



# Standard Operating Procedures (SOP) on work resumption post Covid-19 outbreak

April 2020

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**Purpose:**

The purpose of this Standard Operating Procedure (SOP) is to describe the procedure to follow for resuming work after lockdown due to COVID-19 outbreak.

**Scope:**

This Standard operating procedure applies to all premises operated/managed by the organisation:

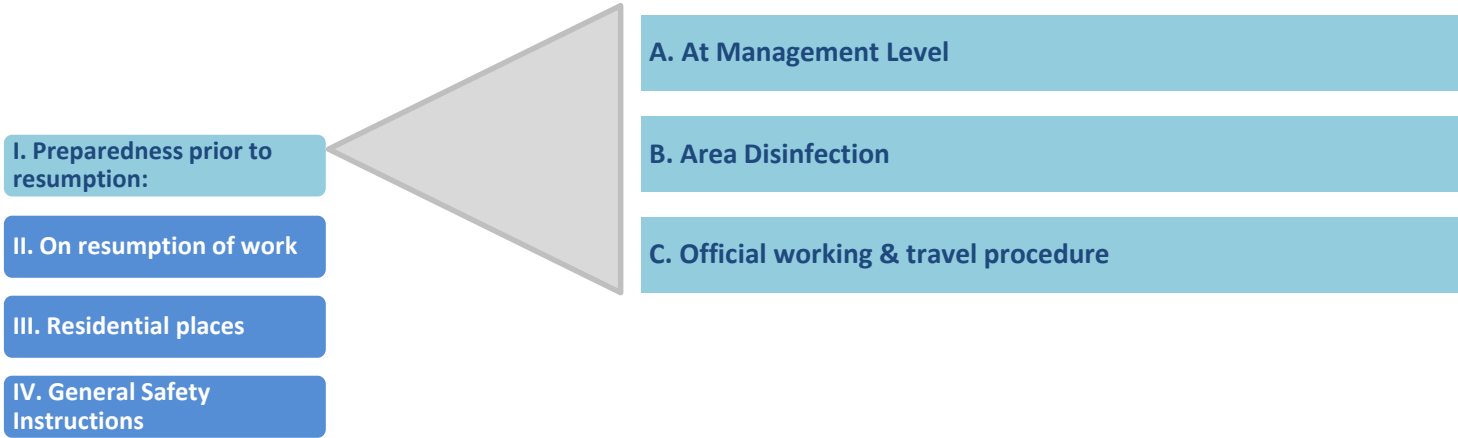
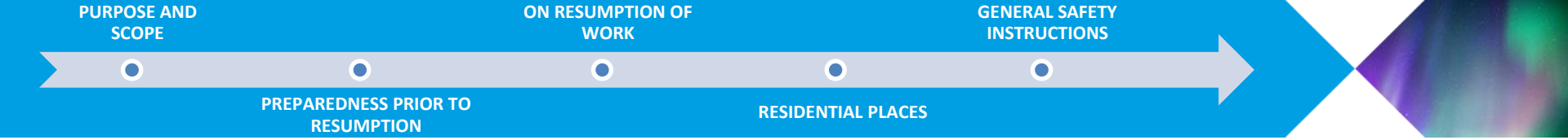
1. Corporate Office & Branch offices
2. Manufacturing Units
3. Project Sites
4. Warehouses & Distribution centres
5. Customer facing premises such as retail stores
6. Laboratories
7. Any other premises

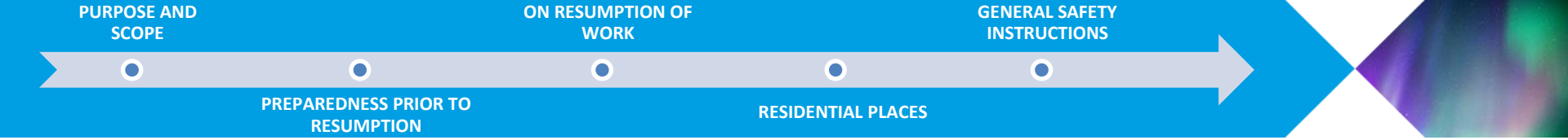
**Coverage:**

1. This SOP covers all stakeholders working at the organisation's premises:
  - a. All employees
  - b. All Contract workers
  - c. All trainees
  - d. Visitors

**Note:**

*This SOP covers general guidelines to be followed by the organisation. However the same shall be modified considering the peculiarities of the Industry and environment in which organisation is operating. Organisation should also comply with the notifications, circulars or any other communication issued by the Government/Health agencies.*





#### I. Preparedness prior to resumption:

A. At Management Level

B. Area Disinfection

C. Official working & travel procedure

1. Governing Board to form a Project team to re-evaluate the Business Continuity Plan in response to Covid-19 outbreak.
2. Project Team while revaluating & testing the BCP to ensure that it capture worst possible scenario and mechanism to deal with the same.
3. Managing Director in co-ordination with Chief Financial Officer and Human Resources Head to ensure that sufficient stock of personal protection equipment (PPEs) & medicines are in place to control the adverse situation.

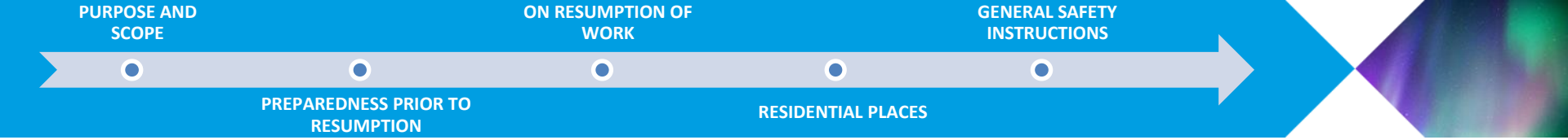
### I. Preparedness prior to resumption:

#### A. At Management Level

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1. All areas in the premises including the following shall be disinfected completely using user friendly disinfectant mediums.
  - a. Entrance Gate of Building, Office etc.
  - b. Meeting room, Conference halls
  - c. Open areas available
  - d. Verandah
  - e. Entrance Gate of Site, Bunkers, Pota Cabins, Building etc.
  - f. Equipment
  - g. Washroom, Toilet, Sink etc.
  - h. Walls
  - i. All other surfaces
2. Procedure shall be established for the disinfection method, type of medium, periodicity, log register, etc
3. Appropriate PPE like Face covers, Masks, Goggles, Gloves, Coats / Aprons, Shoes and also appropriate disinfecting gadgets like sprayer, brush, etc shall be made available.
4. Display board regarding the procedure of disinfection shall be displayed at entrances / prominent places.
5. Installation of Disinfection chambers - Disinfection chambers are to be placed at all entry points for disinfecting the employees / others.



#### I. Preparedness prior to resumption:

A. At Management Level

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C. Official working & travel procedure

#### 1. Guidelines for Office Employees:

- ✓ Not more than 50% employees at any given point of time.
- ✓ Employees to be divided in shifts and alternate day rosters
- ✓ Staggered shift start and end timings

#### 2. Guidelines for Production Employees:

- ✓ Shorter shifts for Production employees, no overlap between shifts providing a cushion of approx 1 hour for disinfection
3. Work from home is to be implemented in all feasible areas / functions / offices. Alternatively, rotation roster can be followed on alternate / weekly basis for the employees in the same area.
  4. Flexible hours staggered both at office and at home can be introduced depending upon the situation / work demand.
  5. Following transport instructions shall be communicated to all concerned employees:
    - a. As far as possible, usage of bulk public transport shall be avoided and use of self transport is highly recommended.
    - b. In case of Company bus, capacity to be reduced to 50% and social distancing to be maintained while boarding and de boarding.
    - c. In case of cab travel, maximum two persons shall use a single cab.

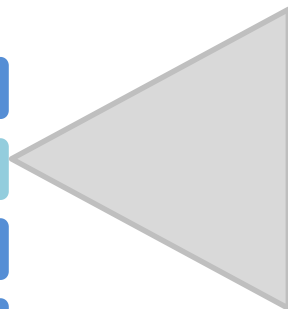


I. Preparedness prior to resumption:

II. On resumption of work

III. Residential places

IV. General Safety Instructions



A. Gate Entry

B. In-warding of Material

C. Shop Floor

D. Cafeteria

E. Emergency Response

F. Training & Awareness

G. Sanitization & Disinfection

H. Disposal



## II. On resumption of work

## A. Gate Entry

## B. In-warding of Material

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## F. Training &amp; Awareness

## G. Sanitization &amp; Disinfection

## H. Disposal

1. Mandatory screening of all persons irrespective of cadre / status with thermal scanner entering organisation's premises including Plants, Head Office, Zonal Offices etc. Transport users to be screened before boarding the bus.
2. Immediately stop any person with symptoms such as fever and cough with breathing problem and inform concerned department / contractors. Person shall be taken to nearest quarantine facility and later to Govt hospital immediately. Suggested to have a temporary quarantine room at each plant.
3. No new workers (without valid pass) shall be allowed inside.
4. All vehicles including two wheelers shall be parked outside gate or in a designated place. Any new vehicle shall not be allowed without valid permission.
5. Any parcel / courier person should be stopped at gate. Parcel shall be collected from gate by concerned person.
6. All persons entering the premises shall be permitted inside only if they are wearing a mask covering nose and mouth.
7. Hand sanitizers shall be kept ready at the entrances and people after entry shall sanitize their hands before proceeding to their work spots.
8. Self declaration to be obtained from employees whether they suffered from Covid-19 in the past.
9. Social distance of at least 1 meter to be maintained at Gate Entry.



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1. Incoming material shall be unloaded at Store's restricted area whose access will be given to authorized personnel based on assessing the risk factor.
2. Incoming material shall be disinfected using approved disinfectants. Where the material is sensitive and disinfectant cannot be used, same shall be quarantined for at least 48 hours.
3. Labourers unloading the material to ensure that they wear the hand gloves and face mask at the time of unloading the material. Where possible and considering sensitivity of incoming material, PPEs to be offered to labourers unloading the material. Considering the risk, full body sanitization of labourers to be done at regular intervals.
4. Store In-charge to ensure that labourers involved in unloading of material do not come in contact with other staff for safety purpose.

**II. On resumption of work**

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**Attendance system:**

1. Bio-metric (Finger touch) swiping for attendance shall be temporarily discontinued.
2. Alternate arrangements for attendance (Swiping with bar code or register) be made.

**Process during duty hours:**

1. Employees shall follow the new seating plan with social distancing. They shall define their seats and avoid going to other's seats as far as possible.
2. To the extent possible discussions / interaction can be held through hand phones and mobile phones.
3. Meetings are to be avoided as far as possible and VC / Conf. calls / other modes can be used in place. No physical meeting with more than 5 members.
4. All employees to strictly wear masks at all the time and adhere to the social distance of minimum 1 meter.
5. Use of staircases should be encouraged and in case of lifts, not more than 2-4 people based on size of lifts should be allowed at a time.
6. To avoid hard copy files where ever possible, soft copy correspondences / approvals are to increased by mails or ERP.
7. Approving officials can seek required back up / supporting documents in soft copy for study before according approval on hard copy to avoid contaminations.

## II. On resumption of work

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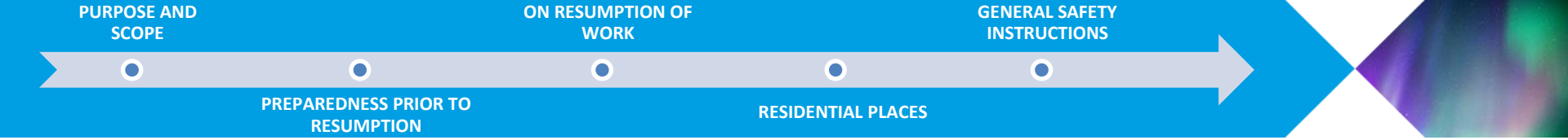
### E. Emergency Response

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### H. Disposal

1. All food and non-food items shall be thoroughly sanitised in a chlorinated solution.
2. Sanitise all kitchen surfaces, especially chopping boards, knives, table-tops and door handles, within a span of four hours with an alcohol-based sanitiser.
3. Canteen staff to wear mandatory hand gloves, mask and caps at all the time.
4. Staggered meal timings to be implemented and social distancing among workers/employees of at-least one meter to be maintained.
5. Lunch break/ tea break to be allowed to the workers in such a manner that food/tea/snacks serving is done at a distance.
6. Employees may be required to bring their own cups and water bottles.
7. Where contractor is engaged to bring from outside tea and food for workers and employees, the same shall be avoided. Temporary alternate in-house arrangement is to be made.
8. Employees to wash their hands before and after the lunch/ tea break with Soap for at least 20 seconds.



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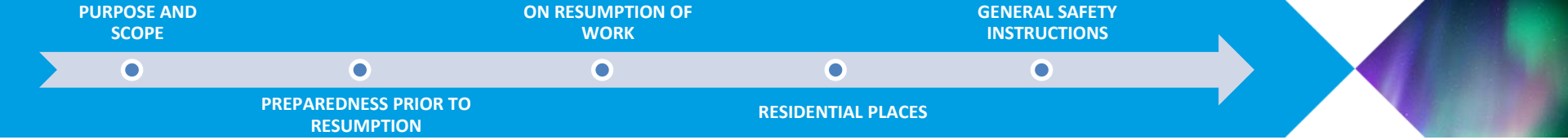
E. Emergency Response

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H. Disposal

1. Stoppage of any person found fever and cough with breathing problem and inform concerned department / contractors at Gate Entry.
2. Person shall be taken to nearest quarantine facility and later to the notified government hospital by Admin In-charge. Suggested to have a temporary quarantine room at each premise.
3. Additionally, succession plan process to be adhered.



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1. At regular intervals, training of employees are to be conducted about the awareness of Covid-19 and preventive measures to be taken to prevent the spread, along with manner of use of face-mask and gloves.
2. Security staff at entry to be provided training on how to measure temperature through thermal meters while maintaining the proper social distance and use of sanitizers.
3. Medical staff to be trained for use of PPEs and its maintenance.
4. During the training session, it shall be ensured that social distancing of at least 1 meter is maintained.
5. All employees shall be advised to use Arogya Setu app.

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1. To ensure that sanitization of all areas are done before start and after end of duty hours and decontamination of Common Use Areas is ensured after every shift.
2. Special attention be given to wash rooms / toilets by periodical cleaning, swabbing, disinfecting and maintaining dry. Walls / Doors / Windows and all fittings in wash rooms shall also be disinfected and cleaned thoroughly.
3. Special attention and targeting of high-touch surfaces shall be carried out by the staff during the disinfection process. High- touch surfaces includes door knobs, table surfaces, seat/ back/ arms of the chair, faucets and other bathroom fittings, switches and remotes.
4. In-house designed Auto-Dispensing Sanitizers to be placed at accessible points
5. Ensure that all doors / windows are in open condition always during office hours.
6. As far as possible, central air-conditioning system shall be avoided and natural ventilation/ room AC (split/ window) shall be used.
7. All Housekeeping staff shall use mask and gloves while carrying out cleaning and disinfecting.
8. Staff shall follow all cleaning and other precautionary instructions being circulated by the government authorities and health organisations.

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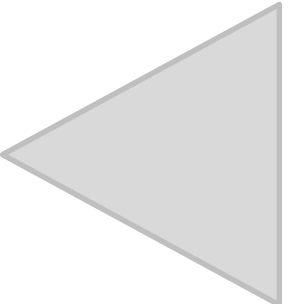
H. Disposal

1. Disinfect the mask and hand gloves in bleaching powder (5%) **OR** 1% Sodium Phosphoryl chloride (POCL3)
2. Closed waste bins to be used.
3. Waste to be segregated properly into dry and wet waste at the source of generation.
4. Use a separate closed dustbin for hygienic disposal of used gloves and masks.
5. Staff handling the disposal shall wear mask and hand gloves at all the time. They shall be disinfected at proper intervals.





- I. Preparedness prior to resumption:
- II. On resumption of work
- III. Residential places
- IV. General Safety Instructions



- A. Responsibilities of residents
- B. Restriction on the entry of outsiders
- C. Code of Conduct at common places
- D. Sanitization and Upkeep of common places / utilities
- E. Labour colonies of project sites

## III. Residential Places

A. Responsibilities of  
residentsB. Restriction on the entry of  
outsidersC. Code of Conduct at  
common placesD. Sanitization and Upkeep  
of common places / utilitiesE. Labour colonies of project  
sites

1. Employees / Residents including their family members shall avoid unnecessary movements outside and adopt stay at home concept.
2. Use nose & mouth mask when ever going outside home.
3. Restrict children inside the home itself.
4. Try to avoid entertaining guests / vendors / others visiting homes.
5. Try to manage household works by family and avoid engaging maids / outsiders.

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of common places / utilitiesE. Labour colonies of project  
sites

1. Entry of e-commerce suppliers to be restricted and collection is to be done at main gate or designated collection points.
2. Entry of relatives / friends of employees is to be avoided to maximum extent. In case of essential entry, they are to be checked for health issue at the gates.
3. Entry of visitors to Guest house also is to be avoided to maximum extent possible. In case of essential entry, they are to be checked for health issue at the entry.

## III. Residential Places

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sites

1. All vendors / shop keepers must wear all protective gears like Mask, Gloves, Cover all , etc .
2. Vendors shall avoid cash transactions and use e-money modes to the extent possible.
3. Wearing of masks, social distancing and queue system shall be strictly adhered by all while visiting the following places:
  - a) Shops
  - b) Post offices
  - c) Banks
  - d) Govt / Pvt offices
  - e) Religious places
  - f) All other common places

## III. Residential Places

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sites

1. All roads, outside quarters, play grounds, parks, shopping centres, utility areas, drainages, waste bins, etc are to be cleaned and sanitized on daily basis.
2. To ensure that all doors / windows/ fittings of common places are sanitized frequently.
3. As far as possible, air-conditioning shall be avoided and natural ventilation shall be used in common utility buildings.
4. Special attention be given to wash rooms / toilets by periodical cleaning, swabbing, disinfecting and maintaining dry.
5. Walls / Doors / Windows and all fittings in wash rooms shall also be disinfected and cleaned regularly.
6. Soap solutions / hand sanitizers / paper towels shall be placed in all public places where ever required and replenished periodically.

## III. Residential Places

A. Responsibilities of  
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of common places / utilitiesE. Labour colonies of project  
sites

1. All areas outside quarters, utility areas, drainages, waste bins, etc are to be cleaned and sanitized on daily basis.
2. To ensure that all doors / windows/ fittings are sanitized frequently.
3. Special attention be given to wash rooms / toilets by periodical cleaning, swabbing, disinfecting and maintaining dry.
4. Walls / Doors / Windows and all fittings in wash rooms shall also be disinfected and cleaned thoroughly.
5. Soap solutions / hand sanitizers shall be placed in all quarters / wash rooms places where ever required and replenished periodically.
6. To ensure that all the workers who are coming for work are healthy and not having any symptoms of COVID-19 (Fever, Dry cough, Breathing problem).
7. Arrangements to be made to supply all essential items like rice, wheat, groceries, water, etc to colony itself so as to restrict movements of labourers.
8. Appropriate masks shall be distributed to all labourers.
9. All shall be advised to wear mask always while at colony, movement outside and during duty timings.

### III. Residential Places

A. Responsibilities of residents

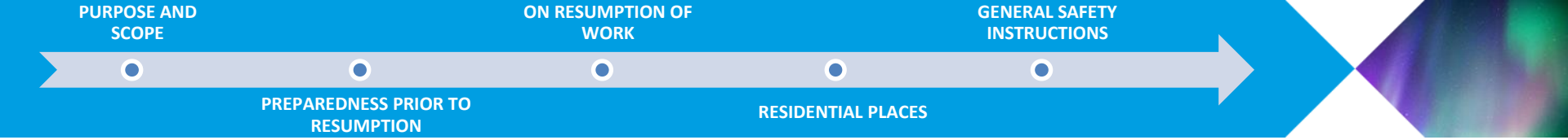
B. Restriction on the entry of outsiders

C. Code of Conduct at common places

D. Sanitization and Upkeep of common places / utilities

E. Labour colonies of project sites

10. Tie up shall be made for getting medical examination of all people for any Covid-19 symptoms.
11. Quarantine hall or room shall be established in labour colony for the said purpose.
12. Contractor shall display precautions measures - do's and don'ts at colony premises in all languages spoken by the workers.
13. Vehicle shall be kept ready or tie up for vehicle shall be made for emergency purpose. .
14. Minimum social distancing shall be ensured in keeping occupants in a single room.
15. Daily disinfectant spraying to be done in all areas of colony after workers leave for work.
16. A team comprising Company HR and Contractor site in charge shall visit labour colony daily to ensure availability of essential items, cleanliness, sanitization status and submit a report to head of site.
17. Feed back in written form or though personal interaction regarding labour colony requirements shall be obtained from contract labours on weekly basis

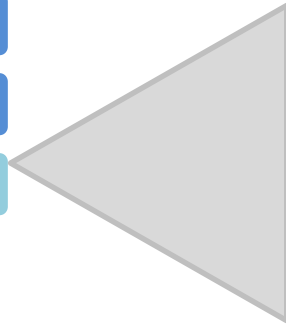


I. Preparedness prior to resumption:

II. On resumption of work

III. Residential places

IV. General Safety Instructions



A. Instructions regarding types and use of masks

B. Instructions regarding other types of PPE



IV. General Safety  
InstructionsA. Instructions regarding  
types and use of masksB. Instructions regarding  
types of PPE

1. Respiratory viruses that includes Corona viruses target mainly the upper and lower respiratory tracts. Hence protecting the airway from the particulate matter generated by droplets / aerosols prevents human infection. Contamination of mucous membranes of the mouth and nose by infective droplets or through a contaminated hand also allows the virus to enter the host. Hence the droplet precautions/ airborne precautions using masks are crucial while dealing with a suspect or confirmed case of COVID-19/performing aerosol generating procedures.
2. Masks are of different types. The type of mask to be used is related to particular risk profile of the category of personnel and his/her work. There are two types of masks which are recommended for various categories of personnel working in hospital or community settings, depending upon the work environment:
  - a. Triple layer medical mask
  - b. N-95 Respirator mask
3. A triple layer medical mask is a disposable mask, fluid-resistant, provide protection to the wearer from droplets of infectious material emitted during coughing/sneezing/talking.
4. An N-95 respirator mask is a respiratory protective device with high filtration efficiency to airborne particles. To provide the requisite air seal to the wearer, such masks are designed to achieve a very close facial fit.
5. Such mask should have high fluid resistance, good breathability (preferably with an expiratory valve), clearly identifiable internal and external faces, duckbill/cup-shaped structured design that does not collapse against the mouth.

IV. General Safety  
InstructionsA. Instructions regarding  
types and use of masksB. Instructions regarding  
types of PPE

6. If correctly worn, the filtration capacity of these masks exceeds those of triple layer medical masks. Since these provide a much tighter air seal than triple layer medical masks, they are designed to protect the wearer from inhaling airborne particles.
7. Masks are effective only when used in combination with frequent hand-cleaning with alcohol-based hand rub or soap and water.
8. Usage guidelines:
  - a. Unfold the pleats of the mask; make sure that they are facing down
  - b. Place the mask over your nose, mouth and chin. Ensure there is no gaps on either side of the mask. Adjust to fit using nose clip if provided.
  - c. Avoid touching the mask while using it.
  - d. Do not leave the mask hanging from the neck.
  - e. Change the mask every six hours or as soon as they become wet.
  - f. Never reuse disposable mask and disposed the used ones into closed bins after disinfecting them.
  - g. Do not touch the potentially contaminated outer surface of the mask while removing it.
  - h. After removing the mask, clean your hands with soap and water or use alcohol-hand rub disinfectant.

#### IV. General Safety Instructions

##### A. Instructions regarding types and use of masks

##### B. Instructions regarding types of PPE

1. Components of PPE are goggles, face-shield, mask, gloves, coverall/gowns (with or without aprons), head cover and shoe cover. Each component and rationale for its use is given in the following paragraphs:
2. **Face shield and goggles:**
  - a. Inadvertently touching the eyes/nose/mouth with a contaminated hand can be a likely scenario. Hence protection of the mucous membranes of the eyes/nose/mouth by using face shields/ goggles is an integral part of standard and contact precautions.
  - b. The flexible frame of goggles should provide good seal with the skin of the face, covering the eyes and the surrounding areas and even accommodating for prescription glasses.
3. **Gloves:**
  - a. When a person touches an object/surface contaminated by COVID-19 infected person, and then touches his own eyes, nose, or mouth, he may get exposed to the virus. Although this is not thought to be a predominant mode of transmission, care should be exercised while handling objects/surface potentially contaminated.
  - b. Nitrile gloves are preferred over latex gloves because they resist chemicals, including certain disinfectants such as chlorine. There is a high rate of allergies to latex and contact allergic dermatitis among health workers. However, if nitrile gloves are not available, latex gloves can be used. Non- powdered gloves are preferred to powdered gloves.

IV. General Safety  
InstructionsA. Instructions regarding  
types and use of masksB. Instructions regarding  
types of PPE**4. Coverall / Gowns:**

- a. Coverall/gowns are designed to protect torso of healthcare providers from exposure to virus. Although coveralls typically provide 360-degree protection because they are designed to cover the whole body, including back and lower legs and sometimes head and feet as well, the design of medical/isolation gowns do not provide continuous whole-body protection (e.g., possible openings in the back, coverage to the mid-calf only).
- b. By using appropriate protective clothing, it is possible to create a barrier to eliminate or reduce contact and droplet exposure, both known to transmit COVID-19, thus protecting healthcare workers working in close proximity (within 1 meter) of suspect/confirmed COVID-19 cases or their secretions.
- c. Coveralls and gowns are deemed equally acceptable as there is a lack of comparative evidence to show whether one is more effective than the other in reducing transmission to health workers. Gowns are considerably easier to put on and for removal. An apron can also be worn over the gown for the entire time the health worker is in the treatment area. Coveralls/gowns have stringent standards that extend from preventing exposure to biologically contaminated solid particles to protecting from chemical hazards.

**5. Shoe covers:** Shoe covers should be made up of impermeable fabric to be used over shoes to facilitate personal protection and decontamination.

**6. Head Covers:** Coveralls usually cover the head. Those using gowns, should use a head cover that covers the head and neck while providing clinical care for patients. Hair and hair extensions should fit inside the head cover.

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