

Staff member of 1823 tests preliminarily positive for COVID-19

The Efficiency Office announced today (February 10) that a Customer Service Officer of its 1823 contact centre has tested preliminarily positive for COVID-19. The staff member concerned worked at 10/F, Evergain Plaza, Tower 1, Kwai Fong, and the office is not open to the public. The staff member has no recent travel history. She last returned to the office for about one and a half hours on February 7. She had been wearing a surgical mask and properly maintained social distancing with other staff during the period.

The Efficiency Office has conducted thorough cleaning and disinfection operations at the workplace concerned. Arrangements have been made for colleagues who had contact with the staff member concerned to undergo COVID-19 testing according to the guidelines of the Centre for Health Protection (CHP) and they will work from home while waiting for the results. 1823 will continue to operate and focus on handling calls related to the epidemic and environmental hygiene issues. However, the waiting time for calls and the processing time for written contact may be lengthened.

The Efficiency Office will continue to maintain close liaison with the CHP and proactively co-operate with its quarantine work. The Office has also reminded its staff to pay attention to personal hygiene and stay vigilant. If feeling unwell, staff are reminded to seek medical advice and inform the Office as soon as possible.