

Reboot 2020

SOP

**Standard Operating Procedure
for work resumption post
COVID_19**

*Procedures to be adopted by Organizations at
workplaces as precautions against covid_19*



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CONTENTS

SR	DETAILS	PAGES
A	INTRODUCTION	1 - 4
B	MOVEMENT SPACES <i>Lift, Staircase & Passages</i>	5 - 12
C	RECEPTION & WAITING AREA	13 - 17
D	WORKING SPACES Accounts & Admin Cabin, Design Studio & Printing Area	18 - 23
E	MEETING SPACES <i>Meeting Room, Board Room & Conference Room</i>	24 - 28
F	SANITARY SPACES <i>Washrooms & Bathrooms</i>	29 - 31
G	KITCHEN, PANTRY & DINING SPACES	32 - 38
H	RECREATIONAL SPACES <i>Table Tennis Area & Library</i>	39 - 40
I	EXECUTION MANAGEMENT	41 - 43
J	OPERATIONAL ACTIVITIES <i>Administration Procedures, Accounts Procedures & HR Policy - Work From Home Policy, Work From Home Internship Policy, Time & Attendance Policy & Leave Policy</i>	43 - 50

DOC NO: A

INTRODUCTION

A1. Why is this SOP Manual necessary?

In December 2019, a virus, COVID-19 (generally known as *Novel Coronavirus*) was discovered and declared by the World Health Organization (WHO). Later on, in February 2020, it was declared as a pandemic affecting many countries in the world. As this disease spreads through coming in contact with each other, India announced a nationwide lockdown in March and is expected to extend it further because of the increasing cases of COVID-19 in our region.

Post the lockdown, when the office needs to be reopened, and operated, we felt a need to put together a document that provides all information about the procedure to open the office, cleaning and sanitising it and the day-to-day procedures the housekeeping and the users need to follow, so as to minimise the risk of spreading the virus. This document is created, principally, to define these processes. Each element of these processes integrates YOUR SAFETY at the core. Everyone is expected to follow these guidelines in absolute terms with zero tolerance.

While there are very firm and authentic guidelines available through a number of authorised government and other agencies like WHO, SMC, and Council of Architecture, this SOP Manual is an attempt to make it easier for the user (here, the design offices), to understand the key and specific aspects for the office. The various documents which should also be referred by the office before starting operations are bundled with this at the end in form of Annexures 1 to 4.

A2. How to use this SOP

The basis of the structure of these SOP documents is that it is specific to spaces and workspaces in the office. Therefore, the SOP is designed so that various parts of it can be pasted as posters in various spaces. This would make it easy for the user to read the relevant information before using every space. Further, the SOP is done in A4 size in black colour, so that it is possible to print using any kind of printer. For the training and monitoring of the housekeeping team and the user team, a Health Officer should be appointed from the support staff, whose only job throughout the day would be to move around the premises and ensure that the SOPs are followed in totality. They are the person to be approached in case of any difficulties or queries.

A4. Checklist of Items to be bought by the office/team: The list should be printed and pasted at a place where the Sanitation Incharge can easily see, and update the list as per the office’s requirements regularly.

Date:

Sr.	Items	Specifications	Quantity
1	Floor Disinfectants		
2	Washable Cotton Masks		
3	Sanitisers/Handwash Dispensers		
4	Sanitiser Refill Packs (Liquid base)		
5	Sanitiser Refill Packs (Gel base)		
6	Handwash Refill Packs		
7	Basic Medicines		
8	Tissue Papers		
9	Hand Wash Liquid Soaps		
10	Closed dustbins		
11	Gloves		
12	IR Thermometer		
13	Biodegradable Dustbin Liners		
14	Manual Sprayer Pump		
15	Sanitizing Chemical for the Spray		
16	Table Wipes		
17	Disposable Masks		
18	Hook Handles		
19	Microfibre cloth (for mopping)		

A5. What are the spaces we need to take care of?

The key to effective procedures to decrease transmission of the virus lies in dividing the office into zones or areas where various types of activities take place:

- **Movement spaces** like lift, passages and staircase.
- **Reception spaces** like front desk and waiting area.
- **Working spaces** like design studios, admin/accounts areas and printing areas.
- **Meeting spaces** like conference rooms, board rooms and meeting rooms.
- **Sanitation spaces** like washrooms and shower areas.
- **Food spaces** like Pantry/kitchen & dining areas.
- **Recreational spaces** like indoor sports areas and libraries.

For each of these spaces, the SOPs are divided into 3 parts:

- 1. **Pre-preparation:** The processes to be done before commencing the operations*
- 2. **Housekeeping SOPs:** Daily processes for keeping the space clean and hygienic and other procedures to be followed on days on which the office operates*
- 3. **User SOPs:** Daily processes for the users' safety from infection.*

A6. Meanings of words commonly used in the SOPs:

1. **Dusting:** Cleaning the horizontal and vertical surfaces with a dusting cloth.
2. **Sweeping:** Cleaning out the dust on the horizontal surfaces and floor with a broom.
3. **Mopping:** After dusting/sweeping, the surfaces shall be mopped with microfiber cloth dipped in freshly prepared disinfectant.
4. **Disinfectant:** Solution prepared by diluting One capful Lizol / Dettol mixed in a half a bucket of water (4 liters).
5. **Sanitising:** Applying sanitizer (gel or liquid form), which contains 70-95% of alcohol, with mop/cloth/tissue paper on door handles, switches, table surfaces/ armrest of chairs etc.
6. **Sanitation Station:** Location or a space where the key elements of the sanitizing process like sanitizer, tissue papers and dustbin with lid are placed for everyone to use. Suggested locations for these stations are **Entry & Exit Gate, Studio Space, Lift Area, Reception & Dining Area.**
7. **Sanitation Incharge:** A team member who will be assigned the whole & sole responsibility to make sure that all the Cleaning & Sanitization Process are followed appropriately by the Staff Members / Visitors. He/She will be responsible to make sure all the materials required for cleaning and sanitizing are always available in the office.
8. **COVID Kit:** A kit will be provided to every staff member which includes a mask, 1 sponge wipe for cleaning their own desk etc and a hook to operate various types of doors (to avoid physical touch to door handles). Everyone has to carry a personal bottle of sanitizer.
9. **Security Cum Hygiene Station:** The desk placed before the main door of the office premise where all the general sanitizing processes will be done and all the incoming -

outgoing documents, couriers & parcels will be collected/dispatched making sure the entry of unnecessary visitors do not enter the office premise.

10. **Pantry Incharge:** Team Members who will be appointed to take the whole & sole responsibility of the pantry. Only the pantry incharge will be allowed inside the pantry & to operate the pantry.
11. **Office Timing: (until the further notice & subject to change as per Government Norms)**
 - a. Admin Staff: **9:15 am to 6:30 pm**
 - b. Support Staff: **9:15 am to 5:00 pm**
 - c. Accounts & Design Team: **10:30am to 6:30pm**
12. **Social Distancing:** Maintaining a minimum distance of **6 feet or 1.8 meters between 2 individuals**, wearing a mask, standing away from any vertical surface or hand rail and not talking to each other unless necessary. We also suggest wearing zero power glasses, anti glare glasses or powered glasses.
13. **Front Desk Manager:** A team member who will be responsible for usual activities, which happens at the front desk. For example receiving phone calls, attending visitors, to keep the record of attendance of all team members, to note down body temperature of team members twice in a day (morning & evening), managing outgoing documents, stationeries, first aid kit and maintaining sanitation stock & supplies etc.
14. **Parcel Desk:** The desk placed before the main gate of the office premise, along with the security cum hygiene station, where all the couriers/parcels will be kept by the delivery person. This is to make sure the entry of unnecessary visitors is restricted inside the office premise.

DOC NO: B

SOPs for Movement spaces

B1. Pre-preparations - LIFT:

1. Before Day Zero, the lift cabin needs to be extensively mopped and sanitised at least 2 times a day, for 2 days. This includes all the buttons and the touch panels of the elevator - inside and outside the passenger cabin.
2. The lift doors and the wall surface around it need to be dusted, mopped and sanitised for at least 2 times a day, for 2 days. This includes the handles, switches around it, etc.
3. The biometric attendance machine shall not be used, and shall be covered with waste plastic and packed with cello tape, after sanitising.
4. The floor mats shall be dusted, and exposed to the sun by placing them on the terrace for at least 2 days before starting.
5. In the elevator, two circles with a diameter of about 1 foot shall be marked in the diagonal corners.
6. Sanitiser dispenser shall be mounted in a convenient place near the entrance door of the office, along with tissue papers, and a dustbin with lid.
7. The Housekeeping SOPs (preferably in Gujarati or Hindi) and the User SOPs shall be printed and pasted at convenient locations inside the elevator and outside the elevator.

B2. Pre-preparations - STAIRCASE AND PASSAGES:

1. Before Day Zero, the staircase, staircase landings, handrails, and the movement areas, needs to be extensively mopped and sanitised at least 2 times a day, for 2 days.
2. The floor mats shall be dusted, and put on the terrace in the sun for at least 2 days before starting.

B2. Pre-preparations - ENTRANCE TO THE PREMISES:

1. At the entrance of the premises, a territory line in white shall be drawn on the floor with floor marking tape demarcating the beginning of the premise. A security cum hygiene station shall be set up there along with the seating for the watchman/sanitation incharge, and equipped with a sanitiser dispenser, tissues, throwaway masks, black dustbin bags, and a dustbin with lid.
2. Before the Day Zero, this entrance area needs to be extensively mopped and sanitised at least 2 times a day, for 2 days.

B2 . SOPs for Housekeeping staff - ALL MOVEMENT SPACES:

1. Mopping and sanitising of the lift passenger cabin and the outside surface/collapsible doors twice a day using the manual sanitizer sprayer:
 - a. Morning: **9:45 am**
 - b. Afternoon: **2:30 pm**
 - c. Evening: **6:00 pm**
2. Sweeping and Mopping of the Staircase and Passage areas once a day.
 - a. First Mopping Time: **10:00 am**
3. Mopping and sanitising of the Security cum Hygiene Station (Parcel Desk) before beginning of the office.
 - a. First Mopping Time: **9:15 am**
4. The Watchman/Sanitation In Charge shall take his/her position 15 minutes before the office begins, without fail.
5. The Watchman/Sanitation In Charge shall ensure that no team member or visitor entering the premises, shall enter without sanitising their hands, belongings, tiffins and wearing a mask.
6. The Watchman/Sanitation In Charge shall ensure that any visitor is explained about the SOPs to be followed in the premises. For this, he shall have printouts of the SOPs of Movement Space, Reception Area, and Meeting Spaces, pasted at a convenient location, away from him. The visitor shall read the same, and then enter the premise.
7. The Watchman/Sanitation In charge, shall follow social distancing with all the visitors (minimum 6 feet)
8. The Watchman/Sanitation In Charge shall always keep the gate closed, and allow only the team members and visitors authorised by Principles Partners of the firm.
9. Home cooked food will be allowed in the office premise. The tiffins brought from home to be sanitized & kept in the dining area. No tiffins will be allowed beyond the dining area. Under any circumstances if the team member is unable to carry the tiffin while coming to office, his/her family member can come to office to drop it off at the security desk & leave it on the parcel desk post sanitization. The concerned person can collect it from the parcel desk, sanitize it & only then take it inside the office.
10. Any kind of food ordered from restaurants will not be allowed in the office premise nor will the team member be allowed to go out of the office during the office timings.
11. Any incoming personal couriers or parcels will be collected by the watchman. The delivery boy will not be allowed in the office. The watchman shall sanitize & place the same on the parcel desk placed away from the security/hygiene station. The concerned person should sanitize his/her courier/parcel & take it along with them while going home in the evening. It is suggested that COD be avoided to keep the interaction with the delivery boy as low as possible.
12. The Watchman / Sanitation In-charge will not allow any samples to enter the premises. If a team member has called for a sample, the team member shall be

called at the security desk, where he/she shall check, take pictures, and allow the samples to be returned back then itself.

13. A team member is requested to give proper information to the vendor about the procedure, mentioning the name of the team member whom to be called for sample checking will be the responsibility of the person bringing in the sample and not of the watchman.

B3 . SOPs for Users - ALL MOVEMENT SPACES:

1. Use of elevators is discouraged for your own safety. However, if it is to be used, please stand in the circles drawn on the floor of the elevator and looking away from each other.
2. Please avoid touching the wall or the handrails while climbing or descending the staircase.
3. Before you enter the premises, please ensure to put on your mask, and please keep it on all the time. We suggest wearing a mask all time you are out of your home. We insist on a washable cotton mask, and the best way is to have 3 masks for the 6 days, so that there is enough time for the masks to be washed at home and dried in sunlight.
4. Please sanitise your hands thoroughly, and if you are carrying bags, purse, laptop, etc, please sanitize it thoroughly, with the tissue dipped in sanitisers, and dispose of it in the dustbins at the security/hygiene station before entering the office. Please make sure once your bag is cleaned at the hygiene station, it is directly placed at your workstation or on the overhead shelf for an entire day.
5. Carrying a purse, bags around the office, inside meeting rooms, and the dining area is prohibited. Female staff will be allowed to carry their purse/bag to the washroom but the same has to be sanitized again following the sanitization process before placing it back at its location.
6. No food delivery is permitted on the premises. Team members will have to get home cooked food. The tiffins will have to be sanitized thoroughly & kept in the dining area before & after use.
7. If you have asked for physical samples from vendors for approvals, please inspect them outside the premise and return them immediately. No physical samples are allowed inside the premise under any circumstances.
8. Any sample which is called for by the team member for office use / selection eg. paint colour, wooden polish, etc., will be received by the concerned person, sanitized at the security/hygiene station & he/she will carry it with them to their desk. These samples will not be permitted to be taken outside the office premise. It will be for internal use only.
9. Please maintain social distancing with everyone at all places, under all the circumstances.
10. Gathering in the movement areas, or sitting on the staircases is strictly prohibited. Necessary actions will be taken if someone is found breaking the rule.

11. All the team members commuting on 2 wheelers will have to park inside the office premise only. This is to make sure that unknown people do not touch or sit on your bikes.
12. If any team member is found going out of the office premises during the office hours without prior permission from the Principal Partner, he/she will be asked to go home for the day immediately. Also half day or absent will be marked for that day.

ETIQUETTE FOR OFFICE PREMISES

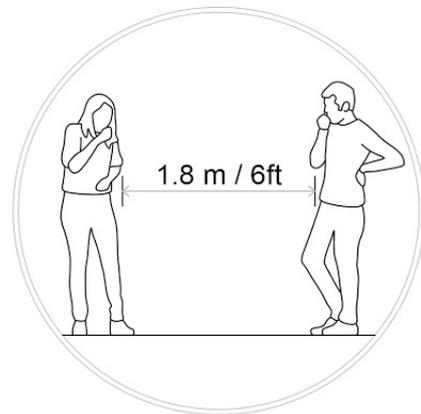
FOR BETTER PREVENTION

Standard Operating System (SOPs) For Work Resumption Post COVID_19



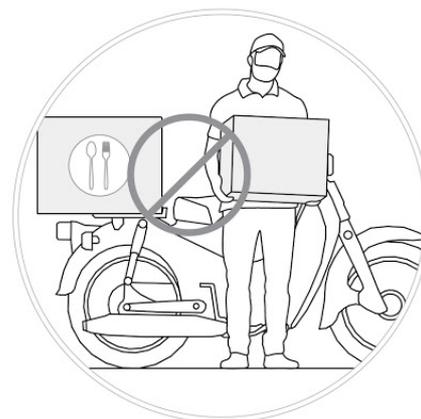
01. We insist you on wearing masks in the office premises, and keep it on all the time.

02. Please maintain social distancing with everyone at all places, under all the circumstances.



03. Before you enter the premises, please sanitise your hands thoroughly, and if you are carrying bags, laptop, etc, please sanitize the parts of the bags you normally hold with hand.

04. No food delivery or physical samples will enter the office premises. If a team member has called physical samples from vendors for selection or approvals, he/she will inspect them at the security desk & return them immediately.



ELEVATOR ETIQUETTE

FOR BETTER PREVENTION

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01. Use of elevator is discouraged as much as possible

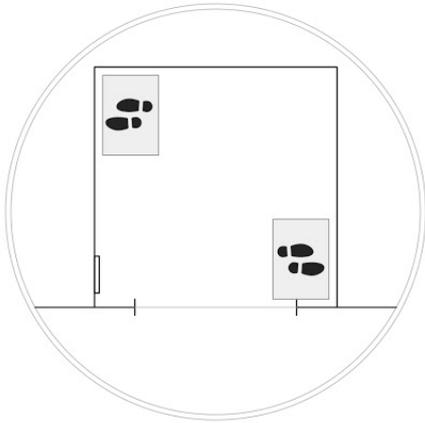
02. Use only in emergencies situations



03. Only two persons at a time

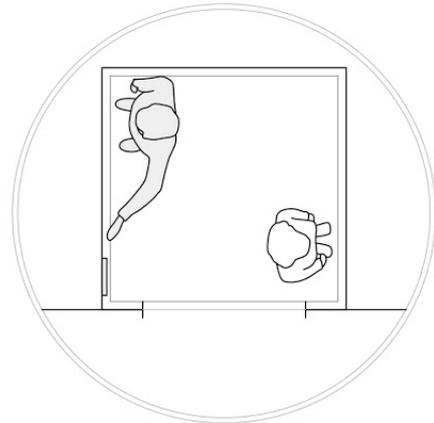
04. Sanitize the control panel before touching it





05. Stand in the demarcated areas marked on the floor.

06. Only 1 person has to operate the control panel & Make sure you stand away from the lift walls.



07. Sanitize your hands before entering & after getting out of lift.

08. Properly discard the tissue paper in the dustbin available on each floor outside the lift.



Reduce Your Risk of COVID_19

STAIRCASE ETIQUETTE

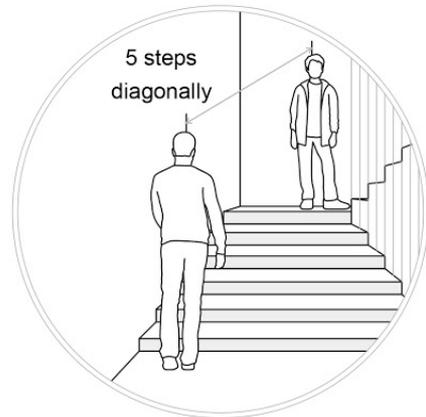
FOR STAYING SAFE

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01. Don't touch the handrails/side walls while using the staircase.

02. At least 4 -5 steps diagonally ahead / behind the other person while going up / down the stairs.



03. Gathering in the movement areas, or sitting on the staircases is prohibited.

Protect Yourself & Others From COVID_19

DOC NO: C

SOPs for Reception and Waiting Areas

C1. Pre-preparations

RECEPTION AREA:

1. Before the Day Zero, the reception needs to be extensively mopped and sanitised at least 2 times a day, for 2 days. This includes all the floors, drawers, table, chairs, mail box and the storeroom behind the reception.
2. The doors and wall surface around it need to be dusted, mopped and sanitised for at least 2 times a day, for 2 days. This includes the handles, switches around it, etc.
3. The biometric attendance machine shall not be used, and shall be covered with waste plastic and packed with cello tape, after sanitising.
4. From 2 feet distance to reception, one circle of diameter of about 1 foot shall be marked using floor marking tape.
5. A sanitizing station to be set up in a convenient place near the reception & waiting area.
6. The Housekeeping SOPs (preferably in Gujarati or Hindi) and the User SOPs shall be printed and pasted at convenient locations behind the reception.
7. Only 1 office boy will operate from the front desk at any given point of time.

WAITING AREA:

1. Before Day Zero, the waiting area needs to be extensively mopped and sanitised at least 2 times a day, for 2 days. This includes all the floors, tables, chairs and on toes table.
2. The wall surface around it needs to be dusted, mopped and sanitised for at least 2 times a day, for 2 days. This includes the switches around it, etc.
3. The seating arrangement of the waiting area needs to be changed. Maximum 4 chairs maintaining a distance of 1.5 meter to be placed in the waiting area. All side tables will be removed.
4. All the magazines will be removed from the waiting area in order to maintain hygiene and to avoid contact between two people.
5. Maximum 2 people will be allowed to use the ON TOES table for meeting or discussion. The team member will have to sanitize the table before use. Wearing a mask & following the norms of social distancing will be mandatory at all times.
6. A sanitizing station to be set up in a convenient place near the reception & waiting area.
7. All the switchboards near the waiting area will be covered with plastics and packed. Usage of these switchboards for public use is restricted till further notice.

C2. SOPs for housekeeping staff

RECEPTION AREA

1. Mopping and sanitising of the front desk area once a day - once before beginning of the office.
 - A. First sanitisation Time: 9:45am
2. Mopping and sanitising of the Sanitation Station before beginning of the office.
 - B. First Mopping Time: 10am
3. The sanitation incharge will make sure the required essentials like sanitisers, tissue papers are replenished, the dustbins are cleaned and fresh liners are placed in the dustbins every morning before sanitizing the Sanitation Station.
4. All the waste from the dustbins of the sanitation station to be collected in the bigger dustbin for disposal.

WAITING AREA:

1. Sweeping and Mopping of the waiting areas once a day.
 - A. First Mopping Time: 10:30am
2. The sanitation incharge will make sure the required essentials like sanitisers, tissue papers are replenished, the dustbins are cleaned and fresh liners are placed in the dustbins every morning before sanitizing the Sanitation Station.
3. All the waste from the dustbins of the sanitation station to be collected in the bigger dustbin for disposal.

C3. SOPs for the team & visitors:

RECEPTION / FRONT DESK:

1. Only 1 person except the front desk manager will be allowed to stand in the circle marked using the floor marking tape on the floor 2 feet away from the front desk. Others will have to wait maintaining the social distancing norms for their turn.
2. Reception area will be used by the Front Desk Manager only for attending visitors, body temperature checking of the team members, recording of attendance, outgoing courier / parcel collection, stationery management and providing essential materials for sanitizing or safety products like masks & medicines.
3. No incoming documents, drawings, bills, parcels or couriers will be accepted at the front desk. These should not go beyond the security cum hygiene station near the office entry.
4. Everyone has to stand only in the circles marked on the floor using the floor marking tape near the reception area. The circles will be marked at a distance of 5 feet or 1.5 mtrs away from each other.
5. Don't touch the reception table or storage units near the reception table at all. The front desk manager will help you with the medicines, stationery, sanitation items, etc. **Please contact the admin manager in absence of the front desk manager.**

6. The use of a personal mailbox by any team member is restricted for use until further notice. The incoming official documents or parcels will be received at the Security Desk & kept on the parcel desk post sanitization. The concerned person will collect it from the Parcel Desk, sanitize it & only then take it to his/her work station.

WAITING AREA:

1. Inviting visitors to the office should be avoided. By any chance if the same cannot be avoided the necessary information to be passed on to the watchman & front desk manager. Necessary prior permissions to be taken from the Principal Partners.
2. Visitors will have to sanitize their hands & personal belongings like purses/bags before entering the waiting area.
3. Use of a waiting area other than circulation/movement is strictly prohibited for team members.
4. Visitors will have to wear a mask & follow the norms of social distancing throughout their visit. The information of visitors (except clients) will have to be maintained in the register at the Security desk as per the SMC norms.
5. Maximum 4 Visitors will be allowed to use the waiting area at a time. They will have to be seated in the chairs as placed at a distance of 5 feet or 1.5 mtrs following the social distancing norms.
6. The waiting area and the chairs are only for visitors. Team members are not allowed to sit on the waiting area chairs.
7. Team members will not be allowed to use the chairs in the waiting area. Visitors will be requested to clean the armrest of the chair before use to ensure their personal hygiene. If possible the clients will be directly guided to the meeting room.
8. Avoid sneezing in the waiting area. Please go away to a secluded area immediately. Make sure you don't cover your mouth with your hands while sneezing. Place your head in the folded arm while sneezing and sanitize yourself thoroughly before going back to your seat.
9. Only 2 people at a time will be allowed to use the **On-Toes table** for a quick discussion. They should be standing diagonally opposite to each other maintaining a distance of 5 feet or 1.5 meters throughout the discussion.

ETIQUETTE FOR RECEPTION

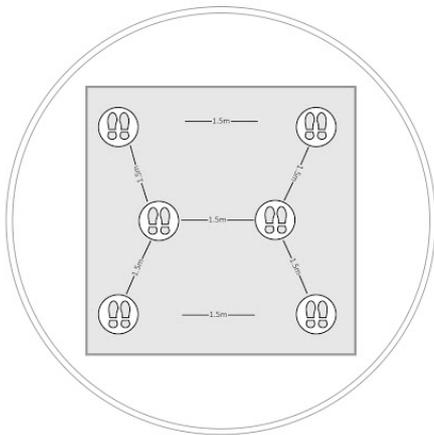
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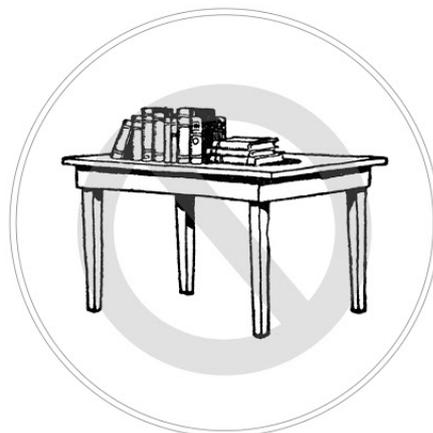
1. Gathering in the reception areas is strictly prohibited.

2. No documents, drawings, bills, parcels or couriers will be accepted at the receptions.



3. Everyone has to stand only on the demarcated areas on the floor in the reception area.

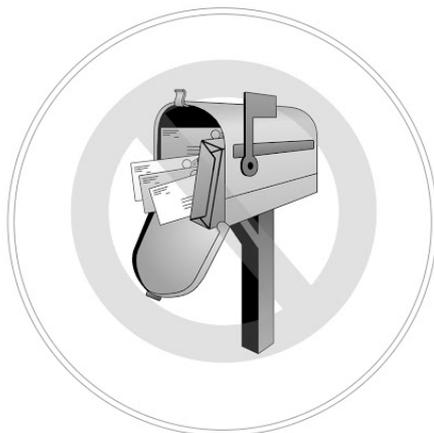
4. The magazines will be removed from the waiting area in order to avoid contact between two people.





5. Don't touch the surfaces of the reception table/computer/keyboard/mouse unnecessarily.

6. If the team member or the visitors need anything from the reception area , for example, medicines/papers/envelopes etc, just ask someone to take it out for you, don't touch anything yourself.



7. The team members are not allowed to keep any document/parcel/courier in the mailbox until further notice.

8. Visitors are requested / advised to clean the armrest of the chairs before use to ensure their personal hygiene.



ETIQUETTE FOR WAITING AREA

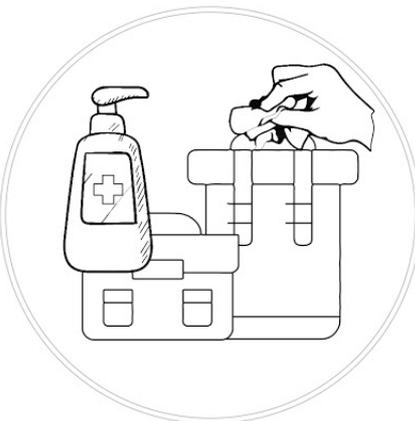
FOR BETTER PREVENTION

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01. Inviting visitors to the office should be avoided. By any chance if the same cannot be avoided the necessary information to be passed on to the watchman & front desk manager. Necessary prior permissions to be taken from the Principal Partners.

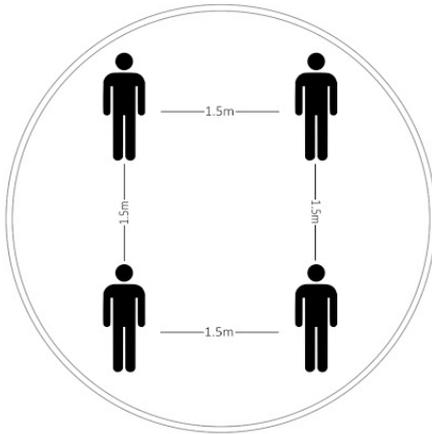
02. Sanitize your hands before entering the waiting area.



03. Visitors will have to sanitize their personal belongings like purses/bags before entering the waiting area.

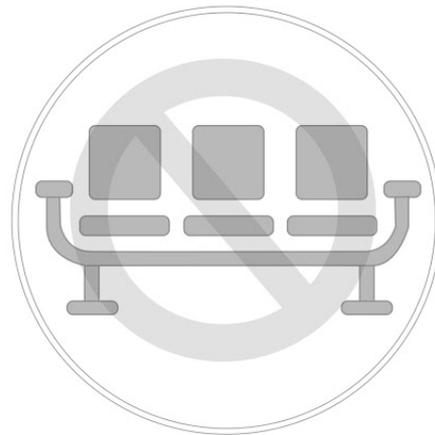
04. Visitors will have to wear a mask & follow the norms of social distancing throughout their visit. The information of visitors (except clients) will have to be maintained in the register at the Security desk as per the SMC norms.





5. Maximum 4 Visitors will be allowed to use the waiting area at a time. They will have to be seated in the chairs as placed at a distance of 5 feet or 1.5 mtrs following the social distancing norms.

6. The waiting area and the chairs are only for visitors. Team members are not allowed to sit on the waiting area chairs.



7. Team members will not be allowed to use the chairs in the waiting area. Visitors will be requested to clean the armrest of the chair before use to ensure their personal hygiene. If possible the clients will be directly guided to the meeting room.

8. Avoid sneezing in the waiting area. Please go away to a secluded area immediately. Make sure you don't cover your mouth with your hands while sneezing. Place your head in the folded arm while sneezing and sanitize yourself thoroughly before going back to your seat.



DOC NO: D

SOPs for Working Spaces

D1. Pre- preparation

ACCOUNTS/ADMIN CABIN & DESIGN STUDIO:

1. Before Day Zero, the designing studio needs to be extensively mopped and sanitised at least 2 times a day, for 2 days. This includes all the floors, work stations, overhead shelves, credenza (personal storage units), computer, tables, drawers, chairs etc.
2. The wall surface around it needs to be dusted, mopped and sanitised for at least 2 times a day, for 2 days. This includes the handles, switches around it, etc.
3. A sanitiser dispenser shall be put at a convenient place near the entrance door of every studio, along with tissue papers, and a dustbin with a lid.
4. The Housekeeping SOPs (preferably in Gujarati or Hindi) and the User SOPs shall be printed and pasted at convenient locations inside and outside the studios.
5. The sitting arrangement will be changed making sure each team member is sitting at least 6 feet or 1.8 meters away from each other. The computers will also be placed accordingly. **'1 seat occupied - 2 seats vacant - 1 seat occupied'** is the format we will use for the revised sitting arrangements. No one will be allowed to change the sitting arrangement without prior permission of the Sanitation Incharge.
6. The Housekeeping SOPs (preferably in Gujarati or Hindi) and the User SOPs shall be printed and pasted at convenient locations inside the elevator and outside the elevator.

PRINTING AREA:

1. Before Day Zero, the printing area needs to be extensively mopped and sanitised once a day for 2 days. This includes all the floors, shelves, doors, printers, printing table etc.
2. The wall surface around it needs to be dusted, mopped and sanitised for once a day for 2 days. This includes the handles, switches around it, etc.
3. A sanitiser dispenser shall be put at a convenient place in the printing area, along with tissue papers, and a dustbin with a lid.
4. The Housekeeping SOPs (preferably in Gujarati or Hindi) and the User SOPs shall be printed and pasted at convenient locations inside the elevator and outside the elevator.

D2. SOPs for Housekeeping staff:

ACCOUNTS/ADMIN CABIN & DESIGN STUDIO:

1. Mopping and Dusting of the design studios and the handles, switches once a day - preferably before opening the office:
 - a. First sanitisation Time: **9:30am**
2. The sanitation incharge will make sure the required essentials like sanitisers, tissue papers are replenished, the dustbins are cleaned and fresh liners are placed in the dustbins every morning before sanitizing the Sanitation Station.
3. All the waste from the dustbins of the sanitation station to be collected in the bigger dustbin for disposal.
4. Make sure that the housekeeping staff is wearing masks, gloves compulsorily while cleaning.

PRINTING AREA:

1. Mopping and Dusting of the printing area and the handles, switches once a day - preferably before opening the office,
 - a. First sanitisation Time: **10:30am**
2. The sanitation incharge will make sure the required essentials like sanitisers, tissue papers are replenished, the dustbins are cleaned and fresh liners are placed in the dustbins every morning.
3. All the waste from the dustbins of the sanitation station to be collected in the bigger dustbin for disposal.
4. Make sure that the housekeeping staff is wearing masks, gloves compulsorily while cleaning.

D3. SOPs for Users & Team:

ACCOUNTS/ADMIN CABIN & DESIGN STUDIO:

1. The team members are not allowed to go out of the office premises during working hours. Multiple entry & exit is not permitted during the office hours.
2. Only 2 members from the accounts/admin staff will be allowed to use the cabin. Maintaining a distance of 6 feet or 1.8 meters while working & wearing a mask all the time is mandatory. All the extra chairs to be removed from the cabin.
3. All the team members are supposed to stick to the seating arrangements done by the Admin team.
4. The team members have to push the doors using your leg and pull the doors using the hooks provided by the office in the **COVID kit** instead of hands.
5. In the morning before starting the routine work, every team member has to sanitize their personal work stations, computers & chair by following the sanitization process thoroughly using COVID kit.

6. Personal hygiene & sanitization of personal workstation is an individual responsibility.
7. Keeping air conditioners on in the studios which are occupied with the doors open will be mandatory. Also the windows will be kept open for ventilation. The AC will be turned off during lunch time only.
8. It is mandatory for the team members to keep the mask on, maintain social distancing norms, do not touch anyone's desk, keyboard, mouse, purse, bag or stationery.
9. No food allowed in any of the cabins or studios.
10. Each team member will write their own name on a **2" x 8" paper using fonts 'ARIAL BOLD' & font size '72'** and stick it on the back side of their chairs' back rest. It has to be clearly visible & readable by everyone.
11. Every team member has to maintain their own set of stationery and no one will share the stationery. Use of common stationary is restricted until further notice.
12. Avoid sneezing in the cabins or studios. Please go to an open area if you have to sneeze. Don't cover your mouth with your hands while sneezing, instead place your head in the folded arm while sneezing.

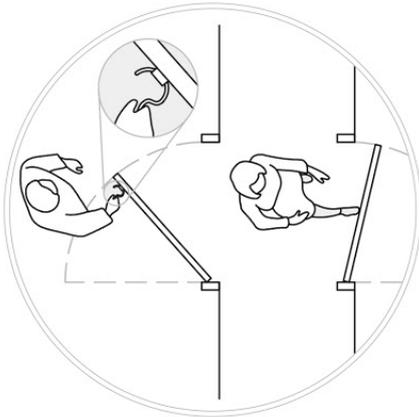
PRINTING AREA:

1. Only 1 person will be allowed to use the printing area at a time.
2. Team members should refrain from taking prints. Only in the situation where soft copy cannot be used or hard copy and use the soft copies as far as possible.
3. The printing area
4. Every team member has to first sanitise the buttons of the printer with the sanitizer & tissue paper and dispose it of properly in the bin before using the printer. If you are using the computer in the printing area then you will also have to sanitize the keyboard & mouse with the sanitizer & tissue.
5. Avoid sneezing in the printer area. Please go to an open area if you have to sneeze. Don't cover your mouth with your hands while sneezing, instead place your head in the folded arm while sneezing.

ETIQUETTE FOR WORKING SPACES

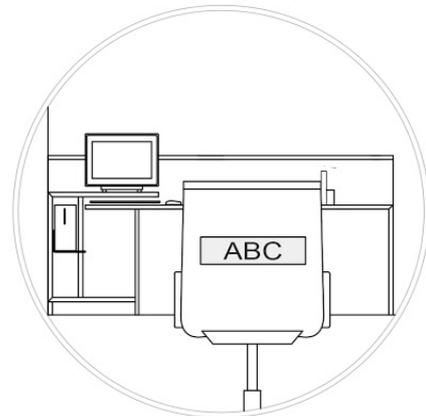
FOR BETTER PREVENTION

Standard Operating System (SOPs) For Work Resumption Post COVID_19



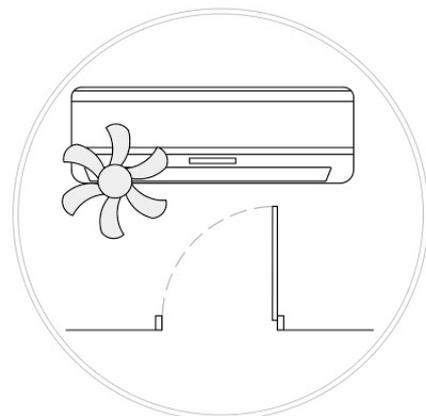
01. Push doors using leg and pull doors using hook provided in COVID kit.

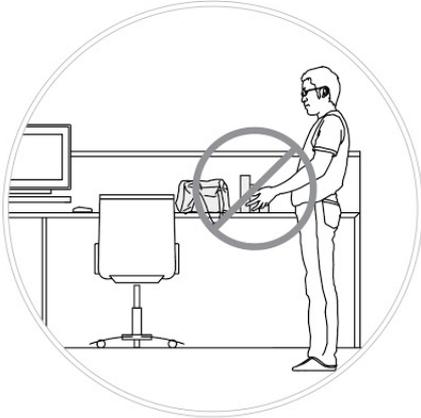
02. Each team member will write their own name on a 2" x 8" paper using fonts 'ARIAL BOLD' & font size '72' and stick it on the back side of their chairs' back rest.



03. Sanitize desk, keyboard, mouse using alcohol based sanitizer, members are responsible for sanitization of their own desk every morning.

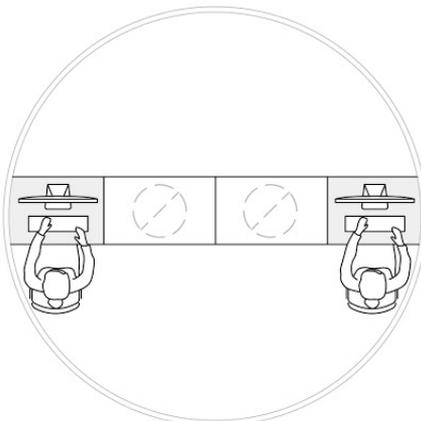
04. Air conditioners should be kept on compulsory with fan speed at high and studio doors and window will be kept open for fresh air ventilation.





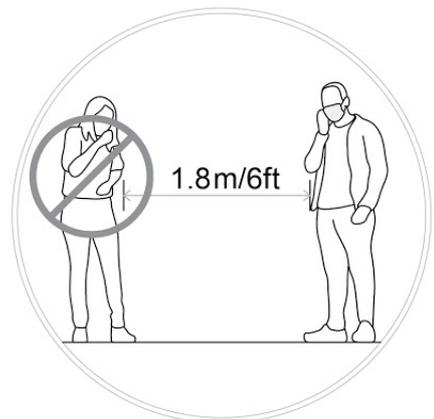
05. Team members are not allowed to touch anyone else's computer, desk and personal belongings.

06. Every team member to maintain personal stationery and no sharing of stationery with others.



07. Pre-decided sitting arrangements for team members, preferably leaving a space of two desks in between one another

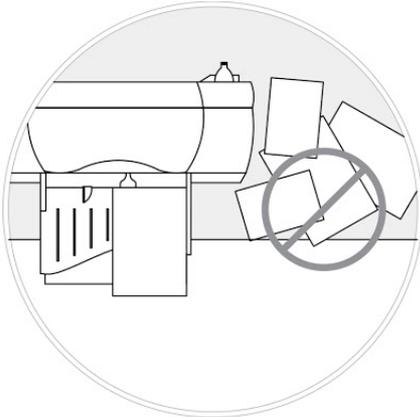
08. It is mandatory for the team members to keep the mask on and maintain social distancing norms. Also avoid sneezing in the cabins or studios.



Reduce Your Risk of COVID_19

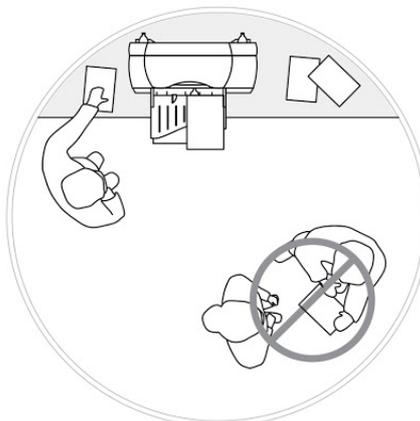
ETIQUETTE FOR PRINTING AREA FOR STAYING SAFE

Standard Operating System (SOPs) For Work Resumption Post COVID_19



01. Team members to avoid taking unnecessary prints and to use soft copies as far as possible.

02. Every team member has to first sanitise the buttons and paper tray of the printer with an alcohol-based sanitizer and a clean cloth before using it.



03. Only 1 person is allowed to stand in the printer room or to take prints at a time.

04. Avoid sneezing in the printer area. If you have to sneeze make sure you don't cover your mouth with your hands. Place your head in the folded arm while sneezing.



DOC NO: E

SOPs for Meeting Spaces

E1. Pre-preparations:

1. Before Day Zero, all the Meeting Spaces needs to be extensively mopped and sanitised at least 2 times a day, for 2 days. This includes all the floors, computer, tables, chairs etc.
2. The wall surface around it needs to be dusted, mopped and sanitised for at least 2 times a day, for 2 days. This includes the handles, switches around it, etc.
3. A sanitiser dispenser shall be kept at a convenient location near the entrance of every meeting space, along with tissue papers, and a dustbin with a lid.
4. The sitting arrangement should be predefined keeping in mind the Social distance norms of 1.8 meters - 6 feet. **'1 seat occupied - 2 seats vacant - 1 seat occupied'** to be repeated & each person is seated diagonally opposite to the other.
5. A small table away from the meeting table should be placed to keep the purse, bag and other personal belongings of the Visitors. These things should be kept away to maintain the personal hygiene of the members present in the meeting.
6. The Housekeeping SOPs (preferably in Gujarati or Hindi) and the User SOPs shall be printed and pasted at convenient locations inside and outside the studios.

E2. SOPs for Housekeeping Staff:

1. Mopping and Dusting of the meeting spaces, tables, chairs, handles & switches once a day - preferably before opening the office:
 - a. First sanitisation Time: **9:30am**
2. The sanitation incharge will make sure the required essentials like sanitisers, tissue papers are replenished, the dustbins are cleaned and fresh liners are placed in the dustbins every morning before sanitizing the Sanitation Station.
3. All the waste from the dustbins of the sanitation station to be collected in the bigger dustbin for disposal.
4. It is mandatory to wear the masks & gloves while cleaning & sanitizing.
5. The housekeeping staff will serve water, tea, coffee, green tea in paper cups wearing hand gloves & with sanitized hands.

E3. SOPs for Team & Visitors:

1. Meetings with Clients, Vendors & Agencies is totally discouraged until further notice.
2. If the meeting is unavoidable make sure bare minimum people are invited to the office.
3. The meeting room will have to be booked in advance making sure other meetings do not clash with each other.

4. While booking the meeting room, conference room or boardroom **20 minutes** for pre meeting sanitization to be added in the total meeting time.
5. Minimum 30 minutes of interval is necessary for cleaning & sanitizing between one meeting & the other.
6. Use of hook handles to pull the door is mandatory. Please avoid using the door handle for hygiene purposes.
7. It is the responsibility of the team member conducting the meeting to be responsible to sanitize the meeting table, keyboard, mouse & any other documents, samples or objects brought in the meeting room.
8. Everyone attending the meeting is expected to sanitize their hands, bags, purse, laptop, arm rest of their chair, etc, with the tissue dipped in sanitisers and dispose of the used tissue in the dustbin.
9. Please ensure to put on your mask, and please keep it on all the time. We insist on a washable cotton mask.
10. No food is permitted in meeting rooms.
11. All the physical samples enter the meeting room should be thoroughly sanitised before the meeting.
12. Please ensure social distancing with everyone at all places, under all the circumstances.
13. No more than **2 team members** will be physically present in the meeting at a time.
14. **Sitting capacity in meeting rooms during meetings:**
 - a. **Small meeting rooms:** 2 persons or $\frac{1}{3}$ ratio of the sitting capacity, whichever is lower.
 - b. **Large meeting rooms:** 5 persons or $\frac{1}{3}$ of the sitting capacity, whichever is lower.
 - c. **Conference room/Boardroom:** 8 persons or $\frac{1}{3}$ of the sitting capacity, whichever is lower.
15. Rest of the team members who need to attend the meeting will attend the meeting virtually using softwares like Zoom, Webex, Google meet, Microsoft Team, etc.
16. Sharing of stationery is strictly prohibited until further notice. Please carry your own stationery so that you don't have to share it with anyone.
17. Avoid sneezing in the meeting room. Please step out immediately and go to a open space. Make sure you don't cover your mouth with your hands while sneezing. Place your head in the folded arm while sneezing.
18. Meeting room doors will be open for fresh air circulation unless being utilized for client meetings.

MEETING ROOM ETIQUETTE

FOR STAYING SAFE

Standard Operating System (SOPs) For Work Resumption Post COVID_19



01. The staff member conducting the meeting will have to sanitise the meeting room table, keyboard & mouse before using.

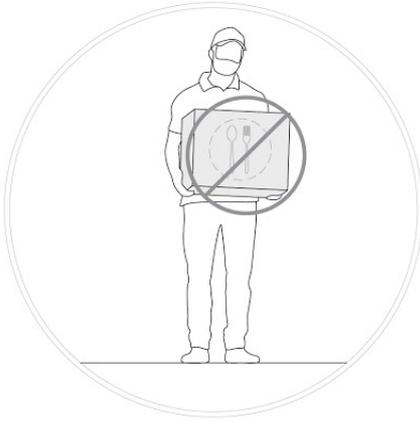
02. Everyone attending the meeting is expected to sanitise the handles of their own chair before starting the meeting.



03. Please ensure to put on your mask, and please keep it on all the time.

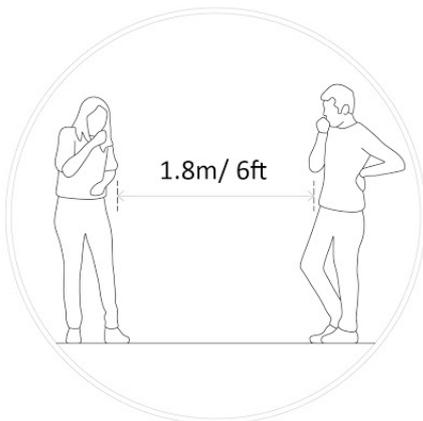
04. Before you enter the meeting room, please sanitise your hands thoroughly, and if you are carrying bags, purse, laptop, etc, please rub the parts of the bags you normally hold with hand, with the tissue dipped in sanitiser, and dispose of it in the dustbin.





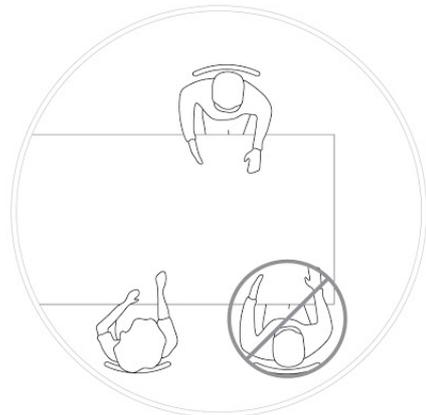
05. No food delivery is permitted in the premises. If you wish to eat, you are free to walk out of the premises, eat and return. However, this is discouraged for your own as well as your team members' safety.

06. If you are carrying any physical samples for approvals, please sanitise them before getting them inside the meeting space.



07. Please maintain social distancing with everyone at all places, under all the circumstances.

08. Please maintain social distancing in the meeting rooms, accomodating minimum number of people at the same time.



Prevent the Spread of COVID_19



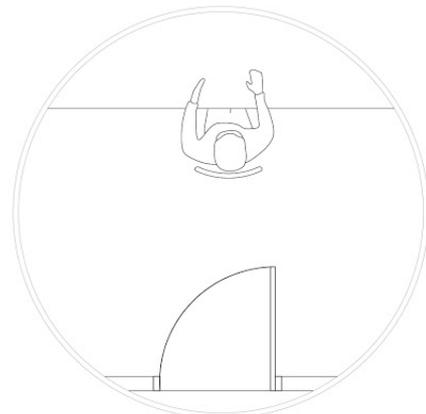
09. Rest of the team members who need to attend the meeting will attend the meeting virtually using softwares like Zoom, Webex, Google meet, Microsoft Team, etc.

10. Please carry your own stationery so that you don't have to share it with anyone.



11. Avoid sneezing in the meeting room. Please step out immediately. If you have to sneeze, make sure you don't cover your mouth with your hands. Place your head in the folded arm while sneezing.

12. Meeting room doors will be open for fresh air circulation unless being utilized for client meetings.



Protect yourself & others from COVID-19

DOC NO: F

SOPs for Sanitary Spaces (Washrooms & Bathroom)

F1. Pre-preparations:

1. Before the Day Zero, the washroom needs to be extensively mopped and sanitised at least 2 times a day, for 2 days. This includes cleaning of all the floors, doors, counter/ledges, toilet seats, sanitary fittings, faucets, exhaust fan & louvers.
2. All the washrooms & bathrooms to be sanitized using manual sprayer with disinfectant twice a day for 2 days before the office restarts.
3. The floor mats shall be dusted, and put on the terrace in the sun for at least 2 days before starting.
4. A sanitiser dispenser shall be mounted at a convenient place near the washroom, along with tissue papers and a dustbin with a lid.
5. The allocation of the toilets between males, females, visitors and support staff will be done by the admin staff prior to starting the office. A list indicating the same will be stuck outside every toilet.
6. The soap bar to be replaced with shower gel in the shower area. Shower can be used by the staff members to sanitise themselves in emergency situations.
7. The Housekeeping SOPs (preferably in Gujarati or Hindi) and the User SOPs shall be printed and pasted at convenient locations inside and outside the studios.

F2 . SOPs for Housekeeping staff:

1. Cleaning & Mopping of all the washroom floors, spouts, handles, switches, etc.
2. Sanitising all the washrooms thrice a day using manual sanitation pump:
 - a. Morning: **9:45 am**
 - b. Afternoon: **2:30 pm**
 - c. Evening: **6:00 pm**
3. The sanitation incharge will make sure the required essentials like sanitisers, tissue papers, toilet paper, hand wash are replenished, the dustbins are cleaned and fresh liners are placed in the dustbins every morning before sanitizing the Sanitation Station.
4. The housekeeping staff have to compulsorily wear masks and gloves while cleaning and sanitising the toilet area.

F3. SOPs for Team & Visitors:

1. Wearing a mask at all times is mandatory including while using the toilet.
2. Please make sure you use the washrooms allotted to you to maintain your personal hygiene.
3. It is the individual's responsibility to sanitise the handle, basin spout, jet spray, flush button & toilet seat before use.

4. For the team members it is mandatory to use the hook handle while pulling the washroom door.
5. Avoid sneezing in the bathroom. Please step out in an open space immediately if possible.
6. Do cover your mouth with your hands while sneezing, instead place your head in a folded arm while sneezing.
7. After sneezing please sanitise your hands and the area around properly.
8. Either flush the used tissue paper or dump it properly in the closed dustbins.
9. Maintain hygiene in the washrooms as it will directly or indirectly affect the health of every team member.
10. Standing or occupying space just outside the toilet door is not allowed. While waiting for your turn please wait at a location where it does not obstruct anyone's movement and maintain 6 feet or 1.8 meters distance from the other person.

WASHROOM ETIQUETTE

FOR BETTER PREVENTION

Standard Operating System (SOPs) For Work Resumption Post COVID_19



01. Wearing a mask during the use of the toilet is mandatory.

02. It is the individual's responsibility to sanitise the handle, basin spout, jet spray, flush button & toilet seat before use and only use the washroom which is allocated to them.



03. Avoid sneezing in the bathroom. Please step out immediately if possible. If you have to sneeze, make sure you don't cover your mouth with your hands. Place your head in the folded arm while sneezing.

04. After sneezing please sanitise your hands and the area around properly. Either flush the used tissue paper or dump it properly in the closed dustbins.



DOC NO: G

SOPs for Kitchen, Pantry & Dining Spaces

G1. Pre-preparations:

PANTRY:

1. Before Day Zero, the pantry needs to be extensively mopped and sanitised at least 2 times a day, for 2 days. This includes all the handles, switches, coffee machine, hot plate, faucets, drawers, fan, crockery & cutlery.
2. A sanitiser dispenser shall be mounted in a convenient place in the pantry, along with tissue papers, and a dustbin with a lid.
3. Only the pantry incharge be allowed to operate the pantry. No team member or visitors will be allowed to enter the pantry until further notice.
4. Wearing a mask while using the pantry is mandatory.
5. Hands should be thoroughly sanitised before operating the pantry & before serving to the visitors & team members.
6. The Housekeeping SOPs (preferably in Gujarati or Hindi) and the User SOPs shall be printed and pasted at convenient locations inside the elevator and inside the pantry.

DINING SPACE:

7. Before the Day Zero, the dining area needs to be extensively mopped and sanitised at least 2 times a day, for 2 days. This includes all the dining tables, chairs, handles, switches, microwave, water dispenser, fans, crockery & cutlery.
8. The sitting arrangement should be predefined keeping in mind the Social distance norms of 1.8 meters - 6 feet. **'1 seat occupied - 2 seats vacant - 1 seat occupied'** to be repeated & each person is seated diagonally opposite to the other. Extra chairs to be removed from the dining table.
9. A Sanitation Station shall be set up in a convenient space near the entry of the dining area.
10. Please wash your hands with soap & water before & after lunch is mandatory.
11. The Housekeeping SOPs (preferably in Gujarati or Hindi) and the User SOPs shall be printed and pasted at convenient locations inside the elevator and inside the pantry.

G2 . SOPs for Housekeeping staff:

PANTRY

1. Mopping & sanitising the pantry once a day - before beginning of the office
 - a. First Sanitisation Time: **9:45am**
2. Sanitising handles & faucets twice a day - before starting the office in the morning & post lunch.
 - b. First Sanitisation Time: 9:45am
 - c. Second Sanitisation Time: 4pm

3. The sanitation incharge will make sure the required essentials like sanitisers, tissue papers are replenished, the dustbins are cleaned and fresh liners are placed in the dustbins every morning before sanitizing the Sanitation Station.
4. All the crockery & cutlery to be washed with warm water before serving.
5. The sanitation incharge will ensure that all the cleaning & sanitising procedures are followed thoroughly by the Pantry incharge.
6. Pantry door to be kept open for fresh air circulation.
7. The housekeeping staff have to compulsorily wear the masks and gloves while cleaning and sanitising the pantry area.

DINING AREA

8. Mopping & sanitising the dining area once a day - post lunch
 - d. Cleaning Time: **3:30pm**
9. Sanitising handles & faucets once a day - post lunch.
 - e. First Sanitisation Time: **3:30pm**
10. Checking of the required essentials like sanitisers, hand wash and tissue papers everyday in the morning and replenish if required.
11. All the crockery & cutlery to be washed with warm water after use.
12. The sanitation incharge will make sure the required essentials like sanitisers, tissue papers are replenished, the dustbins are cleaned and fresh liners are placed in the dustbins every morning before sanitizing the Sanitation Station.
13. The sanitation incharge will ensure that all the cleaning & sanitising procedures are followed thoroughly by the support staff.
14. The housekeeping staff have to compulsorily wear the masks and gloves while cleaning and sanitising the pantry area.

G3. SOPs for Team and visitors:

PANTRY

1. **Use of the pantry will be prohibited for the staff members/visitors.** Only dedicated PANTRY INCHARGE will be allowed to operate the pantry.
2. Sanitizer dispenser with tissue papers & dustbins will be placed at a convenient location in the pantry
3. Pantry Incharge will be responsible to serve the staff members & visitors.
4. The sanitation incharge will ensure the proper cleaning & function of the pantry.
5. The pantry incharge will serve tea, coffee, green tea, etc to the team members twice a day at:
 - a. Morning: **10:30am**
 - b. Afternoon: **4:30pm**

The team members should inform the pantry incharge about their preference in advance. The pantry incharge will serve the team members at their desks so that they don't have to come to the pantry. Wearing hand gloves while serving is mandatory.

6. Pantry Incharge will sanitize his hands before serving.
7. Wearing a mask at all times will be mandatory in the Pantry.

DINING AREA

1. Use of the dining area will be restricted to be used for **LUNCH ONLY between 1pm - 3pm**
2. **Sharing of tiffin, food, crockery & cutlery is strictly prohibited.**
3. No outsiders / visitors allowed in the dining area.
4. Only tiffins with home cooked food allowed in the dining area. **OUTSIDE FOOD (FROM RESTAURANTS) will NOT be allowed in the DINING AREA.**
5. Team members are supposed to carry their own water bottles.
6. Team members should sanitise the microwave & water dispenser buttons before use.
7. Team members are supposed to wash their hands with soap & water before & after meals.
8. Team members will have to sanitise their own dining area, dining chair & hands before lunch.
9. Wash your hands thoroughly with soap & water before & after meals.
10. Don't sneeze in the dining area. Please step out before sneezing
11. Make sure you don't cover your mouth with your hands while sneezing. Place your head in the folded arm while sneezing.
12. Please follow the seating instruction & social distancing norms throughout the lunch time.
13. Wearing a mask before & after lunch in the dining area is mandatory.

ETIQUETTE FOR PANTRY

FOR BETTER PREVENTION

Standard Operating System (SOPs) For Work Resumption Post COVID_19



01. Use of the pantry will be prohibited for the staff members/visitors. Only **PANTRY INCHARGE** will be allowed to operate the pantry.

02. The team members will be served tea/coffee/green tea at 10:30am & 4:30pm by the pantry incharge. They can inform the pantry incharge if they need anything from the pantry.



03. All the staff members should sanitise their hands before & after holding cups/mugs/glasses to maintain the hygiene.

Protect Yourself & Others From COVID_19

ETIQUETTE FOR DINING AREA

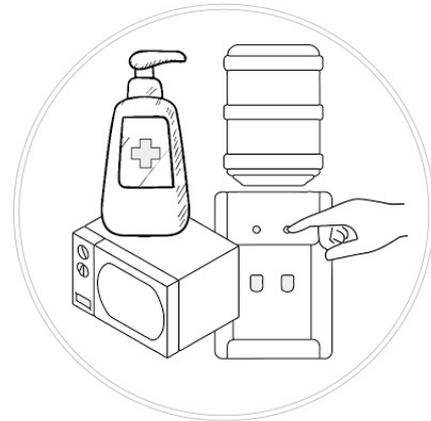
FOR STAYING SAFE

Standard Operating System (SOPs) For Work Resumption Post COVID_19



01. Team members are supposed to sanitise their own dining area, dining chair & hands before lunch.

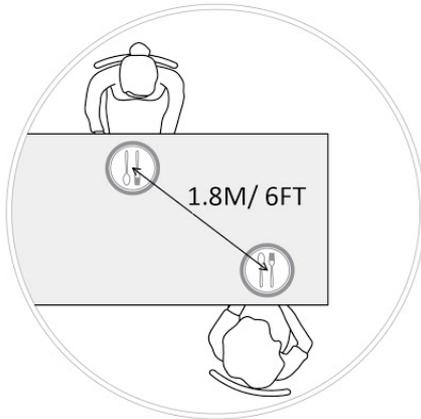
02. Team members should sanitise the microwave button & water dispenser buttons before use.



03. Team members are supposed to carry their own water bottles.

04. Wash your hands thoroughly with soap & water before & after meals.





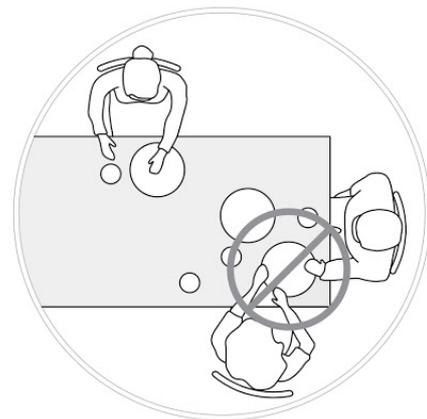
05. Follow SOCIAL DISTANCING NORMS throughout the lunch time And the DINING AREA will be used only during - 1pm - 3pm_LUNCH TIME ONLY.

06. No outsiders / visitors allowed in the dining area.



07. Only tiffins with home cooked food allowed in the dining area. OUTSIDE FOOD (FROM RESTAURANTS) will NOT be allowed in the DINING AREA.

08. SHARING OF FOOD, TIFFIN, CROCKERY & CUTLERY IS STRICTLY PROHIBITED.

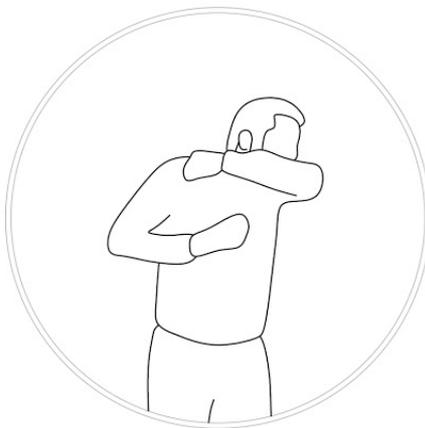


Prevent the Spread of COVID_19



09. Wearing a mask before & after lunch in the dining area is mandatory.

10. Don't sneeze in the dining area. Please step out before sneezing



11. Make sure you don't cover your mouth with your hands while sneezing. Place your head in the folded arm while sneezing.

Let's All Do Our Part, We Can Beat it Together

DOC NO: H

SOPs for Recreational Spaces (Table Tennis Area & Library)

H1. Pre-preparations:

1. Before Day Zero, the library space and indoor sports facility needs to be extensively mopped and sanitised once. This includes all the buttons, floors, shelves & cabinets, TT Table, chairs/bean bags, working table, computer and fans.
2. The doors and the wall surface around it need to be dusted, mopped and sanitised once. This includes the handles, switches around it, etc.
3. After the day zero cleaning process, the **indoor sports facility like table tennis & library will be closed for use until further notice.**
4. These spaces will be cleaned only once a week following the day zero cleaning process

H2. SOPs for housekeeping staff:

1. The library space and the indoor sports facility **will be closed until the further notice.**
2. The weekly cleaning and sanitising procedure/schedule will be followed as per the norms of day zero cleaning.

H3. SOPs for Team & Visitors:

1. No outsiders are allowed in the RECREATIONAL SPACES.
2. Use of Table Tennis will be closed until further notice.
3. The library will be locked & the keys will be kept with the Admin team. Whenever anyone needs to issue the book, they have to take permission from the admin team.
4. The team member can issue a book from the library & take it along with them but no one is allowed to sit in the library & read.
5. The library space will be closed for all the other activities.
6. Only **1 person** will be allowed in the library at a time.
7. Before and after using the library, every team member has to sanitise their hands.
8. Don't sneeze in the Library. Please step out before sneezing. Make sure you don't cover your mouth with your hands while sneezing. Place your head in the folded arm while sneezing.
9. Everyone has to follow SOCIAL DISTANCING NORMS at all times.
10. Please ensure to put on your mask, and please keep it on all the time.

ETIQUETTE FOR LIBRARY

FOR BETTER PREVENTION

Standard Operating System (SOPs) For Work Resumption Post COVID_19



01. The library keys will be kept with the Admin team and whenever anyone needs to issue the book, they have to take permission from the admin team. And all the other activities will remain closed.

02. The team members will not be allowed to sit & read books there. Only 1 team member can use the Library at a time.



03. Before and after using the library, everyone has to sanitise their hands.

04. Don't sneeze in the Library. Please step out before sneezing. Make sure you don't cover your mouth with your hands while sneezing. Place your head in the folded arm while sneezing.



DOC NO: I

SOPs for EXECUTION MANAGEMENT

1. Objective

Due to the occurrence of such a pandemic, reaching out to sites or leaving home for work can be risky for the team involved with execution. However, it is equally important that all the responsibility towards the client and the site are fulfilled. The purpose of this document is to enable the team involved with execution, supervision, and coordination to manage the site efficiently as well as avoiding/reducing any kind of threatening situations. This SOP document defines the various procedures to be followed strictly for the period of May-June 2020, at the end of which a revised one shall be provided/created.

2. Expected outcome from the Programme

- a. A unique experience of working from home or office without compromising the work efficiency during a period of such uncertainty and insecurity.
- b. Time-management, self-discipline & self-motivation

Without someone to look over your shoulder, some people find it harder to work all by themselves, or to deal with the distractions that come with working away from site. This is a chance to pick up the time-management skills and motivate yourself, which is not only helpful in the profession, but also in plenty of other areas of life as well. The procedure is designed to push you to create a high level of self-discipline.

c. Reaching your Maximum Productivity

With this programme, team members are getting an opportunity to add new technical skills and prevailing options of digital media to their knowledge bank, and, in a way, upgrading themselves. Team members can also have an opportunity to discover how they can use the technology to save travel time, avoid unnecessary damage to the environment and still reach maximum productivity.

d. Learning new technology and staying connected while staying away

Being a part of the numerous events at the office to enhance the technical skill set would go a long way in improving the professional orientation.

3. Expectations from the Execution Team

- a. It is expected from all the team members that they go through the document and understand the purpose in detail. In case of any query or doubt, contact the appropriate person/writer of this policy and clarify.
- b. To equip oneself with this document, one must have a proper internet connection and proper device (Laptop/ Desktop/iPad/Mobile phone). If someone is having any trouble or issue, the office can help in finding out the solution, but the initiative has to be taken by the team member. After all, it is related to productivity, office and yourself.

4. Standard Operating Procedures for the Execution Team

4.1 Meetings:

Meetings are important for an architect's office as there are a lot of stakeholders involved in the project, like the client, the design consultants, the vendors, the suppliers, the agencies, etc and meetings can't be totally avoided. The onus to have proper infrastructure and internet connections shall be the responsibility of the team member and the office shall assist on request.

4.1.a Meeting through Digital Telecommunication: During this pandemic situation, each of the team members is advised not to conduct or to participate in any kind of one to one meeting where people come into any kind of physical contact. Instead, the use of technology is to be promoted. The softwares like Zoom, WEBEX, Google Meets, Whatsapp Video Calling or Facetime can be used for this purpose.

4.1.b One-to-one Meeting: Only where it is not possible to conduct a meeting digitally, viz, where physical samples approvals get involved, etc, meetings shall be permitted in the office in the meeting rooms only. The team members inviting the stakeholder for a meeting shall be totally responsible to follow all the SOPs for usage of Meeting Rooms at the office. Further, to conduct any such meeting, the team member shall have to take permission from the Sanitation Manager of the office.

4.2 Document Management:

Handling of physical documents and passing from person to person is likely to increase the exposure to Covid-19. Considering the same, issues & receipts of the following documents in physical form are strictly prohibited. The following documents shall be digitally managed and signed:

- Quotations
- Bills/Payment request note
- Site progress report
- BOQ and Tenders

- Drawings for Drawing review/Study purpose
- Handwritten notes/Sketches on paper
- Notebooks/Diaries/Notepads
- Physical Catalogues/Magazines/Brochures
- Etc.

4.3 Releasing the Drawings to the site:

It is understood that for onsite work, the releasing of drawings is inevitable as all construction sites in India do not have printing facilities. At the same time, it is the time to educate the client and site teams to have such facilities like iPads or digital pads, or their own printers, so that the risks can be reduced substantially. Any queries or corrections required in the drawings can always be communicated through digital platforms.

If at all such drawings are to be released in physical form, it is mandatory to follow printer usage SOPs. We, as an office should make sure that any document going out of the office is properly sanitised.

4.4 Drawings, Samples, Documents coming into office:

Under no circumstances are any physical drawings or documents from other offices or sites allowed in the office. Drawing reviews for the consultants' drawings should be done digitally only. If at all required to sign such drawings from consultants', ask the consultant to send their drawings in PDF or in any other software with their digital signature. This applies to not only execution team members but also to the design team & admin team members. For the period of these SOPs, no samples shall be asked for approval at the office. If it must, the sample must be checked outside the premises of the office, below the office, and immediately returned to the person bringing it. Adequate care must be taken wearing the right gears like glasses, masks and also sanitising yourself before entering back into the office.

4.5 Site Visits:

Under no circumstances are physical site visits permissible till the end of June, 2020. If there is a request from the PMC or the Client, the team member needs to explain the risk both parties would have, and hence as a policy, we have decided not to do it till the end of June. Instead, set up systems by which you get pictures/video of everything you need to inspect at the site from the Contractors, PMC, etc. It's important to create a Digital Site Visit Report, on a regular basis for all the sites to keep everyone updated and also to maintain the confidence of all the stakeholders involved.

DOC NO: J

SOPs for Operational activities

J1. SOPs for Admin related procedures:

1. Hospitality:

- One of the office boys will be appointed as the **SANITATION INCHARGE** for the entire office. His sole responsibility will be to make sure that all the procedures defined for cleaning & sanitisation are followed by each & every member of the office.
- Sanitation In Charge will be given all the powers to take necessary actions as decided by the management if the same mistakes are repeated or negligence is observed on more than two occasions by the same members within a month.
- Sanitation Incharge will make sure that team members/visitors who are carrying bags, purses, etc. sanitise them properly at the sanitisation station before going to the waiting area, cabins, works stations or meeting rooms.
- Pantry incharge will make sure that their hands, crockery & cutlery are properly sanitised using warm water just before serving it to the team members/ visitors.
- Sanitation Incharge will maintain stock of disposable (1 time use) masks if someone needs in emergency situations. For team members it will be chargeable and for clients it will be free.
- Sanitation Incharge will do random checks of various areas to make sure that all the team members are following the processes correctly or he/she will take necessary actions.
- The team members or visitors coming to the office will be treated & served keeping in mind their hygiene is not compromised all necessary care is taken by the admin team
- The team members are requested to support the admin staff. Please do not give time related commitments to anyone for the works to be done by office boys outside the office.
- Admin team will set up **Sanitation Stations** at the entry/exit gate of the office, dining area, studios, etc.
- Admin team will be responsible for making changes to the SOP - COVID-19, work from home policy, time & attendance policy, etc., as and when necessary based on new updates.
- The admin team will be responsible for the training of housekeeping staff, support staff, office boys, SI, design team members, watchman, driver, etc.

- Serving the team members & visitors following the sanitation processes is utmost important.
- We suggest tea, coffee, green tea, water be served in paper cups to the Visitors/Clients keeping in mind the hygiene of the people being served.
- The admin team will also set up a temporary 'SECURITY CUM HYGIENE STATION' to keep a constant check on people or material going in & out of the office premises.

2. Courier/Document Management:

- Any document, courier or parcel which is coming in the office will be received on the security cum hygiene station only. The delivery person is not allowed to enter the office beyond that point. If necessary the concerned person should receive the document/courier or parcel from the hygiene station.
- The document, courier or parcel which needs to be picked from the office will be submitted at the front desk to the front desk manager & the front desk manager will submit it to the security cum hygiene station for dispatch.
- The entry of all incoming & outgoing documents, couriers & parcels to be made in the register.
- Every document, courier or parcel which is coming in or going out of the office should be properly sanitised by the person who is handling it and Sanitization processes should be followed at all times when handed over from one person to the other.
- If the document is being delivered by office boys then it should be directly handed over to them with clear instructions but the admin team will decide the delivery schedule depending on the list of total works to be done.

3. Material Library:

- Any new material/sample asked for should be received by the concerned person on the ground floor. Before taking the parcel inside the office it has to be sanitised thoroughly & then placed in the material library.
- If any team member is taking out any sample from the material library then it has to be properly sanitised in the material library before using or taking it to the studio.
- If any new sample is being added in the material library it has to be properly sanitised and then to be placed there.
- Spaces to be allotted to individuals by demarcation on the floor and that space should be used by that member only.

J2. SOPs for Accounts related procedures:

1. PRN, Invoicing, Collection, Filing

- Printing of any account related document such as PRN, Tax Invoice, Payment Advice, Ledger, Receipts, Reimbursement vouchers, etc., are to be avoided unless it is detrimental or someone demands for it.
- The signed copies of PRN, Tax Invoices, Payment Advices, Vouchers, Certified Bills etc are to be sent in soft copies through email or Whatsapp. Hard copies are to be printed for personal/filing purpose only.
- The hard copies of the Tax Invoices or Receipts to be handed over to the Client when the office boy goes for collections or to the person who comes to hand over the payment.
- Hard copies of any documents to be handled by the least number of people. Please make sure you sanitise your hands at regular intervals.
- Filing to be done by an accountant only.
- All the vouchers, petrol bills, etc., to be submitted to the accounts team through email for reimbursement and hardcopies of the same to be dropped into the box available near the accountant's desk.

2. Banking:

- Visit to the bank is to be discouraged and use of net banking and online banking to be used for all the transactions. If in case, visit to the bank is necessary, it will be treated as document management.
- Accounts team to use the pick-up/drop-off facility provided by the bank for depositing the cheques or withdrawal of the cash. This will be conducted as per the norms for 'Document management SOP' and will be done at the Hygiene station.
- Sending anyone for banking-related works will be avoided.
- Accounts team to sanitise their hands at regular intervals and before touching their eyes, nose, ears or mouth while handling the documents.

J3. SOPs for HR related procedures

Attendance:

1. Time & attendance management:

- Biometric system for the recording of attendance to be discontinued until further notice.
- Attendance will be recorded manually by the front desk manager.
- Those people, who are coming in the office, have to get their attendance noted at the front desk to the office boy.
- Those people who are working from home have to send their in and out timings on the office main group. The seniors of particular team members are respected to keep a tab on the same. If there is any discrepancy regarding the timings of any staff member, the senior is supposed to bring it to the notice of the Admin head. Eg. office boys, support staff will be reporting to the office manager and the office manager will report to the admin head.
- Everyone who is working from home has to fulfil the criteria of office hour policy.
- If someone doesn't have enough work on a particular day then he should ask his PH or their Seniors to allot them enough work.

2. Work from Home policy:

- In the following circumstances, one should not come in the office and do WFH:
 - a. If anyone is having symptoms like coughing, throat infection, fever or any other symptom of Covid-19 virus he/she will be immediately asked to go back home. He/she will not be allowed to come to the office for the following 1 week even if they are feeling better.
 - b. They have to get a doctor's certificate before rejoining the office.
 - c. If anyone at your home has similar kinds of symptoms or with whom you are staying.
 - d. If the area where you are living is announced as a Red zone or hotspot zone or contentment area by the government officials/agency, he or she will have to opt for WFH.
 - e. If you live outside the city and have no choice other than commuting through public transport.
 - f. In situations where you are asked by the Office to work from home.
- The team member living outside the city will have to compulsorily work from home. If for any reason if they need to come to office they will have to come on a personal vehicle.
- No excuses will be acceptable beyond a day or two in case of technical or software related problems with computer/laptop or internet. It is the individual's responsibility to find alternative methods or solutions. If you need any help from the office, do not hesitate to ask. Office will try its best to find a solution but the final responsibility will remain with the team member.

- Our networking team is constantly available to provide off-site technical support/solutions through any desk or team viewer.
- All the team members working from home will have to be available online/on phone during the office hours. Remember that it is work from home not a holiday.
- To opt for Work From Home under any circumstances, one needs to take permission from the office (Admin head / Project Head).

3. Work from home internship policy:

1. Objective

Due to the occurrence of such a pandemic, while reaching other cities or leaving home for work can be dangerous, the office is taking an initiative for students who have academic internships as a part of their curriculum.

As we know, the purpose of an internship is to provide real-world experience that enables students to put everything they have learned into action. An internship can help the students gain skills that can be helpful in shaping their future. During the events like lockdown and Covid-19 disease, we do not want students to miss this opportunity which they get once during their academics. And safety as the foremost aspect, we are offering the 'WFH - Internship Programme at the office'.

2. Expected outcome from the Programme

- a. A unique experience of working from home without compromising the learning process

We will be obliged with the success of the programme, as it is a unique initiative to provide a platform to the students without compromising their curriculum requirement during a period of such uncertainty and insecurity.

- b. Time-management, self-discipline & self-motivation

Without someone to look over your shoulder, some people find it harder to work all by themselves, or the distractions that come with working from home are many. This is a chance to pick up the time-management skills and motivate yourself, which is not only helpful in the profession, but also in plenty of other areas of life as well. The programme is designed to push you to create a high level of self-discipline.

- c. Reaching your Maximum Productivity

With a programme like this, a student who is about to enter the professional world has an opportunity to discover what hours of the day he/she works best, as well as where he/she works best and feel the most motivated & productive.

- d. Learning new technology and staying connected while staying away

Being a part of the numerous events at the office to enhance their technical skill set would go a long way in improving the professional orientation of the student.

e. Teamwork

This profession is a lot about Teamwork, and this programme is planned to provide this experience to the intern, though working remotely.

3. Expectations from the enrolling students

- a. On receipt of the confirmation email from the office, the student shall provide an acceptance and confirmation within 3 working days. An additional email from the respective college by the authorised person or a scanned letter from the college confirming the same shall also be mandatory to secure the position in the programme. On non-receipt of the confirmation, we shall provide the opportunity to the students next in line, and under no circumstances shall we be able to accommodate the student any further. Without the letter/email from the college, it will not be possible to confirm their internship.
- b. The necessary IT infrastructure like a proper desktop or laptop to support softwares like Revit, Autocad, Sketchup, 3DS Max, etc shall be the responsibility of the student. Further, a good internet connectivity creates a basis of communication, and hence, it shall be the responsibility of the student to arrange for the same. The softwares used in the desktop /laptop shall be student versions or licensed versions. Any kind of legal issue arising out of the usage of pirated softwares shall be totally the responsibility of the student, and the office is indemnified against it. Please ensure that the system used has an up-to-date antivirus software installed in it.
- c. The intern shall go through the induction procedure for the first 2 to 3 days of internship. This is to provide orientation about the various Admin and HR policies, Code of Conduct, and Technical SOPS for working at the office.
- d. Integrity and honesty as character traits are at the basis of this programme. Trust building as an important life lesson is extremely crucial. The intern is expected to work with integrity, honesty and dedication to the allotted work throughout the internship period. At any point, if the intern is found to be indulging into fraudulent practices and cheating or lying to the firm, the office shall hold the right to immediately terminate their internship.
- e. Any data shared with you is the intellectual property of the office . Any misuse of this data, or sharing it with others, shall account for the infringement of the intellectual property right of the office, and could lead to legal procedures against the intern. It is merely provided to you for your working and should not be reproduced, copied or

exhibited, nor used except in a limited way and private use as permitted by consent given by the respective project heads at the office.

- f. If involvement is found in any practices leading to depravity, the office has the right to terminate the internship immediately.
- g. As a part of the office, it is mandatory to participate in the training programmes and team building activities.
- h. The intern shall attend the office regularly, and can avail leaves only in compliance with the Leave and Attendance Policy of the office.
- i. At times, keeping the safety of the intern at the centre, the intern might be invited to visit the office premises at Surat. In such a situation, the intern is obliged to visit the office.

4. Expectations from the office

- a. The office shall provide necessary exposure to the students, so as to make them aware about the various aspects of professional practice.
- b. A completion certificate will be provided after a successful completion of this internship programme. This shall be only for the period for which the intern had actually attended the office.
- c. We will provide the stipend to all interns as per our office policy.
- d. If this pandemic gets under control, and the situation gets safer and better, we will gladly welcome and give you a chance to be physically present at the office.

(To be filled and signed by the student)

I have read and understood the policy ‘WFH – Internship Programme at the office’. I agree with the policy in totality and hereby confirm my enrolment for the same. I shall be submitting the letter/mail from my college for confirming the enrolment.

Name:

College:

Programme:

Date of Commencement of Internship:

Date of End of Internship:

Date of Signature:

Signature:

4. Leave policy:

1. Before the office reopens, all the project heads & coordinators will have to prepare & submit the schedule of the following:
 - a. Weekly meetings to plan the availability of meeting rooms.
 - b. Day-wise staff distribution (who will come when & at what time)
 - c. Weekly planning of team members working from home
2. All the team members working from home will have to be available online/on phone during the office hours. Remember that it is work from home not a holiday.
3. If any team member is not able to come to office or be available during work from home, it will be considered as irresponsible leave.
4. If a team member is going to be absent due to any personal reason he should apply for a leave in advance. All the rules of leave application should be followed.
5. Our office group will be used, for the time being, for posting attendance & leave related information.
6. Leave related all the rules shall apply as it is in case of sick leave, casual leave, emergency leave or irresponsible leave.

“Nobody cares how much you know,
until they know how much you **CARE!**”

- Theodore Roosevelt



PLANET
PEOPLE FIRST

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