

# **‘Back to Work’ Handbook**

#RiseAgainstCOVID19

# How we #RiseAgainstCOVID19

## Together We Can and We Will

# A message from Team HR

Dear Techmighties,

We have always considered the health, wellbeing and safety of our people and their families to be of utmost importance to us as a company. All the measures that we have taken over the last 4-5 weeks have been in line with our philosophy of putting our people's wellbeing above our business.

As a step towards encouraging this positivity and expressing our solidarity in our fight against COVID-19, **we changed our logo temporarily for a few weeks.** Like all of us, the "e" in the familiar Tech Mahindra logo is boxed inside the home for the next few weeks. We have always prided ourselves in our ability to be adaptable and agile.

Our focus continues to be on ensuring the safety and wellbeing of our associates, partners and customers; while keeping mission-critical systems on for global clients. As we prepare to enter the next phase of transitioning from staying indoors and getting BACK TO WORK, we are pleased to share this handbook that covers our pledge to your safety while coming back to work.

While stringent protocols are in place there is a lot you can do to take responsibility and *RISE* to the occasion in driving a safe and secure environment for self, your fellow colleagues and the larger community around!

*We are confident that ...Together we can and we will RISE Against COVID-19*

# #BeatTheBug

**People First i.e.  
Employee Wellness  
BEFORE Business**

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**Support the Government,  
stakeholders and the  
Community at large by  
following Government rules  
and sharing the knowhow  
for containment**

# Rise against COVID-19

## Individual Wellbeing

What the organization expects from you

2

## Organization Wellbeing

What you can expect inside office

1

3

## Team & Social Wellbeing

Guidelines for individuals and teams to maintain social distancing and social hygiene at the workplace

4

## Going Forward

Living the new normal



# Organizational Wellbeing

Guidelines to follow





# ORGANIZATIONAL WELLBEING



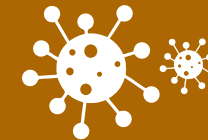
## ✓ Preventive Measures



✓ **Awareness drives** to maintain social distancing and personal hygiene



✓ **RAPID ACTION FORCE** working at Global and Regional levels to monitor the situation and take actions on the ground

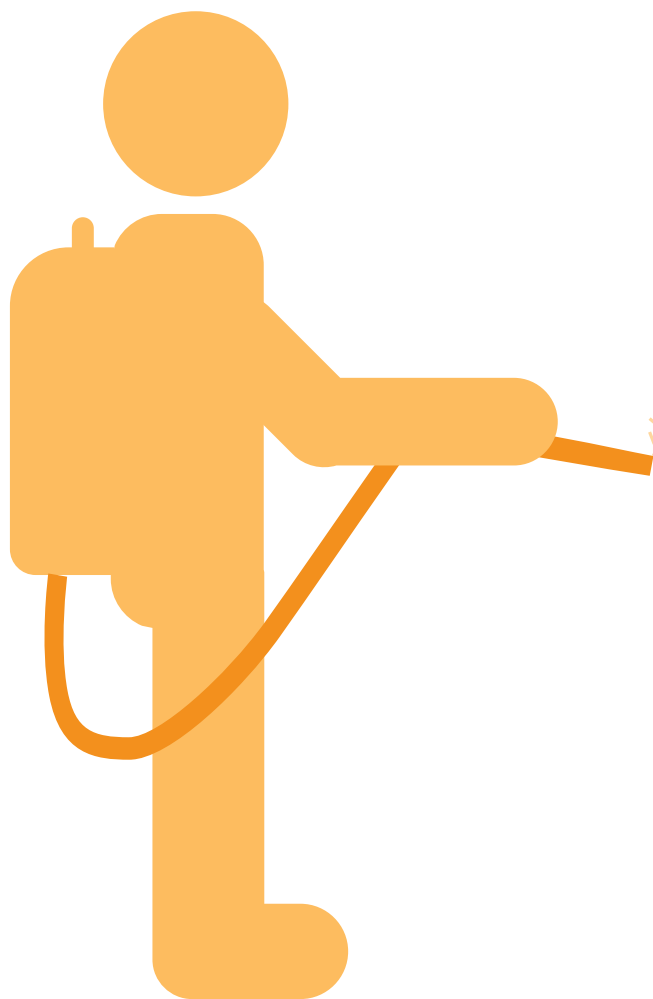


## ✓ CONTINGENCY PLAN

Detailed process to isolate and report unwell employees at work

# Preventive Measures

## COVID-19



### SANITIZATION OF OFFICES AND VEHICLES

- Fumigation and disinfection of offices
- Frequent sanitization of lifts, common places, restrooms and public touchpoints
- Disinfecting Office-arranged vehicles before and after each trip

### ENTRY RESTRICTIONS

- No entry of visitors / contractors / vendors
- Names of Associates to be verified from approved list
- One-time self declaration form mandatory for all the essential visitors and employees on Day 1
- Mandatory thermal screening at all the entry points
- Any Associate showing symptoms of fever, cough, etc. will be directed to go back home
- Gap of 1 hour between shifts

### WORKPLACE HYGIENE

- Mandatory use of face masks for all associates
- Attendance tracking through ARTs
- Provision of hand sanitizers at reception and near lift areas
- Machines brought back by associates/ from associate's homes must be taken to the desk only post machine health check by TIM
- Proper ventilation inside office

### SOCIAL DISTANCING WITHIN OFFICE

- No face-to-face meetings within 5+ member groups
- Seating plan considering 6 feet distance between 2 associates (both at work areas and in cafeteria)
- Doors to be kept open to avoid frequent contact
- Common areas like Gyms / Crèche facilities to remain closed
- Mandatory masks and 1 meter distance in queues at cafeteria



# Cleaning of HIGH-USE Touchpoints

## Hourly cleaning

- Reception Area and ID Card Swipe Area
- Turnstiles
- Lifts
- All Door handles
- Locker area
- Washrooms – Taps, Toilets, Floor, washbasin and door handles
- Cafeteria counter tops and kitchen
- Baggage Counter Area and tokens
- Medical Room

## After every shift

- Work Stations
- Desktop
- Headset and Phone equipment
- Dustbin
- Pick-up Vehicle after every drop

**Alcohol-based disinfectant used**



# Disinfecting Vehicle



## Key Points to Note

- Disinfecting vehicles after every pick and drop to prevent infection
- Personal Protective Equipment (PPE) is worn by the cleaning staff

# Rest Rooms: Disinfecting



## Key Points to Note

- Frequent disinfection of touchpoints done every hour
- Additional Manpower has been deployed
- PPE used by the cleaning staff
- Alcohol-based disinfectant used
- Social Distancing maintained
- While entering and exiting the restroom, use your elbow / arm to open the door

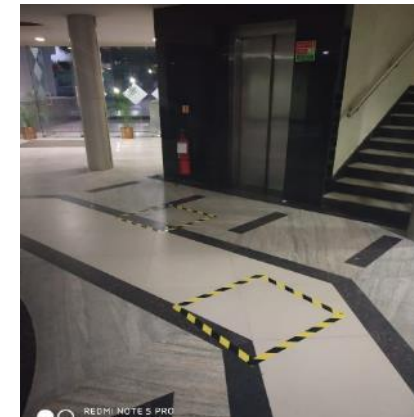


# Minimizing the Risk by creating Zones at the Workplace

- Zones created within building to ensure risk is minimized in case of infection
- Associate movement restricted to specific floor only
- Canteen to be localized with access to packed foods only to avoid gathering
- Meetings held at workplace to be attended virtually



**Floor access restricted**



**Lift restrictions to floor**

# Hoping for the best while preparing for the challenges

## Rapid Action Force



**Rapid Action Force (RAF)** constituted at Global level to continuously monitor the situation and take decisive actions



**Regional Rapid Action teams** are in place across all Locations to monitor the situation on ground



**Emergency Response team** (Global Toll Free numbers) has been set up and equipped to handle queries around COVID-19



**Robust cadence** - Daily calls with Executive team on Operational readiness. Twice a day review with CPO & COO



# BHR location SPOCs supporting

## CONTINGENCY PLAN

- Over-the-counter (OTC) medicines to be removed, no issuance until notified
- Wellness rooms will remain closed. Any associate who is not feeling well, should report as per following process

### Reporting unwell associates at work

Employee is unwell at the workplace & reports to Supervisor/ HR



Employee/family has travel history to COVID-19 affected areas in the last 14 days and/ or contact history with any infected individual



Supervisor / HR to contact appointed doctor to isolate the employee



Doctor to isolate employee in the designated area & contact COVID-19 response team for further actions



## AWARENESS

- Regular awareness sessions on social distancing, personal and social hygiene practices to be followed by associates
- FAQ Document addressing all Do's and Don'ts
- Placement of standees, posters etc with emergency contact details at appropriate places (e.g. Lifts, corridors, cafeterias, restrooms) within office
- Support Staff is given detailed instructions on Do's and Don'ts

# Individual Wellbeing

Guidelines to follow



# Individual Wellbeing



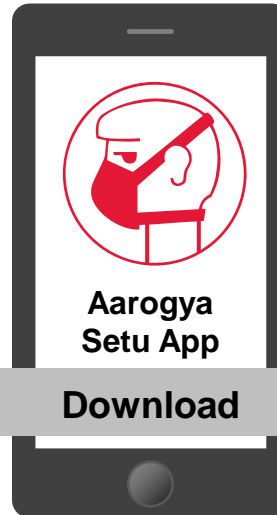
## Personal Hygiene

- Ensure that you are safe for your family members at all times
- Measures for your kids and Senior citizens



## Self Care at Home

- Self Accountability
- Measures to be taken at home before starting for the office



## Commuting to Workplace

- Use Private vehicles or Company provided transport facility
- Social distancing measures must be followed



## Inside Office Premises

### Entry, attendance and common areas access

- Ensure social distancing, gathering of more than 5 people in a place is prohibited
- Wear protective gears all the time
- Cooperate with Corporate security team
- Follow good hygiene practices

# Keep in Mind

## Situations

Checks At Home Before Start of Work

Safety at Pick-Up Point

Travel in Bus: Alternate Seating

Using the Walking Paths to and at Office

Building lobby and Elevator usage



## Measures

Declare health status and wear Masks

Ensure social distancing and respiratory hygiene

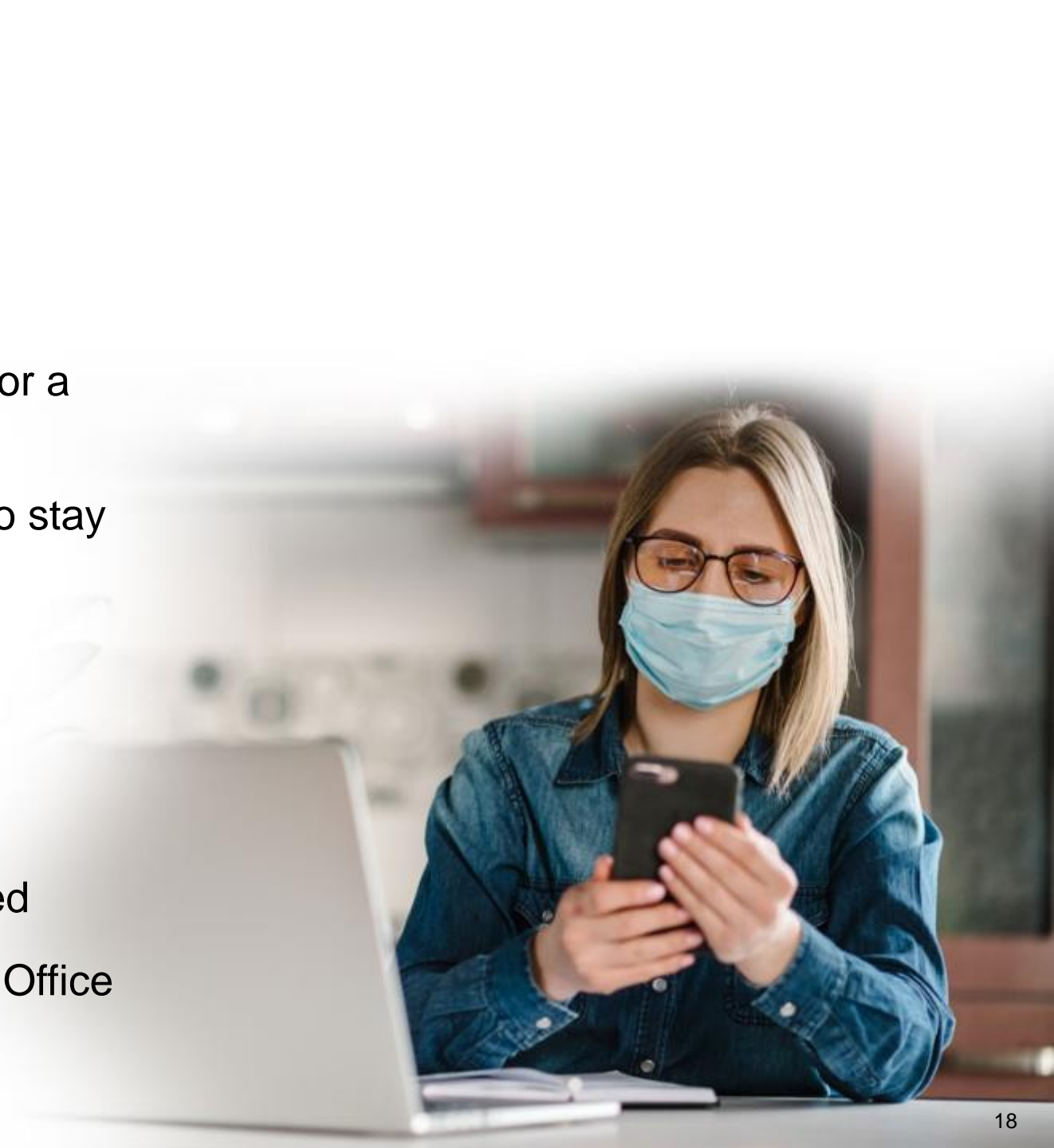
Ensure social distancing

Ensure social distancing

Ensure social distancing and Sanitize hands

# Living the new normal

- Constant email communication regarding:
  - What we as an organization are doing for a safe working environment
  - How to follow good Hygiene practices to stay safe
  - Do's and Don'ts around COVID-19
- Posters and Standees across sites
- Do's and Don'ts FAQs uploaded
- Escalation matrix and key numbers circulated
- Leader messages talking about our Back to Office approach to reassure our people





# Before Associate Leaves Home

Guidelines to follow



# Starting from Home – New Normal

## Step 1

### At Home before start

Carry out Self Examination of your Health Status for the below symptoms



CHEST PAIN



SINUSITIS



COUGH



DIARRHEA



CHILL



FEVER



**REPORT IT!**  
**DO NOT HIDE**

## Key Points to Note

- Start for office only if you are healthy. Clean your hands with soap for 20 seconds before wearing the face mask
- If you feel sick and have any of the symptoms stay back at home, consult your Doctor and take rest
- Inform your Reporting Manager and Business HR SPOC
- Carry your personal alcohol-based sanitizer with you

# At Home - Wear Masks before leaving home (contd.)

**Purpose: Employees take ownership by wearing a mask**

## HOW TO WEAR A MASK



Before putting on a mask, clean hands with alcohol-based hand rub or soap and water



Cover mouth and nose with mask and make sure there are no gaps between your face and the mask



Avoid touching the mask while using it. If you do, clean your hands with alcohol-based hand rub or soap and water

## KEY POINTS

- Before leaving home, wear a properly fitted mask
- Do not touch the Outside of the Mask once worn

## NEW NORMAL

Wear a Mask before leaving home



To remove the mask: remove it from behind (do not touch the front of the mask); 'Use & throw' masks to be disposed off in dustbins; Re-usable masks should be washed with soap frequently



- Remove Mask carefully without touching the outside and sanitize hands after removal
- Masks must always be safely disposed of in the garbage bin

# Starting from Home – New Normal

## Step 2

### Safety at Pick-up point

Purpose – To ensure Social Distancing and Respiratory hygiene

- Maintain social distance at pick-up point
- Temperature check while boarding



### Key Points to Note

- Maintain social distancing instead of standing in a group or crowd
- Ensure you wear a Face Mask
- Get your temperature checked. If your Temperature is more than 37.5 degree centigrade you will be asked to go home
- Sanitize your hands before boarding the bus



# Starting from Home – New Normal

## Step 3

### Travel in Bus: Alternate seating

Purpose – To ensure Social Distancing and Respiratory hygiene



## Key Points to Note

- Alternate seating to ensure social distancing.
- Buses will not operate more than 30% to 40% occupancy
- Windows to be kept open
- Ensure respiratory hygiene by wearing a face mask





# Starting from Home – New Normal

## Step 4

### Walking from Parking to Office

Purpose – To ensure Social Distancing and Respiratory hygiene while moving from road / building entrance to workplace



## Key Points to Note

- Follow social distancing
- Please wait for your turn till the next person moves to a safe 6 feet distance
- Ensure respiratory hygiene by wearing face mask at all times
- Clean your hands with a Sanitizer kept at the reception area/common area before proceeding further
- Your temperature will be checked once again at the entry point



# When at office

## Guidelines to follow



# Health and Safety at Company

**Purpose: Ensure social distancing and respiratory hygiene**

## Situations

Attendance Swiping at Entrances

Entrances and Mobile Locker Usage

Seating on Operations / Work Floor

Cafeteria Services

Meetings

No Relax Rooms and Recreation facilities

Rules for Employee break times

Office Car and Bus Travel

## Measures

- Employees to stand on marked areas for social distancing
- Temperature Checks at entrance

Ensure social distancing

Ensure social distancing; Alternate Seating; Bring your own mug/cup & water bottle

Ensure social distancing and hygiene; Alternate Seating; Bring your own mug/cup & water bottle

Stop in-person meetings. Virtual Team meetings

Suspended facilities to maintain social distancing

Ensure Social distancing and avoid groups

Social distancing, wear mask, temperature check

# When at office - Guidelines to follow

## Step 5

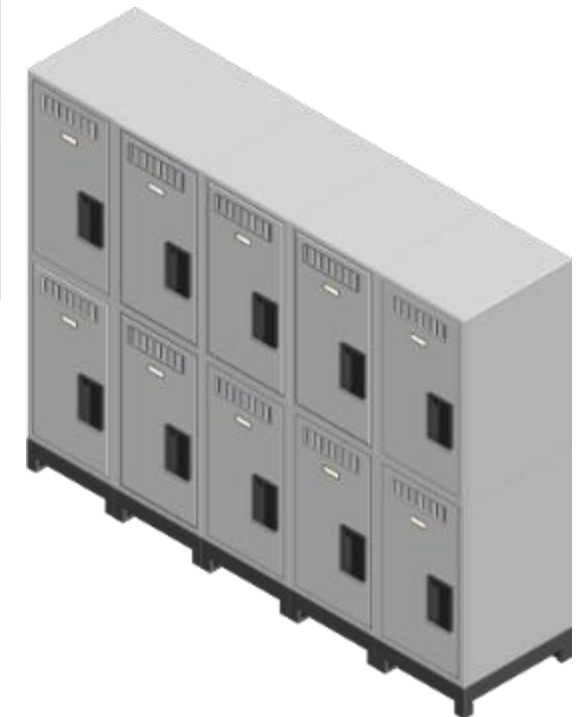
Purpose – To ensure Social Distancing and Respiratory hygiene as shown in pic

Maintain social distance



## Key Points to Note

- All employees to follow social distancing.
- Leave the locker area immediately without flocking
- Ensure respiratory hygiene by wearing face mask at all times
- Wash hands with soap and water for 20 seconds before approaching your work desk



# At the Building Entrance and Elevator Lobby

**Purpose: Ensure social distancing and respiratory hygiene**

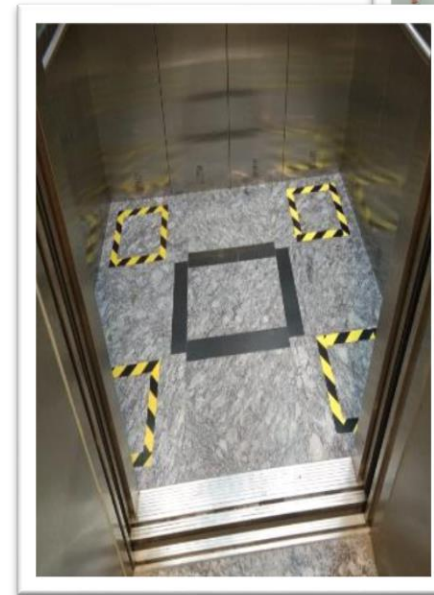
## BEFORE

Employees rush to the lift as a group



## NEW NORMAL

Maintain social distance by using marked areas



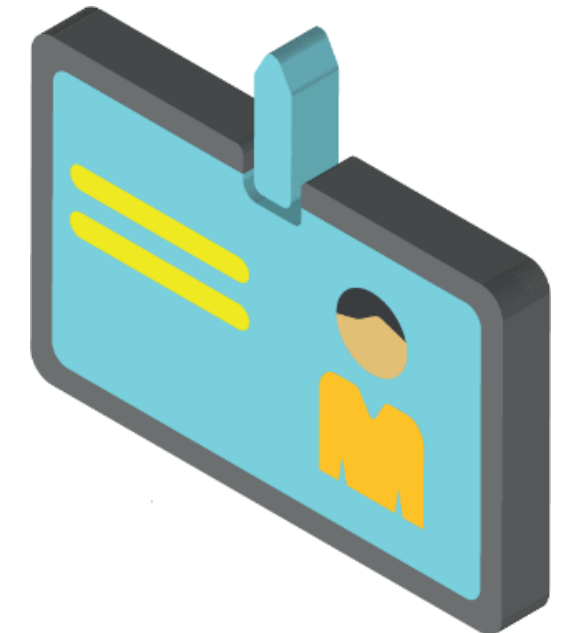
## Key Points to Note

- Enter the building lobby maintaining social distancing
- Stand in a line while maintaining social distancing for the elevator
- Sanitize your hands after pressing the elevator button
- Use the elevator one or 2 at a time and stand apart within the elevator
- Use stairwells by maintaining social distance and hand sanitization



# Attendance Swiping

**Purpose – To ensure Social Distancing and Respiratory hygiene**

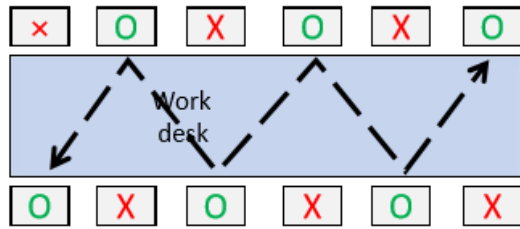


## Key Points to Note

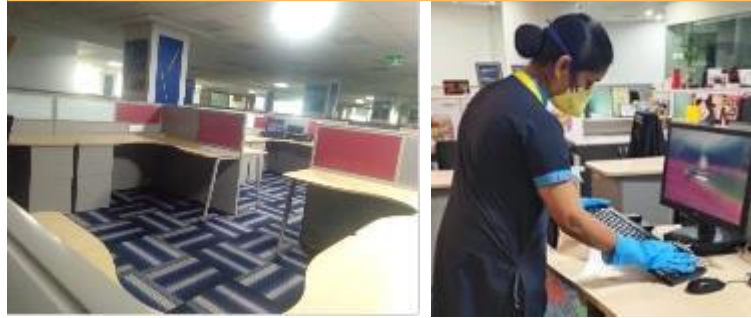
- All employees to follow social distancing and stand on the marked area
- Do not touch the swipe machine
- Biometric has been disabled for your safety

# Working in office

**Purpose – To ensure Social Distancing and Respiratory hygiene**



**Desk Seating**



**Lift Area**



**Water Dispenser**



## Key Points to Note

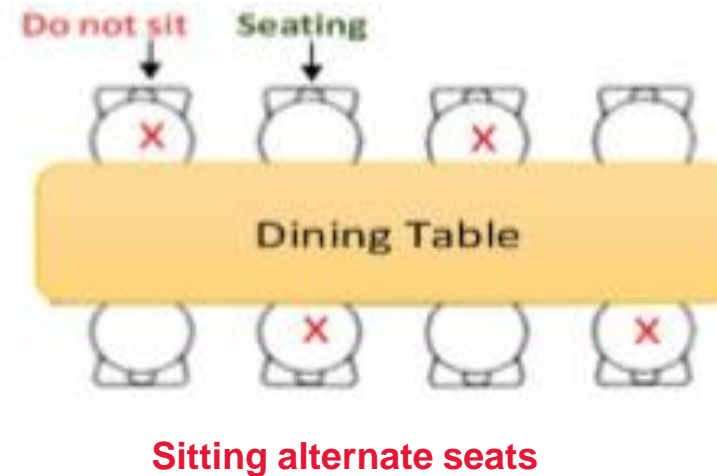
- All employees to follow social distancing at all times near Coffee machine, reception area, washroom, work station, cafeteria and entire ODC
- Disinfect your Laptop or Desktop during the shift
- AC temperature will be set at 28 degree centigrade
- Wear face mask at all the times
- Carry your own mug / cup and water bottle



# Cafeteria

**Purpose – To ensure Social Distancing and Respiratory hygiene in the cafeteria**

- Food at Cafeteria**
- Staggered break timings**
- Menu Changes**



**Standing at one-arm distance while collecting food**

**Use e-wallets to buy food in the cafeteria**

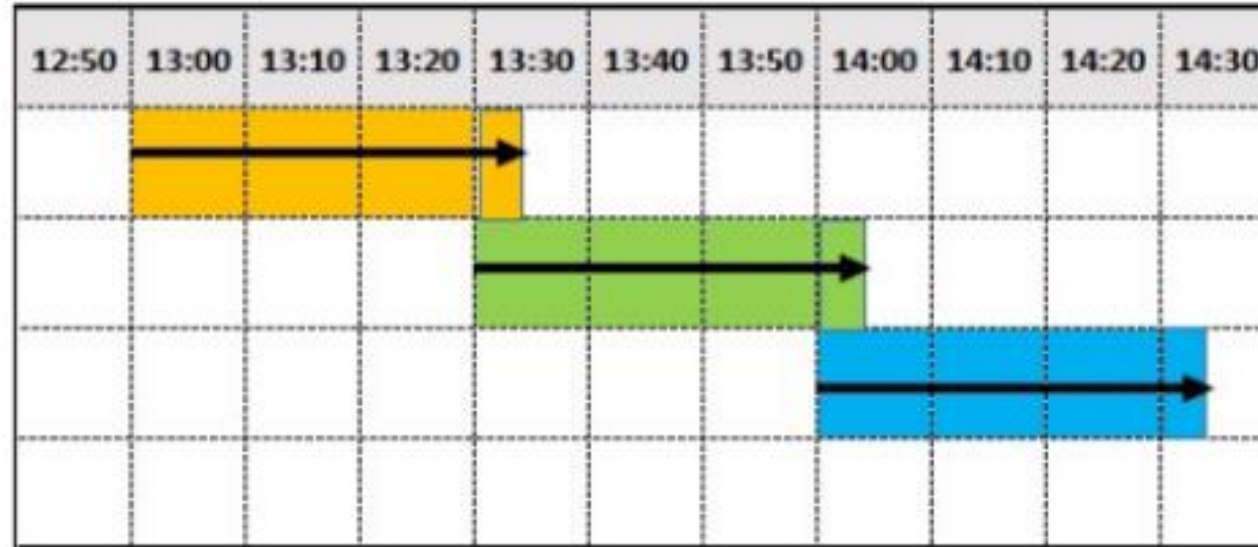
## Key Points to Note

- Wash your hands with soap for 20 seconds before going to the Cafeteria
- Stand in queue to take food (on the marked area). Do not touch any food item
- Follow the seating arrangement set in the cafeteria (alternate seating) to maintain social distance, do not sit in a group by rearranging the chairs
- Do not talk loudly near the food counters
- Continue to wear your face mask while not eating
- Don't share food
- Stewards to wear Personal Protective Equipment
- Wash your hands thoroughly for 20 seconds with soap after your lunch/dinner

# Cafeteria

**Purpose – To ensure Social Distancing, hand hygiene and Respiratory hygiene in the cafeteria**

- 1 Food at Cafeteria
- 2 Staggered break timings
- 3 Menu Changes



- **35 min. 5 minutes overlapping & staggered time**
- **Sanitize dining halls after each service**

## Key Points to Note

- Please ensure you arrive at the scheduled time only to avoid over-crowding of the cafeteria
- Respective WFM/Planning team/Operations Manager will communicate the time slot to you
- Kindly do not spend extra time in the cafeteria
- Tables will be sanitized after every service i.e. every 30 minutes during lunch and dinner





# Cafeteria

**Purpose – To ensure hygiene by avoiding commonly touched items in the cafeteria**

- 1 Food at Cafeteria
- 2 Staggered break timings
- 3 Menu Changes

- Raw and uncooked food items will be removed
- Salad, pickle and pappad have been removed
- Items which aggravate cold (ice cream) will be stopped
- Packed snacks will be encouraged
- Limited menu which has been made hygienically



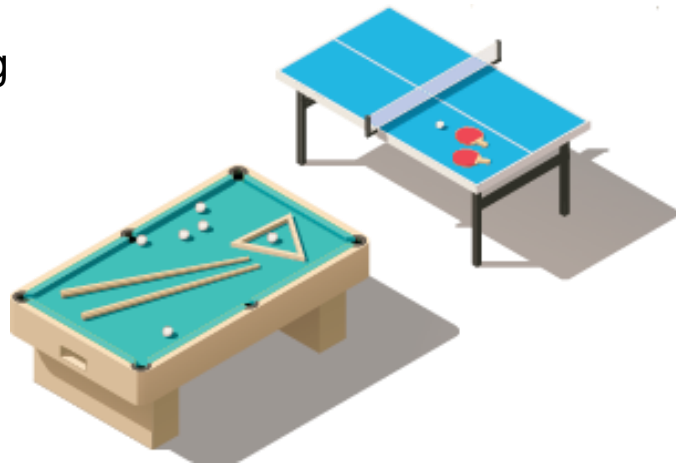


# No Relax rooms, crèche or recreation facilities

**Purpose: Ensure social distancing and hand hygiene**

## BEFORE

- Gather in groups, communicate sitting side by side
- Play table tennis during break time



## NEW NORMAL

- Suspended from usage



## Key Points to Note

- Maintain social distance.
- Suspended use of Relax rooms, crèche and recreation facilities



# Rules for Employee Break times

**Purpose: Maintain social distancing and hygiene and no going in groups**

## BEFORE

Go together for breaks



## NEW NORMAL

Maintain social distancing and Avoid groups



## Key Points to Note

- Employee to go for break times alone
- Avoid smoke breaks outside office
- Maintain social distancing rules
- Use elevator by standing in a line, maintaining social distance and hand sanitization
- Use stairwells by maintaining social distance and hand sanitization



# Meetings in office

**Purpose – To ensure Social Distancing, Respiratory hygiene and Hand Hygiene**

## BEFORE

- Face-to-face meetings



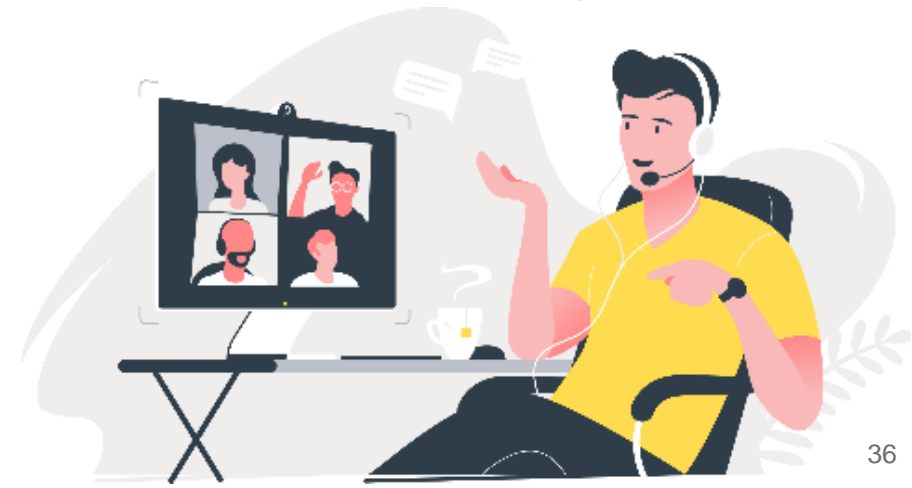
## NEW NORMAL

- Virtual meetings



## Key Points to Note

- No physical meeting or gathering of people
- Utilize Webex for virtual meetings
- Maintain social distancing
- Business HR/Planning team/Operations Manager/ Leadership team to ensure adherence

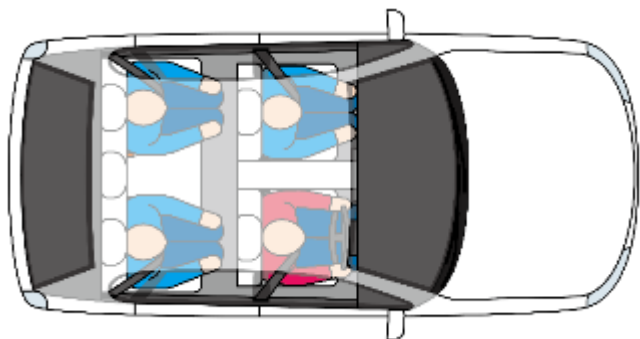


# Office Car Travel

**Purpose: Ensure temperature check of driver and social distancing**

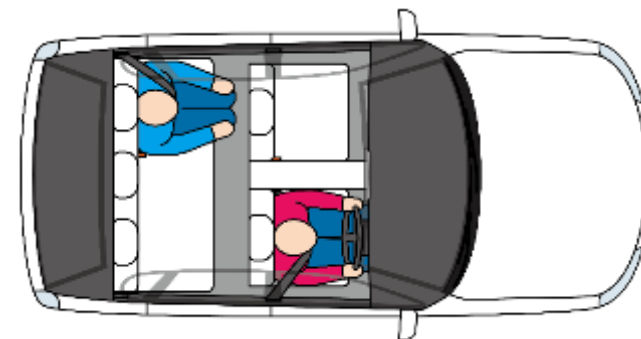
## BEFORE

- Full seating - Driver and passengers
- Not checking driver's health/temperature
- No temperature check at entrance



## NEW NORMAL

- Maximum 2 employees seating plus driver
- Driver health check before start
- Temperature check at entrance



## Key Points to Note

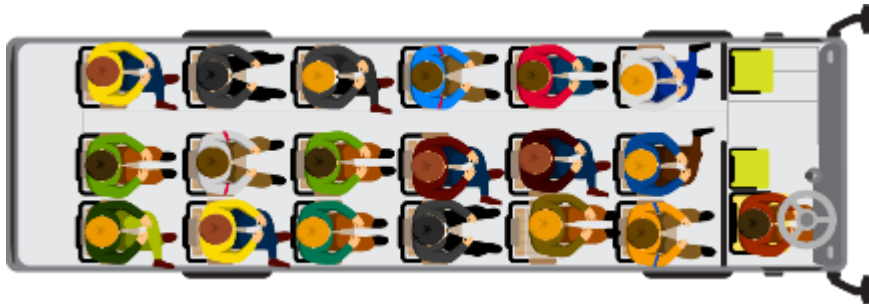
- Check driver's health before starting from home
- Only a maximum of 2 employees plus the driver and all maintain social distance
- Temperature check before entering the Company premises



# Office Bus Travel

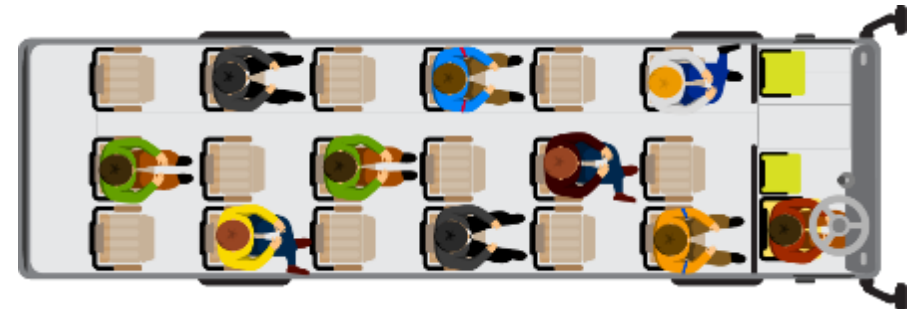
## BEFORE

- Full seating of Driver and passengers
- Not checking driver's health/temperature
- No temperature check at entrance



## NEW NORMAL

- Maximum 30-40% occupancy of buses
- Driver health check before start of journey
- Temperature check at entrance



## Key Points to Note

- Transport supervisor to check driver's health before starting from home
- Only maximum 30-40% occupancy to maintain social distance
- Temperature check before entering the Company premises





# No Entry of Visitors/Contractors/Vendors/Candidates

**Purpose: Suspending all visitor entry**

## BEFORE

- Visitors stand close to Security Reception
- Do not wear mask. No temperature check



## NEW NORMAL

No visitors and walk-in candidates



## Key Points to Note

- No entry to visitors

# Gathering at Pantry

**Purpose: Ensure social distancing at common gathering points**

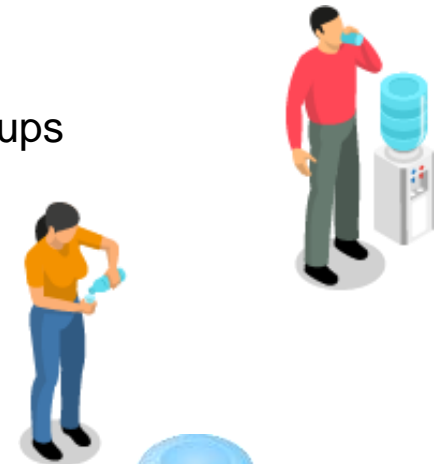
## BEFORE

Crowded and use cups at pantry



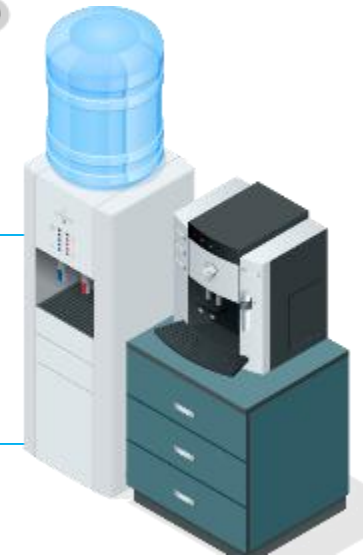
## NEW NORMAL

- Maintain social distance
- Use your own / disposable cups



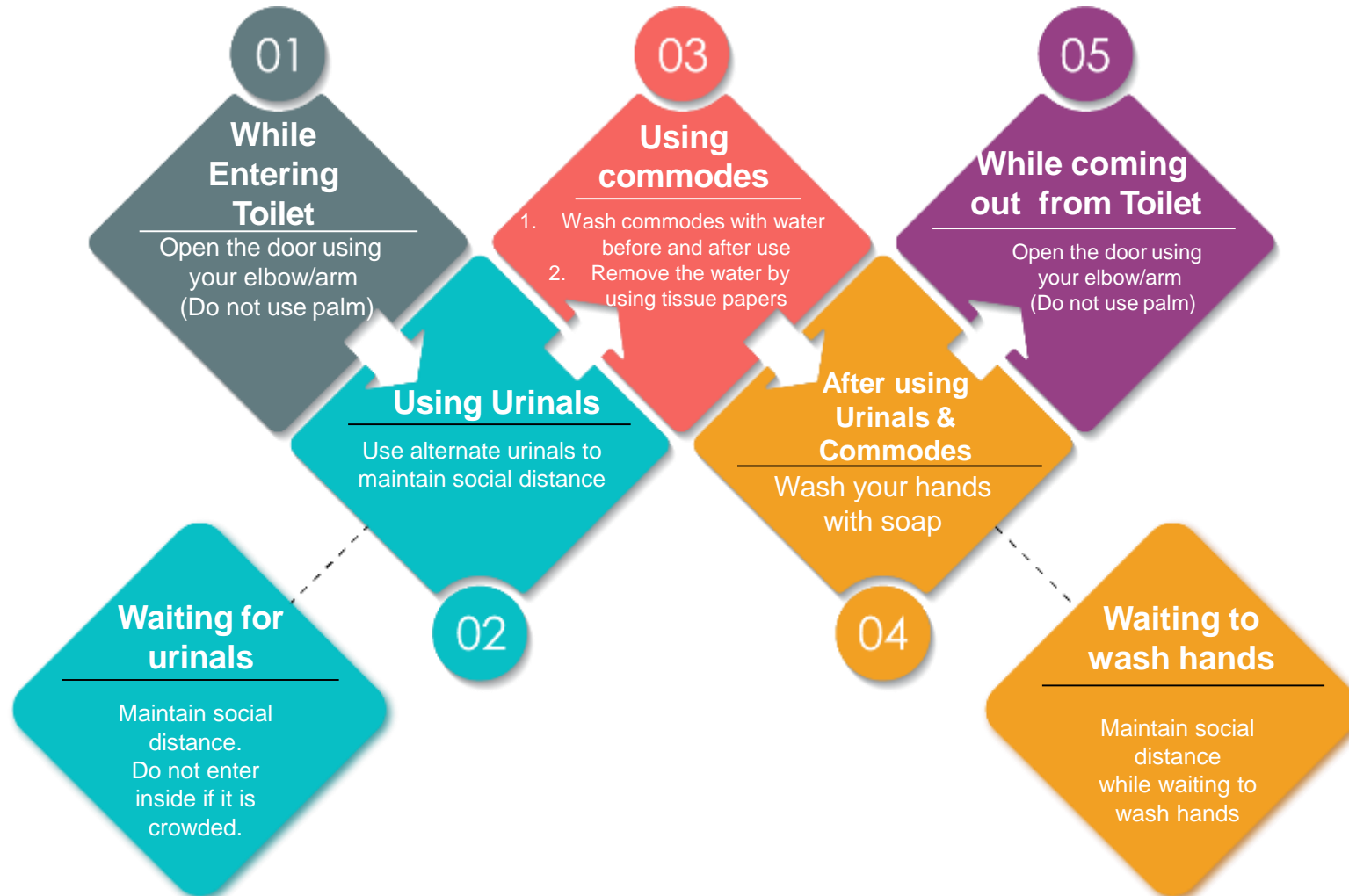
## Key Points to Note

- Avoid over-crowding. Maintain social distance
- Do not chat in groups. Leave pantry once you drink water or take coffee/tea
- Bring own cups and water bottles



# Usage of Washrooms in Office

**Purpose: Ensure social distancing and hygiene in rest rooms**



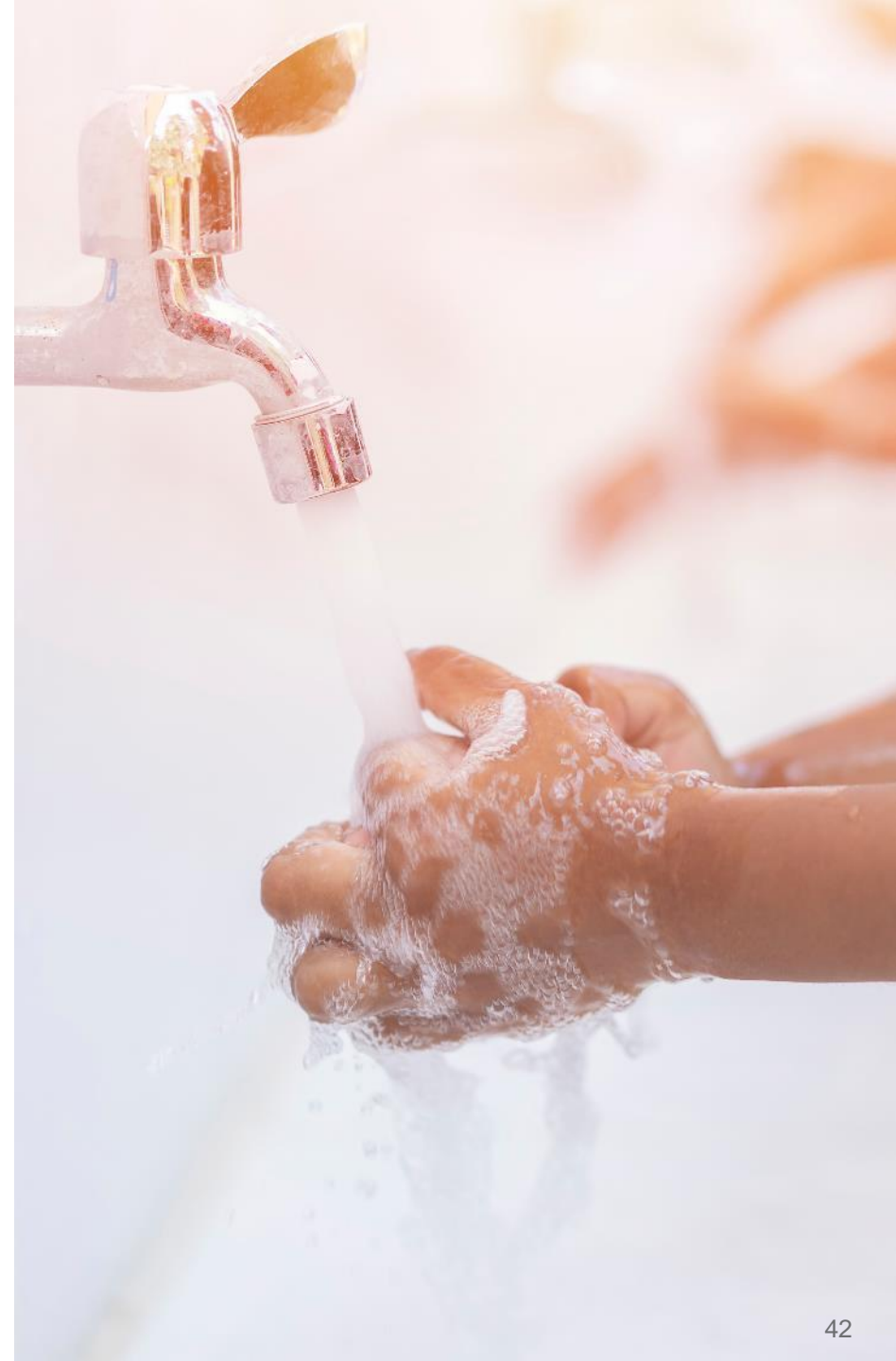
**Open door using elbow / arm**



**Open door using leg / arm / elbow**

# Departing at the end of day

- Maintain Social Distancing at all times
- Wash your hands with soap for 20 seconds before leaving the office
- Avoid touching high-use surfaces
- Before and after boarding the vehicle, sanitize your hands
- Follow alternate seating arrangement in the bus
- Continue to wear your face mask
- Avoid touching your face



# Health and safety after reaching home

## Situations

Hand Wash

When to Use Mask

Increase Ventilation

In the Lift

If someone in neighborhood gets infected by COVID-19

If you have kids at home

If you have elderly at home

## Measures

Wash your hands with Soap and Water thoroughly and frequently / Have a shower after going home

Issue mask to every member

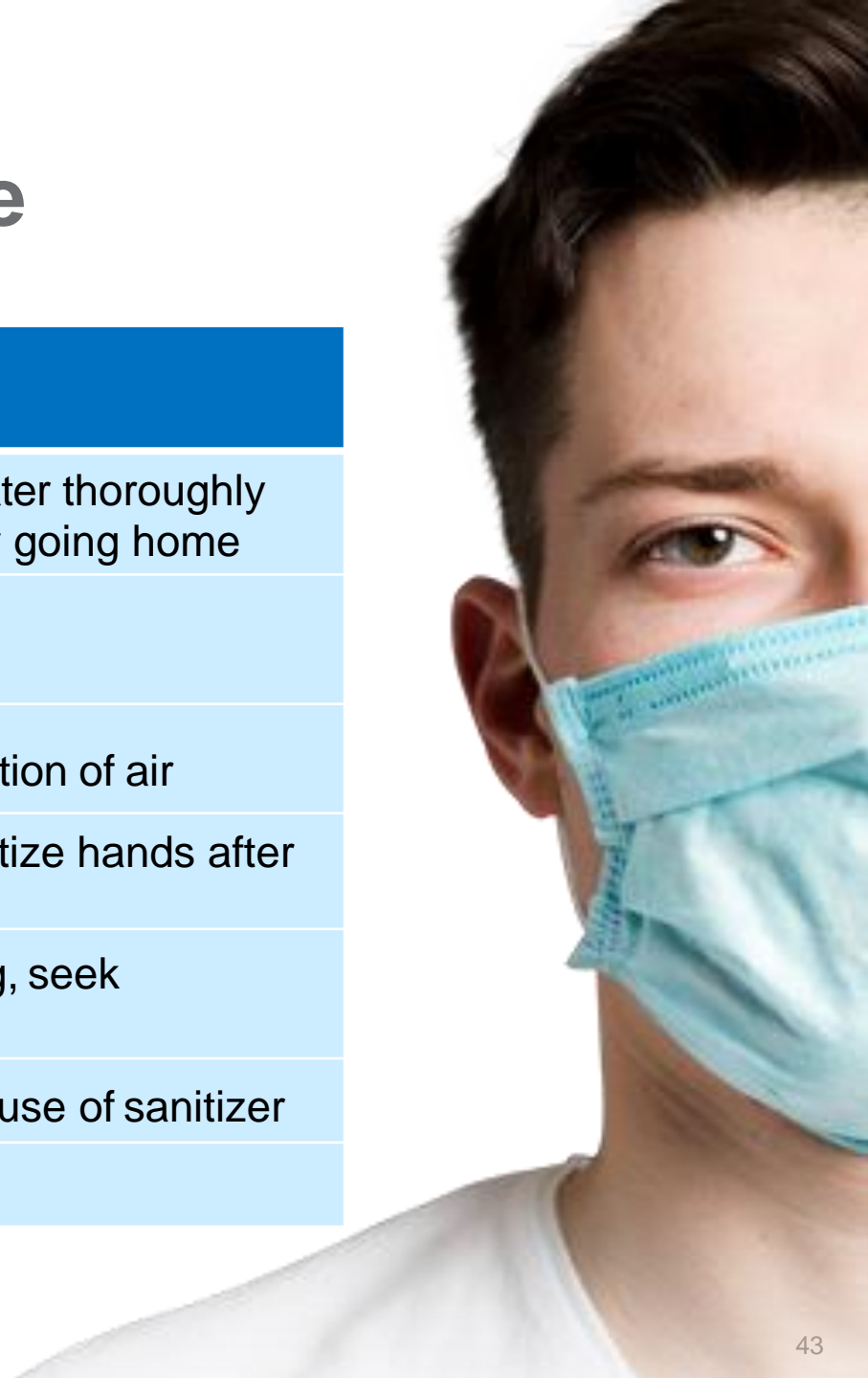
Switch-off the AC and ensure circulation of air

Avoid common touchpoints and sanitize hands after pressing buttons

Wear mask, ensure social distancing, seek immediate support

Educate them on hand hygiene and use of sanitizer

Monitor health conditions daily





# Health and safety after reaching home

- Ask your family member to keep the door open
- Avoid touching high-use touchpoints in the lift
- Continue to wear the face mask
- Do not touch your face
- Wash your hands with soap for 20 seconds
- Remove your Mask from behind after washing your hands. Dispose the mask safely. Wash your hands again
- Preferably have a shower



# Associate Hygiene Practices

What is each person's responsibility?

# Personal Hygiene

- Clean your hands often
- Cough or sneeze in your bent elbow – not into your hands!
- Avoid touching your eyes, nose and mouth
- Limit social gatherings and time spent in crowded places
- Avoid close contact with someone who is sick
- Clean and disinfect frequently touched objects and surfaces
- Do NOT hug or shake hands
- Get used to the new NORMAL of social distancing: always maintain 6 feet distance while interacting with others
- Keep surfaces clean: the Virus is susceptible to disinfectants. Clean surfaces will help you avoid catching infections.
- Always carry your alcohol-based hand sanitizer while stepping out of your home
- Wash your hands as soon as you enter home before touching anything or anyone
- Ensure that you sanitize your belongings like bags, wallets, tiffin box, etc. after returning home
- Ensure proper ventilation in the house by opening windows at least twice a day
- Ensure that you sanitize common touchpoints at home like door knobs, TV/AC remote etc.
- Sanitize your mobile phones from time to time

# Health & Safety at Home

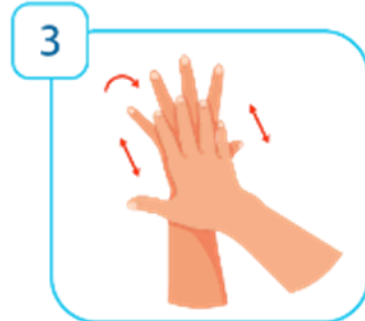
## How to Clean Hands to Protect from Infection



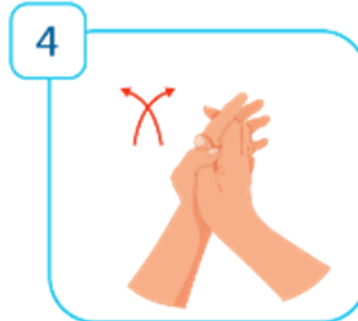
Wet your hands with water



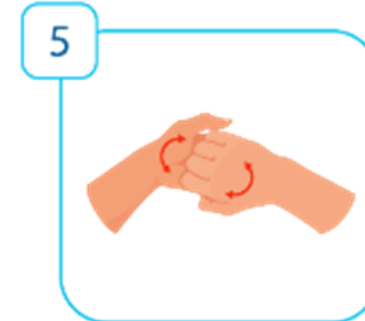
Use soap



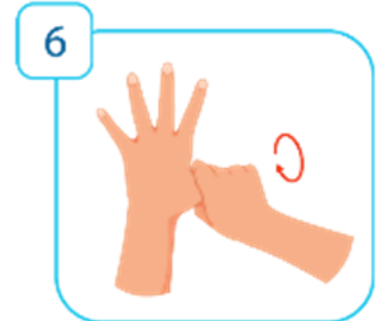
Lather the backs of your hands



Scrub between your fingers



Rub the backs fingers on the opposing palms



Clean your thumbs thoroughly



Clean palms and fingers together and rub with the fingers of the other hand



Wash fingernails and fingertips with brush



Wash your hands around the wrist and above



Rinse hands with water



Dry your hands with disposable towel



Use disposable towel to turn off the faucet

# Team & Social Wellbeing





# Social Hygiene

## Office Hygiene

- Maintain 1 meter/ 6 feet distance with everybody
- Alternate seating must be followed
- No associate gathering / movement in groups is allowed on the floors or common areas
- No associate parcels to be allowed into the office premises
- All users should sanitize their workstation and disinfect laptops or desktops before work begins
- Doors must be kept OPEN for ventilation
- Avoid using landlines
- Sanitize your hands after operating switches and common touchpoints
- As much as possible use virtual meeting tools
- Do NOT share your headphones
- Report if you / your family member develops any symptom of COVID-19
- Inform your managers / HR and self quarantine if you came in close contact with anyone who tested positive for COVID-19
- Do NOT share food / cutlery

# Guidelines for Managers

## Key Actions

- In offices, ensure only 25% workforce is present on any working day, till further advisory
- Managers to ensure all social distancing and personal hygiene norms are adhered to at all times in their teams
- **Plan VIRTUAL discussions / meetings / reviews till further advisory**
- Travel restrictions will continue till further advisory
- If travel is unavoidable, no room sharing in the guest house or hotel will be permitted
- Team members should wear face masks at all times
- No gatherings of people are permitted inside or outside the premises
- Ensure seating arrangement in line with social distancing norms

# Contingency – If any associate shows COVID symptoms

## Guidelines to handle associates who are in office with symptoms similar to COVID-19

**01** Will be asked to leave the operations floor immediately, asked to home quarantine and undergo subsequent medical checks

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**02** For illness arising due to COVID-19, organization will support with leave and not deduct from associate's leave balance. A Minimum 28 days of quarantine period to be followed or as directed by Medical Practitioners

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**03** BHR to track the employee's health and the team members the employee was in contact with, check their medical condition and recommend Self quarantine for them until their health check is done.

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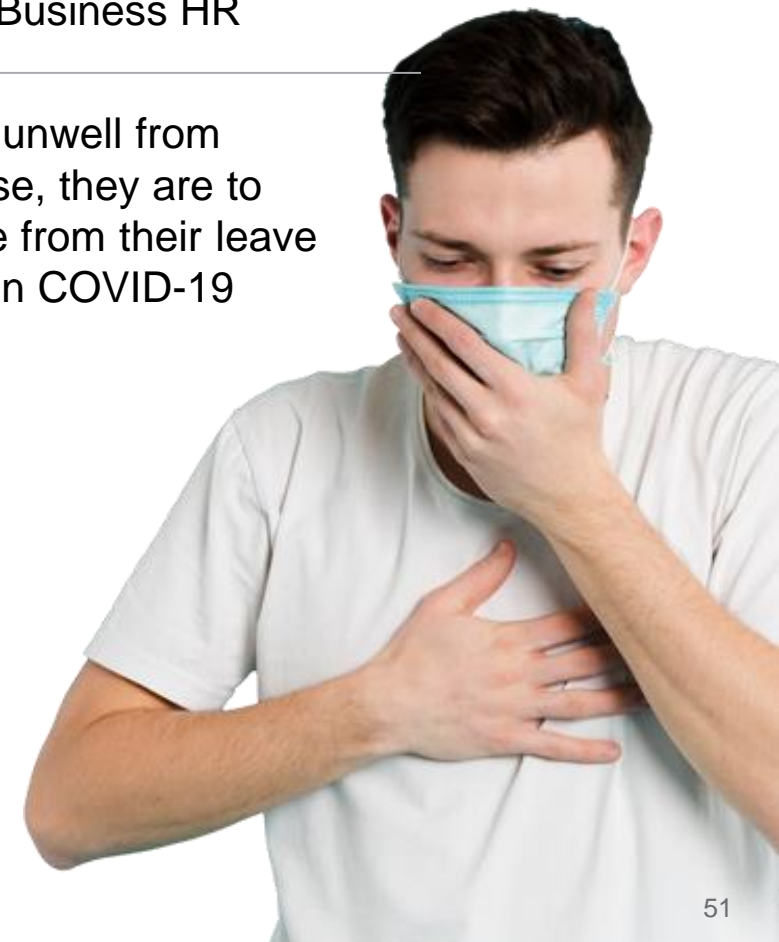
**04** Associate to follow GOI guidelines

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**05** Associates to resume office only after sharing negative COVID-19 test report with Reporting Manager and Business HR

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**06** If associate is unwell from another disease, they are to apply for leave from their leave balance for non COVID-19 illness.



# Going Forward

Living the new normal



# Create continuous awareness

## Create online courses / webinars as well as communication materials around

- Healthy habits that keep you protected from COVID-19
- Symptoms of COVID-19
- Hygiene practices that keep us healthy
- Simple daily exercises to build our immunity
- How to eat healthy to build immunity
- How to be mentally healthy through simple habits
- How to manage devices without affecting your mental and physical health
- How to include simple exercises to be done when you're sedentary for a long duration





# Tracking employee health on a constant basis

## Symptoms tracking & importance of seeking medical help when required

- Continuous education on the symptoms to look for
- Screening the temperatures of our employees at our office entry points
- HR and People Managers
  - to reiterate the importance of monitoring oneself for these
  - to observe and act as per guidelines where illnesses are seen



# Frequent & Intensive Deep cleaning and disinfection protocols

- Cleaning organizational spaces, common areas, transport as per recommended measures and at periodic intervals
- Continuous briefings with cleaning teams and housekeeping staff to ensure they stay safe and follow recommended guidelines at a personal level and while doing their jobs
- Necessary equipment to protect cleaning staff while they work
- This will complement individual employee hygiene habits



# Engage continuously with employees

**Building stronger bonds that foster good mental health, a good connection with the organization and a strong purpose to handle this new reality**

- Daily virtual meetings and briefings
- Our message – We have instituted safety measures and followed the protocol recommended by World Health Organization (WHO) and Government of India (GOI)
- Employee wellbeing policies have already been introduced and will keep evolving



# Encourage physical and mental wellbeing of employees

- Encourage them to invest in themselves via good habits such as daily exercise and healthy eating and sleeping habits
- Try to exercise daily for at least 30 minutes
- Yoga helps with flexibility and keeps the body healthy if practised regularly
- Meditation is a good habit which aids mental wellbeing
- Eat healthy with plenty of fruits and vegetables
- Attend webinars on health and wellness, many of such webinars are organized internally for employee benefit



# Other Important Responsibilities



# Key factors regarding Compliance from ISG

- All associates (currently in WFH) not in full compliance with customer WFH provisions will need to be WFO in the first phase. The list will be dynamic as we audit compliance
- All projects where the client has given an end date for WFH will need to either get extension or WFO
- Return of malfunctioning equipment and those with resignation cases should be on top priority.
- Asset return monitoring has to be done jointly by TIM and ISG. ISG will update its validation list. TIM as per normal process
- Asset return status has to be maintained for regulatory compliance against STPI rules.
- Remote access to be turned off/disabled at the gateway for these users
- Encryption and other security features enabled in the desktop will remain in perpetuity. TIM and ISG will decide jointly if we wish to change the baseline for operational reasons
- Full security scan to be run once the asset is returned to the premise prior to movement to the ODC. This action has to have an audit trail.
- ISG will conduct sample audits on the returned assets to identify misuse
- Replacement of laptops with desktops should be based on a) client sensitivity and client BCP mandate and b) long-term view of WFH for those accounts which have provided WFH in the MSA (other than BCP).

**ISG specific inputs. Inputs in RED are mandatory. Others' recommendations or ISG specific actions**

# Rules for Associates – Mandatory Adherence



Avoid handshakes and close contact with colleagues



Maintain self-hygiene at all times in Office, Cafeteria, Washrooms, ODCs, Cabs, Buses, etc.



Avoid smoke breaks outside office premises



Provide your emergency contact number to your supervisors



Provide your supervisor's number as emergency contact to your family members



Always carry Office ID Card along with personal government ID proof while commuting in the cab



Keep the Emergency Office Transport number handy in case of any challenges



Do NOT spread any rumors, false news, unverified information, racist, xenophobic, ethnically divisive remarks, and do NOT circulate any personal, spam or chain mails using the official mail ID or the Company webmail.

# Best Practices - To be implemented

## Recommendations



**Promote regular and thorough hand-washing -**  
Display posters promoting hand-washing Why? Because washing kills the virus on your hands and prevents the spread of COVID-19. Remind associate to wash hands.



**Promote good respiratory hygiene in the workplace -**  
Display posters promoting respiratory hygiene



**Daily Check-in update on the health status of associate and family members.**



**Encourage associates to carry their own sanitizers**



**Encourage associates to apply for leave and not report to office if down with flu-like symptoms**



**Encourage reporting managers to note signs for stress for proactive counselling session**



**Use eLearning modules and email communication to create intensive awareness**

# Thank You

