

COVID - 19
STANDARD OPERATING PROTOCOL
For Virtual Employee Pvt Ltd.

Objective: To Prevent Transmission of Covid 19 amongst the employees and workers of Virtual Employee Pvt. Ltd. While ensuring business continuity at the workplace.

The measures listed below and practiced in Virtual Employee Pvt. Ltd. (hereby referred as VE in the document) shall be taken with an intent to prevent the spread of infection in the workplace and protect our customers, contractors and employees alike.

The measures below will help in facilitating resuming business from office gradually and stop/slow the spread of Covid 19 in the workplace.

This document is broken into two segments: Administration Responsibility/To Do's and Employee Responsibility/To Do's.

ADMIN DEPARTMENT RESPONSIBILITY SHALL INCLUDE ALL OF THE BELOW:

Cleanliness Measures/Disinfection:

- Surfaces (e.g. desks and tables) and objects (e.g. telephones, keyboards, monitors, laptops, CPU's) shall be wiped with disinfectant regularly - as contamination on surfaces touched by infected people is one of the main ways that COVID-19 spreads.
 - The Admin shall ensure disinfection of the following areas in regular intervals by deep cleaning them:
 - Entrance area of the office [Intermittently throughout the day]
 - Lift and stairway (which would include railings and lift buttons) [Lifts in NSEZ managed by NSEZ Authorities; Admin will clean stairway intermittently]
 - Washroom, toilet, sinks, water points [Will be cleaned in every hour]
 - All cubicles/cabins/meeting rooms/departments [Once daily before start of shift & in night]
 - Walls of common areas [Twice a day]
 - Cafeteria and vending machines (Tea/Coffee Vending Machines, Big Basket Vending Machine Handles, Microwave ovens etc.) [Intermittently throughout the day]
- Admin Department shall ensure provision of hand wash and sanitizer (with permissible alcohol content) at all exit and entry points, outside all washrooms, in cafeteria and all common areas.
- The dispensers shall be regularly filled by Admin staff and monitored closely.
- Admin Department has procured touch free (Contact less) dispensers for all points wherein sanitizers shall be kept across the organization.

- Consumption of Gutka/Tobacco within the office building by employees or workers is strictly prohibited and any violation to the above shall be subject to strict punishment and/or penalty.
- Designated smoking areas defined by Admin team and smoking shall not be allowed in any other space beside the identified smoking zone.
- The office airflow condition shall be checked, cleaned and monitored by Admin. AC's shall however operate above 25 degree Centigrade.

Social Distancing/Minimizing Touch Points/Screening:

- Bio metric access has already been enabled using facial scanners and use of finger to punch in/out is strictly prohibited.
- We have thermal thermometers in place which shall be used for checking temperatures of employees and visitors across locations as they enter the building at the start of their shift.
- If any employee records more than the designated temperature or exhibits symptoms like cough or difficulty in breathing, he will be asked to leave immediately and the HR notified about the same by the Admin staff(**Refer Annexure A**)
- All visitors shall be screened for Covid-19 symptoms, if they exhibit any of the symptoms or their temperature recorded is more than 99 degree Celsius, the visitor shall be asked to reschedule the meeting and not given access to the building(across locations).
- All non-essential visitors shall remain banned in the workplace till further notice.
- The designated employee checking temperature shall be wearing gloves and mask.
- We shall be operating shifts in rotation to encourage social distancing at workplace.
- In the operations floor there shall be a minimum distance of 1 meter maintained between 2 employees working on the same floor. Admin shall ensure the hardware is arranged accordingly.
- Large gatherings and meetings are strictly prohibited for now. Use of technology should be encouraged for holding meetings which involve more than 6 employees.
- The cafeteria shall have a minimum capacity listed and displayed beyond which employees will not be allowed in. An Admin person shall monitor the same at the cafeteria entrance gate.
- Employees shall be required to carry their own food from home as cafeteria service shall be suspended till the Covid situation is controlled outside.
- A maximum of 2 people can occupy one cafeteria table (seated diagonally opposite to each other). Desirable would be 1 employee occupancy per table.
- Steel plates and spoons shall be replaced with disposable spoons, however, employees are encouraged to carry their own spoons from home.
- All tables shall be cleaned post use and the next employee shall use the table post the same.
- Lunch break timings need to be staggered for which employee cooperation shall be required.
- Coffee cups, sugar sachets, stirrers should be touched only after sanitizing hands (with the sanitizer which shall be placed beside the vending machines).
- Not more than 2 people will be allowed in the lift at one time (Applicable for NSEZ I Block Office only).
- We would however encourage the use of staircase for reaching the work floor.

- The Admin Department has identified list of hospitals whom we shall approach in case of an emergency **[Refer Annexure B]**
- Besides the above, the Admin department shall itself go through screening process daily before they start their day.

Transport:

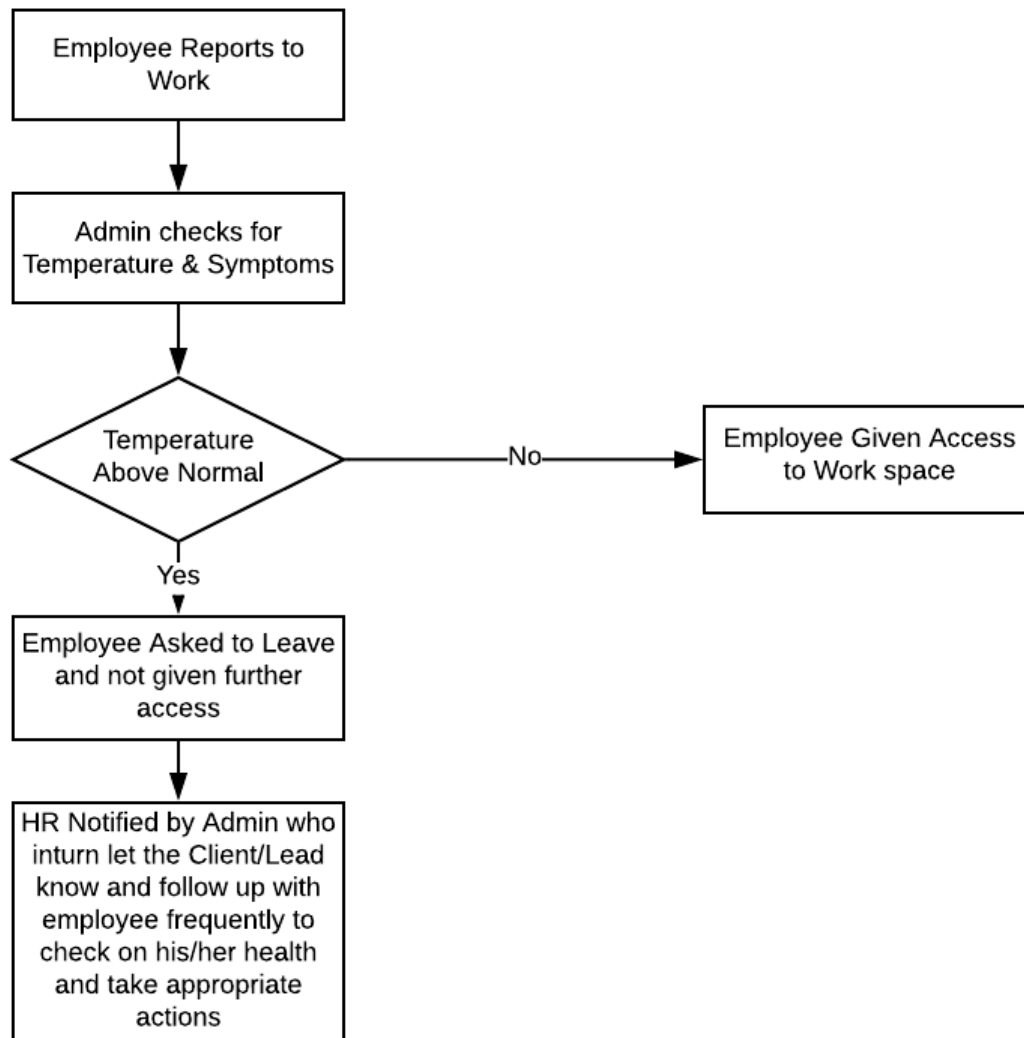
- Transport facility that shall be provided to employees(not having own vehicle) during the lockdown period;
 - Home pick & Home Drop
 - Cabs shall be disinfected after every trip.
 - Drivers shall be wearing masks and gloves while driving.
- Post the lockdown, once the public transport viz. metro services start plying, shuttles shall resume operations and pick up employees from the designated pick up points(as was defined earlier).
- The shuttle and cabs shall operate with 30-40% capacity thereby ensuring social distancing.
- Inside the shuttle, employees shall be seated diagonally (eg. 1 employee per seat occupying the window and aisle seat alternately).
- Shuttles and all modes of transport shall be cleaned after every trip by the Admin Department.

EMPLOYEE RESPONSIBILITY SHALL INCLUDE ALL OF THE BELOW:

- All employees reporting to work shall be required to wear masks throughout their shift.
- Use stairs instead of lift and in case using lift, ensure there are just 2 people inside the lift(Inclusive of the employee)
- It is mandatory for all employees to get their temperature checked before entering office and marking their attendance in biometric machine. Skipping the check point shall not be permissible.
- Use of fingers for biometric access is prohibited as mentioned above and employee shall be required to abide to the same.
- On reporting to office all employees are required to first sanitize their hands, punch in attendance(using facial scanners), keep your belongings on your desk and first wash and sanitize your hands again before starting work. This will ensure cleanliness and stop contamination and spread of any virus.
- Team members can ensure that their colleagues are doing this to keep themselves and everybody else safe.
- Employees should not touch their face or eyes or mouth post touching any open surface. Remember, we need to be cautious every moment to protect ourselves and our friends and family.
- Cooperate and follow Admin directives for use of cafeteria, vending machines and common areas. Separate lunch break should be taken to avoid contact.
- It is advisable that all employees carry their own sanitizers which they should use before/after touching the cab door knobs while commuting to work.

- Intake of Gutka/tobacco and spitting in the office premises is strictly prohibited and subject to punishment and/or penalty
- Employees to maintain minimum 1 meter distance between each other during discussions.
- All employees should wash hands regularly with soap and keep sanitizing hands throughout the day.
- If any employee develops sickness during the shift it should be immediately reported to HR and health authorities shall be notified by HR/Admin therein.
- It is the employee's responsibility to keep HR notified of any symptoms and refrain from reporting to work if unwell. However, the authenticity of such cases shall be validated by HR and the required documents should be provided by the employee to support his medical condition stated.
- All employees should have "Aarogya Setu" App downloaded on their phones for their and everybody else's protection.
- Avoid contact with colleagues as much as you can. Greetings should be in the form of Namaste instead of a hug/handshake.
- Employees should avoid visiting hospitals for routine checkups unless there is any emergency situation involving self/family.
- All employees should update their Personal Information on the HRMS with their present and permanent address and emergency contact numbers.
- The bottle rims should not touch the water dispenser tap while filling bottles. Employees should ensure the same.
- Admin Department shall keep the doors open inside the office, however, should you be required to open any door, ensure using your elbow to gain access and not your hands/palms.
- In case employees are having food at the workstation, they should clean the space themselves with tissue and sanitizers.

ANNEXURE A



ANNEXURE B

List of Hospitals Nearby for Emergency

- **SHARDA HOSPITAL** Plot No. 32 And 34, Knowledge Park - Iii, Greater Noida, Goyal Colony.
Greater Noida, 0120 – 2333999
- **JAYPEE HOSPITAL (JAYPEE HEALTH CARE LTD)** Sec-128, Noida, 0120 – 4122222
- **RRT's (Rapid Response Team)**
Toll Free Helpline number – 1075/011-23978046