

IMPLEMENTATION OF THE COVID-19 PANDEMIC PROTOCOL AS ONE OF THE WAREHOUSING LOGISTICS STRATEGIES BASED ON MINISTRY OF HEALTH REGULATION No. HK 01.07/Menkes/328/2020

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Abstract. During the Covid-19 pandemic, logistics services are allowed to keep operating, however, human resources working in a warehouse are reduced in one-work shift. Even though restrictions are implemented for everyone's safety, these restrictions could cause a disruption in warehousing operation. The Covid-19 Pandemic Protocol strategy can be a guide for warehousing activities. The research method used is a comparative research method that compares two different samples or different times and the data used are primary and secondary data. This study provides an overview of the differences in logistics activities in warehousing before and during the Covid-19 pandemic and to recommend the implementation of the Covid-19 Pandemic Protocol in warehousing for logistics companies aiming to achieve KPIs and prevent the Covid-19 spreading without disrupting the logistics process in warehousing.

Keywords: logistics services, the Covid-19 Pandemic Protocol, warehousing activities, human resources

Introduction

Coronavirus was first isolated from a sea food market in Wuhan on 7 January 2020. As time went by, the virus spread rapidly around the globe and it became a pandemic, due to its transmission by close contact via airborne droplets generated by coughing, sneezing, or even talking (Kumar, 2020). More than 8 million people in the world have been infected. This, of course, affects global economy as countries started to implement lockdowns, quarantines, and restrictions to prevent further infection. Businesses have been having difficulties to survive during the pandemic, and logistics is not an exception. One of the important aspects of logistics is warehousing. Warehouse is a place or a building to stockpile and store goods, in the form of raw material, work-in- process, or finished goods (Prasidi & Lesmini, 2019).

Even though logistics services are one of the businesses that are allowed to keep operating during large-scale social restrictions, human resources working in a warehouse are reduced to one-work shift. This is done to ease the virus transmission by airborne droplets and human to human contact that could affect the workers. Activities in warehouse are Goods Receiving (Inbound), Storage, Picking, Outbound, Control, Maintenance (Widiyanto, 2016) that must keep running. During this time, workers' safety is one of the main goals in warehousing, other than profitability. Customers want to use services that are deemed safe and healthy (Beneke et al., 2012), which mean that safety can increase a company's appeal to customers. Even though restrictions are implemented for everyone's safety, these restrictions could cause a disruption in warehousing operation. A company should have a performance indicator as a decision guide for achieving company's goals, one of them is by using Key Performance Indicator (KPI). According to Parmenter, KPI is a set of measurements created to focus on the most critical aspects of organizational performance for organizational success in the present and future conditions (Hidayat et al., 2018). These key performance indicators should be achieved by a warehouse, and it is not easy to do so with the restrictions.

To prevent transmission in workplaces, the Covid-19 Pandemic Protocol is published by Ministry of Health. One example of the protocol is establishing a COVID-19 Handling Team in

the workplace that consists of a chairperson, the staffing section, the K3 section and health workers who are strengthened by a decree from the Workplace Leader (KemenKes RI, 2020). The Covid-19 Pandemic Protocol strategy can be a guide for warehousing activities such as inbound, storage, and shipping preparation as safe as possible, and inclusive to human resources. Hence, it is important for warehouse management to start implementing the Covid-19 Pandemic Protocol as one of the strategies to maintain warehousing operation, implement government's policy of restrictions, and create a safe work environment. Therefore, this study aims to explain how the implementation of the Covid-19 Pandemic Protocol in a warehouse is and how the Covid-19 pandemic affects a warehouse.

One of the warehouses that has implemented the Covid-19 Pandemic Protocol is PT. Agility Pondok Ungu branch that handles a variety of products such as food, shoes, pharmaceuticals, children's toys etc., cold warehouse operations, and more than 20 other well-known brands. There are also Multi- Level Marketing/Direct Sale (MLM) products that are marketed directly to consumers.

Research Methods

This research used a comparative research method. Comparative method can find similarities and differences in objects, people, work procedures, or ideas in two or more different samples or different times (Hapsari et al., 2019). This paper aims to provide an overview of the differences in logistics activities in warehousing during the Covid-19 pandemic with logistics activities in warehousing before the pandemic. The research subject in this study is PT. Agility Pondok Ungu branch. Data were collected from primary and secondary data. Primary data were obtained from an interview with a resource person while secondary data was gathered from PT. Agility Pondok Ungu branch.

Results and Discussion

The implementation of the Covid-19 Pandemic Protocol in warehouse is as follows.

1. Workers' Attendance

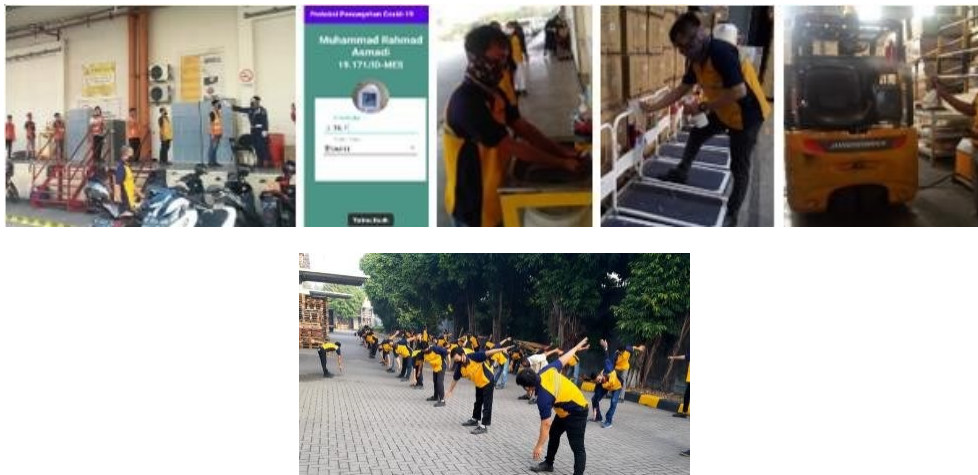


Figure 1. Source: PT. Agility International PDU

Table 1.

Ministry of Health Regulation No. HK 01.07/Menkes/328/2020	Before the Covid-19 Pandemic	During the Covid-19 Pandemic
Exercising together before working while maintaining a safe distance, and the recommendation of sunbathing during recess. At the entrance of the workplace, body temperature is checked using thermo-gun, and before entering workplace Washing Hands with Soap (CTPS): Encouraging workers to wash their hands frequently.	Only scanning ID card for attendance	Workers have to exercise and sunbathe before working while maintaining physical distance. Body temperature is checked using thermo-gun and the result is input into an app. If the temperature is more than 37.3°C, workers must wait for the second check. If the result of the second check is under 37.3°C, the workers can enter the warehouse. If it's still above 37.3°C, the workers must go to hospital and will be monitored for 14 days. Workers' Attendance Workers must wash their hands before entering the warehouse. Inside the warehouse, they must disinfect their workplace before and after work. Workers must wear mask while working.

2. 5-Minute Standing Meeting and Physical distancing implementation
The difference during Covid-19 Protocol Pandemic implementation in 5-Minute Standing Meeting is the one-meter-minimum distance between workers, and the leader must use megaphone. The discussion will be added by reading Agility's Protocol.



Figure 2. Source: PT. Agility International PDU

And a few methods to do physical distancing are work from home (WFH), work shift, and unpaid leave. At workplace, unused tables and chairs are marked X.

Table 2.

Ministry of Health Regulation No. HK 01.07/Menkes/328/2020	Before the Covid-19 Pandemic	During the Covid-19 Pandemic
Physical distancing in all work activities. Set the distance between workers at least 1 meter in each work activity.	Workers stand as usual without any minimum distance. N/A	Physical distancing between workers min. 1 meter. If there's not enough space, workers will have the meeting outside. Physical distancing min. 1 meter at canteen or receptionist, office support in warehouse, and in the warehouse.
Applying work from home	N/A	Work from home for non-essential workers.



Figure 3. Physical distancing Source: PT. Agility International PDU

3. Shifts

Shift schedules are adjusted to the needs of each customer and also are distanced between shifts so that workers don't meet each other in order to avoid potential transmission.

PDU Customer Group	SHIFT 1			SHIFT 2			SHIFT 3		
	MASUK	BREAK	PULANG	MASUK	BREAK	PULANG	MASUK	BREAK	PULANG
Cust: Retail MA	7:00	11:15-12:15	14:50	15:10	17:30-18:30	22:50	23:10	03:00-04:00	7:00
Cust: Retail Eco	7:30	12:30-13:30	15:20	16:10	18:00-19:00	0:00			
Cust: Retail Ads	9:00	12:00-13:00	17:00						
Cust: Retail Nik	7:30	12:30-13:30	14:50	15:10	18:45-19:45	0:00			
Cust: Retail Pum	8:00	12:00-13:00	16:50	17:10	18:00-18:30/ 22:00-23:00	3:00			
Cust: Retail LCW	8:30	12:00-13:00	17:30						
Cust: HBL	8:00	11:30-12:30	16:00	16:30	18:00-19:00	0:30			
Cust : YL	7:00	12:00-13:00	15:00	15:30	18:00-19:00	23:30	0:00	04:00-04:30	6:30
Cust : Cold WH	7:00	12:00-13:00	16:00						
Cust : Chemical	8:30	12:00-13:00	17:30						

Figure 4. Source: PT. Agility International PDU

Table 3.

Ministry of Health Regulation No. HK 01.07/Menkes/328/2020	Before the Covid-19 Pandemic	During the Covid-19 Pandemic
Setting a not too long working time (overtime) which will result in workers lacking time to rest which can cause a decrease in their immune system.	Normal shift. They meet each other for coordination. Overtime is allowed.	Have a 15-30 mins interlude in between shifts to avoid encountering potential transmission. Overtime is not allowed.

4. The Covid-19 Campaign
Other than the general Healthy, Safety, Security, and Environmental (HSSE) posters, PT. Agility International also made various kinds of posters as a safety reminder during the Covid-19 pandemic.

Table 4.

Ministry of Health Regulation No. HK 01.07/Menkes/328/2020	Before the Covid-19 Pandemic	During the Covid-19 Pandemic
Education is carried out intensively to all workers and families in order to provide a correct understanding of the COVID-19 pandemic, so that workers have the knowledge to independently take preventive and promotive actions to prevent transmission of the disease, and reduce excessive anxiety due to incorrect information.	Just normal posters for HSSE.	Posters for the Covid-19 Pandemic Protocol and New Normal.  Figure 5. Source: PT. Agility International PDU Using the protocol created based on Agility global guidance as a mandatory PC/ Laptop Background Wallpaper Constantly broadcasting the Covid-19 Pandemic Protocol in the warehouse

- Table 5.**

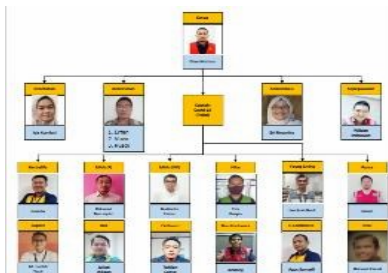
6. Workers entrance and additional facilities/equipment.

Table 6.

Ministry of Health Regulation No. HK 01.07/Menkes/328/2020	Before the Covid-19 Pandemic	During the Covid-19 Pandemic
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Providing more facilities for washing hands (soap and running water). Providing instructions for the location of hand washing facilities	Entrance / Exit of all workers through the WH Door on F01. There are no access restrictions between each door F01-F20	Opening an additional 7 doors for WH access / exit Placing security at 4 points for temperature check Creating a barricade to block access between customer Providing additional facilities/equipment such as thermo-gun and portable hand washing facility
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7. Establishing Covid-19 Handling Team and Captain Covid-19 “Establishing a *COVID-19 Handling Team in the workplace that consists of a Chairperson, the staffing section, the K3 section and Health workers who are strengthened by a decree from the Workplace Leader.*” (KemenKes RI, 2020)



Covid-19 Handling Team is an instruction from the Ministry of Health to all companies in Indonesia in handling Covid-19 nationally. This handling team is divided into several sections that have been assigned.

Figure 8. Source: PT. Agility International PDU

One of the activities that were never carried out before the pandemic is the formation of Captain Covid-19 (CC19). The CC19 was formed to ensure control of the work and warehouse environment in implementing the company's health protocol by taking pictures in the area that is its responsibility. Pictures will be sent to the program via mobile phones that have been determined and will be shared to their respective managers. CC19 is appointed by the manager of competent workers.

Figure 9. Source: PT. Agility International PDU

Covid-19 Impact on Agility warehouse

Agility handles many well-known brands such as NIKE, Converse, Puma, Young Living, Herbalife, etc. During this pandemic, numbers of orders that PT. Agility received have decreased. According to Agility, each of Agility customer's KPI remains the same. In fact, one customer's productivity has increased namely an aromatherapy product.

Figure 10. YL's KPI. Source: PT. Agility International PDU

Month	Order Process	Days Operation	Man Power	Prod/MP/day
Jan	122,793	26	39	121
Feb	151,075	25	49	123
Mar	272,889	26	80	131
Apr	306,607	26	85	139
May	324,837	24	85	159
Jun	335,987	21	90	178

Ever since the Covid-19 cases emerged in Indonesia and the Covid-19 has been declared as a pandemic, we can see that there has been a significant order increase in March compared to the previous months. Additional workers were needed to handle the order increase, as shown in the table up to 25th Jun 2020, there were around 90 workers.

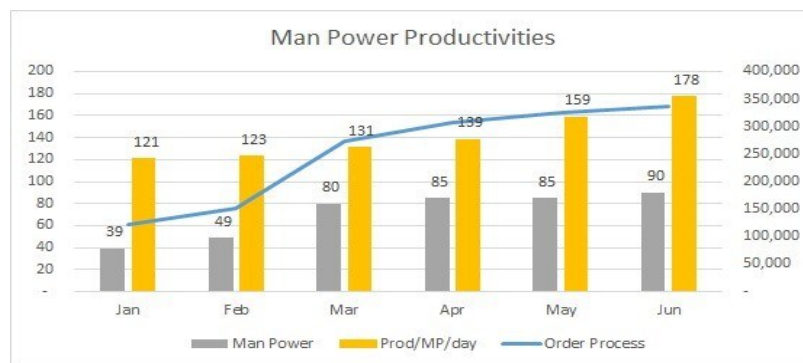


Figure 11. YL's KPI. Source: PT. Agility International PDU

By having some improvements in warehouse such as modifying space and process flow and more of workers' discipline during the implementation of the Covid-19 Protocol, the result of productivity per manpower per day is increasing.

Conclusion

Based on research information data, we can conclude that the differences in warehouse activities before and during pandemic are as follows:

Table 7.

Activities	Before	After
Workers' Attendance	Only scanning ID card for attendance	Exercising and sunbathing. Checking body temperature using thermo-gun and inputting the result into app. If the temperature is more than 37.3°C, workers must wait for the second check.
5-Minute Standing Meeting and Physical Distancing	Workers stand as usual without any minimum distance	Workers must wash their hands, clean their workplace and wear mask A one-meter-minimum physical distancing between workers. If there's not enough space, workers will have the meeting outside.
Shift	Normal shift. They meet each other for coordination and overtime is allowed.	Have a 15-30 mins interlude in between shifts to avoid encountering potential transmission and overtime is not allowed
The Covid-19 Campaign	Just normal posters for HSSE.	Posters for the Covid-19 Pandemic Protocol and New Normal, using the protocol as PC background and constantly broadcasting the Covid- 19 Pandemic Protocol in the warehouse
Barricading warehouse per customer and using disinfectant	Not recommended due to consolidation purposes.	Using pallet to barricade every customer in the same warehouse and using recommended disinfectant

Establishing the Covid- 19 Handling Team and Captain Covid- 19	N/A	Forming a handling team and Captain Covid-19 to ensure control of the work and warehouse by taking pictures in the area that is its responsibility. Pictures will be sent to the program via mobile phones that have been determined and will be shared to their respective managers.
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During this pandemic, numbers of orders that PT. Agility received have decreased. However, customers' KPI remains the same. In fact, one of Agility's customer, namely an aromatherapy product, undergoes a significant order and productivity increase. With the strict implementation of the Covid-19 Pandemic Protocol, human resource compliance, and some improvements in warehouse, workers daily productivity will also increase. So, we recommend implementation of the Covid-19 Pandemic Protocol to prevent transmission and maintain the health of the warehouse, its employees and the productivity of the warehouse.

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