



Preventive Measures to Mitigate the Risk of Novel Coronavirus (COVID-19) (Internal SOP)

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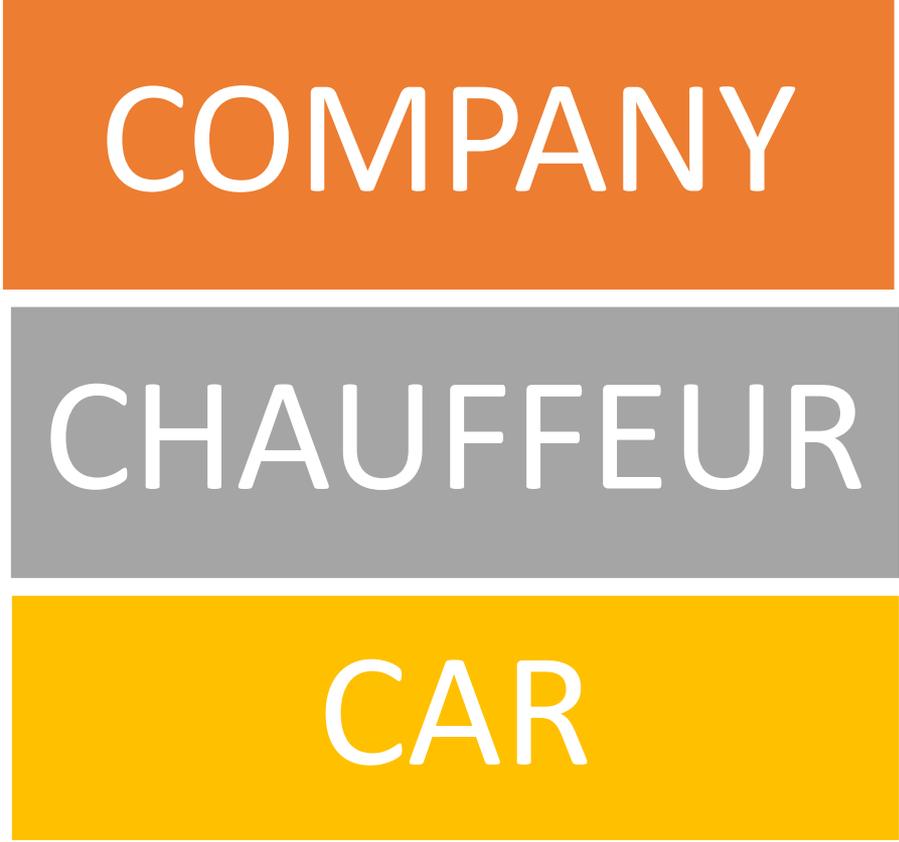


As coronavirus disease COVID-19 spreads, ECO continues to take precautionary measures to support the health, well-being, and safety of our team members and Client. We are also working to minimize any contribution to the spread of the virus and to take proactive measures in support of our communities.

We have created this SOP with the preventive measures to mitigate the risk of Novel Coronavirus at our workplace and fleet.

Measure taken broadly for 3C's

1. Preparing for Day one
2. Planning Beyond Day one





1. Company

Preparing for Day One

1. Health and Sanitization

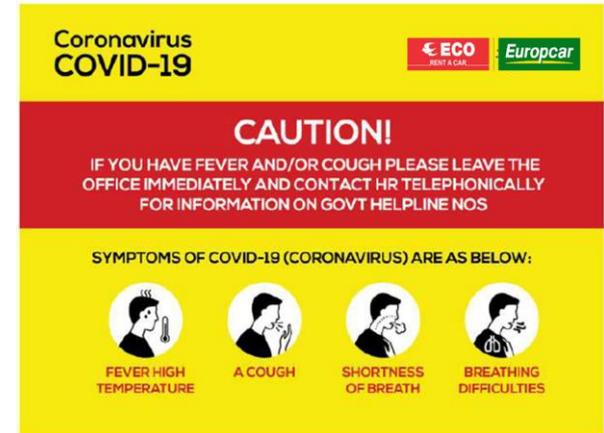
- ✓ Ensuring the office premise is sanitized and cleaned before reopening
- ✓ Stock up on health supplies - Ensuring ample inventory of cleaning & sanitation supplies, masks
- ✓ Temperature Screening setup for entry points and a self declaration to be submitted
- ✓ Setup of additional facilities for people to wash their hands at the entrance / gate
- ✓ Sanitation of common spaces to be a routine for the frequently used areas (meeting rooms, restrooms, cafeteria etc.)



Preparing for Day One

2. Employee Checks and Communication:

- ✓ **Capture Employee Health & Family Info** –33% staff would be called to office. Mandate work from home for those with comorbidities and Pregnant women.
- ✓ **Establish & Communicate COVID Guidelines:** Through awareness posters / danglers / videos which clearly call out symptoms that warrant home quarantine.
- ✓ **Train on Hygiene Practices:** Training employees, including housekeeping, security and Service staff, on social distancing and good hygiene practices.
- ✓ **Visitor Management:** Limit visitors to office during these times & mandate approvals from administration dept. for any visitors.
- ✓ **Hotline Number #9953938887** : incase to alert for any suspected case of coronavirus in the office premise one should only use the Hotline number to communicate the same and not spread the or panic or divulge in spreading rumours.
- ✓ **Installation of Aarogya Setu App:** Helps in self diagnose and provides latest updates on affected areas etc.



3. Infrastructure Prerequisites & Arrangements:

- ✓ **Facilities to be Moderately used** - cafeteria / meeting room etc.
- ✓ **Recalibrated workspace capacity:** to ensure social distancing one workstation will be left empty in between 2 employee's workstation.



In continuation to the preventive measures shared for Day One, the ramp up of returning employees will be phased out from 25% to 50% to 100% over a period of time by prioritizing the roles that need to join back earlier than others

Phase 1 Week 0-8

- Maximum 25% Workforce

Phase 2 Week 8-16

- Maximum 40% Workforce

Phase 3 Week 16+

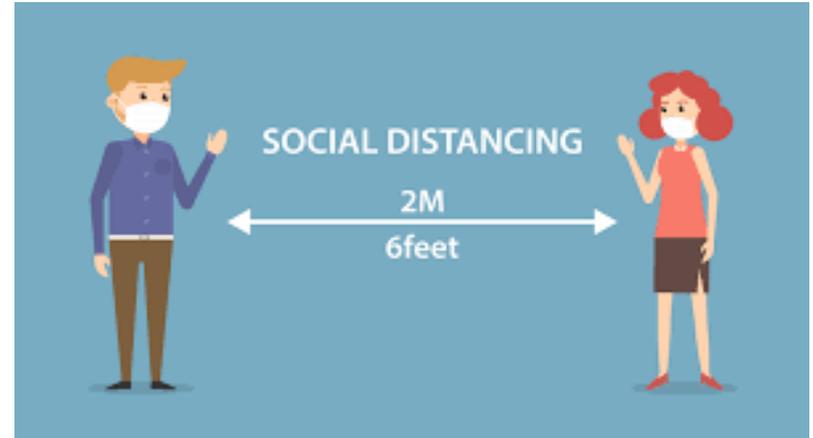
- More than 50% Workforce



- Reception area shall be marked to indicate where people have to stand. This shall be done at places where formation of queue is unavoidable, for example- in front of the water dispenser, security entry gate etc.
- Do not touch anyone else's computer, keyboard, mouse, hand rest of seat, table or any other belongings.
- Availability of hand sanitisers, soap and running water in the washrooms.
- Vendors to submit a self declaration of Asymptomatic



- Gathering of people more than 5 in common areas, such as corridor, entry gate, reception, cafeteria shall be prohibited
- Closed lid Dustbins will be available for disposables
- Installation of step n pull device in every Doors to avoid holding the door handle mainly the washroom doors
- Meetings, as far as feasible to be done through video conferencing preferably on Google Meet and Skype



- ✓ Use of appropriate Personal Protective Equipment (Nose mask, gloves, goggles). Never share your PPEs with others.
- ✓ Hazmat suits will be available for the people performing QC at the branches



An indicative list of do's and don'ts is also annexed for wide dissemination in our organization. It is therefore requested to take all necessary measures to control and prevent the spread of COVID-19:



DO's

- Download Aarogya Setu App on your smart phone.
- Maintain personal hygiene and physical distancing.
- Practice frequent hand washing. Wash hands with soap and water or use alcohol-based hand rub. Wash hands even if they are visibly clean.
- Cover your nose and mouth with handkerchief/tissue while sneezing and coughing.
- Throw used tissues into closed bins immediately after use.
- Maintain a safe distance from persons during interaction, especially with those having flu-like symptoms.
- Sneeze in the inner side of your elbow and not to cough into the palms of your hands.
- See your body temperature regularly and check for respiratory symptoms.
- See a doctor if you feel unwell (fever, difficulty in breathing and coughing). While visiting doctor, wear a mask/cloth to cover your mouth and nose.



Don't

- Shake hands
- Have a close contact with anyone, if you're experiencing cough and fever
- Touch your eyes, nose and mouth.
- Sneeze or cough into palms of your hands.
- Spit in Public.
- Travel unnecessarily, particularly to any affected region.
- Participate in large gatherings, including sitting in groups at canteens.
- Touch anyone else's computer, keyboard, mouse, hand rest of seat, table or any other belongings
- Spread rumours or panic.



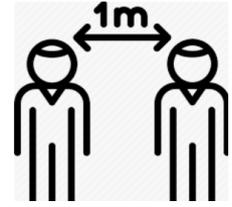


2. Chauffeur

Covid Safety Measures



Masks & Gloves mandatory for all drivers and helpers



Social distancing inside the vehicle



Hand Sanitizer in all vehicles



Deep cleaning of vehicles everyday



Regular temperature checks of staff



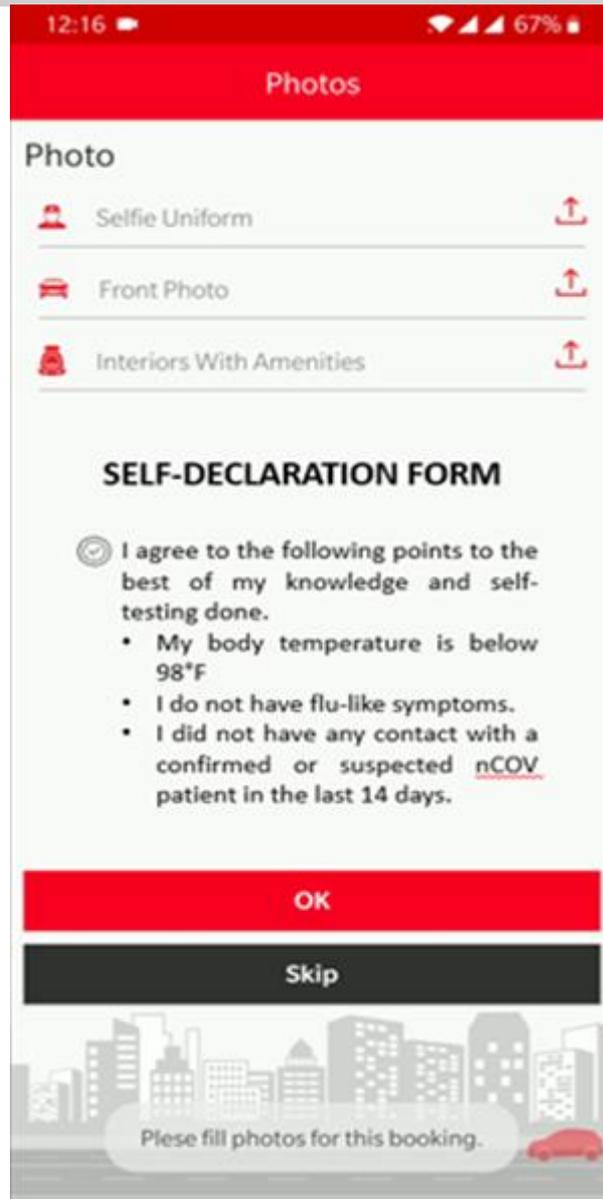
Aarogya Setu App installed on smart phone

Self Quality Check on every duty

- ✓ Chauffeurs to Self declare on every duty as Asymptomatic to COVID-19 on ECO App
- ✓ Sharing picture of self in uniform, mask and gloves
- ✓ Ensuring of sharing a picture of hand sanitizer is in the car for the guest and for himself, spray bottle with the disinfectant , digital thermometer and Sodium Hypochlorite container (disinfectant)
- ✓ Ensuring of sharing front of the car displaying car number and branding on the windscreen

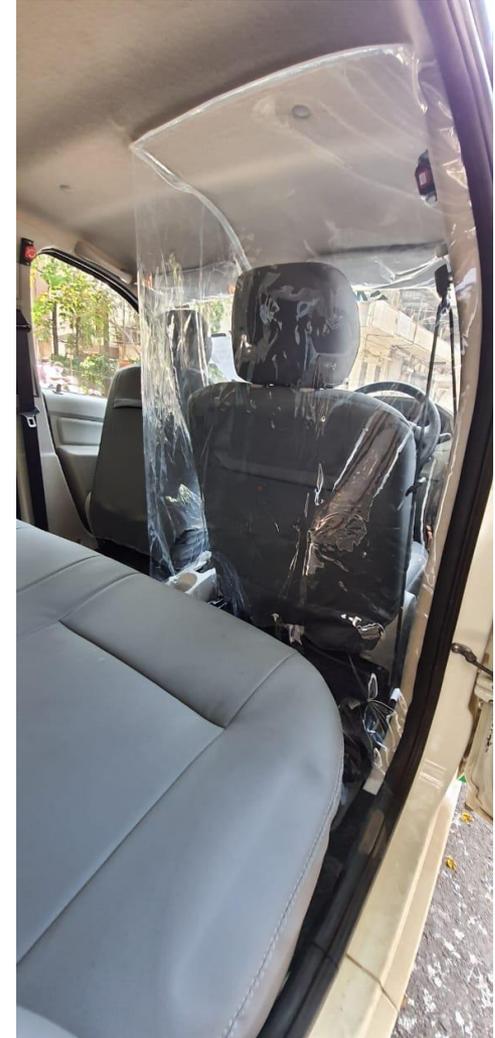


Self Quality Check on every duty



Guidelines for chauffeurs

- ✓ Always maintain zero physical contact and distance with the guest (No shake hands and greet the guest with a smile and Namaste with a slight bow). Isolation Cabin will be built in every car
- ✓ It is recommended that chauffeur should only open and close the boot of the car for the guest for luggage placement and must not touch the luggage unless explicitly requested by the guest. In such a scenario the chauffeur must sanitise hands before and after placing the luggage.
- ✓ The doors of the vehicle should always be opened by them
- ✓ Passenger and chauffeurs should have minimum and to the point communication during the journey to avoid any airborne bacteria to be spread while talking.
- ✓ It is recommended that AC is not used and the window of both sides to be down.
- ✓ The App duties will get closed through OTP process. This is implemented to avoid any contact with your smart phone / duty slip / trip sheet for your and client's safety. Till the time OTP is implemented the current process to continue for ending a trip i.e. through ECO APP or Duty Slip. Incase the guest is not carrying his own pen then before offering the stylus pen / pen it has to be sanitized by the chauffeur



- Make the guest sit as per the govt. prescribed plan inside the car
- In case of noticing any symptoms in any chauffeur or any staff call on the **hotline number 9953938887** immediately and not to spread panic or rumours
- Trainings and awareness session - extensive Training and awareness session will be carried out on:
 1. Process of sanitization of the car
 2. Personal Hygiene & Social distancing
 3. Briefing on SOP





3. CAR

Standard Operating Process

Sanitization & Routine Cleaning

Process:

1. All the cars to be disinfected by using high grade disinfectant. The solution once applied provides prevention from contamination and kills 99.9% germs.
2. All the chauffeurs to sanitize the car after every trip. The Sanitisation solution to be prepared by mixing disinfectant like Dettol and Clean water or sodium Hypochlorite and poured in a spray bottle. It should be sprayed on the commonly touched parts of the interior as well as the exterior of the vehicle such as arm rests, seat belt and buckle, door handles, boot handle, dashboard, steering wheel, handbrake area, car control buttons, AC vents, cup holders and window buttons thoroughly.



Standard Operating Process

Safety measures for the Guest

- Installing an Isolation Cabin inside the car
- Hand sanitizers available in the car
- Accessories like newspaper / water bottle / tissue papers etc. not to be offered / kept in the vehicle
- Seating of the members inside the car to be as per the govt. approved plan . It is recommended that 30%-40% of the vehicle seating capacity to be utilized to maintain the social distancing

Sedan : Chauffeur + 1 Pax

SUV : Chauffeur + 2 Pax

TT : Chauffeur + 6 Pax

22 seater Bus : Chauffeur + helper + 9 Pax

35 Seater Bus : Chauffeur + helper + 14 Pax

Commuter : Chauffeur + 4 Pax

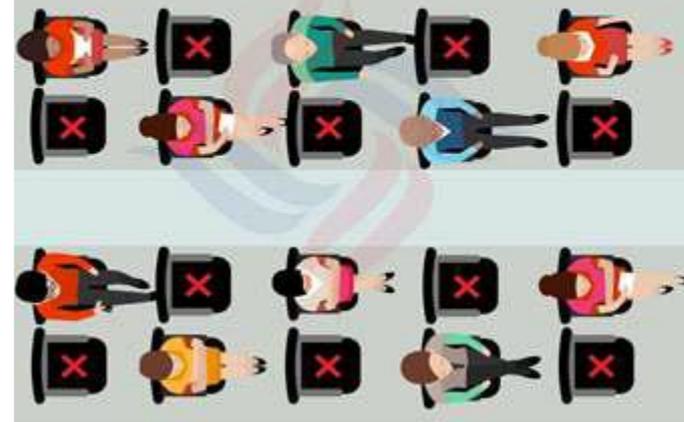
Sprinter / Coaster : Chauffeur + 8 Pax

Volvo 45 Seater : Chauffeur + Helper + 18 Pax

Passengers to sit in zig zag formation to maintain social distancing



Sit diagonally and maintain social distance



WELCOME

Back to

Business
