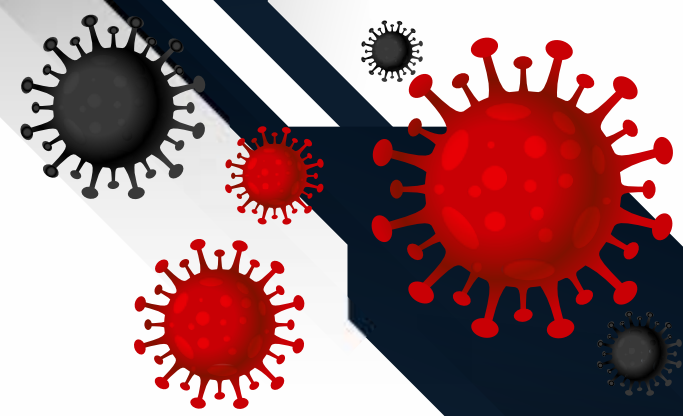


Standard Operating
Procedures (SOP) for
**Industry Post
Lockdown**

April 2020

Table of Content



Overview	1
Proposed Generic SOPs for Manufacturing Units- Tier Response Protocol	7
Proposed Generic SOPs for Distribution Centres- Tier Response Protocol	16
Time Line for Resuming Business	26
COVID 19 - Preventive Measures	27
Sector Specific - Proposed SOPs	28
♦ Agriculture & Food Processing	29
♦ Healthcare Service Providers	32
♦ Manufacturing	37
♦ Retail & Direct Selling	42
♦ E-commerce	46
♦ Services	50
♦ Transport Infrastructure & Logistics	55
♦ Education	59
♦ Film Exhibition & Live Events	63
♦ Media & Entertainment	67
♦ Real Estate	72
♦ Urban Transformation (Smart Cities)	81
♦ Sports	85
Annexure 1 - Check List for Businesses Continuity Post Lockdown	90

1

Overview

COVID-19, already a pandemic, is spreading rapidly taking the world by surprise, causing a great deal of uncertainty for the next phase of the disease as well as for the global economy. Epidemiologists suggest that the virus is highly transmissible and can cause nationally incapacitating epidemics once transmission within the community is established.

FICCI supports the 3-pronged strategies of Hon'ble PM of hotspot cluster containment, phased opening of non-hotspot economic markets and boosting Covid19 Medical support across India. This will instil confidence and preparation for the industry, and we stand united in extending support to the Business Continuity Plan. As we continue to research for a treatment and vaccination to curtail Covid19.

An approach to consider while opening up could be as per the grid below (This grid may not necessary be at the district level, it could be at the block or smaller levels such as group of areas covered by polling booths).

Each Sector should have standard operating process, for some sectors it is detailed below. In addition, there could be a check list that could be mandatory to fill and preserve.

A: No COVID Cases and no migration of workers	B: No COVID cases and there is migration of workers
<ul style="list-style-type: none"> • Cordon off such areas, no entry of persons should be allowed. • Allow all sectors all services to operate, priority to export oriented units. Agriculture Harvesting and Sowing priority. • For mobilizing labour for agriculture incentivize them by announcing those that come for operations will get additional benefits or quick transfers through DBT. • Allow all local procurement. • Allow shops to operate in a staggered manner. Give permits to adjacent shops to operate at different times and for longer hours. • Allow Transportation of Goods to Non COVID areas freely by Railway, Air Cargo, Road, Courier services & Post services. • All must use Aarogya Setu App, if travel to COVID Active areas. • Re-entry only after testing / or allow Vehicle but use local drivers. • Practice Social distancing. 	<ul style="list-style-type: none"> • Cordon off such areas. • Operate special transportation. Bus, Rail to such areas can get on only post testing. In some cases, quarantine may be required. • Allow all Sectors to operate sequencing of opening could be : extension of essential services, home needs, needs to address the onset of summer, export oriented units. Those units with own housing, Agriculture Harvesting or Sowing. • Allow those with own housing to operate. • Retail markets with staggered opening and longer working hours, if possible 24X7. • Allow 12 hour shifts for those who operate two shifts so that reduced number of people travel. • Allow all local procurement. • Local Transport only with social distancing and 50 % of fleet, (odd, even), courier services, post services • Allow Transportation of Goods to Non COVID areas freely • All must use Aarogya Setu App, if travel to COVID active areas, Re-entry only after testing / or allow Vehicle but use local drivers • Practice Social distancing.

C: No New Cases being reported	D: New Cases being reported
<ul style="list-style-type: none"> • Cordon off areas where existing cases located. • Extend local lockdown of these areas for 14 days. • Rapid Testing • In these areas allow only essential Services and export sectors, continuous process, with testing of workforce, social distancing. • Rapid testing of all in the locality once no cases allow as A or B above • Delivery services to operate. 	<ul style="list-style-type: none"> • Extend lockdown for first 14 days and additional if required. • Set up isolation rooms. • All should use Aarogya Setu app if have phone • Rapid testing of all, Isolation of those testing positive, Quarantine those in proximity for 14 days • Only health related and essential services including agriculture or those units or sites where they have own worker housing and it is COVID free with no migration of labour. • Delivery services to operate only till edge of area, local residents to take from there – no human contact.

Quadrant D in above grid could be looked at like a containment zone, which is fully locked out from outside intervention, with maximum patrolling and frequent sanitation in the geographic area. Adjoining these high-risk containment zones, there could be buffer zones that will ring-fence the population from the high infection area. The perimeter of such zones can depend upon the severity of infection in the containment area. In the buffer zone, there could be limited mobility with social distancing norms and compulsory wearing of masks, under surveillance of law enforcement agencies.

FICCI has compiled some of the standard operating procedures (SOP) for the following industrial sectors.

<ul style="list-style-type: none"> • Agriculture & Food Processing • Healthcare Service Providers • Manufacturing • Retail & Direct Selling • E-commerce • Services 	<ul style="list-style-type: none"> • Transport Infrastructure and Logistics • Education • Film Exhibition & Live Events • Media & Entertainment • Real Estate • Urban Transformation (Smart Cities) • Sports
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As COVID-19 continues to affect different parts of India, it is important that workplaces and factories implement safe practices to prevent the occurrence of transmission of the disease. The employees and interacting personnel need to be protected while ensuring business continuity so that livelihoods are not impacted. These SOPs for industry aim to mitigate the economic fallout of the Covid-19 pandemic while allowing for the continuation of economic. These protocols will help define the actions required to be taken by the organizations based on its risk profile across the country post lockdown. They are based on the following guiding principles:

Guiding Principles

- Protection of Personnel
- Social distancing in travel to and from workplace and during interaction with suppliers and those in distribution chain
- Business protection & continuity comes next
- Guidance from Central Government., State Government. & WHO
- Implementing Best Practices for safety and prevention
- Create Standard Operating Procedures (SOPs) to ensure preventive measures are executed in a systematic way
- Introduce audit procedures to monitor and ensure safe practices are implemented
- Action plan in the event of persons feeling unwell in workplace.

Globalization has numerous benefits as all countries are interconnected and people around the world can travel across the globe. However, it also comes with underlying threat as we are witnessing with current COVID-19 outbreak. As a key learning from current pandemic, organizations should incorporate these practices as part of its Business Continuity Plan and all the employees and people associated with the business should be trained to deal with such situations in future.

Execution Team

For factories, The implementation of these protocols require facilitation by a cross functional team to ensure required support and clarification on the processes. The implementation team should be led by the senior most person in the

site team, typically the Factory Manager. The team composition which can help should include all functional leads from the site viz:

- Site Human Resource Manager / manager
- Production Manager(s) / Business supervisor
- Engineering/Maintenance/Utility Manager(s)
- Stores/Warehouse/Despatch In-charge
- Medical Expert for the site (may be full-time or part-time)
- Security personnel

For service organisations,

- The manager,
- The team leaders,
- Transport in charge,
- Human resource officer
- Security personnel

For small establishments

- The head of the establishment
- One other person who in the absence of the head would take charge

For local markets

- The Market / traders Association

For Mandis

- Local Mandi operator

Each entity has to designate a local head who is on the site. The details should be shared with the local administration.

Verification

The implementation of tiered response protocol should be internally audited by the organizations as well as local authorities to check the adequacy of controls in place. The audits will help them to provide/amend/cancel require approvals in order to run normal operations keeping in mind the safety of the people.

Review and Improve

Regular management review of execution of these protocols to be done by site teams in order to identify gaps in the implementations and create action plan for improvement.

Uniform SOP across all sectors - Usage of Aarogya Setu Mobile App and Wearing of masks all time.

Note:

- The government recently launched the Aarogya Setu mobile app to help people identify the risk of contracting the novel coronavirus by using smartphone's bluetooth and location services. Developed by the Ministry of electronics and information technology, the app supports 10 Indian languages and English. The app is available for download on Google's Play Store and Apple App Store for Android and iOS mobile platforms, respectively.
- Public should be warned against using disposable surgical masks as this will deprive the medical personnel of protective gear to face COVID patients. Further, surgical masks are not biodegradable and if not appropriately disposed it can spread the virus if garbage collectors come in contact with them, or if they are picked up by rag pickers.
- Instead, people may use washable cloth masks to cover their nose and mouth. Cloth masks must be washed in soap and water and dried, before being reused.

A comprehensive Check list has been prepared for the business units to start operating post lockdown – ANNEXURE - 1.

2

Proposed Generic SOPs for Manufacturing Units– Tier Response Protocol

How to read the Standard		Manufacturing Units Tier Response Protocol			
<ul style="list-style-type: none"> • Business As Usual - Black Fonts • Mandatory - Red Fonts • Best Practices - Grey Font 		Tier 1 (Business as Usual)	Tier 2	Tier 3 (Severe)	Tier 4 (Highly Severe)
Risk Area	Mitigation	District/ Locality COVID19 Free: Monitor	District/Locality in vicinity of COVID19 Impacted districts/locality	District/Locality Impacted with declared Hotspots	District/ Locality with declared containment zones
Entrance	Site Visitors	Details of any visitor to the Site must be communicated, in advance by identifying: <ul style="list-style-type: none"> - Reason for the visit CREATE A SURVEY (Daily basis checklist) <ul style="list-style-type: none"> - Visitors submit details of previous places visited - Confirmation for "no contact with any suspicious person" coming from risk areas - Declaration about their physical symptoms - they submit transportation mode used to reach the site 	Any visitor to the Site must be approved by the Factory Manager by identifying: <ul style="list-style-type: none"> - Clear reason for the visit CREATE A SURVEY (Daily basis checklist) <ul style="list-style-type: none"> - If the visitor has been quarantined in the last 14 days? - If the visitor was present at any local high risk city during the last 14 days? - Declaration about their physical symptoms 	Any visitor to the Site must be approved by the Factory Manager by identifying: <ul style="list-style-type: none"> - Clear reason for the visit CREATE A SURVEY (Daily basis checklist) <ul style="list-style-type: none"> - Visitors submit details of previous places visited - If the visitor has been quarantined in the last 14 days? - If the visitor was present at any local high risk city during the last 14 days? 	Any visitor to the Site must be approved by the Factory Manager by identifying: <ul style="list-style-type: none"> - Clear reason for the visit CREATE A SURVEY (Daily basis checklist) <ul style="list-style-type: none"> - Visitors submit details of previous places visited - If the visitor has been quarantined in the last 14 days? - If the visitor was present at any local high risk city during the last 14 days?

			<ul style="list-style-type: none"> - Confirmation for "no contact with any suspicious person" coming from high risk areas - Mode of transportation used to reach the site 	<ul style="list-style-type: none"> - Declaration about their physical symptoms - Mode of transportation used to reach the site - Confirmation for "no contact with any suspicious person" coming from high risk areas - Thermal screening - > Fever below 37.5 C no cough, sneezing - Sanitation before entering the site 	<ul style="list-style-type: none"> - Declaration about their physical symptoms - Mode of transportation used to reach the site - Confirmation for "no contact with any suspicious person" coming from high risk areas - Thermal screening - > Fever below 37.5 C no cough, sneezing - Sanitation before entering the site - Constantly covered with Mask all times
	<p>Site Employees + regular contractors transportation mode</p>	<p>Business as usual</p>	<p>Keep using regular mode of transportation</p> <p><i>On completion of each trip (Single run or completed cycle), the company vehicle's interior must be cleaned with recommended solution including all interior and exterior touchpoints.</i></p> <p><i>Signage displayed to identify time of last cleaning cycle.</i></p> <p><i>Avoid any contact with people who demonstrate symptoms of coughing or sneezing.</i></p>	<p>1. Whenever possible, employees should avoid using any crowded transportation mode e.g. (public bus, trains and metro); the usage of personal vehicles is recommended</p> <p>In case employees have to use public transportation (as the only practical solution), employees should:</p> <ul style="list-style-type: none"> - avoid crowded routes and take alternative ones - wear masks during the journey and disinfect hands regularly <p>2. For company provided transport ensuring that for each vehicle (after each trip - single run or complete round-trip) the vehicle interior is cleaned with identified solution including all interior and exterior touchpoints. Signage report is displayed to identify time of last cleaning cycle.</p>	<p>1. Company shuttle bus capacity is limited to 20 employees per ride</p> <p>2. <i>Employees and Contractors to avoid crowded transportation mode e.g. public bus, trains and metro. Use personal vehicles.</i></p> <p>3. <i>Company Buses should have tagged usable seats no nearer than 2m from each other</i></p>

<p>Employees + Regular Contractor Screening</p>	<p>Any employee must report if they had travelled in a tier 4 area</p>	<p>All Site employees must report if they:</p> <ul style="list-style-type: none"> - have travelled to any tier 4 areas and on a weekly basis must report: - Have travelled to any infected areas - Have any contact with an infected person - Have any contact with any suspicious person (Cough, Sneezing, fever, headache) - Have any symptoms (Cough, Sneezing, fever, headache), they should report immediately to their direct manager 	<p>DAILY basis to report:</p> <ul style="list-style-type: none"> - Have travelled to any infected areas - Have any contact with an infected person - Have any contact with any suspicious person (Cough, Sneezing, fever, headache) - thermal screening -> Fever below 37.5C no cough, sneezing - hand sanitation before entering the site 	<p>DAILY basis to report:</p> <ul style="list-style-type: none"> - Have travelled to any infected areas - Have any contact with an infected person - Have any contact with any suspicious person (Cough, Sneezing, fever, headache) - thermal screening -> Fever below 37.5C no cough, no sneezing - Hand sanitation before entering the site. - Employees should wear a masks* all time to avoid the risk of spreading the virus even in case of no symptoms. - <i>If masks* availability is restricted (e.g. supply out of stock or government regulation) only employees who are performing 4-hands tasks (not respecting social distancing >2m) should wear the masks (e.g. mechanics/fitters who are performing tasks on multiples lines and are in contact with multiple operators, logistic operators who may serve multiple lines and in contact with multiple operator, all operators who can't respect social distancing must wear masks)</i> All other employees (not wearing masks) should rigorously maintain social distancing > 2m.
<p>Employees additional Checking Working Hours</p>	<p>Business as usual</p>	<p>Additional checking is required only if employee present any symptom</p>	<p>Additional checking is required only if employee present any symptom</p>	<p>Additional checking is required if employee presents any symptom'</p> <p>Checking during Lunch Time and Leaving the plant is recommended.</p> <p>Checking involved thermal screening -> Fever below 37.5C no cough, sneezing</p>

	Truck driver Screening + declaration	<ul style="list-style-type: none"> - Truck Driver (TD) to report all previous places visited by them - TD to submit a declarations about their physical conditions 	<ul style="list-style-type: none"> - Truck Driver (TD) to report all previous places visited by them. - TD has been in quarantine in the last 14 days? - TD to submit a declarations about their physical conditions - TD to submit a declarations about No contact with any suspicious person coming from Risk Areas - TD to sanitize his hands before handing over documents to security - warehouse team 	<ul style="list-style-type: none"> - Truck Driver (TD) to report all previous places visited by them - TD has been in quarantine in the last 14 days? - TD submits a declaration about "No contact with any suspicious person" coming from Risk Areas or Countries - TD to undergo Thermal screening -> Fever below 37.5C no cough, sneezing - TD to do hand sanitation before handing over documents to security - warehouse team - TD to wear mask all time 	<ul style="list-style-type: none"> - Truck Driver (TD) to report all previous places visited by them. - TD has been in quarantine in the last 14 days? - TD submits a declaration about "No contact with any suspicious person" coming from Risk Areas - TD to undergo Thermal screening -> Fever below 37.5C no cough, sneezing - TD to do hand sanitation before handing over documents to security - warehouse team - TD to wear mask all time
Change Room		As per standard procedures	As per standard procedures	<i>Depending on the size of the changeroom (e.g. number of showers, benches etc.) the site can define the maximum number of employee who can use the changeroom at the same time to minimize contagion (e.g. limiting to 20-30 FTE at a time)</i>	<i>Changeroom is limited to 20 employees at the same time After any group complete uniform change, a cleaning cycle should be performed following Cleaning standard</i>
Office Meeting		As per standard procedures	As per standard procedures	Sanitize the room after every meeting <ul style="list-style-type: none"> - limit the number of people involved to those strictly necessary 	Meetings in office and room must be avoided In case it is really necessary to meet in a room: <ul style="list-style-type: none"> - Sanitize the room previously - keep the social distance of > 2m - Keep using masks - Change air through HVAC system and open windows after every meeting where possible

Canteen	Activity	As per standard procedures	Enhanced cleaning process in place	<ul style="list-style-type: none"> - Organize employees to have meals in batches to avoid a crowded situation - Sanitize before and after every shift as per regular Canteen cleaning procedures - Use disposable cutlery, in case of durable cutlery use hot water sanitizing - Make table sanitizers available for use - <i>Sanitizing tables after every group (or individual employee) has finished</i> - <i>No visitor should be allowed to have lunch in the canteen</i> 	<ul style="list-style-type: none"> - Organize employees to have meals in small groups to avoid crowded situations - Maximum 4 employees per table allowed. - Maintain social distance >2m - Use disposable cutlery, in case of durable cutlery, sanitize dishes with hot water <p>Sanitize before and after every shift as per regular Canteen cleaning procedure</p> <p><i>Sanitizing tables after every group (or individual employee) has finished</i></p> <p><i>Would suggest closing Canteen services and move to pre-prepared meals where appropriate</i></p>
	Canteen Crew Screening	No crew screening	Canteen crews should be screened at Tier 2 protocol	Canteen crews should be screened as they are touching food and could be increasing the risk of spreading the virus.	Canteen crews should be screened as per Tier 4 protocol
Cleaning Activities	Site Office	As per standard procedures	Regular activity as per standard procedure	<ul style="list-style-type: none"> - Everyday routine sanitizing to be followed of the office front door/stairs/elevators/bathroom - Cleaning tools and equipment need to be stored independently, avoiding cross use 	<p>Everyday routine sanitizing to be followed for office front door/stairs/elevators/bathroom</p> <ul style="list-style-type: none"> - Cleaning tools and equipment need to be stored independently, avoiding cross use
Shop floor Activities	Shift Change	Regular flow of people	Regular flow of people	Site could decide to organize employee flow in a way to minimize crowded situation depending on site layout.	<p>Site must organize employees flow in a way to minimize contact.</p> <p><i>Employees to be requested to access the site in 3 different groups at interval of 10 minutes each to manage screening, uniform changes and lines change.</i></p>

<p>During routine activities</p>	<p>Standard SOP</p>	<p>Regular cleaning and sanitization to be ensured.</p> <p>Avoid crowded situation and start practicing social distancing (>2m)</p>	<ul style="list-style-type: none"> - Frequent hands sanitizing to be adhered to, at least twice in a shift (Minimum). - Implement social distancing (>2m between two employees) by establishing zoning for operators to work on their own (one operator at a time in the zone), and they would therefore not need to wear masks. <p>If "4 hands operators" (e.g. fitters) would need to work in the zone, zone regular operator (e.g. machine operators) should go in a separate isolated place.</p>	<p>Frequent hand sanitizing at least twice a shift (Minimum) is to be ensured.</p> <p>In case of close collaboration needed avoid physical contact or if necessary use gloves and wear masks.</p> <p>When there are 4-hands operation it is mandatory to use mask and practice hand washing and sanitization before and after the use.</p> <p>Keep 2 meter distance from colleagues performing another task.</p>
<p>Quality LAB</p>	<p>Standard SOP</p>	<p>Regular cleaning and sanitization as per standard SOP</p> <p>Minimize situations where multiple workers are working in limited space</p> <p>Start practicing social distancing (>2m)</p>	<p>Increase frequency for cleaning & sanitization on a daily basis for all types of labs.</p> <p>Frequent hands sanitizing for all Quality workers using LABs to be implemented.</p> <p>A) Implement social distancing (>2m)</p> <p>B) If social distancing is not possible:</p> <ul style="list-style-type: none"> - organize the activity in such a way that analyses are performed and equipment are used individually, one after another (i.e. working in series) - If not possible to work in series use PPE <p>All equipment and surfaces touched by each worker should be cleaned and sanitized (e.g. work bench, lab equipment, glassware, keyboards/mouse etc.) before another worker uses them.</p>	<p>Daily cleaning & sanitization - as per Tier 3</p> <p>Frequent hands sanitizing for all Quality workers using LABs to be ensured.</p> <p>A) Implement social distancing (>2m) and</p> <p>B) Organize the activity in such a way that analyses are performed and equipment are used individually, one after another (i.e.. working in series)</p> <p>C) Quality Workers to use masks in the Lab</p> <p>All equipment and surfaces touched by each worker should be cleaned and sanitized (e.g. work bench, lab equipment, glassware, keyboards/mouse etc.) before another worker uses them.</p>

	Machine Cleaning and Disinfection	Standard SOP	Regular cleaning and sanitization - Machine sanitization and disinfection as per standard procedure to be ensured.	Machine sanitization and disinfection to be ensured. Machine externals and tools that are commonly touched (e.g. touch screen - handle - switches) should be sanitized at least at any shift change and after any use in case of multiple employees using them	Machine sanitization and disinfection to be ensured. <i>Machine externals and tools that are commonly touched (e.g. touch screen - handle - switches, emergency button) should be tagged for sanitization at least at any shift change and after any use in case of multiple employees using them</i>
Extra Care	Sanitization and cleaning cycles	Standard SOP	Regular routine of cleaning	Twice in a shift, routine sanitization to be ensured for factory common areas / shop floor /office with concentration of people Use Alcohol sanitizer or Sodium Hypochlorite Solution	Twice in a shift routine sanitization to be ensured for factory common areas / shop floor /office with concentration of people to be followed. Use Alcohol sanitizer or Sodium Hypochlorite Solution For the administrative office, suggest to have fresh air flow exchange where possible. Check air filter and air-purifier and increase cleaning and maintenance if necessary
Restrooms	Sanitization and cleaning cycles	Standard SOP	Standard SOP	As per standard procedures	Must use disposable paper on the top of Sanitary cleaning
Smoking areas	Usage of smoking areas where applicable	Standard SOP	Regular routine of cleaning	Evaluate the possibility to close the smoking areas Restrict access to limited number of people, avoid crowded situations. Any cigarette left over (e.g. cigarette butt) to be disposed properly to avoid any possible contacts	Close the smoking areas In case of any specific need, allow only single/individual usage of smoking area Any cigarette left over (e.g. cigarette butt) to be disposed properly to avoid any possible contacts
Warehouse Activities FG / RPM In the plant	Forklifts	business as usual	Regular routine of cleaning	Twice in a shift, parts of the machines that are commonly touched (Belt, handle and Drive Wheel) must be sanitized.	Twice in a shift parts of the machines that are commonly touched(Belt, handle and Drive Wheel) must be sanitized.

Warehouse Activities	business as usual	Regular routine of cleaning	<p>Keep the working area clean</p> <p>Keep sanitizing hands</p> <p>Keep 2 meter distance from colleagues performing another task</p>	<p>keep the working area clean</p> <p>Keep fresh air flow exchanging through HVAC system</p> <p>Keep sanitizing hands at regular intervals</p> <p>Keep 1 meter distance from colleagues performing another task</p>
Warehouse Sanitization	business as usual	Regular routine of cleaning	<ul style="list-style-type: none"> - Twice in a day sanitization of offices, stairs, elevators to be ensured - Cleaning tools and equipment need to be stored independently, avoiding cross use 	<ul style="list-style-type: none"> - Twice in a day sanitization for offices, stairs, elevators to be ensured - Cleaning tools and equipment need to be stored independently, avoiding cross use
Masks, Sanitization, and Cleaning equipment	Follow local regulation and guidance	<p>Evaluate consumption and establish replenishment levels of masks.</p> <p>All other employees (not wearing masks) should rigorously maintain social distancing > 2m and practice zoning</p> <p>Establish Safety Stock of mask required</p> <p>Identify committed suppliers who are able to deliver as per the requirement.</p> <p>Only employees who are performing 4-hands tasks should wear the mask (e.g. mechanics/fitter who are performing tasks on multiples lines and are in contact with multiple operators, logistic operators who may serve multiple lines)</p>	<p>Evaluate consumption and establish replenishment levels of Masks.</p> <p>All other employees (not wearing masks) should rigorously maintain social distancing > 2m</p> <p>Establish Safety Stock of masks required.</p> <p>Identify committed suppliers who are able to deliver as per requirement.</p> <p>Define zoning where operators can work strictly solely and where no mask will be required. Only employees who are performing 4-hands tasks should wear the mask (e.g. mechanics/fitter who are performing tasks on multiples lines and are in contact with multiple operators, logistic operators who may serve multiple lines)</p>	<p>Evaluate consumption and establish replenishment levels of masks.</p> <p>Establish Safety Stock of masks required.</p> <p>Identify committed suppliers who are able to deliver as per the requirement.</p> <p>Consideration to calculate masks demand in case of tier4: if masks availability is restricted</p> <p>Reduce number of employees in the factory and secure that no one would work without wearing masks where it would be required.</p> <p>Anyone not wearing masks should rigorously maintain social distancing > 2m</p>

General recommendation	Thermometers and additional equipment for control	Follow local regulation and guidance	<i>Establish proper number of Thermometers required</i> <i>Develop proper training program for people using thermometers</i> <i>Develop proper forms for data collection</i>	Establish proper number of Thermometers Develop proper training for people using thermometers <i>Develop proper forms for data collection</i>	Establish proper number of Thermometers Develop proper training for the people using the thermometers Develop proper forms for data collection
	OHS + Process Safety		Emergency responders must always be in place at the site Maintain an onsite person in the Safety Critical Roles Prepare substitution plan for all critical workers running processes with risk	Emergency responders must be always in place at the site. Maintain an onsite person in the Safety Critical Roles Trained and AVAILABLE substitution workers to replace Safety critical roles	Emergency responders must be always in place at the site. Maintain an onsite person in the Safety Critical Roles Trained and AVAILABLE substitution workers to replace Safety critical roles
	Emergency Plan (Reaction plan) Every plant must develop a clear flow and Responsibility Matrix		<i>Response plan is in place in case of virus infection</i>	Emergency responders must be always in place at the site. Maintain an onsite person in the Safety Critical Roles Trained and AVAILABLE substitution workers to replace Safety critical roles to be ensured.	Emergency responders must be always in place at the site. Maintain an onsite person in the Safety Critical Roles Trained and AVAILABLE substitution workers to replace Safety critical roles to be ensured. Safety Critical role workers should wear masks
	Emergency Plan (Reaction plan) Every plant must develop a clear flow and Responsibility Matrix		<i>Response plan is in place in case of virus infection</i>	Emergency responders must be always in place at the site. Maintain an onsite person in the Safety Critical Roles Trained and AVAILABLE substitution workers to replace Safety critical roles to be ensured.	Emergency responders must be always in place at the site. Maintain an onsite person in the Safety Critical Roles Trained and AVAILABLE substitution workers to replace Safety critical roles to be ensured. Safety Critical role workers should wear masks

Proposed Generic SOPs for Distribution Centres– Tier Response Protocol

How to read the Standard		Proposed Generic SOPs for Distribution Centres– Tier Response Protocol			
<ul style="list-style-type: none"> • Business As Usual - Black Fonts • Mandatory - Red Fonts • Best Practices - Grey Font 					
Risk Area	Mitigation	Tier 1 (Business as Usual)	Tier 2	Tier 3 (Severe)	Tier 4 (Highly Severe)
		District/ Locality COVID19 Free: Monitor	District/Locality in vicinity of COVID19 Impacted districts/locality	District/Locality Impacted with declared Hotspots	District/ Locality with declared containment zones
Entrance	Site Visitors	Details of any visitor to the Site must be communicated, in advance by identifying: <ul style="list-style-type: none"> - Reason for the visit CREATE A SURVEY (Daily basis checklist) <ul style="list-style-type: none"> - Visitors submit details of previous places visited - Confirmation for "no contact with any suspicious person" coming from risk areas - Declaration about their physical symptoms - they submit transportation mode used to reach the site 	Any visitor to the Site must be approved by the factory manager by identifying: <ul style="list-style-type: none"> - Clear reason for the visit CREATE A SURVEY (Daily basis checklist) <ul style="list-style-type: none"> - If the visitor has been in quarantine in the last 14 days? - If the visitor was at any local high risk city during the last 14 days? - They need to submit a declaration about their physical condition 	Any visitor to the Site must be approved by the factory manager identifying: <ul style="list-style-type: none"> - Clear reason for the visit CREATE A SURVEY (Daily basis checklist) <ul style="list-style-type: none"> - Visitors have submitted details of previous places visited by them - If the visitor has been in quarantine in the last 14 days? - If the visitor was at the local city during the last 14 days? - If the visitor was at the local city during the last 14 days? 	Any visitor to the Site must be approved by the factory manager <ul style="list-style-type: none"> - they have submitted details of previous places visited by them - If the visitor has been in quarantine in the last 14 days? - If the visitor was at local city during the last 14 days? - They need to submit a declaration about their physical condition

		<ul style="list-style-type: none"> - Confirm that they had not come in contact with any suspicious person coming from Risk Areas - Mode of transportation they used to reach the site 	<ul style="list-style-type: none"> - They need to submit a declaration about their physical condition - They need to submit details of transportation mode used to reach the site - Visitor had no contact with any suspicious person coming from Risk Areas - Thermal screening of visitors-> Fever below 37.5 C no cough, sneezing - Hand sanitation before entering the site by the visitor 	<ul style="list-style-type: none"> - They need to submit details of transportation mode used to reach the site - They have no contact with any suspicious person coming from Risk Areas - Thermal screening -> Fever below 37.5C no cough, sneezing - Hand sanitation before entering the site by the visitor - Keep using masks constantly for ALL visitors
Site Employees + regular contractors transportation mode	Business as usual	<p>Keeping using regular mode of transportation Avoid to be in contact with people that demonstrate symptoms of Coughing or Sneezing</p>	<ol style="list-style-type: none"> 1. Avoid crowded transportation mode EG. Public bus, trains and metro. Use personal vehicles. 2. Company shuttle buses should be cleaned and sanitized after every travel (Seats, Handrails) 	<ol style="list-style-type: none"> 1. Avoid crowded transportation mode EG. Public bus, trains and metro. Use personal vehicles or Unilever provided services. 2. Company shuttle buses should be cleaned and sanitized after every travel (Seats, Handrails) 3. <i>Company shuttle bus limited to 20 employees per ride</i>
Employees + Regular Contractor Screening	Any employee must report if they had travelled in a high risk areas	<p>All Site employees must report:</p> <ul style="list-style-type: none"> - Have travelled in a tier 4 areas <p>and on a weekly basis:</p> <ul style="list-style-type: none"> - Have travelled to infected areas - Have any contact with infected person - Have any contact with suspicious person (Cough, Sneezing, fever, headache) - Report immediately to direct manager any symptom (Cough, Sneezing, fever, headache) 	<p>All Site employees must report: and on a weekly basis:</p> <ul style="list-style-type: none"> - Have travelled in a tier 4 areas - Have travelled to infected areas - Have any contacted with infected person - Have any contact with suspicious person (Cough, Sneezing, fever, headache) - Undergo thermal screening -> Fever below 37.5C no cough, sneezing - Do hand sanitation before entering the site 	<p>All Site employees must report: and on a weekly basis:</p> <ul style="list-style-type: none"> - Have travelled in a tier 4 areas - Have travelled to infected areas - Have any contact with infected person - Have any contact with suspicious person (Cough, Sneezing, fever, headache) - Undergo thermal screening -> Fever below 37.5C no cough, no sneezing - Do hand sanitation before entering the site. - Employees should wear a masks all time to avoid the risk of spreading the virus even in case of no symptoms

	Employees additional Checking Working Hours	Business as usual	Additional checking is required only if employee presents any symptom	Additional checking is required only if employee presents any symptom	Additional checking is required only if employee present any symptom <i>Checking during Lunch Time and while Leaving the plant is recommended.</i> <i>thermal screening -> Fever below 37.5C no cough, sneezing</i>
Change Room		As per standard procedures	As per standard procedures	<i>Depending on the size of the changeroom (e.g. number of showers, benches etc.) the site can define the maximum number of employees who can use the changeroom at same time to minimize contagious (e.g. limiting to 20-30 FTE at a time)</i>	<i>Changeroom limited to 20 employees at the same time</i> <i>After any group complete uniform change, a cleaning cycle should be performed following Cleaning standard</i>
Office Meeting		As per standard procedures	As per standard procedures	Sanitize the room after every meeting - limit the number of people involved to those strictly necessary	Meetings in office and room must be avoided In case it is necessary to meet in a room: - Sanitize the room previously used - keep the social distance of 2m - Keep using masks - Change air using HVAC system and open windows after every meeting where possible
Canteen	Activity	As per standard procedures	Regular cleaning and sanitization to be ensured	Organize employees to have meals in batches to avoid crowded situation Sanitize before and after every shift <i>Use disposable cutlery (in case of durable cutlery, wash and high temperature sanitizing)</i> <i>Sanitizing tables after use by every group of people (or individual employee)</i>	- Organize employees to have meals in batches to avoid crowded situation - 4 employees per table max. - Maintain social distance of at least 2m between tables - Sanitize before and after every shift as per regular Canteen cleaning procedure - Use disposable cutlery or if durable cutlery, distribute individually (no hand in cutlery bucket) by someone wearing gloves and mask after wash and high temperature sanitizing) Sanitizing tables after every group of people (or individual employee)

	Canteen Crew Screening	No crew screening	Canteen crews should follow Tier 2 screening protocol	Canteen crews should follow Tier 3 screening protocol as they are touching food and could be increasing the risk of spreading the virus	Canteen crews screening to be done using Tier 4 screening protocol
Cleaning Activities	Site Office		Regular activity as per standard	<ul style="list-style-type: none"> - Everyday routine sanitizing to be ensured for office front door/stairs/elevators/ bathroom - Cleaning tools and equipment need to be stored independently, avoiding cross use 	<ul style="list-style-type: none"> - Everyday routine sanitizing to be ensured for office front door/stairs/elevators/bathroom - Cleaning tools and equipment need to be stored independently, avoiding cross use
Warehouse Activities	Shift Change	Regular flow of people	Regular flow of people	Site could decide to organize employees flow in a way to minimize crowded situation depending on site layout.	<p>Site must organize employees flow in a way to minimize contact</p> <p><i>Employees to be requested to access the site in 3 different groups at interval of 10 minutes each to manage screening, uniform changes and lines change.</i></p>
	During routine activities	Standard SOP	Regular cleaning and sanitization to be ensured	Frequent hands sanitizing, twice a shift (Minimum) to be ensured	<p>Frequent hand sanitizing at least twice a shift (Minimum) to be ensured</p> <p><i>Keep 2m distance from colleagues performing another task.</i></p> <p>In case of close collaboration is needed avoid physical contact or if necessary use gloves</p>
	Machine Cleaning and Disinfection	Standard SOP	Regular cleaning and sanitization - Machine sanitization and disinfection to be ensured.	<p>Machine sanitization and disinfection to be ensured</p> <p>Machine externals and tools that are commonly touched (e.g. touch screen - handle - switches) should be sanitized at least at any shift change and after any use in case of multiple employees are using them.</p>	<p>Machine sanitization and disinfection to be ensured</p> <p>Machine externals and tools that are commonly touched (e.g. touch screen - handle - switches) should be tagged for sanitization at least at any shift change and after any use in case of multiple employees are using them.</p>

	Forklifts	business as usual	Regular routine of cleaning to be ensured	Before starting the shift, Belt, handle, Drive Wheel and parts of the machines that are commonly touched must be sanitized	Twice a shift parts of the machines that are commonly touched (Belt, handle and Drive Wheel) must be sanitized
	Product Interaction	business as usual	Frequent hand sanitizing, wear masks and gloves while handling products	<p>Wear masks when handling products. Masks to be replaced when dirty, moist, deformed, damaged or smelly.</p> <p>Hands washing and disinfection to be done before and after putting on and removing the mask. Avoid touching the mask surface and rubbing eyes with hands.</p> <p>Repacking operations: wash and disinfect hands or wear disposable hand gloves when handling products. If the gloves are dirty or damaged, replace right away, and repeat hand washing and disinfecting before putting on new gloves.</p>	<p>Wear masks when entering the product storage area as well as when handling products. Masks to be replaced every 4 hours max or anytime when dirty, moist, deformed, damaged or smelly.</p> <p>Hands washing and disinfection before and after putting on and removing the mask.</p> <p>Avoid touching the mask surface and rubbing eyes with hands.</p> <p>Repacking operations recommended to wash and disinfect hands or wear disposable hand gloves when handling products. If the gloves are dirty or damaged, replace right away, and repeat hand washing and disinfecting before putting on new gloves.</p>
	Product Storage	Business as usual	Business as usual	<p>All products, packaging materials, promotional materials, etc., should be stored with pallets and kept distance from wall and away from the floor</p> <p>All products should be stored in closed and sealed cases</p> <p><i>Workplace and any surface area touched by hands should be thoroughly cleaned and disinfected at the end of the day</i></p>	<p>All products, packaging materials, promotional materials, etc., should be stored with pallets and kept distance from wall and away from the floor.</p> <p>All products should be stored in closed and sealed cases.</p> <p>Workplace and any surface area touched by hands should be thoroughly cleaned and disinfected at the end of each shift</p>

	Warehouse Visitors (same as row 4)	Business as usual	<p>Limit visitors as much as possible Required to take temperature measurement and allowed to enter the warehouse area only if with a body temperature below 37.5 °C Follow employee hand washing, disinfection and protective equipment procedures Recommended to wear disposable medical masks</p>	<p>Limit visitors as much as possible. Required to take temperature measurement and allowed to enter the warehouse area only if with a body temperature below 37.5 °C . Follow employee hand washing, disinfection and protective equipment procedures. Required to wear disposable medical masks and dispose masks at designated mask disposal bin. <i>If during visit, visitors observed with symptoms of discomfort such as fever, cough, weakness of limbs or difficulty breathing, visitors shall be re-located to the isolation area, and take corresponding actions according to the local policy.</i></p>	<p>Limit visitors to critical requirements only. Required to take temperature measurement and allowed to enter the warehouse area only if with a body temperature below 37.5 °C . Follow employee hand washing, disinfection and protective equipment procedures. Required to wear disposable medical masks and dispose masks at designated mask disposal bin. If during visit, visitors observed with symptoms of discomfort such as fever, cough, weakness of limbs or difficulty breathing, visitors shall be re-located to the isolation area, and take corresponding actions according to the local epidemic prevention policy.</p>
	Additional organization in the Warehouse	Business as usual	<p>Design an area where drivers and transportation company representatives can access at the docks and strictly respect it Manage to limit contacts with drivers and other external people authorized to access the warehouse</p>	<p>Design an area where drivers and transportation company representatives can access at the docks and strictly respect it: externals to wear a mask in this area. Nominate daily the only people who will be entitled to interact with the drivers: those people should wear mask, gloves, and glasses when in the area where they can meet drivers and other transportation representatives.</p>	<p>Design an area where drivers and transportation company representatives can access at the docks and strictly respect it Nominate daily the only people who will be entitled to interact with the drivers. Those people should wear mask, gloves, safety clothe, and glasses when in the area where they can meet drivers and other transportation representatives. Externals to wear a mask in this area, and disinfect hand in front of nominated warehouse representative. People loading and crossing the dock should wear mask, safety glasses and follow regular hand disinfection of wearing gloves.</p>

	Isolation Areas	Business as usual	Business as usual	<i>The person in charge of the warehouse shall define a relatively independent isolation area or room for personnel isolation in case of emergency. Local emergency management process shall be followed and responded quickly. Isolation area should be thoroughly cleaned and disinfected with every shift change.</i>	The person in charge of the warehouse shall define a relatively independent isolation area or room for personnel isolation in case of emergency. Local emergency management process shall be followed and responded quickly. Isolation area should be thoroughly cleaned and disinfected with every shift change.
	Warehouse Operations Sanitization	Business as usual	Regular routine of cleaning to be ensured	<ul style="list-style-type: none"> Keep clean working area Keep sanitizing hands Keep 2m distance from colleagues performing another task 	<ul style="list-style-type: none"> Keep clean working area Keep fresh air flow exchanging through HVAC system Keep sanitizing hands Keep 2m distance from colleagues performing another task
	Warehouse Building Sanitization	Business as usual	Regular routine of cleaning to be ensured	<ul style="list-style-type: none"> - Twice a day sanitization to be ensured for offices, stairs, elevators - Cleaning tools and equipment need to be stored independently, avoiding cross use 	<ul style="list-style-type: none"> - Twice a day sanitization to be ensured for offices, stairs, elevators - Cleaning tools and equipment need to be stored independently, avoiding cross use
Transportation Activities	Gate Check-In and Driver Declaration	Business as usual	Business as usual	<p>Gate Guards are required to:</p> <ul style="list-style-type: none"> - wear masks, safety glasses and to complete hand sanitization hourly or wear disposable gloves - complete temperature check of driver (must be below 37.5 o C) before permitting entrance to yard - provide and capture Visitor Health Declaration form before permitting entrance to yard - sanitize hands before and after interacting with drivers - ensure driver hand sanitization is completed and observed - ensure driver is wearing mask at all times 	<p>Gate Guards are required to:</p> <ul style="list-style-type: none"> - wear masks, safety glasses and to complete hand sanitization hourly or wear disposable gloves - complete temperature check of driver (must be below 37.5 oC) before permitting entrance to yard - provide and capture Visitor Health Declaration form before permitting entrance to yard - sanitize hands before and after interacting with drivers - ensure driver hand sanitization is completed and observed - ensure driver is wearing mask at all times

<p>Pickup/ Delivery at Warehouse</p>	<p>Business as usual</p>	<p>Business as usual</p>	<p>All vehicles transported products shall be completely cleaned and checked before loading or before entering the loading and unloading area,</p> <p>Driver arrival</p> <p>All drivers should fill in the form of Visitor Health Questionnaire and accept the temperature check before entering the warehouse.</p> <p><i>Trucks should drive on site only just before the confirmed un/loading slot, if a slot booking procedure is implemented on site</i></p> <p>Driver instruction for leaving cabin</p> <p>If temperature is lower than 37.5C, they are permitted to enter the warehouse with mask properly worn properly.</p> <p>At sites where a company crew un/loads the truck, ask drivers to stay in their cabins as much as possible. <i>If a driver needs to leave the cabin, he or she should only do so after making a company employee aware. Drivers can leave the cabin for final cargo securing and checks, as well as personal needs. For sites where drivers un/load their own vehicles, contact time with company employees and other drivers will be limited.</i></p> <p>Pre-Loading Truck Sanitization</p> <p>All vehicles transporting products shall be completely cleaned using existing maintenance cleaning products and checked before loading or before entering the loading and unloading area, and the carriages shall be disinfected as necessary. <i>Disinfection and cleaning of vehicles and checking records should be documented.</i></p>	<p>Distribution centre, distributors and Go-Direct customers shall supervise the process of cleaning and disinfection of the transportation vehicles on both third-party and self-owned, and strictly follow below procedures</p> <p>Driver Arrival</p> <p>Trucks should drive on site only just before the confirmed un/loading slot, if a slot booking procedure is implemented on site.</p> <p>Drivers are to remain in their cabins as much as possible and avoid interaction with other drivers and warehouse associates. Drivers are only permitted to leave their cabins for personal needs, final cargo security/trailer safety checks and as identified below.</p> <p>Driver Instructions for leaving cabins</p> <ul style="list-style-type: none"> - Driver must wear a mask at all times and complete hand sanitization before and after leaving cabin, in front of warehouse designed person - Driver is not to have direct personal contact with warehouse associates or other drivers and a 2m distance should be respected at all times <p>Passing Documentation</p> <ul style="list-style-type: none"> - Warehouse associates are to provide all necessary documentation to drivers as they remain in their cabin. - Warehouse associates are required to wear masks, safety glasses and complete hand sanitization (or wear gloves) before and after interacting with drivers - Driver must be wearing mask and allow warehouse associate to observe as they complete hand sanitization before and after passing of documents.
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					<p>Pre-Loading Truck Sanitization</p> <p>All vehicles transporting products shall be completely cleaned using existing maintenance cleaning products and checked before loading or before entering the loading and unloading area, and the carriages shall be disinfected as necessary. Disinfection and cleaning of vehicles and checking records should be documented.</p> <p>Drivers required to Load/Unload at Warehouse</p> <ul style="list-style-type: none"> - Drivers will be allowed to stand inside the appropriate loading dock and observe and count while a warehouse associate completes loading/unloading activities. - Drivers are required to wear a mask and complete hand sanitization before entering and after entering the dock area. - Drivers are required to remain in a segregated zone on the appropriate dock only
Extra Care	Sanitization and cleaning cycles	Standard SOP	Regular routine of cleaning to be ensured	Twice a shift routine sanitization to be ensured for factory common areas / shop floor /office. (84% Alcohol sanitizer or Sodium Hypochlorite Solution)	Twice a shift routine sanitization to be ensured for factory common areas / shop floor /office. (84% Alcohol sanitizer or Sodium Hypochlorite Solution) For the administrative office, suggest to have fresh air flow exchange where possible.
Restrooms	Sanitization and cleaning cycles		Regular routine of cleaning to be ensured	Use standard hygiene practices	Must use disposable paper on the top of Sanitary cleaning

General Recommendation	Masks, Sanitization, and Cleaning equipment	Follow local regulations and guidance	Evaluate consumption and establish replenishment levels of masks establish Safety Stock of mask required <i>Identify committed suppliers able to delivery as per the requirement</i>	Evaluate consumption and establish replenishment levels of masks Establish Safety Stock of masks Identify committed suppliers able to delivery as per the requirement	Evaluate consumption and establish replenishment levels of masks Establish Safety Stock of masks Identify committed suppliers able to delivery as per the requirement
	Thermometers and additional equipment for control		Establish proper number of Thermometers <i>Develop proper training for people using it</i> <i>Develop proper forms for data collection</i>	Establish proper number of Thermometers Develop proper training for people using it Develop proper forms for data collection	Establish proper number of Thermometers Develop proper training for people using it Develop proper forms for data collection
	Emergency Plan (Reaction plan) Every plant must develop a clear flow and Responsibility Matrix		<i>Response plan in place in case of virus infection</i>	Response plan in place in case of virus infection	Response plan in place in case of virus infection

4

Time Line for Resuming Business



5

COVID 19 – Preventive Measures

Travel Restrictions

- No international business travels unless essential (to safe places only) 
- Employees advised to cancel international private travels 
- 14 days self isolation in case of travelling abroad 

Entry process

- All visitors must fill declaration about travel history and admitted based on their response 
- Body temperature is controlled by heat cameras at all gates, over 37.5°C cannot enter 
- Anyone showing symptom of flu removed to isolation area 
- Guards must wear mask 


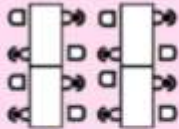

Cargo

- All goods with air transportation from Asia must be disinfected with 70% alcohol 
- The employee performing disinfection must wear PPE 
- All truck drivers must wear mask while on site 

Site Hygiene

- Alcoholic hand disinfectants in all meeting rooms, canteen and suggest to wash hands frequently 
- Periodic disinfection of Office area, canteen, shop floor and transport vehicles 
- Suggest to avoid handshake 

Social Distancing

- Keep proper distance to other people during bus travel (1 meter when travelling while standing, leave one row empty before and after and one seat empty on each side) 
- Keep proper distance when eating in the canteen (not facing each other, keep one seat distance empty with your neighbor) 
- It is mandatory to wear mask while present on site 

6

Sector Specific - Proposed SOPs

- Agriculture & Food Processing
- Healthcare Service Providers
- Manufacturing
- Retail & Direct Selling
- E-commerce
- Services

- Transport Infrastructure and Logistics
- Education
- Film Exhibition & Live Events
- Media & Entertainment
- Real Estate
- Urban Transformation (Smart Cities)
- Sports

Agriculture & Food Processing

Amidst the threat of COVID-19 spread, the rabi crops including Mustard, Sugarcane, Lentils, etc are ready for harvesting. Lot of fruits like mango, chikku, pineapple are ready for harvesting, which if not harvested will go waste. Once the crop is harvested it needs to be transported to Mandi; the transportation to start after 4-5 days and kept in an interim in a warehouse or in a temporary shelter, which is well protected from rain. Meanwhile, harvesting of wheat has been deferred beyond April 20, 2020, which gives the cushion for farmers to manage logistics for procurement to be done once the dates are announced. To ensure the food grain reach the needy and poor, under the PM relief scheme, the warehouses in the hotspot zones to also be operational.

The food processing units should access the level of inventory in their plants. If the stock is large enough, the distribution and sales network need to be open. Then subsequently after 2 weeks, the food processing units could be allowed to be open. If the inventory level is not sufficient, the these units could be allowed to be function. All these should come under essential items.

Jute industry must be allowed to operate at 50% of the workforce with staggered timings with adherence to social distancing norms.

S. No.	Area of SOP	Suggested SOP	Concerned Govt. Agency (ies)	Kind of Support Required (Fiscal / Non-Fiscal)
1.	Labour/ Employee	<ul style="list-style-type: none"> Ensure precautions of workers engaged in repair, maintenance and harvesting operation All vehicles/farming machines should be sanitized on entry and at regular intervals. Social distancing to be followed by those engaged in harvesting of crops, fruits, vegetables, eggs and fishes before, during and after executing the field operation. 	<ul style="list-style-type: none"> Public Transport Agency – for the commute of workers Central Government / State Government 	Non-Fiscal Measures: <ul style="list-style-type: none"> Buses / Metros / cabs / rickshaws to be operational for workers Labour is no longer available at site, therefore bringing them back by taking special measures.

S. No.	Area of SOP	Suggested SOP	Concerned Govt. Agency (ies)	Kind of Support Required (Fiscal / Non-Fiscal)
		<ul style="list-style-type: none"> Maintain social distancing during field work Use of mechanized operations over the manual wherever feasible. Wear of protective face mask may help against aerosols and dust particles to prevent respiratory difficulties While performing drying, threshing, winnowing, cleaning, grading, sorting and packaging operations at the farm level, wearing of protective face mask may help against aerosols and dust particles to prevent respiratory difficulties 		Fiscal Measures: <ul style="list-style-type: none"> Government may look at providing fiscal support for remobilization of work to support labour/employees
2.	Office Set up	<ul style="list-style-type: none"> All agri-related business enterprises should be allowed to operate from their offices, provided that at any given time not more than 50% of the employee strength will be attending office and proper social distancing norms will be followed for seating. 	<ul style="list-style-type: none"> Govt. of India, Home and Labour Ministries All State Governments 	Non-fiscal
3.	Sales & Marketing	<ul style="list-style-type: none"> Public authorities should disinfect all food product stores every 3 days. No open display of food products, including fruits and vegetables; all F&V should be kept covered with a net mesh or clean cloth. All sales staff should mandatorily wear gloves and masks. 	<ul style="list-style-type: none"> Govt. of India, Home, Consumer Affairs and Labour Ministries All State Governments 	Non-fiscal

S. No.	Area of SOP	Suggested SOP	Concerned Govt. Agency (ies)	Kind of Support Required (Fiscal / Non-Fiscal)
4.	Dealing with customers	<ul style="list-style-type: none"> Timing of all retail stores should be extended to 24 hours, working in shifts to stagger purchase by customers. All stores should be mandated to provide hand sanitisers at the entrance to the store for disinfecting entering and leaving customers. Social distancing norms should be enforced to prevent crowding in and around stores. All customers should be mandated to wear masks (even home-made) before entering stores. Encourage payment in digital currency to avoid hand contact during transactions. 	<ul style="list-style-type: none"> Govt. of India, Consumer Affairs, Labour Ministries All State Governments 	Non-fiscal
5.	Dealing with Government for License/ Approvals	<ul style="list-style-type: none"> Facilitate online mechanism to take approval 	<ul style="list-style-type: none"> All State Governments 	Non-fiscal
6.	Distribution	<ul style="list-style-type: none"> Adopt use of online market platform where possible All vehicles should be sanitized at the entry point and at regular intervals All gunny bags or other packaging material should also be sanitized should be kept in a clean environment and sanitized before use The collection of the produce may be done in smaller spaced out collection points Adequate personal safety measures to be taken for loading and transportation of produce Adequate personal safety measures to be taken while participating in sale at mandis 	<ul style="list-style-type: none"> 	

Healthcare Service Providers

Separate areas to be demarcated for COVID and non COVID patients. Hospitals must ensure a designated screening area is made available for new patients in OPD in non COVID areas. Proper procedures should be adopted to quarantine patients with symptoms of COVID 19. OPD should be opened for other checkups and procedures like dialysis, chemotherapy gynaecology, urology etc. OPD should only take in patients with prior appointment and limit number of patients per day. Separate teams of medical staff must be designated to for Covid-19 and Non-Covid-19 patients to minimise chance of transfer of infection.

S. No.	Area of SOP	Suggested SOP	Concerned Govt. Agency (ies)	Kind of Support Required (Fiscal / Non-Fiscal)
1.	Supply of Raw Material	<ul style="list-style-type: none"> Seamless supply of essential drugs and medical equipment to be maintained Review of inventory - minimise reorders and number of orders with the help of better undertraining of inventory projections 	MoF, GoI, DoP, MoT, GoI	<p>Fiscal:</p> <p>Interest free/soft loans to tide over the liquidity crunch</p> <p>Non Fiscal:</p> <p>Facilitating indigenous production for quality equipment, PPEs, masks, sanitisers etc.</p>
2.	Labour/ Employee	<ul style="list-style-type: none"> Movement of Employees (nurses, nursing assistants, physiotherapists, doctors, lab technicians etc.) across state and district borders, with ID cards or company letter Protection of Healthcare Workers <ul style="list-style-type: none"> Ensure safety during travel to work Ensure safety in the workplace 	Fiscal – MoF, GoI, MoH&FW, GoI & MoF, GoI	<p>Non Fiscal:</p> <p>Safety in movement of healthcare workers</p> <p>Fiscal:</p> <ul style="list-style-type: none"> Health Insurance cover for Healthcare Workers- at present the Pradhan Mantri Garib Kalyan Package

S. No.	Area of SOP	Suggested SOP	Concerned Govt. Agency (ies)	Kind of Support Required (Fiscal / Non-Fiscal)
		<ul style="list-style-type: none"> ▪ Safety for employees from community while at the workplace • Transfer of healthcare professionals and support staff carrying home healthcare services, safely in the desired location. • Keep employees engaged with training materials • More emphasis on SOP and process enhancement work • List of employees with roster to be prepared 		<ul style="list-style-type: none"> • provides only life insurance (accidental cover) however, insurance coverage including treatment and critical illness benefit is needed for all healthcare workers fighting COVID in hospitals and diagnostic labs • Fiscal support to assist salary payments for a period of 3 months • A waiver of GST on input costs and services for 2 quarters. This would also ensure that hospitals are not forced to curtail the outsource services like House Keeping, Security and F&B (all of which have significant GST levies), in turn causing loss of jobs people employed in those sectors.
3.	Interstate Movement of Goods	<ul style="list-style-type: none"> • Supply of medicines, equipment and consumables • Lab samples to be transported • Ambulance mobility • Patient mobility 	MHA, State Governments especially police manning Interstate/ intercity borders.	<p>Non Fiscal</p> <ul style="list-style-type: none"> • Transport companies, distributors of medical supplies and warehouse owners allowed to seamlessly operate

S. No.	Area of SOP	Suggested SOP	Concerned Govt. Agency (ies)	Kind of Support Required (Fiscal / Non-Fiscal)
4.	Dealing with Vendors/ suppliers	<ul style="list-style-type: none"> Prepare inventory of Medical and non medical supplies Ensure uninterrupted supply of consumables, oxygen and PPE Segregate essential and non essential supplies Cut down buying of non essential supplies Work out appropriate credit mechanism for payment 	GST Council, MoF, GoI	<p>Non-Fiscal</p> <ul style="list-style-type: none"> Deferment of payments and rentals for at least 6 months Supply on credit for a period of 3 months <p>Fiscal</p> <ul style="list-style-type: none"> Exemption of either GST or Customs duty on higher end medical equipment. Need for tax deduction on raw material in order to mitigate price increase of finished product
5.	Dealing with customers/ patients	<ul style="list-style-type: none"> Social distancing and hygiene protocol to be maintained Segregation of COVID and Non COVID patients Triaging of patients based on symptoms and test results Teleconsultation and e-ICU wherever possible and appropriate to reduce contact with infected patients 	MoH&FW, GoI and State Health Depts	<p>Fiscal</p> <ul style="list-style-type: none"> Faster processing and transparent payment within 15 days by State and Central Government health schemes Cost of treatment for COVID 19 in Private hospitals to made transparent with differential package for the insured, self paying patients and those covered under Ayushman Bharat
6.	Dealing with Bank/ Financial Institutions	<ul style="list-style-type: none"> Prepare Bank over drafts for payment of salaries and buying supplies for the next month Take stalk of EMIs and loans 	MoF, GoI	<p>Fiscal</p> <ul style="list-style-type: none"> Interest-free extension of EMIs Lower interest rates and longer moratoriums to healthcare institutions

S. No.	Area of SOP	Suggested SOP	Concerned Govt. Agency (ies)	Kind of Support Required (Fiscal / Non-Fiscal)
7.	Dealing with Government for License/ Approvals	<ul style="list-style-type: none"> E certification of TDS deduction Deferment of PF for at least 6 months Allow non-essential diagnostics in specific fields such as oncology, cardiology, neurology, orthopaedics Licensing and approval mechanisms for testing and treatment 	MoH&FW, GoI; MoF, GoI; State Govts; Ministry of Power, GoI	<p>Non-fiscal</p> <p>Need for a Grievance Redressal system at State level, where private hospitals can seek support to resolve issues</p> <p>Fiscal:</p> <ul style="list-style-type: none"> Immediate release of 100% Central and State Government dues to the sector under various schemes such as CGHC, ECHS, State Schemes etc Atleast 50% rebate on the current Commercial Rates of Power currently being paid by hospitals, to ensure sustenance of business Extension of time for a period of three years needs to be provided under the EPCG scheme for fulfilment of existing export obligations for the healthcare sector given that international patient traffic flow has completely stopped and it would take a considerable period of time

S. No.	Area of SOP	Suggested SOP	Concerned Govt. Agency (ies)	Kind of Support Required (Fiscal / Non-Fiscal)
				<p>for the same to return to the pre- COVID 19 incidence levels.</p> <ul style="list-style-type: none"> • Six to nine months' moratorium on all working capital, principal, interest payments on loans and overdrafts, bringing in liquidity and allowing for business continuity. • Short-term interest-free loans for rebuilding business, and to ensure smooth hospital operations without supply-chain disruptions • Delay in discharging social security liabilities and remittance of TDS may be condoned without any penal action for the next 6 months • Receipts on Healthcare services provided to Insurance /PSU / Government referred patients be made TDS exempt, which will help save release significant cash flows • Deferment of advance tax payments at the Central Government level

Manufacturing

Companies linked to essential goods (manufacture or input) should be opened in phase 1. Manufacturing units to slowly ramp up capacity keeping in mind the evolving rate of infections in the district. As risk of infections drop, other manufacturing units to ensure logistics arrangements and warehousing availability before manufacture. Stockists must relay to manufacturers their capacity to take new stock if items so that units can calibrate output.

S. No.	Area of SOP	Suggested SOP	Concerned Govt. Agency (ies) (if applicable)	Kind of Support Required (Fiscal / Non-Fiscal)
1.	Supply of Raw Material	<ul style="list-style-type: none"> Identify essential suppliers and service providers, and discuss continuity issues with them such as understanding and implementation of their business continuity plan Develop a plan on how and when to activate: alternative suppliers Sanitisation procedure for material movement (in/out/transport) 	Ministry of Finance	Non-Fiscal <ul style="list-style-type: none"> Import customs clearance post sanitisation Require faster customs clearance within 48 hours both in airport and seaport, in sectors such as medical devices
2.	Labour/ Employee	<ul style="list-style-type: none"> A Flu Manager should be appointed to ensure that employees are familiar with the business continuity plans and comply with them during this period. Ensure that employees have a clear understanding of their roles and responsibilities before the virus outbreak occurs. For example, employees should be informed of the BCP measures that will impact them and be kept updated on the policies and progress on the measures to be implemented by the company in the event of a virus outbreak. 	<ul style="list-style-type: none"> Public Transport Agency – for the commute of workers Central Government / State Government 	Non-Fiscal Measures: <ul style="list-style-type: none"> Buses / Metros / cabs / rickshaws to be operational for workers Labour is no longer available at site, therefore bringing them back by taking special measures. Fiscal Measures: <ul style="list-style-type: none"> Government may look at providing fiscal support for remobilization of work to support labour/employees

S. No.	Area of SOP	Suggested SOP	Concerned Govt. Agency (ies)	Kind of Support Required (Fiscal / Non-Fiscal)
		<ul style="list-style-type: none"> Consider setting up a communication channel for employees to report their status and to make enquiries Develop a plan for the continuity of leadership in the event of absence of key decision makers and executives Consider flexible work arrangements for the high-risk employees, as well as employees who need to stay at home due to other reasons relating to the novel coronavirus (nCoV), e.g. to take care of family members who have travelled to known affected countries or regions Review employee management policies such as absenteeism, sick leave, overseas travel, workplace closure and recall of non-critical employees and their families from affected countries Exercise readiness to implement public health response measures, e.g. contact tracing and social distancing, as advised by the Ministry of Health & Family Welfare Review health insurance policies for workers 		
3.	Manu- facturing	<ul style="list-style-type: none"> Identify critical business functions (prioritized activities) and essential employees Enterprises should consider the following: <ul style="list-style-type: none"> Set up alternate teams of employees 		

S. No.	Area of SOP	Suggested SOP	Concerned Govt. Agency (ies)	Kind of Support Required (Fiscal / Non-Fiscal)
		<p>(e.g. Team A & Team B) who can be deployed at different work schedules (e.g. Team A working in the office at alternate weeks, while Team B telecommutes). Team A and Team B should be physically segregated to avoid the risk of infection between teams</p> <ul style="list-style-type: none"> • Cross-train workers and establish covering arrangements to minimize disruptions • Develop a robust employee sickness surveillance process to identify and manage unwell employees • Clean and disinfect companies' premises exposed to suspected or confirmed case(s) of the novel coronavirus (nCoV). 		
4.	Interstate Movement of Goods	<ul style="list-style-type: none"> • Sanitisation procedure for material movement (in/out/transport) 	Central and State Governments	<p>Non-Fiscal</p> <ul style="list-style-type: none"> • In transit measures-solicit interstate border support
5.	Dealing with Vendors	<ul style="list-style-type: none"> • Reduced physical meeting points/virtual • Maintain traceability and screening vendors • Self-Declaration at the gate 	Central Government	<p>Non-Fiscal</p> <ul style="list-style-type: none"> • Government to provide template for traceability and self declaration
6.	Dealing with Suppliers	Same as point 5		
7.	Sales & Marketing	<ul style="list-style-type: none"> • Virtual meetings to be followed • Protocol for employees to maintain hygiene during transport 		

S. No.	Area of SOP	Suggested SOP	Concerned Govt. Agency (ies)	Kind of Support Required (Fiscal / Non-Fiscal)
8.	Dealing with customers	<ul style="list-style-type: none"> Identify essential customers and ensure that plans are in place to meet customer needs Develop a plan on how and when to activate alternative delivery means to customers 	Central and State Governments	Fiscal <ul style="list-style-type: none"> If Government is the customer, then it should expedite the release of payment to the businesses In addition, it should release advance against work orders, as it will provide working capital finance to the businesses Allow government agencies to buy equipment / essential items required to fight covid without tender, on a fast track mode.
9.	Dealing with Government for License/ Approvals	<ul style="list-style-type: none"> Manage licenses virtually 		Non-Fiscal <ul style="list-style-type: none"> Govt to implement remote management of licences Extension of manufacturing licenses/ import licenses, which are expiring in the lock down period, to be extended by another 9-12 months, post lock down, to maintain continuity of business.

S. No.	Area of SOP	Suggested SOP	Concerned Govt. Agency (ies)	Kind of Support Required (Fiscal / Non-Fiscal)
10.	Infrastructure / Best Practices for Safety of Staff/ Labour	<ul style="list-style-type: none"> • Thermal scanning at the entry of building • Sanitisers at multiple locations • Masks for staff • Refrain from usage of AC's as much as possible • Use high quality air filters in areas with low ventilation • Use a separate closed dustbin for hygienic disposal of used gloves and masks • Mops and cleaning material made of cloth (mop and wiping cloth) should be disinfected in soap water after use • No physical meeting with more than 5 members with 2-meter distance. • Varied lunch timings so as to avoid crowding in lunch hall 		

Retail & Direct Selling

Retailers shop to stagger sale of products and stock, beginning with sale of essential goods and household items like soaps, utensils, laptop, etc before opening sale of luxury / non-essential items like perfumes, snack foods etc. Store staff should run in shifts and follow social distancing norms, and slowly increases number of employees in store as rate of infection and risk reduces.

S. No.	Area of SOP	Suggested SOP	Concerned Govt. Agency (ies) (if applicable)	Kind of Support Required (Fiscal / Non-Fiscal)
1.	Labour/ Employee	<ul style="list-style-type: none"> Practice Social Distancing – In Offices Sanitize hands before entry into the office. Measure the temperature with infrared digital thermometer Wear the mask all the times while in outside Reduce gatherings in store / offices – Practice work from home options Avoid unnecessary meetings / visits to offices and stores Use teleconference / video conference for team collaborations and meetings Practice Social Distancing – In Stores Floor markings as per the minimum distance to be maintained during waiting in Queue to enter the store and for billing and strictly practicing it Token based entry system to avoid overcrowding inside the stores 	<ul style="list-style-type: none"> Public Transport Agency – for the commute of workers Central Government / State Government 	<p>Non-Fiscal Measures:</p> <ul style="list-style-type: none"> Buses / Metros / cabs / rickshaws to be operational for workers Labour is no longer available at site, therefore bringing them back by taking special measures. <p>Fiscal Measures:</p> <ul style="list-style-type: none"> Government may look at providing fiscal support for remobilization of work to support labour/employees

S. No.	Area of SOP	Suggested SOP	Concerned Govt. Agency (ies)	Kind of Support Required (Fiscal / Non-Fiscal)
		<ul style="list-style-type: none"> · Temperature Screening · 100% screening for temperature, symptoms and home quarantine seal before allowing entry to store (for both customers and employees) · Personal Protection Equipment (PPE) Usage <ul style="list-style-type: none"> · 100% usage of masks by all the associates in the store · PPEs like face shields, hand gloves issued to all the customer facing and food handling associates to ensure highest levels of hygiene 		
2.	Office Set up	<p>Store Sanitation:</p> <ul style="list-style-type: none"> · Daily sanitization of trolleys & delivery vehicles · Placing sanitizers and hand wash stations at strategic locations for customer and employee usage · Increased frequency of floor, washrooms and periphery cleaning · Surface cleaning & sanitization <ul style="list-style-type: none"> · All trolleys sanitized before and after usage · Critical touch surfaces like door handles and knobs, glass surfaces, EDC machines, hand rails etc. · Posters COVID-19 awareness, social distancing and personal hygiene in strategic locations 		

S. No.	Area of SOP	Suggested SOP	Concerned Govt. Agency (ies) (if applicable)	Kind of Support Required (Fiscal / Non-Fiscal)
3.	Interstate Movement of Goods	Daily sanitization of trolleys & delivery vehicles		
4.	Sales & Marketing	<p>Store Operating Hours:</p> <ul style="list-style-type: none"> • Increase operating hours to at least 10 hours daily to manage customer walk-in, practice effective social distancing and reduce over-crowding. • All organization Retail, Direct Selling and Wholesale Stores should operate with minimum 50% of staff post opening of the lockdown or should have shift mechanism to ensure social distancing norms. This could be increased gradually, based on how the curves are progressing in various cities and states. • Canteen/cafeteria should ensure social distancing norms. • Large factory units / manufacturing plants / worksites / shop-floors should work in shifts to reduce workers present at any time. • Retail Stores to be allowed home deliveries from 9.00 am to 9.00 pm to facilitate the public at large to stay at Home. • Distribution Centers may be allowed to work in two shifts to ensure the freshness and availability of essential to the public. • Controlled entry of Customers in small batches to avoid crowding inside the Store and to aid social distancing. 		

S. No.	Area of SOP	Suggested SOP	Concerned Govt. Agency (ies)	Kind of Support Required (Fiscal / Non-Fiscal)
		<ul style="list-style-type: none"> · Regular Awareness Trainings (Do's and Don'ts) on COVID to all the staff including House Keeping / Pest Control / Contractual teams is very essential. · Dedicated and appropriately labelled waste bins for disposal of used Nose Masks & Hand Gloves at Staff Exit Points and Customer Exit and it is suitably handle to prevent any kind of further contamination. 		
5.	Dealing with customers	<p>Customers:-</p> <ul style="list-style-type: none"> · Temperature Screening <ul style="list-style-type: none"> · 100% screening of temperature, symptoms and home quarantine seal before allowing entry to store for all the customers · Personal Protection Equipment (PPE) Usage <ul style="list-style-type: none"> · All the customers are strongly advised to use face masks & hand gloves while entering the store to avoid any spread · Sanitizing Points <ul style="list-style-type: none"> · Hand sanitizers & hand wash stations are placed in strategic locations (Entry, Cash Tills, Ultra fresh area, Wash rooms, Exit etc) to ensure highest standards of cleanliness and sanitization for customers inside the store · Surface cleaning <ul style="list-style-type: none"> · Touch surface areas are frequently disinfected 		

E-commerce

Similar to Retail. E-commerce must begin distribution of essential goods first before moving on to consumer goods and luxury goods. Warehouses must send instruction to their suppliers on the items they are prioritizing, so that warehouse capacity is not filled up by non-essential items.

S. No.	Area of SOP	Suggested SOP	Concerned Govt. Agency (ies) (if applicable)	Kind of Support Required (Fiscal / Non-Fiscal)
1.	First Mile seller / MSME location	<ul style="list-style-type: none"> SOP shall be communicated to e-commerce sellers, to be implemented in entirety Account managers to individually connect with sellers / MSMEs and help in implementation Feedback loop to be established, through 1st Mile executives, on implementation of SOP by sellers Sellers / MSME shall maintain logbook of sanitization tasks and frequency Sellers to implement visual markers at places most prone to gathering, such as loading bays etc. Seller staff to maintain minimum distance of 3 feet from e-commerce 1st mile executive 		
2.	Labour/ Employee	<p>Best Practice for Tracking of Symptoms</p> <ul style="list-style-type: none"> Staff to be checked for COVID-19 symptoms (Cough, Sneezing, Fever, Breathing difficulty) at entry 	<ul style="list-style-type: none"> Public Transport Agency – for the commute of workers 	<p>Non-Fiscal Measures:</p> <ul style="list-style-type: none"> Buses / Metros / cabs / rickshaws to be operational for workers

S. No.	Area of SOP	Suggested SOP	Concerned Govt. Agency (ies)	Kind of Support Required (Fiscal / Non-Fiscal)
		<ul style="list-style-type: none"> If any staff has symptoms, he/she shall be immediately sent to nearby hospital for further diagnosis If any staff turns out to be positive for COVID-19, entire facility shall be immediately evacuated & all assets shall be covered and isolated All staff shall use handwash / sanitizer at entry, in periodic intervals, and before exit from facility Keep track of travel history of every staff and should mandate declaration of staff, in case they were in contact with any COVID suspect or patient 	<ul style="list-style-type: none"> Central Government / State Government 	<ul style="list-style-type: none"> Labour is no longer available at site, therefore bringing them back by taking special measures. <p>Fiscal Measures:</p> <ul style="list-style-type: none"> Government may look at providing fiscal support for remobilization of work to support labour/employees
3.	Office Set up	<p>Common Minimum Practices (SOP) For Warehouses</p> <ul style="list-style-type: none"> Stagger shift start timings to maintain social distancing at start/end of shifts. Provide hand sanitisers/hand washing facility at entrance & across the building Visual marking indicating 2-meter distance to be done at all entry/exit points and wherever queuing is expected Approved signage to be displayed across the facility mandating social distancing Employee transport capacity to be increased so as to ensure social distancing All labour allocation information to be pasted across multiple boards spread across the building to avoid crowding 		

S. No.	Area of SOP	Suggested SOP	Concerned Govt. Agency (ies) (if applicable)	Kind of Support Required (Fiscal / Non-Fiscal)
		<ul style="list-style-type: none"> • Employee amenities like coffee machines, water coolers etc. to be sufficiently spaced out to avoid crowding • 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. • Establish once a shift cleaning of all high touch surfaces • Restrict occupancy in driver rest rooms to ensure social distancing <p>Best Practices for Warehouses</p> <ul style="list-style-type: none"> • Create additional entry and exit points to the building • Disable biometric access and attendance systems, and use paper-based attendance, if necessary. • 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. • All trolleys, Powered Industrial machines shall be wiped every 4 hours with available disinfectant cleaner 		

S. No.	Area of SOP	Suggested SOP	Concerned Govt. Agency (ies)	Kind of Support Required (Fiscal / Non-Fiscal)
		<ul style="list-style-type: none"> • Each delivery staff/driver must carry company ID card along with additional pass for self & vehicle pass provided by Police/authorities along with Aadhar/driving ID proof • Vehicles used for delivery shall be cleaned/sanitized/disinfected with detergent/soap water or alcohol-based sanitizer on daily basis • At start and end of all shifts, routinely clean & sanitize 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 needs to maintain 6ft/2m distance and use tissues/handkerchief or elbow to cover nose/mouth. • Delivery associate to maintain 2m/6ft distance during delivery of package to customers <p>Best Practice for Delivery</p> <ul style="list-style-type: none"> • E com companies will provide guidelines to buyers for handling of parcels prior to the delivery • Sanitizers to be made available and delivery associates to sanitize their hands after each delivery 		

Service

Service aggregators should consider taking a staggered approach to resuming services, beginning with listing of alternate sets of subscribers each week and limiting number of slots allotted to each person.

Client facing operations such as Banking, Insurance, etc. should consider continuing online/ mobile servicing of clients where possible. Offices workers to include bare minimum staff required to run back end operations. As risk and rate of infection drops in area, officer attendance can slowly be increased.

Public transport facilities including metro, public and private bus networks, taxis and mobile cabs should implement strict hygiene and cleanliness requirements. Customers should be asked to confirm whether bus/cab is conforming to these rules. Failure to meet standards should lead to debarment from app. All passengers to wear facemask when in vehicle. Driver should be allowed to reject passenger showing signs of illness. Specialised service maybe started for transport of passengers to Hospitals.

Restaurants, bars, and other establishments to continue to carry-out and delivery only with no on-site consumption permitted until rate and risk of infections is minimal. Hotels and restaurants must check staff and patrons using non-contact temperature sensors before entry. All staff must be advised to frequently wash hands with soap and use sanitisers. Anyone indicating symptoms of cough, cold, flu be immediately sent for medical check up to the nearest government/private hospital.

S. No.	Area of SOP	Suggested SOP	Concerned Govt. Agency (ies) (if applicable)	Kind of Support Required (Fiscal / Non-Fiscal)
1	Delivery of Office Supplies	<ul style="list-style-type: none"> Sanitisation procedure for material movement (in/out/transport) 		
2	Labour/ Employee	<ul style="list-style-type: none"> Social distancing norms can be maintained Face masks to be made available for use. Disposable facemasks not to be re-used All washrooms should be sprayed with toilet cleaner/hypo solution, twice daily Each employee to be checked for fever on entry Staff showing any symptoms such as with even a mild cough or low-grade fever to stay at home Create protocol for employees to maintain hygiene during transport from home to workspace Offer information and support relating to mental health. Avoid in-person meetings as much as possible. 	<ul style="list-style-type: none"> Public Transport Agency – for the commute of workers Central Government / State Government 	<p>Non-Fiscal Measures:</p> <ul style="list-style-type: none"> Buses / Metros / cabs / rickshaws to be operational for workers Labour is no longer available at site, therefore bringing them back by taking special measures. <p>Fiscal Measures:</p> <ul style="list-style-type: none"> Government may look at providing fiscal support for remobilization of work to support labour/employees

S. No.	Area of SOP	Suggested SOP	Concerned Govt. Agency (ies) (if applicable)	Kind of Support Required (Fiscal / Non-Fiscal)
3.	Office Set up	<ul style="list-style-type: none"> • Avoid excessive movement of staff onsite • Support measures to make Work-From-Home options available to staff • Regular Sanitization is carried out for the entire facility including meeting rooms, offices, canteens, equipment. • Batch wise lunch break to maintain social distancing • Display posters promoting respiratory hygiene. • Workshop/ guidance on maintaining occupational health and safety. • All washrooms, machine touch points, operating panels, seats, and covers etc requiring human touch is sanitized twice a shift. • Ensure sufficient hygiene equipment such as tissues and hand sanitizer for all meeting participants • Arrange seats so that participants are at least one metre apart • Maintain log of names and contact details of all participants of meetings for at least one month • Identify a room or area where someone who is feeling unwell or has symptoms can be safely isolated • Create protocol for safe transfer from office to a health facility • Create follow up protocol for situation where meeting participant/ staff member/ service provider tests positive for COVID-19 during or just after the meeting in conjunction with partner healthcare provider or local health department. 		

S. No.	Area of SOP	Suggested SOP	Concerned Govt. Agency (ies) (if applicable)	Kind of Support Required (Fiscal / Non-Fiscal)
4.	Travel/ Business Trip	<ul style="list-style-type: none"> • Employees to be screened and tested before business trips • Avoid sending employees who may be at higher risk of serious illness • Avoid sending employees to areas where COVID-19 is spreading • Employees should comply with any local restrictions on travel, movement or large gatherings. • Employees who have returned from an area where COVID-19 is spreading should monitor their temperature and themselves for symptoms for 14 days and take their temperature twice a day. 		
5.	Dealing with clients and partners	<ul style="list-style-type: none"> • Social distancing norms can be followed • Promote Video-Meetings • Minimise travel for meetings • Protocol for employees to maintain hygiene during transport • Carry/ensure sufficient hygiene equipment such as tissues and hand sanitizer for all meeting participants. • Maintain traceability and screening of persons entering the office premises • Self-Declaration at the gate 		
6.	Sales & Marketing	<ul style="list-style-type: none"> • Limit to digital platforms • Protocol for employees to maintain hygiene during transport 		

S. No.	Area of SOP	Suggested SOP	Concerned Govt. Agency (ies) (if applicable)	Kind of Support Required (Fiscal / Non-Fiscal)
7.	Dealing with Bank/ Financial Institutions	<ul style="list-style-type: none"> • Make effective use of online banking options 		
8.	Dealing with Government for License/ Approvals			
9.	Infrastructure for Safety of Staff/ Labour	<ul style="list-style-type: none"> • Surfaces (e.g. desks and tables) and objects (e.g. telephones, keyboards) need to be wiped with disinfectant regularly • Put sanitizing hand rub dispensers in prominent places around the workplace. Make sure these dispensers are regularly refilled • Hygiene and social distancing will be encouraged for canteens and accommodations • Sanitizers at multiple locations • Refrain from usage of AC's as much as possible 		

Transport Infrastructure & Logistics

Organizations to prioritise transportation of essential goods. Organizations to ensure safe dispatch of raw materials & goods. Ensure proper upkeep of vehicles operating due to extended timelines, round the clock operations and limited drivers. Organisations should also facilitate all transactions via digital medium.

S. No.	Area of SOP	Suggested SOP	Concerned Govt. Agency (ies) (if applicable)	Kind of Support Required (Fiscal / Non-Fiscal)
1	Supply of Raw Material	<ul style="list-style-type: none"> Ensuring dispatch of raw materials to continue the construction activities The trucks must be well covered and should not be bare. Cargo hazardous in nature, must be carried with precaution and extra care. Tarpaulin used for covering cargo must be sanitised. 	Central government / state governments	<p>Fiscal Measures:</p> <ul style="list-style-type: none"> Exemption/ deferment of custom duties and taxes (for minimum 90 days) on equipment coming from overseas <p>Non Fiscal Measures:</p> <ul style="list-style-type: none"> Raw materials to be sanitized at the port of landing
2	Labour/ Employee	<ul style="list-style-type: none"> Alternate days of work in office for necessary staffs required at the site. Rest, all other employees to work from home Flexible Office timing for ease of commuting, minimise peak travel hours Following social distancing norms at all times (distance of 2 meter to be kept between each employee/visitor) Allowing outside drivers strictly on social distancing norms like usage of mask etc List of labour with medical record (name and address to be maintained) Labour to compulsorily be given mask before handling of stock. Thermal check to be done by the contractor/operators and compulsory hand washing before labour's start of work. If any incident of corona is found, all people in contact to be quarantined. Authorities to be informed. Cleaning of office with disinfectant on daily basis Workers education to be done in batches. 	<ul style="list-style-type: none"> Public Transport Agency – for the commute of workers Central Government / State Government 	<p>Non-Fiscal Measures:</p> <ul style="list-style-type: none"> Buses / Metros / cabs / rickshaws to be operational for workers Labour is no longer available at site, therefore bringing them back by taking special measures. <p>Fiscal Measures:</p> <ul style="list-style-type: none"> Government may look at providing fiscal support for remobilization of work to support labour/employees

S. No.	Area of SOP	Suggested SOP	Concerned Govt. Agency (ies) (if applicable)	Kind of Support Required (Fiscal / Non-Fiscal)
3.	Manufacturing	<ul style="list-style-type: none"> • Proper sanitizing of factory will be done to prevent the spread of the disease. • Basic medical gears (masks and gloves) would be provided to workers • Sanitise all machines and spares etc in the factory • Strict packing & despatch process for manufactured items 	Central government / state government	<p>Fiscal Measures:</p> <ul style="list-style-type: none"> • Government may consider waiver of inspection and release of payment or alternatively some interim payment (Say upto 80% of value depending on discretion of payment authority) to maintain cash flow. The payment for finished goods will help cash in system to enable • Avoid smaller sub suppliers to get impacted for any delay in payment. • Ensure payment towards custom duty and taxes for material in transit <p>Non-fiscal</p> <ul style="list-style-type: none"> • All large manpower factories (more than 50) to be starting only after proper verification by concerned Govt Agency
4.	Office Set up	<ul style="list-style-type: none"> • Mostly work from home until the cases decrease and the spread is under control • Minimal staff on site • The office and onsite place will have sanitizers, gloves, masks and other basic medical equipment • Disinfecting office three times • Toilets to be disinfected after every half an hour • Increase strength after at least 2 weeks and as per government advisories • Encourage Work from Home for prolonged period in case a Company, Office, Agency can afford 		<p>Non-Fiscal Measures:</p> <p>Municipal Corporation Staff to conduct random checks</p>

S. No.	Area of SOP	Suggested SOP	Concerned Govt. Agency (ies) (if applicable)	Kind of Support Required (Fiscal / Non-Fiscal)
5.	Interstate Movement of Goods	<ul style="list-style-type: none"> The movement will be as per norms, mostly will run as it was before lockdown Tough internal procedure to ensure necessary health and safety measures Basic health gears for workers at construction sites, railways sheds and ports and vessels Safety precaution to be taken, the employees on board vessels to follow social distancing norms and to be provided with health medical facilities as guided by Ministry of Health 	Central Government and State government	Non-Fiscal <ul style="list-style-type: none"> Govt's directive to permit commercial vehicles carrying both essential & non-essential commodities to be enforced.
6.	Dealing with Vendors	<ul style="list-style-type: none"> Maximum online and digital connect and if necessary face to face with maintaining social distancing norms Meeting via video conferencing Encourage correspondence electronically No personal meeting for three months 	Bankers	Non-Fiscal
7.	Dealing with Suppliers	<ul style="list-style-type: none"> No personal meeting for three months Encourage correspondence electronically Digital payment in any form to be encouraged Meeting through video-conferencing It will be dealt online and if necessary, face to face with maintaining social distancing norms 	Internet companies to give support for sufficient bandwidth for video-conferencing and e-mail	Non-Fiscal
8.	Sales & Marketing	Sales and marketing only through phone, e-mail and video conferencing for three months		
9.	Dealing with customers	<ul style="list-style-type: none"> Encourage correspondence electronically Digital payment in any form to be encouraged Bills and invoices to be sent on mail 		

S. No.	Area of SOP	Suggested SOP	Concerned Govt. Agency (ies) (if applicable)	Kind of Support Required (Fiscal / Non-Fiscal)
10.	Dealing with Bank/ Financial Institutions	<ul style="list-style-type: none"> Encourage correspondence electronically Digital payment in any form to be encouraged Bank may allow submitting the scanned copies of the required documents for the clearance of payment against Letter of Credit. 	Central Government	<p>Non-Fiscal Measures:</p> <ul style="list-style-type: none"> No additional charges to be applied by government for using digital payment in the future Fiscal Measures: Further Interest Reduction upto 50% for next 12 Months period
11.	Dealing with Government for License/ Approvals	<ul style="list-style-type: none"> Mostly online, but for few cases sending and submitting of hard copy would be necessary Labour licenses, GST compliances shall be logged in Government portal and the approvals should be granted electronically by the authorities. Meetings be held with the help of video-conferencing 	All govt. Department /ministries	<p>Non- Fiscal Measures:</p> <p>Encouraging use of digital platform for getting licence and submitting bills at various government offices</p>
12.	Infrastructure for Safety of Staff / Labour	<ul style="list-style-type: none"> Basic essential items like hygienic food, clean clothes, shelter / night-halts etc. can be made available to the divers to bring them back to work after lockdown and ensuring their safety on the work. Provide adequate Masks and Sanitizers. Provision of Thermal Scanner at loading & unloading points. Besides Drivers, comprehensive health and safety measures for attendants and others in the transport / trucking eco-system like loaders, helpers and so on. Frequently clean and disinfect all often- touched surfaces. 		

Education

Educational institutions to advance summer vacations in schools / Institutions and simultaneously facilitate virtual classroom infrastructure with online assignments and evaluation. Staggered exams & practicals for final year students in Higher education with special transport available for students, teachers and other staff. Proper sanitation and hygiene to be maintained in the transportation. This should only be done June onwards.

S. No.	Area of SOP	Suggested SOP	Concerned Govt. Agency (ies) (if applicable)	Kind of Support Required (Fiscal / Non-Fiscal)
1.	Labour/ Employee	<ul style="list-style-type: none"> • Guidelines and preventive measures coupled with disinfecting initiatives including – <ul style="list-style-type: none"> ♦ Ensure mandatory routine temperature checks of all employee. ♦ Ensure hand sanitizers and masks to be used by all employees. ♦ Ensure social distancing to be always practiced. • Domestic and international travel be restricted as per GoI/WHO advisory. • Equip Teaching/Non-Teaching staff with Laptops and Dongles/Internet facility or allowance to ensure smooth functioning during work from home scenarios. • Online training of the support staff through mobile for skills that may enhance their ability to undertake tasks that can be taken up in future or on the job, when such emergencies arrive. • Extend support with round the clock counselling to ensure mental and physical well-being of all employees & students. 	<ul style="list-style-type: none"> • Public Transport Agency – for the commute of workers • Central Government / State Government 	<ul style="list-style-type: none"> • Non-Fiscal Measures: <ul style="list-style-type: none"> • Buses / Metros / cabs / rickshaws to be operational for workers • Labour is no longer available at site, therefore bringing them back by taking special measures. • Fiscal Measures: <ul style="list-style-type: none"> • Government may look at providing fiscal support for remobilization of work to support labour/employees

	Area of SOP	Suggested SOP	Concerned Govt. Agency (ies) (if applicable)	Kind of Support Required (Fiscal / Non-Fiscal)
2.	Office Set up	<ul style="list-style-type: none"> • Compliance of disinfection in the office to avoid any possibility of transmission. • Implement hygiene and sanitation measures so that critical functions can continue. • Provisions for working in compliance with social distancing norms: <ul style="list-style-type: none"> ◆ Ensure adequate space for maintaining distance among employees. ◆ Operate with minimum staff in rotational shifts. ◆ Equip Teaching/Non-Teaching staff with Laptops and Dongles/Internet facility or allowance to ensure smooth functioning during work from home scenarios. ◆ Encourage virtual interaction by use of video conference facilities for most of the required meetings. 		Fiscal support <ul style="list-style-type: none"> • Funding for technology support to seamlessly work from home.
3.	Interstate Movement of Goods	<ul style="list-style-type: none"> • Operate with limited restrictions on movement of staff and vehicles for essential supplies necessary for the functioning of office. 		
4.	Dealing with Vendors	<ul style="list-style-type: none"> • Limit to virtual interactions wherever possible. • Compliance of Social distancing norms. 		
5.	Dealing with Suppliers	<ul style="list-style-type: none"> • Limit to virtual interactions wherever possible. • Compliance of social distancing norms. • Follow safety protocols across all offices, warehouses and delivery hubs pan-India. • Ensure contactless delivery. 		

S. No.	Area of SOP	Suggested SOP	Concerned Govt. Agency (ies) (if applicable)	Kind of Support Required (Fiscal / Non-Fiscal)
6.	Sales & Marketing	<ul style="list-style-type: none"> Limit sales & marketing activity to digital platforms as much as possible. Use online platforms and promote through virtual fairs. 		
7.	Dealing with customers	<ul style="list-style-type: none"> Create online apps/systems for interactions, grievance redressals, etc. 		
8.	Dealing with Bank/ Financial Institutions	<ul style="list-style-type: none"> Limit to virtual interaction to the extent possible. Digital payment in any form to be encouraged 		
9.	Dealing with Government for License/ Approvals	<ul style="list-style-type: none"> Limit to virtual interaction to the extent possible. Deadlines for all planned activities may be postponed by up to 12 months per project. 	<ul style="list-style-type: none"> All State Govts. 	<ul style="list-style-type: none"> Non-Fiscal
10.	Infrastructure for Safety of Staff/ Labour	<ul style="list-style-type: none"> Have adequate fumigation equipment. All common areas and meeting rooms must be fumigated before and after the meeting or events Use disinfectants for regularly wiping all surfaces like door knobs/latches/table tops, etc and ensure deep clean of all facilities. Sanitisers/ Disinfectants must be kept in all offices/libraries and students and staff should stay vigilant about hygiene practices. On campus medical facilities to be provided including PPEs for all health employees. Health care and insurance incentives to be provided. 		

S. No.	Area of SOP	Suggested SOP	Concerned Govt. Agency (ies) (if applicable)	Kind of Support Required (Fiscal / Non-Fiscal)
ii.	Others	<ul style="list-style-type: none"> • Research in public health areas must be initiated • Evaluation- All universities/HEIs must be as flexible and pragmatic as possible to help students achieve the outcomes indicated in their learning agreements, regardless of the students' geographical location, (through remote studying/online assessments and arrangements with the use of digital tools.) This flexibility will in particular help students who have returned to their home countries to finish their courses at their host institution. Such credits received through remote studying arrangements will be fully recognised. • In the aftermath of the COVID-19, it is extremely important to support universities and HEIs (in particular those that specialise in the life sciences), with greater emphasis and adequate funding. • Universities & HEIs should look at and focus on learning in the areas of crisis/risk planning, training, management and decision-making. • Teaching and learning from Home must continue until June 1, 2020 		

Film Exhibition & Live Events

Organisations to encourage live/recorded events via virtual mediums. For shows at the venue, organisations to schedule less number of shows/events per day with enough gap between to manage crowds and ensure social distancing between guests. Organisations to increase entry and exit points at the venue with no frisking of guests on a temporary basis. The theatres to operate at 50% of their current capacity.

S. No.	Area of SOP	Suggested SOP	Concerned Govt. Agency (ies) (if applicable)	Kind of Support Required (Fiscal / Non-Fiscal)
1.	Labour/ Employee	<ul style="list-style-type: none"> • Guidelines and preventive measures coupled with disinfecting initiatives including – <ul style="list-style-type: none"> ♦ Ensure mandatory routine temperature checks of all employee. ♦ Ensure hand sanitizers to be used by all employees in regular intervals. ♦ Food and beverage service staff to utilise disposable gloves. ♦ Ensure social distancing to be always practiced. • Organisations to encourage stay at home in hot spot areas. • Provide information and assistance on Covid 19. • Employee showing any signs of Covid 19 to mandatorily quarantine for 2 weeks. • Extend support with round the clock counselling to ensure mental and physical well-being of all employees. 	<ul style="list-style-type: none"> • Public Transport Agency – for the commute of workers • Central Government / State Government 	<p>Non-Fiscal Measures:</p> <ul style="list-style-type: none"> • Buses / Metros / cabs / rickshaws to be operational for workers • Labour is no longer available at site, therefore bringing them back by taking special measures. <p>Fiscal Measures:</p> <ul style="list-style-type: none"> • Government may look at providing fiscal support for remobilization of work to support labour/employees

S. No.	Area of SOP	Suggested SOP	Concerned Govt. Agency (ies) (if applicable)	Kind of Support Required (Fiscal / Non-Fiscal)
2.	For Public Places (Venues of Film Exhibition & Live Events)	<ul style="list-style-type: none"> • Compliance of disinfection at Public places to avoid any possibility of transmission including: • Public places should be disinfected pre and post events. • Disposable facemasks not to be re-used • Public places to operate with minimum staff in rotational shifts. • Public places to have a max capacity beginning at 50 people and then with the gradual improvement of the situation, the audience capacity may go up. These would need to be linked to the weekly data from the Ministry of Health & Family Welfare and would be dependent on the rise and fall in cases. • Scheduling of event/screening with enough time gap to ensure there is no clash in timings of entry, intervals and exits. • All the public places at the market hot spot areas must prohibit any public movement and gathering. 		
3.	Interstate Movement of Goods	<ul style="list-style-type: none"> • Compliance of disinfection process to avoid any possibility of transmission. • Safe packaging & No-contact delivery of products. • Hand sanitizers & hand wash stations to be placed in strategic locations (Entry, Cash Tills, Washrooms, Exit etc) to ensure highest standards of cleanliness and sanitization for customers inside the public place. 		
4.	Dealing with Vendors	<ul style="list-style-type: none"> • Virtual interaction to the extent possible. • Compliance of social distancing norms. 		

S. No.	Area of SOP	Suggested SOP	Concerned Govt. Agency (ies) (if applicable)	Kind of Support Required (Fiscal / Non-Fiscal)
5.	Dealing with Suppliers	<ul style="list-style-type: none"> Virtual interaction to the extent possible. Compliance of social distancing norms. 		
6.	Sales & Marketing	<ul style="list-style-type: none"> Limit sales & marketing activity to digital platforms as much as possible. Ensure social distancing to be always practiced. 		
7.	Dealing with customers	<ul style="list-style-type: none"> All public places should be mandated to provide hand sanitisers at the entrance & exit to the public place for disinfecting entering and leaving guests/customers. Thermal scanning to monitor customer's temperature. Social distancing norms should be enforced to prevent crowding in and around the public place. All customers should be mandated to wear masks (even home-made) before entering public places. Encourage payment in digital currency to enable easy and COVID-19 risk-free transactions. Display of posters/banners/short film for promoting respiratory hygiene & social distancing. 		
8.	Dealing with Bank/ Financial Institutions	<ul style="list-style-type: none"> Online facilities and interaction to the extent possible. 		
9.	Dealing with Government for License/ Approvals	<ul style="list-style-type: none"> Virtual interaction to the extent possible. 		

S. No.	Area of SOP	Suggested SOP	Concerned Govt. Agency (ies) (if applicable)	Kind of Support Required (Fiscal / Non-Fiscal)
10.	Infrastructure for Safety of Staff/ Labour	<ul style="list-style-type: none"> • Companies to sanitize offices prior to re-opening. • Ensure adequate fumigation equipment. • Sanitisers, Gloves, Masks and other essentials to be available. • Health care and insurance incentives to be provided. • Promotion and implementation of safety and hygiene levels. • Public places should be disinfected every 3 days. • Sanitizers to be available for guests use at visible locations of the venues. 		

Media & Entertainment

Production houses to prioritize post-production activities of ongoing/pending projects and pre-production activities of new projects via virtual interaction to contribute to content bank for broadcasters. Scheduling of production activities (if necessary) with minimum crew size and on rotational basis, with proper social distancing norms.

S. No.	Area of SOP	Suggested SOP	Concerned Govt. Agency (ies) (if applicable)	Kind of Support Required (Fiscal / Non-Fiscal)
1	Supply of Raw Material			
2	Labour/ Employee	<ul style="list-style-type: none"> Guidelines and preventive measures coupled with disinfecting initiatives including – Ensure mandatory routine temperature checks of all employees along with all entering the office and shooting/production sets and post production set ups. Ensure hand sanitizers and masks to be used by all employees at all time. Ensure social distancing to be always practiced. Domestic and international travel be restricted as per GoI/WHO advisory. Ensure rotational attendance system with minimum crew size for production to be allowed at the location. Provide safe transport or allowance to and return from the location of shoot. Organisations to encourage stay at home in hot spot areas. All pre-production activities including creative discussions, meetings, casting, look test and others can be done via virtual mediums. 		

S. No.	Area of SOP	Suggested SOP	Concerned Govt. Agency (ies) (if applicable)	Kind of Support Required (Fiscal / Non-Fiscal)
1	Supply of Raw Material			
2	Labour/ Employee	<ul style="list-style-type: none"> Equip employees with Laptops and Dongles/Internet facility or allowance to ensure smooth functioning during work from home scenarios, wherever applicable. Artist shall be encouraged and supported to carry out most of their trials and fittings and get up, at their residence and visit hooting premises with minimal support staff. All the office premises, shooting/production site and services in and around the marked hot spot areas must prohibit access and movement of employees. Create a “COVID Rapid Action Management Team” along with a single point of contact for information & assistance related to COVID. Employee showing any signs of Covid 19 to mandatorily quarantine for 2 weeks. Extend support with round the clock counselling to ensure mental and physical well-being of all employees. 		
3.	Manufacturing (Not Applicable for Service Sector)	N/A	N/A	N/A

S. No.	Area of SOP	Suggested SOP	Concerned Govt. Agency (ies) (if applicable)	Kind of Support Required (Fiscal / Non-Fiscal)
4.	Office Set up and Shooting sets & locations	<ul style="list-style-type: none"> • Compliance of disinfection at Office Set up and Shooting sets & locations to avoid any possibility of transmission including: • Sanitization of Offices premises prior to opening and in every 3 days. • Daily fumigation of all Sets and Post-Production set-ups including edit rooms. • Sanitization of vanity vans and transport vehicles before and after shoots. • Hand-sanitizer Bottles to be strategically placed at all operational clusters and various entry & exit points. • Majority of the shoots to be planned in indoor sets and external locations to be avoided. • Scheduling of production & post-production with enough time gap of call time/ pack up time to ensure adherence of social distancing norms. • Scheduling of shooting of scenes that require minimum workforce and postponing of elaborate / extravagant sequence such as marriage/market/mela/fight sequence until COVID19 threat subsides. • Provision of Isolation Room to be kept ready with health care professional available for anyone who may exhibit any symptoms. • Display of posters/infographics in strategic locations (office, production/shootings set, editing rooms, etc.) for promoting respiratory hygiene & social distancing along with emergency helpline number. • Guest (of staff, artist etc) visits on production/shooting sets must be completely prohibited. • Ensure efficient IT infrastructural capability to maintain smooth operational flow. 		

S. No.	Area of SOP	Suggested SOP	Concerned Govt. Agency (ies) (if applicable)	Kind of Support Required (Fiscal / Non-Fiscal)
5.	Interstate Movement of Goods			
6.	Dealing with Vendors	<ul style="list-style-type: none"> • Virtual interaction to the extent possible. • Encourage payment in digital currency to avoid hand contact during transactions. • All production related vendors to be screened before being allowed entry in studios. • Compliance of social distancing norms. 		
7.	Dealing with Suppliers	<ul style="list-style-type: none"> • Virtual interaction to the extent possible. • Compliance of social distancing norms. • Encourage payment in digital currency to avoid hand contact during transactions. 		
8.	Sales & Marketing	<ul style="list-style-type: none"> • Virtual interaction to the extent possible. • Limit sales & marketing activity to digital platforms as much as possible. • Ensure social distancing to be always practiced. 		
9.	Dealing with customers	<ul style="list-style-type: none"> • Encourage payment of DTH, Broadband in digital currency to avoid hand contact during transactions. 		
10.	Dealing with Bank/ Financial Institutions	<ul style="list-style-type: none"> • Encourage virtual correspondence. • Digital payment in any form to be encouraged 		

S. No.	Area of SOP	Suggested SOP	Concerned Govt. Agency (ies) (if applicable)	Kind of Support Required (Fiscal / Non-Fiscal)
11.	Dealing with Government for License/ Approvals	<ul style="list-style-type: none"> • Online processing of all applications and permissions by MIB 		
12.	Infrastructure for Safety of Staff/ Labour	<ul style="list-style-type: none"> • Ensure adequate fumigation equipment. • Sanitisers, Gloves, Masks and other essentials to be available at visible locations. • Health care and insurance incentives to be provided. • Promotion and implementation of safety and hygiene levels. • Provision of Isolation Room to be kept ready with health care professional available for anyone who may exhibit any symptoms. 		

Real Estate

Developers to prioritize construction of important and essential infrastructure projects such as hospitals, warehouses among others. The onsite labour to be provided with proper accommodation, food and sanitary conditions. Social distancing must be adhered.

S. No.	Area of SOP	Suggested SOP	Concerned Govt. Agency (ies)	Kind of Support Required (Fiscal / Non-Fiscal)
1	Supply of Raw Material	<ul style="list-style-type: none"> Factories/Manufacturing Unit/Vendors supplying construction materials shall disinfect the materials before dispatches. Materials to carry a certificate of disinfection. All vehicles having such certificate to be freely allowed between state borders. Ensure production/sourcing of sufficient quantities of basic construction materials happens at the origin/manufacturing i.e. cement, sand, aggregates, steel, plywood, etc. For this the guidelines to be followed by companies / vendors in sourcing/manufacturing to be established Dealer (whole seller/retailer) storing and supplying the materials to disinfect the materials at the place as per laid out procedures. All vehicles having such certificate to be freely allowed between state borders. Head start to basic industries vs. general lockdown to enable availability of raw material at sites when general lockdown is over 	Central government / state governments/ NGT and Mining	<ul style="list-style-type: none"> Fiscal Measures: Re-start of basic industries like Cement, Steel, mining (sand, aggregate) etc Exemption/ deferment of custom duties and taxes (for minimum 90 days) on equipment coming from overseas Central / State to issue special funds to cater to essential supply to migrant labour and other needy groups Non Fiscal Measures: Raw materials to be sanitized at destination Govt. to inform guidelines for manufacturing unit / sourcing unit in terms of precaution to be followed for production of such construction materials as

S. No.	Area of SOP	Suggested SOP	Concerned Govt. Agency (ies)	Kind of Support Required (Fiscal / Non-Fiscal)
		<ul style="list-style-type: none"> • Movement of trucks across state borders • Open supply chain of key construction materials in staggered format- few hours in a day. • Supply of construction materials to continue the construction activities at sites • Movement of trucks across state borders and the trucks must be well covered and should not be bare. • Post COVID19 monsoon will start and as per NGT no mining will be allowed, which result in shortage of building raw material. These guidelines need a relook. 		well as disinfecting the materials/products before dispatch. Such materials should therefore be freely allowed having a self certification from the manufacturer / supplier.
2	Labour/ Employee	<ul style="list-style-type: none"> • Providing area for creating labour hutments in 5 km proximity, where hutments within site not possible. • Permit construction at sites where labour hutments have been created within the site- labour is effectively quarantined in such sites since lockdown • Government collect Labour Cess while approving sanction drawings but this fund collected by development authorities transferred into large pool fund and never used by authorities for welfare of construction workers. 	Central Government / State Government/ Urban development authorities and Labour Department	<p>Non Fiscal Measures:</p> <ul style="list-style-type: none"> • Labour is no longer available at site, therefore bringing them back by taking special measures. • Sites following established guidelines should be allowed to carry work as per Self Certification from Site Engineer in Charge. <p>Fiscal Measures:</p> <ul style="list-style-type: none"> • Labour welfare fund and construction cess to be directly credited to per

S. No.	Area of SOP	Suggested SOP	Concerned Govt. Agency (ies)	Kind of Support Required (Fiscal / Non-Fiscal)
		<ul style="list-style-type: none"> • Government should use this fund to finance construction workers who return back to their work directly into their account and open health camps for them at construction site itself. • Transportation of Labour back from Home Town • Daily Commute of Employees – availability of public transport • Construction labours availability is a key for the industry as dependency is on migrant labours. For safety and health of workers as well as to continue to take precautions on not spreading the virus each site shall monitor temperature and any visible symptoms in every worker on daily basis. • All workers to wear masks during working. Masks will become part of standard PPE. If not worn by workers site supervisors to make available masks. • All sites to install hand sanitisation in prominent locations. • Workers in morning briefing to be informed of precautions to be followed. • Lunch hours to be staggered so congregation of workers is not allowed. 		<p>labour (say 1000 rs/month) in account of laour to buy masks, sanitisation materials or concession to be given to employer to procure the same and implement.</p> <ul style="list-style-type: none"> • Government may look at providing fiscal support for remobilization of work to support labour/employees • Availability of transport means

S. No.	Area of SOP	Suggested SOP	Concerned Govt. Agency (ies)	Kind of Support Required (Fiscal / Non-Fiscal)
3.	Manufacturing (Not Applicable for Service Sector)	<ul style="list-style-type: none"> All large manpower factories (more than 50) to be starting only after proper verification by concerned Govt Agency Proper sanitizing of factory will be done to prevent the spread of the disease. Basic medical gears (masks and gloves) would be provided to workers Sanitise all machines and spares etc in the factory Strict packing & despatch process for manufactured items 	Central government / state government	Fiscal Measures: <ul style="list-style-type: none"> Ensure payment towards custom duty and taxes for material in transit
4.	Office Set up	<ul style="list-style-type: none"> Critical to create a hygiene manual at offices whereby consumables, social distancing norms, are defined. Allow non-critical departments such as 'recruitment', 'admin' to continue working from home Permit office operations on rotating basis where office density is high (via self-discipline for example applicable to offices with 3x2 size workstations) Minimal staff on site The office and on site place will have sanitizers, gloves, masks and other basic medical equipment Disinfecting office three times Toilets to be disinfected after every half an hour 		Non Fiscal Measures: <ul style="list-style-type: none"> Central Government/State Government to conduct random checks

S. No.	Area of SOP	Suggested SOP	Concerned Govt. Agency (ies)	Kind of Support Required (Fiscal / Non-Fiscal)
		<ul style="list-style-type: none"> • Mostly work from home until the cases decrease and the spread is under control • Encourage Work From Home for prolonged period in case a Company, Office, Agency can afford 		
5.	Interstate Movement of Goods	<ul style="list-style-type: none"> • All vehicles carrying construction materials having certification of disinfect as per Govt. laid out procedure should be freely allowed. This will ensure no spread of virus as already disinfected and make available necessary materials for resumption of works. • Allow movement of critical goods for construction such as steel and cement • Material movement should be allowed as soon as possible in the interest of job and revenue generation. • Basic health gears for workers at construction sites • Safety precaution to be taken, the employees on board vessels to follow social distancing norms and to be provided with health medical facilities 	Central Government and State government	<ul style="list-style-type: none"> • Safe Shelter for workers/labours
6.	Dealing with Vendors	<ul style="list-style-type: none"> • Maximum online and digital connect and if necessary face to face with maintaining social distancing norms • Meeting via video conferencing • All correspondence by mail 	Bankers	<p>Fiscal Measures:</p> <ul style="list-style-type: none"> • Extension of credit to vendors by banks • Bills discounting at affordable rates

S. No.	Area of SOP	Suggested SOP	Concerned Govt. Agency (ies)	Kind of Support Required (Fiscal / Non-Fiscal)
		<ul style="list-style-type: none"> No personal meeting for three months Sanitisation of hard copy of all documents received from third parties Online submission of bills 		<ul style="list-style-type: none"> Extension of statutory dues without any interest and penalties for a certain time period
7.	Dealing with Suppliers	<ul style="list-style-type: none"> No personal meeting for three months All instructions to be given by E-mail All payments through RTGS Meeting through video-conferencing It will be dealt online and if necessary face to face with maintaining social distancing norms 	Internet companies to give support for sufficient bandwidth for video-conferencing and e-mail	Non-Fiscal
8.	Sales & Marketing	<ul style="list-style-type: none"> Sales and marketing only through phone, e-mail and video conferencing for three months 	Housing Department	Fiscal Measures: <ul style="list-style-type: none"> GST rationalisation on digital media spends
9.	Dealing with customers	<ul style="list-style-type: none"> No stamp duties should be charged on new ATS if customer transfers its unit from one project to another with same developers because of change in his budget. Encourage correspondence electronically Digital payment in any form to be encouraged Bills and invoices to be sent on mail 	Stamp/revenue department and Directive from bankers	Non Fiscal Measures: <ul style="list-style-type: none"> Legal framework of digital signatures in real estate E- Stamping of agreements in UP Campaign by the government (like during demonetisation) for adoption of online banking
10.	Dealing with Bank/ Financial Institutions	<ul style="list-style-type: none"> Create clear instructions for banks to pass on benefit of reduced repo rate to borrowers Looking into post COVID19 market 	Central Government (Ministry of Finance)	<ul style="list-style-type: none"> Non Fiscal Measures: No additional charges to be applied by government for using digital payment in the

S. No.	Area of SOP	Suggested SOP	Concerned Govt. Agency (ies)	Kind of Support Required (Fiscal / Non-Fiscal)
		<p>scenario, it is expected that large number of customers will either lose their jobs or downward pay revision will happen. In such a scenario percentage of customers defaulting in payment of their dues will increase. Bank and FI should recast EMI payable by developers with at least one year moratorium and extended numbers of installments (at least three year extra payout time).</p> <ul style="list-style-type: none"> • To kick start construction activities, banks should offer short term OD facilities to developers. • All transactions through internet, RTGS and online transfer/payment. Cash transaction will be kept at minimal • Bank may allow submitting the scanned copies of the required documents for the clearance of payment against Letter of Credit. • Technical approval of subsequent disbursement based on photographic evidence provided by the builder • Online Loan Sanction • Request FI/Banks to complete paperwork online • Digital signing of agreement between Bank and customers 		<p>future</p> <ul style="list-style-type: none"> • Legal framework for digitally signed agreements • • Fiscal Measures: • Further Interest Reduction upto 50% for next 12 Months period • Extension of credit to builder at affordable rates • Improve Liquidity position of NBFC

S. No.	Area of SOP	Suggested SOP	Concerned Govt. Agency (ies)	Kind of Support Required (Fiscal / Non-Fiscal)
11.	Dealing with Government for License/ Approvals	<ul style="list-style-type: none"> Incorporate delay effect off COVID-19 in all government related obligations such as RERA, CLU extension etc. RERA should be empowered to work as regulator and for overall growth of reality sector, as of now it is more inclined towards customers (like consumer courts) instead of regulators of reality sector in large. Government should issue instruction to all RERA authorities to proactively consider rehabilitations schemes from developers in next 90 days as and where it is required. This will save number of projects becoming sick. (Prevention is better than cure) Development authorities charges huge External Development Charge (EDC) without deploying any amount directly linked with project. Government should either use this fund directly for project external developments or suspend collection of such fund. Labour licenses, GST compliances shall be logged in Government portal and the approvals should be granted electronically by the authorities. All Government land dues to be deferred and zero period to be provided for six months Relaxation in compliance timelines extended by 6 months. 	All govt. Department /ministries	<p>Non- Fiscal Measures:</p> <ul style="list-style-type: none"> Encouraging use of digital platform for getting licence and submitting bills at various government offices RERA timeline to be automatically extended considering the magnitude of the Force majeure period <p>Fiscal Measures:</p> <ul style="list-style-type: none"> Zero period for 6 months

S. No.	Area of SOP	Suggested SOP	Concerned Govt. Agency (ies)	Kind of Support Required (Fiscal / Non-Fiscal)
		<ul style="list-style-type: none"> Approval to be granted basis self-certification (having complied with requirements) with review right of Government on annual basis. But through self certification project proponents should be able to deliver project or fulfil the condition laid out to move forward 		
12.	Infrastructure for Safety of Staff/ Labour	<ul style="list-style-type: none"> Providing daily meals to labour and family members during the period of lockdown Create standard safety SOP for all construction sites, with strict emphasis on installing hygiene supervisors Doctors and paramedics staff to available at construction site Routine checks and cross checks of our workers. Preliminary Health Check Up on arrival at place of work Monitoring by supervisors Decentralised Collection Points and Storage Areas Fumigation and safety as per Govt. Regulation followed Special Transport to be provided if possible by the employers Closure of canteen, will provide ration to cook inside individual hutments 	Central Government / State Government	<p>Non- Fiscal Measures:</p> <ul style="list-style-type: none"> Local Area administration should support operations with safe distance working Availability of masks, sanitisation liquid, medical facility <p>Fiscal Measures:</p> <ul style="list-style-type: none"> Availability of discounted ration, daily wage support till lockdown in place
13.	Others (pls specify)	<ul style="list-style-type: none"> Disburse pending Rs 25,000.00 crores of earlier announced rehabilitation scheme pan India. As of now it is only limited to few tier I cities. Tier II cities are completely untouched. 	Central Government / State Government	Fiscal

Urban Transformation (Smart Cities)

S. No.	Area of SOP	Suggested SOP	Concerned Govt. Agency (ies) (if applicable)	Kind of Support Required (Fiscal / Non-Fiscal)
1	Supply of Raw Material	<ul style="list-style-type: none"> Identify cluster & areas require supply of essentials raw material food & medicine Assess Supply demand Use technology to provide information of supply & details local suppliers who are providing supply in respective areas Provide Technology interventions to pre-book with local vendors to avoid crowding Enable service delivery aggregators, big suppliers & transporter of essential Raw material to support small vendor chain Provide Mobile based pass and coordinate with City Police Departments for problem free flow of raw material in the city Big retails shops & wholesalers can share stock of essential services with government Enable Donor Groups of Raw Material and create measures to connect with cluster require that essential services and no duplication of distribution Enable State Food & Civil Supply department for demand and distribution to fair price shops of department. 	State Government District Administration Municipalities / Smart Cities	Fiscal: <ul style="list-style-type: none"> Central / State to issue special funds to cater to essential supply to migrant labour and other needy groups Non-Fiscal: <ul style="list-style-type: none"> Raw material from food & Supply demand department to cater demand Donor Groups to coordinate
2	Labour/ Employee	<ul style="list-style-type: none"> Enable Municipal contract staff / Sanitation workers with E-Pass to go on work 	Central / State Governments Municipalities / Smart	Fiscal: <ul style="list-style-type: none"> Centre & State government relief for daily wage labour

S. No.	Area of SOP	Suggested SOP	Concerned Govt. Agency (ies) (if applicable)	Kind of Support Required (Fiscal / Non-Fiscal)
		<ul style="list-style-type: none"> • Provide essential raw material and items to municipal labour, health workers and other staff supporting in field. • Identify migrant labour and provide them safe shelter and essential items like food, medicine • Provide some kind of entertainment in labour shelter homes like Yoga, TV Channel, etc. • Identify group of employees in planned manner to be allowed to go out and work and enable the group with Pass. • Municipalities / Government if can use migrant labour on projects/ relief work and pay as daily wage for the same. 	Cities/ Urban development authorities and Labour Department	Non-Fiscal: <ul style="list-style-type: none"> • Shelter Home
3.	Manufacturing (Not Applicable for Service Sector)	<ul style="list-style-type: none"> • Identify critical sector & essential goods manufacturer and support the industry to open • Keep sanitizing the factor areas • Sanitizer, Masks and other protective material for workers. • No common eateries or break areas during this time of health emergency 	Central / State Governments Manufacturing units of essentials goods	Fiscal: <ul style="list-style-type: none"> • Monetary Support to essential supply manufacturing units to control price & continuity
4.	Office Set up	<ul style="list-style-type: none"> • Set-up State / District / City wise Command & Control centre • Use existing command & centres in smart cities • Maximise online meeting tools in government departments 		Non-Fiscal: Municipal Corporation Staff to conduct random checks

S. No.	Area of SOP	Suggested SOP	Concerned Govt. Agency (ies) (if applicable)	Kind of Support Required (Fiscal / Non-Fiscal)
5.	Interstate Movement of Goods	<ul style="list-style-type: none"> Identify essentials required from interstate Support transporters with E-Pass to travel from one state to another Coordination with police and administration of other states by providing information of movement of goods Provide drivers with safe shelter / food during travel Material movement should be allowed as soon as possible in the interest of job and revenue generation. 		Non-Fiscal: Safe Shelter
6.	Dealing with Vendors	<ul style="list-style-type: none"> Enable digital platform for vendors to share demand and inventory of essential items Big retail stores and online delivery aggregators to enabled to support small stores with supply Safe distancing and protocols to be maintained for delivery at vendor retails shops 		Non-Fiscal
7.	Dealing with Suppliers	<ul style="list-style-type: none"> Enable digital platform for essential No personal meeting for three months Encourage correspondence electronically 		
8.	Sales & Marketing	<ul style="list-style-type: none"> Meeting through video-conferencing It will be dealt online and if necessary face to face with maintaining social distancing norms 		

S. No.	Area of SOP	Suggested SOP	Concerned Govt. Agency (ies) (if applicable)	Kind of Support Required (Fiscal / Non-Fiscal)
9.	Dealing with customers	<ul style="list-style-type: none"> • Encourage correspondence electronically • Digital payment in any form to be encouraged • Bills and invoices to be sent on mail 		
10.	Dealing with Bank/ Financial Institutions	<ul style="list-style-type: none"> • Proper hygiene to be maintained at ATMs. • Controlled ATMs to function with social distancing & sanitizer & other facilities • SIDBI and Banks should discount all governments bills at MCLR 		Non-Fiscal: <ul style="list-style-type: none"> • No additional charges to be applied by government for using digital payment in the future
11.	Dealing with Government for License/ Approvals	<ul style="list-style-type: none"> • Online Mobility Pass for essential for supplier, transporter, service delivery aggregators and others • E-approvals for manufacturers of essentials goods to operate 		Non-Fiscal: <ul style="list-style-type: none"> • Encouraging use of digital platform for getting licence and submitting bills at various government offices
12.	Infrastructure for Safety of Staff/ Labour	<ul style="list-style-type: none"> • Routine checks and cross checks of our workers. • Preliminary Health Check Up on arrival at place of work Monitoring by supervisors 		

Sports

Organisations to focus/prioritize resuming sports such as Cricket, Tennis, Badminton, Table-tennis that could be played while abiding by the social distancing norm. In addition, organisations may explore e-sports & launch e-versions of the live sports to engage with consumers.

S. No.	Area of SOP	Suggested SOP	Concerned Govt. Agency (ies)	Kind of Support Required (Fiscal / Non-Fiscal)
1	Type of sports to be allowed initially	<ul style="list-style-type: none"> Sports like Cricket, Tennis, Badminton, Table-tennis etc. can be played with athletes practicing the norms of social distancing (maintaining a 1 metre distance). These sports to be allowed to resume activity in the first phase of resumption of sporting activity Sports like Football, Hockey, Wrestling, Kabaddi etc., which require physical contact, to be permitted to resume only in later phases. 	Ministry of Sports / Sports Authority of India, Various sports federation / association	
2	Sportsmen / players	<ul style="list-style-type: none"> Each sporting event required to follow stringent checks for Covid-19 on participants upon arrival. Participants to be tested for the virus upon arrival and participate only upon being declared Covid-19 negative. Alternately, participants to serve a 14-day quarantine preceding the event. Athletes and associated staff during the quarantine period to follow protocols of social distancing / self-isolation. 	Ministry of Sports / Sports Authority of India, Various sports federation / association	

S. No.	Area of SOP	Suggested SOP	Concerned Govt. Agency (ies)	Kind of Support Required (Fiscal / Non-Fiscal)
		<ul style="list-style-type: none"> Any athlete showing symptoms during this period to undergo a test immediately and be isolated. 		
3.	Travel of sportsmen / Players	<ul style="list-style-type: none"> Sporting bodies to organize events in a restricted number of venues (ideally 1-2 cities), Minimize travel and associated exposure for the athletes. Isolate athletes and associated staff to few locations. Locations accessible to athletes and associated staff to be limited to training facilities, residential quarters and stadia only. 	Ministry of Sports / Sports Authority of India, Various sports federation / association	
4.	Measures for Training, dressing room, Playground premises, residential quarters	<ul style="list-style-type: none"> Athletes and associated staff for a sporting tournament required to adhere to social distancing norms maintaining a 1-metre distance at all times, including at training, in the locker room / dugout and in non-player areas. Athletes and associated staff for a sporting tournament required to adhere to social distancing norms maintaining a 1-metre distance at all times, including at training, in the locker room / dugout and in non-player areas. Facilities being used for the sporting event must undertake strict sanitization protocols in line with applicable guidelines. 	Ministry of Sports / Sports Authority of India, Various sports federation / association	

S. No.	Area of SOP	Suggested SOP	Concerned Govt. Agency (ies)	Kind of Support Required (Fiscal / Non-Fiscal)
5.	Dealing with audience / on site viewers	<ul style="list-style-type: none"> Congregation of large crowds poses transmission risk, which can only be curtailed by playing in empty stadia. [Rationale: More than 99% viewership for any live sport happens on screens over TV channels & digital platforms so this measure will not affect most fans' experience of the sport.] Even when stadia are opened to fans, the number of fans allowed to enter to be less than 50% of stadium capacity to ensure social distancing can be maintained. 	Ministry of Sports / Sports Authority of India, Various sports federation / association	
6.	Dealing with on-site staff	<ul style="list-style-type: none"> Athletes and all associated staff required to adhere to precautionary guidelines, which include wearing masks, washing hands, carrying sanitizer and maintaining social distancing. Send advisories to all stakeholders related to precautionary measures that they must take including external vendors, freelance crew commentators and Star India staff. Each crew member to acknowledge that he/she has understood the precautionary measures and declare that he/she, to the best of his/her abilities, will follow the measures Voluntary disclosure of recent travel undertaken by crew members, external vendors and freelance crew to countries that are graded as 'high risk' countries. 	Ministry of Sports / Sports Authority of India, Various sports federation / association	

S. No.	Area of SOP	Suggested SOP	Concerned Govt. Agency (ies)	Kind of Support Required (Fiscal / Non-Fiscal)
		<ul style="list-style-type: none"> Information on Do's & Don'ts to be displayed prominently in all crew spaces including hotels Executive Producer along with Production Managers to take charge of crew protocols, which includes decisions related to quarantining of crew based on medical advice acquired Provision of hand-sanitizer in all crew spaces with floating crew such as cameramen and floor managers being provided personal hand-sanitizers Entry to the stadium to be highly regulated and the organizing body to make all efforts to minimize staff at the stadia which includes match officials, ground staff, broadcast crew etc. Functions to be divided into essential and non-essential, in terms of the need for their presence at the stadia. All non-essential functions to be moved away from the stadia. E.g., Nearly 60% broadcast crew including commentators can be moved from the stadium to a central production facility via fiber connectivity. This will minimize presence at the ground and reduce the risk of transmission 		
7.	Dealing with Medical	<ul style="list-style-type: none"> Identification of medical facilities equipped to handle symptoms of Covid-19 at all venues. 	Ministry of Sports / Sports Authority of India, Various sports federation /	

S. No.	Area of SOP	Suggested SOP	Concerned Govt. Agency (ies)	Kind of Support Required (Fiscal / Non-Fiscal)
	Support and Services	<ul style="list-style-type: none"> • Sporting bodies to make adequate medical services available to athletes and associated staff to ensure constant monitoring and assistance. • Covid-19 medical tests to be available to test athletes & associated staff suspected of the infection. • Body temperature to be tested for all athletes & associated staff entering common use facilities (stadium, residential quarters & training areas) • While most athletes tend to be more fit than ordinary people, those with underlying conditions related to breathing problems (bronchitis/asthma), diabetes or recovering from serious medical ailments such as cancer are required to withdraw from participating as they're immune-compromised. • This would apply to participants above the age of 60 as well and would be a guideline followed for all participants including athletes, coaching and team staff, match officials, broadcast crew etc. • Athletes and all associated staff to adhere to precautionary guidelines, which include wearing masks, washing hands, carrying sanitizer and maintaining social distancing. • Players suspected of Covid-19 symptoms to be isolated immediately and medical assistance proved. 	association	

Annexure – 1

Check List for Businesses Continuity Post Lockdown

ITEM	ACTION TO BE TAKEN	YES	NO
A.	STAY INFORMED AND FLEXIBLE		
1.	Are you monitoring the Ministry of Health & Family Welfare website for guidance to businesses and other updates as this situation progresses?		
2.	Are you proactively determining, how your company will operate if absenteeism spikes from increases in sick employees, those who stay home to care for sick family members, and those who must stay home to watch their children if schools are closed?		
3.	Are you taking the time now to learn about coronavirus plans in each community / districts/ hotspots etc. where your business operates. Local conditions will influence decisions made by Government regarding community-level strategies and, ultimately, affect your business.		
B.	ENCOURAGE HEALTHY HYGIENE ETIQUETTE AND FACILITATE A CLEAN WORKPLACE		
1.	Opened up every area of the building and ensure a proper disinfection is done		
2.	Have the workers filled up the self-declaration form regarding well being		
3.	Have proper transportation being organized for the workers		
4.	Has the transport vehicles properly sanitized		
5.	Is thermal scanning at the entry point in operation		
6.	Is social distancing being followed at the shop floor		
7.	Are you following the gap in shifts		
8.	Every desk space, corners, lifts, staircase handles, doorknobs, chair handles, electrical switch points, wash rooms etc to be cleaned/ disinfected		
9.	Washrooms to have liquid soap and hand dryers / tissue papers		
10.	Hand sanitizers placed at appropriate locations		
11.	Cleaned air conditioning systems including lift fans		

ITEM	ACTION TO BE TAKEN	YES	NO
12.	Identified ways to get fresh air inside the work areas rather than closed spaces		
13.	Re-organized office spaces keeping in mind social distancing		
14.	Evaluated all the waiting areas and ensure social distancing in practices- distance out seats/chairs/ sofas and block them with neat labels		
15.	Have enough educational material around for staff to understand the key principles to be followed		
16.	For efficient screening practices, thermal guns (to read the temperature) to be available and staff to be educated on checking everyone's temperature		
17.	Staff who is unwell should be given mask & should be segregated		
18.	Small medical facility created / organized, where if, anyone doesn't feel well-could approach		
19.	Staffing of medical facility could include a nurse and connect to the healthcare facility with video conferencing		
20.	Re-evaluated the biometric systems and find alternatives, if possible. Or have your staff wipe their finger after using the biometric systems (alcohol swabs to be available)		
21.	Drinking water facilities to have disposable cups. They should not have glasses that people use and wash.		
22.	Staff should carry their own water bottles and tea/coffee mugs. They should clean it themselves rather than sending it for someone to clean. Else use disposable ones.		
23.	Dustbins should be closed/ covered ones and not open ones especially in lunch areas, washrooms etc		
24.	Perfect cleanliness to be followed in kitchens, pantries etc		
25.	Staff to wear masks		
26.	Check the required stock of disinfectants, tissues, liquid soap, thermal scanner, masks, gloves, etc		
27.	A process is in place to track and report available quantities of stocks-PPE, disinfectants, etc		
28.	Appropriate signage to be displayed at locations		
29.	Placed mats at the entrance that could be dipped in 1% sodium hypochlorite (and changed every 2 hours) to ensure the footwear is clean		

ITEM	ACTION TO BE TAKEN	YES	NO
30.	Make sure the area is not slippery though		
31.	All double doors should be kept open to prevent touching doors or knobs.		
C	SELF DECLARATION FORMS FROM SUPPLIERS, TRANSPORTERS & STOCKISTS		
1.	Has the self-declaration form been submitted covering the following :		
	<ul style="list-style-type: none"> • Have proper transportation being organized for the workers 		
	<ul style="list-style-type: none"> • Has the transport vehicles properly sanitized 		
	<ul style="list-style-type: none"> • Is thermal scanning at the entry point in operation 		
	<ul style="list-style-type: none"> • Is social distancing being followed 		
	<ul style="list-style-type: none"> • Are you following the gap in shifts 		
D.	ESTABLISH A RESPONSE PLAN		
1.	Established a response plan that is flexible, well-informed and tailored to the essential aspects of your business. In developing your plan, involve key employees to inform the plan and reality-test assumptions upon which the plan is based.		
2.	Identified a cross-trained response team to work with one point of contact to respond to reports of infection or possible exposure.		
3.	Identified essential business functions, essential jobs or roles, and critical elements within your workforce and supply chains (i.e., suppliers, subcontractor services/products, and logistics) required to maintain business operations. Plan for how your business will operate if there is increasing absenteeism or these supply chains are disrupted.		
4.	Prepared to change your business practices if needed to maintain critical operations. Specifically, identify alternative suppliers, prioritize customers, and be prepared to temporarily suspend some of your operations if needed.		
5.	Cross-trained personnel to perform essential functions so that the workplace is able to operate even if key staff members are absent.		
6.	Cross-trained personnel to perform essential functions so that the workplace is able to operate even if key staff members are absent.		
7.	Established protocol around when an employee should disclose potential exposure and how such disclosure will be treated.		

ITEM	ACTION TO BE TAKEN	YES	NO
8.	Planned for how and when the company will notify employees in the case of actual or suspected infection, including how the company will maintain the privacy of the infected individual.		
E.	DEVELOP AN EMPLOYEE COMMUNICATION PLAN		
1.	Anticipated employee fear, anxiety, rumors, and misinformation, and plan communications accordingly.		
2.	Shared your coronavirus response plan with employees and explain what human resources policies, workplace and leave flexibilities, and pay and benefits will be available to them.		
3.	Created an internal website and/or call-in line where employees can access relevant information. This website or call-in line should be closely monitored to ensure appropriate and timely responses.		
4.	Identified one designated point of contact regarding the plan for all employees.		
5.	Distributed information about how, to whom, and when to report infection or possible exposure to the virus.		
6.	<ul style="list-style-type: none"> • Posted and distributed information on how to identify and prevent coronavirus: • Wash hands often with soap and water or use an alcohol-based hand sanitizer if soap and water are unavailable • Avoid touching eyes, nose, and mouth • Avoid close contact with people who are sick • Stay home when feeling sick • Cover coughs or sneezes with a tissue, then throw the tissue in the trash • Clean and disinfect frequently touched objects and surfaces 		
7.	Reviewed Ministry of Health & Family Welfare 'coughing and sneezing etiquette' and 'clean hands guidelines' for more advice.		
8.	Directed sick employees to stay home.		
F.	ESTABLISH AND DISSEMINATE POLICY ON TRAVEL		
1.	Checked the Government of India Notices regularly for the latest on travel restrictions and recommendations for avoiding transmission.		

ITEM	ACTION TO BE TAKEN	YES	NO
2.	Limited nonessential business travel to affected areas or areas of increased exposure risk. To the extent travel to these areas is mission-critical, employers will need to establish proper protocol for requisite travel.		
3.	Advised employees to check themselves for symptoms of acute respiratory illness before starting travel and notify human resources and stay home if they are sick.		
4.	Reminded employees that when they travel, they should try to avoid contact with sick people and clean their hands often by washing with soap and water for at least 20 seconds or by using an alcohol-based hand sanitizer with 60%–95% alcohol.		
G.	ESTABLISH GUIDELINES FOR REPORTING AND RESTRICTIONS AFTER TRAVEL OR EXPOSURE		
1.	Considered requiring employees to report any travel to affected areas or exposure to coronavirus		
2.	Considered asking employees returning from areas of significant exposure risk and employees who have had contact with a contagious person to refrain from coming into the workplace for an established period of time (such as 14 days) to protect employees in the workplace from potential exposure?		
3.	Decided when an employee may be sent home due to illness and under what circumstances they may return.		
H.	EVALUATE LEAVE OPTIONS		
1.	Reviewed human resources policies to make sure that policies and practices are consistent with public health recommendations and existing Government of India workplace laws		
2.	Considered how to respond to “worst case” scenarios (e.g., if an employee reports possible infection/exposure but does not have available leave benefits to cover absences and cannot afford leave without pay).		
3.	Considered revising employee policies that may come into play when responding to employee leaves because of coronavirus. For instance, policies covering absence due to illness or job abandonment based on absence should be reviewed for possible temporary modification.		
4.	Openly communicated to employees the company's policies and position on leave.		

ITEM	ACTION TO BE TAKEN	YES	NO
I.	EXPLORE WORK FROM HOME OPTIONS AND REALITIES		
1.	Ensured that you have the information technology and infrastructure needed to support multiple employees who may need to work from home.		
2.	Identified key limitations to remote work (e.g., required access to on-site resources, information security concerns, customer interaction obligations, etc.) and determine appropriate alternate responses to remote work requests, such as offering access to future leave benefits in advance of accrual in lieu of leave without pay.		
3.	Unless lockdown or business operating in hotspot, determined under what special circumstances remote work would be permitted (e.g., confirmed infection, high possibility of exposure at worksite, emergency closure of schools or public transportation) and how to control for potential abuse (e.g., requiring exhaustion of available leave benefits, or documentation certifying need for accommodation).		
J.	REMIND EMPLOYEES THAT DISCRIMINATION IS PROHIBITED		
1.	Reminded employees that discrimination on the basis of race, national origin, color, and disability (or perceived disability) is strictly prohibited and will not be accepted.		
2.	At a minimum, consider redistributing relevant portions of anti-discrimination policies to managers.		
3.	Considered training managers on how to respond, at the very least, to assumption-based comments about the virus and employees from countries most heavily affected		
K.	ON THE FIRST DAY AFTER LIFTING OF LOCKDOWN		
1.	Team leaders are at work well in time and there to monitor		
2.	Ensure guidelines are followed in all areas		
3.	Heads of various functions or departments to interact among themselves (keeping social distancing in mind) and re-iterate the process changes with their respective teams		
4.	Identify issues / concerns and plan for changes / improvements		
5.	A committee to be formulated that would evaluate daily the status, observations, staff feedback and make relevant changes in the processes / systems		
6.	Housekeeping huddle (with distancing in mind) daily in every shift		



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