

SOP for work resumption after lockdown and to continue functioning of AERB under Covid-19 Situation

The safety of the people shall be the highest law

- *Marcus Tullius Cicero*

Revision: 01

Effective Date: June 17, 2020

1. Introduction

Coronavirus spreads from an infected person to healthy person through the airborne droplets due to coughing and sneezing of the infected person and through the fomites (objects or materials which are likely to carry infection, such as clothes, door-knobs, working surfaces etc. when the virus is still intact). To prevent the spreading of COVID-19 in the country the society is locked down such that the infected persons are prevented from coming in contact with healthy persons through social gatherings, work spots, public transports etc. During lock down all the institutions, offices, factories, shops etc. are closed and remains non-functional. After relaxing the lockdown conditions, the closed institutions, factories, shops etc. start functioning in phased manner. During this stage the spreading of disease is prevented through i) Control of the Fomite mediated transmission and ii) Social Distancing.

In order to ensure that AERB employees are protected against the virus while on duty, it is essential to take appropriate precautionary and preventive measures. Towards this a standard operating procedure (SOP) was prepared and uploaded on AERB website on April 20, 2020 for functioning of AERB during this pandemic situation and now further revised based on recent guidelines provided by MHA, MoHFW, Maharashtra Government etc.

2. Objective and scope

Objective of this SOP is to bring out procedure to resume the work after lockdown, prevent the spread of the disease and provide a safe workplace to the employees of AERB. This SOP applies to premises of AERB Head Quarters located at Anushaktinagar.

3. Preventive Measures

The following preventive measures are to be followed by all employees, contractual workers and visitors to reduce the risk of infection with COVID-19.

- i) Should wear face mask at all times inside the office premises. Employees/ contractual labourers / visitors without face mask should not be allowed to enter into AERB premises.
- ii) Maintain social distancing at all spots of work place including meeting rooms, corridors, staircase, and rooms of officials.
- iii) At the entrance to AERB, every employee should sanitize their hands and thermal screening of the employees have to be done by the security staff. Only asymptomatic staff/visitors shall be allowed to enter into AERB premises.
- iv) All the employees should self-monitor their health conditions and illness if any should be immediately reported to the employee's superior officer.
- v) Frequent hand wash with soap (for at least 40-60 seconds) even when hands are not

visibly dirty and use of alcohol-based sanitizer (for at least 20 seconds) should be followed. (Sanitizer is provided at the main gate, receptions and all the floors of both the buildings NB-A and NB-B, wash rooms, Printer/scanner rooms and the meeting rooms inside the building. Provision for hand washing is made in all the washrooms.)

- vi) Appropriate PPEs should be given to all cosmetic staffs.
- vii) Respiratory etiquettes should be strictly followed. This involves strict practice of covering one's mouth and nose while coughing/sneezing with tissue/handkerchief/flexed elbow and disposing off tissues properly. Spitting shall be strictly prohibited.
- viii) Work place, common facilities, and points that come into human contact should be sanitized frequently.
- ix) To the extent possible, entry/exit doors in corridors/lift lobbies and rooms should be kept forced open to minimize touching door knobs and other surfaces to prevent transmission through surface contact
- x) Information on good hygiene practices shall be displayed at appropriate places, including in AERB internal website and other digital display systems. This shall also include the latest health updates and advisories.
- xi) All employees having compatible mobile phones should install Arogya Setu app and a self-declaration to this effect to be given to his/her reporting officer.

4. Procedure

4.1 Procedure to resume work after lockdown

Prior to resumption of work

- i) Before resuming the work from office after lockdown, disinfection of the buildings and the vehicles should be done. This activity should be carried out as per the procedure given in Annexure I.

To maintain the office safe and hygienic

- ii) Surfaces in office premises and in common areas which are frequently touched viz. Door knobs, staircase hand rails, lift buttons, telephones etc. should be disinfected/sanitized at least twice daily.
- iii) Frequently touched areas like table tops, chair handles, files (especially for admin & accounts), keyboards, mouse, mouse pad, telephones, etc. should be cleaned as many times as one wants, with a disinfecting wipe prior to use.

- iv) All room keys should be sanitized on withdrawal and on deposition by the concerned officer every time.
- v) Sanitizing of the vehicle has to be done every time before and after each trip by the respective drivers. While sanitizing the vehicle, in addition to the vehicle internals, the outside part of the vehicle which is frequently touched also should be sanitized

To prevent the spread of COVID-19

- vi) Social distance shall be maintained always while WFO, in the room where the officials are seated, while working and while travelling to and from office in personal/official vehicles.
- vii) Every employee should continuously keep a watch on his/her health conditions and desist from visiting the containment zones. This should be communicated to the reporting officer through the self-declaration form which has to be filled and submitted to the employer by all employees before resumption of work from office after the lockdown.
- viii) Officials residing in containment zone should inform the reporting officer and should Work From Home till containment zone is de-notified. While working from office due to any reason if an employee has to travel outside or to a containment zone then the same should be informed to the superior and the employee should self-quarantine as per the MoHFW guidelines.
- ix) To the maximum extent possible, meetings with physical presence of members should not be held, meeting through video conference is preferred. However, in emergency situations, if it is unavoidable then meeting may be held with strict compliance to the guidelines mentioned in Annexure III.
- x) Gatherings should be avoided in the office. Towards this no group discussions shall be held in the rooms, Theme meetings, seminars, colloquiums etc. should not be conducted. All services/facilities in the office where social gathering can occur should be closed eg. Library, Canteen, Lunch Room etc.
- xi) As the situation improves, decision on operation of canteen shall be done progressively with adherence to the following.
 - a) Adequate crowd and queue management to ensure social distancing norms.
 - b) Staff / waiters to wear mask and hand gloves and take other required precautionary measures.
 - c) The seating arrangement to ensure a distance of at least 1 meter between

patrons as far as feasible.

- d) In the kitchen, the staff to follow social distancing norms.
- xii) Using the Lift should be minimal. While using the Lift the following shall be ensured by each individual: -
 - a) Face mask is in place.
 - b) Social distance is maintained i.e. Not more than 2 officials persons should occupy the Lift at a time.
 - c) Hands are sanitized before and after using the Lift.
 - d) Should not touch or lean on the walls of the Lift
 - e) Lift ventilation is on.
- xiii) Drivers shall maintain social distancing and other preventive measures. Drivers residing in containment zone shall not be allowed to drive.

To take care of health and safety of Officials working from office

- xiv) Following should be done to take care of the health and safety of officials working from office
 - a) In case of feeling unwell while in office, the official should look out for respiratory symptoms/fever and leave the workplace immediately after informing their reporting officers.
 - b) Any activity of AERB which may affect the health and safety of working official shall not be undertaken. e.g. Inspections, Non-essential official travel etc. which brings the official in contact with many outsiders while travelling, whose health condition is not known
 - c) To the maximum extent possible communication between the officials within AERB and outside shall be through electronic media, telephone etc.
 - d) Within the office, while sharing certain working accessories like printers, scanners etc. and while using the common location and equipment like Lifts, frequent sanitization of hands should be done by AERB personnel.
 - e) To the extent possible all the files shall be converted into electronic form for its processing. Paper file handling shall be made bare minimum.
 - f) Wherever handling of hard copies is necessary, minimum social distancing will be followed and hand sanitization to be carried out prior to and following each transfer.
 - g) As far as possible delivery and receipt of DAK shall be restricted to the entry point of the office building. Handling of dispatch papers/DAKs shall be done with care and certain precautions. The concerned officer shall ensure that he/she is wearing

the face mask while handling the dispatch papers/DAKs and the hands are washed with soap and sanitized after its handling.

- h) Air conditioning devices should be operated in such a way that the room temperature is maintained in the range of 24-30 °C.
- i) To the extent possible all the rooms should be ensured to be well ventilated. For this , even with the Air conditioner in service, the doors and windows of the room, corridor and certain common places should be kept open.
- j) Inviting official from other offices to AERB should be avoided for any matter. All matters with these officials should be settled through phone to the extent possible.
- k) Vehicle other than of AERB/CTCRS/BRIT shall not be allowed to enter into AERB premises unless it is necessary.
- l) Food and drinking water may be brought from home.

A walk through of actions while coming to and leaving office is provided in Annexure II

Procedure for Management of Symptomatic Staff and Occurrence of Infections

- xv) While in the office, in case an official becomes ill and shows certain symptoms of COVID-19 and if the official is a CHSS beneficiary then immediately BARC Hospital has to be informed through the COVID19 Helpline Number-022-25598402.
- xvi) AERB Staff Club premises which is closed for recreational and other activities is earmarked for isolating employees/contractual staff/visitors with COVID-19 symptoms while in office, until they are safely moved to medical facilities.
- xvii) In case of confirmation of an employee to be Covid-19 positive, then the part of the building where the employee had come in contact during the last 48 hours should be isolated and disinfected. The contact tracing, management of contacts should be carried out as per the advice of the local health authorities.
- xviii) In case of larger outbreak (> 15 persons) the entire building need to be disinfected and all staff shall work from home until the building is declared fit for re-occupation.

4.2 Procedure to Function with Skeletal Staff

Guidelines that are being issued by Central/State government on the maximum staff strength permitted for the office to function with skeletal staff shall be followed. It should be ensured that, with the staff strength as per the guidelines from central/state government, social distancing is ensured in the office with the available facilities and infrastructure and at the same time official works are not hampered.

For selecting the officials to work from office following should be considered;

- i) Officials staying inside Anushaktinagar Township shall be preferred for Working From Office (WFO).
- ii) If the State authorities permits, then official staying outside Township who can commute with his/her own vehicle also may be considered to WFO.
- iii) With the number of officials selected to WFO it should be possible to maintain social distance in the office.
- iv) Persons with co-morbidities and pregnant women should not be considered to work from office.
- v) The rest of the Staff should continue to work from home and the staffs while working from home should attend office in work exigencies.

5. Security Staff should ensure the following

- i) All the AERB staff/contract staff/visitors shall be allowed to enter into AERB premises only after undergoing thermal screening and hand sanitization.
- ii) Entry into AERB premises should not be allowed to any Staff without face mask.
- iii) Routine issue of visitors/temporary passes should be suspended with immediate effect. Only those visitors who have permission of the officer who they want to meet, should be allowed after being properly screened.
- iv) The security reception slab (using spray) and other items that could be used by multiple persons are frequently sanitized.
- v) No vehicle, other than AERB/CTCRS/BRIT vehicle, is allowed to enter into AERB premises.

Statutory Guidelines

All Statutory / Official guidelines from NDMA, MHA, Ministry of Health and Family Welfare, District Authorities, Anushaktinagar Security, DCSEM, Hospital and from other Local Governing Bodies/Authorities shall be followed as applicable to AERB in addition to the above SOP.

Disinfection of Building and Vehicles before Resumption of WFO

Control of fomite mediated transmission

To prevent the spread of Virus the fomite mediated transmission has to be controlled and for this the fomites have to be disinfected. The work place and office buildings has to be disinfected by professional agency before resumption of the office with larger complement and thereafter it has to be maintained as mentioned below: -

Both the buildings including Lifts and the vehicles have to be disinfected before starting the work from office. Arrangements have to be made to sanitize the rooms and vehicles thereafter and keep the locations inside the building sanitized where the staff have to occupy/ move through (Ref. COVID-19-Guidelines on Disinfection of Work Places including Offices by MoHFW).

Safety aspect to be followed while occupying the room after carrying out the disinfection

to ensure safety of the occupant, following has to be followed before occupying the building for WFO after the disinfection: -

- a) The building should be well ventilated before occupying the room i.e. all the windows and doors of the room has to be kept open for air circulation.
- b) In spite of taking the above action, if the occupant feels uneasiness, while in the room, then he/she shall move out of the room immediately and inform their superior for further action.

List of Locations in AERB to be Disinfected

For disinfection of the office building the office premises can be broadly categorised into three areas -

- a) Indoor locations
- b) Washrooms
- c) Outdoor area

Following are the identified locations, in the above mentioned three areas, which needs to be disinfected

Indoor locations

1. Under indoor locations all areas in the premises including the following shall be disinfected completely:-

- a) Entrance gate of NB –A&B
- b) Entrance door/gate of all floors (keep it forced open) as these are frequently touched surfaces
- c) Rooms where the officials are seated
- d) Keys of the rooms
- e) Meeting rooms, Conference halls
- f) Corridors & Lobbies
- g) Niyamak Bhavan A& B reception & Security Desk platforms of NB A & B
- h) Driver's room
- i) Canteen
- j) Library
- k) NREMC
- l) Blower room in Niyamak Bhavan-A
- m) Security guard booths inside the building

Outdoor areas

Disinfection efforts should be targeted to frequently touched/contaminated surfaces at the outdoor. The following are such areas in AERB:

- a) Pump House
- b) Main Gate Security Cabin
- c) Transformer Sub-station

Washrooms

- a) All floor washrooms

General Guidelines to be followed during Disinfection Process:

Following guidelines have to be followed while disinfecting the building;

1. Cleaning and disinfection efforts should be targeted to frequently touched/contaminated surfaces
2. If contact surface is visibly dirty, it should be cleaned with soap and water prior to disinfection.

3. Prior to cleaning, the worker should wear appropriate PPE as per guidelines of DCSEM.
4. Start cleaning from cleaner areas and proceed towards dirtier areas.
5. All indoor areas such as entrance lobbies, corridors and staircases, lifts, security guard booths, office rooms, meeting rooms, driver rooms, auditoriums, canteen, washrooms, library, NREMC, blower room etc. should be disinfected.
6. Hand sanitizing stations should be installed at the entry, where the ID cards are swiped, as well as at security rooms of NB-A and NB-B, including one inside the lift.
7. Paper tissue should be placed along with hand sanitizer so that its plunger can be cleaned before use.
8. Wherever hand sanitizer is provided, covered dustbin (preferably with lid which can be operated with foot) should be provided for throwing used tissue paper in the same.
9. Adequate PPE should be provided to the cleaning staff including Face covers, Mask, Goggles, Full body covers, Gloves, Shoes etc.
10. Staggered shift system shall be made to these personnel to minimize the exposure to sanitation hazards.

A Walk Through of Actions while Coming To and Leaving Office

1. Any personnel with symptoms of fever, cough, or breathlessness, should immediately inform their controlling officer, stay at home and seek medical advice.

2. Instructions for entry into AERB premises through main gate

a. Reach Office on time wearing the facemask.



b. Avoid public transport.



c. Show the ID card and swipe IN the card without touching the card reader



d. Cooperate with the security staff for thermal screening.



e. Sanitize your hands.



f. Maintain Social distancing



3. Instructions for entry at Security Desk at NB A/B

a. Ask for the room key



b. Sanitise your hands

c. Use your own pen for entering relevant details in the Register.



d. Use stairs to reach your floor with maintaining social distance



e. In case, you need to take the lift, sanitize your hands, press the call button and enter the lift only if there is nobody or one person to maintain social distancing.

4. Instructions for entering Workplace

a. Use the room keys to enter into your workplace.



b. Wash and Sanitise your hands and the keys and start working.



5. Exiting Workplace

a. Switch off all electrical equipment.



b. Lock the room.

c. Use stairs to come to Security Desk with maintaining social distance.



d. In case, you need to take the lift, sanitize your hands, press the call button, and enter the lift only if there is no body or one person to maintain social distancing.

(Only two persons at a time inside the lift), press the floor key and exit when the desired floor level comes.

6. Exiting Security Desk NB A/B

a. Return the key (needs to be sanitized) and ensure social distancing



b. Use your own pen for entering relevant details in the Register.



c. Sanitize your hands



d. Exit through the building gate.

7. Exiting Office Gate-1

a. Reach Office Gate-1

b. Show your ID card and swipe OUT your card without touching the card reader.

c. Exit out of the office.

Following guidelines shall be followed to conduct the meetings

- a) Only minimum number of participants should be there in the meeting and throughout the meeting, social distance shall be maintained. (about 1.8 m distance shall be maintained between each participant in the meeting)
- b) The meeting shall be conducted in a well-planned way for short duration.
- c) Hard copies shall not be distributed, instead soft version of the documents will be projected in the meeting.
- d) Participants should wash and sanitize their hands frequently while in the meeting. Sanitizer shall be provided in the meeting room.
- e) In the committee meeting, outside participants shall not be permitted to use USB or distribute hard copies of the documents in the meeting.
- f) While inside AERB, the outside participants shall follow the AERB SOP.
- g) All the participants shall wear facemasks.
- h) The meeting room shall be kept well ventilated. Doors and the windows shall be kept open throughout the meeting.
- i) In the committee meetings the Dos and Don'ts during the meeting shall be clearly communicated to the participants before the meeting.

Precautions against Coronavirus Infection (Can be printed/displayed at important points)



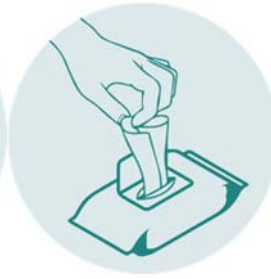
NO HAND SHAKING



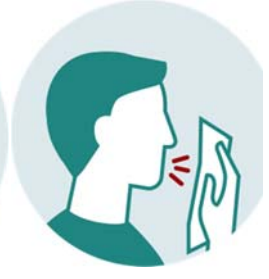
AVOID TOUCHING DOOR KNOBS



PROPER HAND-WASHING



USE PAPER TOWEL



COVER WHEN COUGHING/SNEEZING

Symptoms



FEVER
(Body temperature more than 100.4°F/38°C)



DRY COUGH



SORE THROAT



BREATHLESSNESS
(Difficulty in breathing)



TIREDDNESS

Reference

- [1] Government of India Ministry of Health & Family Welfare Directorate General of Health Services (EMR Division) Guidelines for home quarantine. (<https://www.mohfw.gov.in/pdf/Guidelinesforhomequarantine.pdf>)