

Guidelines/ SOPs for Opening up of Offices



“ IEEMA has prepared a detailed SOP about opening up of Factories in line with the directives/compliance mentioned in the MHA Guidelines being updated from time to time. A need was felt to prepare a SOP for opening up of offices also, accordingly we had tried to prepare checklist for opening up of offices. We also know that relaxation of the lockdown will be in a phased manner, accordingly we need to go through a series of steps to ensure that we are complying with the government guidelines but at the same time, ensuring that employees are safe. ”

Scope of Guidelines:

These guidelines aim to help employers to stay safe and healthy in a working environment that has changed significantly because of the COVID-19 pandemic. The COVID-19 crisis is putting pressure on employers and employees, whether they had to implement new procedures and practices in a very short time, or to suspend their work and business activities. This SOP offers practical support for safe and healthy returning to the workplace following physical distancing measures, and also contribute to suppressing transmission of COVID-19.

Update your risk assessment and take appropriate measures

Just as under normal working conditions, the identification and assessment of risks in both physical and psychosocial working environments is the starting point for managing occupational safety and health (OSH) under COVID-19 measures.

Employers are obliged to revise their risk assessment when there is a change to the work process and to consider all risks, including those affecting mental health.

As input to your assessment, obtain up to date information from the public authorities on the prevalence of COVID-19 in your area. Once the risk assessment is updated, the next step is to make an action plan with appropriate measures. Below are some examples of COVID-19 related issues to consider when drawing up such an action plan.



Minimising exposure to COVID-19 at work

The implementation of safe work practices to limit exposure to COVID-19 at work requires first assessing the risks, and then implementing the hierarchy of controls. This means putting in place control measures to first eliminate the risk and if this is not possible, minimise employee exposure.

- Carry out only essential work for the time being; it may be possible to postpone some work to when the risk is lower.
- Reduce, as far as possible, physical contact between workers (e.g. during meetings or during breaks). Isolate workers who can carry out their tasks alone safely and who do not require specialised equipment or machinery that cannot be moved.
- Receipt of any letters through post/courier should be handled with gloves.
- Eliminate, and if not possible limit, physical interaction with and between customers.
- Place an impervious barrier between workers, especially if they are not able to keep a two-metre distance from each other.
- Supply soap and water or appropriate hand sanitiser at convenient places and advise workers to wash their hands frequently. Clean your premises frequently, especially counters, door handles, tools and other surfaces that people touch often and provide good ventilation if possible.
- Avoid excessive workload on cleaning staff by taking appropriate measures, such as assigning additional staff to the tasks and asking workers to leave their workspace tidy.
- Place posters that encourage staying home when sick, cough and sneeze etiquette, and hand hygiene at the entrance to the workplace and in other areas where they will be seen.
- Facilitate employees for use of individual rather than collective transport.
- Put in place policies on flexible leave and remote working to limit presence at the workplace, when needed.

Resuming work after a period of closure

- If your workplace has been closed for a period for reasons related to COVID-19, make a plan for when work resumes that takes account of health and safety. You should consider the following in your plan:
- Update your risk assessment as mentioned above
- Carry out adaptations to the layout of the workplace and the organisation of work that will reduce COVID-19 transmission before resuming work fully and before all workers return to the workplace.
- Consider resuming work in stages to allow adaptations to be carried out. Be sure to inform employees about the changes and provide them with new procedures and training, if necessary, before they resume work
- Contact your occupational health service and health and safety advisor if you have access to one and discuss your plan with them.
- Pay special attention to workers who are at high risk and be prepared to protect the most vulnerable, including older people and those with chronic conditions (including hypertension, lung or heart problems, diabetes, etc.)
- Consider putting in place support for workers who may be suffering from anxiety or stress. This could range from managers asking workers more often how they are, facilitating exchanges or buddying between colleagues, changes in work organisation and work



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tasks, to an employee assistance programme or coaching service, as well as offering contact with an occupational health service.

- Employees who are returning to the workplace after a period of isolation, whether as an individual measure or as part of a collective isolation, are likely to have worries, particularly about the risk of infection. These worries – especially if there have been changes to the job – may well result in stress and mental health problems.
- Employees might be worried about an increased chance of infection at the workplace and may not want to return. It is important to understand their concerns, provide information about the measures taken and the support available to them.

Involving Employees

- The participation of Management and the employees is a key to success. This applies also to measures undertaken at workplaces in relation to COVID-19; a time when events develop quickly, with a high level of uncertainty and anxiety among employees and the population at large.

- It is important that you consult your employees and/or their representatives and the health and safety representatives early on about planned changes and how temporary processes will work in practice. Engaging with your employees in assessing risks and developing responses is an important part of good health and safety practice.

Plan and learn for the future

- It is important to draw up or update crisis contingency plans for shutdown and start-up events in the future, as described in COVID-19: guidance for the workplace. Even small businesses can make a checklist that will help prepare them should any such events occur in the future.
- Enterprises that have used teleworking for the first time may consider adopting it as a modern, long-term working practice. The experience gained during the COVID-19 pandemic may feed into developing a teleworking policy and procedures or revising existing ones.

Stay well informed

- The amount of information related to COVID-19 can be overwhelming and it can be difficult to differentiate the reliable and accurate from the vague and misleading. Always check that the original source of the information is an established and qualified provider.



The following measures/advisories shall be implemented by all offices to prevent spread of Novel Corona Virus:

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) Cafeteria and canteens.
 - c) Meeting room, Conference halls/ open areas available verandah/ entrance gate of site, bunkers, porta cabins, building etc.
 - d) Equipment and lifts.
 - e) Washroom, toilet, sink; water points etc.
 - f) Walls/ all other surfaces
2. For employees coming from outside, special transportation facility will be arranged without any dependency on the public transport system. These vehicles should be allowed to work only with 30-40% passenger capacity.
3. All vehicles and machinery entering the premise should be disinfected by spray mandatorily.

4. Mandatory thermal scanning of everyone entering and exiting the work place to be done.
5. Medical insurance for the employees to be made mandatory.
6. Provision for hand wash & sanitizer preferably with touch free mechanism will be made at all entry and exit points and common areas. Sufficient quantities of all the items should be available.
7. Work places shall have a gap of one hour between shifts and will stagger the lunch breaks of staff, to ensure social distancing.
8. Large gatherings or meetings of 10 or more people to be discouraged.
9. Seating at least six feet away from others on job sites and in gatherings, meetings and training sessions.
10. Not more than 2/4 persons (depending on size) will be allowed to travel in lifts or hoists.
11. Use of staircase for climbing should be encouraged.

THERMAL SCANNING



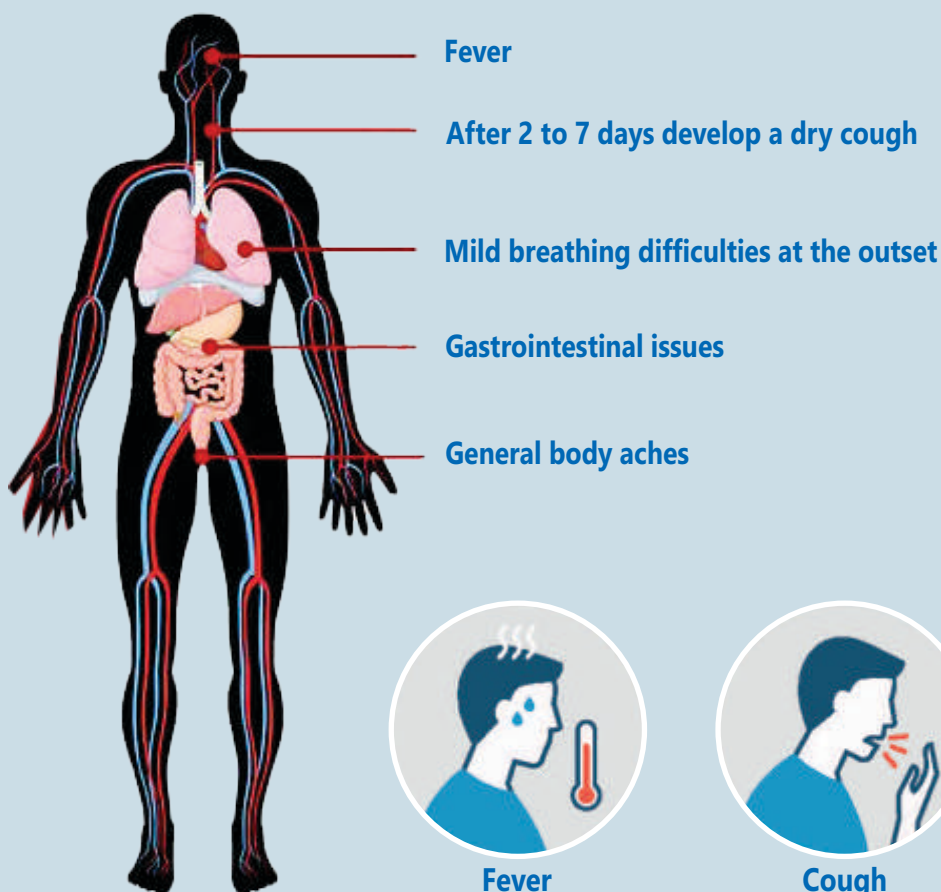
12. There should be strict ban of gutka, tobacco etc. and spitting should be strictly prohibited.
13. There should be total ban on non-essential visitors in office.
14. Hospitals/clinics in the nearby areas, which are authorized to treat COVID-19 patients, should be identified and list should be available at work place all the times.
15. Use of Arogya setu will be encouraged for all employees both private and public.
16. Intensive communication and training on good hygiene practices shall be taken up.
17. All Office to resume operations with not more than 33% manpower.
18. Attendance of the Employees should be captured by HR manually and no biometric attendance should not be allowed.
19. All employees must compulsory fill the self-declaration form before joining the duty (attached herewith).

An indicative list of Do's and Don'ts is also annexed for wide dissemination in your organization. It is therefore requested to take all necessary measures to control and prevent the spread of COVID-19.

DOs	DONTs
<ul style="list-style-type: none"> • Cover your nose and mouth with disposable tissue or handkerchief while coughing or sneezing • Frequently wash your hands with soap and water • Avoid crowded places • Person suffering from Influenza like illness must be confined at home • Stay more than one arm's length distance from persons sick with flu • Take adequate sleep and rest • Drink plenty of water/liquids and eat nutritious food • Person suspected with Influenza like illness must consult doctor 	<ul style="list-style-type: none"> • Touching eyes, nose or mouth with unwashed hands • Hugging, kissing and shaking hands while greeting • Spitting in public places • Taking medicines without consulting doctor • Excessive physical exercise • Disposal of used napkin or tissue paper in open areas • Touching surfaces usually used by public (Railing, door gates, etc) • Smoking in public places • Unnecessary testing • Spread rumours or panic.

Note: The above guidelines/SOPs may be updated in line with the changing situation and strict compliance to MHA guidelines of Government of India should be adhered.

Symptoms of Coronavirus



Coronaviruses are a large family of viruses that cause illness ranging from the common cold to more severe diseases like pneumonia, MERS and SARS

SEVERE SYMPTOMS

- High Fever (100.4°F or higher)
- Pneumonia
- Kidney Failure
- Death

TRANSMISSION

Coughs or sneezes from infected person or touching contaminated objects

SELF-DECLARATION FORM

I am

Company Employee

Contractor Employee

Contact Information:

Name: Mobile Number:

E-mail Address: Address:

.....

Employee Details (Employee ID):

Contractor Detail:

If the answer to question 1 to 4 below is yes, access to the facility will be denied.

1. Are you showing any signs of one or more of the following symptoms?

Temperature > 37.3°C / 99.14° F, body ache, cough, shortness of breath, difficulty in breathing, tiredness?

Yes

No

2. Is anyone in your family and/or close relationship/friend circle is quarantined?

Yes

No

3. Is anyone in your family and/or close relationship/friend circle is identified as COVID-19 suspect case?

Yes

No

4. Have you travelled to any COVID-19 infected area/locality in last 14 days?

Yes

No

5. Is the information you provided on this form true and correct to the best of your knowledge?

Yes

Directions to follow

- If you feel any of the symptom of COVID-19 appearing in you / your co-worker, you must inform your Supervisor/ OHC/Plant Emergency immediately.
- If anyone in your family, close relation, friend circle is identified with COVID-19 symptom, inform immediately to your supervisor/Plant Emergency/OHC as soon as possible through Phone/personally whichever is quicker.

Signature of the declarer

Signature of FMO

Date:..... Time:

Date:..... Time: