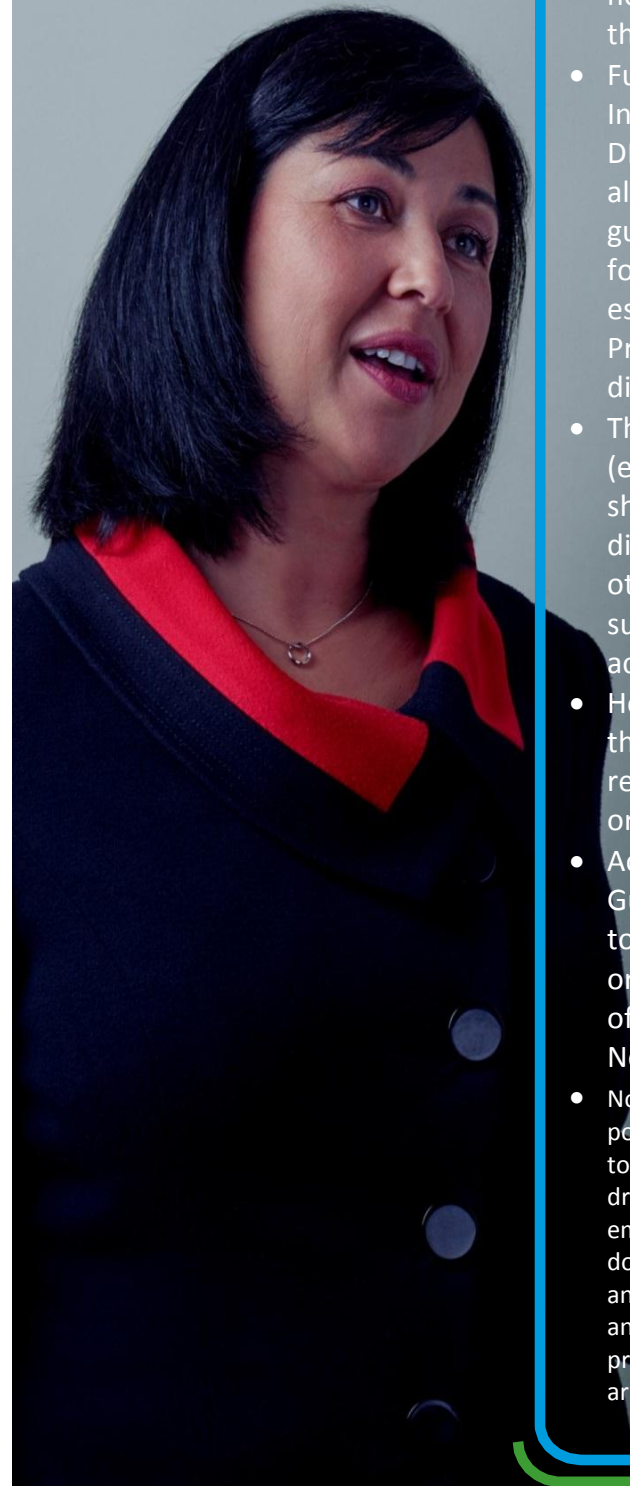


## COVID-19: Operational Guidelines Post Lockdown

Advisory No. 2020/Covid-19/V03  
24 April 2020



- Despite most organisations hoping to resume business from April 15, 2020, i.e. after 21 days of nationwide lockdown, considering the ongoing mayhem caused by the Corona Virus 2019 (COVID-19), it was not surprising that the Central Government has decided to extend the lockdown till May 3, 2020.
- Further, to mitigate the hardship of the public, the Government of India - Ministry of Home Affairs has issued the order No. 40-3/2020-DM-I(A) on April 15, 2020 where select additional activities will be allowed from April 20, 2020 along with consolidated revised guidelines incorporating the relaxations, including National Directives for COVID-19 Management at public, workplaces and manufacturing establishments. The order also contains the Standard Operating Procedures (SOP) to be developed and implemented for social distancing at offices, workplaces, factories and establishments.
- The order further specifies that before operating these relaxations (except in containment zones), States / UTs/District Administrators shall ensure that all preparatory arrangements regarding social distancing in offices, workplaces, factories and establishments as also other sectoral requirements are in place. If any new area is subsequently categorized as containment zone, then such additional activities will be suitably discontinued.
- Hoping that the situation improves from here on and that apart from the activities relaxed from April 20, 2020, most organisations can resume businesses from May 4, 2020, it is imperative that the organisations adapt to a “New Normal” way of working.
- Accordingly, to supplement the COVID – 19 Risk Management Guidelines released by RSM India on March 30, 2020, we are pleased to issue these Guidelines containing relevant steps that could help organisations mitigate and manage risks during and post resumption of business operations and gear-up from the phase of Lockdown to a New Dawn
- Note: In this document, we have aimed to provide an overview of the possible policies and procedures to be adopted by organizations at workplace as measures to cope up with outbreak of COVID-19 pandemic. We shall issue further advisory, draft notes and guidelines to support companies in managing the various risks emerging from the situation. It may be noted that nothing contained in this document should be regarded as our opinion and facts of each case will need to be analysed to ascertain applicability or otherwise of the laws and regulations in place and appropriate professional advice should be sought for applicability of legal provisions based on specific facts. We shall not be responsible for any liability arising from any statements or errors contained in this document.



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## PART-A

### **Procedures to be adopted by Organizations during and post resumption of business operations as precautions against Covid-19**

The safety of business is intertwined with safety of employees, contractors, customers and communities. As this global pandemic is affecting communities and businesses across the world in an unprecedented way, pandemic preparedness has come out as one of the key aspects of the enterprise risk management and has taken most of the organisation off guard. Organisations have realised that cost of cessation of work at factories, offices or similar other facilities of entity on being exposed to Covid-19 infection, effectively leading to shut down of facilities or forced quarantining of staff members, is humungous.

Business continuity plans with minimal impact on supply chains in worst case scenarios are being worked out by organisations to ensure that business and financial risks of the organisation is appropriately addressed in such unfortunate eventuality. This can be through an effective implementation of Work from Home (WFH), optimum utilisation of technology, such as usage of digital signatures, e-meetings, online reviews etc. for conduct of business with minimal requirement of physical presence and adherence to cyber security norms. However, in most of the business set up, physical presence of staff in office is imperative and hence safety of team members from COVID-19 assumes high importance.

Organizations may adopt the following procedures, as suitably amended, depending on organization's business, operating model and circumstances, to serve as standard best practices to prevent and mitigate possible risks across the six areas i.e. Strategic, Health and Safety, Financial, Operational, Legal and Information Technology.




## 1. Strategic:

Given the high probability of a significant adverse impact on company operations due to the ongoing lockdown (which will be now for a cumulative minimum period of 6 weeks) coupled with lack of visibility and uncertainty over the economical and geo-political scenarios over the coming months, it is imperative for businesses across industries and size and scale to revisit their business strategies and plans in the short term as well as in the mid to long term.

Many businesses would have already revisited the short-term strategies and plan and already started implementing them while working remotely or when the business operations resume. Some of the strategic aspects that could be further considered when the business operations resume are as follows:

- a. **Communication is Key:** Communicate regularly with employees, supply chain, major customers and third party stakeholders about Company's plans and actions taken to build upon trust and confidence and factor in their perspectives.
- b. **Industry /competitor tracking:** Implement a mechanism to identify and track all the latest industry developments and updates from major competitors in the industry.
- c. **Product portfolio / design:** Companies need to prioritise and focus on those products in their portfolio on parameters such as elasticity of demand, high-margin, shorter production time, easily transportable, etc. to be able to effectively and efficiently utilise the reduced resource (manpower, material, finance, etc.) availability.
- d. **Input materials:** The existing sources of procurement may or may not be viable in the revised scheme of things. Organisation may need a completely revisit their direct / indirect material portfolio, substitution of source, review fixed rate contracts, import vs indigenous procurement and so on.
- e. **Predictive Analytics:** Leverage digital tools to predict and analyse the trends or create hypothesis on critical business strategies and outcomes.
- f. **Back-up teams:** Assess the need and ability to create back-up for key personnel / teams and making them operate from different locations.





- 
- g. Delegation of Authority:** Review and revise the current delegation of authority matrix / giving additional powers to team members as deemed appropriate to enable faster business decisions.
  - h. Back-up plan:** Keep alternate plans ready (i.e. Plan B / Plan C) given the uncertainties in the short to medium term such as Merger & Acquisitions; Collaborations; Divestments; new product offerings, etc.
  - i. Consider leveraging Public Relation (PR) Agencies:** Adopt necessary Public Relation or other similar measures to spread news on efforts taken by the Company towards employees and third parties or to address any rumours / mis-information about the Company and proper positioning on social networking websites.

## 2. Financial:

The pandemic has disrupted the entire business value chain across the globe and across industries. The result has been a significant reduction in the estimated GDPs across all major economies in the world, including India. Companies need to optimally manage its funds and cashflows to stay afloat during this crisis by adopting measures such as:

- a. Fiscal Stimulus:** Ensure proper availment of various fiscal stimulus announced by Government and other Regulatory bodies such as RBI, Ministry of Finance, Extension of Foreign Trade Policy by 1 year, Specific relief if any granted by State government, relaxation measures by the respective bankers, relief packages for impacted sectors, etc. (e.g. interest rate reduction, payroll subsidies (in the US and EU), extension of moratorium for loan repayments, period for realization and repatriation of export proceeds for exports made up to or on July 31, 2020 has been extended to 15 months from the date of export, compliance dates extensions under direct taxes, GST, etc.)
- b. Business impact analysis:** Identify the actual impact on the Company's overall financials for FY 20 and FY 21 due to the lockdown and probable future scenarios and consider the outcome in the revised strategy and plan.

- 
- c. **Cash-flows:** Prepare and monitor cash flows (AP & AR) on daily basis listing possible collection flows vis-à-vis immediate payments with focus on controllable line items.
  - d. **Working capital planning:** Prepare the working capital plan for the initial 6 months after resumption of normalcy post lockdown, as decisive planning for this period would be crucial for ensuring business continuity.
  - e. **Contingency Fund planning:** Assess the additional financial burden due to loss of revenues, increased cost of operations, lost opportunities, reduced productivity, etc. and make necessary arrangements for contingency funding in case of shortfall.
  - f. **Billing and receivables:** Immediately raise all pending invoices / debit notes where due and rigorous follow-up on collections.
  - g. **Payment prioritisation:** Divide immediate outflows into Critical, Important and Avoidable categories and make necessary arrangements of funds to honour all Critical and Important payments (e.g. wages, statutory payment obligations, MSME, etc.). Track any delay in critical payments and ensure that half yearly returns are submitted to the Ministry of Corporate Affairs (MCA) wrt payment made to MSMEs stating the outstanding amount and the reasons for delay. Currently no relaxation or extension in the period of payment to MSMEs has been announced.
  - h. **Control Cockpit:** On priority, identify and put in place a mechanism to create, circulate and discuss most relevant MIS' and Dashboards to monitor and control financial and operational performance (e.g. financials, cash flows, key operational metrics, etc.) on increased frequencies (e.g. daily / weekly as against earlier monthly frequency).
  - i. **Negotiate commercial terms with third parties:** Review critical contracts with customers and vendors and negotiate the revised terms and conditions in line with the revised business strategy(ies), if any.
  - j. **Projection of Financials 2020-21:** Besides working capital management, monitoring cash flows, invoicing & following-up of receivables, it is essential to draw up the projected financials for 2020-21 to conservatively understand



the impact of COVID-19 on the top line and bottom line. This farsighted exercise would be crucial in better fund management.

- k. Selection of New Corporate Tax Regime:** Comparative evaluation of the continuing with the existing tax regime for corporate vis-à-vis new corporate tax regime before the due date of filing the tax return, as opting for the appropriate regime would achieve overall tax efficiency.
- l. Cost optimisation program:** Create specific task force to optimise certain significant costs considering the revised business strategy and plans, such as:
  - i. Manpower costs – including review of manpower requirements due to change in activity levels, realignment of compensation structures, productivity linked compensation, remote working and crowd sourcing, early relieving of employees serving notice period, etc.
  - ii. Raw materials and packing materials – use of alternate vendors, local vs. imported, etc.
  - iii. Transport and logistics cost
  - iv. Travel and living expenses
  - v. Rent / leases, etc.
- m. Mitigating Forex / commodity price fluctuations:** Factor in any unexpected foreign exchange losses and stock losses due to huge foreign currency and commodity price fluctuations, respectively.
- n. Financial Reporting:** Consider the guidance issued by the ICAI's Accounting and Auditing advisory to the preparers of financial statements, as well to ensure that the potential impact of COVID-19 is suitably considered in preparing and reporting financial statements for the year ended March 31, 2020, including commentary around going concern.
- o. Fraud Prevention:** Identify areas prone to fraud and put in place additional controls as may be needed to safeguard against any embezzlement of funds or misuse of office facilities by employees to meet their personal needs, during or post lockdown.
- p. Insurance:** Initiate the process of raising relevant insurance claims depending on coverage. Reconsider the adequacy of insurance coverage.






### 3. Operational:

As businesses of different size and scale gear-up to restart their operations, it is critical that there are immediate and adequate measures put in place to be able to operate in conditions never seen before. There is no doubt that any stakeholder's health and safety will supersede any other priority of the businesses. However, at the same time, companies will need to recalibrate its ways of working to ensure that the operations are still run in an efficient and effective manner. Some of the measures that can be taken by organisations immediately on resumption of work can include:


- a. COVID 19 Task Force/ Crisis Management Team or equivalent:** Daily action and tracking of the directions / guidelines issued by the designated Crisis Management Team, including learning from global developments, to ensure meeting the twin objectives of employee health and safety and business objectives.
- b. March, April and May Payroll:** Take into consideration the legal and regulatory requirements including the MHA order of 29<sup>th</sup> March 2020 as also other aspects such as income tax proofs, leave entitlement or carry forwards, statutory deductions, etc. and perform a 100% review of off-line payroll payments made for the months on March, April and May 2020.
- c. Inventory management:** Identify and make alternative arrangements for any shortages in key materials, stores and spares, etc. for basic operations where vendors have expressed inability to meet their obligations and notified the company on invoking of FMC.
- d. Supply chain management:** Consider short term changes to supply chain and logistics models to avoid any bottlenecks due to dependency on single customer or third parties by adopting to measures such as identifying alternative suppliers, materials, production alternatives, new sales channels, etc.
- e. WFH guidelines:** Design, communicate and implement necessary measures such as flexible work timings, WFH, daily updates from employees stuck in different cities due to immediate lockdown announcement, etc.

- 
- f. WFH productivity measurement:** Periodically monitor productivity of team members working from home by seeing relevant information on a daily / weekly basis and approval from managers.
  - g. Adequate resourcing:** Identify unplanned and unexpected gaps created in resources due to reasons such as migrating back to hometowns, inability to resume work due to other reasons, whether temporarily or permanently and take immediate mitigating actions to manage backlog.
  - h. Be flexible and agile:** Consider leveraging decentralised teams to remotely support other severely affected geographies. In case of centralised teams, assess if operations can be effectively managed from decentralised locations and there is merit in doing so.
  - i. Update policies and procedures:** Review and revisit the key policies and procedures in the wake of reduced / slow pace of operations post the lockdown so that critical changes in the processes are identified and communicated to all concerned for smooth operations
  - j. Skill set management:** Assess the need for immediate cross training of people for smooth operations
  - k. Updated Risks & Controls:** Revisit the existing enterprise risk management framework considering the revised policies and procedures to identify and mitigate any new risks arising from the revised ways of working and implement necessary controls in place

#### 4. Legal:

Various Regulatory Authorities and some of the recent Court Orders have thrown some light on the implications of certain common legal matters such as invocation of Force Majeure Clause (FMC), Labour Law interpretations, etc. However, every case will need to be assessed on its own merit and circumstances. Accordingly, companies will need to identify specific areas prone to difference of opinions between the company and third parties and take necessary steps to safeguard the company's interests:

- a. Legal updates:** Identify the person responsible for ensuring that all the relevant regulations / directions / restrictions imposed by respective Local



Authorities, State Governments, Central Government, WHO, Ministry of Home Affairs (MHA), etc. are tracked, analysed as to its applicability, properly communicated internally and issue periodic updates to the task force or equivalent for further actions.


- b. Litigation Management Tracker:** Updated tracker to ensure litigation management would be critical as significant amount could be stuck in litigation and any oversight of it due to focus on post COVID-19 operational matters would result in unforeseen financial implications.
- c. Force Majeure Clause (FMC):** Obtain legal opinion on the implications of non-fulfilment of immediately due major financial and contractual obligations, if any, to safeguard against any future litigations, e.g. invoking a force majeure clause (FMC) or steps to be taken in absence of a FMC in the contract / absence of contract and also consider reporting obligations in financial statements.
- d. Consider Legal implications:** Revise HR policies and procedures only after considering Regulatory compliances and internal approval mechanism (e.g. union requirement, etc.).
- e. Regulatory Disclosures:** If delayed, immediately ratify failure to timely make necessary disclosures to any Regulatory bodies and Authorities to ensure compliances with applicable regulations (e.g. SEBI, Stock Exchanges, Income Tax, GST, Labour Laws, etc.).
- f. Audits:** Discuss and agree on the timelines with the respective Auditors for completion of Statutory and other Audits basis the directions issued by the concerned Regulatory Authorities (Companies Act, Income Tax Act and GST Act).
- g. Employee Declaration:** Obtain legal advice if it is necessary to take self-declaration from employees and contractors who have returned to work as regards full disclosure, liability acceptance, etc. in case of non-adherence to Regulatory requirements by them.
- h. CSR obligations:** Fulfil the CSR obligations or benevolent objectives by contributing funds / grants to appropriate entities or eligible causes



## 5. Information Technology (IT):

Organisations will need to revisit their IT strategies and capital commitments towards IT. By leveraging latest digital tools and techniques and ongoing adoption of evolving technologies, companies will be able to efficiently and effectively manage their businesses by bringing in automation and reduce manual intervention in several processes. Further, an organisation's ability to remotely operate as many functions as possible, i.e. apart from functions like plant operations, transport and logistics, etc. which requires human intervention, will be largely dependent on the level of automation and tools and technologies deployed by the organisation. Some of the IT related aspects that need to be factored in as organisations plan to restoring its operations can include:

- a. **BCP and DR planning:** Plug in gaps noted in the existing BCP / DR plans during the lockdown period with necessary fixes and implement a process of periodic testing of such BCP and DR plans
- b. **Enhancement of IT infrastructure, tools and technologies:** Based on the experience of remote working in the lockdown period, invest in and implement relevant digital tools and technology to reduce dependency on physical presence in office to the extent possible, including automation of certain manual tasks that can be performed by BOTs through use of Robotic Process Automation (RPA), Machine Learning (ML), Neuro-linguistic programming (NLP), etc.
- c. **Remote Access:** Enable remote access solutions to operate IT systems enabling WFH or from any other location outside office by providing VPN, VDI or any other remote access for remote connection.
- d. **Data Privacy / Security:** Ensure remote access devices have adequate security controls to prevent sensitive data leakages or compromise of Data Privacy / Personally Identifiable Information / GDPR guidelines and other confidential information by:
  - i. Having an up-to-date antivirus and other necessary security features enabled

- 
- ii. Ensuring adequate security controls in cases where employees use their own devices just as in case of Company's own devices
  - iii. Appropriately hardening remote access devices e.g. disable USB and other media device access
  - iv. Restricting external websites and services such as Gmail, Facebook, etc. for remote connections
  - v. Monitoring and maintaining logs of remote access devices for critical transactions
  - vi. Ensuring adequate back-up of work carried out by employees on laptops / desktops while WFH.
- e. Digital Signature:** Get digital signatures for key employees to be able to authorise / sign key documents remotely.
- 6. IT Helpline:** Establish dedicated IT helpline to address user queries related to IT issues while WFH.



## PART – B Health And Safety Precautions

### INTRODUCTION

The Ministry of Home Affairs (MHA) has issued guidelines [ref. MHA order No. 40-3/2020-DM-I(A), dated:- 14<sup>th</sup> April 2020] for companies resuming operations to ensure health and safety of their employees. Various state governments and authorities have also issued various guidelines and advisories in this regards. If an employer fails to comply with the guidelines and if any case of Covid-19 is detected in any company workplace, and if it is proved that the employer was negligent or had failed in his duties to ensure safety, he could be liable to punishment and prosecution. Thus, even after resumption of work after the lockdown, utmost care would have to be taken by organizations to ensure health and safety of the employees for months to come. In this regards, organizations may adopt the following procedures, as suitably amended as per organization needs and circumstances, to serve as standard best practices to prevent and mitigate possible Health & Safety risks as also to demonstrate organization commitment to HSE.



Protocols mentioned in this document are over and above all routine protocols. This protocol will be applicable in the period of COVID-19 outbreak situation.

*Note: Safety norms mentioned in the name of “Employee” are applicable for all employees, all contract associates and service providers (including canteen service persons, housekeeping persons, office boys, driver and helper for all vehicles entering into the premises of the organization).*

## HEALTH AND HYGIENE BASICS

- a) Educating workers and all employees on symptoms and briefing them to report such symptoms to the HOD/Manager. (See [Annexure I – Employee Notification Form](#))
- b) Ensure training of all employees and contract associates for Precautions against Covid-19.
- c) Sanitize entire premises including main gate, inside plant, outside plant, office area, scrap yard, offices, canteen, washrooms, occupational health centre, ambulance, ATM, food vending machine and all other areas on twice in a day i.e before and after office time by using 1% sodium hypochlorite solution or phenyl or by using appropriate sanitizer, preferably containing an alcohol of about 70%. (*refer fig - 1*).
- d) Ensure that the workplace has adequate supplies of tissue paper/hand towels, disinfectants, sanitizers and masks.
- e) Door handles, Locks, keys, wash basin knobs and other metal items such as utensils can be sanitized by using alcohol based sanitizers and people may be trained to avoid direct touching of the same as far as possible (and instead, as an example, they may use handkerchiefs to operate door handles).
- f) Schedule duty hours for Ambulance driver, Occupational Health Centre persons and Medical Practitioner Doctor during working hours.
- g) All inbound parcels are being fumigated/ sanitized prior to the examination.
- h) Educate employees on infection control and good personal hygiene during “on the job” periodically and during “Induction” of new joined employee. (See [Annexure II – Procedure for Personal Hygiene](#)).
- i) Common touch points such as finger print scanners, landline phones, door handles/ knobs, elevator buttons, light switches etc. should be avoided to the extent possible and care should be taken that face is not touched when touching such high contamination risk zones. Perform hand hygiene immediately after coming out of such places.
- j) Ensure CCTV footage back up is extended till 30 days and overage is also extended.
- k) Develop plans related to visitor and employee body temperature screening by using infrared thermometer and follow-up actions.
- l) Ensure adequate supply of appropriate Personal Protection Equipment (PPE) and

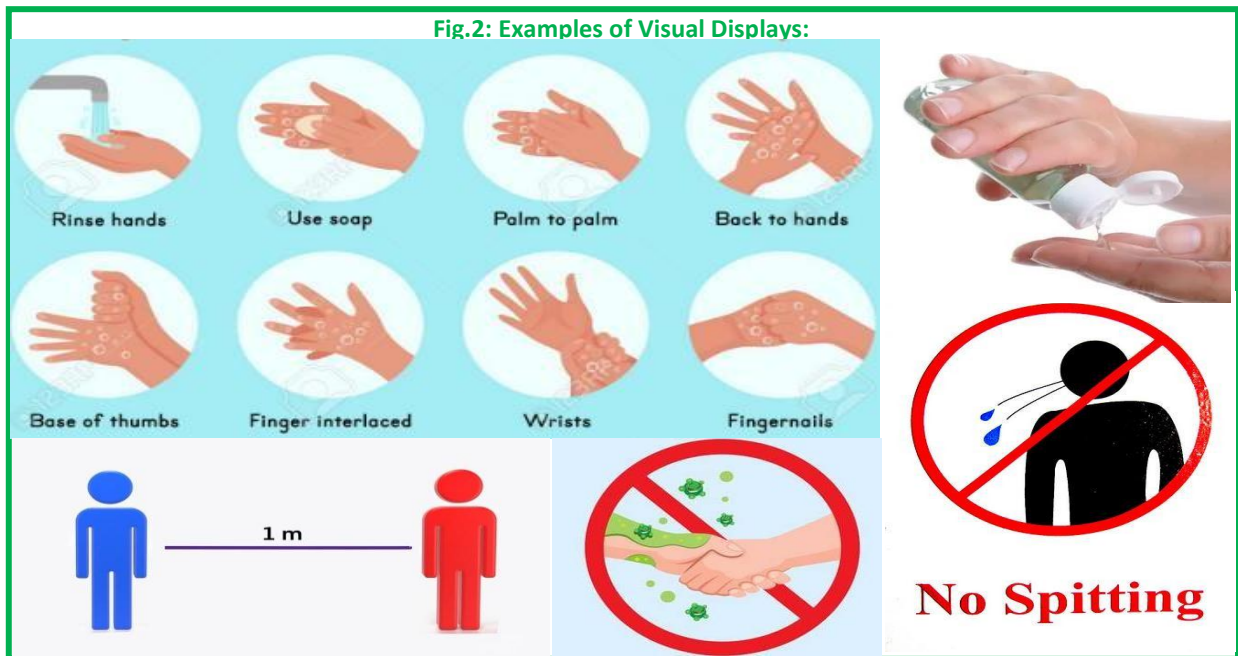
medical equipment (*e.g. thermometers, disposable gloves, masks, N-95 masks and disinfectants*) and undertake training to familiarize employees on their usage.

- m) Ensure that the company has appointed at least one designated Point of Contact (POC) (may be the **HSE manager**), who will be responsible for implementation of policy and during activation of contact tracing processes at the workplace.
- n) Check the regulatory websites (*WHO, FDA etc.*) daily for updated advisories (*e.g. travel advisories*) and update employees accordingly.
- o) Ensure persons above 65 years of age and person with co-morbidities are not allowed to come or encourage working from home.
- p) Ensure that employees who have travelled to affected areas are quarantined for sufficient number of days, as advised by the Medical officer. Keep a check on employees' health by phone or email during his/her absence from work.
- q) Ensure common areas e.g. pantries, washrooms, meeting rooms are disinfected daily by using day wise alternative disinfection solutions and keep the record for the same. **(See Annexure III – Disinfection chart).**
- r) Designate a room/area in the office with nearby toilet facilities as the isolation room/area for the employee(s) with fever to use. Identify the isolation route (a route that is not commonly used by employees/visitors) that leads to an area where the employees with fever can be brought to the clinic/hospital and ensure proper sanitization of the place after usage of the room.
- s) Keep log book for the usage of the isolation room which shall include all the activities carried out in the room including sanitization, routine cleaning etc.
- t) HSE Committee and internal team working on healthcare of employees should ensure they have adequate personal protective equipment and other infection prevention and control supplies for both providers and patients, such as hand hygiene supplies and patient facemasks. Other recommendations include:
  - Have contingency plans if the demand for PPE or other supplies exceeds supply.
  - Assess environmental cleaning procedures.
  - Ensure that appropriate personnel have been medically cleared, fit-tested, and trained for respirator use.

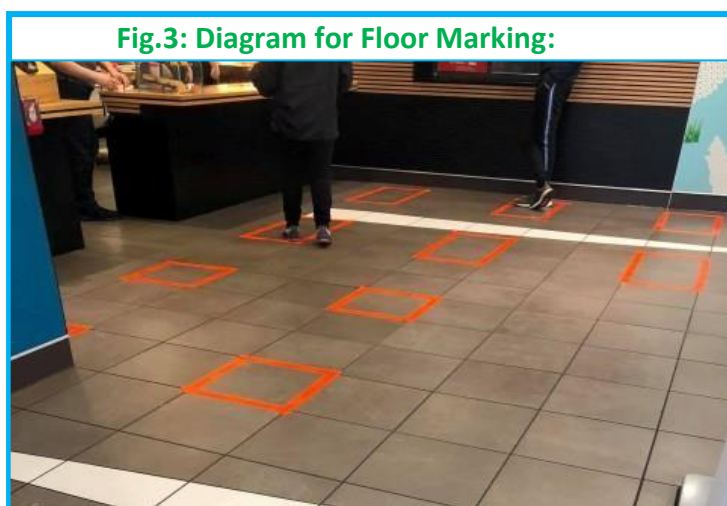


## VISUAL MANAGEMENT

- a) Visual Aids for COVID-19 symptoms, Social Distancing and Sanitization protocol in the main gate, pathways, change room, shop floor passage, external plant, canteen and toilet. Refer Fig.2



- b) Helpline Numbers to report suspected cases have also been displayed at prominent places.



Arrange Floor Marking to ease social distancing. In the main gate, circular floor marking to be made for every person to maintain queue for health check-up, sanitization as well as attendance card punching. Refer Fig.3.

## ADMIN PREPARATION

### General

- a) For workers coming from outside, special transportation facility may be arranged without any dependency on the public transport system.
- b) These vehicles should be allowed to work only with 30-40% passenger capacity.
- c) Medical insurance for the workers to be made mandatory.
- d) There should be total ban on non-essential visitors at sites.
- e) Avoid biometric attendance for next 3 months

### Security Gate

- a) Prepare and keep “COVID Safety Kit” at the Security Gate. Security staff should ensure the utilization of this Kit for Employee. Kit may include:
  1. Sanitizer Bottle
  2. Face Masks
  3. Surgical gloves
  4. Hardcopy manual for “STANDARD OPERATING PROCEDURE” for Post COVID-19 LOCKDOWN precautions to be provided to all area in charge/ managers.
- b) Provide stock of masks to Security staff. Those will be ready for distribution to employees, while exiting factory to Security.
- c) Provide Thermal Screening instrument to Security staff.

### Canteen

- a) Arrange chairs and tables at distance to maintain social distancing of at least 1m.
- b) Communicate canteen service providers to serve with minimum serving persons and wearing gloves should be mandatory during serving food.
- c) To ensure social distancing through minimum people at the same time, arrange to extend the canteen timing.
- d) To ensure social distancing, fix and mark positions of canteen table and chairs.
- e) Keep stocks of enough soap solution for utensils cleaning. It may be worthwhile to use disposable paper plates.
- f) Keep hand wash soap solution at hand wash area.
- g) Manager / Area in charge will send employees in staggered way for lunch and dinner.



## Recreational areas (Indoor Gaming Zones, Gymnasium and Music club) and Crèche

- a) Post notice as “Facility has been shut down due to COVID outbreak situation” and sanitize all these areas.

## Occupational Health Centre Preparation

- a) Arrange for M.B.B.S. Doctor well in advance so that they are available on video call on 24x7 basis.
- b) Ensure two occupational health centre persons are deployed in every shift – one person at security gate and one person at the OHC.
- c) Quarantine area in OHC to be identified.
- d) Following facilities are to be checked for running functionality at OHC centre apart from regular medicines:
  - i. Ambulance
  - ii. Temperature & Blood Pressure measurement
  - iii. Ventilator

## Utility Preparation

- a) Frequency of the Air changing per hour in the Air handling unites to be increased to enhance the external air circulation.
- b) Air filters cleaning frequency to be increased, depending on plant’s requirement, after detailed review by EHS team and Utility team.


**In addition to routine factory protocols, every employee should be trained to follow below protocols during COVID-19 outbreak time.**

## EMPLOYEE PROTOCOL

### General Guidelines

- a) Always maintain social distancing. Maintain minimum one-meter distance with other human being at all directions.
- b) Minimum touch with article and human Being –no handshake.
- c) Sanitize hands as much as possible.

- d) Don't use other person's laptop, mobile set or desktop.
- e) Don't use gymnasium, game zone and music instruments.
- f) Have online meeting from workstation through own laptop or own mobile. Don't use meeting room for any meeting.
- g) Employee shall be informed that they will be under CCTV surveillance for monitoring the above guidelines & any non-compliance will be reported.

h)  Download  
"Arogya Setu app"

**Arogya Setu**  
मे सुरक्षित | हम सुरक्षित | भारत सुरक्षित

### During Transit

- a) Wear mask while starting from home.
- b) Maintain social distancing inside vehicle while going to the office.
- c) Speak no words, unless necessary.
- d) Avoid carrying food or other stuff from outside to office.

### During Main Gate entry

- a) Maintain social distancing after getting out of the vehicle.
- b) Keep the records of each visitor including name, address, age and contact details.
- c) Speak no words, unless necessary.
- d) Get thermal screening conducted by OHC Person.
- e) Sanitize hands with the hand sanitizer kept at the main gate.
- f) Answer questions on Health conditions asked by OHC representative
- g) Follow instructions from OHC representative, if-any.
- h) While entering into lift, maintain to have maximum two people at a time. Use staircase if lift is not available.

### After reaching home

- a) Ring up home when you start from office.
- b) Someone at home should keep the front door open (so that you don't have to touch the calling bell or door handle) and a bucket of water with washing soap

powder or bleaching powder added to it in the front door.

- c) Keep things (Car/ bike Keys, pen, sanitizer bottle, phone, wallet etc.) in box outside the door.
- d) Sanitize hand with either soap solution or hand sanitizer and stand in the water for a few minutes. Meanwhile use tissue and sanitizer and wipe the items you have placed in the box.
- e) Wash your hands with soap water again.
- f) Now, enter in the house without touching anything.
- g) Ensure, the bathroom door is kept open by someone and bucket of detergent soap water is ready. You may take off all your clothes and soak inside the bucket.
- h) Then take a head bath with a shampoo and body bath with soap.
- i) Wash your clothes/put in washing machine with high temperature settings and dry clothes in direct sunlight.
- j) Avoid any stranger to enter home. In case, you got exposure to any person arriving from COVID affected area or hospital, report to plant HR or HSE manager.
- k) Follow all other COVID -19 Instructions suggested by government authorities and doctors.

## **TRANSPORT PROTOCOL**

### **Employee's vehicle**

- a) Sanitize vehicle seats and doors after exit of each employee.
- b) Ensure employees to maintain social distancing while seating inside the vehicle.
- c) Extend employee vehicle departure time during shift changeover to ensure enough time for social distancing during entry and exit at all stages.
- d) Admin to ensure single vehicle service providing agency. Vehicle agency need to record for the vehicle sanitisation.



**Fig 4: Vehicle Sanitization**



## Material vehicle

- a) Sanitize all material vehicles either empty or full.
- b) Driver needs to seat on the designated area in waiting room.
- c) Driver needs to wash the hands with soap and water at Main Gate.
- d) Vehicle driver to wear the face mask and sanitize the hands.

## Ambulance

- a) Sanitize vehicle seats and doors after exit of transportation.
- b) Ensure employees to maintain social distancing while sitting inside the vehicle.

## Annexure - I

### 1. Details of employee:

Name:			
Designation & Emp. No.			
Address:			
Contact Nos. (Self)	M:	Home:	Others:
Emergency Contact Details	Name:	No:	Relationship:

### 2. Details of any Disease / Ailments (Self):

Type / Nature of Diseases/Ailments	Period of Such Condition	Treatment Taken	Hospitalisation Details, If any

### 3. Details of any Disease/Ailments (Immediate Family)

Name of Relative	Age	Gender	Relationship	Type / Nature of Diseases/Ailments	Period of Such Condition	Treatment Taken

### 4. Travel history over the last 30 days (Self)

Date & Place of Return to India	
Any specific instructions from the Immigration Authorities	
Any other important matter	



**5. Travel history over the last 30 days (Immediate Family)**

Particulars	Name, Age, Gender and relationship with Family Member
Date & Place of Return to India	
Any specific instructions from the Immigration Authorities	
Any other important matter	

**Declaration:**

I declare that above information is true and factual statement of various particulars about myself and my family members. I further agree to provide additional information and will keep the company immediately informed about health conditions of myself and my family members. I also agree to take all the necessary precautions and get abided by any guidelines that the company may issue from time to time for personal health, safety and hygiene and any regulatory pronouncements made by any authorities.

\_\_\_\_\_

(Name and Signature of Employee)

Date:



## Annexure - II

### **Procedure for Personal Hygiene**

#### **1.0 OBJECTIVE**

The objective is to lay down the procedure for Personal Hygiene.

#### **2.0 SCOPE**

This Standard Operating Procedure (SOP) is applicable for Personal Hygiene to all employee/Contract workers and in all departments of the company.

#### **3.0 RESPONSIBILITIES**

3.1 HSE Manager shall be responsible to ensure proper clothing & personal cleanliness of all the workers working at the workplace.

3.2 All Department heads shall be:

3.2.1 Responsible for personal cleanliness, hygienic operations, protective clothing of self and the department employees, contract persons & visitors.

3.2.2 Responsible for providing the resource required for hygienic condition for the people working & the visitors in the factory premises.

#### **4.0 PRECAUTIONS**

4.1 Ensure proper hygiene while handling material, processing, and packing.

#### **5.0 SCHEDULE**

5.1 Random check for personal hygiene.


#### **6.0 PROCEDURE**

##### **6.1 General Requirements (Good Personal Hygiene Practice)**

6.1.1 Following are the minimum requirement for every person entering company area.

6.1.2 Any employee suffering from an infection/disease like conjunctivitis, severe cold etc. shall not be allowed to enter production area.

6.1.3 Employee shall be trained to report any infection disease, so that they can be temporarily transferred to other areas.

- 
- 6.1.4 Employee shall report any boils, open wound, cuts, rashes or exposed surfaces of body, such employees will not be allowed to work in operation where handling of hazardous material or equipment contact until the conditions is rectified.
  - 6.1.5 Every Supervisor or department head will look for such signs and symptoms and report to HR immediately.
  - 6.1.6 Avoid crowded places and close contact with people who are unwell or showing symptoms of illness.
  - 6.1.7 Practice frequent hand washing with soap (e.g. before handling food or eating, after going to the toilet, or when hands are dirtied by respiratory secretions after coughing or sneezing).
  - 6.1.8 Wear a mask if you have respiratory symptoms such as a cough or runny nose.
  - 6.1.9 Cover your mouth with a tissue paper when coughing or sneezing, and dispose the soiled tissue paper in the rubbish bin immediately; and Seek medical attention promptly if you are feeling unwell.
  - 6.1.10 Avoid sharing food, cutlery, crockery, utensils and other personal hygiene items.
  - 6.1.11 Avoid physical contact such as shaking hands and avoid touching your face or rubbing your eyes.

## **6.2 Personal Cleanliness**

- 6.2.1 All employees shall maintain personal cleanliness.
- 6.2.2 All employees shall keep their hands clean and wash with liquid soap soon after visiting toilet, and urinals.
- 6.2.3 All employees shall keep nails trimmed and clean.
- 6.2.4 All employees shall keep hair clean. Employees should ensure that facial hair does not cross the respirator mask sealing surface.
- 6.2.5 Employees shall keep their personal belongings in their respective lockers.
- 6.2.6 Visitors shall be informed to keep their personnel belonging in the locker provided for visitors.
- 6.2.7 Employees shall wash properly mouth/hands after meals/tea breaks.



### **6.3 Hygienic Operations**

- 6.3.1 All Employees shall be prohibited from Smoking, Chewing Tobacco, Alcoholism, eating habits inside the factory premises.
- 6.3.2 Employees shall have to surrender above items or such belongings at the security gate before entry in to the factory premises.
- 6.3.4 Employees shall deposit above items at an appropriate place.
- 6.3.5 Employee shall not touch walls or doors surface when their hands are dirty or soiled.
- 6.3.6 Employees shall keep area clean to the highest level & satisfaction of management.
- 6.3.7 Employees shall discard waste in the waste bins available in their area.
- 6.3.8 Employees shall keep lockers neat and clean and in tidy conditions. Every company employee and contract personnel shall extend his or her full support to security and HR person for checking whenever required.
- 6.3.9 Employees shall make best and appropriate use of toilets and change room facilities in order to maintain highest level of healthy environment.
- 6.3.10 Employees shall always follow the general hygiene/ safety instruction.

### **6.4 Protective Clothing**

- 6.4.1 No employee shall enter the hazardous material handling Area (Ex. Boiling) without wearing appropriate protective clothing.
- 6.4.2 Employees shall make appropriate use of company issued personal protective equipment such as head cover, nose mask, whenever required.
- 6.4.3 Employees shall follow safety precautions while handling chemical.
- 6.4.4 Employees shall not come out from working area with company issued PPEs and go out of factory premises.

## Annexure – III Disinfection Chart

Sr.No.	Department/Area	Frequency	Date: -----		Month/Year																															
			1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31			
1	De dusting of Floor in production area	Daily																																		
2	De dusting of ceiling	Weekly																																		
3	De dusting of waste bin	Daily																																		
4	De dusting of lockers	Weekly																																		
5	De dusting of fire extinguisher	Daily																																		
6	Cleaning of outer surface of equipments	Daily																																		
7	Cleaning of Weighing balance	Daily																																		
8	Cleaning of Window glasses	Daily																																		
9	Cleaning of Doors	Daily																																		
10	Cleaning of Cleaning washing room	Daily																																		
11	Cleaning of Electrical Boxes	Weekly																																		
12	Cleaning of "Cleaning Accessories"	Daily																																		
13	Cleaning of Drainage traps	Monthly																																		
Disinfectant used																																				
Done By																																				

Note: Put ✓ mark in the check boxes wherever applicable. Put initials if Done by and Checked by boxes, disinfectants used A= Dettol, B= Savlon



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This document is general in nature. In this document, we have aimed to provide an overview of the possible policies and procedures to be adopted by organizations at workplace as measures to cope up with outbreak of COVID-19 pandemic. We shall issue further advisory, draft notes and guidelines to support companies in managing the various risks emerging from the situation. It may be noted that nothing contained in this document should be regarded as our opinion and facts of each case will need to be analysed to ascertain applicability or otherwise of the laws and regulations in place and appropriate professional advice should be sought for applicability of legal provisions based on specific facts. Any government or judicial authorities or BPP/RJC auditors may or may not agree with some of the guidelines or interpretations or the sufficiency of the measures taken. We shall not be responsible for any liability arising from any statements or errors contained in this document.

24 April 2020

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