate the risks wherever possible. We will continue to monitor the situation closely and to revise our plans accordingly.

### **How is staffing levels at the MAF offices being managed?**

We have slowly managed a gradual return to the MAF offices from around 3% in April to 20% at the end of September and continue to closely monitor staffing levels. The top priority remains the health and wellbeing of our staff and contractors in managing the pandemic across our operations.

This percentage is not mandated for all business units across MAF. Rather, each Directorate is expected to decide on its staffing levels based on business needs and criticality to attend the office provided that the percentage does not exceed the 20% cap.

A total of 53 controls have been put in place incorporating a wide range of social distancing and hygiene measures to keep everyone safe when working in the office.

### **What documents do I need to pass through ROP Checkpoints?**

Critical PDO staff and contractors who have been identified and are required to physically attend PDO offices, facilities, and work locations have been issued with letters to facilitate their movement to and from PDO premises during these travel restrictions. These people are reminded to carry the physical letter (not electronic copy) with them as well as ID/Resident Cards, PDO/Contractor ID cards and any other required documentation at all times.



PDO employees can request Road Pass Letters by submitting an e-mail to Sulaiman Al Jahdhamy (PPR41), and providing their ID/Residence Card number and complete name as included in the passport.

### How can I request for home access so I can work remotely?

There are now more than 7,000 staff and contractors with home access, some with PDO laptops and others with soft token to enable them to access the PDO network from their own laptop.

If you do not have home access yet or are facing issues with existing tokens, please contact the team as per the guidance below:

- If you are an existing “Home Access” user and experiencing **technical token login issues**, kindly contact the Network Operation Team (IDCO42), or if critical, visit their office located in CC Building Ground Floor, office CC081.
- If you are an existing “Home Access” user and **experiencing connection issues on your PDO laptop**, kindly contact the IT Walk-In Support Team (IDW111C), or visit their office in CC Building Ground Floor, office CC011.
- Any “Home Access” new requests can be made through the following link: [Home Access Request](#).

### What advice and support can PDO provide about Ergonomics and Home Working?

PDO has provided advice about home working and best practices in a [staff message](#) and [presentation](#) that are available on the website. The guidance is designed to help you to be comfortable and to prevent back problems, neck pains and sore wrists.

For staff who wish to enhance their home working IT set-up (e.g. larger screens, improved keyboard or mouse), the Company recommends that you procure the required items from the online outlets below who are able to safely deliver these to homes:

<https://www.extra.com/en-om/computer/monitors/c/3-306>

<https://oman.sharafdg.com/c/computing/monitors/>

<http://gadgetsoman.com/>

<https://oman.desertcart.com/>

Please note that PDO will not reimburse the cost of procuring any of these items for home use. It is also not possible to take home from PDO offices your work screen, keyboard and mouse due to issues such as asset tracking and equipment damage not covered by warranty as well as ensuring the correct handling of these items.

The Company has also approached Fahmy, its furniture supply chain partners, to provide desks and chairs using Corporate Rates to support employees whilst they continue to work from home. For further details please click [here](#).



Please ensure that whether you have office equipment delivered to your house or pick it up from the store or warehouse that you follow the Ministry of Health's social distancing and hygiene guidelines at all times to protect you and your family and to help prevent the spread of Coronavirus.

Overall, we strongly recommend that staff follow the ergonomic tips provided by the Medical and HR teams. These include taking short breaks and doing stretches between meetings, avoiding excessive time sitting at a desk and having a disciplined approach to your working day with set start and finish times.

### **Can I send work to my private e-mail and what about Social Media?**

Employees are expected to comply with the Company's confidentiality policies with regards to documentation, information security and the use of PDO IT systems in working away from the office. You should not share PDO information through WhatsApp or private email addresses (Gmail, Hotmail, etc.) due to IT security risks and instead use approved official channels and platforms to store and transfer data and information.

All staff must adhere to PDO's [Disclosure Procedure](#), and Social Media [Code of Practice](#) and [Guidelines](#) at all times. It is of paramount importance that all PDO staff and contractors act responsibly on digital platforms and follow the Company's policy regarding disclosure of information, including both written and visual content.

Please be aware that PDO closely monitors Social Media for comments about the Company and receive regular reports. Violation of these rules that are in place to protect PDO's reputation, can lead to disciplinary action and possible legal proceedings in some cases.

## **4. Return to Office**

### **How is PDO's staff transition back to the Coastal offices being managed?**

A COVID-19 Work Transition Team was formed in May to manage PDO's staff transition to the office. The team has developed a road map and put in place detailed plans for transitioning PDO slowly back to the office and more general working environments.

The return to the office is being managed gradually and in phases, incorporating best practices from around the world and with the process regularly reviewed. The reality is that many Coastal based staff will continue to work from home for many more months and we will continue to explore the benefits of Maktabi home working, incorporating the positive experiences for many from recent months.



### **What are the key factors and focus areas in managing the transition?**

Safety is our top priority. Other factors include availability of safe distancing requirements, PPE, and ensuring COVID-19 protective controls are in place including the intensification of clean-up hygiene measures.

### **How many staff will be working at the MAF offices in the next 3 months?**

At the end of September there were around 20% of the workforce present in the MAF offices. Over the coming months we plan to gradually increase the numbers of staff working at MAF, closely reviewing progress and feedback at all times and ensuring that we follow social distancing guidance.

### **What changes will I see on my return to the office?**

All office areas now require a minimum of two metre social distancing requirement. Staff requested to come back to the office by their supervisor should check in and enquire about any changes to desk location. Other key changes include:

- Temperature checks are conducted upon entry to any building in MAF.
- A face mask is required at all times when working at MAF. However, it is acceptable to remove it when sitting at your desk.
- Meetings in common areas and meeting rooms will be limited.
- Prayer rooms and call for prayer will not be available.
- Visitors are not allowed to enter, including the delivery of food orders from outside MAF.
- Subway, Second Cup and Costa will be operational but only for takeaways - you are advised to bring your own food.
- Maximum occupancy in lifts and toilets is limited (see signs placed).

Check the [Return to the Office full guide](#) for more details, and we review this situation regularly based on the latest information.

### **Why are staff being requested to return to the office when reported cases are on the rise?**

The return to the office is required for business continuity and sustainability reasons, given that COVID-19 is expected to be in existence for some time.

At this stage, only those staff whose physical presence in the office is required for business purposes will be requested to return. The remainder are requested to work from home until informed otherwise.



### **What happens if I am not happy to return to the office because of the ongoing COVID-19 risk?**

Your Supervisor will decide if it is critical for you to be physically present in MAF at this stage. Staff are expected to follow the COVID-19 protective measures and guidelines issued by the national COVID-19 Supreme Committee.

PDO has taken all necessary hygiene measures to ensure all offices in MAF are disinfected on a regular basis, and that the full medical clinic support for staff working in MAF is available. If you have any serious concerns regarding to your health due to your current health status e.g. pregnant, heart disease, any short or long-term underlying disease, immediately inform your supervisor and consult the Medical Department to request a step out.

### **What is expected from staff returning to the office?**

PDO has a duty of care responsibility to its employees but it is also essential that staff play their full part in helping to combat the spread of Coronavirus.

- First ensure you have been requested to return to work by your supervisor and you agreed on seating arrangement if any changes.
- Complete the online Induction course when first returning ([link](#)).
- Complete the daily self-assessment form before travelling to the office.
- Do not come to the office if you are feeling unwell and contact the PDO Clinic if you are displaying any of the COVID-19 symptoms.
- Ensure you follow the PDO COVID-19 protective measures and guidelines issued by the National COVID-19 Supreme Committee.
- Bring your own face mask and any other personal hygiene products. You are obliged to wear the face mask at all times with the exception of when you are seated in your office taking into consideration that the social distancing of two metres is met.
- Consider bringing your own food and water container, any restaurant or café operating will only allow takeaways.
- Follow the instruction on the signs and posters around MAF that are designed to ensure social distancing. Avoid moving unnecessarily between different offices.
- Only sit a desk with the nominated colour coded sticker for the week.

### **Are the restaurants in MAF and the Interior now open?**

Restaurants in MAF are open for takeaways only. You are advised to bring your own food.

Canteens and mess halls in the Interior are also open for takeaways only. Staff are able to choose their meals from a buffet selection to be packed in takeaway containers. Dine in facilities will remain closed until further notice.



### **Are the meeting and conference rooms still available and can I hold face-to-face meetings?**

Meetings can be conducted provided social distancing is maintained at all times. However, the recommendation is to continue holding meetings virtually wherever possible, e.g. through Skype for Business.

### **Can I invite external parties into MAF for meetings?**

At present, visitors are not allowed to enter, including the delivery of food orders from outside MAF.

### **Will there still be the opportunity to work from home and is the Maktabi scheme being expanded?**

Some Coastal based staff will continue to work from home for many more months and we will continue to explore the benefits of Maktabi home working, incorporating the positive experiences for many from recent months.

### **Where can I find all the information that I require about the transition back to the office?**

All the information is displayed on the dedicated COVID-19 [intranet](#) and [website](#) including detailed guidelines, Corporate Communication staff messages, an educational film as well as updates to these FAQs. See staff updates [62](#) and [65](#) on the COVID-19 webpages for the links to the guidelines and Return to the Office video.

## **5. Travel Guidance**

### **What are the current air travel guidelines for staff?**

International and domestic scheduled flights were suspended in late March with some scheduled flights resuming on October 1<sup>st</sup>. PDO has worked with OPAL in arranging chartered flights for PDO expatriate employees as well as expats working in other local oil and gas operating units to destinations in both Europe and Asia.

We recommend that travel is minimised wherever possible to help curb the spread of the virus unless there is an important business or personal justification.

### **Are PDO flights to the Interior operational?**

The Public Authority for Civil Aviation (PACA) approved the resumption of PDO flights to airports that serve Oil and Gas companies in late July.



For further details please contact the following:

MAF team

- [PDO-FlightScheduling&BookingMAF@pdo.co.om](mailto:PDO-FlightScheduling&BookingMAF@pdo.co.om)
- 246 – 78127/77201/98294945

Qarn Alam team:

- [i.HeadAirportServicesQarnAlam@pdo.co.om](mailto:i.HeadAirportServicesQarnAlam@pdo.co.om)
- 243 - 85631

Fahud team:

- [i.HeadAirportServicesFahud@pdo.co.om](mailto:i.HeadAirportServicesFahud@pdo.co.om)
- 243 – 84238/84426

Marmul team:

- [i.HeadAirportServicesMarmul@pdo.co.om](mailto:i.HeadAirportServicesMarmul@pdo.co.om)
- 243 – 86642/86090

For Corporate commuting buses:

- [M.PilotCommutingReservationUWL23SX@pdo.co.om](mailto:M.PilotCommutingReservationUWL23SX@pdo.co.om)

246- 75424/74955

### **Is it safe to use the PDO bus system?**

Strict hygiene measures have been put in place to ensure the health of staff travelling by bus which include the following measures:

- Seating capacity has been reduced to 50% in all buses. Seating arrangements are one passenger per two seats.
- Hand sanitisers are available in all buses.
- Buses are disinfected on a regular basis.
- Self-declaration form is given to all outgoing passengers.
- Temperature sensors have been provided for checks at start, midpoint and final destination.
- Two drivers are assigned for long haul buses.

The number of long bus journeys have been reduced with the resumption of PDO flights from Muscat to and from Interior locations.



### **Is it possible to go to the Interior for business purposes?**

Although not actively encouraged, it is now possible to schedule trips to Interior locations where there is a strong business justification and Line Management support. Before making any arrangements, first check if the work can be done remotely. If you need to visit the Interior due to a business requirement, check with the local contact in the Interior, ensure you take all the necessary precautions and follow the protective guidelines during your trip.

### **Do I need to take a COVID-19 test/get a PCR before going to the field?**

No, if you are located in Oman you do not need a test. Testing is done according to MoH guidelines, based on displaying the symptoms. If you are displaying one or more of the COVID-19 symptoms, self-isolate, do not travel and contact your supervisor and the PDO Medical team as a matter of urgency.

COVID-19 testing is conducted for international rotators and contractors returning to Oman and this process and quarantine period is overseen by the PDO Medical Team.

### **What should I do if I am in one of the strict lockdown areas?**

PDO staff and contractors who are currently on rest days at home in any area that is under strict lockdown by the authorities should remain where they are and should not try to join their next shift or go to the office. Please ensure that you inform your supervisor.

PDO employees and contractors who are currently in the Interior on shift and live in the lockdown areas should travel back to Muscat at the end of their shift cycle as normal but are encouraged not to return home. Instead PDO or their contractor employer will find alternative accommodation for them in Muscat during their rest period.

## **6. HR Guidance**

### **What is the latest guidance for current staff on shift rotations?**

With the aim of minimising exposure and safeguarding our staff by limiting people movements as much as possible, and as a temporary mitigation measure in line with the current approach adopted by the industry to help flatten the curve, interior based employees working on a 2 weeks on/2 weeks off work schedule have moved to a 3 weeks on/3 weeks off work schedule until the end of 2020, when the situation will be re-evaluated.

Until the 14 days quarantine requirement in Oman is lifted, PDO prefers that all expatriate rotators undertake a double shift or more, if agreed with their back-to-back. This will help reduce the frequency of travel, and therefore reduce your time spent in quarantine both in Oman, and also potentially again on return to your home country.

Please note the following:



## Shifts

- The health and safety of our employees and contractors remains our top priority in managing the shift system. With more staff travelling and now at Interior locations, employees are reminded of the importance of social distancing, strictly following hygiene guidance and wearing the correct PPE for tasks that do not allow for social distancing.
- In all cases employees who are doing either a double shift or single shift need to align and agree the schedule with their back to back.
- Expatriate rotators who continue to work an extended shift cycle, can travel to Muscat and will be provided with accommodation for a few days rest before beginning to work the next cycle. Rest days of up to 7 days will be considered part of the work cycle. Any rest days above the 7 days will be considered part of the rest day cycle.
- Interior Line supervisors are expected to continue to maintain records of any double shifts being worked using the templates provided by HR and submitting these to respective HRBPs on a monthly basis.
- Contractors are expected to follow the PDO shift system in the relevant cluster or business where they operate.

## Compensation:

- PDO will provide employees working additional shift cycles with equivalent rest days off. If, for example, you work an extra 28 days following your standard 28 day shift (i.e. 56 days), you will receive an equivalent number of additional rest days (i.e. 56 rest days).
- Only at the Company's discretion will monetary compensation be applied in the event that it is not operationally possible to provide the equivalent rest days off.

The expectation is that Contractors should continue to follow the approach adopted by PDO to extended shift working.

If you have further questions or wish to discuss your individual case, please contact your Line Manager/Supervisor.

## What are staff on shift rotations and are based abroad advised to do?

In all cases, overseas-based staff should keep their supervisor updated on their status and liaise with the Medical department. Expatriate staff abroad are expected to return to Oman as soon as they have completed their annual leave/rest day cycles.

## Rotators who travelled out of Oman on or before 17th March:

- For rotators who have been out of Oman prior to 17th March 2020, we do continue to expect your return if and when a charter flight or commercial flight opportunity becomes available. If you choose to decline to return in these circumstances without any reasonable justification, we will be obliged to treat any period beyond the flight date as unpaid.
- The Company is expecting rotators who have accumulated additional rest days on full pay during this period, to work additional shift cycles in line with the support extended by back to back



colleagues in Oman. We are relying and have faith on your support to help ensure critical business delivery during these challenging times.

- These additional shift cycles arrangements should be agreed and managed with your supervisor and/or coordinators once you have returned to Oman. You are encouraged at this time to consult with them on these arrangements.

#### **Rotators who travelled out of Oman after 17th March:**

- For rotators who travelled out of Oman after 17th March 2020, you are reminded that you will begin unpaid leave following the completion of your rest day cycle(s) in the event that you cannot/ have not travelled back to Oman. HR will communicate with those impacted directly in this regard.

#### **I am a rotator staff on an extended shift. What is the current status?**

At the end of your extended shift cycle, outbound flight opportunities are now available to travel to almost all base country locations for your rest day cycle.

#### **As a rotator staff, am I able to take leave in Oman?**

For all those beginning a third or more extended shift cycle, the company has mandated 3-5 days rest in between which will be included as part of the working cycle, and which you may choose to take in Muscat or in your respective interior location. Rest days of up to 7 days will be considered part of the work cycle. Any rest days above the 7 days will be considered part of your rest day cycle.

#### **What are the quarantine arrangements for Rotators returning from overseas?**

- Rotators (Interior-based employees), will be provided with accommodation in Muscat for the 14-day quarantine. Employees who are in quarantine must adhere to all the quarantine instructions, and self-isolate in the accommodation for the entire duration of the quarantine. Food and beverage will be provided.
- At the end of the 14-day quarantine, an appointment at the PDO medical clinic will be arranged by the UIB team in order for the PDO Medical team to formally release you from quarantine. This is a government requirement.
- Only critical staff will be considered for potential fast track PCR tests following arrival in Muscat in order to mitigate the risk from the virus spreading. The PDO Medical team will evaluate the need case by case. These critical staff will be advised by (PBP4) accordingly.
- Where a PCR test is arranged and the results are negative, the Medical team will issue a clearance letter to allow employees to proceed immediately to the field. If the PCR test is positive, the PDO Medical team will provide further instruction with regards to quarantine.



**I am an expatriate employee and I decided to leave Oman on a chartered flight. What does that mean for me?**

***For staff who travelled outside Oman before 20 May 2020:***

Coastal-based Expatriates who have the facility to work remotely from their home country:

- Can work remotely from their home country for up to a period of three months
- The Company will try to support that as much as it can (provided it does not have adverse consequences).
- Expatriate employees are advised that PDO will not be responsible for additional income tax costs arising as a result of a prolonged period of working outside Oman. Staff who have chosen to return to their base countries and to work remotely for longer than a short duration due to the COVID-19 pandemic, are expected to review their tax exposures as a result of working outside of Oman. The duration of time working outside Oman may change your tax residence position which will vary from country to country and, according to individual circumstances. If the Coronavirus travel restrictions are lifted, then they are expected to return to Oman at the earliest opportunity
- If they are unable to return to Oman beyond the three months due to travel restrictions, any additional time will be treated as unpaid.

Coastal-based Expatriates who cannot work remotely from their home country:

- Can travel and take their annual leave.
- Should they still be unable to travel back at the end of their leave period due to the travel restrictions, up to 3 weeks additional compassionate paid leave may be granted.
- If they are unable to return to Oman beyond the period granted, any additional time will be treated as unpaid.

Expatriates whose contracts are due to expire in the next three months:

- Are expected to remain in Oman and follow the normal final departure formalities as and when travel restrictions permit.

Expatriate rotators are not expected to be able to work abroad due to the operational nature of their role, and the limited number of Home access tokens which are available for business-critical staff.

***For staff who decide to travel outside Oman after 20 May 2020:***

- Employees who travel out of Oman from 20 May 2020 forward will no longer have the option to work overseas, and these periods should be applied for and taken as standard annual leave.
- Following the above, the compassionate leave of up to three weeks will also no longer be provided for employees who choose to travel abroad at this time, and employees will need to apply for standard annual leave.
- If you choose to travel as these opportunities arise, you are reminded that you will be doing so at your own risk. Should travel restrictions prevent you from returning to Oman, any period following the completion of your standard leave will be treated as unpaid until such time as you are able to travel back.
- We recognise that with the permission for increased movement, some countries may have imposed further measures (such as quarantine periods on arrival) to help mitigate the risks of the



virus spreading. We wish to clarify that when travelling abroad, any quarantine periods imposed by different countries will be included as part of your annual leave.

***Travel Update from 1st October 2020:***

- Effective 1 October 2020, Omani citizens and expatriate residents in Oman with valid residency permits are allowed to enter the Sultanate without the need for prior government approval.
- Non-Omanis travelling to Oman are required to have international health insurance covering the cost of treatment for COVID-19 for a period of at least one month. For PDO expatriates returning to Oman, please e-mail [al.murshid@pdo.co.om](mailto:al.murshid@pdo.co.om) to obtain a letter from PDO which will confirm that the Company is covering your healthcare.
- Returning non-citizens will be required to download the (Tarassud+) application before arriving in Oman and to complete the registration on arrival.
- All passengers arriving in Oman are subject to COVID-19 PCR test as well as the following:
  - Arrivals to Oman for a period of 1 to 7 days are subject to COVID-19 PCR test and are required to register in (Tarassud+) and pay the cost of services of OMR 25.
  - Arrivals to Oman for a period of more than 7 days are subject to COVID-19 PCR test with a 14-day quarantine, (Tarrasud+) tracking bracelet and pay the cost of services of OMR 25.

**How can I arrange my return flight to Oman?**

You will be able to book your return flight via PDO's travel agency, any other travel agency or directly with respective airlines. The government expects the use of the national airlines OmanAir or SalamAir unless they do not offer a flight route to your respective base country. Below are some key contacts for your reference:

Agency	Contact	E-mail	Telephone
<b>PDO Travel Agent</b>	Rahul Srivastava	Email: <a href="mailto:rahul@travelpoint.om">rahul@travelpoint.om</a> or <a href="mailto:shimesa@travelpoint.om">shimesa@travelpoint.om</a> , copying <a href="mailto:PDOTravel@pdo.co.om">PDOTravel@pdo.co.om</a>	<b>Rahul Srivastava</b> GSM +968 99104601 Direct: +968 24675154  <b>Shmesa Al Noumani</b> GSM +968 99329134 Direct: +968 24675155
<b>Agent for charter flights from India (Travel Point)</b>	Lirenne Gomes	<a href="mailto:Lirenne@travelpoint.om">Lirenne@travelpoint.om</a>	<b>Lirenne Gomes</b> GSM +968 99809016



			Direct: +968 24661845
<b>OmanAir</b>	Tawfee Al Lawatia	<a href="mailto:Tawfeeq.Ali@omanair.com">Tawfeeq.Ali@omanair.com</a>	Office: +968 24258739 Mobile: +968 95951000
<b>SalamAir</b>	Sales Office	<a href="mailto:sales@salamair.com">sales@salamair.com</a>	Contact Centre (24/7): +968 24272222

#### Residency Card during travel:

A valid resident card is required to both depart from as well as return to Oman. If your residency card has expired, you will need to contact the immigration team for it to be renewed prior to your return. You can contact PDO Immigration PTD32, email: [PDOImmigration@pdo.co.om](mailto:PDOImmigration@pdo.co.om), and they will advise further on the process.

#### Quarantine on return to Oman:

- Coastal-based employees will be required to self-isolate at home and complete **14 days quarantine** on arrival in Muscat in line with Government Supreme Committee instruction. Employees who have the facility to do so will be expected to work from home during this period. If they are unable to, they should connect with their respective HRBP for further guidance.
- At the end of the 14 days quarantine, employees must send an e-mail to Dr. Malik Rawahi (MCO1) in order to be formally released from quarantine. This is a government requirement.
- Rotators should refer to pages 15 of this FAQ for further information on quarantine.

#### I am an expatriate employee who is scheduled for final departure from PDO shortly. What should I do?

Expatriate employees whose contracts are about to expire and who were scheduled for final departure in the next month, but who are unable to depart to their next destination due to current travel restrictions should contact the HR Departures Team on e-mail [DepartureTeamPCR411D@pdo.co.om](mailto:DepartureTeamPCR411D@pdo.co.om) or telephone 24-677626. The Company will make the necessary arrangements to extend their stay in Oman, until such time as the travel restrictions are lifted to allow them to travel. These impacted employees should ensure to notify their respective Line Supervisor/Manager and Skill Pool Managers of their departure situation.

Chartered flights to specific destinations are being coordinated by OPAL and details will be shared as and when flights are organised for departing expatriates.



## How can I contact the HR Front Desk for any enquires?

To help minimise staff presence and interaction in MAF, the Shared Services, Arrival Office and Immigration Front desk will have limited manning during this time. However, the teams will still be available via e-mail, or phone call (**skype/land line**), and will endeavour to respond to all queries within 3 working days.

- **Arrivals Office:** All activities are temporarily stopped, except for the provision of renewal contracts for existing employees to sign. These employees will receive a notification informing them when their contract is ready to collect and sign and will be advised to visit the Arrivals Front Desk (BMF/2<sup>nd</sup> Floor/Block E), any time daily from 7:30 to 11:30.
- **Immigration Office:** Most activities are temporarily suspended except for the renewals of employment visa and resident cards for existing employees and their eligible accompanying family members. A drop box is available at the Immigration Office Front desk (BMF/2<sup>nd</sup> Floor/Block E) to submit the required documents daily before 11:45, Sunday to Wednesday. Employees may visit the following site for further information on documents to be submitted:  
<http://portal.corp.pdo.om/functional/PCD/ArrivImmigration/Pages/default.aspx>
- The renewal of employment visas as well as family joining visas has been resumed. Please submit your renewal forms electronically through <ESS – My E-Forms>, ensuring to upload all the required documents, which are stated on the site.
- In the event that it is not possible to access the electronic forms, you may forward your application to the following e-mail address: PDOImmigration@pdo.co.om.
- We would like to highlight that this submission is a part of the overall process and the final requirements (such as stamping of renewed visas as well as issuing the new resident cards) will be finalised when conditions return to normal.
- Please note that this exercise can only be processed when the validity of your current employment visa is less than 90 days, and it will reinforce the lawfulness of your residency.
- Housemaids under Company sponsorship are out of scope.
- **Business Letters:** Pre-stamped/pre-signed letters can be printed by employees from the templates available in the system, by clicking on the Business letters tab in the ESS portal on the PDO Homepage.
- **Salary Letter/Arabic Letters:**
- As the number of Salary Transfer Letter/Arabic Letter requests has significantly reduced lately, any request(s) received during the week will be ready for employees to collect each Sunday morning only after 10:00AM.
- This will support minimising the Shared Services team exposure of coming into office to prepare the required letters during this period.
- You are reminded that you will need to send an e-mail to al Al-Murshid Call Centre requesting a salary transfer letter and/or Arabic letter. You will then need to visit the Shared Service Office (located in BMF, second floor, block E), and collect your letter from a marked outbox tray. All envelopes will be clearly labeled with the employee's company number.



Please make note of the following key contact details for the HR Front Desks:

Key Contact	Contact details
Al Murshid HR Call Centre	<a href="mailto:al.murshid@pdo.co.om">al.murshid@pdo.co.om</a> Tel: 2467 1222 (Extension: 1)
Departure Team (PPR411D)	<a href="mailto:DepartureTeamPCR411D@pdo.co.om">DepartureTeamPCR411D@pdo.co.om</a> For Omanis: 24675882 for Expatriates: 24675821
Travel Team (PPR422)	<a href="mailto:PDOTravel@pdo.co.om">PDOTravel@pdo.co.om</a> Tel: 24673106 / 24672237
Transaction (PPR411S)	<a href="mailto:TransactionTeamPCR411T@pdo.co.om">TransactionTeamPCR411T@pdo.co.om</a> Tel: 24675959 / 24679074 / 24674999
Immigration (PTD32)	<a href="mailto:PDOImmigration@pdo.co.om">PDOImmigration@pdo.co.om</a> , Immigration Duty number: 99237320
Arrival Desk (PDT31)	<a href="mailto:PDOArrivals@PDO.CO.OM">PDOArrivals@PDO.CO.OM</a> & <a href="mailto:PDOContractRenewal@pdo.co.om">PDOContractRenewal@pdo.co.om</a> Tel: 24671778 / 24360076

### For expats, is it now possible to renew my employment and family joining visas?

In mid-June, the Royal Oman Police (ROP) Immigration gradually started to resume their activities related to applications for renewal of employment and family joining visas. For more details, please check [update 61](#) on the COVID-19 webpage.

### What Behavioural Coaching Support can HR provide me?

Following on from the communication from the Medical Department about the psycho social assistance that PDO is offering, we would also like to remind you of the Behavioural Coaching support that is available from internal coaches, mostly from the People Directorate. The COVID-19 pandemic has changed the way we work significantly. It has also brought with it new tensions and dilemmas. Examples include:

- Managing home schooling while trying to work
- Leading virtual teams
- Supervising work virtually without over checking
- How to stay connected to your supervisor
- Sitting behind a computer for hours
- The need for greater self-management and discipline
- Working alone and feeling isolated



We know that this, together with the 'unknown' of when things will return to normal is creating significant anxiety and tension. Sometimes having someone to talk to, to help with dilemmas, to brainstorm solutions and to just listen really helps.

Please contact any of the internal coaches from this link for support. For any further clarifications and support, you can contact Anu Garg via email, [Anuraag.AG.Garg@pdo.co.om](mailto:Anuraag.AG.Garg@pdo.co.om). Anu is our Certified Executive Coach and is supporting the other Coaches in the People Directorate. All coaching sessions are confidential and are designed to support you at work.

We have also developed the "**Adapting to a Resilient Culture Programme**". The training modules have been developed as part of the Transitioning Back to Office interventions to support upskilling our leaders and providing them with simple tools and techniques to better manage their teams during these uncertain times. The programme also offers Anxiety and Resilience modules to support PDO staff in adapting and dealing with these changes.

It is vitally important to us that during this period, you feel supported. We fully recognise it is not business as usual and it will take time to adjust to this new way of working.

## 7. Community Support

### How has PDO supported efforts at a national level to combat Coronavirus?

The Company has provided a broad range of financial as well as other non-monetary initiatives to help support the country during this time of crisis. Examples of PDO support include:

- Donated over RO 3 million in essential medical supplies and testing machinery identified by MCC and working closely with the Ministry of Health to assist in managing this crisis. Examples include consumables (masks, disposable face shields, gloves, gels, sanitisers etc), medical ventilators and advanced testing devices.
- A staff and pensioner charity collection combined with a Company contribution raised a total of RO 500,00 which is being donated to the Ministry of Health's COVID-19 Relief Fund.
- PDO's Production Chemistry Team has to date produced over 80,000 litres of hand sanitiser. This has been distributed to hospitals and clinics across the country as well as government ministries and embassies in Muscat. The hand sanitiser also continues to be widely distributed across PDO in Coastal and Interior locations.
- A total of 180 rooms at the MAF Camp have been made available to doctors and nurses working at local hospitals. Other facilities in the Interior have also been made available if required by the government for quarantining and monitoring suspected cases.
- In March two of PDO's senior Medical Laboratory technicians were assigned to the Ministry of Health's Central Laboratory Team to assist in the testing of Coronavirus.
- PDO has supported the Ministry of Health's project, working with Carillion Alawi, to set up a field hospital at the old Muscat Airport which was opened in early October. As well as financial and



refurbishment support, the Company is also providing medical equipment, PPE, catering, cleaning and maintenance assistance. The facility will accommodate 312 non-critical COVID-19 patients when it is fully operational.

**Is PDO accommodating COVID-19 patients on behalf of the Ministry of Health at its facilities?**

Currently there are no COVID-19 patients that have been moved to PDO facilities by the Ministry of Health. A new hospital facility that has been supported by PDO and administered by the MOH recently opened at the old Muscat Airport to accommodate such patients. We continue to quarantine suspect COVID-19 PDO employees and contractors in line with MOH guidelines at several secure facilities in the Interior.