



Restarting SOP

Winning the Battle against COVID-19 one day at a time

June 2020

Standard Operations Procedures (SOPs) for Restarting Operations

Message from Our Managing Director

“The World we live in today is very different from what was a few decades ago & Disruption has become the prevailing norm of every Industry which is why it is imperative for companies to innovate regularly with the changing times.

The New Normal created by the Novel Coronavirus (COVID-19) has further changed the world we live in & it is essential we adapt to this change & stay ahead of our competitors.

At Balu we have always kept Innovation at the heart of all our endeavors. We believe with this approach & forward thinking we will overcome this Pandemic & come out stronger. Despite the Global Slowdown, we will continuously grow annually at 20-25% for the next 5 Years. We will also continue with our Capex plans as before without any negative impact on our spending.

The world has always bounced back stronger after each crisis & we want to capitalize on the upturn. The policies of our government has also opened numerous doors for exporters in our country & despite the Global Lockdown we have added to our Order Book Considerably in the Last 4 Months.”

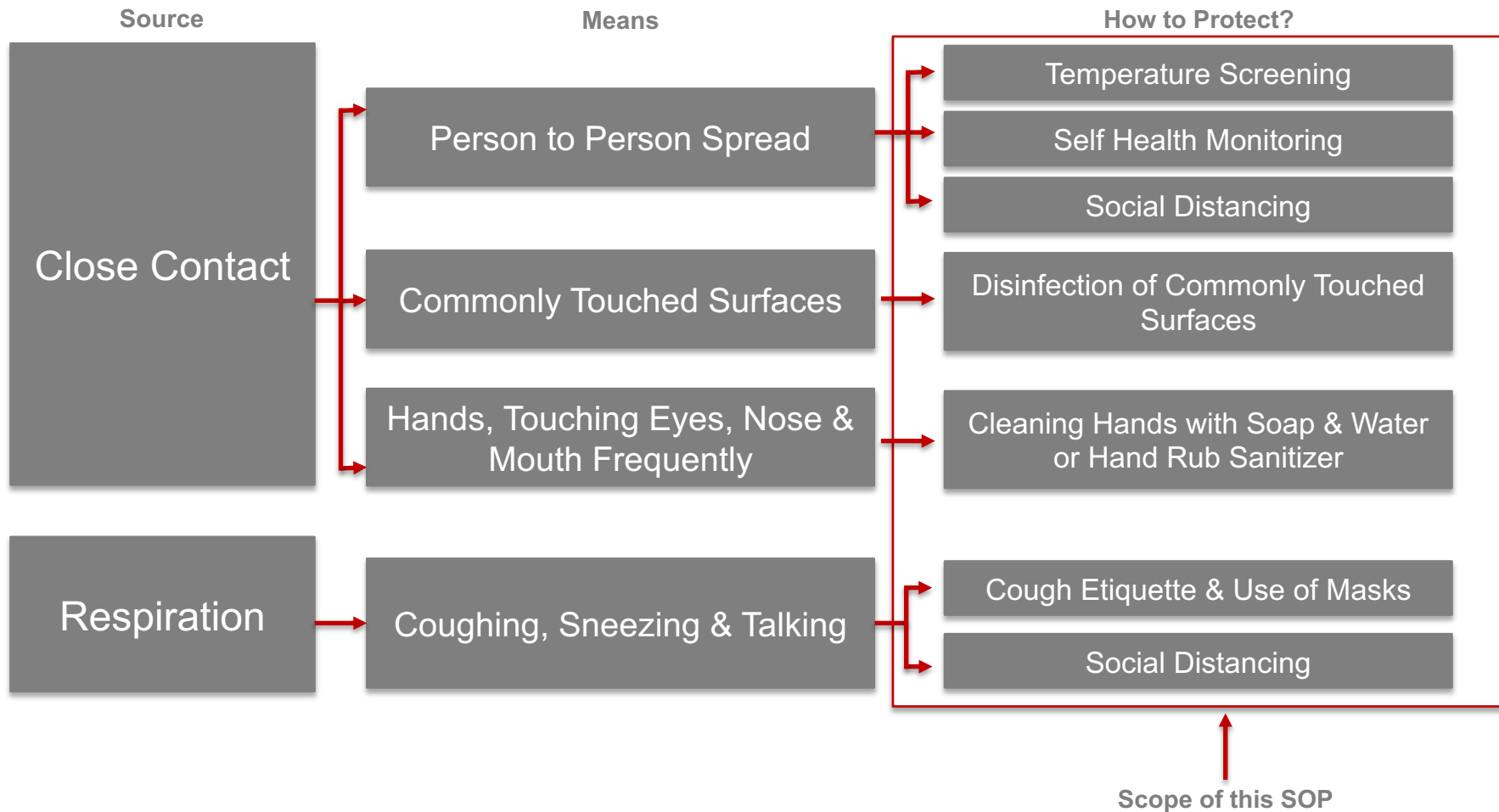


Jaspal Singh
Managing Director

Standard Operations Procedures (SOPs) for Restarting Operations

Scope of SOP

The World Health Organization has shared the source, means & how to protect from COVID-19



Standard Operations Procedures (SOPs) for Restarting Operations

Acknowledgements

We would like to sincerely thank all the Stakeholders involved who assisted & enables us to Restart our Operations with ease & convenience.

A special thanks to the World Health Organization for actively updating the said guidelines to ensure there is awareness & adequate caution exercised to curb the spread of COVID-19 & at the same time the Economy can restart with minimal risk & safety.

Balu Family

All Members of the Balu Family throughout the Entire Balu Group who made this possible

State Government

Department of Factories,
Labor, Industries, Police

Department of Health and
Family Welfare

District Administration

Central Government

Ministry of Industries,
Commerce

Ministry of Health and Family
Welfare

Standard Operations Procedures (SOPs) for Restarting Operations

Overview of the SOP

- 1 Background of the Crisis & the Purpose for the said SOP
- 2 Getting Your Workplace Ready to Co-Exist with the COVID-19 Virus
- 3 Guidelines for Personal Hygiene
- 4 Guidelines for Social Distancing

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Overview of the SOP

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3 Guidelines for Personal Hygiene

4 Guidelines for Social Distancing

Background of the Crisis & the Purpose of SOP

What is Covid-19 & Common Symptoms (Source: WHO)

What is COVID-19?

Coronavirus disease (COVID-19) is an infectious disease caused by a newly discovered coronavirus.

Most people infected with the COVID-19 virus will experience mild to moderate respiratory illness and recover without requiring special treatment. Older people, and those with underlying medical problems like cardiovascular disease, diabetes, chronic respiratory disease, and cancer are more likely to develop serious illness.

The best way to prevent and slow down transmission is be well informed about the COVID-19 virus, the disease it causes and how it spreads. Protect yourself and others from infection by washing your hands or using an alcohol based rub frequently and not touching your face.

The COVID-19 virus spreads primarily through droplets of saliva or discharge from the nose when an infected person coughs or sneezes, so it's important that you also practice respiratory etiquette (for example, by coughing into a flexed elbow).

At this time, there are no specific vaccines or treatments for COVID-19. However, there are many ongoing clinical trials evaluating potential treatments. WHO will continue to provide updated information as soon as clinical findings become available.

Common Symptoms

To prevent infection and to slow transmission of COVID-19, please do the following:

- Wash your hands regularly with soap and water, or clean them with alcohol-based hand rub.
- Maintain at least 1 metre distance between you and people coughing or sneezing.
- Avoid touching your face.
- Cover your mouth and nose when coughing or sneezing.
- Stay home if you feel unwell.
- Refrain from smoking and other activities that weaken the lungs.
- Practice physical distancing by avoiding unnecessary travel and staying away from large groups of people.

1

Background of the Crisis & the Purpose of SOP

Purpose for the Said SOP

Restarting Operations with Risk Assessment & Management

Creating Awareness

Ensuring Health & Safety of All Stakeholders involved

Enforcing Strict Guidelines to maintain appropriate Decorum

Managing the COVID-19 Crisis

Maintaining Good Personal Hygiene

Maintaining Adequate Social Distancing

Aim to win this Battle against COVID-19 one day at a time

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Getting your Workplace Ready

Use of Visual Aids

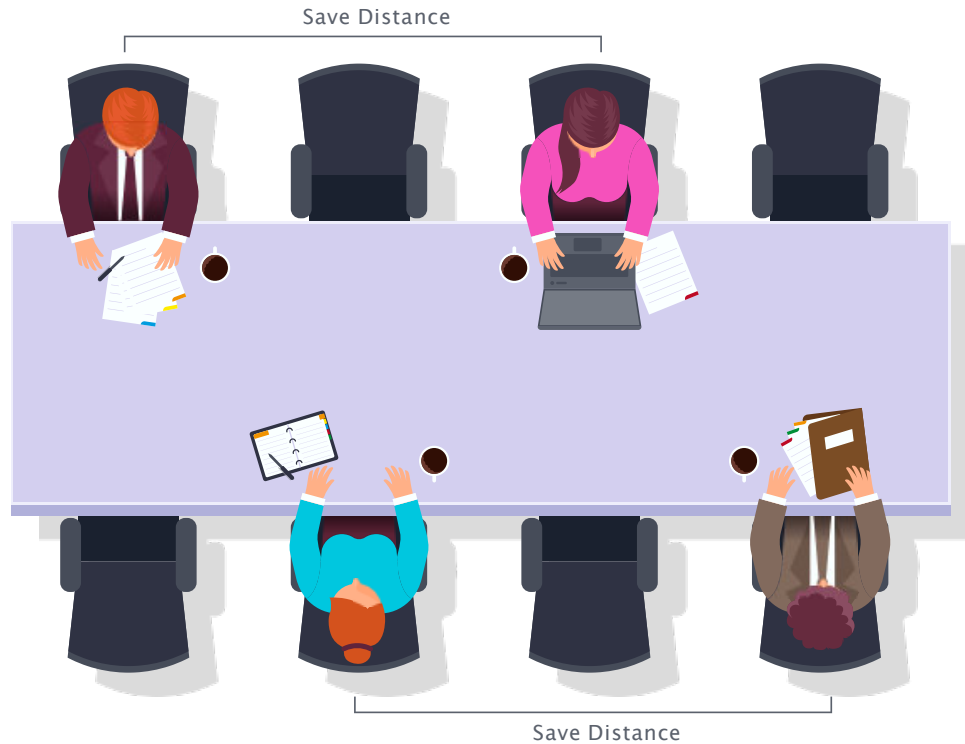


Use of Visual Aids: We have installed multiple Visual Aids throughout our facilities to remind each & every member of our team to ensure each & every guideline is strictly followed. There are multiple members which have been given the task to ensure proper decorum is maintained at all times

2

Getting your Workplace Ready

Guidelines for the Use of Meeting Rooms & Community Areas

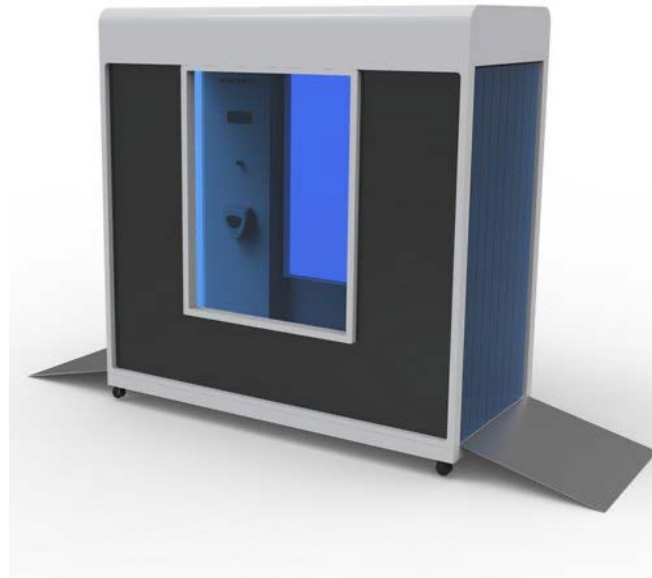


Meeting Rooms & Community Areas: All employees will maintain safe distance while using Meeting Rooms or Community Areas at the Workplace to avoid any close contact with fellow Colleagues

2

Getting your Workplace Ready

Use of Foot Pedal Sanitizer Dispensers & Disinfection Chambers

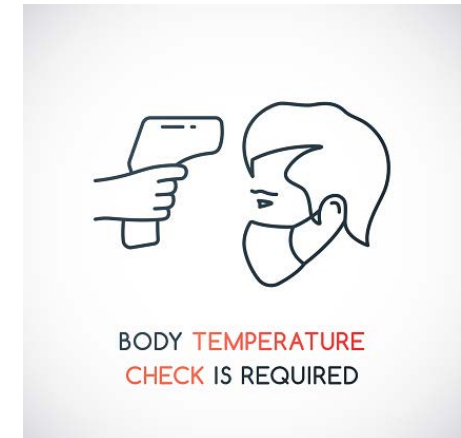
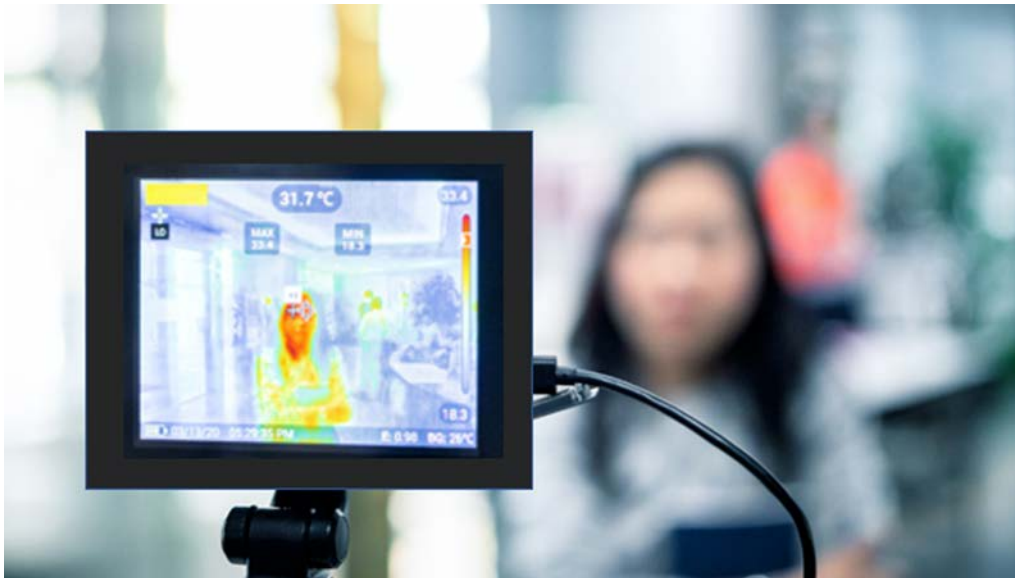


Sanitizer Dispensers & Disinfection Chambers: All areas of the factory are complete with Foot Pedal Sanitizer Sanitizer Dispensers & Disinfection Chambers to ensure Personal Hygiene is Maintained at all times

2

Getting your Workplace Ready

Temperature Checks & Thermal Scanning



Temperature Checks & Thermal Scanning: There is mandatory Temperature Check at all Entry & Exit Points from the Workplace. There is also remote Thermal Scanning Conducted at the Main Entry & Exit Points..

2

Getting your Workplace Ready

Encouraging Virtual Meetings



Implementation of Virtual Meetings: We have encouraged all the members of our teams to increase the use of Virtual Meetings at all times unless absolutely necessary

2 Getting your Workplace Ready

Mass Sanitization & Disinfection Drive at the Workplace



Mandatory Sanitization & Disinfection Drive: There is a mandatory Sanitization & Disinfection of the Entire Workplace at the End/Start of every Shift. This includes all Offices & Factory Floors under use including all community areas

2

Getting your Workplace Ready

Canteen & Pantry Safety Guidelines



Training Staff: The Staff is well trained & all precautions are maintained at all times. The Use of Gloves & Masks is Mandatory at all times in the Canteen & Pantry



Furniture: All Tables are kept at a minimum distance of 1.5 - 2.0 meters & the space is well ventilated at all times



Food: The Food is well cooked & preferably over 70 Degrees Celsius. All Ingredients are thoroughly washed/cleaned prior to use



Cleaning: The Canteen is regularly Sanitized & washed before & after use



Hygiene: All the members need to thoroughly wash their hands before & after using the Canteen & Pantry Services

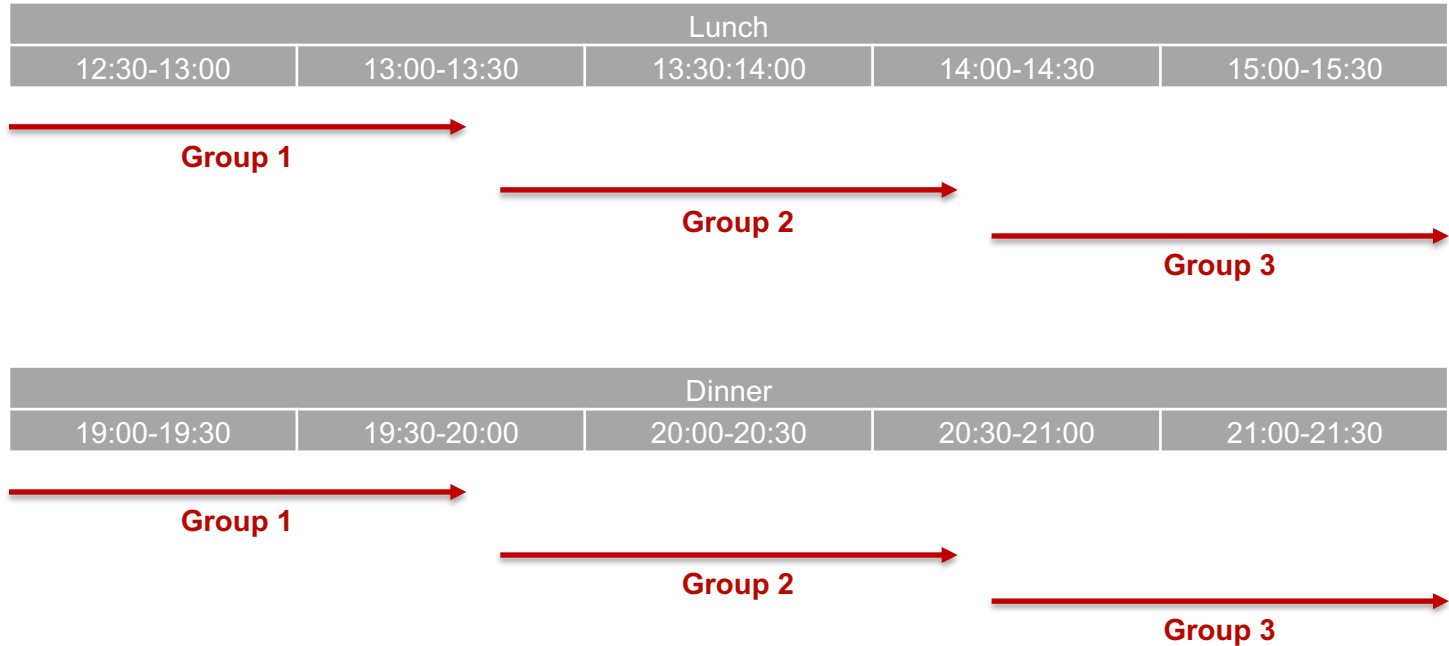


Utensils: All Utensils are cleaned before & after use preferably with 80 Degrees Celsius Water & Disinfectants

2

Getting your Workplace Ready

Staggered Timelines for Canteens & Pantry Use

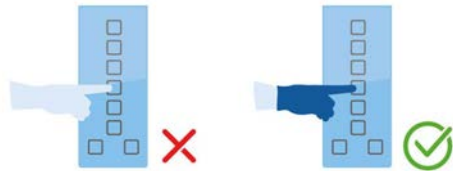


Staggered Timelines: All members of our team have to follow rescheduled Lunch & Dinner timings to ensure Social Distancing is maintained as always.

2

Getting your Workplace Ready

Guidelines for the Use Of Lifts



Avoid Contact with Buttons



Practice Social Distancing



Avoid Crowds



Regular Cleaning of Surfaces

Use of Lifts: One must avoid the spread of microbes in elevators with traditional push buttons, Avoid Crowding while in the lifts & we must ensure regular cleaning of surfaces.

2

Getting your Workplace Ready

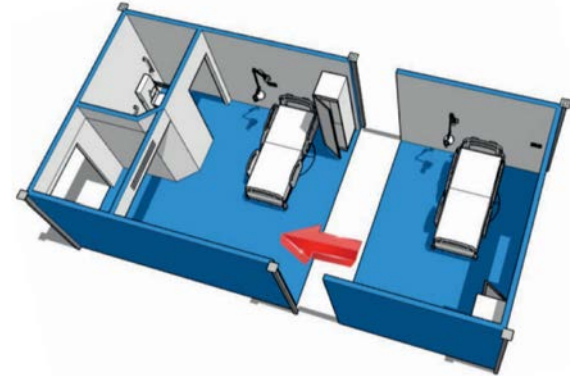
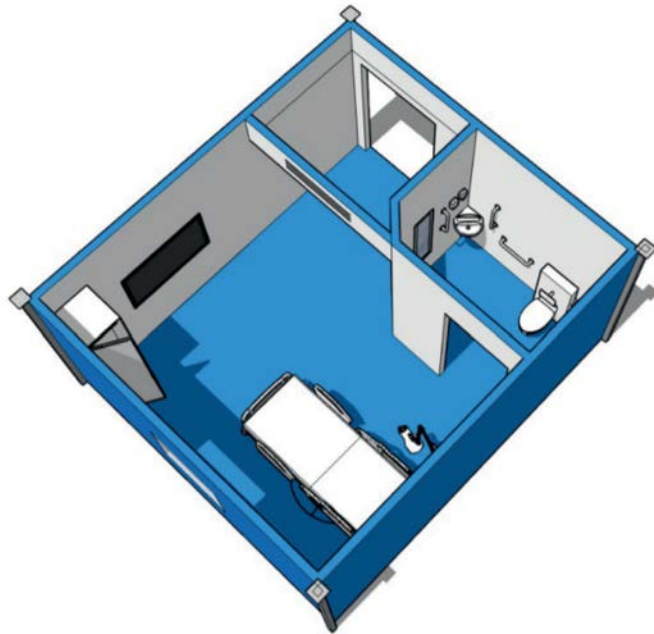
Guideline for the Use of Restrooms



Use of Restrooms : We ensure that we maintain social distancing while using restrooms for example marking out alternate cubicles for use, Following a queue for entry/exit & No Loitering after use.

2 Getting your Workplace Ready

Containment SOPs for Isolation Area during Emergency



Isolation Area: For Employees displaying sudden symptoms, we have created multiple emergency isolation areas throughout our units & workplaces. These are modular structures factory built.

Getting your Workplace Ready

Recommendations/Guidelines by World Health Organization (WHO)

Getting your workplace ready for #COVID19



Promote regular teleworking across your organization. If there is an outbreak of COVID-19 in your community, the health authorities may advise people to avoid public transport and crowded places. Teleworking will help your business keep operating while your employees stay safe.

 World Health Organization #Coronavirus

Getting your workplace ready for #COVID19



Brief your employees, contractors and customers that if coronavirus starts spreading in your community, anyone with even a mild cough or fever needs to stay at home.

 World Health Organization #Coronavirus

Getting your workplace ready for #COVID19



Promote regular and thorough hand washing. Put sanitizing hand rub dispensers in prominent places around the workplace and provide access to places where staff, contractors and customers can wash their hands with soap and water.

 World Health Organization #Coronavirus

Getting your workplace ready for #COVID19



Promote good respiratory hygiene. Ensure that surgical face masks and/or paper tissues are available at your workplaces for those who develop a runny nose or cough at work - along with closed bins for hygienic disposal of them.

 World Health Organization #Coronavirus

Getting your Workplace Ready

Recommendations/Guidelines by World Health Organization (WHO)

Getting your workplace ready for #COVID19



Surfaces (e.g. desks and tables) and objects (e.g. telephone, keyboards) should be wiped with disinfectant regularly.



World Health Organization

#Coronavirus

Getting your workplace ready for #COVID19



Your employees should comply with any local restrictions on travel, movement or large gatherings.



World Health Organization

#Coronavirus

Getting your workplace ready for #COVID19



Keep workplaces clean and hygienic

Promote regular and thorough handwashing

Promote good respiratory hygiene

Consult national travel advice before going on business travel

Advise those who are sick to stay home



World Health Organization

#Coronavirus

Getting your workplace ready for #COVID19



Advise employees & contractors to consult national travel advice before going on business trips.



World Health Organization

#Coronavirus

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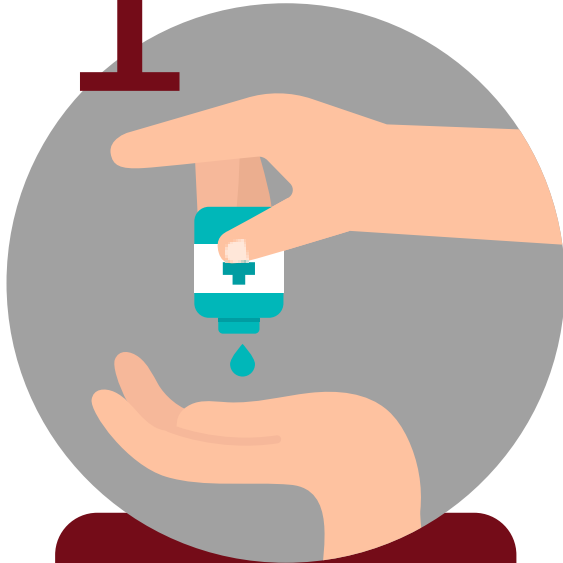
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Personal Hygiene Guidelines

How to use a Sanitizer

1



Dispense the hand sanitizer on your palms.

2



Rub well over palms, back of hands and fingernails until dry.

3



Waterless use for refreshingly clean hands.

3

Personal Hygiene Guidelines

How to Wash your Hands



WASH your hands regularly with soap and water



STAY home if you are sick



AVOID touching your face with your hands

10 STEPS TO CLEAN YOUR HANDS



Wet hands with water



Use soap



Palm to palm



Fingers interlaced



Back of hands



Base of thumb



Fingernails



Rotationally rub wrists



Rinse hands with water



Dry hands with towel

3

Personal Hygiene Guidelines

How to Wear a Mask (Source: WHO Guidelines)

HOW TO WEAR A NON-MEDICAL FABRIC MASK SAFELY

Do's →

- Clean your hands before touching the mask
- Inspect the mask for damage or if dirty
- Adjust the mask to your face without leaving gaps on the sides
- Cover your mouth, nose, and chin
- Avoid touching the mask
- Clean your hands before removing the mask
- Remove the mask by the straps behind the ears or head
- Pull the mask away from your face
- Store the mask in a clean plastic, resealable bag if it is not dirty or wet and you plan to re-use it
- Remove the mask by the straps when taking it out of the bag
- Wash the mask in soap or detergent, preferably with hot water, at least once a day
- Clean your hands after removing the mask

A fabric mask can protect others around you. To protect yourself and prevent the spread of COVID-19, remember to keep at least 1 metre distance from others, clean your hands frequently and thoroughly, and avoid touching your face and mask.

who.int/epi-win World Health Organization

HOW TO WEAR A NON-MEDICAL FABRIC MASK SAFELY

Don'ts →

- Do not use a mask that looks damaged
- Do not wear a loose mask
- Do not wear the mask under the nose
- Do not remove the mask where there are people within 1 metre
- Do not use a mask that is difficult to breathe through
- Do not wear a dirty or wet mask
- Do not share your mask with others

A fabric mask can protect others around you. To protect yourself and prevent the spread of COVID-19, remember to keep at least 1 metre distance from others, clean your hands frequently and thoroughly, and avoid touching your face and mask.

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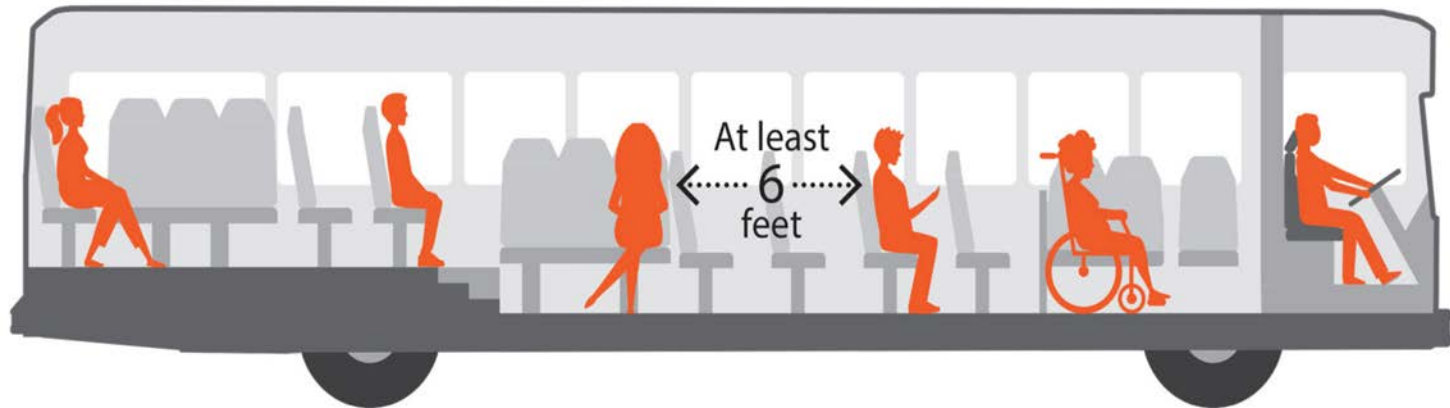
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Social Distancing

Guidelines for Keeping Safe Distance During Commutes to & from the Workplace



Keeping Distance during Commutes in & out of Work: We ensure that all Employees maintain a safe distance while commuting to & from the Workplace. There are strict guidelines while using vehicles for transportations

4

Social Distancing

Keep the Distance of Queue



Employee Movement & Queue Norms: We ensure that all Employees maintain a minimum 2 Meters distance at all times in the premises

4

Social Distancing

Workplace Etiquette



Workplace Etiquette: All Office Spaces have also been redesigned to ensure that the minimal of 2 meter distance is maintained at all times between the members of the team.

4

Social Distancing

Work from Home (WFH)

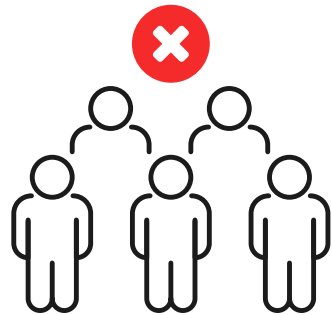


Work from Home (WFH): The Work from Home has become very common place in this New Normal that we have become accustomed to through the Pandemic. We encourage teams to work from Home whenever possible & regularly rotate team work SOPs to ensure the workplace is not crowded & Social Distancing Norms are maintained

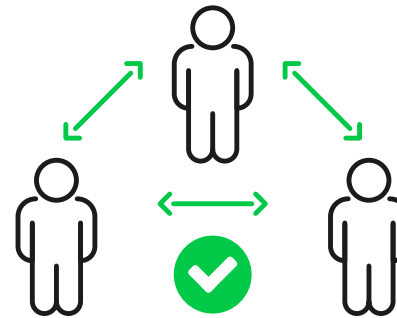
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Social Distancing

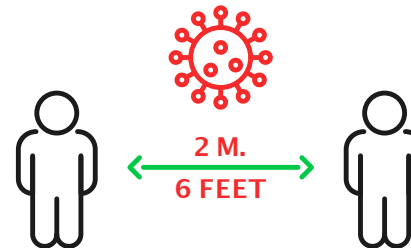
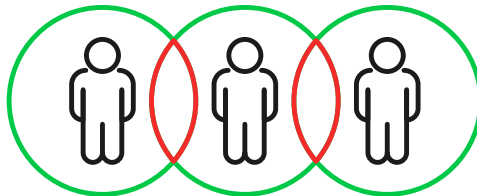
Avoid Over crowding at the Workplace



KEEP SAFE DISTANCE



SOCIAL DISTANCING



Avoiding Over Crowding: There are strict rules against overcrowding at any given point of time in the Workplace. There will be strict action against any member of the Team who is Violating the Social Distancing norm set at the Workplace



TOGETHER WE WILL WIN

