



HELP INDIA GET BACK TO WORK SAFELY

Best Practices Handbook

OCTOBER
2020



Charting The Way Ahead In The Covid-19 Era

In this strange, unprecedented time, the only way to develop is to move ahead. Lockdowns have taught us to look at the positives of stagnancy and reflection, but planning how to achieve a new normal is what will keep us on the path to progress – both as individuals in our lives and as working employees of the organizations we represent.

As we prepare for the transition from home to office, we need to respond effectively to the post-Covid-19 environment. As employers, we will take all possible positive steps to maintain the safety and well-being of our workforce.

To successfully execute these plans, the constant support and cooperation of employees is crucial. We are very grateful for the continued backing we have received from our personnel through the working from home platform and are confident that this will continue as we make the return to the physical office.



One thing is certain. We are entering a new world of work and it is crucial to be well prepared for this new reality. The emphasis must be on creating a safe environment where employees can be productive and make an impact.”

PAUL DUPUIS
Managing Director & CEO
Randstad India



It is imperative to return to work with the necessary precautions. The safety protocols we put together will highlight the elimination and substitution of various workplace policies in order to adapt to the new reality of a physically distant work environment, ensuring that employee safety and risk mitigation are of the utmost priority.”

MARCO VALSECCHI
Country Manager &
Managing Director
The Adecco Group, India



This is our opportunity to restart the economy to create a future of work that works for everyone, one we know people have been seeking for some time. More digital, more virtual, more connected and more wellbeing-oriented than we could ever have imagined.”

SANDEEP GULATI
Managing Director
ManpowerGroup India



Companies and in particular HR service organisations like the ones in this initiative should play an active role to ensure India is getting back to work safely. We should treat this COVID-19 crisis as a defining moment for ourselves, our organisations and our country.”

MARCOS SEGADOR ARREBOLA
Managing Director
Gi Group India

Why This Report Is Important

The India Alliance initiative is a group comprising Randstad India, The Adecco Group India, Manpower Group India and GI Group India, that has come together to put together the best practices from some of the best known organisations in India and share the knowledge with employer organisations around the country.

THE OBJECTIVE OF THIS ALLIANCE:

- It is expected that Covid-19 will remain 'with us' for some time to come until we control the disease with a cure, a vaccine.
- In the meantime, we need to adjust to a new reality. Securing our workplaces, securing a healthy and safe working environment. Protecting workers.
- To limit the economic downturn and impact on people's ability to earn a living, the labour market and all its stakeholders must quickly adjust to a new reality and a new world of work.
- Companies must have clear processes and protocols. Given the sense of urgency, the alliance is on a mission to make a vital contribution to this process of preparing for the new normal and helping India get back to work safely.
- What is clear is that unparalleled collaboration and coordination by diverse stakeholder groups, ranging from employers and governments to labour unions and institutes, is needed for this to succeed.
- This is a call to action to every organization and association in the country by the alliance to come and join this initiative. Why? Because the Alliance's research can have the greatest impact if the best practices it has

identified are widely and rapidly shared across companies and industries.

The result of work this past few months is a comprehensive report on 'Help India Get Back To Work Safely'. Policymakers, sectors, organizations, and businesses can use this report in their processes to get up and running in a safe, healthy, and effective way, as soon as the local laws allow.

HERE'S AN OVERVIEW OF WHAT YOU CAN FIND IN THIS REPORT.

SECTION 1 - Gives the context and objectives of this report

SECTION 2 - Provides the framework and the approach to getting safely back to work with an example of the journey to implement a 'Safely Back to Work' action plan

SECTION 3 - Shows illustrative examples of Safe and Next Work Solutions

SECTION 4 - Details out safeguard measures that companies are implementing to get back to work safely

- Covers 7 major sectors
 - Manufacturing
 - IT / ITES
 - Pharmaceuticals and Life Sciences
 - Infrastructure



- Business Services and Consulting
- Retail
- Ecommerce

SECTION 5 - Summarizes the highlights of measures in the context of hierarchy of controls viz., Personal Protection Equipment (PPE), Administrative Controls, Engineering Controls, Substitution and Elimination

SECTION 6 - Provides samples of posters that organisations can use to create awareness about how to manage the risks in the workplace

The India Alliance hopes that the safeguard measures in this document will boost the confidence of organizations to speed their process of getting back to work safely and in the process, help millions of workers get back to their livelihood.

HELP INDIA GET BACK TO WORK SAFELY

Best Practices Handbook

CONTEXT & OBJECTIVES

SAFELY
BACK TO
WORK

EXAMPLES
OF SAFE &
NEXT WORK
SOLUTIONS

INDUSTRY
EXAMPLES
OF PRACTICE

OVERVIEW OF
MEASURES

Bringing Our Employees Back To Work Safely

The work-from-home model has been the strongest force to reckon with throughout the COVID-19 challenge and continues to remain so. It has sustained organizations, and enabled them to decentralize their workforce in a manner that best suits the company's objectives and goals. At a time when both production and consumption of goods and services has taken a severe beating, this has been the one light at the end of an especially dark tunnel. While we are grateful for this, a return to the physical office is an inevitability in the face of economic turmoil and job retention. It needs very thoughtful planning and execution. There are several safety protocols to be kept in mind that require keen employee intervention and participation.



1 A GRADUAL RETURN TO WORK FROM OFFICE

Branch by branch, office by office, or even department by department.

2 STAGGERED EMPLOYEE RETURN

Creation of social bubbles enabling certain small groups of people to interact with each other on a regular basis, at least for the foreseeable future. As things gradually improve, the number of employees contained in these bubbles can go up if needed.

3 NECESSITY FOR EMPLOYEE DISCRETION

Based on factors such as the presence of underlying health issues that could prove an imminent danger to their well-being or even the mode of transport required to travel to work from home, as the risk of transmission is higher in a crowded or enclosed space.

COVID-19 Health & Safety Protocols



As employers, our aim is to provide a risk-free environment for our personnel so that they can perform their duties and fulfil their responsibilities without additional mental stress. This will be based on the MHA guidelines and workplace protocols to maintain employee health and safety in COVID-19 times.



SOCIAL DISTANCING
Distancing from your peers at all times, throughout the day, as per MHA guidelines.



LIFTS & STAIRWAYS

Not more than 4 people in a lift at any time. Encourage the use of stairs over lifts.



SANITISERS

Sanitisers to be placed at frequent spots throughout the premises.

STAGGERED TIMINGS

Staggered entry-exit times and lunch breaks for all employees to reduce interaction and overcrowding.



TEMPERATURE CHECKS

Daily temperature checks for employees to be conducted at screening counters, before entering the premises.

NON-ESSENTIAL VISITORS

Friends and family of employees to not be encouraged for on-site visits in the immediate future.



GROUP OF 5

Not more than 5 people will be allowed to convene together at all times.



REGULAR DISINFECTION

Daily disinfection of all rooms and departments, equipment and surfaces as per recommendations.



AGE & HEALTH FACTOR

Employees over 65, those with underlying health issues, and those with kids aged 5 and under, are encouraged to continue WFH until further government guidance.



COVID-19 INFORMATION

Possible symptoms and prescribed treatments, hospitals and clinics providing COVID-19 medical care, helpline numbers and addresses of organisations to be furnished throughout the premises.



Risk Management & Mitigation



IMPACT	JOB TYPE	MITIGATION	POSSIBLE JOBS AT RISK
 <p>LOW RISK</p> <ul style="list-style-type: none"> • Low Human Impact • Low Economic Impact 	<ul style="list-style-type: none"> • Jobs without frequent or close contact with the general public • Workers with minimal occupational contact with the public and other co-workers 	<ul style="list-style-type: none"> • Providing hand sanitizers at each entry point and to each section • Marking common areas where gathering is prohibited • Regular bleach and sanitisation of the whole office • Emergency health kit with cough medicine, disposable masks, gown and gloves • Create awareness and train workers in safety and control measures and use of Personal Protective Equipment (PPE) 	<ul style="list-style-type: none"> • Remote workers • Office workers without frequent close contact with others • Workers providing teleservices
 <p>MEDIUM RISK</p> <ul style="list-style-type: none"> • Can impact daily lifestyle due to self-isolation • Average Economic Impact 	<ul style="list-style-type: none"> • Jobs requiring close or frequent contact with co-workers or the general public • Workers who frequent high-population-density work environments • Close or frequent contact with people returning from areas with community transmission 	<ul style="list-style-type: none"> • Cleaning and sanitization of the office at least twice a day. • Suspend any activity where physical distancing of at least 1 metre is not possible. • Alternatively, increase ventilation, and implement sanitization procedures. • Staff to wear appropriate face masks, goggles, gloves and work clothes. • Create awareness and train workers in safety and control measures and use of Personal Protective Equipment (PPE) • Implement barrier devices to allow control of access points 	<ul style="list-style-type: none"> • Frontline workers in retail, home deliveries, healthcare, hospitality, construction • Police and security • Public transport • Sanitation workers
 <p>HIGH RISK</p> <ul style="list-style-type: none"> • High Human Impact • High Economic Impact 	<ul style="list-style-type: none"> • Jobs requiring close contact with people with COVID-19 or suspected to have COVID-19 • Contact with objects and surfaces possibly contaminated with the virus • Providing domestic services or home care for people with COVID-19 • Having contact with the deceased who had or were suspected of having COVID-19 at the time of their death 	<ul style="list-style-type: none"> • Assess the possibility of suspending the activity. • Enhance regular hand hygiene; provide medical masks, disposable gowns, gloves, and eye protection for workers who must work in the homes of people who are suspected or known to have COVID-19 • Create awareness and train workers in safety and control measures and use of Personal Protective Equipment (PPE) • Avoid assigning tasks with high risk to workers who are pregnant, above 60 or have pre-existing medical conditions • Implement barrier devices to allow control of access points 	<ul style="list-style-type: none"> • Domestic workers • Social care workers • Drivers • Delivery service providers • Home repair technicians • Any worker who has to provide services in the homes of people with COVID-19

Employer FAQs



1 When is working from home (WFH) mandatory for employees?

If the employee's place of residence is located in an area or district where the State has declared a lockdown of all non-essential activities, the employee must work remotely instead.

2 What are the travel restrictions to be kept in mind as far as work and personal travel is concerned?

The government has advised against any non-essential travel and employers must work around this. If an employee has to travel for an unavoidable personal reason, the employer cannot stop them. They must follow the 14-day quarantine at home rule once they return, and test negative for the Covid-19 infection. They may be asked to furnish a medical document clarifying the same before resuming work. This also holds true for employees with family members who have travelled to Covid-19 affected areas.

3 Can the employer conduct compulsory medical tests for their employees?

No tests can be conducted without the consent of the employee. Any 'sensitive personal information' and confidential data must be maintained at all times and the company must have a privacy policy.

4 Can the employer conduct compulsory temperature screenings for employees?

Yes, the employer may do, but here again, all confidential and personal health information regarding the employee must be kept private.

5 If an employee gets infected, is the employer obliged to cover medical expenses?

This depends on how the employee contracted the virus – if it happened through a work-related commitment such as a meeting or travel or through a personal obligation.

6 If an employee gets infected, can the employer reveal details about the same to the rest of their personnel?

The employer cannot reveal any names but must inform their workforce that an employee has been diagnosed with the virus. All those in contact with the said employee should especially be made aware of this and asked to isolate if need be.

7 Are all employees expected to wear protective gear or equipment at the workplace?

While there is no such legality imposing this, employers may ask

their employees to take the basic precautions to safeguard the health of their employees.

8 Can the employer stop their employees from wearing protective gear like a mask or a respirator?

No, the employer cannot do so. They may ask the employee if they are displaying symptoms though.

9 How can the employer prevent the harassment of any employee, suspected of being infected?

It is the duty of the employer to protect their employee from any kind of harassment. Again here, all health information of any suspected employee should only be shared on a need-to-know basis.

10 How can the employer educate their workforce about the virus?

The employer can use a variety of print and electronic media to further educate their personnel, but rather than share their own programs, they must disseminate the information put forth by the State. Any updates must also be duly shared.



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SAFELY BACK TO WORK

CONTEXT &
OBJECTIVES

OVERVIEW OF
MEASURES

INDUSTRY
EXAMPLES
OF PRACTICE

EXAMPLES
OF SAFE &
NEXT WORK
SOLUTIONS

Approach for getting **Safely Back to Work**

1 Co-assess current work environment regarding back-to-work-readiness

2 Setting the course for a tailored path back to work

3 Develop concepts / solutions

4 Develop roadmap for the path back to safe work

5 Implement solutions

6 Evaluate & iterate

7 Ongoing support / check-ins

IDENTIFICATION OF WORKPLACE NEEDS & OPPORTUNITIES (OPERATIONAL & CULTURAL), THROUGH

- benchmarking your situation today against scientifically established MVPs of safely coming back to work (spacing, virus protection, etc.)
- researching needs & attitudes regarding adoption of workplace safety measures with relevant stakeholders

PRIORITIZATION OF INITIATIVES

Quick wins VS **Moon shots**
 “the path back to work tomorrow” VS “sustaining the journey”

OPTIONAL: Fast lane, focussing on employee adoption of existing ideas

A: Accelerator module – quick win path

- You already consider implementing concrete back-to-work-initiatives?
- We help you getting what you already have onto the road at the speed of light

B: Build & Test Module – holistic development path

- You know you need to safely get back to work, but don't exactly know how?
- We help with an agile end-to-end process to co-create concrete tailored initiatives

- Take existing initiatives/MVPs into a rapid test- & learnloop
- Alignment with key stakeholders and testing with key target audiences

- Co-create prototypes (Sprint-/agile-based “Develop, test, & iterate” - setup)
- Alignment with key stakeholders and testing with key target audiences

OPTIONAL: Model the impact of solutions using advanced analytics

SUCCESSFUL ADOPTION

Co-create transition journey

- A set of workable agreements and rules of conduct, that put the safety and needs of everyone first

Facilitate adoption of transition journey

- Collaborate with internal stakeholders to ensure the successful adoption of necessary behavioural shifts at the workplace

Adoption success-reflection

- What works/doesn't work on a behavioural adoption-level?
- IF NEEDED:** iterate & establish course-corrections

Sustaining the adoption journey

- Organisational change-coach advises on implementation aspects of sustaining the journey

SAFE OPERATIONS

Define prioritized concept launch-plan

- A toolbox of concepts (incl. backlog) for an adapted and fully equipped workplace at which employees can work safely and thrive, again

Operational implementation of initiatives/ideas

- Collaborate with internal stakeholders to realize the successful implementation of the prioritized “safely-back-to-work”-solutions at the workplace

Implementation success-reflection

- What works/doesn't work on an idea/initiative-level?
- IF NEEDED:** iterate & establish course-corrections

Sustaining the implementation journey

- Implementation-coach advises on operational aspects of sustaining the journey

EXAMPLE TOOLS



Back-to-work-readiness scorecard: review of floor plan, PPE guidance, policies and training methods



Setting-the-Course-Workshop



IdeationPrototyping Testing Iteration (KPIs x Impact)



Adaption of toolbox (transformation co-creation kit)
 Back-to-work transition journey
 Back-to-work implementation roadmap



Collision Workshop: Agenda-set ownership for implementation & responsibilities
 Operations implementation sprint



Safe workplace dashboard/control room & reflection — weekly with key stakeholders
 Employee and stakeholder evaluative survey



Follow-up and coaching session

Example of the journey to implement a “Safely Back to Work” Action plan

ILLUSTRATIVE EXAMPLE

LOCKDOWN / REMOTE PERIOD

- Planning transition period, prototyping temporary and permanent measures to implement

TRANSITION PERIOD

- Monitoring impact of implemented measures, evaluating, refining and tweaking, where needed
- Monitoring overall COVID-19 development, being ready to scale up and down measures, as needed

PLANNING AND SET UP FOR RETURN

- Gradually scaling back all temporary measures
- Maintaining strategy to quickly implement temporary measures in case of new emergency/virus outbreak



Research and co-creation to develop action plan and roadmap

SUCCESSFUL ADOPTION

WORKER BEHAVIOUR AND POLICIES

- Visual Social-Distancing/ Sanitization Cues
- Highly Visible Workspace Cleaning
- Designated Team Guard
- Staggered Shifts and Lunch Times
- Canteen Tables Spaced and Food Served Portioned in Re-usable, Disposable Boxes

RETURN TO WORK TRAINING

- Communication plan to reach and reassure employees
- Web conferences (pre-return)
- Online Trainings (pre and post return)

SAFE OPERATIONS

SEPARATION - SPACE AND TIME

- Re-modelled workspace
- More Touch-free Handles/Interfaces
- Improved air filtration and ventilation

CONTROL, TESTING AND SURVEILLANCE

- Temperature measurement upon entry
- Hygiene zones with checkpoints
- Health ID and Employee Risk Categorization
- Upgraded PPE

PERSONAL HEALTH MEASURES

- Clean working kits
- Hotspots marked with colour

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EXAMPLES OF SAFE & NEXT WORK SOLUTIONS

CONTEXT &
OBJECTIVES

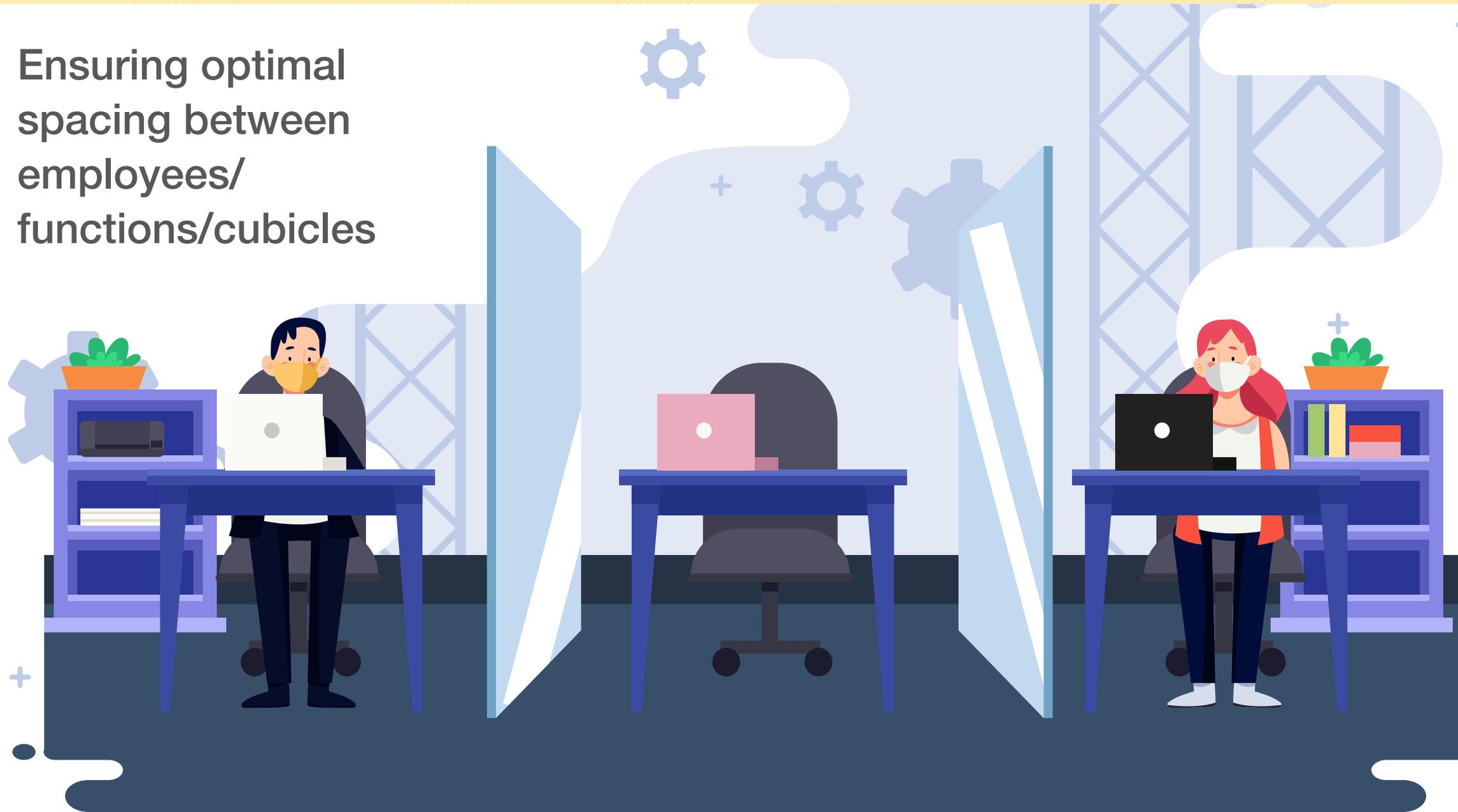
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Re-modeling/Re-tooling of the workplace

Ensuring optimal spacing between employees/ functions/cubicles



CONCEPT DESCRIPTION

Lines, offices and cubicles could be redesigned or re-tooled to provide for greater spacing between employees and reduce the risk of contamination between functions.

IMPACT

- This may help reduce the spread of any infection
- May also provide compartmentalisation of the organisation in the event of a wider spread, allowing the maintenance of some company functions

ILLUSTRATIVE

Local governmental rules and decisions should always be followed carefully

Source/Supporting Rationale: American Centre for Disease Control – “Implementation of Mitigation Strategies for Communities with Local COVID-19 Transmission” OSHA – “Guidance on Preparing Workplaces for COVID-19”

Improved **Air Filtration** & Ventilation

More efficient removal of hazardous particles from the environment



CONCEPT DESCRIPTION

Workplace ventilation and filtration could be improved to reduce any hazardous particles which may be airborne.

IMPACT

- Reduces the concentration of airborne viral or bacterial particles which may help reduce the likelihood of worker infection

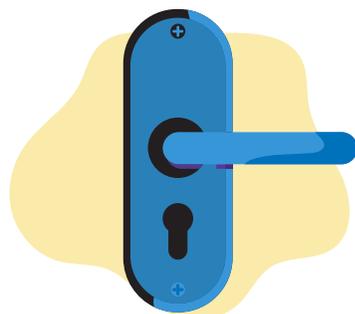
ILLUSTRATIVE

More **Touch-free** Handles/Interfaces

Limited handles and physical interfaces
and introduce motion control



MONEY



DOOR HANDLES



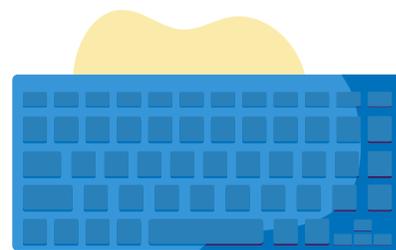
KEYS



COFFEE CUPS



PHONES



KEYBOARD

INFECTION HOT SPOTS



BATHROOM FAUCETS



ELEVATOR BUTTONS

CONCEPT DESCRIPTION

Greater use of motion-control or touchless doors and interfaces throughout the workspace.

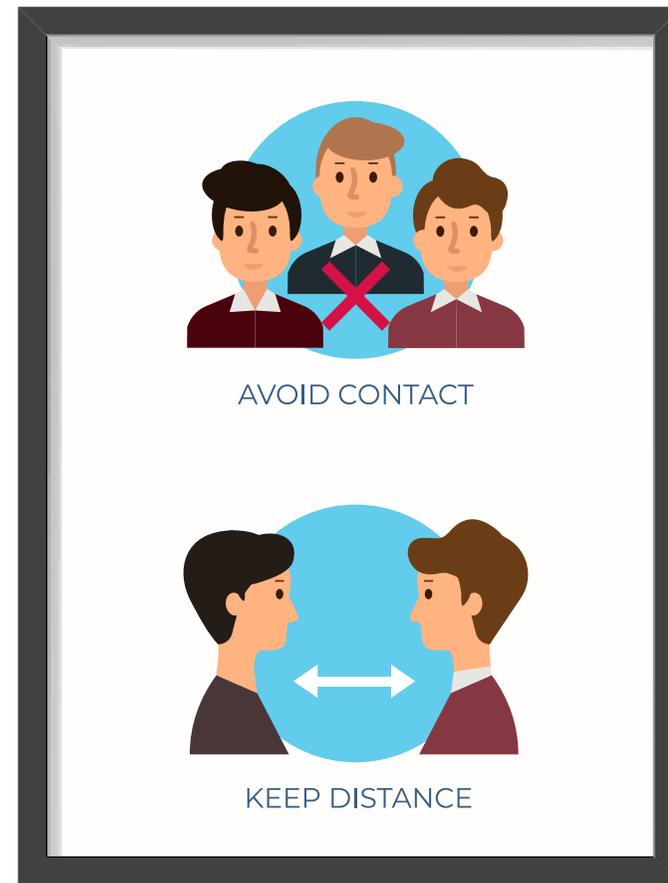
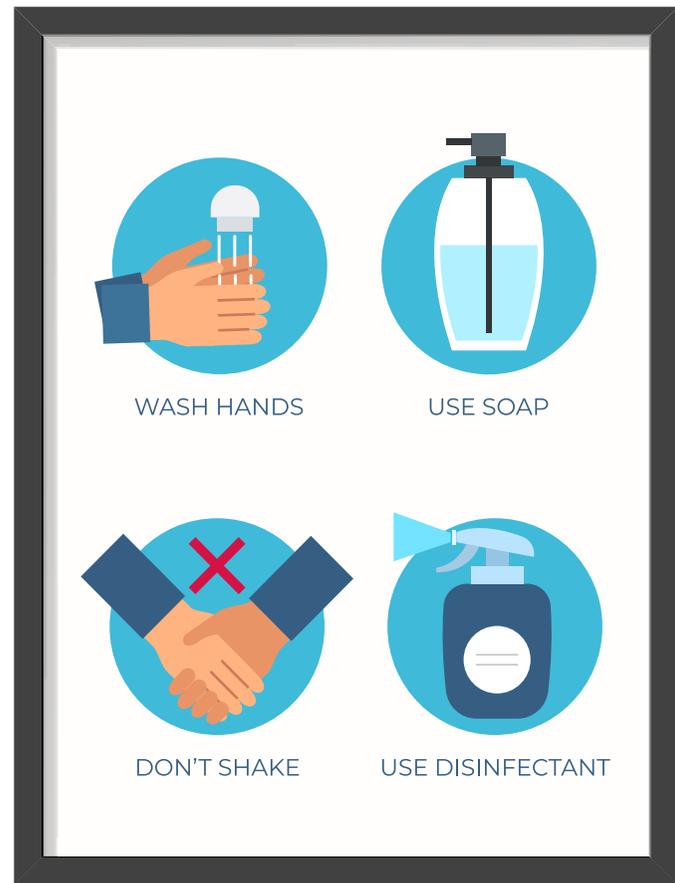
IMPACT

- It can reduce the risk of workers contacting a contaminated surface
- Could help reduce cleaning requirements

ILLUSTRATIVE

Visual Social-distancing/Sanitization Cues

Providing quick checks/reminders to maintain distancing and hygiene



CONCEPT DESCRIPTION

Visual cues such as markings or projections on the floors, walls and interfaces could indicate to workers of safe distances and provide reminders as to when they should change PPE (E.g., paper tissues could be provided to press photocopier buttons) or wash their hands as they go through the working environment.

IMPACT

- May increase the frequency with which employees wash their hands
- Increases employee awareness about hygiene

ILLUSTRATIVE

Staggered Shifts and Lunch Times

Employee shifts and breaks can be staggered to prevent queues and crowds

DAILY TEAM WORK SCHEDULE		
GROUP 1	GROUP 2	GROUP 3
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

CONCEPT DESCRIPTION

Easy and clear instruction about work shifts and breaks could be provided (e.g., where employees should sit and for how long they can be in the breakroom/canteen).

IMPACT

- Can help reduce queues and crowds, especially relevant if screening measures are introduced requiring more time to pass through
- Could make it easier for workers to maintain social distance

ILLUSTRATIVE

Canteen Tables Spaced and Food Served Portioned in **Re-usable / Disposable Boxes**

Serving pre-packed food in re-usable boxes



2 PRE-PORTIONED RE-USABLE / DISPOSABLE BOXES

1 CANTEEN TABLES SPACED



CONCEPT DESCRIPTION

Replace self-service style lunches from canteen with catered, portioned food in re-usable / disposable boxes. This could take the form of food trucks during summer months to get the workforce out into fresh air.

Canteen tables could ensure spacing between employees so no-one sits directly beside or in front of the worker (via checker-board arrangement). Strict cleaning procedures need to be in place.

IMPACT

- May help reduce queues and physical contact between workers

ILLUSTRATIVE

Hygiene Zones with Checkpoints

Workspace separated into zones with mandatory sanitization between each zone



ILLUSTRATIVE

CONCEPT DESCRIPTION

The workplace could be separated into various zones with mandatory sanitization and recording of who is moving between zones.

IMPACT

- Increases the frequency with which workers must wash hands/change PPE
- Provides an indicator of which zones are most at risk of infection and enables contact tracing

Highly Visible **Workspace Cleaning**

Confirmation of cleaning is displayed confirming cleanliness of workspace



CONCEPT DESCRIPTION

Cleaners should update a 'housecleaning checklist' and display in a highly prominent location upon completion of cleaning.

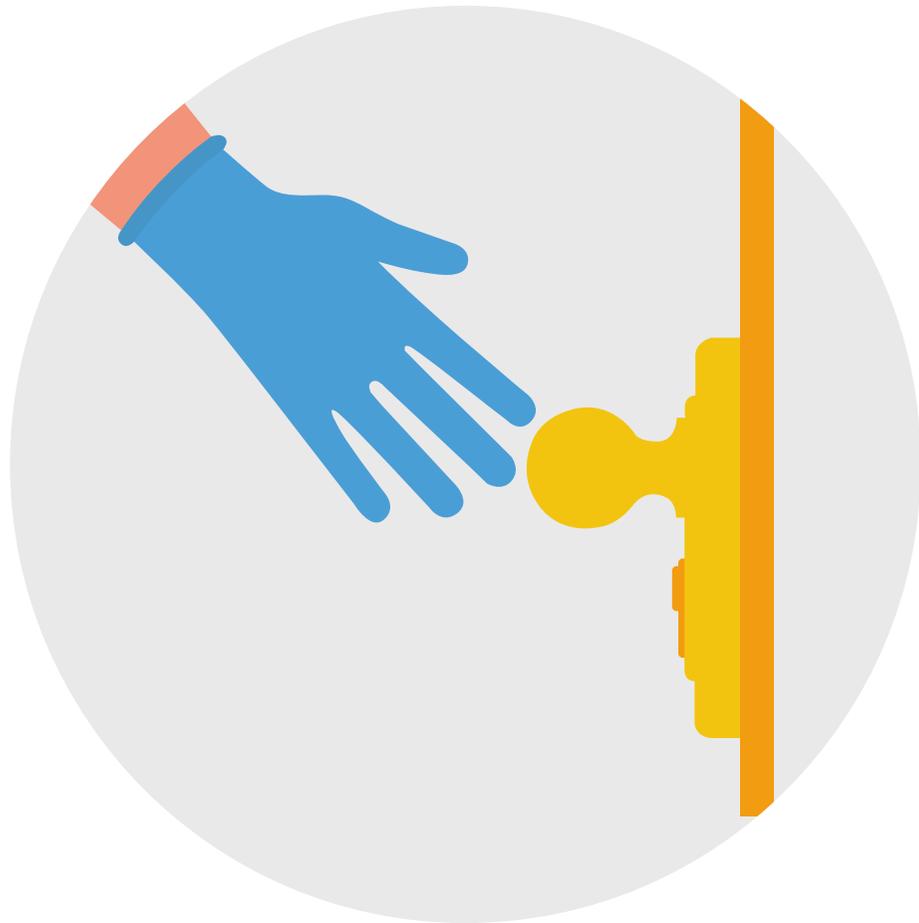
IMPACT

- Instils confidence in workers that the workspace is clean and well maintained

ILLUSTRATIVE

Hotspot Surfaces Marked with Colour

Frequently contacted surfaces highlighted and prioritized for cleaning



ILLUSTRATIVE



CONCEPT DESCRIPTION

Surfaces that workers are frequently in contact with could be brightly colour-coded as a reminder to cleaning staff to ensure they are effectively sterilized and a visual cue to workers to wash hands or change PPE.

IMPACT

- Increases employee awareness of surface contact and hygiene
- Provides greater direction to cleaning staff

Clean Working Kits

A personal kit of cleaning essentials i.e. alcogel, wipes etc., to every employee



CONCEPT DESCRIPTION

Each employee could be issued with a personal “Clean Working Kit” which would include items such as alcogel, sanitary wipes and PPE disposal bags.

IMPACT

- This could ensure that each employee has the tools they need to maintain good personal and workplace hygiene

ILLUSTRATIVE

Designated **Team Guard**

A team member who ensures new standards are being followed



CONCEPT DESCRIPTION

To ensure any new hygiene standards are maintained and to provide workers with a voice in maintaining these standards, a Team Guard could be appointed.

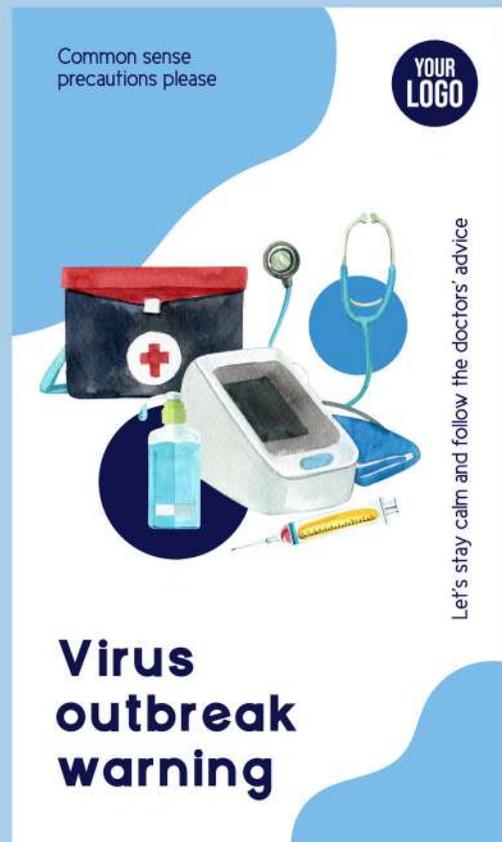
IMPACT

- This Team Guard would be responsible for ensuring their teams have what they need in terms of knowledge and equipment to maintain personal and workplace hygiene

ILLUSTRATIVE

Printed Media Campaign

An information and learning campaign comprising printed info-packs



CONCEPT DESCRIPTION

Leveraging printed media to inform employees about the changes they can expect when returning to work.

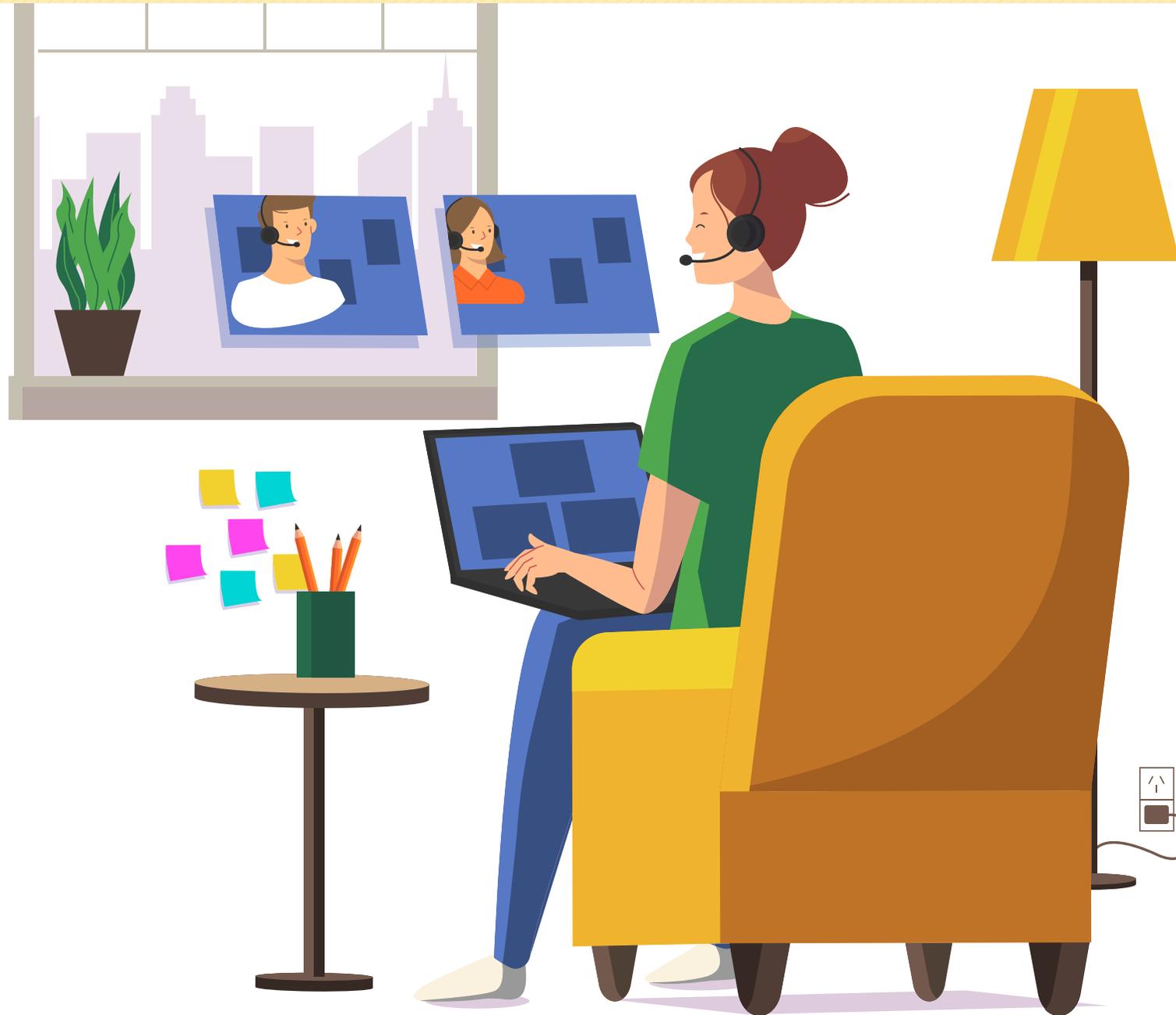
IMPACT

- Can increase transparency and give clarity about current situation and the way it is being handled
- Could increase mental and emotional preparedness of staff upon return to work

ILLUSTRATIVE

Web Conferences (Pre-Return)

A series of web conferences to keep workers informed about the process



CONCEPT DESCRIPTION

Gathering employee groups to video conferences where they can get the latest information from their employer. Allowing questions and concerns to be raised prior or during call.

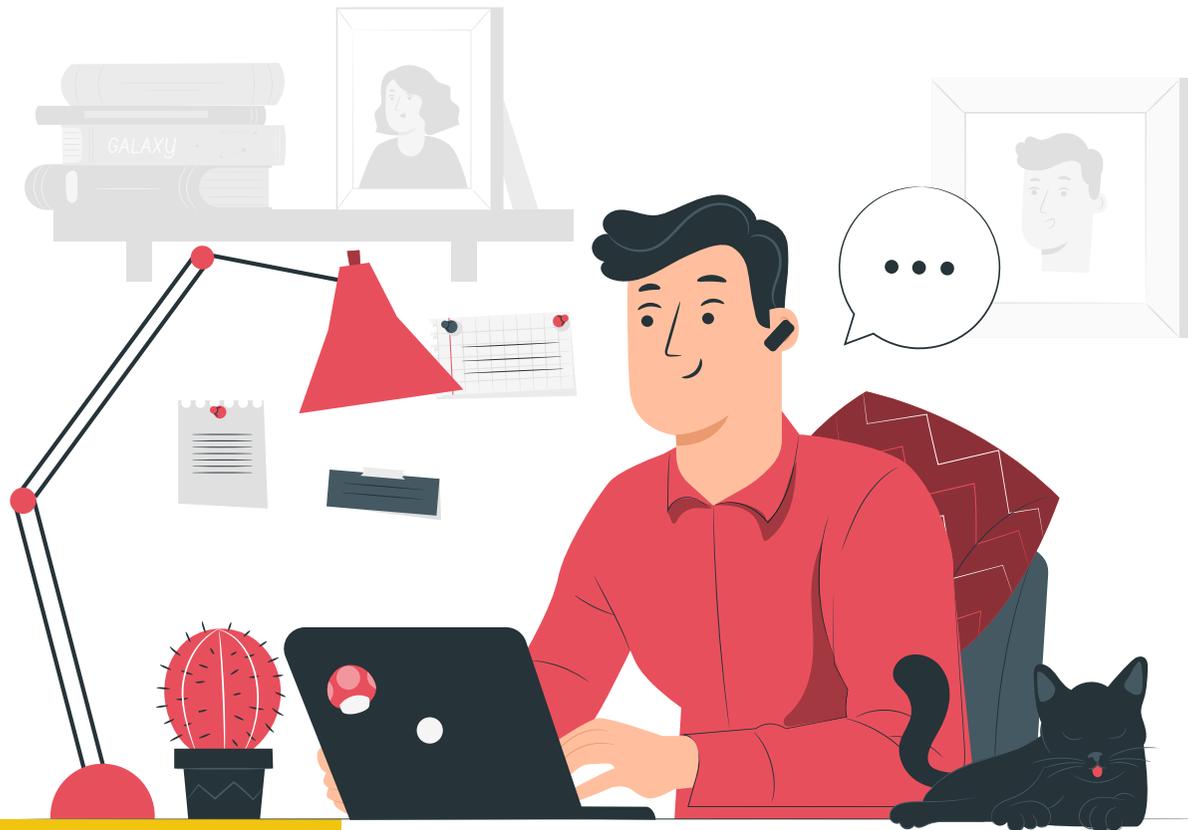
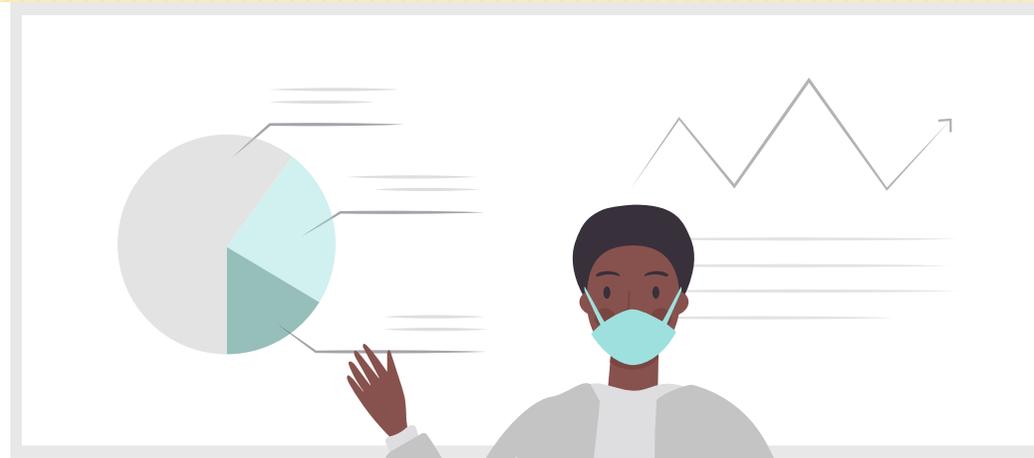
IMPACT

- Helps keep everyone up to date
- Can enforce transparency and trust within organisation

ILLUSTRATIVE

Online Trainings (Pre and Post-Return)

Online learning courses providing latest info to prepare workers for return



CONCEPT DESCRIPTION

These online training sessions may form a part of a larger series preparing the worker to return to the site. Beginning in their home and continuing for a time after return.

IMPACT

- Can be deployed within the workers home (pre-return) or on-site (post-return)
- Can be tailored to match workers' preferred learning style
- Can be gamified to provide learning incentives
- Can provide continuity across the pre and post-return horizons

ILLUSTRATIVE

Large Format Visual Displays in Workplace

Prominent displays highlighting new processes, policies, tools and layouts



CONCEPT DESCRIPTION

Large format posters or digital displays providing prominent, frequent reminders to employees of the new workplace situation and (crucially) the rationale behind it.

IMPACT

- Large format should make the messaging “unmissable”
- Simple messaging can be delivered in an highly accessible way
- Can be deployed standalone or part of a wider messaging strategy

ILLUSTRATIVE

Safeguarding measures - overview



	THEME	SAFEGAURDING MEASURES
	WORKFORCE PROTECTION	<ul style="list-style-type: none"> Travel/movement to work (including from home measures) Entry to worksite Employee health policy measures
	EMPLOYEE PROTECTION	<ul style="list-style-type: none"> Personal Protective Equipment Workplace distancing and workstation barriers Sanitization Worksite facility conditions Public health knowledge and capability-building
	NON-EMPLOYEE PROTECTION	<ul style="list-style-type: none"> Social distancing measures Sanitization measures Limitations against exposure to individuals Preventions against material contamination
	BUSINESS PROCESS ADAPTATIONS	<ul style="list-style-type: none"> Physical workspace adaptations Digital workspace adaptations (including work from home measures) Operational and productivity process adaptations Communication and continuous improvement adaptations
	EMPLOYER-LED PUBLIC HEALTH INTERVENTIONS	<ul style="list-style-type: none"> Detection and tracing Personal behaviour reinforcement

The safeguarding measures given here are broadly applicable to the working environment in Business Services and Consulting companies.

- Corporate campuses
- Standalone offices
- Offices in a commercial complex

Local government rules and decisions should always be followed carefully

Safeguarding measures



THEME

WORKFORCE PROTECTION

MEASURE CLASS	MEASURES
Travel / movement to work (including from home measures)	<ul style="list-style-type: none"> It is recommended that employees do not use public transport. If commuting by walk, crowded areas should be avoided and social distancing maintained. The following commute policy is advised. <ul style="list-style-type: none"> ~ Four-wheeler: 2 passengers per sedan and 3 per SUV (including the driver) ~ Two-wheeler: Travel solo. No pillion rider allowed. ~ Sanitization wipes to clean the vehicle before and after use ~ Reusable cloth mask / 3-ply surgical mask
Entry to worksite	<ul style="list-style-type: none"> All employees and visitors shall be thermal scanned for temperature. People with a temperature of above 99.5° shall not be allowed entry into the workplace. Thermal scanning shall be done during exit from the workplace as well and any person displaying symptoms of flu shall not be allowed entry into the company shuttle. Visitor entry to be barred if possible. If visitor entry is important, it is advisable that they are restricted to the lobby areas only. Permission for visitor entry
Employee health policy measures	<ul style="list-style-type: none"> If any employee or their family member is quarantined, the employee is encouraged to work from home If anyone reports sick, they should be distanced from others and kept in a specific Isolation room People above 65 years of age and those with co-morbidities and parents of children below the age of 5 may be encouraged to work from home Medical insurance of the employees to be made mandatory Employees shall be advised not to leave home if they feel flu like symptoms, such as cold, fever, cough and in such a case, put themselves in self-quarantine Drugs such as Hydroxychloroquine are to be made available only based on physician prescription Work-from-home shall be granted to pregnant women and those who have pre-existing respiratory illness or heart disease Employees in at-risk groups or managing with children at home and without access to schools or childcare may be provided the flexibility they need Any staff requesting home quarantine based on the containment zone activities in their residential areas should be permitted to work from home Employees should be encouraged to install Aarogya Setu app as per the directive of the Govt. of India Employees from the defined containment areas in RED zones should inform their managers and NOT report to work . Employees with flu-like symptoms are advised to self-quarantine themselves for 14-days from the last exposure and should continue to monitor for symptoms.



All employees and visitors shall be thermal scanned for temperature

Safeguarding measures



THEME

EMPLOYEE PROTECTION

MEASURE CLASS	MEASURES
Personal Protective Equipment	<ul style="list-style-type: none"> Everyone shall wear a protective mask in public Everyone should wear a protective mask if public transport is opted, or if travelling in a car-pool or in public places Ensure food preparers and handlers are wearing all necessary PPEs without any compromise. Appropriate PPEs (Nose mask, gloves, goggles) should be used when carrying out cleaning works and handling waste and PPEs should never be shared.
Workplace distancing and workstation barriers	<ul style="list-style-type: none"> A clear distance of 6 feet between two individuals shall be maintained at any point in time Gathering of people in common areas, such as corridor, entry gate, reception, cafeteria shall be prohibited. No group discussion shall be allowed for more than 5 people. In any gathering, distance of 6 feet is mandatory.
Sanitization measures	<ul style="list-style-type: none"> Cleaning of the facilities shall be done depending upon the level of dirt accumulated by brooming, vacuuming, cleaning with soap and water etc. Sanitization shall be done with low concentration anti- microbial agents in order to reduce germs to a safe level Hand wash facility with soap, sanitizer preferably with touch free mechanism shall be made available at all entry, exit and common places. The same shall be refilled at frequent intervals. The COVID taskforce team shall ensure regular supply of soap and/or hand sanitizer (with at least 60% alcohol). Everyone has to sanitize their hands before entering the reception. A sanitizer bottle shall be provided at the reception. Everyone is advised to carry a portable sanitizer bottle for frequent hand hygiene Employees should sanitize their hands after getting down from bus, car or their own vehicle. Everyone should be asked to disinfect their desk, keyboard, chair handle, drawer, every 4 hours or as frequently as possible or if there is a potential of droplet dispersion due to cough or sneeze Consider having adequate alcohol-based hand sanitizers in rest rooms to encourage hand hygiene among building occupants
Worksite facility conditions	<ul style="list-style-type: none"> Employees should avoid pressing the lift buttons by hand and use disposable tissues instead Provide employees with 2 masks daily with guidance to wear it at all times Use of face covers/masks to be mandatory Meeting rooms should be equipped with flexi glass partitions and social distancing markers Limit the number of people getting into the elevator at the same time to avoid crowding Hand sanitizers shall be kept in lift always Water dispensers / Pantry machines shall be cleaned and sanitized frequently Dispensing handles shall be disinfected hourly or people should be provided sanitizing wipes to wipe down touch points after each use Public areas (not just the areas that are seen such as shuttle buses, elevators and restrooms, but also all the places behind the scenes - e.g. air conditioner filters, building ventilation systems, etc.) should be disinfected at least on a daily basis

Meeting rooms should be equipped with flexi glass partitions and social distancing markers



Safeguarding measures



THEME

NON-EMPLOYEE PROTECTION

MEASURE CLASS	MEASURES
Limitations against exposure to individuals	<ul style="list-style-type: none"> COVID-19 self-screening checklist to be filled by all visitors and contractors. The declaration should include family members' health status also. External visitors should furnish travel history and if exposed to confirmed cases
Social distancing measures	<ul style="list-style-type: none"> Contract workers should be instructed to maintain social distancing of 6 feet at all times (toolbox meeting, tea time, lunchtime, gate entry time and drinking/service water area)

want to meet, should be allowed after being properly screened.

COVID-19 self-screening checklist to be filled by all visitors and contractors



Safeguarding measures



THEME

BUSINESS PROCESS ADAPTATIONS

MEASURE CLASS	MEASURES
Physical workspace adaptations	<ul style="list-style-type: none"> Workstation shall be redesigned in such a way that there is a 6 feet distance between two employees all the time Seating to be rearranged In the cafeteria in order to enable individual seating and physical distancing. Employees shall not have lunch in groups. Everyone should be asked to use the chairs assigned to them, work only at their respective workstations and not allow others to use their computer or workstation Reduce seating capacity to 50% of its size Ensure that the employees arrive and exit as per the stipulated staggered time New office layouts to be conceptualised to allow for social distancing with planning assumption of > 50% more area per individual workstation Redesign site services or spaces to support for social distancing, including elevators, restrooms
Digital workspace adaptations (Including work from home measures)	<ul style="list-style-type: none"> Consider conducting meetings virtually to ensure the protection of both employees and visitors Meetings, as far as feasible, should be done through video conferencing. To minimize or reschedule meetings involving a large number of people unless necessary.
Operational and productivity process adaptations	<ul style="list-style-type: none"> The workplace shall have a gap of one hour between shifts and staff lunch breaks shall be staggered to ensure social distancing Special transportation shall be arranged by the management interdependent to public transportation with a maximum 40% occupancy The Company management shall form a COVID-19 taskforce team to implement the company guidelines and the government advisories / protocols released from time to time. This team shall be responsible for identifying key areas / physical touch points requiring cleaning and disinfection, identifying locations for keeping the sanitizers such as hand wash with soap, alcohol disinfectants etc., maintaining inventory with sufficient safety stock on PPE's, disinfectants etc., and providing information to workforce, contractors, visitors etc., The number of staff shall be cut down to a minimum as specified by the local government or by the management to enable social distancing for every shift Non-essential travel shall be prohibited. One attendant shall be dedicated for each company vehicle to ensure practice of safe distancing and health surveillance of travellers The attendant shall be provided with protective equipment, such as surgical mask and disposable gloves. The attendant shall take temperature of staff prior getting in the vehicle. Employees using the company vehicle are advised to sit as per the seating chart displayed inside the vehicle Everyone shall maintain a safe distance of 6 feet from one another while getting in/out of the vehicle. Where business-critical, if in-person visits needed, such as to allow equipment or facilities to remain operational, they should be in accordance with the company's pandemic preparedness and response plan Engage authorized waste contractors to remove refuse daily Encourage replacing of mops/cleaning wipes frequently Consider closing self-service food counters to avoid cross-contamination.

Consider conducting meetings virtually through video conferencing to ensure physical distancing



Safeguarding measures



THEME

BUSINESS PROCESS ADAPTATIONS

MEASURE CLASS

MEASURES

Operational and productivity process adaptations

- Limit the number of people getting into the pantry at the same time to avoid crowding
- Consider closing common food court, gym and other indoor recreation / games area till the pandemic threat wears off
- Ensure refuse bins are covered at all times and cleared daily. Refuse contained in plastic bags should be tied properly before disposal.
- All refuse spillage to be cleaned up immediately
- As far as possible, air conditioning shall be avoided, and natural ventilation shall be used
- Facility management should make sure building ventilation systems are working correctly and maintained as per standard protocols for optimal indoor air quality. If feasible, ventilation in common areas and the amount of outdoor air that is coming into the building, should be increased.
- Relative humidity level of 40% to 70% to be maintained as It's said to be the most suitable environment for humans and decreases problems from pathogens
- Evaporative coolers must draw fresh air from outside to ensure good ventilation
- Ensure exhausted air from toilet room exhaust fan should not be circulated to the occupied area
- It is advisable to provide a MERV 13 or higher filter fitted on the Air Handling Unit. If a filter of higher filtering capability is retrofitted into an existing system, care shall be taken to ensure that the fan and motor capacities are adequate to handle the higher pressure drop.
- Minimise the number of workers attending to deliveries and contractors as much as possible. Make alcohol-based hand sanitizer available for workers after physically handling deliveries.
- Enhanced cleaning routines to be introduced with a focus on high traffic/touch spaces, common areas, elevator buttons, kitchenettes, bathrooms, etc.
- Client briefing centers, auditoriums, training rooms and large conference rooms to be closed for regular use
- All workplaces should keep a list of COVID hospitals nearby
- Cafeteria to be closed and to cater food to individuals in bento boxes based on pre-ordering
- Encourage the staff to take company shuttles and avoid public transportations and wear masks all the way
- Following class of employees may be allowed to get back to work first
 - ~ Employees in their respective base location
 - ~ Employees who are laptop users
 - ~ Employees hailing from non-red zones within each district
 - ~ Employees who have access to own transportation or share private transportation (non public transport users)
 - ~ Employees who do not have elderly dependents, children below the age of 5 or pregnant members in the household
- Employees should be encouraged to install the Aarogya Setu app
- Everyone should follow the advisories on travel, hygiene and social distancing as mentioned.
- Employees should be presented with a welcome kit on Day 1 of return to ensure their personal safety at the workplace
 - ~ 2 sets of customised masks
 - ~ Surface sanitizing wipes
 - ~ Information guide and links to Return Back To Work protocols
- It is advisable to schedule client meetings during non-peak hours if a physical meeting cannot be avoided
- Employees should be advised to avoid ordering in. They should bring their own food, dishes, drinking glasses, cups & eating utensils or ensure they are thoroughly washed before use
- Segment the elevator into 9 squares, 6 squares or 4 squares depending on the size of the elevator to limit the number of people allowed to enter at one time

Consider closing common food court, gym and other indoor recreation / games area till the pandemic threat wears off



Safeguarding measures



THEME

BUSINESS PROCESS ADAPTATIONS

MEASURE CLASS

MEASURES

Communication and continuous improvement adaptations

- Training and Orientation shall be conducted to create awareness about the prevention of and protection from COVID-19
- The lift floor shall be marked to indicate where people have to stand, to enforce physical distancing. Employees should be encouraged to use the stairs as much as possible.
- The floor shall be marked to indicate where to stand in order to maintain a safe distance. This shall be done at places where the formation of a queue is unavoidable, for example, food counter, security entry gate etc.,
- Daily toolbox meeting should contain awareness about COVID 19 and preventive measures to prevent the spread
- Put up posters about handwashing in bathrooms and other common areas as appropriate
- Employees should be trained to use the following restroom practices
 - ~ to open the door using your elbow/arm (not to use palm)
 - ~ to use alternate urinals to maintain social distance
 - ~ not to enter the washroom if it's crowded
 - ~ to wash commodes with water before and after use and wipe with paper tissues
 - ~ to flush with the lid closed to minimise the release of droplets and droplet residues from plumes in the air
 - ~ to wash hands with soap for at least 20 seconds after using urinals and toilets
- ~ to open the door using one's leg or elbow/arm or using clean paper tissues
- Consider posting "Lift users' protocol to avoid infection" near the lift
- Consider posting "Users' protocol to avoid infection" near the staircase landing, the pantry and in the lunch hall
- Provide orientation to employees on personal hygiene and not to touch their exposed body parts such as eyes, nose, face and arms with soiled gloves or unwashed hands
- Deliveries and other contractors who need to attend the workplace should be given clear instructions of social distancing requirements while they are on site.
- A online compulsory course for all staff may be launched to ensure everyone is aware of Covid-19 policies and guidelines
- Employees should be provided with articles, learning materials and online training regarding COVID-19 and its preventive measures and updated periodically

Employees should be encouraged to use the stairs as much as possible



EMPLOYER-LED PUBLIC HEALTH INTERVENTIONS

MEASURE CLASS

Personal behaviour reinforcement

MEASURES

- Employees shall be made aware of personal hygiene etiquette such as not sneezing into the palm or using a handkerchief / elbow while sneezing and washing hands for about 20 seconds after sneezing, etc.,
- Employees are advised to cover and rub the front and rear of the palm until they feel dry. However, if the hands are dirty, it is recommended to wash the hands with soap first and then use hand sanitizer, if required.
- Employees are advised not to touch eyes, nose and mouth with unwashed hands.
- Employees should be advised to not shake hands with or hug people; not to touch others' belongings, spit in public etc.,
- Employees are advised to have their personal water bottles/mug/glass and not share them with others
- Everyone should maintain personal hygiene practices before, during and after having food
- Respiratory etiquette to be strictly followed. This involves a strict practice of covering one's mouth and nose while coughing/sneezing with a tissue/ handkerchief/flexed elbow and disposing of the used tissues properly.



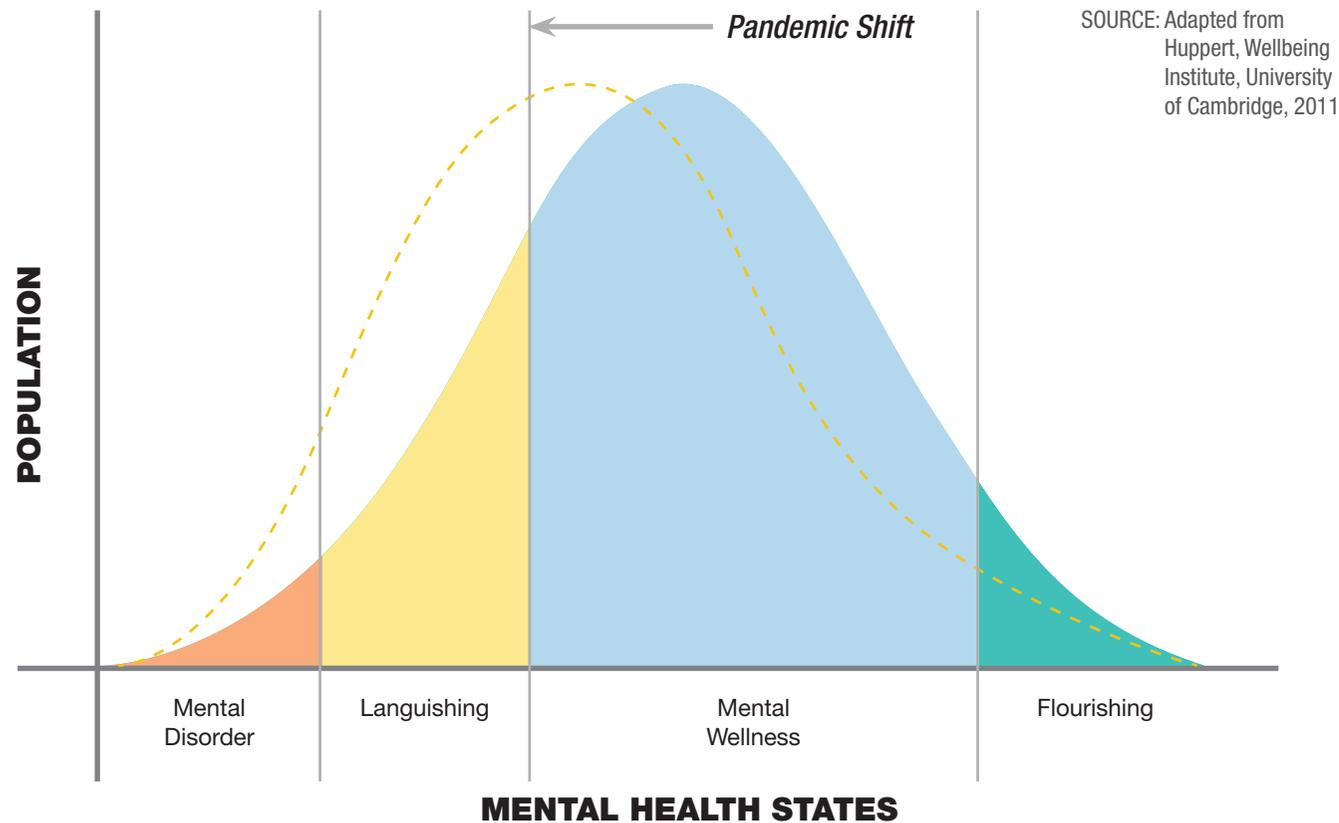
Employees are advised to have their personal water bottles/ mug/glass and not share them with others

Ensuring Mental Wellness with Getting Back to work Safely

Impact of Pandemic on Mental Wellness

- Mental wellness is the state of emotional and psychological well-being in which an individual is able to use his or her cognitive, behavioural, social and emotional capabilities, to function in family, society and organisation adequately and meet the expected demands of everyday life.

MENTAL HEALTH SPECTRUM



Local governmental rules and decisions should always be followed carefully

EMOTIONAL
Feeling Sad, Anxious, Worried, Tensed, Angry, Irritated, Frustrated.

PHYSICAL
Increased Heart Rate, Sweating, Feeling Tired & Fatigued, Headache, Pains, Stomach Problems

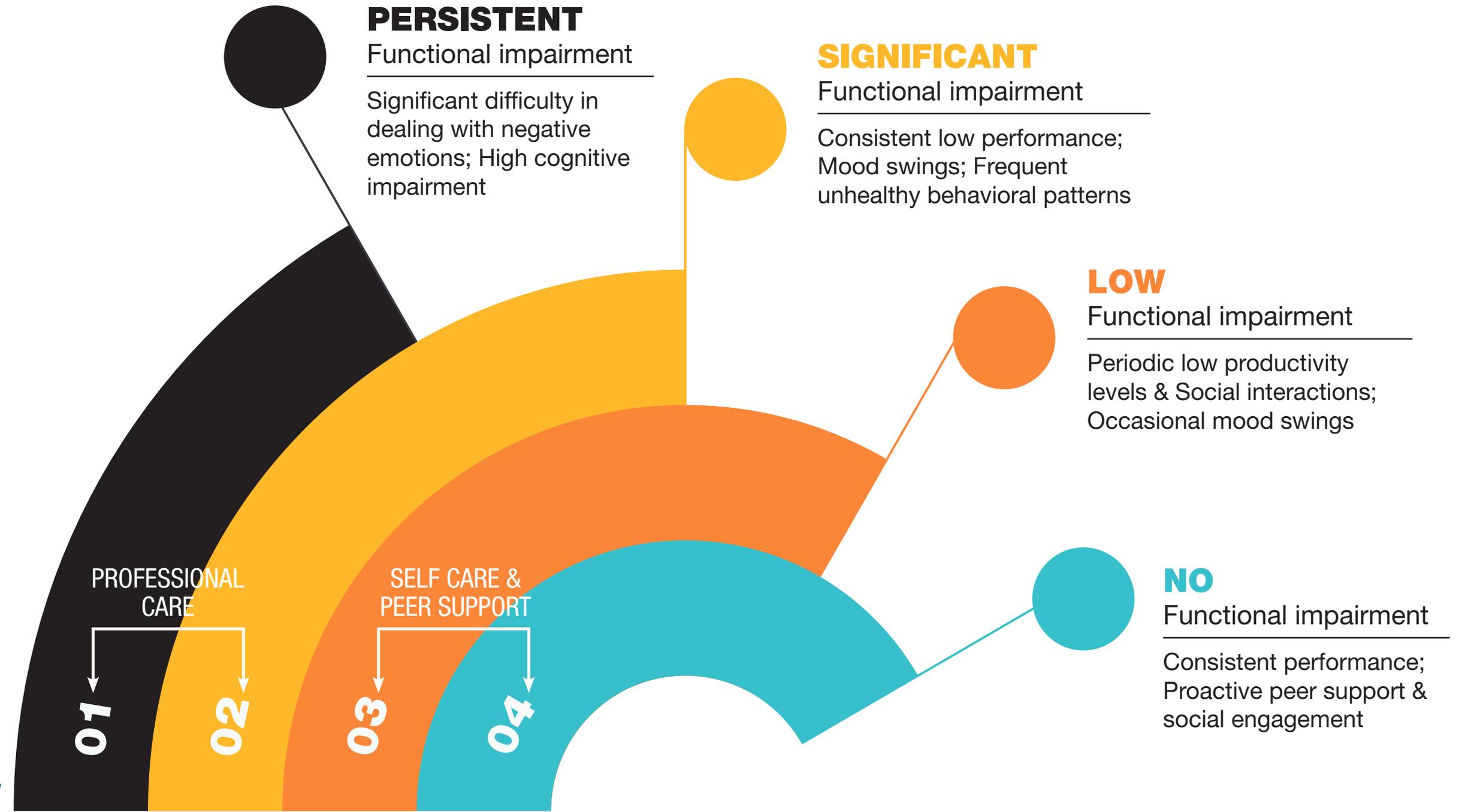
BEHAVIOURAL
Avoiding social interactions even virtually, Alcohol, Smoking, Procrastinations.

COGNITIVE
Thoughts that include: Not being good enough, Circumstances being like this always, Not being able to control situations.



Management Strategies

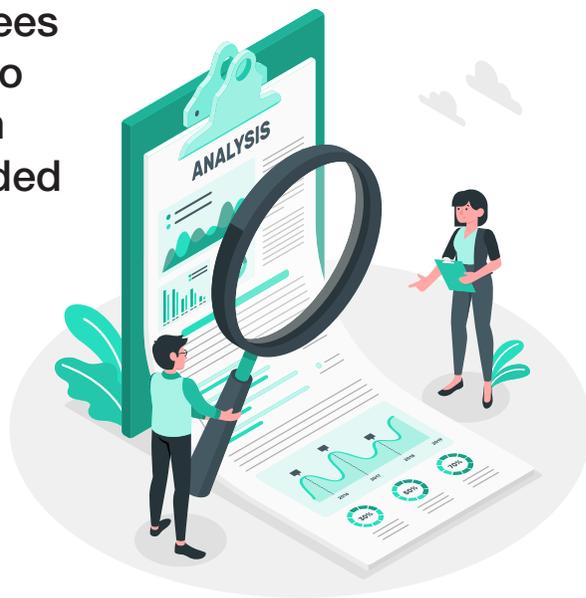
- Employers need to adopt a holistic management strategy to ensure mental wellness of employees returning to work. Depending on the level of functional impairment of each individual, self-care, peer-support and professional-care interventions would be effective.



Approach for ensuring Emotional Wellness

with “Safely back to work”

- It's very important to ensure emotional wellness of employees while getting back to work. The approach can be broadly divided into 4 parts:



A SITUATION ANALYSIS

SITUATIONAL ANALYSIS	1 Identify Risk & Protective Factors + 2 Employee Pulse Check			
	Work Related <ul style="list-style-type: none">• Job Control• Physical Presence• Resources & Engagement	Team Related <ul style="list-style-type: none">• Interpersonal Relationships• Peer Support• Leadership	Organisation Related <ul style="list-style-type: none">• Job Security• Stigma• Psychological Safety Climate	Personal/ Home Related <ul style="list-style-type: none">• Work/Life Balance• Major Life Events

When returning back to work, there will be 2 categories of employees. The first one would continue to work from home, the second would resume working from office premises. The split would largely depend on the industry and the nature of work. For example, IT/ITES might see a disproportionately large first category whereas the manufacturing sector cannot function without the physical presence of employees. Even within the same company, there might be verticals/ departments which would have very different requirements. For instance, the product and technical teams can still manage to work from home, whereas the operational functions might resume

working from office earlier than others.

Even the employees who start working from the office are going to experience a “New way of working”. Safety norms like staggered shifts, scattered workstations, absence of the typical watercooler conversations, etc. would result in a very heavy emotional toll on the employees. Hence, it's important to analyse the situation and accordingly create custom intervention strategies for ensuring emotional wellness of employees.

It's important to identify and acknowledge the risk and protective factors both at the professional and personal levels to create a holistic intervention strategy.

Approach for ensuring Emotional Wellness

with “Safely back to work”



B

INTERVENTION STRATEGIES

Once we have identified the risk and protective factors, it's important to reduce the risk and promote the protective factors.

EXAMPLE OF REDUCING RISK FACTOR:

A better job control with more flexible hours and a choice to work from home (depending on the nature of work) can result in improved job satisfaction among employees.

PROMOTING PROTECTIVE FACTORS:

This is an important part of intervention strategy as risk factors might not provide a lot of flexibility to change.

PROMOTING PROTECTIVE FACTORS



Individual Level

- MOTIVE: Building Individual Resilience**
- Introduce Stress Management/ Resilience Training
 - Facilitate Physical Activity Programs
 - Encourage E-Course/Self Help/Wellness Programs



Team Level

- MOTIVE: Building Peer Support & Caring Team Culture**
- Introduce Team Norms
 - Facilitate Manager Trainings on Psychological First Aid
 - Designate Rotational Team Wellness Champions
 - Create “Resource Enhancing” Support Groups



Organisational Level

- MOTIVE: Create Open & Positive Psychological Safety Climate**
- Facilitate Realistic & Frequent Communication
 - Encourage Sick Leave for Mental Health Issues
 - Design & Implement Mental Health Policy for Organisation

INTERVENTION STRATEGIES

1 Reduce Risk Factors

- Flexible Work Hours
- Strict Safety Guidelines
- Transparent + Over-communication

2 Promote Protective Factors

- A) Building Individual Resilience
- B) Peer-support & Team Culture
- C) Psychological Safety Climate

Approach for ensuring Emotional Wellness

with “Safely back to work”

EXECUTION AND IMPROVING ADOPTION

- Increase Awareness & Reduce Stigma
- Facilitate Early Help Seeking
- Consistent Communication
- Agenda of Peers & Managers
- Modeling from Senior Management



One of the biggest challenges facing employee wellness resources in organisations is its under utilisation. With ASSOCHAM report suggesting 42.5% employees who are going through depression or anxiety, a typical EAP solution only garners 1%-3% engagement. The reasons go beyond the cultural stigma and manifest in the importance given to this by the organisation.

Organisations need to follow a 5 pronged approach to increase the adoption level of intervention strategies designed for getting back to work safely.

01

Increase Awareness and Reduce Stigma

- Facilitate Informative Webinars & Sessions
- Organise mental health first aid trainings
- Supportive language across levels (CXOs to ground staff)
- Build dedicated relaxation chambers

02

Facilitate Early Help-Seeking

- Build internal peer support groups and manager trainings
- Organise regular well-being checks and health screening
- Enabling accessibility (24x7) and ease of use of counselling services through third-party providers (EAP services)

03

Consistent Communication *not just one time*

- Regular communication (weekly/fortnightly)
- Create channels to facilitate regular discussions like Motivation Monday

04

Agenda of Peers & Managers *not just HR*

- Define role of peer supports
- Enable trainings and accreditation programs
- Introduce this into team/manager KRAs
- Deploy barometers for measuring team satisfaction levels

05

Modeling from Senior Management

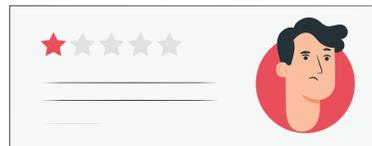
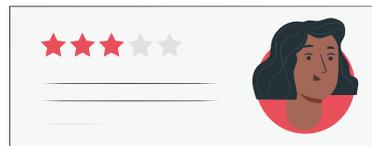
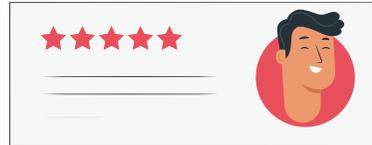
- Make wellness an agenda for senior management
- Senior management to walk the talk
- Introduce open forums for sharing feedback

- The above framework can help increase adoption of wellness interventions at a broader scale. There are a few sector specific best practices whose implementation is important - For instance, sectors employing blue collar workers must focus a lot on in-person presence of professional counselors along with native language support. Similarly, IT/ITES require a lot more focus on consistent communication and modeling by senior management as a majority workforce would continue to work remotely. Remote working has its own challenges with respect to identifying the need and encouraging adoption.

C EXECUTION AND IMPROVING ADOPTION

Approach for ensuring Emotional Wellness

with “Safely back to work”



REVIEW OUTCOMES

- Constant Pulse Check on Employees

There is no one-size-fits-all strategy for emotional wellness. Periodic “Employee Pulse Check” and “Team Happiness Barometers” can help organisations identify the effectiveness of the strategy. A continuous improvement is important to build an effective solution for long-term Mental Wellness.

WHERE TO GET STARTED?

Depending on the current wellness interventions, it's important for organisations to analyse the gaps caused by the pandemic, and act accordingly. The following checklist could help as a starting point to understand the area(s) which might require rethinking.



CHECKLIST FOR ORGANISATIONS TO EVALUATE THE READINESS OF CURRENT MENTAL WELLNESS INTERVENTIONS

- HR policies on mental health in relation with COVID-19 are available in our organisation.
- We have a well designed mental protocol to prevent adversities
- Our senior management prioritizes, focuses and communicates on mental wellness frequently.
- We encourage open discussions on mental health.
- We have EAP support for our employee to access counselling services confidentially.
- We have provision for 24x7, multilingual, multichannel counseling access for all levels.
- We have periodic mental health seminars/workshops for our employees.
- Our managers dedicate time for one on one meetings with employees for discussing issues related to mental health.
- Our team is aware of common mental health symptoms which can manifest during this pandemic.
- We have prepared and circulated mental health awareness material to the team.
- Our teams are mandated to acquire points by attending programmes related to mental health.
- We have implemented self help groups.
- Our employees can take leave citing mental health reasons.
- We have the option of work from home for our employees if required.
- We have deployed mental health professionals in campus for face to face consultations.
- We have dedicated relaxation space in our organisation.

This is a self-reflection checklist “for” the purpose of “evaluating” your preparedness related to mental health challenges connected to this pandemic.

EMOTIONAL WELLNESS PARTNER

YourDOST is an emotional wellness platform where you can anonymously, 24x7, seek support from 900+ experts (professional psychologists, life coaches and career coaches) on issues related to relationships, work, anxiety, depression, grief, self-improvement and many more. In the past 5 years they have counselled more than 20 lakh individuals and have collaborated with 100+ corporates in building resilient organisations and happier communities. The company/ founders have received accolades like Redherring Top 100 Asia Winner, Forbes 30 under 30 Asia, Digital India startup award for social innovation by Times Group and Govt of India.



D REVIEW AND CONTINUOUS IMPROVEMENT

HELP INDIA GET BACK TO WORK SAFELY

Best Practices Handbook

HIGHLIGHTS OF MEASURES BY HIERARCHY OF CONTROLS

CONTEXT &
OBJECTIVES

SAFELY
BACK TO
WORK

INDUSTRY
EXAMPLES
OF PRACTICE

EXAMPLES
OF SAFE &
NEXT WORK
SOLUTIONS

Personal Protective Equipment (PPEs)



1 Ensure that employees wear a mask (and gloves if possible) at all times while at work

2 Provide plexiglas screens where employees need to face visitors or customers or fellow employees [e.g., service counters, canteens, workstations]

3 Keep sufficient stock of hand sanitizers and make them easily available in all sections of the work areas

4 Create instruction manuals for the employees on

- rules for wearing a mask
- handwashing technique
- safety measures while commuting or travelling

5 The Corona protocol updates should be communicated to every employee through regular newsletters, reinforced by posters, banners and flyers at entrance lobbies

Administrative Controls

1

Put together a task force to manage testing and contact tracing protocols if any employee shows signs of infection



2

Implement rotation shifts to reduce crowding in common areas and to ease pressure on public transport



3

Provide clear instructions on physical distancing in work areas and other facilities such as elevators, cafeteria, lobby etc.,



4

All employees should go through temperature screening and sanitization tunnels (where available) before entering the worksite



5

Put together a protocol to clean all high touch points [e.g., taps, washroom facilities, toilet flush and seats, hand rails on stairs, door handles/push plates, lift buttons, workstations, keyboards, printers, office equipment, machinery and equipment controls etc.] every hour



6

Efforts should be made to accommodate employees with certain underlying conditions like Heart Disease, Respiratory Disease, Diabetes, Liver Disease, Obesity, Pregnancy, Immunosuppression etc., to minimise the infection risk. For example, a few companies have given them mandatory work from home options.

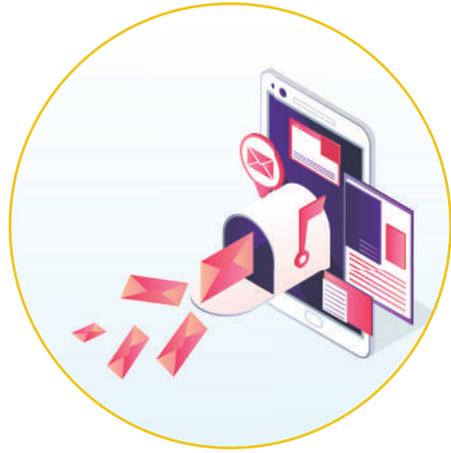


7

Perform random checks in all departments on full list of measures to make sure protocols are put into practice



Engineering Controls



1 Instead of briefing employee on safety face-to-face, provide the safety instructions digitally.



2 Reduce line speed so that less people are needed to run the production line to facilitate the 2-meter distancing rule.



3 Provide markings on ground to identify distance and walking paths in: lobby or reception area, driver reception areas, workstations areas, cafeterias, kitchens and all common areas.



4 Reduce the number of chairs in meeting or break rooms/ areas by 50 percent to ensure physical distancing.

5 Close down all non-essential machines such as vending machines.



6 No sharing of tools and equipment should be allowed until they are sanitized between uses.



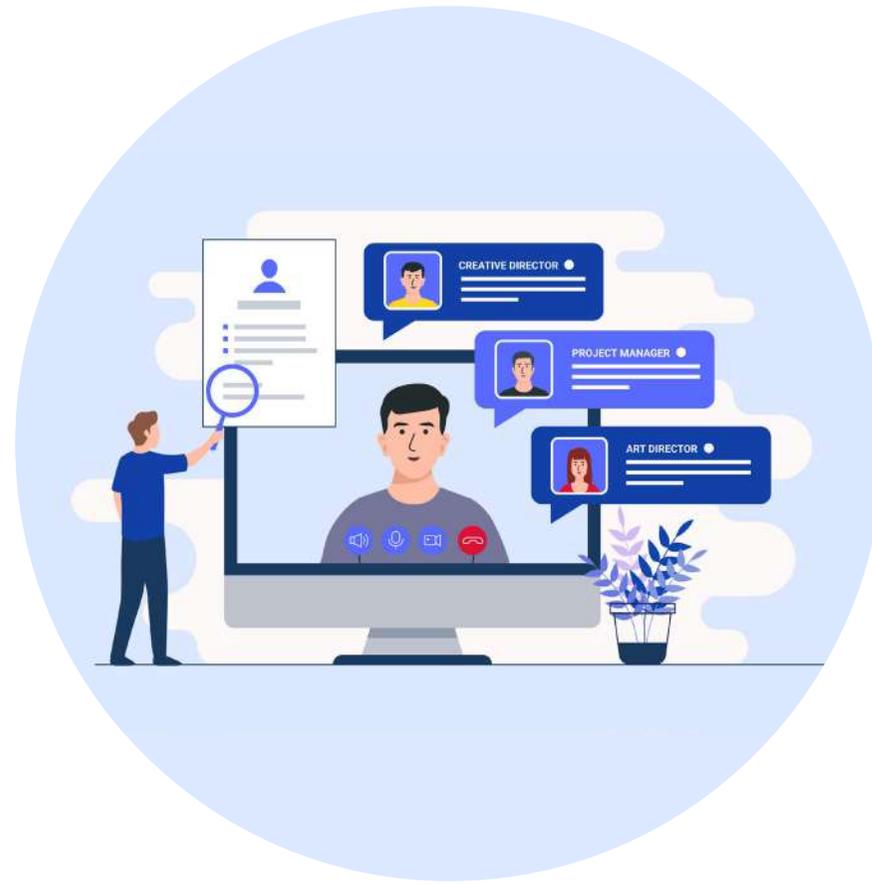
7 Consider upgrades to improve air filtration and ventilation.



Substitution



1 Bar physical meetings as much as possible – conduct all meetings online

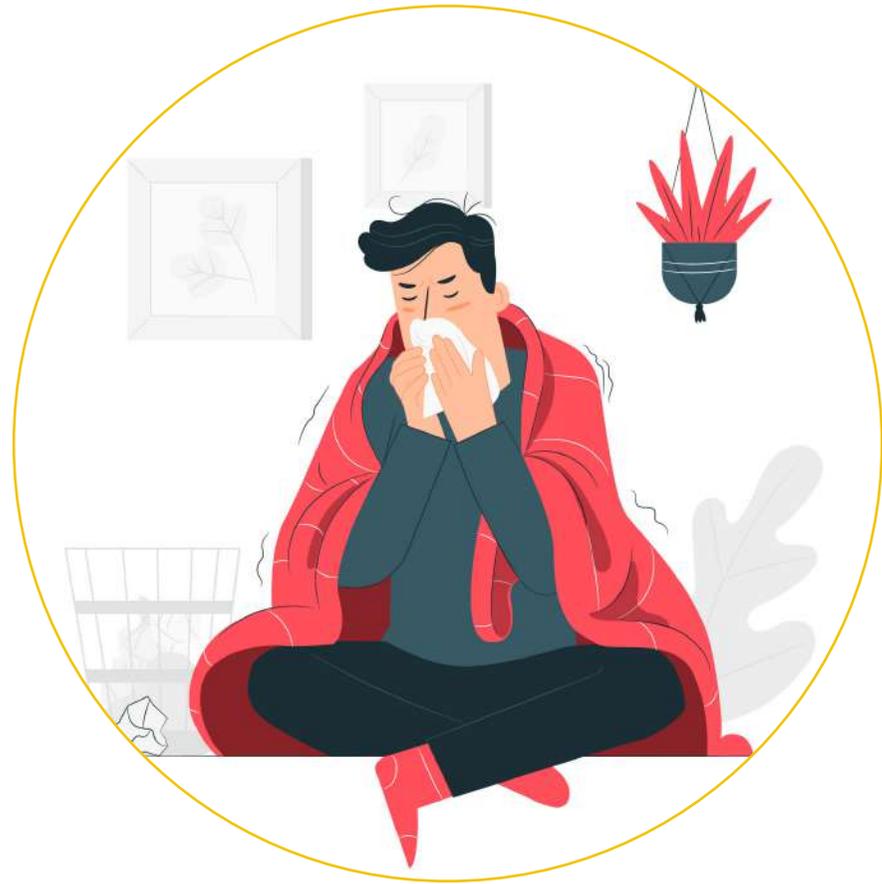


2 Hiring and on-boarding of new employees via digital communication channels and, where physical transfer of items must take place, maintain social distance.



3 Disseminate rules for work from home

Elimination



1 Workers should be encouraged to do a self-assessment and advised to stay home if they feel sick or display symptoms of COVID-19



2 Non-essential physical work that requires close contact between employees should not be carried out



3 Employees have to arrive in work clothes and cannot change on site

Education & Awareness



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HELP INDIA GET BACK TO WORK SAFELY

Best Practices Handbook

The 'Safely Back to Work - Best Practices Handbook' has been created for the Manufacturing, Infrastructure, Pharmaceutical and Life Sciences, IT/ITES, Ecommerce, Business Services and Consulting, Retail sectors. To download the aggregate handbook or sector-wise handbooks, click on the logos below.

CLICK HERE



ACKNOWLEDGEMENT

India

The alliance to “Help India Get Back To Work Safely” was formed by the Indian operations of four global HR services companies viz., Randstad, The Adecco Group, ManpowerGroup and Gi Group, with the objective of to minimize the negative impact of COVID-19 on the economy. The alliance’s focus has resulted in the ‘Safely Back To Work’ – Best Practices Handbook, a collection of health and safety protocols that companies around the country can use to get their operations going safely.



Knowledge Partners



Organisation of Pharmaceutical Producers of India

Mental Wellness Partner



Worldwide

Returning to the workplace and reshaping a new future of work is key to ensuring the health and wellbeing of workers and a strong economic recovery. The “Safely Back to Work” Alliance initiated by Randstad, The Adecco Group and ManpowerGroup in March 2020 has successfully expanded its reach and network of participating partners and is now being led by our global industry association, the World Employment Confederation (WEC). As leader of this Alliance, WEC will continue to engage country federations, and private sector members, working closely with their local authorities and other relevant stakeholders, to support a safe return to work for workers and organizations globally, reinforcing the critical role of the private employment services sector in driving healthy resilient labor markets and economic recovery for countries, organizations and individuals alike in a post-Covid 19 environment. For more information or to join the growing Alliance, visit wecglobal.org for more information.