



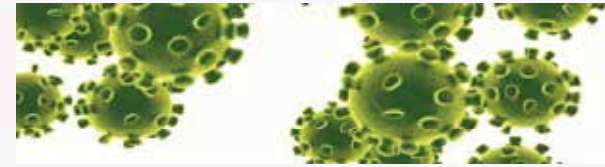
An integrated facility management company

Providing Customized and Optimized Solutions
for Integrated Facility Management Services

LARGE ENOUGH TO DELIVER SMALL ENOUGH TO CARE ►

POST LOCKDOWN
BUILDING RE-OPENING GUIDELINES
Standard Operating Process for Clients - The New Normal..

OBJECTIVE



The Objective of this document is to provide a sound strategy for resuming businesses post COVID-19 lockdown. It provides guidelines for sanitization, for social distancing & it also defines new norms for workplace behavior amongst others to ensure safety and hygiene for clients of Commercial Buildings and Offices managed by Enviro (facility management by Vatika).

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COVID-19 : An Introduction

COVID-19 is an unknown enemy that over 200 countries across the globe are trying to protect its citizens from. According to the World Health Organization (WHO), COVID-19 spreads when people touch their eyes and nose after coming in contact with an infected person or contaminated surfaces or objects. Objects get contaminated when droplets from an infected person fall on them through coughing, sneezing or exhalation. In other words, it spreads in a manner similar to that of flu.

Social distancing controls the spread of this virus and a complete lockdown seems to be the only effective way to achieve social distancing. India too has taken timely measures to contain the spread of the pandemic including imposition of a lockdown.

The Government of India has issued guidelines and is lifting restrictions in a phased manner. Organizations that are prepared for the new reality with a complete SOP will reap the benefits. Enviro shall continue to take utmost care in operations after lock down until instructions are received to lift all restrictions. Until then, adequate care is being maintained in daily routine by Enviro and we solicit the cooperation of our clients in taking precautions necessary for ensuring safety & hygiene.

Building Readiness - Sanitization



- Sanitization of the entire Building by cold fogging has been done & it will be a regular process post lockdown.
- All surfaces like door, door handles, DFMDs, Reception counter, Turnstile, common area washrooms, vanity counters and all basements are disinfected and this shall be a everyday process.
- All utility rooms are sanitized . Areas covered are DG Room / HVAC Room /LT Room/WTP/STP/Meter rooms etc.
- Ventilation system of utility rooms is operational and all utilities are being maintained as per safety & hygiene standards.



Building Readiness - Sanitization



- For carrying out the sanitization activity special training has been imparted to the concerned personnel who are sanitizing the building with necessary PPE.

- Use of approved COVID-19 disinfectant chemicals used are as under -

1. VIREX II 256 (disinfectant) used through fogging, spraying and wet mopping.
2. OXIVIR Five 16 Concrete and OXIVIR wipes used as ready to use wipes on surface which are regularly touched by clients and employees.
3. Sodium Hypochlorite

Building Readiness - HVAC

Necessary guidelines issued by **CPWD & ISHRAE** (Indian Society of Heating ,Refrigerating & Air Conditioning Engineers) as a Special Instruction on Operation & Maintenance of HVAC system are being adhered to control the Spread of COVID -19.

Following are the salient points for information

- **Humidity** – Required humidity level is 40%~70% .
- **Temperature** – Will be set between 24°C ~ 30°C in the office area.
- **Heat Recovery Wheel (HRW)** : To avoid cross contamination this facility is kept on Off mode where ever applicable.
- **Air Handling Units -**
 - ✓ AHU fresh air dampers has been kept 100% open for proper ventilation with outdoor Air.
 - ✓ The AHU's would be switched ON to nominal speed at least 2 hours before and after the client operation.
 - ✓ Air Filters shall be kept clean as per the defined frequency & process.
- **Washroom Exhaust** - Exhaust ventilation systems of washrooms shall be kept in “Switch on” mode 24/7. All windows in washrooms has to be closed build the negative pressure.

Building Readiness



- Adequate provision of **hand washing facility & sanitizer** is made available at entry/exit and common areas.

- **Audit checklist** - Audit Team is formed to check on the compliance & Adherence to rules by building team & clients. Audit report would be shared with clients on demand.



- **A Medical Emergency Team** specifically for COVID -19 has been formed in building which would be headed by the Building Head
(Details are shared in subsequent slides)



- **Hospitals/Clinics** in the nearby area, which are authorized to treat COVID-19 patients, has been identified and list of the same is available in the FM office.

Standard Operating Process for Clients

■ It is mandatory for all clients to provide Building team following information before start of their office.

- ✓ Exact date of start.
- ✓ Number percentage of employees attending office per day.
- ✓ Details of Staggered shift timing (if any)
- ✓ Self Declaration Form on behalf of each employee on the Health condition & travel History (Domestic & International)
- ✓ Confirmation on office space completely sanitized by a recommended professional agency.
- ✓ Confirmation on the fact that no employees with mild illness like cold, cough or fever or any other symptom of COVID-19 is allowed to perform duty.

Standard Operating Process for Clients

Employees & Visitor Entry



All Employees **vehicles** & machinery entering the premises shall be **disinfected by recommended spray**.



Wearing of Masks

Masks are mandatory to be worn by everyone entering the building premises. Employees and or visitors not wearing mask will not be allowed in the building premises.



Company ID Card

All employees must carry their company Identification Cards. In absence of which they will be required to follow visitor protocol each time they enter..

Standard Operating Process for Clients Employees & Visitor Entry



Aarogya Setu App

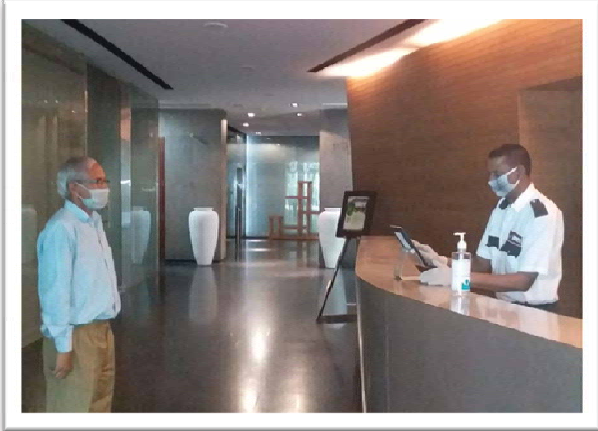
All employees and visitors to have Aarogya Setu App on their smart phones with Locations, Bluetooth and notification activated.



Thermal Scanning

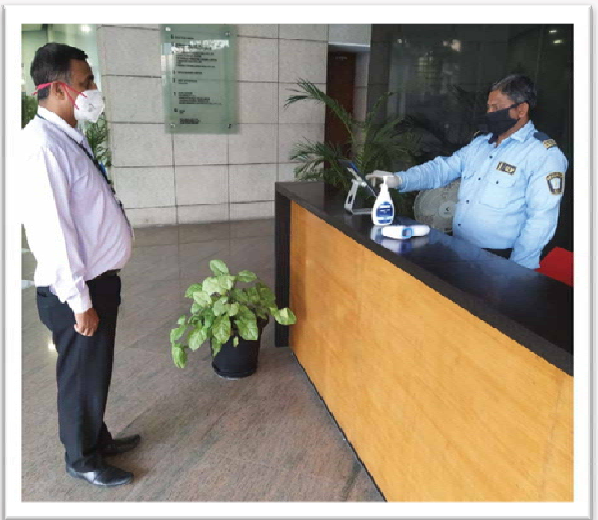
- ✓ Thermal Scanning shall be done for everyone entering the premises.
- ✓ If anyone leaves and re-enters the site, re-screening of the individual shall be done.
- ✓ Anyone detected having fever shall not be allowed.

Standard Operating Process for Clients Employees & Visitor Entry



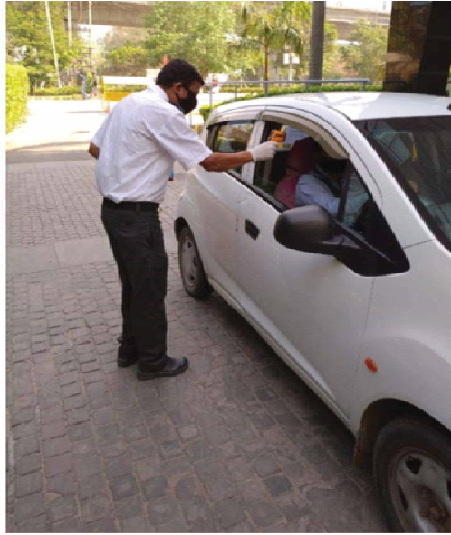
Visitor Checking

- All non essential visitors are prohibited in the building.
- However a visitor may be permitted in most exceptional and important situation only after pre-approval of the SPOC/Admin Head.
- Before granting access, travel, and health history of the visitor for last 14 days should be taken.
 - ✓ If it is found that the visitor had travelled out of his/her base location to the red zone defined by the state authority then the access may be denied.
 - ✓ If visitor is found carry any flu symptoms, the visitor shall be denied entry.



Standard Operating Process for Clients

Vehicular Movement



- Cars & Two Wheelers with valid RFID tags/ Parking Stickers will only be allowed in the basements.

- Cab drop offs shall only be allowed at the designated areas.

- Basement parking will be opened in phases considering occupancy of building.

- Temperature checking will be done at the Main Entry Gate.

- Cabs will only be allowed to enter at site with site in-charge approval and only in case of senior citizen / patient .

- Drivers must remain inside the cars or at driver rooms with proper distancing in place. Any defaulters observed will not be allowed to enter at site again.



Standard Operating Process for Clients Social Distancing

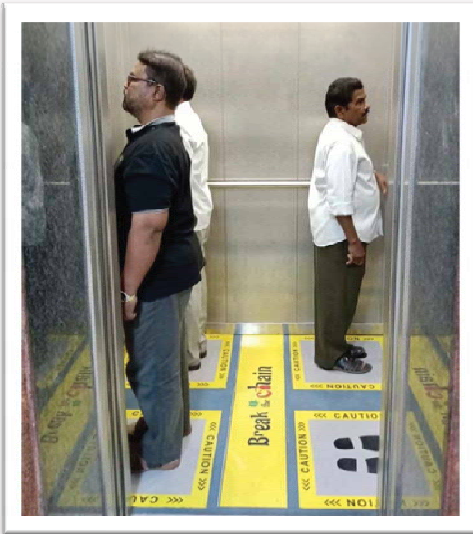


In line with stricter safe distancing measures announced by the authorities, enhanced measures shall be implemented as under -

- Maintaining safe distance of 6 feet /1.8meters from other person and staff.
- Meetings or Gatherings in groups of 4 or more are not allowed.
- Staggered Shift timings are recommended to maintain social distancing at the start/end of shifts.
- Staggered Lunch timings to be maintained to ensure social distancing in cafeteria.

Standard Operating Process for Clients

Use of Lifts & Escalators



- At any given point of time not more than 3- 4 persons be allowed to enter depending upon the size of the elevators.
- Escalators, one person shall be allowed after 4 steps roll over.
- Employee to follow distance marking inside elevators.
- Usage of staircases is encouraged.
- End users to push the LOP & COP push buttons with their elbows / match sticks / tooth sticks / using personal pen.
- Lift call buttons and panels are being sanitized by Facility team on an hourly basis.

Standard Operating Process for Clients

Material Movement & Delivery



- Individual parcel shall be collected from gate by concerned person.
- Company courier & other material is to be received only at the designated area.
- The receiver is recommended to receive the material using proper PPE's like masks and gloves.
- Only service elevators shall be used for transportation of any goods.
- For the persons responsible for loading and unloading food materials and other office material .
It is mandatory for them to follow the listed below points
 - ✓ They must follow strict standards of hygiene and sanitation practices like mask & gloves etc
 - ✓ They should be well equipped with PPE.

Standard Operating Process for Clients

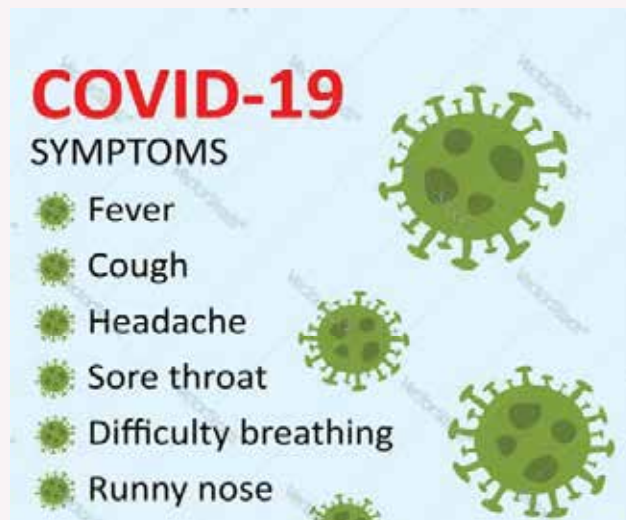
Waste Management



- Non-touch waste bin with disposable garbage bags to be used.
- **Waste Segregation** – In 3 different color codes
 - ✓ **Blue** - Dry waste like plastic, cardboard, paper etc.
 - ✓ **Green** - Food leftovers etc.
 - ✓ **Yellow** - Mask, Gloves, sanitary pads etc.
- **Handling & Disposal of waste** – Utmost precautions must be taken by the housekeeping staff handling the waste.
 - ✓ Mandatory training of staff
 - ✓ Must wear required PPE.
 - ✓ Waste must not be dumped carelessly in cases of missed pick-ups & to be only disposed in the designated area.

Medical Emergency (COVID 19)

- Chief Coordinating Officer for the Medical emergency – **Building Head**
- In case any employee develops COVID-19 symptoms in Office, Clients to share information with the Chief Coordinating Officer by fastest possible means.



Scenario #1 – Mild Symptoms

- Employee to go back home & rest.
- Employee to be asked to remain on leave till completely recovered .
- Daily update on the well being of the employee to be shared with the building team.

Medical Emergency (COVID 19)



Scenario # 2 - Severe Symptoms

- Building team would liaison with a near by hospital & tie up for ambulance .
- Chief Coordinator officer to take over the situation.
- Chief Coordinator Officer to inform the local medical authorities to transfer any COVID-19 suspect.
- Handling of the COVID suspect will be done by the health officials in close coordination with building team.
- Stretcher and wheel chair will be disinfected after every use thoroughly.
- Entire Office space need to be disinfected by professional agency post evacuation.



Need of the hour is to Adhere to the
“New Normal”
Safety Guidelines !!!

*Thank
you*

