



Vatika India Next Residential Complexes Sector 82, 83 & 84

LIFE AFTER COVID-19

The New Normal.....

Standard Operating Procedures to be followed in Residential Complexes: VINXT

- Independent Floor
- Signature Villas
- Rapid Response Centre
- Condominiums

Post lockdown
Operations
Commencing
3rd May 2020

Overview

COVID-19 is an unknown enemy that over 200 countries across the globe are trying to protect its citizens from. After ordering a countrywide lockdown, the Government of India has now issued guidelines to be followed when certain restrictions will be lifted in a phased manner. Enviro shall continue to take utmost care in operations after lock down until instructions are received to lift restrictions. Until then, adequate care is to be maintained in daily routine by Enviro Staff and we need to suitably advice our residents about precautions to be taken in Common areas and while visiting Enviro Offices.

Objective: The Objective of this document is to provide a sound strategy for resuming operations at residential sites post COVID-19 lockdown. It also provides a framework for social distancing, right sanitization guidelines, workplace norms amongst others to ensure safety and hygiene at our sites which will remain of utmost importance. Estate Mangers at VINXT may guide their respective teams to ensure compliance of social distancing while dealing with residents, visitors, colleagues and vendors. Adherence to this SOP by all Enviro staff will instil trust and confidence amongst residents and motivate them to follow guidelines of health and safety.

This document covers the following SOPs and Instructions.

1. **SOP for use by Enviro staff:**
 - a) Estate Management Offices – Floors and Condominiums
 - b) Rapid Response Centre -Accounts Desk and Central team
 - c) Street/Gate Guard Posts – Floors & Signature Villas
 - d) Main Gate - Condominiums
 - e) Plant Room/DG yard – Floors, Signature Villas and Condominiums
 - f) Parks & Children Play area – Floors, Signature Villas and Condos
 - g) Residential Common Areas / streets – Floors & Signature Villas
 - h) Residential Common Areas – Condominiums

2. **Instructions for Clients**
 - a) Residents of Floors & Signature Villas
 - b) Residents of Condominiums
 - c) Construction sites-Plots Owners
 - d) Multi Utility Booths & Retail Shops

ESTATE MANAGEMENT OFFICE SOP

(**Applicability:** Independent Floors, Signature Villas & Condominiums)

Note: Estate Manager to ensure that the following instructions are adhered to by all. This SOP is to be displayed on notice boards in Office and a record of daily checks to be maintained. Adherence to this SOP shall be audited by a Central Audit Team.

- i)** Office entrance shall have a signage displaying “Cover your face with face-mask before entering office, use sanitizer or wash hands and maintain social distance of one meter inside Estate Management Office”.
- ii)** A waiting area to be created outside the office by keeping chairs for residents /visitors /vendors/Enviro staff. A max of 10 nos. of staff, residents, visitors or vendors to be allowed inside at a time.
- iii)** A “**Welcome Desk**” to be placed at the entrance of the office and is to be manned so as to direct the visitors and solve their queries/Move in – Move out clearances, etc and control entry so that the office remains within defined occupancy limits.
- iv)** Independent Floor Office to make special arrangements for the Security Staff to scan body temperature of visitors / Enviro staff, entering the office and maintain a record of the temp check. Any person with cold/cough /high temperature shall not be permitted to enter the Office.
- v)** Seating arrangement for Enviro staff/residents/visitors/vendors to be made in such a manner that chairs are at a distance not less than one meter apart. Extra chairs to be removed from office if these cannot be accommodated as per social distancing norms mentioned above.
- vi)** No meeting with residents/vendors in the office would be allowed of more than four people until further orders. If such a meeting is absolutely necessary, it is to be conducted through online means.
- vii)** Essential meetings of staff at the site to be done in the open while maintaining social distancing.
- viii)** Avoid gathering of all employees for “Tool box meeting”, it shall be done in smaller groups by Supervisors in each shift while maintaining proper social distancing.

- ix)** Estate Managers to ensure everyone wears face mask in office. He shall provide all employees with training on preventing transmission of COVID-19, through daily briefings.
- x)** Enviro staff to have staggered lunch timings. Estate Manger to specify the lunch time to be followed by each staff member. The lunch timing shall be displayed near the Welcome desk for information of visitors.
- xi)** Enviro staff to avoid using pantry glasses and cups for drinking water, tea and coffee. All team members shall use their own water bottles.
- xii)** Exhaust fans in the Washrooms at the Office to be run while keeping windows closed to maintain negative air pressure in washroom.
- xiii)** Making of labour and Maid passes shall be arranged through security desk's rear window to avoid entry of excessive people in office.
- xiv)** All gates, door handles and keyboard of computers (in case of multiple users) shall be cleaned with a disinfectant at regular intervals.
- xv)** All surfaces like, DFMDs, Reception Counters, Elevator Call Buttons, Elevator car inside call buttons shall be disinfected by dedicated manpower at regular intervals.
- xvi)** Sanitize all surfaces using "VIREX II" chemical OR "Hypo Chloride" at common areas that are frequently touched at least once every 4 hours.
- xvii)** Attendance to be recorded manually in a register and each employee to sign for his attendance. All employees shall wash their hands or use hand sanitizer compulsorily before making entry in register - this is to reduce chances of infection through usage of common pen. Biometric attendance recording will begin as and when it is announced "safe to use" by Government Health Department.
- xviii)** Shift timings to be staggered with due approval of CEO.
- xix)** In the unfortunate eventuality of a resident falling ill due to COVID-19, immediate information shall be passed to Govt. Health Officials & the area SHO. Thereafter additional precautions as suggested by the officials regarding housekeeping and sanitizations have to be ensured.

RAPID RESPONSE CENTRE SOP

(Applicability: INXT Township)

Note: Admin Manager of RRC to ensure that the following instructions are adhered to by all. This SOP is to be displayed on notice boards and a record of daily checks to be maintained. Adherence to this SOP shall be audited by a Central Audit Team.

Account Recharge Desk

- i)** Residents shall be encouraged to make maximum use of online options for recharging their meters by means of regular e-mailers from CSC.
- ii)** A signage shall be displayed in the waiting area to “maintain social distancing & wear face masks” at the RRC.
- iii)** Security Guard at the RRC to wear face mask and gloves. He shall manage waiting areas as per instructions in succeeding paragraphs.
- iv)** A bottle of sanitizer shall always be available with security guard who will ask the visiting residents to use it before they start entering their names in visitor register.
- v)** In the outer waiting area, the sitting arrangement is to be made suitably while ensuring a gap of 1 meter between each seat and each visitor should be seated in such a manner that they do not face each other. Extra sofas from waiting area to be removed.
- vi)** Meeting rooms near the Accounts desk to be utilized as waiting area. Meeting room to have only two chairs each for ensuring social distance. The extra chairs to be removed and kept in store for the time being.
- vii)** Visitors shall be permitted only up to the waiting area and accounts desk inside RRC. The numbers of visitors inside the RRC to be controlled by Security Guard who shall not allow any further visitors after all seats are occupied in outer waiting area and meeting room.
- viii)** Accountants manning the recharge desk shall wear face masks and gloves while receiving cash and cards from visiting residents.
- ix)** Reception area sofas in waiting section and chairs kept in front of accountant shall be regularly cleaned /wiped with disinfectant solution every 2 hours. (VIREX II or Hypo Chloride Solution).

INXT Central Team Office In RRC

- i) Entrance shall have a signage displaying “cover your face with face mask before entering office, use sanitizer or wash hands and maintain a social distance of one meter while interacting with each other”.
- ii) No Visitor other than Enviro employees to be allowed to enter the Central team office at RRC.
- iii) All other relevant instructions specified in the SOP for Enviro Offices in residential areas to be ensured at RRC.

STREET/GATE GUARD POSTS SOP

(Applicability: Independent Floors & Signature Villas)

Note: Estate Manager to ensure that the following instructions are adhered to. This SOP is to be displayed inside security guard hut/guard room. The Commercial & Security Executives to keep a record of daily checks-jointly. Adherence to this SOP shall be audited by a Central Audit Team.

- i) Signages for “Maintaining social distance & wear face mask” shall be displayed at security guard huts/guard rooms and on the MS gates of each street.
- ii) Security Guards posted at every guard post on the street shall wear face masks.
- iii) A hand wash point shall be made near the guard post and it must be ensured that all workers visiting the street such as maids/car washers/on line delivery boys/fit out workers/ housekeeping boys/gardeners and enviro technicians wash their hands before entering into the street.
- iv) Security guards shall observe / enquire about the health of each visitor including domestic helps such as maid servant/ car washers/ or any vendor entering the street. In case of any suspicion, the entry of that person to be restricted and the security supervisor to be intimated.
- v) Extra precautions to be taken while handling foreign visitors. The visitor’s travel history along with medical report shall be demanded and cross verified with authorities & the resident concerned before granting permission to the visitor to enter.

- vi) All street gates and Security Guard Cabins/Guard Rooms shall be cleaned with a user friendly disinfectant every day – VIREX II or Hypo Chloride Solution.
- vii) Security Guard to ensure ban on gutka, tobacco etc by frisking of workers and give stern warning that Spitting is prohibited.

MAIN SECURITY GATE SOP - CONDOMINIUMS

(Applicability: Condominiums)

Note: Estate Manager to ensure that the following instructions are adhered to by all. This SOP shall be displayed on notice board. The Commercial & Security Executives are to keep record of daily checks-jointly. Adherence to this SOP shall be audited by a Central Audit Team.

- i) Each condominium to have a single entry and exit for easy monitoring.
- ii) All security personnel available at entry & exit gate shall wear face masks & hand gloves.
- iii) At the time of entry of all visitors / vendors / Enviro Staff / Domestic helps, Security Staff on duty at the gate shall record the temperature of each person by making use of Contactless measurement device and a record of the check shall be maintained. Any person with high temperature or symptoms of cold /cough shall not be allowed entry into the complex.
- iv) Extra precautions to be taken while handling foreign visitors. The visitor's travel history along with medical report shall be demanded and cross verified with authorities and the resident concerned before granting permission to enter.
- v) Provision of hand wash shall be made at the main entry gate preferably touch free.
- vi) Frisking shall be done at main gate to enforce ban on use of Gutka and Tobacco inside residential premises.
- vii) Cabs shall only be allowed to enter at site with prior approval of residents and only in case of senior citizen / patients. Security Executive must ensure that Cab drivers wait in their cabs only and do not loiter around in the condominium.

- viii) Drivers of residents' cars must be restricted to driver rooms with proper distancing in place. Defaulters shall be reported to the concerned resident and in case of repeat offence he shall not be allowed to enter the condominium.

PLANT ROOMS SOP - PUMP ROOM, DG YARD, LT/ DG ROOMS, STP

(Applicability: Independent Floors & Condominiums)

Note: Estate Manager to ensure that the following instructions are adhered to by all. This SOP is to be displayed inside plant room. The Technical executive is to keep record of daily checks. Adherence to this SOP shall be audited by a Central Audit Team.

- i) Signage for “Maintaining social distance & wear face mask” to be displayed at all plant rooms and DG yards to sensitize the Enviro staff members.
- ii) All plant room including switches, push buttons, and door handles etc shall be sanitized with disinfectants after every change of shift. (VIREX II or Sodium Hypochlorite).
- iii) Only one operator in each service area/ room to be allowed. If there is more than one operator inside the plant room then they shall follow social distancing norms and keep their face masks on.
- iv) Un-manned pump rooms / plant rooms to be kept locked at all the times.
- v) Ventilation system of plant rooms to be operational and to be kept in use.
- vi) Hygiene of equipments to be maintained and all basic tools to be cleaned. Non electronic tools shall be cleaned with soap solution like spanners / screw drivers / tool box etc.

PARKS & CHILDREN PLAY AREAS SOP

(Applicability: Independent Floors, Signature Villas & Condominiums)

Note: Estate Manager to ensure that the following instructions are adhered to by all. The Housekeeping & Commercial Executives shall keep a record of daily checks-jointly. Adherence to this SOP shall be audited by a Central Audit Team.

- i) Signages for “Maintaining social distance & wear face mask” shall be displayed at all the Parks and Children play areas.
- ii) A hand-wash point to be made near the Play areas where children and their wards can wash their hands.
- iii) Regular sanitization of park equipments shall be done with disinfectant chemical twice a day (both spray and wiping of play equipment surfaces with cloth). Sanitization to be done using VIREX II or Hypo Chloride Solution.
- iv) Proper fogging to be ensured in parks as more children are likely to be in parks after long lock down period ends.

RESIDENTIAL COMMON AREAS SOP – FLOORS/VILLAS

(Applicability: Independent Floors, Signature Villas & Plots)

Note: Estate Manager to ensure that the following instructions are adhered to by all. Commercial Executive to coordinate with Technical & Housekeeping Executives to ensure compliance of below mentioned guidelines and a record of daily checks to be maintained. Adherence to this SOP shall be audited by a Central Audit Team.

- i) Regular communication through CSC to residents regarding wearing of mask and maintaining of social distancing while venturing out of their homes to be coordinated by Commercial Executive.
- ii) Face-mask and gloves shall be worn by HK staff while on duty. Technicians, Security and Horticulture staff to wear face-masks.
- iii) All Common areas including Gates and Security Guard cabins inside residential areas to be cleaned with a disinfectant every day by making use of VIREX II or Hypo Chloride solution.
- iv) “Hand Wash Point” in addition to existing arrangements, to be made at selected locations. Service teams like HK boys, Horticulture team and vendors shall be encouraged for hand-wash before entering the street.
- v) All delivery boys/vendors/suppliers would be encouraged to supply grocery items/ milk/ vegetables or other items at ground level. This has to be done to avoid movement of suppliers/outsideers inside staircases and blocks. The

residents of 1st and 2nd floors to be asked to come downstairs to ground level to receive their delivered items.

- vi) The residents shall be asked to keep their garbage outside respective entrance at GROUND FLOOR area by 0930 hrs daily. Garbage to be collected by Housekeeping boys from there. This procedure restricts the entry of HK Boys inside the staircase and helps to avoid physical contact at multiple points like door frames, door bells & side railings etc. Also, the HK boy would not be required to either knock on each door or ring the bell thus ensuring contactless garbage removal.
- vii) On line shopping to be encouraged to avoid gathering of people at grocery shops, daily vegetables can be bought from local vendors.
- viii) Fitness centre at SCO1: The Gym shall be opened as and when restrictions are released by the Govt Authorities. Whenever it opens not more than four personnel shall be allowed at a time and Gym equipment shall be sanitized after each use. The Gym trainer to guide residents accordingly. The Gym trainer shall mandatorily wear a face mask and gloves.
- ix) Resident Meetings in Floors' Club at E1/33/1F to be avoided, if at all unavoidable then not more than four people can be accommodated.
- x) Booking of event venues is cancelled till further orders.
- xi) Residents shall be discouraged from holding any function or an event in their compound or house, also avoid gathering in groups.
- xii) Instructions for sanitization procedures to be followed in the Estate Management Office, Plant rooms and Main Gate/Guard Rooms, are defined separately in this SOP document and shall be ensured.

RESIDENTIAL COMMON AREAS SOP – CONDOMINIUMS

(Applicability: Condominiums)

Note: Estate Manager to ensure that the following instructions are adhered to by all. Commercial Executive to coordinate with the Technical & HK Executive to get the required jobs done as per below mentioned guidelines and maintain a record of daily checks. Adherence to this SOP shall be audited by a Central Audit Team.

- i)** Prior to opening of any area of the club for use by residents, deep cleaning of the entire club including Gym, Swimming Pool and Common areas to be ensured and sanitization by Virex-II or Hypo Chloride solution to be done.
- ii)** Gyms and Swimming pool shall be opened only after clearance is given by concerned Govt Authorities specifically to open the same.
- iii)** After clearances/advisories are received, Gym having basic machines shall be made operational and 2 to 3 residents will be allowed inside the Gym at any one time depending upon social distancing requirements. Sanitization of machines inside the Gym shall be done after every use (VIREX II or Hypo Chloride Solution).
- iv)** Lounge area inside the Club will however be opened for use by residents with 30% capacity (capacity 100 person 30 person will be allowed keeping 6ft distance). Extra chairs to be removed for the time being.
- v)** Dedicated HK manpower shall be deployed for cleaning & disinfect elevator LOPs & COPs, hand rail support and panels thrice a day in each residential block. Executive HK and Commercial executive to keep a record of the same.
- vi)** No gathering of more than 4 people will be allowed in the parks and green areas inside the condominium.
- vii)** Only two to three people will be allowed to travel inside the lift keeping capacity of lift in mind.
- viii)** Grocery shops owners inside the condominium shall be made responsible for ensuring door step delivery to apartments and to sanitize their shops.
- ix)** Grocery shop owners to be instructed to make distance markings on the floor near their shops so as to ensure social distancing norms. Security Executive and Commercial Executive shall be responsible to ensure compliance of the above guidelines and will physically check the same once a day for ensuring that shop owners manage their operations accordingly.
- x)** Hand-wash points shall be created inside basements at selected locations for use by residents after they park their cars in respective parking bays. Signage shall be displayed in the basement indicating the locations of these hand-wash points.

- xi)** Instructions for sanitization procedures to be followed in the Estate Management Office, Plant rooms and Main Gate are defined separately in this SOP document and are to be ensured.
- xii)** Commercial Executive to ensure that all the basic guidelines for sanitization and lockdown norms are circulated by CSC from time to time to the residents.

INSTRUCTIONS FOR RESIDENTS OF CONDOMINIUMS

(Applicability: Condominiums)

Note: Commercial Executive shall ensure that the following instructions are disseminated to all concerned residents by mean of circulars from CSC regularly and posters / banners are displayed at prominent locations. Security Executives to keep a check and ensure compliance of these instructions. A record of daily checks to be maintained and same shall be audited by a Central Audit team.

- i)** Residents to wear face masks and maintain social distancing in the common areas of the buildings, on pathways, in green areas and in the retail shops of the condominium. Instructions have been displayed at many places just to remind you, however residents are expected to maintain self discipline at all places while moving around in the Common areas of the condominium and also ensure that their guests and domestic helps follow these instructions.
- ii)** All Common areas of the condominium including lifts, lobbies, and children play areas, clubs, Estate Offices, gates, benches in green areas etc are being sanitized regularly as per instructions from concerned authorities.
- iii)** Vendor deliveries including that from E-retailers will be allowed in a similar restricted manner up to tower entry as being done prior to lifting of the Lockdown.
- iv)** Assembly of 4 or more of residents is not permitted in common areas.
- v)** While using elevators along-with other residents, please stand facing opposite directions to each other inside lift car. Safest is to use corners of lift car (depending on the size of the elevator) and continue to maintain social distancing.
- vi)** Ensure to stand at a distance from each other in the elevator lobbies while you wait for the lift doors to open.
- vii)** All your visitors including vendors and domestic helps are liable to be checked at the main gate and their temperatures will be recorded. In case any person has high temperature or is showing symptoms of cold or cough, then entry shall not be allowed. Kindly cooperate with the security staff in this aspect. Please note – similar exercise is being done for Enviro Staff too.
- viii)** Extra precautions will be taken by Security Staff while handling foreign visitors. Their travel history along with medical report shall be demanded and cross verified with authorities before entry is allowed inside condominium.
- ix)** Visitor cars are permitted only up to the visitor parking slots. Residents to guide their guests not take cars into the basement parking.

- x) Cabs are permitted only with prior approvals and the driver shall stay inside the car while he waits for you. It shall be ensured that the cab stays for a minimum period inside the condominium.
- xi) Drivers engaged by residents are expected to stay inside the car or in the Drivers' areas only. Security staff shall check drivers loitering in the condominium and report the same to the concerned resident. In case of second such instance the driver shall be denied entry into the condominium any further.
- xii) Residents to sanitize door handles of their cars before getting into it, also children be advised/sensitized by their wards not to touch others' vehicles door handles etc while playing or walking past.
- xiii) Gyms and Swimming Pools shall be made operational only after instructions are received from the Govt. Authorities.
- xiv) Lounge area inside the Club will however be opened for use by residents. with 30% capacity (capacity 100 person 30 people will be allowed keeping 6ft distance).
- xv) The Estate Management Office will not accept any requests for booking of Club lawns / rooms for any type of event / get-together until the restriction of assembly of 5 persons or more is lifted by the Govt authorities.
- xvi) Residents are encouraged to contact the Estate Management team by telephone or other means of communication and avoid face to face meetings unless unavoidable. In case one needs to visit the Estate Office -process of social distancing and wearing of mask in office is to be followed.
- xvii) Residents to contact Govt Health Officials immediately in case they experience symptoms of COVID-19, under intimation to Estate Management Office.

INSTRUCTIONS FOR RESIDENTS – FLOORS & VILLAS

(Applicability: Independent Floor, Signature Villas & Plots)

Note: Commercial Executive to ensure that the following instructions are disseminated to all concerned residents by mean of circulars from CSC regularly and posters /

banners are displayed at prominent locations. Security Executives to keep a check and ensure compliance of these instructions. A record of daily checks to be maintained and same shall be audited by a Central Audit team.

- i)** Residents to wear face masks and maintain social distancing in the common areas of blocks, on pathways, in green areas and in the retail shops/MUBs. Instructions have been displayed at many places just to remind you, however residents are expected to maintain self discipline at all places while moving around in the Common areas and also ensure that their guests and domestic helps follow these instructions.
- ii)** All Common areas including, children play areas, Estate Offices, Gates, and Security Check posts, benches in green areas etc are being sanitized regularly as per instructions from concerned authorities.
- iii)** Security guards at the street gates/guard rooms have been instructed to observe and enquire about the health of each visitor including domestic helps such as maid servant/ car washers/ or any vendor entering the street. In case of any suspicion, the entry of that person shall be restricted. Special attention shall be given to foreign visitors and their details shall be noted prior to giving access to the streets.
- iv)** Assembly of 4 or more of residents is not permitted in common areas.
- v)** Vendor deliveries including that from E-retailers shall be allowed in a similar restricted manner as being done prior to lifting of the Lockdown.. The vendors will bring your deliveries up to the Ground level. Residents to collect their orders from the vendor at the Ground Floor level.
- vi)** The residents are to keep their garbage outside respective entrance at GROUND FLOOR area by 0930 hrs daily. Garbage will be collected by HK boys from there. This procedure restricts the entry of HK Boys inside the staircase and helps to avoid physical contact at multiple points like door frames, railings etc. Also, the HK boy would not be required to either knock on each door or ring the door bell.
- vii)** Fitness centre at SCO1: The Gym shall be opened as and when restrictions are removed by the Govt Authorities. Whenever it opens not more than four persons will be allowed inside at a time and gym equipments shall be sanitized after every use.

- viii) Residents shall not hold any function or an event in their compound or house and avoid gathering in groups for meetings or social interaction. Please remember that Social Distancing is the need of the hour.
- ix) The Estate Management Office shall not accept any requests for booking of Club lawns / rooms for any type of event / get-together until the restriction of assembly of 4 persons or more is lifted by the Govt Authorities.
- x) Residents are encouraged to contact the Estate Management team by telephone or other means of communication and avoid face to face meetings unless unavoidable. In case one visits the Estate Office or the RRC, guidelines for maintaining social distancing and wearing of face mask shall be followed.
- xi) At Independent Floor Office the Security Staff will scan the temperature of all the Visitors and Enviro staff while entering the office and maintain a record of these temp checks. Any person with cold/cough /high temperature shall not be permitted to enter the office.
- xii) Residents are requested to contact Govt Health Officials immediately in case they experience symptoms of COVID-19, under intimation to Estate Management Office.
- xiii) Kindly cooperate with your Estate Management team and follow instructions issued from time to time and also that displayed at Offices etc.

INSTRUCTIONS FOR CONSTRUCTION SITES

(Applicability: Plots)

Note: Estate Manager to ensure that the following instructions are adhered to by all. Commercial Executive to ensure that the following instructions are disseminated to all plot owners where construction is in progress and the Security Executives to ensure compliance by the plot owners. A record of the checks conducted on weekly basis, at each premises, is to be maintained by commercial & security executives-jointly and same shall be audited by a Central Audit team.

- i) Each construction site i.e., plots under construction, shall have a dedicated “hand wash” point.

- ii) Details of laborers working at construction site are to be maintained in a register. Site contractor shall be responsible to maintain this register. In the register, details of the Laborers, including name, age, father's name, permanent home address, date of joining the work and health status to be maintained. The record is essentially required as new laborers are expected to join the workforce from other parts of the country-which could be corona affected.
- iii) The owner of the plot shall ensure that the labor engaged in construction work in his plot practice social distancing.
- iv) The owner of the plot shall regularly check himself that the labor engaged in the construction work is free from any symptoms of Covid 19.
- v) The owner of the plot shall ensure that his labour does not spit, chew pan or tobacco.
- vi) The owner of the plot shall ensure that the labor wears mask at all the time during work.
- vii) The owner shall make arrangements to get his area, tools, construction material etc sanitized on regular basis.

INSTRUCTIONS FOR MULTI UTILITY BOOTHS (MUB) & RETAIL SHOPS

(Applicability: Independent Floors & Condominiums)

Note: Estate Manager to ensure that the following instructions are adhered to. Commercial Executive to ensure that the following instructions are disseminated to all concerned MUB owners/Retail shops in writing and the Security Executives to ensure compliance of the same. A record of the checks conducted on daily basis, at each premises, is to be maintained by commercial & security executives-jointly, and the same shall be audited by a Central Audit Team.

- i) Display of signage near the MUB/Retail shop mandating social distancing is mandatory.

- ii) In order to maintain social distancing, the buyers should be made to stand in a queue outside the MUB/Retail shop with a distance no less than 1 meter. Adequate marking on the flooring shall be made accordingly by MUB owner.
 - iii) The Staff at the MUB/Retail shop shall always wear a mask and ensure that every person entering his shop also wears one.
 - iv) Arrangements for Hand wash / Sanitizing of hands of the customers is the sole responsibility of the MUB/Retail shop owner.
 - v) MUB/Retail shop owner shall limit number of employees to 50% while working in his kitchen for handling food items or otherwise and keep a record of the employees.
 - vi) MUB/Retail shop owner shall closely monitor the health status of his employees who are handling food items and ensure all employees sanitize themselves before handling food items.
 - vii) MUB/Retail shop owners to encourage contactless payment options such as Pay TM, Google Pay, UPI etc. Cashiers at billing counter to extend a tray to receive or return currency / cards for payments.
 - viii) MUB/Retail shop owners shall ensure that their cashiers wear gloves and face masks when working at the billing counter.
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