

VISUAL SOP

RESTARTING OPERATIONS AFTER LOCKDOWN



INTRODUCTION

1. The pandemic caused by COVID-19, has affected the health and safety of people across the world.
2. TCE is committed to the health and safety of its employees, their families and other stakeholders, to ensure business continuity. It is with this perspective that this restart protocol has been prepared.
3. The protocol has been prepared after discussing at all levels to ensure that we fully understand the risks involved, and take mitigation measures, when operations are partially / fully restored, once lockdown is lifted.
4. This document has also taken inputs from protocols prepared by WHO, FICCI and other Industry Bodies and is linked to TCE Business Continuity Plan for Covid-19 document TCE.M9-RC-03 and TCE.M7-OT-SF-G-05 A.



SCOPE

1. This Standard Operating Procedure applies to the Delivery Centers and other offices operated / managed by TCE
2. This document is to serve as a guidance on key issues that should be considered in respect of business operations and facilitate setting up of uniform acceptable practices across TCE, to ensure the health and safety of all employees / visitors through various means, including:
 - a. Temperature screening
 - b. Self-health monitoring
 - c. Social distancing
 - d. Disinfection of commonly touched surfaces
 - e. Cleaning hands with soap or hand sanitizer.
 - f. Use of masks
 - g. Use of gloves and PPE equipment by Security and Housekeeping staff.





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GETTING READY TO START WORK



AT HOME BEFORE **START TO WORK**

1. Employees take ownership of checking and declaring their health status.
2. Ascertain health status by checking temperature, fever, and shortness of breath. If unwell, report to the Doctor and the Reporting Manager.
3. Ensure that your residence does not fall within any containment zone.
4. Download Aarogya Setu App installed and has **GREEN e-PASS (with bluetooth always on)** and check for 'Low risk of infection'
5. Ensure you check your location status on <https://indiasmile.org/covid>. Send an email with the screenshot to your reporting manager. Leave only if the status shows **GREEN**
6. Send self-declaration as per annexure to the Reporting manager before leaving for office.

TAKE LEAVE

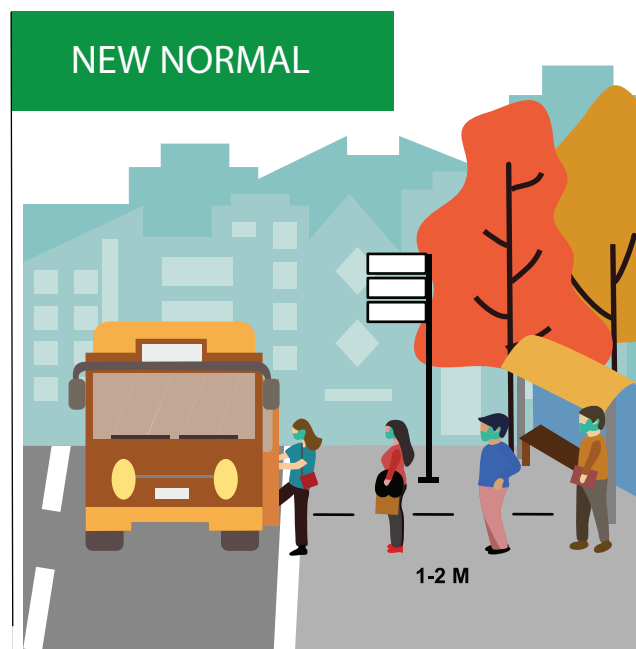


ATTEND WORK



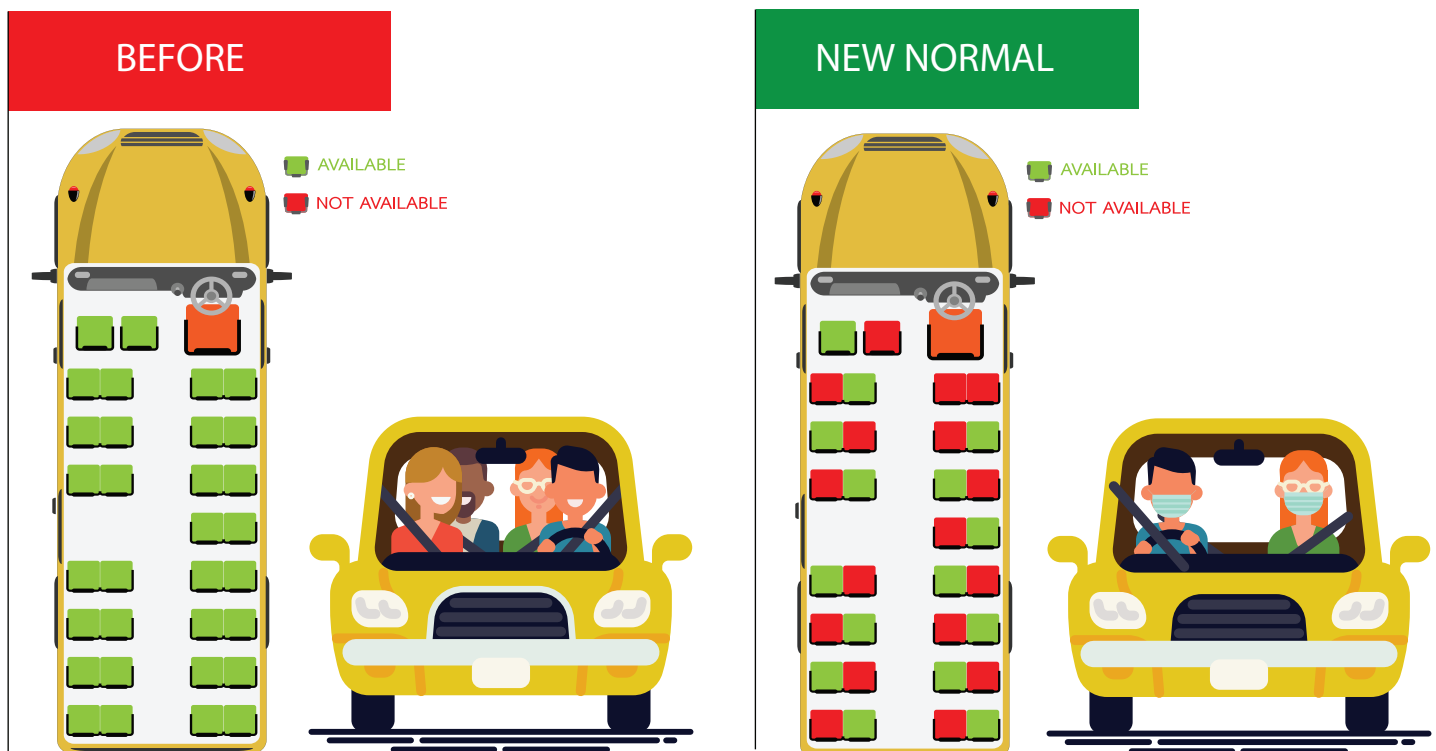
AT BUS/RAILWAY/CAR **PICK UP POINT**

1. Ensure Social distancing and respiratory hygiene.
2. Do not stand in groups and wait for your turn. Avoid crowding.
3. Stand in line and cover face with a mask.



TRAVEL TO WORK

1. Ensure Social distancing, respiratory hygiene and cover your face with a mask.
2. Keep the windows open.
3. Follow alternate seating. In case of car / cab not more than one passenger sitting diagonally across the driver.
4. To the extent possible, employees should use their vehicles for commuting to the workplace. Carpools or public transport to be avoided
5. Avoid taking pillion rider on 2-wheeler



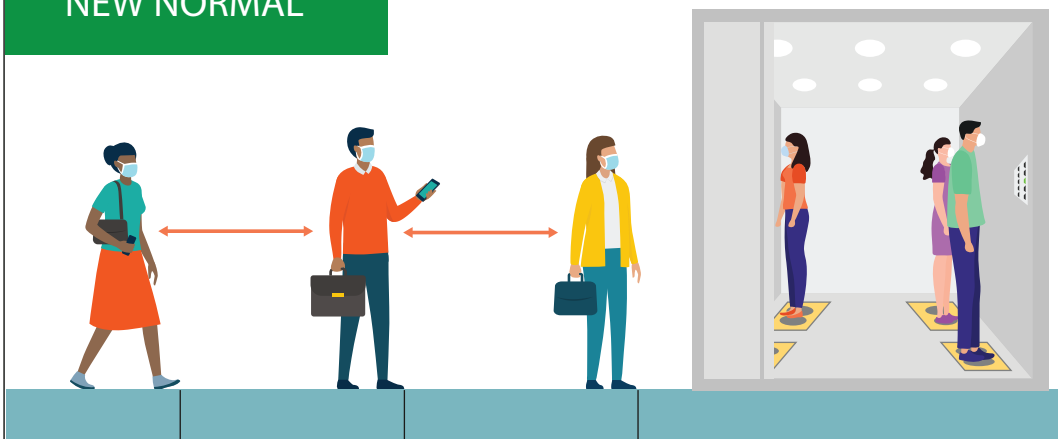
FROM THE GATE TO **BUILDING & LIFT**

1. Ensure social distancing and cover face with a mask while moving from entry to the workplace.
2. Do not speak in the elevator and do not overcrowd
3. Maintain a safe distance from each other and ensure the lift is always at half capacity subject to a maximum of 4 persons per lift
4. Try to use the staircase

BEFORE



NEW NORMAL





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HEALTH AND SAFETY AT COMPANY PREMISES



OFFICE ENTRY AND EXIT

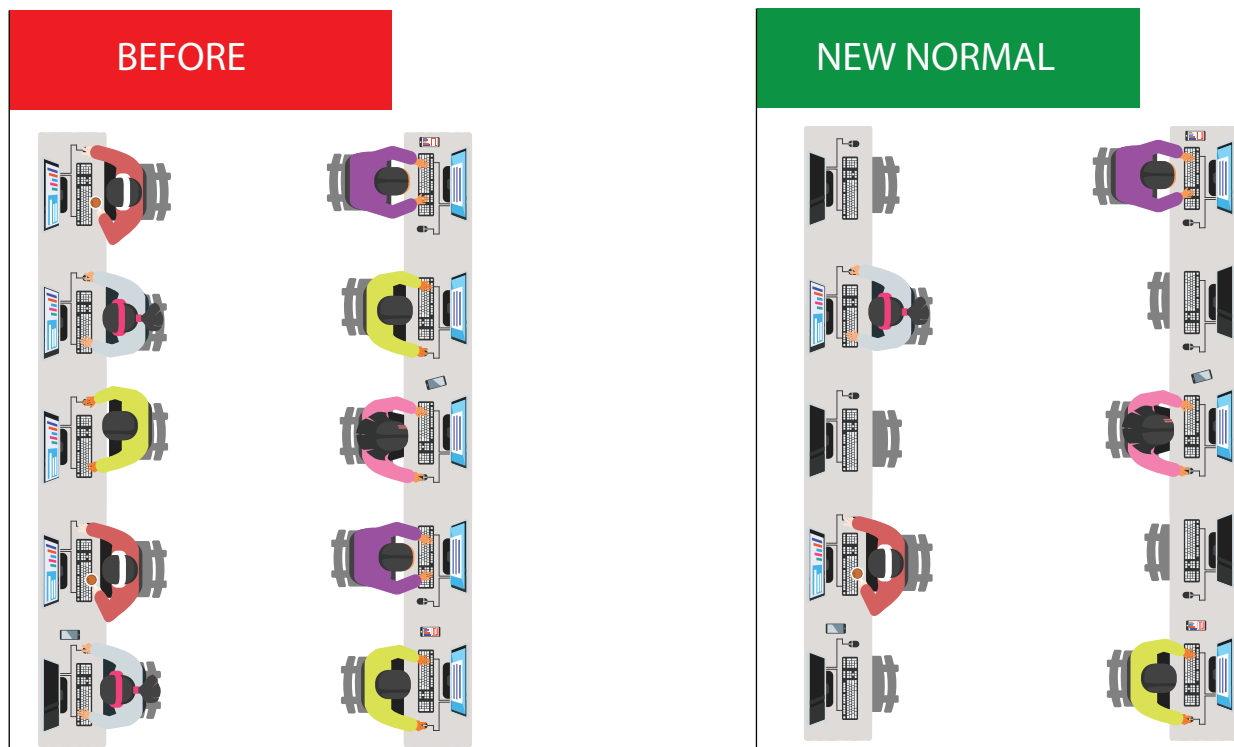
ATTENDANCE SWIPING

1. Floor marking at Entry gates for social distancing during thermal screening to be ensured. Remember to submit the self-declaration form
2. Ensure Social distancing while punching. Do not touch punch card to the reader; keep it 2 cm away. Disinfection of card reader to be done regularly by Admin.
3. Security to ascertain health status by checking the temperature. If unwell report to Doctor and Reporting Manager, ask the employee to return home. Check Aarogya Setu app is installed on the mobile
4. Hand sanitizer to be kept at the entrance of all offices. People after entry shall sanitize their hands before proceeding to their work spots.



OFFICE SEATING

1. Ensure Social distancing, hand hygiene and respiratory hygiene.
2. Keyboard and mouse to be disinfected before the start of work.
3. Mask to be worn at all times.
4. Hard copy files to be avoided wherever possible. Soft copy correspondences / approvals to be adopted through mails or other electronic means.
5. Employees shall work from their seats and avoid going to other's seats as far as possible.
6. Seating to be on alternate seats and diagonally across.



OFFICE MEETING

1. No meetings in meeting rooms / small, enclosed spaces.
2. Encourage meetings on teams or such apps.
3. For extreme situations where a meeting cannot be avoided, proper gap by leaving one chair vacant should be followed in the Conference Rooms.

BEFORE



NEW NORMAL



OFFICE MEALS & TEA

1. Ensure Social distancing and respiratory hygiene.
2. No canteen services / delivery of food from outside permitted. Employees to bring their meals and eat at their workstations.
3. Tea / coffee items will be provided in the cafeteria. Use dustbins provided at each desk for disposing of waste.
4. Bring your own cups / water bottles or use paper cups provided.
5. Avoid overcrowding by using staggered timings. Do not chat in groups.
6. Do not bring gutka / tobacco to the office



OFFICE VISITORS/CLIENTS

1. Ensure visitor management through Social distancing and hygiene practices.
2. Avoid visitors / clients / vendors unless inescapable.
3. Minimum bags / documents to be allowed inside the premises.
4. No online order deliveries permitted.
5. All visitors to wear masks and get body temperature checked.
6. Visitors to provide self-declaration at point of entry.
7. Stop parcel / courier person at the gate. The parcel shall be collected at a secured and designated area and received by the concerned person.



OFFICE RESTROOMS

1. Ensure hygiene in restrooms
2. Ensure safety during restroom break, through social distancing and hygiene practices.
3. Cleaning done by housekeeping every hour.
 - Alcohol-based disinfectant to be used.
 - Constant touchpoints disinfected.
 - PPE mandatory for cleaning staff

1

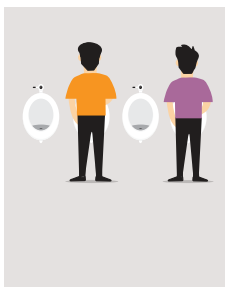
While Entering the Toilet



- Open the door using your elbow / arm

2

Using Urinals



- Use alternate urinals to maintain social distance
- While waiting for your turn, use social distance
- Do not enter inside if it is too crowded

3

Using Commodes



- Wash the commode with water before and after use
- Wipe the water using tissue paper

4

After using Urinals and Commodes



- Wash your hands as per the guidelines and use alternate washbasins

5

While coming out of the Toilet



- Open the door using your leg / elbow / arm
- Do not use your palm



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ADMIN TEAM RESPONSIBILITIES



OFFICE DISINFECTION

1. Appropriate protective equipment like Face Masks, Goggles, Gloves, Aprons, Shoes including proper disinfecting equipment like a sprayer, brush, sanitizer, soaps etc. shall be made available. Allow fresh air in, at least once a day, wherever possible.
2. All areas in the premises including (but not limited to) the following shall be entirely disinfected with the use of approved disinfectant mediums, prior to office opening and at regular intervals thereafter
 - Entrance gate of office, Meeting rooms, Conference halls, Canteens, Rest Rooms, Pantries
 - Open areas - Staircases, Parking Areas, Lobbies
 - Equipment having high touch surfaces like – Lifts / Elevators and their buttons, Panel rooms, Company Vehicles, etc.
 - Washrooms, Toilets, Sink, etc.
 - Walls of common places and all other surfaces like hand railings, office tables, etc.
 - Parking Facilities & Guest Houses



OFFICE UPKEEP

1. Sanitization of all areas to be ensured at the end of every shift.
2. Special attention is given to washrooms / toilets by periodical cleaning, swabbing, disinfecting and maintaining dry.
3. Non-contact type tap, hand wash and sanitizer dispensers to be promoted. Cleaners to use required PPEs.
4. Walls / Doors / Windows and all fittings in washrooms shall be disinfected and cleaned thoroughly at prescribed periodicity.
5. Soap solutions / hand sanitizer / paper towels shall be placed in non-contact type dispensers and replenished at a specified frequency.



ROLL OUT & SUCCESS OF **THE PROTOCOLS**

1. Ensure that employees and other staff understand and follow the protocols elaborated above.
2. Ensure that the strength in the premises does not exceed to violate the social distancing norms, i.e. remains well below 50%. For this work in close coordination with HR and business.
3. Ensure that each office attendee is provided with masks at entry, once in 5 working days. Advise employees not to share PPEs and to write their names on the mask.
4. Ensure that the waste and used PPE are disposed of properly.
5. Ensure do's and don'ts are displayed in notice boards and prominent places.
6. Ensure that enough sanitizer and hygiene chemicals are available always, based on projected employee strength and area of the premise.
7. Ensure that the Housekeeping and security staff are in enough strength, motivated and well equipped for their task.
8. Ensure that there is no damage to property and risk to humans while implementing the Protocol. Work in close coordination with IT and HR for the same.
9. Inform our tenants of our Protocol for their compliance, in affected areas.
10. Always keep in mind the necessity of business continuity and employee safety, which is the aim of this Protocol.
11. Remain vigilant and update based on notifications issued by Central and State Governments and Local Authorities from time to time AND Keep list of nearby hospitals / clinics readily available



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RESOURCES



ANNEXURE 1**Self -Declaration**

1. I, Employee code _____ Name _____ do hereby affirm that I have not been affected by the corona virus so far and have been keeping good health.

or

2. I have completed the self-quarantine period that was mandated to me by _____ (name of Doctor/Govt authority)/Not applicable. Period of quarantine was from _____ (dd/mm/yy) to _____ (dd/mm/yy).

3. I hereby intimate that I was placed under isolation from (dd/mm/yy) _____ to _____ (dd/mm/yy). My fitness certificate is attached.

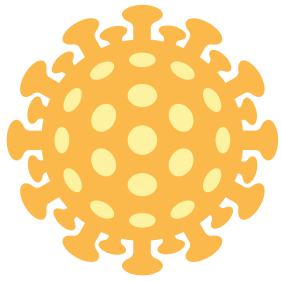
4. I also confirm that the society/locality, that I reside in had not be identified for containment by Local Authorities/had been identified for containment by Local Authorities on _____ (dd/mm/yy) and that the containment has been lifted on _____ (dd/mm/yy).

5. Further I confirm that I am not suffering from any fever cough or any other Covid-19 like symptoms.

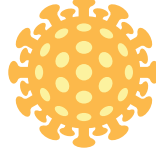
6. The above declaration is true to the best of my knowledge and I have not concealed any facts, and I undertake to intimate the same immediately in case of any change in status of the above.

7. I have downloaded the Aarogya Setu app and will share my health status from the app as required while entering the office premises.

Signed



COVID-2019 CORONAVIRUS



SYMPTOMS



Fever



Dry Throat



Cough



Sore Throat



Headache



Pneumonia

IF YOU BECOME INFECTED



Stay at
Home



Wear a
Mask



Avoid
Contacts



Do not Eat
Raw Food



Do not touch
your nose, eyes
and mouth



Wash your hands
with soap and water
many times in a day



Call your
manager and
the doctor



For further information :

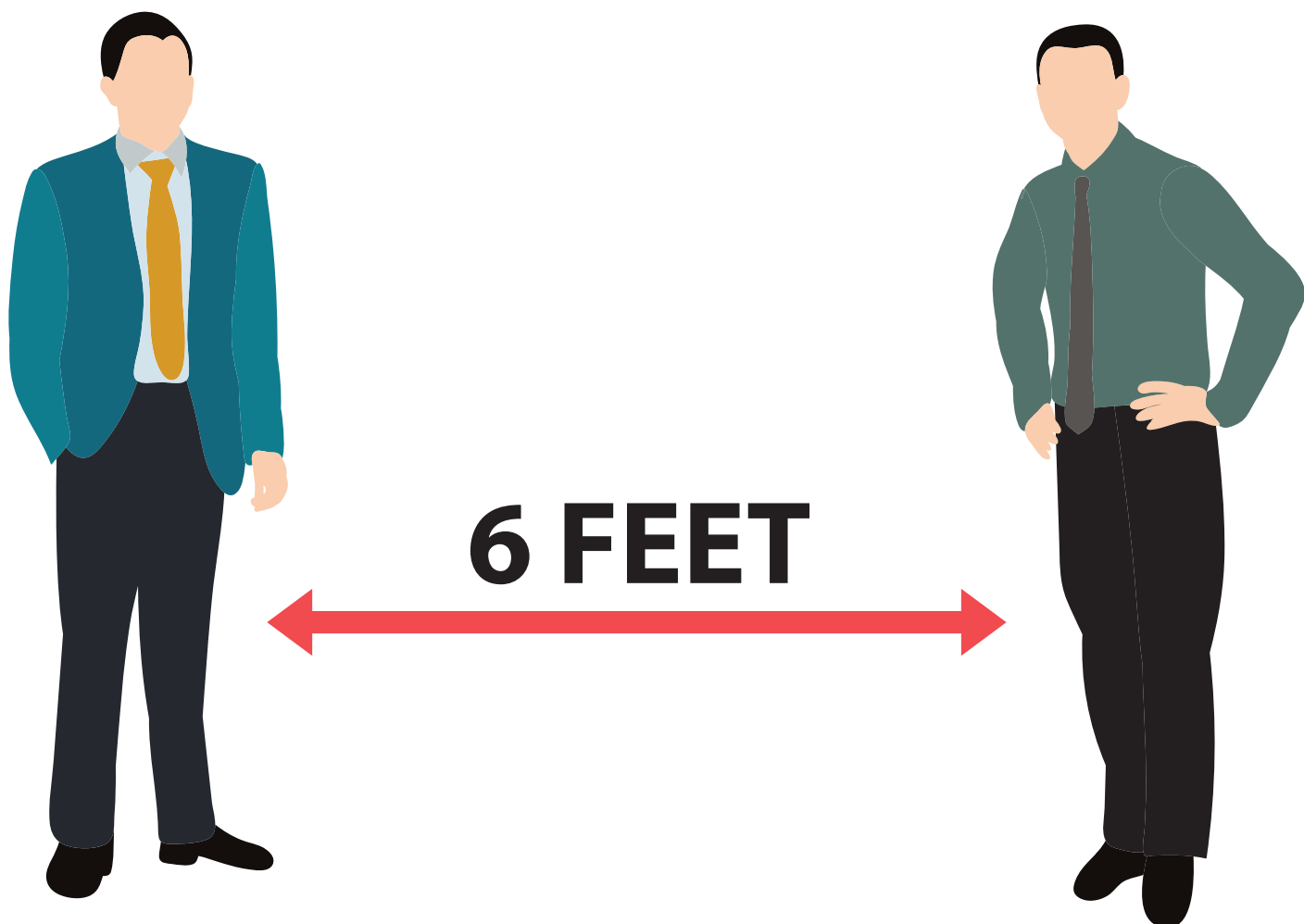
Call at Ministry of Health, Govt. of India's 24X7 control room number
+91-11-2397 8046 / Email at ncov2019@gmail.com

CORONAVIRUS



SOCIAL DISTANCING

WORK TOGETHER | STAY APART



**KEEP A DISTANCE OF 6 FEET
FROM EVERYONE ELSE**

PREVENTION OF CORONAVIRUS



1

WASH

Wash hands with soap and water many times in the day



AVOID

Avoid crowded places and gatherings at any cost

2

3

COVER

Cover your nose and mouth with a mask. You can make your own 3 fold cotton cloth masks too



COOK THOROUGHLY

Cover and cook your food well to kill any germs and infection

4

5

DON'T TOUCH

Avoid touching your nose, eyes and mouth



Simple steps to help stop the spread

Coronavirus
(COVID19)

Cough or Sneeze
into your arm



Use a tissue



Bin the tissue



Wash your hands



Together we can help stop the spread and stay healthy

For further information :

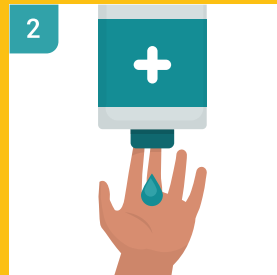
Call at Ministry of Health, Govt. of India's 24X7 control room number
+91-11-2397 8046 / Email at ncov2019@gmail.com

HOW TO WASH YOUR HANDS

PROTECT YOURSELF AND OTHERS AGAINST INFECTIONS



WET HANDS



APPLY SOAP



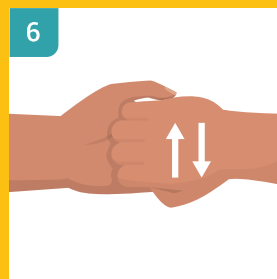
RUB HANDS
PALM TO PALM



LATHER THE BACKS
OF YOUR HANDS



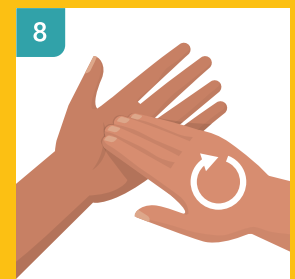
SCRUB
BETWEEN YOUR FINGERS



RUB THE BACKS
OF FINGERS ON
THE OPPOSING PALMS



CLEAN THUMBS



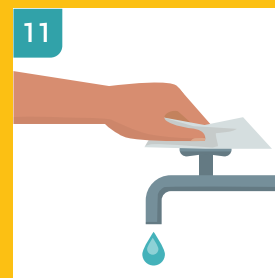
WASH FINGERNAILS
AND FINGERTIPS



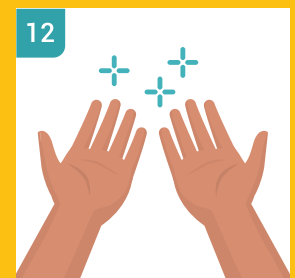
RINSE HANDS



DRY WITH
A SINGLE USE TOWEL



USE THE TOWEL
TO TURN OFF THE FAUCET



YOUR HANDS ARE CLEAN

APPLICATION OF HAND SANITIZER



APPLY THE PRODUCT ON
THE PALM OF ONE HAND



RUB HANDS TOGETHER



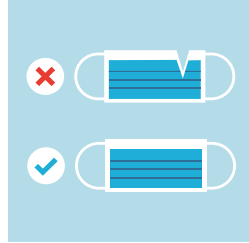
COVER ALL SURFACES
UNTIL HANDS FEEL DRY
(20 SEC)



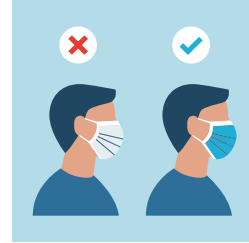
HOW TO WEAR A MASK



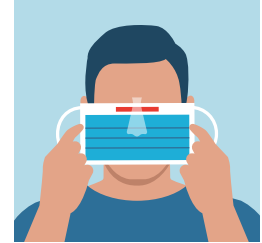
WASH YOUR HANDS
BEFORE
WEARING A MASK



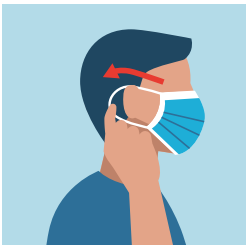
CHECK THE MASK
TO MAKE SURE
IT'S NOT DAMAGED



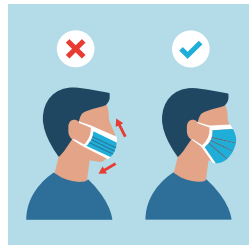
ENSURE THE PROPER
SIDE OF THE MASK
FACES OUTWARDS



LOCATE THE METALLIC
STRIP AND PLACE IT
ON THE NOSE BRIDGE



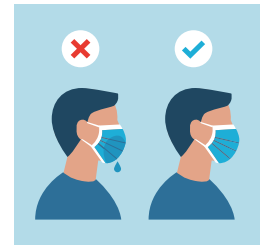
SECURE THE STRINGS
BEHIND YOUR HEAD
OR OVER YOUR EARS



COVER MOUTH AND NOSE
FULLY MAKING SURE
THERE ARE NO GAPS



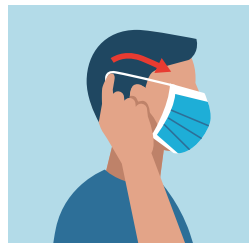
PRESS THE METALLIC
STRIP TO FIT THE SHAPE
OF THE NOSE



REPLACE THE MASK
IF IT GETS DAMP
AND DO NOT REUSE IT



DO NOT TOUCH THE
MASK WHILE USING IT,
IF YOU DO
WASH YOUR HANDS



REMOVE THE MASK
FROM BEHIND BY
HOLDING THE STRINGS
WITH CLEAN HANDS



DISPOSE THE MASK IN
A CLOSED BIN WITHOUT
TOUCHING THE FRONT



WASH YOUR HANDS

WEAR THE MASK AT ALL TIMES WHEN AT WORK



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