



Confederation of Indian Industry  
125 Years: 1895-2020

# EXIT FROM THE LOCKDOWN

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*A CII STRATEGY*

As on 12 April 2020



# CONTENTS

<i>Exit from the Lockdown – A CII Strategy</i>	1
<i>Appendix 1: Guidelines for Workplaces Post-Lockdown</i>	5
<i>Prioritisation of Industrial Sectors for Restart</i>	7
<i>Annexure 1: Post Lockdown Protocol for Metals Sector</i>	9
<i>Annexure 2: Post Lockdown Protocol for Textiles and Apparel Sector</i>	10
<i>Annexure 3: Post Lockdown Protocol for Engineering and Capital Goods Sector</i>	11
<i>Annexure 4a: Post Lockdown Protocol for Automotive Industry (OEMs &amp; Suppliers)</i>	12
<i>Annexure 4b: Post Lockdown Protocol for Vehicle Dealerships and Service Centres/Workshops</i>	16
<i>Annexure 5a: Post Lockdown Protocol for Food Processing &amp; Packaging Facilities</i>	18
<i>Annexure 5b: Post Lockdown Protocol for the Cultivation Cycle</i>	21
<i>Annexure 5c: Post Lockdown Protocol for Wholesale (Mandi) and Retail distribution of all formats</i>	25
<i>Annexure 6a: Post Lockdown Protocol for E-Commerce (Food Delivery)</i>	31
<i>Annexure 6b: Post Lockdown Protocol for E-Commerce (Goods and Grocery Delivery)</i>	34
<i>Annexure 7: Post Lockdown Protocol for Gems and Jewellery Sector</i>	37
<i>Annexure 8: Post Lockdown Protocol for IT-BPM Sector</i>	38
<i>Annexure 9a: Post Lock down Protocol for Small Retail / Kirana Stores</i>	41
<i>Annexure 9b: Post Lockdown Protocols for Organised Retail Sector</i>	43
<i>Annexure 10: Post Lockdown Protocol for Construction Sector</i>	47



# EXIT FROM THE LOCKDOWN

## *A CII STRATEGY*

A calibrated and safe exit from the lockdown, subject, of course, to considerations being given to the geographical spread of COVID in the country, would be a practical approach. This is an evolving situation and therefore, we should be open to alter our approach as we go along.

Given that the number of cases has rapidly increased and hotspots have emerged in the country over the last few days, and that the opening up across the country would need to be slow and staggered, it would be desirable to have three classifications of geographies as red, amber and green, based on the incidence of COVID cases. The principle should be that we look at opening up in concentric circles around the red zones. The radiating heat map should turn from red in the inside to green on the outside. In other words, “Lock inside out”.

A more complex point is whether all industries can open in the green zones and which ones should open in the amber zone, assuming that none would be operational in the red zones other than essential and exempt services.

The point to stress is that all facilities that reopen must have requisite health, sanitation and screening systems in place to protect workers. Various measures have been suggested such as thermal check, social distancing, factory sanitisation and so on. Any enterprise which does not comply with this on a self-certification basis should be subject to stringent penalties.

However, prior to the lifting of the lockdown (which should be decided based on advice of medical experts), there has to be adequate notice given to all and along with that there should be announcement of an economic package.

Our approach on the economy revival package is two-fold – (i) a part through fiscal expansion which is directed towards the bottom of the pyramid and (ii) enhanced credit to industry through banks.

The best way to support the distressed sections of the population would be to provide ration directly rather than cash. This negates the impact of inflation, if any, on the population and also ensures that the money is indeed spent on food and basic provisions rather than other forms of expenditure. In addition, this needs to be combined with provision of shelter and meals for the people, who are in need of this. This system is not perfect, since there is always pilferage from the system by miscreants, but these are extraordinary times and the wellbeing of the largest section of the population would have to be kept in mind, even if through an imperfect system.

Having done that, it will be important to simultaneously focus on industry and target increasing credit offtake to at least 14 to 15% by the year end. RBI’s intervention to increase liquidity which came just a day after Finance Minister’s package was well targeted and was very much the need of the hour. However, there is an urgent need to infuse money to industry and this, we believe,

can be done through enhanced credit.

Our recommendation therefore is for all banks to provide additional working capital to all companies, equivalent to their three-month salary/wage bill at an interest rates between 4% to 5%. This would need to be guaranteed by the government so that it can step in and back stop the banks in case the companies fail to pay up and RBI can provide a refinance guarantee on the same too. Further, we would recommend that in some of the stressed sectors like construction, aviation or tourism, the additional working capital needs to cover their interest obligation as well.

By this way, industry would get the much-required support to overcome the current crisis of payments of salaries and wages without directly impacting the fiscal health.

At the present moment, the balance has to be struck between the imperatives of preserving the importance of health, economy and society. Naturally, the overriding consideration has to be that of health of the population, which should be followed by the economic requirements, such that the impact on social conditions are not of negative nature.

While the lockdown continues, plans have to be made for calibrated opening of sectors, beyond the ones, which are operational by virtue of being essential services.

In the first phase, we recommend that manufacturing, e-commerce and construction may be permitted to open up partially, perhaps 25% to begin with.

In phase 2, all other sectors could be restarted. Again, this can be 25% to begin with, then 50% and 100% at a later stage.

CII proposes the following five aspects to be considered while opening up the economy from the current lockdown.

- A) Workplace Safety
- B) Logistics issues
- C) Re-starting industry in phases
- D) Getting Back the Migrant Work Force
- E) Institutional Mechanism for Effective Coordination on Real Time Basis

## A) Workplace Safety

CII has prepared a set of guidelines on how the workplaces should gear up to adhere to the social distancing norms, hygiene, screening and other measures for employee safety. In addition, CII is also working on sector specific protocols. These are all on a self-declaration basis.

The draft guidelines are at Appendix-1.

## B) Logistics issues- Movement of men and Material

In conjunction with this opening up strategy, movement of material must be allowed seamlessly across zones, else we shall have problems of supply chain in various parts of the country. In this context are a few specific suggestions:

- One, we are continuing to see that the central government notifications and guidelines are interpreted differently in different states and therefore implemented with varying degrees of firmness and discretion. Perhaps a template and coordinated action would help avoid confusion.
- Two, trucks need repair to be road worthy and also, they need to return empty in many cases after delivering their consignment. Thus, repair and maintenance shops along high-ways and major roads should be allowed to open.
- Three, at present there are only about 10 percent of trucks on the roads since drivers are not available. Therefore, one key element going forward would be to issue passes to drivers for them to have interstate mobility.
- Four, the drivers are also serving the nation during this time. Some recognition for them in the messages going out from National Leaders may be useful. Besides, the logistics industry has sought help of the government in paying the premium of the health insurance of the drivers.

## C) Re-starting industry in phases

The Government should design an official dashboard to monitor Covid 19 infection curves of various key cities and states. The re-start calendar across cities and states should be based on the dashboard. The identification of the hotspot and the decision to enforce a lockdown needs to be localised such that it is targeted to the affected area. This is important to restart the economic activity and ensure supplies of all goods.

- Sectors where work from home is difficult and which provide mass employment could be re-started first like manufacturing, construction, etc. This is important from the point of view of protecting the low wage employment.
- Also, there should be a principle of not allowing congregation of more than 10 people at a given time in the civic places to begin with. The idea is to limit the opening of larger places like malls, restaurants or cinema halls in the beginning where maintaining social distancing can be a challenge.
- All factories should be allowed to function under strict rules of hygiene, health monitoring and social distancing. Every factory will need to follow these rules strictly including breaking the workforce to shifts, sanitising between shifts, to name a few. This should be monitored strictly by authorities and should be a punishable offence if not followed effectively.
- The ramp up in terms of returning employees could be from 50% to 75% to 100% over a period of time.
- The re-start could begin with locations which have a lower incidence of the outbreak, followed by the ones with moderate impact.

## D) Getting Back the migrant workforce

This is an area that needs compassion, care and comfort to bring the migrant labour back into their workplaces. They may be unwilling to come back and participate in the economy unless we provide them health care benefits and better living conditions to start with.

- There is a need to take up an aggressive ‘messaging’ campaign on the preparedness of the government and the industry for the re-start. We would like to highlight the power of such messaging like we witnessed when Hon Prime Minister called for the Janata Curfew and lighting of candles on 5th April. His call appealed to every citizen of the country.
- Facilitate tri-partite dialogue between government, worker associations/unions and industry to allay the health and safety related concerns of the workers. CII has already begun dialogues with some unions to address their issues.
- Set up accommodation, with access to food and medical facilities for migrant workers. The next 2-3 weeks should be used to structure this intervention.
- Register the migrant population, identify their home states, so that state governments can be equipped with testing facilities and data on those who need to be tested. Concurrently, states need to identify places to receive migrant populations.
- Increase and strengthen the PDS system. Introduce modifications so that people from outside the state can also access ration. This can be achieved through migrant registration cards.
- A COVID insurance scheme could be announced for migrant workers, on the lines of that announced for health workers.

## E) Coordination mechanism between the central government and states

Finally, institutional mechanisms are needed that will help a coordinated approach for effective implementation.

Various departments of the Government of India, and the State and Central Governments will have to work together cohesively and proactively to plan for the re-start and to address the implementation challenges almost on a real time basis.

An empowered group of Ministers at the Central Level can be constituted to plan, review and address implementation challenges.

- Interdepartmental task force led by the Chief Secretary should be formed at the state level. The task force should also have representatives of CII and state level associations on board.
- These groups should hold frequent consultations, may be daily initially, with industry to ensure that on ground issues are identified and addressed in almost real time.
- The states and the centre must work cohesively so that there is complete alignment between the notifications/ advisories issued by the centre and those by the states, and in their interpretations.

## **Guidelines for Workplaces Post-Lockdown**

As we return to workplaces after the lockdown, it will be important for each and every one of the employees to continue to practice social distancing and be alert and cautious.

Companies/organizations will begin operations in a phased manner and a revised workplan will be shared with everyone to limit movement and full attendance.

### **Health and Hygiene**

- Companies should allow only people under 65 years of age with no underlying conditions such as diabetes, hypertension, high blood pressure, heart and lung ailments, to work.
- Companies should provide facial masks and other medical supplies to employees as they return to the office. Wearing of masks should be made mandatory.
- Organisations must continue to check employee temperatures as they walk in. They must also test employees with antibody tests to help identify spreaders. If testing kits are available, they should be made available at the workplace. Employees must be given flu vaccines during winters.
- Companies/factories must provide facilities for employees to wash their hands at the entrance/gate, as well as inside the premises, and advise hand washing every 2 hours. Hand sanitizers should be installed within easy reach for the in-between time.
- Sanitization of the workplace floor and walls must be carried out twice daily – once in the morning before work begins and once at the end of the day.
- Companies should encourage the use of Arogya Setu app for self health declaration and entry into premises.
- If any employee has a cough or a fever, they must be asked to stay at home.

### **Social distancing**

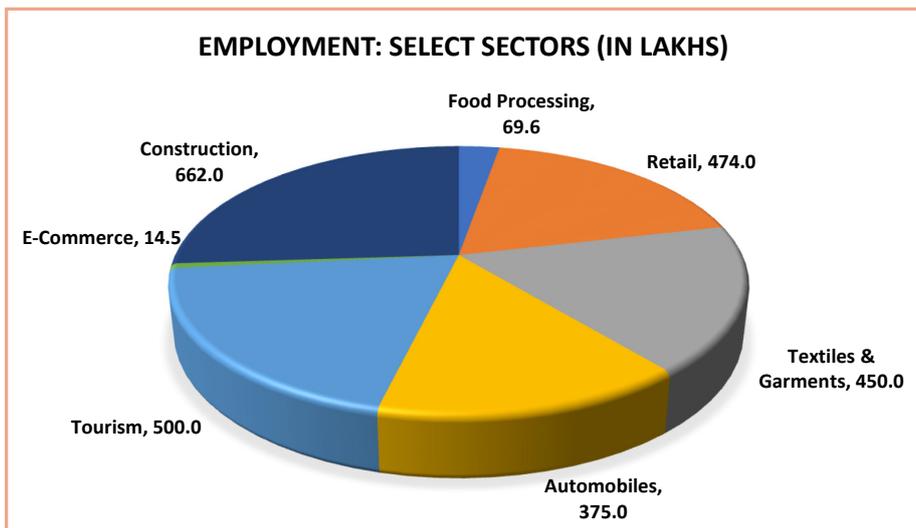
- All meetings should continue to happen virtually and all group gatherings should be avoided.
- Continued Social Distancing must be encouraged among employees. A minimum distance of two meters must be maintained between those in the assembly line and manufacturing units.
- Large factory units/manufacturing plants/ worksites/shop-floors should break operations into 2-3 shifts, with an at least 40-minute gap between shifts so that workers do not mix.
- Lunch and break timings should be staggered and companies should ensure that seating in canteens/rest areas is done according to social distancing norms.



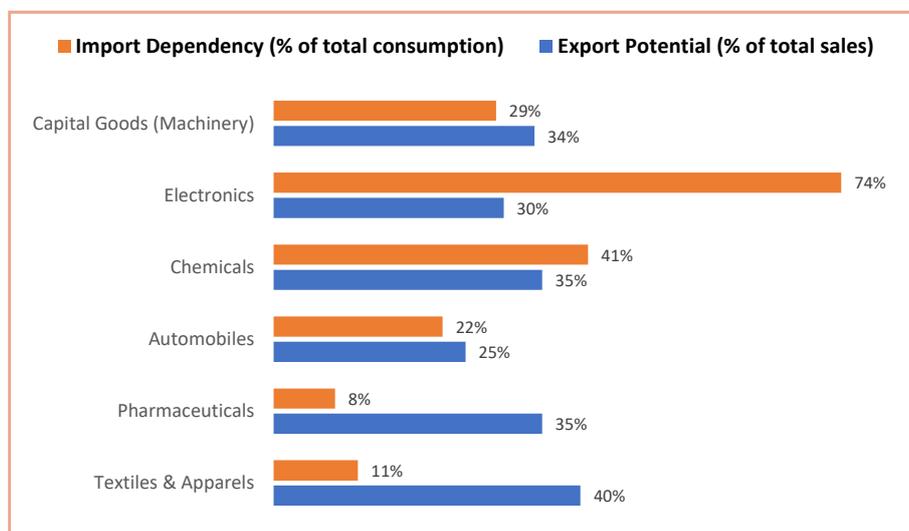
- Employees should be encouraged to use their personal means of transport instead of car-pools or public transport. Factories could hire temporary transport to ferry workers while ensuring social distancing during the travel.
- Companies must intensively train and educate their employees, including housekeeping, security and service staff, on social distancing and good hygiene practices.
- Larger manufacturing units could consider temporary dormitory accommodation to house the workers on the premises to avoid travel and contact with others.
- For the construction workers, additionally, companies must improve hygiene and health monitoring by having medical staff onsite, as well as establish quarantine facilities at sites. Meetings should be restricted to 5 people who maintain social distancing norms during these meetings.

## Prioritisation of Industrial Sectors for Restart

As we begin to plan the restart of industry operations post COVID-19, CII has looked into the Health, Social and Economic impact of lockdown to arrive at the prioritisation of the industry sectors that need to be restarted to minimise the economic impact to secure livelihoods as well as jobs. Hence, CII has used four key indicators for prioritisation of sectors for restart. These are industries that are part of and support the essential goods and services ecosystem. The second indicator is protection of jobs and livelihoods especially of industrial labour and blue collared jobs. The third indicator is the potential as well as protecting our export markets and customers and finally, industrial operations that will help us manage our imports to a minimum based on essentiality requirements for further production and export.

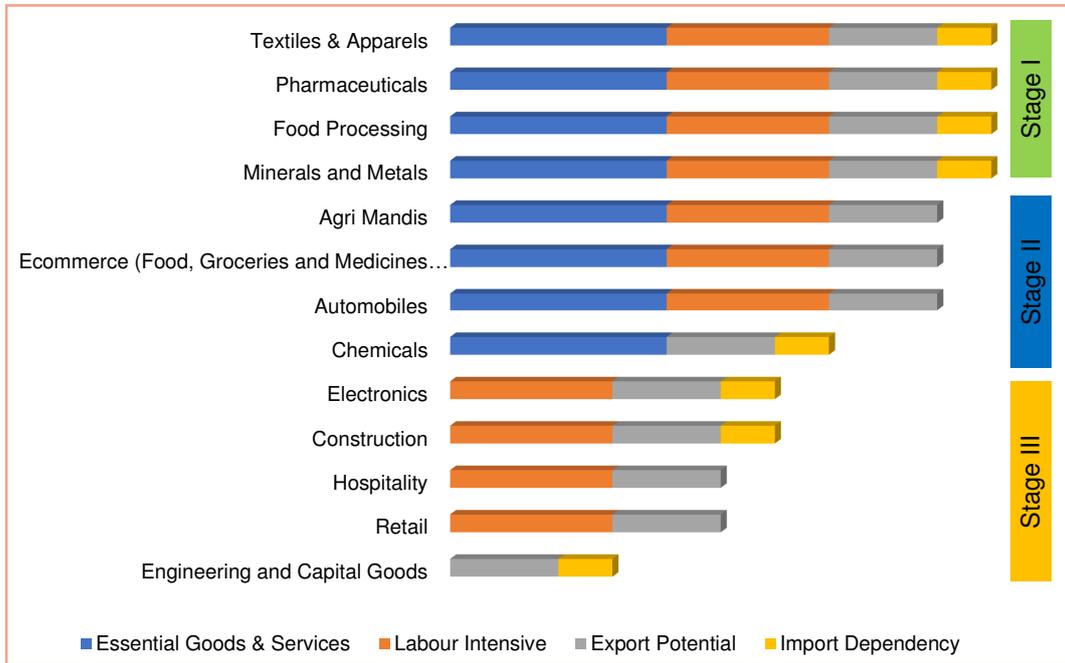


Source: Industry estimates, direct and indirect employment



Based on the analysis of these indicators, the following sectors have been prioritised for restart.

**Prioritisation of Sectors for Restart**



Source: CII Analysis

These prioritised sectors could also be considered to be opened in stages, wherein Stage I would be those firms who would include all four indicators mentioned above. Sectors that could be covered are Pharmaceuticals, Textiles and Apparels, Food Processing and Minerals & metals. Stage II would with a gap of one or two weeks after the first stage sectors start their operations. These would include Agri Market operations, Ecommerce including food and groceries delivery, Automobiles, Chemicals especially those used for sanitation and other healthcare purposes and those that are support pharmaceuticals and other essential sectors. And Stage III could be the remaining sectors after one or two weeks after the second stage sectors start operations.

Within sectors too, we suggest that the operations be at different stages which would strongly support the social distancing guidelines starting from 25% labour participation moving upto 50% in flexible shifts of operations.

The next major issue would be where do we start these operations. CII suggests that these could be decided based on labour intensity in the above-mentioned sectors while maintaining strong health, sanitation and social distancing protocols as enumerated in the following sections of this report.

Zoning of Sectors based on labour intensity in operations	
<ul style="list-style-type: none"> <li>Pharmaceuticals</li> <li>Chemicals</li> <li>Engineering and Capital Goods</li> <li>Minerals and Metals</li> <li>Automobiles</li> <li>Food Processing</li> </ul>	<ul style="list-style-type: none"> <li>Textiles &amp; Apparels</li> <li>Agri Mandis</li> <li>Ecommerce (Food, Groceries and Medicines Delivery)</li> <li>Electronics</li> <li>Construction</li> <li>Hospitality</li> <li>Retail</li> </ul>

## **Post Lockdown Protocol for Metals Sector**

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### **1. Some of the steps to be taken by metals sector / clusters comprising of downstream industries as well:**

- A COVID Survey team with a 24 hr monitoring centre within a defined locality must be established. This centre should also ensure that the smaller companies in the cluster/ area are following the SoPS.
- Migrant Labor quarantine and testing zones to be created in each industrial cluster.
- Mandatory government-sponsored 14 days quarantine for migrant workers. Facilities to be made in a separate area outside the plant vicinity.
- Restricted movement even within the entire plant to ensure that people stay safe within the sanitized areas only.
- Factories may resort to reduction in shifts or minimizing workforce in each shift.
- Ensuring proper living conditions and adequate food and water requirements to all the workforce. In case of maintaining the workforce within the campus adequate living facility may be provided while also maintaining social distancing norms.
- A mandatory disinfecting of industrial clusters to be done every night for the next six months.

### **2. Minimum SoPs within each station**

- Following strict social distancing SoPs in plants. These SoPs must be well displayed through notice boards and educating employees by forming smaller internal committees / groups combining a few departments with a designated COVID head. A checklist to be created for this.
- Recording of body temperature at the entrance of the industry/office on daily basis and maintain the record
- Formation of hand washing and hand sanitizing stations and to be highlighted.
- Immediate consultation with doctor incase of any symptoms like cough, cold, sore throat or fever
- Oxygen plant within the campus to be ever ready to make oxygen for medical uses.
- Try and make hand sanitisers, disinfectants and masks through the Self Help Groups associated with the plant premise so that the pressure on medical stores is minimized.

## **Post Lockdown Protocol for Textiles and Apparel Sector**

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### **1. Workplace Safety**

- Increase shift timing from 8 to 10 hours with 01 hour cleaning/sanitation time between each shift.
- Ensure all people who enter the factory are checked for temperature and should walk through a disinfection tunnel and wear face masks at all times
- Reduce manning norms by 50% to reduce workers at a given point in time.
- Ensure labour works in specific pods/groups to contain exposure within set groups
- Maintain social distancing within the factory. Direct people exchange to be minimized.
- Access to common areas like canteens, washroom to be staggered with multiple batches.
- Log to be maintained on contact group of each person in each shift
- Symptomatic individuals to be quarantined, all employees in touch with them to be home quarantined, all areas to be disinfected.

### **2. Re-starting industry in phases**

- Immediately resume transportation of goods via, rail, road or intermodal to the closest delivery point of imports stuck at various ports in India. This will decongest the road and ports once the lockdown is withdrawn in the future.
- Allow online clearance of goods at CFS and ICD's as all manufacturers are registered and have a long history of working relations with each customs depot.
- Option to allow online submission of all required document and allow deferred payment of duties etc.

### **3. Miscellaneous**

- Given the lockdown situation, there is lot of inventory of raw material and semi-finished goods. But labour for the same is not available. Even after lockdown, full labour is not likely to return on work and there would be need of overtime for workers. Overtime hours may be extended upto 12 per day based on proportionate payout of basic salary. With full consent of the workers.

## Post Lockdown Protocol for Engineering and Capital Goods Sector

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### 1. Restarting Operations

- Work from home to continue for areas possible
- Only those employees identified by the supervisor or the department headwall come to the factory. Names of such employees would be with the security and only those employees would be allowed inside the premises

### 2. Entrance (Main gate)

- Identify employee with Identity Cards
- Park Car
- Move to triage area
- Thermal temperature check
- Self-declaration of the travel and symptoms

### 3. Attendance recording

- No Biometric
- Attendance would be captured at the department manually through registers

### 4. Hangar or Building Entrance

- Hand sanitization at Entry

### 5. Shop floor / Department

- Maintain 1.5 meters distance between each other
- Avoid touching surfaces
- Use masks and gloves

### 6. Wash Room

- Wash hands using soap and water every two hours
- Maintain distance at the toilets and hand wash

### 7. Tools and other equipment should not be shared

### 8. Doors to be kept open for all rooms and hangers to reduce contact points

### 9. No grouping of people

### 10. No frisking at exit material gate

## **Post Lockdown Protocol for Automotive Industry (OEMs & Suppliers)**

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### **1. SCOPE**

- All the employees who can support/work from home to continue to work from home.
- Joining back of employees to be done in phases with timelines and dates intimated as per the evolving situation.
- HR Heads in consultation with the Chairman / Managing Director / CEO (as the case may be) may lay broad guidelines on the details of the employees/workers that should join back.
- The decision may be taken based on the availability of material from the suppliers, requirements of the customers and other business and operational needs and dictate the minimum possible manpower required for the manufacturing and linked activities.

### **2. MEASURES TO BE TAKEN PRIOR TO RESUMING OPERATIONS**

- Disinfection and Sanitization of Entire Premise including :
  - a) Entrance Gate of Building, Office, verandah, etc.
  - b) Meeting / Conference rooms
  - c) Open areas available
  - d) Entrance Gate of Site, Bunkers, Pota Cabins, Building etc.
  - e) Equipment
  - f) Washroom, Toilet, Sink etc.
  - g) Walls
  - h) All other surfaces
- Pest Control and Fumigation for all common areas to be done properly by PPE equipped in-house teams.
- Adequate Stock of PPE including surgical masks / 3 ply masks / cotton masks @ 1 per individual and infrared (non-touch) thermometer to be maintained in every plant and office.
- Earmark Designated Quarantine Area for isolating employees identified during the workday in the Plant premises.
- Maintenance and Checking of Plant Infrastructure, Machines & Equipment to be carried out and ensured.
- All e - items such as PC, Printer, Electrical cables to be checked for damage (due to rodents).
- Other utilities like Electrical equipment, DG set, welding machines to be checked before putting in operation.

- As an extra measure, companies may also consider installing automatic sanitization walk-through machines at gate(s) of the plant and canteen to carry out complete sanitization of staff while walking in and out of the premise.

Talks reiterating all precautionary measures to be given to all entrants in small batches, keeping Social Distancing in view. In addition, the following measures may be adopted to ensure no employee brings in the virus and infects own colleagues in the respective Plant and Office.

### **3. OTHER PREPARATIONS**

- Sending message to all employees keeping them informed of the various measures in place after the plant reopens.
- Give training and guidance to relevant people including security, housekeeping and Admin staff who will be responsible to maintain discipline and hygiene.
- Earmark and set up teams for management of the canteen, visitors, employee health monitoring, body temperature checking, disinfection/fumigation, PPE, Maintenance etc.
- Earmark employees by name to resume workday wise in consultation with BU and Operation Head to ensure all anti Covid-19 protocols are met while the business objectives are also achieved.
- All employees are required to fill in a personal health form to clearly mention and report their health and travel history.
- Evaluate each employee's health situation (based on self-certification). Those requiring monitoring to be directed to home quarantine for 14 days before resuming work.
- People not feeling comfortable with symptom of fever, coughing, vomit, diarrhoea, etc. should be directed to not resume work without reference to the Medical staff. Details of such employees to be shared with Group Medical Officer.
- Display posters and information on Notice Boards to keep everyone informed and educated.
- Handwash areas in canteens and toilets, being extremely critical, must be regularly fumigated and sanitisers must be compulsorily made available here, and all employees and staff should be educated on the usage of the same.
- Awareness on Do's and Don'ts for staff for prevention of COVID-19 may be raised through LED display board / TV screens inside plant premises and public announcement systems.

### **4. MEASURES TO BE TAKEN POST REOPENING OF OPERATIONS**

- Compulsory Screening of All Employees
  - a) Hand sanitizers shall be kept ready at the entrances and people after entry shall sanitize their hands before proceeding to their work spots.
- Masks to be issued to all employees and it is to be ensured that all employees/staff present at the premise are wearing masks at all times.



- Sanitization & upkeep of all commonplaces:
  - a) Lifts shall be cleaned and sanitized frequently.
  - b) Lifts shall not be crowded and social distancing inside lift to be ensured.
  - c) People using the lift should be encouraged to face the lift walls.
  - d) Hand sanitizers shall be kept in the lift always.
  - e) May be considered that office vehicles are not crowded and social distancing inside vehicles can be maintained. A cap on the maximum no. of people in every vehicle type may be set for the same.
  - f) Employees should be encouraged to bring tiffin and water bottle from home & may be allowed to consume food at desk. Alternatively, hygienically cooked food should be served in canteen keeping social distance and maintaining hand sanitization at these commonplaces when accessed.
  - g) Avoid gathering of people in veranda, balcony, parking and other common places.
- Bio-metric (Finger touch) swiping for attendance shall be temporarily discontinued.
- In case anyone reports sick while working, he/she should be immediately checked by Company doctor and based on symptoms should be sent to hospital or home, as directed by the doctor.
- Regular sanitization of the entire premise including greenery, walkways, entrances and at all internal roads of the plant may be carried to maintain hygiene and ensure disinfection.

## 5. OFFICE & SHOPFLOOR GUIDELINES

- Daily temperature checks to be conducted for all employees. Anybody with temperature greater than 99 deg Fahrenheit should be referred for medical treatment and not be allowed to continue working.
- Masks to be provided to all employees to wear at all times.
- Employees should work from their seats only and avoid going to other's seats.
- VC/Conference calls to be used for meetings.
- Whenever necessary internal meetings are held, proper social distancing with compulsory mask usage while attending the meetings should be necessary.
- Strict adherence to social distance of minimum 1 metre to be ensured by all.
- Hard copy files to be avoided wherever possible and soft copy correspondences / approvals should be prioritized by mails or E-office.
- Workers to maintain social distancing of 1m at all times on the line (tool-box meeting, tea-time/ lunch time, gate entry time).
- Management will make all efforts to create awareness about COVID 19 and preventive

measures to prevent spread, within a limited group of people at a time adhering to adequate social distancing.

- Availability of sanitizer/hand wash soap solutions in sufficient quantity to be ensured at all common points/line.
- Truck drivers carrying parts as well as finished vehicles constitute a major group. It is to be ensured that they are educated and trained with respect to usage of masks, PPE and social distancing guidelines.
- Housekeeping to keep and Admin staff to ensure all working area is clean and hygienic.
- It is encouraged to take employee travel/health feedback daily and take necessary action basis the information given by employee(s).

## **6. WORKING PROCEDURE GUIDELINES**

- Working days – This can be decided by the concerned units / site / divisions based on the workload.
- Working Hours – Limited employees to be rostered in staggered shifts to avoid crowding in a particular factory / plant / site as applicable.
- Work from Home – 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.

## **7. VISITOR MANAGEMENT**

- Entry of Visitors, including own employees from sister BUs should be prohibited in all BUs and Group Offices.
- A visitor may be permitted in most exceptional and important situation only after pre- approval of the Function Head.
- Before granting access, travel and health history of the visitor for last 14 days should be sought. If it is found that the visitor had travelled out of his base location or carried flu symptoms, the visit should be denied.
- All restrictions and protocols against Covid-19 shall be adhered to. The visitor will not be permitted beyond the reception area and will not be allowed to meet anyone other than the designated person/appointment.
- Any parcel /courier person should be stopped at gate. Parcel shall be collected from gate by concerned person.

## **Post Lockdown Protocol for Vehicle Dealerships and Service Centres/ Workshops**

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### **1. CUSTOMER INTERACTION**

- Vehicle to be attended through prior appointments. Most of the automobile dealerships send a service due reminder via SMS or phone calls. Customers may also book appointments through mobile applications or websites.
- Dealerships should consider making attempts for increasing digital interactions with customers wherever possible.
- Dealerships/workshops should encourage their customers for door-step service and pick-n-drop.
- Job card to be pre-prepared, based on the details shared by the customer through link or over phone. Copy of job card to be sent to customer via email / whatsapp.
- All dealerships/workshops are advised to use non-contact infrared thermometers for checking the body temperatures. Customers with body temperatures more than 99°F should be politely requested to take rest at home or visit a doctor.
- Customers with no symptoms of fever, cough or cold should be welcomed with gesture of “Namaste” while hand shakes must be avoided.
- Hand rub sanitizers / liquid soaps to be placed in the vehicle receiving area. Service advisor should guide customer towards the sanitizer / liquid soap dispenser and ensure that the customer sanitizes or washes his/her hands.

### **2. VEHICLE SERVICING**

- Sanitizing all door handles and touch points from inside and outside by disinfectant, while entry and exit of the vehicle. All washing staff should use PPE at all times.
- Avoid man movements inside workshop. Proper distance should be maintained on workshop floor one technician per bay with no or minimum movements.
- Technician to ensure sanitization and cleaning of bay.

### **3. HYGIENE WITHIN THE PREMISES OF DEALERSHIPS/WORKSHOPS**

- Social distancing protocols to be strictly adhered to within the premises of dealerships/workshops. It should be ensured that there is enough distance between the seats in the waiting area of customers.

- Cleaning and sanitizing to be done (such as doors, handles, knobs, tabs, washrooms, office, waiting area) in every 2 hours. Audio Visuals, POP to be at front office, creating awareness on hygiene and safety.
- No cups, glasses to be used. Use only disposable glasses/cups to serve tea/coffee. Only packaged water in small bottles to be served (and not to be reused). Remove Newspaper, magazines, and other paper material which might come in contact amongst individuals.
- As part of social distancing, the customer lounge may have restricted entry or may be closed, if required.
- In order to increase the cross ventilation, workshops may have restricted use of Air conditioning.

#### **4. SERVICE DELIVERY**

- Digital sharing of Job Card, Pre-invoice, invoice with the customers by email or Whatsapp. Various options of Digital and Online Payment acceptance to avoid physical transaction of bill copy and cash.
- Service advisor to wipe the vehicle keys using appropriate disinfectant and to be handed over to the customer in a sanitized pouch.

#### **5. EMPLOYEE HYGIENE**

- Segregate manpower based on their job profiles and business requirements.
- All the employees need to go through thermal scanning and COVID-19 symptoms checks before entry into the premises.
- Encourage personal mode of transports instead of public transport
- Employee to report in uniform to avoid change room area
- Attendance through roll call and no biometric/register attendance.

## Post Lockdown Protocol for Food Processing & Packaging Facilities

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Ensure all possible measures under the COVID Scenario to protect health of Employees & Customers

### Social Distancing and Hygiene Norms

#### 1. Transport to site

- Transport recommended with not more than 50% capacity utilization per vehicle.
- Office provided transport to be cleaned & sanitized after every trip.

#### 2. Entering controls

- The factory gate should have clear signage of queue standing positions marked about 1.5 meter apart with hand wash/sanitizer facility for all personnel entering the site.
- All employees and visitors to be thoroughly screened for COVID 19 symptoms- fever, cough, and shortness of breath. Body temperature to be checked with a non-contact type thermometer and temperature more than 37.5 Deg C (99.5 Deg F) should not be allowed to enter the premises.
- All visitors to submit self-declarations on their travel history and medical conditions and post screening only allowed in the Stores.
- Biometric Scanning used by Employees to be discontinued at all locations to prevent any kind of touch contamination.
- Allow high risk employees to stay home/ work from home (people over 65, pregnant people, medical conditions).

#### 3. During work

- Self-Reporting and Isolation Procedures to be established and implemented;
- Social distancing<sup>1</sup> of approximately 1.5 metre to be always maintained in manufacturing, workstations, changerooms/ lockers and entry/ exit gates.
- Masks to be worn by everyone in the facility;
- Gloves to be provided for Housekeeping Staff / Food Handlers to ensure adequate safety is taken care.

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<sup>1</sup> \* To prevent spread of COVID-19, WHO and MOHFW recommend individuals employ social distancing or maintain approximately 1 metre (3 feet).

CDC recommends approximately 2 metres (6 feet) from others, when possible. In food production/processing facilities and retail food establishments, an evaluation should be made to identify and implement operational changes that increase employee separation.

As a best practice, this guidance document mentions approximately 1.5 metres to be maintained at all times.

- All machine touch points, operating panels, seats, covers. Toolbox etc. requiring human touch, should be sanitized at an hourly frequency with effective sanitizers.
- Handling of waste like used masks, gloves, cleaning tools to be done as Biohazardous waste.

#### 4. Common Areas Management

- Ensure social distancing in all common areas like Meeting rooms, Locker rooms, Change rooms, Corridors and others
- Hand wash terminals with soap and water to be established at various strategic location in the facility.
- All washrooms should be sprayed with toilet cleaner/Sodium hypochlorite solution, at least twice a shift.
- Regular Sanitization of the entire facility including meeting rooms, change rooms, canteens, equipment to be done frequently.
- Pre Operation inspections to cover critical areas like Water Treatment Plant / Canteen / Touch points.

#### 5. Training

- All Delivery, Loading and Unloading personnel to be briefed about the COVID awareness everyday morning. The vehicles carrying the goods to be thoroughly sanitized before loading and after unloading.
- Ensure every food handler in the plant to be thoroughly trained and provided with all the necessary knowledge on COVID 19.
- Train employees on Hygienic use of masks and gloves
- Prominently display Do's/Don'ts Instructions on COVID 19 Symptoms, Use of thermal scanner and desired body temperature range(not more than 37.5 Degrees C/99.5 Degree F) , Hand Washing norms ,When to wash hands, Coughing and Sneezing norms, Norms of not Touching eyes/ nose, How to wear a mask, gloves, hairnets, beard nets, possible cross contamination sources, Need for washing hands before wearing Gloves and Basic Hygiene including taking a bathing/shaving and norms before entering their factory/houses in Local Language at various places inside & outside the factory.
- Staff canteens and Rest areas should follow
  - ~ Workplace canteens may remain open where there are no practical alternatives for staff to obtain food.
  - ~ staff can continue to use rest areas if they apply the same social distancing and as far as reasonably possible, approx. 1.5 metre should be maintained between users



- ~ if possible, increase the number of hand washing stations available and notices in local language promoting hand hygiene and social distancing should be placed visibly in these areas
- ~ Canteen food handlers should always be wearing masks.
- ~ Recommended that the food, if provided by the factory, is hot cooked and cold/raw cut food like salad/yogurt etc should be avoided.
- ~ Prohibit self-serve foods

## 6. Best Practices

- Isolation rooms could be provided in the facilities as part of emergency preparedness.
- Train partners /suppliers on hygiene practices and social distancing norms.
- Share Hygiene, sanitization and safety protocols with guidelines to implement the same at suppliers' premises.
- Share safety measures within professional and personal communities.
- Consider improving the engineering controls using the building ventilation system. This may include some or all of the following activities:
  - ~ Increase ventilation rates.
  - ~ Increase the percentage of outdoor air that circulates into the system.

*Annexure 5b***Post Lockdown Protocol for the Cultivation Cycle**

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The agri and food supply chains were vulnerable to massive disruptions amidst the COVID crisis and the impact was beginning to be felt in terms of halted harvesting operations, limited mandi arrivals, price escalation of essential commodities amongst others. Sensing the possible crisis the Government of India has taken proactive measures to ensure undisrupted operations at farm as well as mandi level.

The following existing exemptions allowed by Ministry of Home Affairs in the first and second addendum should be cascaded down to the district/block & village level and implemented in true essence

- a. Shops for seed, pesticide and fertilizer are allowed to open (Addendum dated 25th March and 27th March)
- b. Manufacturing and packaging units for fertilizer, seed and pesticides allowed to operate (Addendum dated 27th March)
- c. Farming operations by farmers and farm workers in the field allowed (Addendum dated 27th March)
- d. Custom hiring centers related to farm machinery allowed to operate (Addendum dated 27th March)
- e. Inter and Intra state movement of harvesting and sowing related machines like combine harvester and other agriculture/horticulture implements (Addendum dated 27th March)
- f. Agencies engaged in procurement of agro products including MSP operations allowed to operate (Addendum dated 27th March)
- g. Mandis operated by APMC or notified by State Govt are allowed to function (Addendum dated 27th March)
- h. shops of agri machinery, its spare parts and repairs to remain open (Addendum dated 4th April)

In addition, understanding that e-NAM is well poised to play a critical role during the period of Covid-19 to decongest mandis while helping the farmers at same time “Negotiable Warehouse Receipt (e-NWRs) module in National Agriculture Market (e-NAM) is introduced that enables small & marginal famers to directly trade their stored produce from selected WDRA registered warehouses which are declared deemed market by the State. In Addition a FPO trading module and a logistics module has been added to eNAM.

Also, the Ministry of Agriculture is proactively working on connecting production clusters with processors, exporters and other buyers where there is interest.

While enabling action has been taken by the government, it will be important to ensure all possible measures under the COVID Scenario to protect health of Farmers, Employees & Customers

### **Key Enablers**

- Ensure effective communication to District/ Block offices/ Police/ District Authorities to permit movement of Farm Labour and all related Transportation and Agri Machinery to ensure timely Cultivation, Harvesting and Post Harvest Activities
  - ~ Permit movement of Agriculture Machinery including Tractors
  - ~ Permit a Driver, Helper and Foreman for Harvesting machinery
  - ~ Permit movement of Service providers engaged in Harvesting and Post Harvesting operations
  - ~ Permit Fuel carriers like Barrels and Micro-tankers
- Leverage Krishi Vikas Kendras (KVKs) for effective implementation of the guidelines

### **On Field Activities**

#### **Soil Preparation / Nursery Preparation and Planting / Transplanting / Cultivation / Harvesting**

- Farmers/ Workmen showing COVID Positive symptoms should be prohibited from joining work
- Maintain about 1.5 metre social distancing between 2 persons working together for operations in the field during Soil preparation, Nursery Preparation, Planting and Transplanting and Harvesting
- Wear a Mask mandatorily if not able to maintain 1.5 metre social distancing
- Provide gloves for manual harvesting operations
- Take a bath with Soap and both before and after work
- Clean and Disinfect high touch points of the machinery use like Transplanting machines, Pump sets, Sprayers and others every 2 hours at least
- Clean and Disinfect tractors at the end of every shift/change of drivers/ helpers/foremen

### **Off- Field Activities**

#### **Weighing and Apportioning Seeds / Threshing / Sorting and Packing**

- Farmers/ Workmen showing COVID Positive symptoms should be prohibited from joining work
- Maintain about 1.5 metre social distancing between 2 persons working together when Weighing and Apportioning Seeds / Threshing (Non mechanized and Mechanised)/ Sorting and Packing (Non Mechanised and Mechanised)
- Masks to be worn by everyone in the facility who will not be able to comply with social distancing norms of approx 1.5 metre during the operation
- Clean and disinfect Hands with soap and water or 60% Alcohol based sanitizer after handling currency or high touch point items by multiple persons
- Provide gloves for all manual operations
- If a person starts showing COVID symptoms during work, isolate the person, send him for medical attention and track progress

- If a workman tests COVID positive during work shut the operations, do deep cleaning and sanitisation\* and then resume work
- Report the COVID Positive person to the nearest Health Authorities
- All those in contact with a COVID Positive person should be quarantined in conformance with government guidelines
- All high touch point items door knobs, handles , bells, light switches, taps and of machinery like Threshing machines, weighing machines, weights and others should be sanitized as frequently as possible (at least once in 2 hours)

### **Transportation**

- Drivers should avoid leaving the vehicle/ Tractors/ Trucks as far as possible.
- When interacting with people, drivers/helpers not able to maintain a gap of about 1.5m should wear masks.
- Tarpaulins used as vehicle bed mat or to cover farm produce must be regularly cleaned and sun dried to the extent possible
- Drivers to maintain 1.5m distance approximately even during breaks and rest periods on the road
- During controls and waiting lines at borders it is preferred that drivers do not leave the cabin of their truck for checks
- If physical documents are exchanged it is recommended to use sanitizer or wash hands with water and soap.
- Encourage use of paperless documents and contactless payments where possible

### **Common Areas Management**

1. Ensure social distancing of about 1.5 metres in all common areas like toilets, change rooms, Corridors and others
2. Ensure Social distancing of about 1.5 metres between farm laborers during their resting / sleeping / eating and other breaks through effective training and communication
3. Hand wash with liquid soap/ available soap and water to be established in toilets
4. All washrooms should be sprayed with toilet cleaner/Sodium hypochlorite solution, at least twice a shift.
5. Regular Sanitization of the entire off field facility to be done frequently.

### **Measures to be taken by Krishi Vikas Kendras/ State/ Competent Authorities**

1. Display Do's/Don'ts Instructions in local language on COVID 19 Symptoms, Importance of Social Distancing, Use of thermal scanner and desired body temperature range(not more than 37.5 Degrees C/99 Degree F) , No spitting or chewing pan/pan masala, Hand Washing norms, When to wash hands, Coughing and Sneezing norms, Norms of not Touching eyes/ nose, How to wear a mask, gloves, hairnets, beard-nets, possible cross contamination sources, Hygienic

Use of Masks and Gloves, Need for washing hands before wearing Gloves and Basic Hygiene including taking a bathing/shaving and norms before entering their houses at various places.

2. Provide guidance to all Farmers, Maintenance technicians and Transporters on the Do's and Don'ts mentioned above.
3. Disseminate masks to Farmers, Traders, Transporters
4. Check Health Status of Farmers and others involved in the activities related to Farm Produce during interactions (not suffering from cough, high fever, shortness of breath in the last 14 days)
5. Use non-contact type Thermal scanner for checking temperature
6. Put a barricade through a rope/ others to ensure approximately 1.5m between counters in KVK and other offices Buyers and Sellers, allowing one at a time.
7. Ensure proper queueing of Vehicles outside KVKs
8. Establish sanitation stations with automated liquid soaps/ sanitizer dispensers/ soap and running water at the Entrance (approximately one tap for 15-20 persons).
9. Clean and fumigate the entire premises, facilities, as soon as the KVKs close for the day.
10. Clean Toilets at least twice a day and when required. Install automated, liquid soap dispenser in handwash stations in the toilet (approximately one tap for 15-20 persons)
11. Use Approved Fumigation Agency & Operator for the Premises soon after the KVK / Office closes for the day and maintain necessary certificates.
12. Clean and disinfect garbage spaces daily at the end of the day with soap solution and disinfectant like Sodium Hypochlorite.
13. Ensure that all Persons handling garbage wear Personal Protective gears (Hand gloves, Masks, Hair nets, Uniforms, Covered Shoes)
14. Isolation rooms to be identified by KVKs as part of emergency preparedness.
15. Train all employees and stakeholders on hygiene practices, social distancing norms and COVID Symptoms

## Post Lockdown Protocol for Wholesale (Mandi) and Retail distribution of all formats

### Measures to be taken by State Authorities

1. Display Do's/Don'ts Instructions on COVID 19 Symptoms, Use of thermal scanner and desired body temperature range(not more than 37.5 Degrees C/99.5 Degree F) , Hand Washing norms, When to wash hands, Coughing and Sneezing norms, Norms of not Touching eyes/ nose, How to wear a mask, gloves, hairnets, beard-nets, possible cross contamination sources, Hygienic Use of Masks and Gloves, Need for washing hands before wearing Gloves and Basic Hygiene including taking a bathing/shaving and norms before entering their houses in Local Language at various places outside the Mandi.
2. Provide Training to all Security staff, Volunteers, Food Handlers, Mandi Operators, Maintenance technicians and Transporters on the Do's and Don'ts mentioned above.
3. Disseminate masks to Farmers, Traders, Commissioning Agents and all other Mandi operators
4. Restrict multiple entries to the Mandi.
5. Ensure availability of Security staff/ Volunteers at Entry/ Exit points of the Mandi and for patrolling inside.
6. Ensure that Security staff/ Volunteers at entrance and exits wear masks, gloves, caps, uniforms.
7. Check Health Status of the Security Staff, Volunteers, Shopkeepers of Mandis (not suffering from cough, fever, running nose, sore throat in the last 14 days)



8. Roles and Responsibilities Security staff/ Volunteers should be clearly defined. Some of these are provided below:



- Restrict the entry of persons found consuming pan masala or chewing tobacco products.
  - Ensure temperature screening (not more than 99.5 Degree F) of all the Visitors/Drivers/ Employees with a Thermal scanner (Digital Laser Infrared Temperature Meter at the entry gate).
  - In case any Visitors/Drivers/Employees/personnel shows symptoms of the disease, Security staff to prohibit entry to the Mandi and such persons to be notified to nearest authority for ensuring immediate isolation.
  - Ensure that social distancing (keeping approximately 1.5m) is maintained by the Buyers, Sellers and all persons in the Mandi.
9. Ensure approximately 1.5m distance between 2 shoppers when waiting in a queue to enter the Mandi. Paint marking to be done on the ground.
10. Put a barricade through a rope to ensure approximately 1.5m between Buyers and Sellers, allowing one at a time.
11. Ensure proper queuing of Trucks and Vehicles outside the Mandis
12. Establish sanitation stations with automated liquid soaps/ sanitizer dispensers/ soap and running water at the Entrance (approximately one tap for 15-20 persons).
13. Clean and fumigate the entire premises, facilities, stores as soon as the Mandi closes for the day.
- Clean Toilets at least twice a day and when required. Install automated, liquid soap dispenser in handwash stations in the toilet (approximately one tap for 15-20 persons)
  - Use Approved Fumigation Agency & Operator for the Premises soon after the Mandi closes for the day and maintain necessary certificates.
  - Fumigate the premises using approved chemical like Hydrogen Peroxide. (Refer Annexure: Cleaning and Disinfection)
  - Clean Premises, Stores, Toilets and Facilities with approved chemicals such as soap solution
14. Identify designated Garbage/ refuse areas.
- Ensure all garbage bins in the mandi and retail area are well covered
  - Identify separate areas for Rejected Packaging material and Rejected Fruits and Vegetables.
  - Clean and disinfect garbage spaces daily at the end of the day with soap solution and disinfectant like Sodium Hypochlorite.
  - Ensure that all Persons handling garbage wear Personal Protective gears (Hand gloves, Masks, Hair nets, Uniforms, Covered Shoes)
15. Ensure transfer of packaged goods from the packaging containers to cleaned containers for storage, and then discarding the packaging materials.
16. All rejected packaging material be stored separately and discarded judiciously to prevent the spread of virus contamination.

### **Measures to be taken by Loaders and Unloaders**

Loaders and Unloaders are persons responsible for loading and unloading food materials in the trading areas.

They should follow strict standards for hygiene and sanitation practices

1. Maintain a distance of at least approximately 1.5m with other people or wear a mask
2. Follow proper orderly queues and wait for your turns during loading and unloading
3. Wash hands thoroughly for at least 20 seconds with soap and water before starting work
4. Frequently wash and sanitize hands after coming in contact with customers or touching surfaces.
5. All loaders and unloaders to wear masks.
6. In case reusable gloves are worn, sanitize gloves every 2 hours or dispose.
7. Wash hands with soap and water after visiting the toilet and before wearing gloves.
8. Keep aside rejected packaging materials & discard judiciously to prevent cross contamination.
9. Transfer packaged goods from the packaging material/ containers to clean containers for storage.
10. Stay home if sick, symptomatic, or if in close contact with individuals who are sick.
11. Notify supervisor immediately if symptoms of COVID-19 develop

### **Measures to be taken by Buyers/ Sellers**

1. Ensure every employee to be screened for fever using noncontact temperature meter (not more than 99.5 degrees F, coughing, shortness of breath) by Buyer/ Seller.
2. Wear a mask and maintain 1.5m distance between other people.
3. If gloves are worn, hands to be washed thoroughly with soap and water before wearing gloves. Dispose and change gloves whenever it is dirty and after visiting restroom or canteen.
4. Minimize human to human contact during receiving and delivery.
5. Brief workers, loaders on access to handwashing facilities
6. Ensure social distancing by putting tape or any kind of marking on the floor to keep sellers and buyers adequately spaced at approximately 1.5m distance.
7. Clean and sanitize all high touch points like counter and other surfaces, payment systems, shared pens, all equipment, utensils including those for employees only and those available to buyers frequently.
8. If surfaces are visibly dirty, ensure cleaning surfaces to remove any soil prior to disinfecting.
9. Avoid using reusable cleaning cloths/rags. If using reusable cloths, clean with soap and water between every use.



10. Hands to be washed with soap and water thoroughly at regular intervals.
11. Wash retail baskets, containers with soap solution and disinfect using common disinfectants like Sodium Hypochlorite followed by air drying.
12. Promote digital (e.g. UPI) payments that avoids transfer of currency and use of fingers for inputting codes
13. If currency is used, sanitize hands after handling and before touching other objects.

### **Measures to be taken by Transporters/ Drivers/ Helpers**

1. Social distancing of 1.5m approximately between any two persons should be the rule
2. Drivers should avoid leaving the cabin of the truck as far as possible.
3. When interacting with people, drivers/helpers not able to maintain a gap of 1.5m should wear masks.
4. The cabin of truck should be disinfected between each new use with sodium Hypochlorite solution or any other suitable disinfectant
5. Tarpaulins used as lorry bed mat or to cover food items must be regularly cleaned and sun dried to the extent possible.
6. Drivers should remain, as far as possible, in the cabin on the truck at loading and unloading points.
7. The activities of loading and unloading should be performed, as much as possible, by the local staff of Mandis receiving/sending the goods
8. Drivers to maintain 1.5m distance approximately even during breaks and rest periods on the road.
9. Meals should be preferably taken in the cabin of the truck or in non-crowded spaces.
10. If food is to be purchased, consume take-away food
11. During controls and waiting lines at borders it is preferred that drivers do not leave the cabin of their truck for checks
12. If physical documents are exchanged it is recommended to use sanitizer or wash hands with water and soap.
13. Encourage use of paperless documents and contactless payments where possible

### **Cleaning & Disinfection Guidelines for Public Areas**

- Cleaning refers to the removal of germs, dirt, and impurities from surfaces. It does not kill germs, but by removing them, it lowers their numbers and the risk of spreading infection.
- Disinfecting refers to using chemicals, for example, EPA-registered disinfectants, to kill germs on surfaces. This process does not necessarily clean dirty surfaces or remove germs, but by

killing germs on a surface after cleaning, it can further lower the risk of spreading infection.

- Wear disposable gloves when cleaning and disinfecting surfaces. Gloves should be discarded after each cleaning. If reusable gloves are used, those gloves should be dedicated for cleaning and disinfection of surfaces for COVID-19 and should not be used for other purposes. Clean hands immediately after gloves are removed.
- Use gloves when removing garbage bags, handling, and disposing of trash. Wash hands after handling or disposing of trash.
- If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection.

## 1. How to prepare Disinfectant solutions for Premises

### **Based on Sodium Hypochlorite**

Chlorine is the best and most easily available surface disinfectant effective for use against virus contamination. The best compound for the preparation of chlorine solutions for disinfection is common bleach also known as sodium hypochlorite which generally contains 5% (50 g/litre or 50000 ppm) available chlorine.

For disinfection 1:100 bleach solution (which contains 0.05% chlorine concentration) is recommended for floors and other surfaces which is prepared by mixing one volume of Sodium Hypochlorite (of 5% available chlorine) to ninety-nine volume of water.

When preparing chlorine solutions for use note that:

- chlorine solutions gradually lose strength, and freshly diluted solutions must therefore be prepared daily;
- clear water should be used because organic matter destroys chlorine;
- Bleach solution is caustic. Avoid direct contact with skin and eyes;
- bleach solutions give off chlorine. Prepare them in a well-ventilated area;
- use plastic containers for mixing and storing bleach solutions as metal containers are corroded rapidly and affect the bleach.

### **Based on Isopropyl Alcohol**

- Isopropyl Alcohol or 2-Propanol is another very commonly used disinfectant for surfaces.
- A mixture of 30 parts water with 70 parts Isopropyl alcohol (of 99 % strength) is most effective in disinfecting against microbes and viruses.

### **Based on Hydrogen Peroxide**

- Commercially available 3% hydrogen peroxide is a stable and effective disinfectant when used on surfaces and for aerial fumigation by trained personnel. It can be diluted based on the strength of the Hydrogen Peroxide solution



## 2. Three Cleaning Commandments:

- a. If a disinfecting product contains bleach (sodium hypochlorite), It should NOT be mixed with any chemicals other than water. One also need to be aware that it can cause color loss and so generally should not be used on fabrics.
- b. If a disinfecting product contains isopropyl alcohol (isopropanol, commonly called rubbing alcohol), it can be safely used to disinfect hard surfaces and is generally safe on skin, though it can cause drying and irritation. However, isopropyl alcohol should be used carefully, as it is flammable.
- c. If a disinfecting product contains hydrogen peroxide, it must NOT be mixed with vinegar. The combination creates a corrosive acid that can be severely irritating to the eyes, skin, and respiratory system

## **Post Lockdown Protocol for E-Commerce (Food Delivery)**

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Ensure all possible Measures to ensure health of employees and customers

### **Hygiene and Social Distancing Norms**

#### **For Cloud Kitchens**

1. Maintain Social distancing at Entry and Exit Points ( 1.5 metres approx. between 2 persons)
2. Body temperatures of all employees including security, housekeeping staffs, suppliers to be checked by thermal sensor guns before the start and end of each shift
3. Body temp should be less than 37.5 deg C / 99.5 deg F. Employees observed with high body temperature to be verified after 10 minutes intervals to confirm body temperature. If found high above defined limit, they are to be sent back immediately for medical attention.
4. Documentation of body temperature of all employees along with attendance, escalated to Managers for any immediate action in-case of deviation.
5. All Visitors including Auditors/ Managers/ supervisors/vendors/ suppliers/ service providers entering Unit, to be allowed access only after mandatory protocol compliance.
6. All Visitors to be thoroughly screened for clinical symptoms such as high body temperature, cold, coughing, sneezing, throat infection, breathing difficulties etc
7. Entry of vendors and suppliers inside the kitchen to be restricted.
8. All units should make sure workplaces are clean and hygienic.
9. All surfaces like worktable, door handles, chopping boards, knives etc. should be sanitised at regular intervals
10. Hand Sanitization terminals to be established at entry and any medium/high risk touch areas.
11. At each kitchen, hand wash station to be placed with hand washing soap liquid, alcohol based liquid hand sanitizer, hand dryer/ paper towel to promote regular and thorough handwashing by employees and permitted contractors and visitors
12. All employees including kitchen staffs, security, housekeeping staff must wash and sanitise hands at the start of each shift, before entering the Kitchens .
13. Once inside the kitchen, staff should be positioned apart so that social distancing of 1.5 Metre approx. can be maintained. The workstations should be 1.5m apart approx. and masks to be worn always.
14. All employees including security and housekeeping staff to carryout hand washing and sanitization at every 2-hour intervals. Wash hands with soap and water/ sanitize with alcohol gel-based sanitiser (More than 60% alcohol is must).
15. All vegetables and fruits are washed and sanitised on receipt



16. Staff to wear clinical mask while receipt of delivery and to wash and sanitise hands after receipt of delivery.
17. If a chlorine-based sanitiser is not available, vegetables and fruits used directly without further cooking must be sanitized using 2.5% Saline solution (25 gms of salt in 1 liter of water)
18. All washrooms should be cleaned with toilet cleaner/hypo solution, once a shift
19. Liquid soap solutions, hand sanitiser, paper towel along with running water facilities must be available in Washrooms
20. All units to be inspected based on checkpoint checklists on COVID compliance and measures.
21. Virtual audits can be conducted either by CCTV verification or WhatsApp video call along with Kitchen in charge.
22. All staff to be monitored regularly for clinical symptoms such as high body temperature, cold, coughing, sneezing, throat infection, breathing difficulties. If any abnormalities observed to be sent immediately to a medical practitioner for further examination.
23. If any staff observed with clinical symptoms, immediately kitchen operations are shut for thorough cleaning and sanitation of the kitchen before resuming of operations. Fumigation process by approved agency & operators recommended ONLY for kitchens with COVID positive suspects
24. Unit Manager / Facility In charge should track on following updates:
  - ~ Any person observed with high body temp, immediately sent out for medical attention.
  - ~ Employee re-joining work only after producing medical fitness certificate from a medical practitioner.
  - ~ Details of employee sent home because of symptoms
25. Covid 19 awareness poster should be placed in each unit for staff awareness
26. Covid 19 awareness training for staff to be ensured
27. Daily briefing of staff to be conducted by Unit manager/ unit chef on COVID safety and compliance measures.

**For Delivery Executives [ DE's]:**

1. Encourage cashless transactions with customers during delivery
2. Encourage delivery outside doors with communication to the customers
3. All Delivery Executives (DE's) must wash and sanitise hands on arriving at restaurant for food pick up.
4. Delivery executives should maintain approx distance of 1.5 m at the restaurant location to ensure social distancing.
5. DE's to be verified when they arrive at the restaurant location for a body temperature and other clinical symptoms by the restaurant security.
6. All DE's body temperatures to be recorded daily using thermal sensor guns by security on arrival for food order pick up at restaurant.

7. DE's body temp should be less than 37.5 deg C / 99.5 deg F. In case the executive has a fever, the executive to be immediately unassigned from the order and to be asked to stay home for a period of 14 days or until they are cleared of infection by a certified medical professional.
8. Ensure that the delivery executives have masks on when social distancing is not possible
9. Hand sanitizer should be available near delivery windows for DE's hand sanitization.
10. DE's should sanitise hands with an alcohol-based sanitiser before food order pick-up.
11. Delivery bags should be cleaned and sanitised daily
12. Offer Limited menu options (cooked food only)
13. Delivery Executives (DE's) to pick up and deliver multiple orders at a time to maximise their utilisation with limited manpower.

### **Best Practices**

Train partners /suppliers on hygiene practices and social distancing norms.

Share Hygiene, sanitization and safety protocols with guidelines to implement the same at Partners premises.

Share safety measures within professional and personal communities.

Communicate to customers regarding safety protocols being implemented and upgraded from time to time for ensuring their buy in and trust.

## **Post Lockdown Protocol for E-Commerce (Goods and Grocery Delivery)**

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Ensure all possible measures under the COVID Scenario to protect health of Employees and Customers

### **Common Minimum Practices for Warehouses**

1. Visual marking indicating 1.5 metre approximate distance, to be done at all entry/exit points and wherever queueing is expected to ensure social distancing
2. Employees to be thoroughly screened for symptoms (Body Temperature, Coughing, Shortness of Breath).
3. Body temperature to be checked with a non-contact type thermometer and any temperature more than 37.5 Degree C/ 99.5 Degree F should not be allowed to enter the site.
4. Stop Biometric attendance/access.
5. No visitors to be allowed to enter premises. Only employees and vendors to be permitted to enter premises and only post thermal screening using non-contact temperature meter and check for signs of illness.
6. Ensure self-declaration by all business critical vendors/visitors to the site which includes their health condition and countries visited in previous 14 days.
7. Clean and Disinfect the entire facility including meeting rooms, change rooms, canteens and other equipment once per shift.
8. Clean and Disinfect racks and floor within the distribution facility on daily basis to ensure complete hygiene and safety.
9. Clean and Disinfect all assets within the facility, including crates, saddle bags, vans and bikes on a daily basis with appropriate disinfectant solutions.
10. All surface touch points, operating panels, seats, covers, tables, doorknobs, remotes, switchboards etc. requiring human touch, be sanitized frequently (at least once a shift).
11. All washrooms should be cleaned and disinfected once a shift.
12. Antiseptic soaps/s solutions/handwashes along with running water facilities must be available in the Washrooms.
13. Hand Sanitization terminals to be established at all entry and any medium/high risk touch areas.
14. Stagger/ shift start timings if required to maintain social distancing at start/end of shifts. Provide hand sanitisers/hand washing facility at entrance and high touch points.
15. Building headcount to be restricted to ensure social distancing is maintained throughout the process areas and in amenities.

16. Remove chairs and restrict capacity for all conference/meeting rooms.
17. Stop large daily huddles. All employee huddles to be conducted following social distancing norms or through virtual modes.
18. All labour allocation information to be pasted across multiple boards spread across the building to avoid crowding.
19. Wearing of masks (if social distancing of 1.5 metre approx is not possible) and gloves to be ensured in the facility. Social distancing norms to be followed throughout the facility and during operations. Train people on hygienic Gloves Policy.
20. Canteen food handlers should be wearing masks. Social distancing norm to be maintained in the canteen
21. Employee amenities like coffee machines, water coolers etc to be sufficiently spaced out to avoid crowding.
22. Use of online training to be done, wherever possible.
23. All work stations not meeting social distancing norms to be re oriented /enforce wearing of masks by the employees working there.
24. Restrict loading/unloading activity to minimum persons inside the trailer.
25. Provide Personnel Protective Equipment for all processes where social distancing is not possible and restrict exposure to maximum 15 mins.
26. Restrict occupancy in driver rest rooms to ensure social distancing.
27. Recommended that the food, if provided by the company, is hot cooked and cold/raw cut food like salad/yogurt etc. should be avoided.
28. Relevant and approved signages related to Prevention of COVID 19 to be displayed across the facility.
29. There should be a regular mechanism of education, training and sensitization of worker on norms to be followed in view of COVID 19.

### **Best Practices for Warehouses**

1. Locker rooms and Change rooms to be accessible with restricted access ensuring social distancing.
2. Public Address system, if available, to be utilized for broadcasting messages reinforcing social distancing mandate.
3. Visual marking to be done on seats, which need to remain vacant in employee transport vehicles for social distancing.
4. For company provided vehicle, all the contact points (doors, handles, seats) should be sanitized after each trip.
5. Usage of video conferencing facility to be maximised where available.
6. Visual display of maximum capacity outside canteen/conference rooms to be done.
7. Temporary suspension of all recreational facilities in the building.



8. Increase cleaning frequency of all high touch surfaces to once every 2 hrs.

### **Common Minimum Practices (SOP) for Delivery**

1. Encourage cashless delivery and dropping of parcels outside the doors of customers in communication with customers.
2. Provide adequate quantity of hand sanitiser and also a mask everyday to Delivery boys
3. At start and end of all shifts, routinely clean all high touch surfaces including keys, steering wheel etc.
4. Delivery associates to avoid unnecessary contact with doors and gate handles, where possible.
5. If at any point delivery associate needs to sneeze or cough, he need to maintain 1.5 meter approximate distance and use tissues/handkerchief or elbow to cover nose/mouth. Dispose these tissues in the nearest waste bins. Wash or clean hands with hand sanitiser after sneezing
6. Delivery associate to maintain at least 1.5 m distance during delivery of package to customers.

### **Best Practices for Delivery**

1. Delivery jacket must be washed/cleaned every day.
2. Sanitizers to be made available and delivery associates to sanitize their hands after each delivery.

### **Other Best Practices**

Train partners /suppliers on hygiene practices and social distancing norms.

Share Hygiene, sanitization and safety protocols with guidelines to implement the same at Partners premises.

Share safety measures within professional and personal communities.

Communicate to customers regarding safety protocols being implemented and upgraded from time to time for ensuring their buy in and trust.

## Post Lockdown Protocol for Gems and Jewellery Sector

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Issues of manufacturing and retail segments to be segregated and opened up in phased manner. It is vital that the industry is given advance notice of minimum 3 days to make necessary arrangements such as sanitisation of work place, arrangement of transport facility amongst others.

Social distancing being the norm, it is pertinent to note that workplace safety and hygiene is of paramount importance.

### **I. Points on Work place Safety and Hygiene (Manufacturing Segment):-**

- Installation of handwashing facility and sanitisation tunnels at the entry and exist gates of manufacturing zones (Seepz-MIDC, BDB etc).
- Contact Tracing protocol and declaration to be established
- Security personnel to be trained for handling thermal guns and also to carry out physical checks of sick workers with symptoms of Covid.
- Manufacturing units to work with local Govt. to arrange for sanitised transport facility for its workers.
- Hand sanitation facility, Special clothes / gear be provided to all the workers.
- Sanitisation of office, workshop, to be carried out adequately in collaboration with local municipalities.
- Factories and workshop to operate at 50% strength for first 20 days of commencement followed by 75% (40th day) and 100 % (60 days) in phased manner. Companies to provide facial masks and other medical supplies to employees as they return to the office. Wearing of masks would be made mandatory at the premises.
- Canteens and Dormitory quarantine facility within company to be set up

### **II. Points on Work place Safety and Hygiene (Retail Segment):-**

The retail segment should start in phased manner depending on the identification of the hotspot and the decision to lift the lockdown needs to be localised and targeted to the affected area only. It is very critical to restart economic activity and ensure supplies of goods.

- A responsible practice document for the G & J sector in terms of Social distancing and work place hygiene be drafted and made mandatory to be followed by all retailers.
- Hand sanitation facility by placing sanitisers and limiting the number of visitors to the stores be done.
- Sanitisation of shops to be carried out twice every-day before and post business hours.
- Wearing of masks should be made mandatory.

## Post Lockdown Protocol for IT-BPM Sector

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### 1. Staggered Exit Strategy and Getting Employees to work in a phased manner

- **Country, State, District level heat zone dashboard:** It is critical that there is one view of the overall impacted areas across the country and government (central, state, district officials and enforcement agencies), industry and employees all have access to the same dashboard to enable decision making on where a partial opening can be done and which areas we need to avoid. Currently, there is some state data in a few places, but an integrated heat map and dashboard would be key for right decision making.
- **Staggered Opening:** It is critical that adequate notice (3-4) days is given for organisations to prepare for the unlock down and similar time should be provided before announcements of any for future lockdowns. Prior to opening up, 3 days will be needed for deep cleaning, complete office sanitization etc and necessary movement of support staff will need to be enabled for that.

The lockdown exit should be implemented in a staggered manner across 15 day cycles.

- i. Phase 1: 15 April – 30 April: This phase will be the most critical to ensure that a rush of employees returning to work does not lead to any recurrence of the infections. Hence companies, will use this period to only enable 10-15% of their workforce to travel to office. Wherever possible and the work from home model is working, companies will not ask these employees to travel to office. The partial opening will be used for moving more assets, better infrastructure at employee homes and initiating critical projects which had to be closed due to non approvals from clients to work from home or other reasons. The percentage of employees per centre will follow this cap and only will be applicable for areas that are in the safe zone.

In case there is critical infrastructure like data centers in some red zones, it is requested that a suitable process with all precautions be announced for only mission critical employees to operate this critical infrastructure.

- ii. Phase 2: 1 May – 15 May: Based on the success of the first phase, the percentage of employees can be increased to 20-30% in this phase. For areas that were impacted in the first phase and are now safe, the 15-30% model can be implemented.
- iii. Phase 3: 15 May – 30 May: The ratio can be increased to 30-50% in this phase.

Start-up Incubators facilities: There will be gradual opening of Govt supported Start-up incubators with implementation of strict hygiene, screening & social distancing guidelines. This will enable Start-ups to continue product development and operations whilst maintaining minimal personnel at the facilities.

Post the successful implementation of these three phases across states, the government can consider a complete opening up by end June 2020.

The support staff needed for office maintenance will be included in this percentage above and companies will ensure minimal level of support staff as needed.

## 2. Workplace Safety and Measures that Industry will take

- **Social Distancing and other precautions:** Companies will ensure that employees that are coming into the workplace will maintain social distancing, all seating will be reconfigured to meet the necessary norms, temperature checks will be undertaken at the time of arrival of employees, office timings maybe staggered to ensure there is no rush of employees at any one time.

Social distancing will also be managed in common areas, conference rooms, training centers etc. Cafeterias will stay closed at least in phase 1 and box lunches will be provided to employees. As per ICMR guidelines, minimum one quarantine room per building at a safe distance from the creche, if any is to be kept on reserve at all times. (in any case, existing creche is not to be used for this purpose).

Employees will be advised to wear masks at all times and subject to availability, companies can consider providing masks to employees.

Meetings will continue to be virtual and all events / townhalls / gatherings will be avoided.

Medical facilities including doctor and paramedic staff will be available / on call as needed.

Employees with high risk, pregnant, expecting mothers, PwD, mothers with creche going children, pre-existing illness, anyone showing symptoms of cold + fever (whether or not tested) will be asked to work from home.

Employees and all support staff will be encouraged to download the Arogya Setu app and this can be monitored to ensure that the employees have not come into contact with a suspected case.

Visitors will be discouraged to enter the office premises unless approved by the management and will need to follow all precautionary measures of self declaration, Aarogya setu app status, temperature checks etc.

Enhanced cleaning of the workplace will be conducted at regular intervals using ICMR prescribed sanitization guidelines.

- **Employee Transportation:** Transportation of employees and support staff will be undertaken through a mix of personal vehicles and organization authorized cabs. Organizations shall use Buses for Nodal Pickups & Drops and take care of social distancing in the vehicles as well. Health checks of drivers, cleaners will be done and employees with self- transportation will be prioritized and a record kept of such activity. Employees and drivers will always be advised to wear masks during the commute and sanitisers etc will be provided in the vehicles.

Companies will maintain a register of all vehicles that are at the workplace to track employee movement.

- **Domestic and International Travel:** All travel will be discouraged by design and 100% adherence with government regulations. All international business travel to be suspended for first four weeks, except for exceptional cases whereby employees who are stranded outside the country due to expiry of visa need to travel to India. Government should enable special flights for travel of these employees to India and allot specific quota to each organization. Employees returning from these countries will follow the necessary quarantine norms. All domestic travel within India will be suspended for the first two weeks, except in extraordinary circumstances with the approval of organization's management on need basis only. For employees that have travelled to their home towns and need to return to work, company authorized transportation will be arranged once inter state movement is opened in the first two weeks. Post the first phase, the government is requested to enable movement of migratory staff in a controlled manner.
- **Employee Communication:** Companies have been in regular touch with their employees and communicating with them on their personal well being as well work related priorities. In the post lockdown scenario, companies will provide clear guidelines on which employees will need to come to office and who will continue to work from home. All precautionary measures and dos and donts will be explained for employees that need to come to office. These will also be published at prominent places in the office buildings. Employees will also be asked to state who to contact in case any medical help is required and such information to be displayed at prominent places in the campus/office.

### 3. Incident Management

Companies will publish elaborate guidelines for any suspected / confirmed case of employee coming to work or in contact with an impacted employee / friend / family regarding reporting, diagnosis, quarantine and treatment. A response team will also be created across the company to ensure quick action in case there is any suspected case or exposure. Details of testing facilities, quarantine centers, Covid-19 facilities will all be available and published to employees.

Government should enable a standardized process that in case an infection is diagnosed at a building, what will be the process for sanitization and re-entry in the building as per ICMR guidelines. If possible, government may consider creating certain health facilities at IT parks for handling emergencies, testing facilities, sanitization facilities etc.

## **Post Lock down Protocol for Small Retail / Kirana Stores**

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Ensure all possible Measures to ensure Health of Employees and Customers

### **Social Distancing and Hygiene Norms**

1. Ensure Social distancing of customers outside the Store through orderly queues of customers with about 1.5 metre between each of them. Put paint marked positions on the floor to keep customers adequately spaced.
2. Ensure social distancing of 1.5 metre among the Customers and employees in the Store by limiting the number of customers entering the store depending on the space available in the store.
3. Further, ensure approximately 1.5 metres distance between Customer and Store employee through a barricade of position marks on the floor or a physical separator like a ribbon/rope.
4. Appoint designated personnel that will ensure the social distancing requirements to any lines that form inside or outside of the store.
5. Prohibit Product Sampling and Product Return by Customers. Display the norm.
6. Provide a covered, non-hand operated Waste Bin outside the store for customers and employees and dispose litters/ tissues/ disposable protective gears.
7. Clean waste bins at least once a day using personal protective gears.
8. Prominently display Prevention of COVID 19 signage in the store of COVID-19.
9. Body temperature of employees to be checked with a non-contact type thermometer and any temperature more than 37.5 Deg. C (99.5 Deg. F) should not be allowed to enter the store.
10. All employees to be thoroughly screened for symptoms (temperature and trained on self-declaration of symptoms).
11. Employees showing symptoms will be immediately isolated and sent for medical help with intimation to the health authorities and assistance in contact tracing.
12. Ensure social distancing of 1.5 metre approx among the employees in the Store counter. If not possible, masks must be worn by employees.
13. Social distancing to be maintained by Employees during lunch time as well. Sharing of food to be prohibited.
14. Provide alcohol based (60%) hand sanitizers for use for employees at frequent intervals.
15. Ensure frequent sanitizing of hands of employees , cashiers and billing counters (at least hourly)



16. Frequently sanitize commonly touched surfaces and objects such as electronics, door knobs, faucet handles, counter tops, cash machine key pads, shopping cart handles frequently throughout the day preferably once every 2 hours.
17. Provide dedicated time slots for employees to restock shelves and sanitize stores.
18. Clean waste bins at least once a day.
19. All washrooms should be sprayed with toilet cleaner/hypochlorite solution, once a shift.
20. Soaps/Soap solutions along with running water facilities must be available in the Washrooms.
21. For goods transport/other company vehicles, all the contact points (doors, handles, steering wheel etc) should be sanitized after each trip. This will also be done for Receiving and Outgoing Transportation vehicles (Trucks, Motorbikes).
22. If the store is run by 2 or more persons, ensure that cashier does not deliver goods to the customer.
23. Encourage the use of contactless payments where possible.
24. Cashless transactions to be encouraged.

### **Best Practices**

1. Offer designated shopping hours for high-risk customers, if possible.
2. Provide sanitisers for customers
3. There should be a regular mechanism of education and sensitization of worker on norms to be followed.
4. Prominently display signage in the store that communicates with customers and staff the steps they are taking to minimize the risk of COVID-19.

## Post Lockdown Protocols for Organised Retail Sector

The Retail sector revival proposes a Phase wise start-up of operations, while ensuring highest level of health and safety of all the people involved while opening up to fulfill citizens demand for essential goods and support livelihood of people.

The key elements of the plan are:

- Highest level of health and safety measures in every touch point of retail operation starting from supply chain to last mile stores interface maintaining strict social distancing norms.
- Gradual ramp up of store capacity in terms of allowing people in at one time to manage people's safety and resource constraints in a phase wise manner.
- Smooth restart of entire retail supply chain and store interface

Phases	I	II	III
Duration	Lockdown (3 weeks)	4 to 6 weeks (From end of Phase 1)	4 to 6 weeks (From end of Phase 2)
Type of Stores Open	Only essentials Food Grocery Pharmacy Restaurants for Delivery Only ATM & Banks	All Essentials in Phase I & Retail Stores Like Bakery / Sweets / Milk products Home and Kitchen Stores Hardware Shops Limited FMCG Stores, Opticians, Dry Cleaners& Laundry, Barber Shops (With restrictions), Mobile & Telecom, Computer & IT, Electrical & Electronics, Stationery, School & Uniform Supplies, Puja & Worship Stores, Doctors Clinics	Apparels Footwear Children's Wear Accessories Toys Restaurants Watch Stores Flower Shops
% of Labour Working (Across all segments)	<50% (only essentials/ necessary)	Self-certification of adherence to reduced work force by each company	
May Consider		Wholesale Trade Logistics & Transportation	Luxury Retail Fast Fashion Departmental Stores & Mall

### Suggested Minimum Protocol for Safety:

#### Common Minimum Practices (SOP) For Warehouses

- Cease all non-essential work by contractors at sites.
- Visitors not to be granted site visits.



- Ensure signed self-declaration by all business-critical vendors/visitors to the site which includes their health condition and countries visited in previous 14 days
- Stagger shift start timings to maintain social distancing at start/end of shifts. Provide hand sanitizers/hand washing facility across the building
- Visual marking indicating 2mt distance to be done at all entry/exit points and wherever queueing is expected
- Approved signage to be displayed across the facility mandating social distancing
- Building headcount to be restricted to ensure social distancing is maintained throughout the process areas and in amenities.
- Remove chairs and restrict capacity for all conference/meeting rooms
- Employee transport capacity to be increased so as to ensure social distancing
- Additional punch clocks to be installed to maintain social distancing.
- All non-critical meetings/events to be cancelled
- All employee huddles/gatherings/events to be conducted through virtual modes
- All labour allocation information to be pasted across multiple boards spread across the building to avoid crowding
- Employee amenities like coffee machines, water coolers etc. to be sufficiently spaced out to avoid crowding
- All mock evacuation drills to be suspended.
- All non-critical trainings to be stopped and use of online training to be done, wherever possible.
- All work- stations not meeting social distancing norms to be deactivated.
- Restrict loading/unloading activity to only one person inside the trailer
- Establish once a shift cleaning of all high touch surfaces
- Provide PPE for all processes where social distancing is not possible and restrict exposure to max 15 mins
- Restrict occupancy in driver rest rooms to ensure social distancing

### **Best Practices for Warehouses**

- Create additional entry and exit points to the building
- Access to Locker rooms to be discontinued. Change rooms to be accessible with restricted access ensuring social distancing
- PA system to be utilized for broadcasting messages reinforcing social distancing mandate

- Visual marking to be done on seats, which need to be kept vacant in employee transport vehicles for social distancing.
- Disable biometric access systems
- Usage of video conferencing facility to be done for all critical meetings
- Visual display of maximum capacity outside canteen/conference rooms to be done
- Temporary suspension of all recreational facilities in the building
- Increase cleaning frequency of all high touch surfaces to once every 2 hrs.

### Common Minimum Practices (SOP) for Delivery

- At start and end of all shifts, routinely clean all high touch surfaces including keys, steering wheel etc.
- Delivery associates to avoid unnecessary contact with doors and gate handles, where possible
- Delivery associates to avoid any physical contact with customers and maintain a distance of 2m/6ft with customers
- If at any point delivery associate need to sneeze or cough, he need to maintain 6ft/2m distance and use tissues/handkerchief or elbow to cover nose/mouth. Wash/sanitize hands after sneezing/coughing.
- Delivery associate to maintain 2m/6ft distance during delivery of package to customers

### Best Practice for Delivery

- Delivery jacket must be washed/cleaned every day
- Sanitizers to be made available and delivery associates to sanitize their hands after each delivery

### Common Minimum Practices (SOP) for Offline Stores

#### Early Awareness Communication implemented at stores for Customers on COVID 19 & precautions to prevent infection spread

- Instore communication across all stores
- Customers in store advised to follow safety protocol
- Same to be promoted through digital efforts in Social Media pages



<p><b>Hygiene Protocol</b></p> <ul style="list-style-type: none"> <li>- In store availability of hand sanitizers at all entry and any medium/high risk touch areas.</li> <li>- Employees handling all products with requisite precautionary measures</li> <li>- All employees to wear gloves, masks and maintain social distancing</li> <li>- Critical Areas where Employees have close proximity to Customers like Cashiers to be provided with additional Plexi Shields (Half Helmets) to safeguard from infection.</li> </ul>	
<p><b>Social distancing</b></p> <ul style="list-style-type: none"> <li>- Social Distancing maintained outside of store in customer queue through demarcated spots where consumers should stand</li> <li>- Inside store while shopping Social Distancing is maintained as per safety protocol</li> <li>- Limit number of people inside the store at a given time</li> </ul>	
<p><b>Sanitization &amp; deep cleaning</b></p> <ul style="list-style-type: none"> <li>- On-going cleaning and Sanitization of stores and backend facilities on a regular basis, 2-3 times a day.</li> </ul>	
<p><b>Additional Health &amp; Safety measures</b></p> <ul style="list-style-type: none"> <li>- Body Temperature Screening by IR thermometer for all customers and employees entering the store.</li> <li>- Provide consumers with new masks and gloves to wear while they shop.</li> </ul>	

## Post Lockdown Protocol for Construction Sector

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### Re-start guidelines for Construction Sites

#### General Precautions:

- All Protocol including Emergency Response should be laid out.
- All persons (including) workers entering a construction site will be checked for fever with digital thermometer
- Mobile disinfectant chamber will be placed at entry & exit gates. All persons will be disinfectant before entering & exiting a construction site.
- Use of mask & hand gloves will be mandatory for all workers and anybody else entering the site.
- Provision for hand wash & sanitizer will be made at common areas and all workers will be required to wash & sanitize their hands before and after use of gloves.
- All vehicles / materials entering at site will be disinfected by spray.
- All common area such as site office, labour camp, canteens, pathways, entry / exit gates will be disinfected on daily basis
- Re-usable protective or other equipment shall be thoroughly cleaned and not shared.

#### Social Distancing

- Start times on site will be staggered to avoid congestion at the entry gates.
- Not more than 2/ 4 persons (depending on size) will be allowed to travel in lifts or hoists. Use of staircase for climbing will be encouraged.
- Number of persons working at a particular time / place will be reduced by making them work under different shifts / areas.
- All persons will be instructed to maintain at least 2 m distance from each other at work place.
- No meetings unless absolutely necessary will be conducted at site, maintaining minimum 2 m distance and in the outdoor open space, video conferencing would be default meeting system.
- Total Ban on non-essential visitors at sites (including from Head office staff, consultants etc.).



### **Workers:**

- As in most cases, workers reside at the Sites, hence there is no need for any travel.
- For workers staying outside (which are always nearby) special transportation facility will be arranged without any dependency on the public transport system.
- A doctor will be present periodically (at least once a week) at site on allotted time to check workers for any possible symptoms.

### **Communication and Awareness:**

- All workers at site will be educated for preventive measures of Covid-19 and tool box talk's session for the same will be held on daily basis.
- Appropriate signage at construction site spelling out safety practices for Covid.

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**Source:**

- *CII Training and Guidance Documents on Food Safety and Quality*
- *Centers for Disease Control*
- *World Health Organization*
- *US Department of Agriculture*
- *Communication by European Commission dated 23.03.20 (Guidelines for Border Management)*
- *For Automobiles Ecosystem, source is SIAM*
- *For IT, ITES, source is NASSCOM.*





**Confederation of Indian Industry**  
125 Years: 1895-2020

The Confederation of Indian Industry (CII) works to create and sustain an environment conducive to the development of India, partnering industry, Government, and civil society, through advisory and consultative processes.

CII is a non-government, not-for-profit, industry-led and industry-managed organization, playing a proactive role in India's development process. Founded in 1895 and celebrating 125 years in 2020, India's premier business association has more than 9100 members, from the private as well as public sectors, including SMEs and MNCs, and an indirect membership of over 300,000 enterprises from 291 national and regional sectoral industry bodies.

CII charts change by working closely with Government on policy issues, interfacing with thought leaders, and enhancing efficiency, competitiveness and business opportunities for industry through a range of specialized services and strategic global linkages. It also provides a platform for consensus-building and networking on key issues.

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India is now set to become a US\$ 5 trillion economy in the next five years and Indian industry will remain the principal growth engine for achieving this target. With the theme for 2019-20 as 'Competitiveness of India Inc - India@75: Forging Ahead', CII will focus on five priority areas which would enable the country to stay on a solid growth track. These are - employment generation, rural-urban connect, energy security, environmental sustainability and governance.

With 68 offices, including 9 Centres of Excellence, in India, and 11 overseas offices in Australia, China, Egypt, France, Germany, Indonesia, Singapore, South Africa, UAE, UK, and USA, as well as institutional partnerships with 394 counterpart organizations in 133 countries, CII serves as a reference point for Indian industry and the international business community.

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