



District Administration  
Gurugram



**STANDARD OPERATING  
PROCEDURES FOR RESUMING  
OPERATIONS OF INDUSTRIES &  
ORGANIZATIONS**

## COVID-19: Steps to be Taken by Organizations before Resuming Operations

Prevailing COVID-19 pandemic is not business as usual, hence there cannot be business as usual. There is a delicate balance to be maintained between societal and economic healths. And hence, the citizens, organizations and businesses alike should rapidly evolve to a new normal of respecting social distancing.

The Governments of India and Haryana have brought out various guidelines and advisories on the various aspects of the pandemic. Essential services were allowed to go on even with the first phase of the nation-wide lockdown. A few other economic activities have been permitted from 20 April 2020.

**Since Gurugram has a unique industrial and workforce mix, owing to its adjacency to Delhi and various NCR cities, the District Administration has decided to go for more stringent measures in a few domains, to safeguard the interests of various stakeholders.** All organizations should hence always adopt more stringent measures, in case of any disparity among the Central, State and District Administration guidelines.

Organizations providing essential services (and hence already running) are also expected to align their operations to these guidelines, if not already done.

### Sanitization

- Ensure regular deep cleaning and sanitization of all common areas and touch points using GOI approved disinfectants. In case of shifts, do this before every shift.
- Prepare rosters, and maintain records and purchase orders of materials/chemicals used. (see Appendix)
- Check that the chemicals and sanitizers you are using are approved and have sufficient quantity of active ingredients.

### Posters, Helpline and Training

- GOI-approved guidelines to identify COVID-19 symptoms and precautionary measures against it should be abundantly displayed.
- Conduct regular drills and trainings of the employees with recommended social distancing of **at least 6 ft** among all.
- Make frequent announcements (using mikes or similar methods) on the work floor, telling the employees to be mindful of their actions.
- The government helpline number, and Address and Contact Numbers of nearest government and private hospitals must be displayed at multiple locations

### No overlap of shifts

- There should be no overlap of shifts. A minimum time of an hour should be there between two shifts for cleaning to happen.

### Doing away with social distancing disruptors

- Do not use biometric attendance systems
- The floor of the office should be clearly marked with coloured tape (squares or circles) at every six feet. Employees should be allowed to walk strictly in those squares or circles. This will need **a lot of reinforcement** for everyone to get used to it. Other cues of social distancing should also be used; for instance, mark the edges of the walls and doors with colours such as red (use tape, if necessary) to discourage accidental touching
- Have a fixed seating plan. Send out a clear message to employees used to moving from one seat to the other.
- Common resources such as gates, lifts, sanitizers, etc. could be handled by dedicated people.
- Stairs should be preferred over lifts. Lifts should have maximum as many people facing the walls (with clear markings to stand on the lift floor) that would allow to ensure 6 ft distance among all
- Door knobs and handles should either be removed or handled by dedicated staff.

- Self-serving should be done away with in cafeterias. Ideally cafeterias should be discontinued and packed lunches should be made available or employees should be encouraged to carry their own food.

### **Life at and beyond workplace**

- Daily temperature scans at workplace must be made.
- Employees must check their temperature at home, too, and should not turn up for work in case of fever or any other symptom of flu.
- Don't dismiss mild rise in temperature of any employee. Seek professional advice.
- Ask your employees not to self-medicate, even with OTC drugs such as paracetamol.
- The way you usually expect your employees to live by your organizational values in their social lives, too, you must expect them to further the cause of social distancing beyond workplace, too. With the ICMR making initial estimates of about 80% COVID-19 patients showing zero to mild symptoms, it will be a big risk to have employees that don't follow social distancing beyond work and don't actively promote it in their families, especially with the elderly and children.
- It is mandatory for everyone to use Aarogya Setu app.

### **Use of face mask**

- This may just be the single most differentiating factor in our fight against COVID-19. Your employees may find it inconvenient, may say that they only took it off for a moment and may even complain of headaches, but this is simply not negotiable.
- It would augur well if an organization provides face masks to its employees. Use of recyclable cloth masks should be encouraged.

### **Gutka, Tobacco, Smoke breaks**

- All these are not good for health anyway and may even make it more challenging to control this menace and people to maintain good immunity. The use of these has been outlawed.
- Smoke breaks in organizations are social-distancing disruptors. Encourage your employees to get prescription nicotine patches or gums. Smoking at public places is anyway a punishable offence. Close those smoking rooms, if you have them.

### **Use of technology and tactics to beat COVID-19**

- Use technology to beat COVID-19. It will be good to invest in automatic doors and sanitizer dispensers
- There are many frugal technologies, such as the use of foot-operated pedals to use taps, that can make it easier for you to manage operations.
- Window/Split ACs with HEPA-based Air Purifiers and Exhaust Fans are better than Centralized ACs to manage COVID-19 risk. If your office can manage this, it will be a worthwhile investment.
- For job works requiring collaboration that would interfere with social distancing, redesign the production flow, even if it adds to production time substantially.

### **To Wash or to Sanitize Hands**

- Washing the hands with soap and water for twenty seconds is better than using sanitizers. But sanitizers will need to be used where using soap is not practical. Look for the content of isopropyl or ethyl alcohol in the sanitizer though.
- Frequent use of sanitizers or washing of hands mandates the use of moisturizers overnight – otherwise the skin may develop micro cracks and invite infections.

### **Employee Mix**

- Don't insist on employees with comorbidities such as pulmonary, cardiac or renal issues, diabetes, hypertension or obesity to attend work.
- Consider allowing parents with children below 5 yrs of age to work from home.

### **CCTVs and Surprise Audits**

- District administration should have access to CCTV footage of work-floor. If there is no sufficient coverage, ensure it before beginning operations. Ideally a web-enabled CCTV system will be preferred, but even the legacy CCTV systems are fine.
- Police, Administration and Labour Teams will make surprise checks and audits to check your compliance. Any deviation will result in summary stoppage of work and will lead to initiation of criminal proceedings too.

### **Transport**

- Ideally the employees must be housed within premises. In those cases where it is not possible, employees should be made to house in an adjacent accommodation. Between the work and accommodation, there can be a company-owned transport with mandatory nod to social distancing (hence, one employee per row).
- Employees can even travel on feet or by their own vehicles (one person per vehicle).
- In rare circumstances, a driver may be permitted for a car, provided there is an impermeable barrier between the driver and the passenger and the AC is not switched on.
- Inter-state or inter-district travel of the employees is not allowed (except for essential services, where also it is rationed).

### **HR Policies' Reconfiguration**

- If there already isn't, there must be a health cover for all the employees now, before the beginning of operations. It can be a private Medclaim policy or ESI, as per the case.
- Employees' non-adherence with social distancing and hygiene practices will reflect poorly on their annual appraisals; repeated indiscipline, substantiated by the evidence of other employees, must result in their summary removal from the job, in spite of their capability and performance. So, these values to ensure safety for all must form the core of updated HR policies that evaluate performance.

### **Remain Informed**

- Regularly check District Admin's Social Media page for updates on Containment Zones.
- Keep yourself updated with the various guidelines issued by the Central and State Governments.
- GO through the advisories by the MHA, State Govt, NASSCOM, ASSOCHAM, FICCI, CII, etc., to incorporate various best practices.

### **Submit a Detailed Plan For**

- Housing of workers in premises /safe quarters
- Safe transportation of employees
- Shift staggering to avoid rush on the road and the works
- Screening of workers/employees at entry
- Social distancing on shop floor
- Safe food and water
- Providing appropriate PPE for all workers /staff, as applicable
- Safe loading /unloading of goods
- Other points discussed above

## Illustrations from Various Offices



**Promote the use of Stairs. Keep sanitizers handy in case of accidental contact with the railing. Be mindful of all the spaces where employees may have accidental contacts or may contact subconsciously**



**Use Walking Guides for Social Distancing**



**Remove Extra Chairs from Meeting Rooms**



**Remove Door Handles or Knobs**



**Regularly Clean the Handles that Can't be Removed**



**Cover the Facilities that are too Crowded to Allow Social Distancing (if there are two sinks placed less than 6 ft apart, cover one)**



**Keep sanitizers close to all common touchpoints. Be mindful of Fire Hazard**



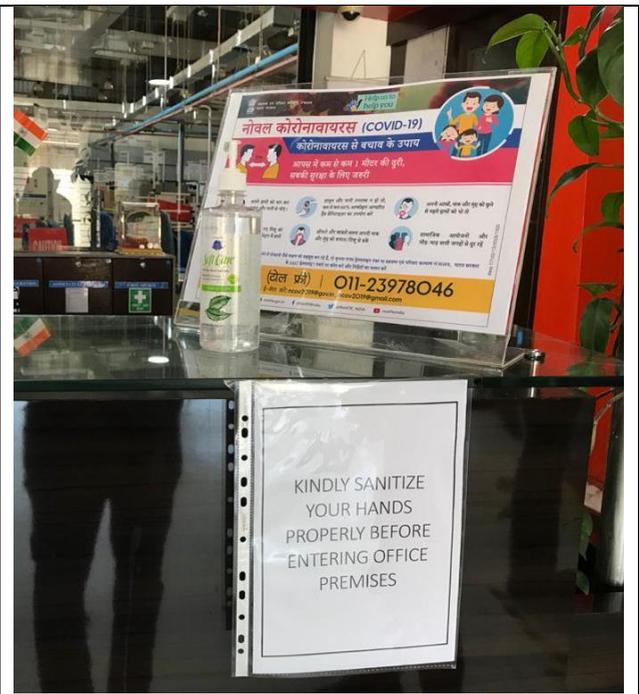
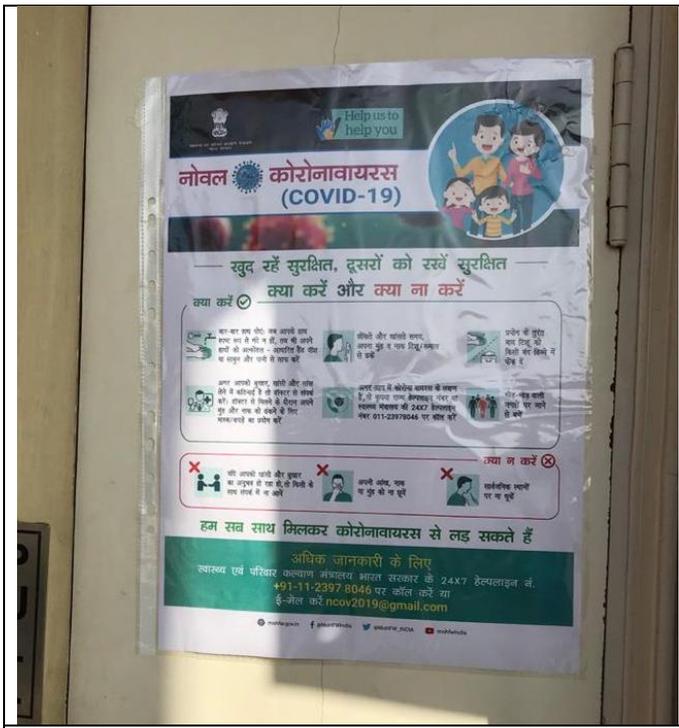
**Space out the layout  
in Cafeterias**

**Large and Unavoidable Group  
Meetings can happen in Open  
(if you don't have access to  
various video-calling apps)**





Social Distancing Signs Should be Self Explanatory



Use Posters at Multiple Places to Spread Awareness



**Use Walking Guides Everywhere**



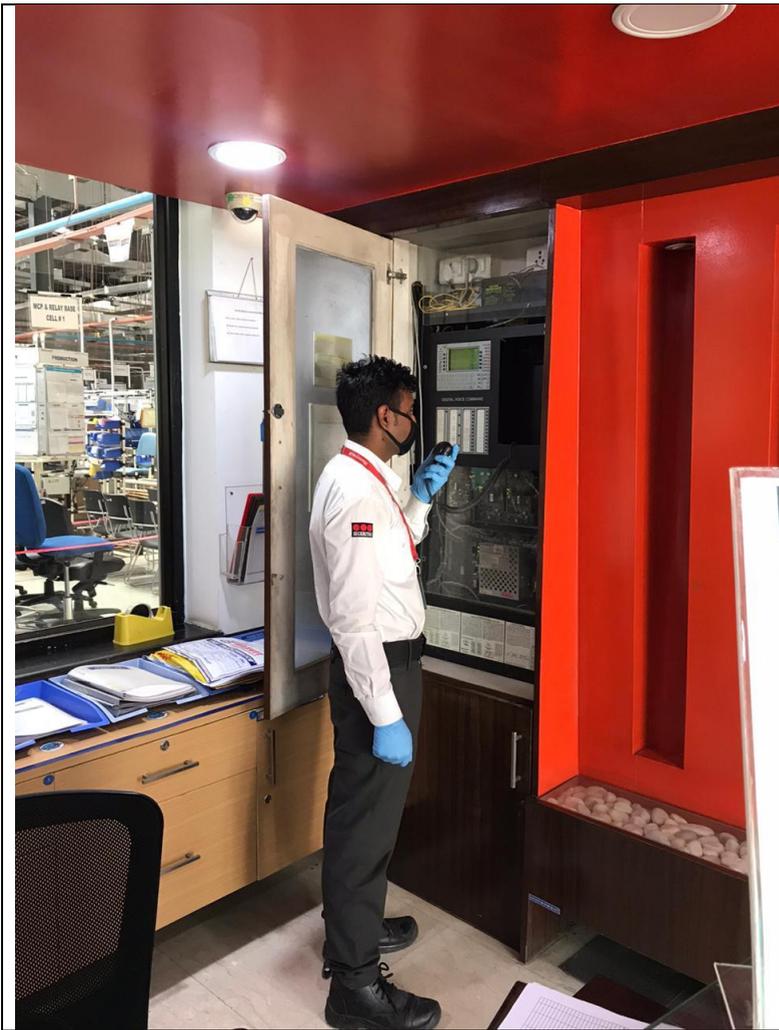
**Minimize the Sharing of Shared Resources by Deploying Dedicated Staff**



**Model Work Floor with Appropriate Social Distancing**

**Model Process Floor with Appropriate Social Distancing**





**Make Regular Announcements to Reinforce Social Distancing Compliant Behaviour and to Discourage those who Flout it**



**Regular Decontamination**

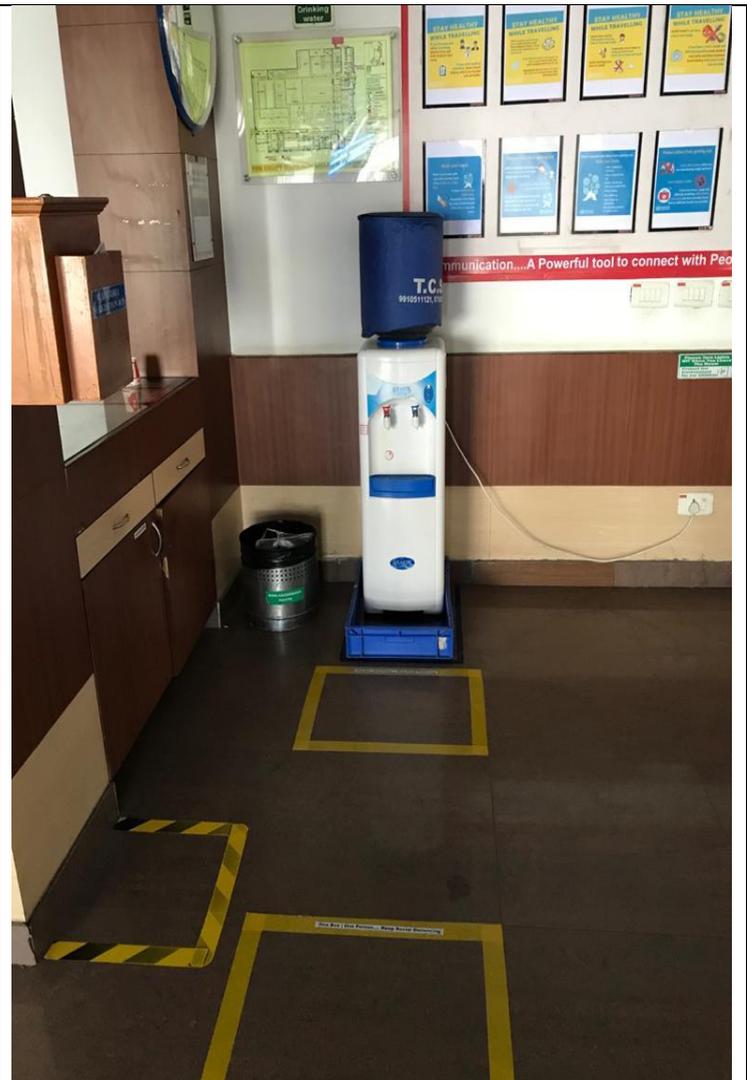


**Wearing Masks is Mandatory. Gloves are required for Sensitive Production Process**



The Sofas here have “Do Not Use” Signs Pasted in Red. One can even use barricades to keep such areas out of bounds

Objects such as Water Coolers can be Tricky. Social Distancing Markers should be pasted on the path leading to them. Use Automatic Water Dispensers or those with a no-touch mechanism to refill bottles





A cab driver has used a thick plastic sheet here to separate himself from the passenger. AC would remain switched off (even in those cars that have separate read vents). **Only one driver and passenger could be allowed.** If four separate enclosures are made – four passengers could be allowed with staggered entry only. That would need RTA office approval though.



Reinforcement of the virtue of Wearing of Masks

## Appendix

**(Note: In case of a conflict, if there were more stringent provisions anywhere in the previous portions of this document, use them)**

### 1. OPERATING GUIDELINES FOR UPLIFTING THE LOCKDOWN

#### A. Public spaces

##### i. Mandatory:

- Wearing of face cover is compulsory in all public places.
- Maintain 2-meter social distance at public areas, shops, buses, ATM, etc

##### ii. Prohibited:

- Gathering of 5 or more persons
- Gatherings such as marriages and funerals shall remain regulated by the District Magistrate.
- Spitting in public spaces – it's a punishable act
- Sale of Liquor, Gutka, Tobacco, etc., all such items are banned

#### B. Workspaces (Private/ Public/ Clinics/ Small Offices etc) & Manufacturing Units

##### i. Mandatory

- All organizations shall sanitize their work places between shifts
- Frequent cleaning of common surfaces and mandatory hand washing shall be mandated.
- No overlap of shifts and staggered lunch with social distancing in canteens shall be ensured.
- All work places shall have adequate arrangements for temperature screening
- Provide sanitizers at convenient places such as office main entry, pantry/ canteen areas, water/ coffee area, toilet, multiple passages, lift/ staircase areas.
- Work places shall have a gap of one hour between shifts and will stagger the lunch breaks of staff, to ensure social distancing.
- Encouraged to
  - a) work from home
    - Persons above 65 years of age
    - Persons with co-morbidities
    - Parents of children below the age of 5
    - Pregnant Women
  - b) Use of digital modes for internal/ external meetings
  - c) Use of Aarogya Setu Application for all employees/ contract workers/ support staff

##### ii. Additional preventive measures for employees

- Maintain two-meter distance at all places – lifts, canteens, corridors, office rooms, toilet
- Always carry additional 1-2 masks
- Wash or Sanitize the hands before wearing the mask, before and after using any vehicle or office equipment (landline phone/computer/fax etc.) or washroom or lift etc.
- Clothes should cover as much of the body as possible. (Pants & full sleeves)
- Cover the feet (socks and shoes)
- If you are using a vehicle to travel to office, then first disinfect the door/steering/side mirrors and then start your vehicle
- Wear ID card as your face will be covered from mask
- Do not touch lift buttons, wait for helper otherwise sanitize your hands post lift usage
- Do not touch side rails while taking staircase
- Do not use cloth towels in toilet
- Do not use saliva while flipping the book/ file/ documents
- Do not handover your phone to anyone nor touch anyone's phone
- Use digital currency; avoid taking/ paying cash currency

## 2. STANDARD OPERATING PROCEDURE FOR SOCIAL DISTANCING FOR OFFICES, WORKPLACE, FACTORIES AND ESTABLISHMENTS

The following measures shall be implemented by all offices, factories and other establishments :

- i. All areas in the premises including the following shall be disinfected completely using user friendly disinfectant mediums:
  1. Entrance Gate of building, office etc.
  2. Cafeteria and canteens.
  3. Meeting room, Conference halls/open areas available/verandah/entrance gate of site, bunkers, porta cabins, building etc.
  4. Equipment and lifts.
  5. Washroom, toilet, sink; water points, etc.
  6. Walls/all other surfaces
- ii. For workers 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% passenger capacity.
- iii. All vehicles and machinery entering the premise should be disinfected by spray mandatorily.
- iv. Mandatory thermal scanning of everyone entering and exiting the work place to be done.
- v. Medical insurance for the workers to be made mandatory.
- vi. 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.
- vii. Work places shall have a gap of one hour between shifts and will stagger the lunch breaks of staff, to ensure social distancing.
- viii. Large gatherings or meetings of 10 or more people to be discouraged. Seating at least 6 feet away from others on job sites and in gatherings, meetings and training sessions.
- ix. Not more than 2/4 persons (depending on the size) will be allowed to travel in lifts or hoists.
  - x. Use of staircase for climbing should be encouraged.
  - xi. There should be strict ban on gutka, tobacco, etc. and spitting should be strictly prohibited
  - xii. There should be total ban on non-essential visitors at sites.
- xiii. 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 time.

### 3. OFFICES/ WORK AREA DISINFECTION PROCESS/ STANDARDS

**Sanitization and cleanliness of Public toilets:** Sanitary workers must use separate set of cleaning equipment for toilets (mops, nylon scrubber) and separate set for sink and commode). They should always wear disposable protective gloves while cleaning a toilet.

Areas	Agents / Toilet cleaner	Procedure
Toilet pot/ commode	Sodium hypochlorite 1%/ detergent Soap powder / long handle angular brush	<ul style="list-style-type: none"> <li>• Inside of toilet pot/commode:</li> <li>• Scrub with the recommended agents and the long handle angular brush.</li> <li>• Outside: clean with recommended agents; use a scrubber.</li> </ul>
Lid/ commode	Nylon scrubber and soap powder/detergent  1% Sodium Hypochlorite	<ul style="list-style-type: none"> <li>• Wet and scrub with soap powder and the nylon scrubber inside and outside.</li> <li>• Wipe with 1% Sodium Hypochlorite</li> </ul>
Toilet floor	Soap powder /detergent and scrubbing brush/ nylon broom 1% Sodium Hypochlorite	<ul style="list-style-type: none"> <li>• Scrub floor with soap powder and the scrubbing brush</li> <li>• Wash with water</li> <li>• Use sodium hypochlorite 1% dilution</li> </ul>
Sink	Soap powder / detergent and nylon scrubber 1% Sodium Hypochlorite	<ul style="list-style-type: none"> <li>• Scrub with the nylon scrubber.</li> <li>• Wipe with 1% sodium hypochlorite</li> </ul>
Showers area / Taps and fittings	Warm water Detergent powder Nylon Scrubber 1% Sodium Hypochlorite/ 70% alcohol	<ul style="list-style-type: none"> <li>• Thoroughly scrub the floors/tiles with warm water and detergent</li> <li>• Wipe over taps and fittings with a damp cloth and detergent.</li> <li>• Care should be taken to clean the underside of taps and fittings.</li> <li>• Wipe with 1% sodium hypochlorite/ 70% alcohol</li> </ul>
Soap dispensers	Detergent and water	<ul style="list-style-type: none"> <li>• Should be cleaned daily with detergent and water and dried.</li> </ul>

- 70% Alcohol can be used to wipe down surfaces where the use of bleach is not suitable, e.g. metal. (Chloroxyleneol (4.5-5.5%)/ Benzalkonium Chloride or any other disinfectants found to be effective against coronavirus may be used as per manufacturer's instructions)
- Always use freshly prepared 1% sodium hypochlorite.
- Do not use disinfectants spray on potentially highly contaminated areas (such as toilet bowl or surrounding surfaces) as it may create splashes which can further spread the virus.
- To prevent cross contamination, discard cleaning material made of cloth (mop and wiping cloth) in appropriate bags after cleaning and disinfecting. Wear new pair of gloves and fasten the bag.
- Disinfect all cleaning equipment after use and before using in other area
- Disinfect buckets by soaking in bleach solution or rinse in hot water

#### 4. PERSONAL PROTECTIVE EQUIPMENT (PPE)

Wear appropriate PPE which would include the following while carrying out cleaning and disinfection work.

- Wear disposable rubber boots, gloves (heavy duty), and a triple layer mask
- Gloves should be removed and discarded damaged, and a new pair worn.
- All disposable PPE should be removed and discarded after cleaning activities are completed.
- Hands should be washed with soap and water immediately after each piece of PPE removed, following completion of cleaning.

<b>Guidelines for Preparation of 1% sodium hypochlorite solution</b>
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Product	Available chlorine	1percent
Sodium hypochlorite – liquid bleach	3.5%	1 part bleach to 2.5 parts water
Sodium hypochlorite – liquid	5%	1 part bleach to 4 parts water
NaDCC (sodium dichloro-isocyanurate) powder	60%	17 grams to 1 litre water
NaDCC (1.5 g/ tablet) – tablets	60%	11 tablets to 1 litre water
Chloramine – powder	25%	80 g to 1 litre water
Bleaching powder	70%	7g g to 1 litre water
Any other	As per manufacturer's Instructions	