

GFM CAPABILITIES AND READINESS IN HANDLING UNFORESEEN SITUATIONS

The immense spread of COVID-19 has caused the outbreak to be declared as a global pandemic by World Health Organization (WHO) in March 2020. WHO suggested that the virus may spread through respiratory droplets and contact routes where it is highly transmittable from one person to another within close proximity or through contaminated surfaces. A closed and high-density environment such as an office and shopping centres may increase the likelihood of COVID-19 transmission as a result of social interaction and direct contact between individuals. The virus may spread further through commonly-touched objects and surfaces such as tables, doorknobs, elevator buttons, etc.

In light of this global pandemic, GFM has taken a series of precautionary actions within the past few weeks as a proactive measure in responding to the outbreak.

As a Facilities Manager, it is our role and responsibility to prevent spread of the virus into our facilities to preserve health and well-being of our personnel, partners, clients and communities we serve. Prior to the Movement Control Order (MCO), we ensured that each of our personnel are equipped with necessary skills and knowledge to systematically implement the precautionary actions. The actions taken including risk and hazard evaluation, temperature screening, surface cleaning and disinfection, implementation of social distancing, enhancement of hygiene protocols and execution of awareness programme. This is in line with the recommendations and guidelines issued by Ministry of Health Malaysia (MOH).

In addition, GFM is also responsible for uninterrupted and continuous customer experience, safety and security. We are acting responsibly in taking these sensible precautions and carefully planned organizational changes, while continuing to ensure users receive optimum facility experience, safety and security. During MCO enforcement, GFM continued to serve all of our clients especially the front-liners of healthcare and financial institutions. At this period, additional strategies have been established to handle the worst potential impacts of COVID-19. Among our initiatives include:

1. Reducing staffing and physical interactions as special measures put in place by the facility team to minimise potential spread of the virus. We minimise our staffing during normal work days and hours, which is common practice on weekend while other staff remain on call if needed. This is implemented by offsetting work hours, revising shift patterns, finding alternative ways of communicating with facility operational personnel and when necessary, allow essential staff to reside at the site temporarily.
2. Implementation of safety standards to maintain the safety of our essential personnel. As Facility Manager, it is critical to have staffing levels that is adequate to operate and shut down a facility and maintain safety during the shutdown process. GFM has a core group of staff that has been identified to support continuous operation of the facility and ensure the we are able to perform our tasks safely.
3. Continuously innovating and proactively introduce measures that reduce the risk of our staff and facilities users from contracting COVID-19 such as implementing controls

through signages and notices, health checks at facility entries and movement restriction to certain critical areas, team work rotation that prevent contact and minimum unnecessary interactions.

4. Publication of GFM business process manual on business continuity procedures, emergency response plans and relevant procedures that provides our Facility Managers with information on preparing and implementing plans for responding to a wide range of emergency and hazards, including pandemics. The plans will ensure that employees minimize the potential for contracting the applicable disease and that the facility has sufficient healthy staff available to maintain safe operation.

To help operation and management learn from each other's experience, GFM is gathering relevant practices through the Connecteam, an online platform managed by GFM, through which project sites submit and respond to reports on events of project interest for the purpose of enhancing safety practices at our operating facilities. GFM is gathering feedback from operating sites about how they are ensuring that enough personnel are available to keep the facilities operating safely and securely.

Our staff willingness to share this information through the Connecteam is extremely helpful for GFM in general and especially beneficial for the project operating sites as they can learn from each other and improvise. Connecteam is a peer-to-peer network designed to serve as an information and knowledge repository under normal operating condition as well as a medium for communication, planning and response during the crisis.

The information in this network will include latest updates and communicate from the authorities, company's announcement, latest news, advices on ways to limit the pandemic's spread, definitions of critical competences for facilities operations and access restrictions. It also focuses on specific organizational preparedness arrangements for COVID-19, standard operating procedures and relevant data and reports in response to the crisis.

GFM is highly committed to provide excellent services to its clients and the surrounding community. Driven by the brand essence of 'Innovative', 'Reliable' and 'Strategic Partnering', we strive to be the trusted partner to our clients in realising their established visions. Upon completion of the MCO, we will continue to take the precautionary actions to prevent recurrence of the outbreak. Emphasis will be given to the environmental hygiene and cleanliness by normalising the enhanced measures in our daily operations. Temperature screening will continue to be carried out until the outbreak is fully resolved. Unhealthy personnel will be advised to seek for medical consultation before being allowed to enter the facility. On top of that, our personnel will ensure seamless facility operations, allowing clients to focus on strengthening their business strategy.

The outbreak of COVID-19 across the globe has proven that something uncommon is not impossible to happen. There are countless of possibilities of the unforeseen events that facility owners may need to deal with in the future. In regard to this matter, GFM will work closely with business partners and clients to develop a comprehensive Business Continuity Plan (BCP) that best suited each of our operating facility. Establishment of the BCP will be guided by GFM Business Continuity Management Framework (BCM), which outlines a structured approach to

develop an effective business continuity strategy and the roles and responsibilities of those involved in the implementation. The BCP shall help to ensure uninterrupted facility operations in the interest of protecting business operations, reputation and increase resilience towards adverse circumstances.

An effective BCP shall cover every aspects of facility operations, enabling the Facility Management Team to quickly respond and recover to any incidents in the shortest time possible. Failure to act promptly may cause disruption of facility operations, which in turn may result in business failure and financial loss to the related organisations. At worst, failure to act properly will put people's lives at risk and may result in business cessation. In view of this, GFM will ensure that each of our operation personnel is equipped with necessary skills and knowledge to deal with every possible situation that may occur. The effort will be facilitated and supported by Safety, Health and Environment (SHE) Committee established at each of our operating facility. The committee are responsible to assist the development of SHE policies and procedures, review the effectiveness of SHE programmes and carry out investigation on any incidents, near-miss or unsafe condition at the facility. On top of that, we will constantly review and update our Business Process Manual to improve its effectiveness. The following are part of the Emergency Response Procedure established in our Business Process Manual:

1. Personnel Injury or Death

Any incident that causes injury or may result in loss of life.

2. Fire or Explosion

Occurrence of fire or explosion that could endanger life or damage to property.

3. Hazardous Material Release

Potential chemical spills or emissions that could endanger life and cause damage to property and the environment.

4. Security Breach

Phone calls or other forms of communication involving bomb threats, threats of exposure to explosives, vandalism, piracy, major thefts, death threats or other security breaches.

5. Epidemic or Pandemic

A sudden outbreak that would affect the entire region, continent, or world.

In the effort to protect interests of our clients, public and environment, the procedures above are carefully crafted to ensure our readiness and will serve as a guideline in response to any emergency situation. Training programs will be conducted on a periodic basis to improve the capability of our response team in dealing with these situations. In the event of an actual occurrence, we will work hand in hand with our clients, business partners and local authorities to handle the situation in orderly and effective manner. This is in line with our unwavering mission to consistently exceed customer expectations and requirements.