

STANDARD OPERATING PROCEDURES COVID 19

TITLE: Dos and Don'ts for Staff – Covid 19			
PSIPL/DOS DONTs COVID 19			
	Issue Date:01.05.2020		Revision No 00

OBJECTIVE:

Ensure basic guidelines of self and others protection against Covid infection.

RESPONSIBILITY:

<u>PROCESS OWNERSHIP</u>	<u>ASSIGNOR</u>	<u>ASSIGNEE</u>
FE	Housekeeping Supervisor	Staff

PURPOSE:

The purpose of this procedure is to give guidance on protection against Covid 19 infection to self and others while handling each one's duties in areas assigned and as per designation.

PROCEDURE FOR Do's and Don'ts

- Reception area
- Lobby residential sites
- Pantry area
- Workstations
- Washroom
- Meeting room
- Cafeteria
- For Housekeeping staff
- For technical Staff

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Dos and don'ts

Reception	
Do's	Don'ts
Always wear a Mask	No Handshake
Dispose of/Wash used mask on regular basis	No Usage of finger biometric
Use wipe/tissue to open Door Knob and Handles	Entry in register with their own pen/stationary
Temperature screening for all workers/visitors/guests/delivery personnel	No shared items to be kept on reception counter
Use Sanitizer at the Reception	No shared water bottles
Sanitize all parcels received	No service of beverages
Wash hands thoroughly or use sanitizer after taking any parcel or courier	No sharing of personal items
Visitor to fill Self-declaration Health form or produce health certificate	Never touch the surface of the mask with hands
Dispose used tissues/items in closed bins	No keeping of newspapers and magazine in Reception area
Keep minimum 2 meter distance while talking	Don't take parcels bare handed should wear nitrile gloves
Maintain details of visitors	Don't allow people entry suffering from High Fever , Cough & Sneezing issues at sites.
Greet Visitors with Namaste	Don't allow anyone to crowd in reception area
	Do not give reception stationery for signing the register or for any other purpose ensure that one should carry their own stationery for their personal use

Lobby (For residential)

Do's	Don't's
Always wear a Mask	Never touch the surface of the mask with hands
Dispose off/Wash used mask on regular basis	No shared water bottles in the lobby
Use hand sanitizers applicable to all entering the complex/building	Try not to touch any surface in lobby area
Dispose tissues into the closed bins	Entry in register with their own pen/stationary. Don't share stationary
Use wipes/tissue while handling elevators, handrails & common surfaces	No gatherings in Lobby
Sanitize your hands immediately after handling common surfaces	Do not allow children to play in Lobby
Better to use stairs if possible	
Lobby furniture needs to be cleaned on regular basis	

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Avoid Newspapers/Magazines in common area until pandemic is over	
Place hand sanitizer near elevator/inside the elevator	
Greetings with ' Namaste'	
Keep minimum 2 meter distance while talking	

Pantry area

Do's	Don'ts
Always wear a Mask	Never touch the surface of the mask with hands
Dispose of/Wash used mask on regular basis	Never cough or sneeze where food is prepared or stored
Wear clean protective clothing such as apron (and wash apron on regular basis)	Don't handle the food if you are unwell better seek medical treatment
Change disposable gloves regularly	Never use tea towel or your clothes to dry your hands
Cover or Tie long hair for hygiene	Do not allow anyone to wash hand in pantry basin.
Immediately inform supervisor if not feeling well	
Ensure regular cleaning of kitchen surface area with proper chemical	
Cleaning of water filter on regular basis	
Make sure utensils are properly washed in hot water and dried	
No beverage service at desk	

Workstations

Do's	Don'ts
Always wear a Mask	Never touch the surface of the mask with hands
Dispose off/Wash used mask on regular basis	Avoid Centralized A/c for entire day
Ensure Ventilation in your workplace	Avoid using common water bottles or cups
Greet with 'Namaste' only	Do not eat Food on your desk
Keep minimum 1 - 2 meter distance while talking	Do not indulge into group activities
Wash your hands before and after receiving printouts and documents	Do not touch each other personal items.
Ensure your work desk is cleaned twice a day	Do not litter things under your desk
Keep cleaning your desktop laptops and phone with wipes on regular basis	Do not bring newspaper from home and pile on your desk.
Carry alcohol-based hand sanitizers in your purse or pockets and use them.	Do not touch Xerox and scanner machine with bare hands use tissue
Wear Masks only if you have a respiratory illness, to prevent spreading the infection.	Do not share your chairs with each other.
Use own water bottle and carry own cups for personal hygiene (if possible use disposable cups)	

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Washroom

Do's	Don'ts
Touch washroom taps and handle with a wipe/tissue and dispose	Do not touch the toilet doorknob and handles with bare hands
Wash your hands thoroughly after using the restroom	Do not use hand drier as the hot air has the ability to spread the germs present in the air around
Flush properly before and after using the toilet.	Female employees should not carry their handbags inside the washroom
Wipe off liquids after usage.	Do not comb or throw unwanted hair in wash basin and floor
Use disinfectant spray on seat after use	Don't take much time inside the restroom. One should avoid taking hand phones inside the washroom.
Use alternate urinals	Do not gather into washroom minimum, 2 person at a time
Make sure you clean the toilet seat before and after use.	Do not share combs or any item with each other.
Use paper towel or Tissue to dry hands and dispose in closed bins	
Use only closed bins to dispose all tissue paper	

Meeting room

Do's	Don'ts
Meeting with not more than 2 people at one time	Don't do unnecessary big group meetings after 1 month of lockdown
Use common items without protection	Do not book meeting rooms for unnecessary discussion.
Use clean Mask at all times	Do not take your cups of coffee or tea to meeting rooms
Use classroom like set-up while conducting meeting	Do not share stationery carry your own marker or pen
Keep distance of minimum 2 meters between participants	
Conduct telephonic conversation/Video conference wherever possible	

Cafeteria

Do's	Don'ts
Wash your hands properly before and after meal	Avoid outside food in cafeteria
Keep distance while having your meal	Do not talk while eating and share food with spoon avoid use of hands (if possible do not share your food)

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Keep a distance of 2-3 meters between tables	Avoid using oven
Wipe down microwave after use	Do not share Meals
Dispose uneaten items in close bins	Do not sit in groups
Pay for items digitally	Do not keep newspapers magazines in cafeteria space
Wash plates with hot water	Do not sit ideal
Eat from your own tiffin	Do not pick anyone else's food with your hand, better use spoon.
Get up from the table when you have finished eating	
Always keep a sanitizer handy to avoid transmission of germs.	

For PSIPL Housekeeping staff

Do's	Don'ts
Wear Face Mask at all times	Do not touch mask or face while cleaning
Wear your PPE while conducting cleaning	Do not touch mask with hands at any time
Wash hands thoroughly after conducting service in any area	Do not keep the cleaning tools into open space
Keep a distance of 2-3 meters while talking.	Do not clean washroom in presence of employee
Do not remove mask while talking too	Do not skip any cleaning steps
Always use cleaned personal items like handkerchief	Do not clean any area in presence of employee
Follow instructions from supervisors for your own safety	Do not share personal items
Use of chemical should be done carefully as per the instructions.	Do not share Food with team members
Deep cleaning activities should be practiced as per the instructions provided	Do not sit close to each other while eating
Put the bins out with closed lids	Do not crowd in one area
Follow No touch procedure to disposing used items/tissues	Do not eat outside food
Sanitize/disinfect cleaning tools after use	
Regular cleaning of washroom after use is needed	
Bring Cooked food from home	
Eat from your own tiffin box	
Uniform/own clothes should be washed on daily basis with warm water and detergent	
Take hot water bath after reaching home for safety of family members	
Eat your food in the designated area	
Inform your respective supervisor if not feeling well immediately	
Wash hands thoroughly after using the chemical follow hand wash technique.	

STANDARD OPERATING PROCEDURES COVID 19 For Technical Staff

Do's	Don't's
Wear Face Mask at all times	Do not touch mask or face while cleaning
Ensure that tools are properly sanitized after use	Do not touch mask with hands at any time
Ensure that one should be well equipped while doing the technical work	Never keep tools and equipment's in open spaces.
Maintenance of the indoor air quality by the operation of HVAC and Air conditioning services.	Do not wash PPE one should immediately dispose after use
Use rubber boots while doing work	Do not allow anybody other then supervisors into the site during duty
Ensure that vendor who are going to do the technical services into the client site should give self-declaration stating that he is fit and fine along with his personal details and identity proof	Never touch the surface of the mask with hands
Technicians need to use appropriate PPE (Personal Protective Equipment) with total security and privacy in consideration.	Do not work if not feeling well inform supervisors and seek medical help immediately
Before eating remove work clothes and eat in designated area.	Do not share food or any item with others
Bring Cooked food from home	Do not shake hand or greet anyone in client site
Eat from your own tiffin box	Don't do any technical services in any area in presence of employee
Uniform/own clothes should be washed on daily basis with warm water and detergent	
Take hot water bath after reaching home for safety of family members	
Inform your respective supervisor if not feeling well immediately	
Follow Sop very strictly while rendering the services	
Follow strict hygiene	
Carry own water bottle during duty	
Sanitize tools properly after use	

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Originated by	Concurred by	Approved by
_____ (Soft Services Manager)	_____ (Operation Manager)	_____ (HDFC ergo)