

RETURN TO THE  
NEW NORMAL  
EMPLOYEE HANDBOOK  
JUNE 2020

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## Dear Prompties



During this lockdown we have so far been successful in conducting our business operations from the comfort of our homes. We all can 'pat our backs' for this seamless transition and ensuring business is uninterrupted in the WFH model. Now, business exigencies require us to resume office, however we plan to do this in a phased manner. Our prime concerns are – Your Health & Safety.

Hence, these safety guidelines and SOPs (Standard operating procedures) for all departments have to be adhered to on resuming office.

The management is happy to acknowledge and appreciate your healthy contributions during last few weeks and this Employee Handbook includes some of YOUR inputs & suggestions. Thank you for sharing your ideas.

Adherence to these guidelines by each one of you is inevitable to ensure health & safety of yourself, your colleagues, and members of your family until threat & spread of this pandemic hauling over us is brought under control.

Challenging times lie ahead of us, but I am confident and have trust in you ALL that collectively, we can surpass this evil period. Let us stand together and work with determination to achieve our mission 'Commitment to Client & Service to Nation' during Covid-19.

Thanks & Regards,  
Monisha Basakhetre  
Executive Director



# Break an Old Pattern = Start a New Habit

said Robin Sharma

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We need to start inculcating new habits in our Everyday life & change for a better tomorrow and let us leave behind the old ones.

- Using masks is now mandatory while stepping outside your home. It is important & essential for YOUR's and OTHERS' safety & health care.
- Avoid intimacy and adopt new habits of social (physical) distancing & frequent handwashing with soaps and water. Avoid touching any objectives & handle with optimum care, if to be handed or taken over.
- The Arogya Setu App introduced by the Government of India should be used to do self-assessment. You must always keep the Bluetooth/location settings on. This will help you keep track of other users you come in contact with and stay alert if any of the contacts, test positive for Covid-19 or even asymptomatic. Report, if you find some obvious symptoms.





# Break an Old Pattern = Start a New Habit

said Robin Sharma

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- Avoid coughing and sneezing directly into your hand, use crook of elbow or tissue papers and sanitizer thereafter.
- Avoid Spitting in open spaces. It is a bad habit and punishable too in any case.
- Avoid using your fingers putting in mouth using saliva to turn pages, count currency notes, etc.
- Avoid touching eyes, nose and mouth. Why? Hands touch many surfaces and can pick up viruses. Once contaminated, hands can transfer the virus to your eyes, nose or mouth. From there, the virus can enter your body and infect you. If at all you need to touch your nose or mouth make sure you first sanitize your hands before removing your mask.





# TO DO



## Before Leaving for Office



- Check your temperature daily before leaving your house, if you have fever or if you are not keeping well do not step out or hesitate to inform the HR Manager & Admin Manager & stay at home. Also consult your Doctor immediately .
- Do not forget to wear your MASK & GLOVES (optional), while travelling, moving in public places, as you will not be permitted into office without wearing it.
- Keep a spare mask. You need to use a separate mask in office premises. Carry a spare one in your bag.
- Carry a spare pair of footwear which will be kept in office and to be used while you are in the office.
- Carry an alcohol-based SANITIZER, a travel pack can be handy.
- Carry your office ID, it is mandatory to wear it.
- Carry Home cooked food only #EatHealthy, Outside food is not allowed in office anymore.





# HOW TO



## Get to Work Safe Everyday



- Avoid public transport. If possible, use own personal transport.
- Employees not having personal vehicles should try to carpool with others.
- When carpooling you must make sure you are not more than 3 persons in a 4-wheeler & 4 persons in an SUV car.
- On a 2-wheeler only 1 person is allowed, ride solo and avoid legal action by the police.
- Make sure all health & safety norms are followed by rest of the passengers (remind/request them)
- Use e-payment modes such as Paytm, Google Pay. Avoid cash handling as currency notes & coins may carry the virus.
- Avoid entering a crowded lift, stand at least 1 feet distance from others while inside the lift, if possible. Keep 3 feet distance while in queue for lift.
- Use elbow/arms to open doors and press buttons.



# TO DO



## On Reaching Office



Once you reach office, unless necessary it is advisable to be inside the office premises. Avoid going out frequently.

- We will do a temperature check – (Please Co-operate to carry out daily checks).
  - On your arrival DAILY.
  - In case of any unavoidable outside visits-(every re-entry after visit).
- Mandatory items on you - ID Card, Fresh set of Mask.
- Wash your hands or sanitize thoroughly and wear fresh Mask.
- Also sanitize your used mask and place it in a zip-lock pouch handed at the reception.
- Footwear to be removed outside the office. After entering the office, wear the spare footwear and use it exclusively while working inside the office premises.



# TO DO



## On Reaching Office



- Do not forget to Change the footwear while leaving out and entering in the office to ensure safe place of work.
- As far as possible do not remove your footwear and walk on the floor bare footed. Avoid touching floors.
- Do not carry or keep on your desk personal things used by you to ensure exclusivity.





# TO DO



## Rules While At Work



- Develop cultural habits of saying NAMASTE (with action) accepted as Indian tradition of greetings!
- No Hi-5's, No hugs, No handshakes, No clap (TALI /victory or appreciation) – Save it for later.
- Occupy your dedicated seat only, it will be tagged with your name.
- Do not share stationery, water or food with anyone  
#UseYourOwn.
- Avoid going to other offices on the same or other floors in the office building except in case of urgency and with prior permission. In the event, do not forget to adhere to all protocols of leaving out and re-entering in.
- Use phone extensions to reach out to your office buddy, avoid face to face conversations and/or keep at least one metre distance.



# TO DO



## Rules While At Work



- No outsiders be allowed in our office, without prior permission and only for business or related Company work. If possible have a conversation over the mobile phone while visitor is in the reception for urgent & important work.
- Conduct virtual Interviews with candidates and encourage your clients to do the same.
- In-person meetings to be restricted to 5 persons in Conference room & 2 persons in Discussion rooms. Maintain Social Distancing strictly and avoid exchanging papers, files, any other objects while in the discussion.
- Replace hard copies such as joining letters, offer letters, appointment letters etc. with soft copies & inform clients about the same.
- Invoices to be sent in digitized format as far as possible, if unavoidable to be sent through courier.



# TO DO



## Rules While At Work



- On-boarding to be done digitally through the app.
- On-ground, field activities to be avoided unless necessary & with prior permission from the HOD. HR Manager & Admin Manager to be intimated as well.
- Unless extremely urgent & important, employees are advised not to step out for any Client visits, ID card submissions, or any other activity.
- Couriers, xeroxes etc. must be thoroughly sanitized before bringing inside the office premises.
- For your safety, please note that at regular interval ALL workstations will be sanitized and time fixed will be 10:00 am / 1:00 pm / 3:30 pm & 6:00 pm.



# TO DO



## Etiquettes While Using Washroom

We need to be cautious even while using washrooms – public or private both. Follow the below 5 steps checklist to ensure your health & safety as well as of others.

1. Use your elbow or tissue to open common doors of washrooms.
2. While using the toilet make sure you disinfect the things you touch - flush button, door knob, and soap dispenser.
3. After using the toilet, wash your hands thoroughly with water and soap for at least 20 seconds.
4. Maintain social distancing the entire time.
5. Before entering the office and getting back to work don't forget to sanitize your hands.



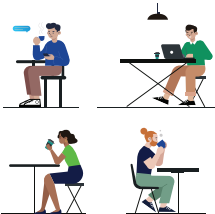
# TO DO



## Rules For Cafeteria



- At a time, only 3 employees will be allowed to sit in the cafeteria for Lunch-between 1-00 p.m. to 3-30 p.m.
- You are now allowed to eat at your workstations, if you wish and are at ease.
- Follow self-service, warm your food & pick up the cutlery for your use personally or individually.



# TO DO



## Leaving For Home



- Sanitize or wash your hands thoroughly with soap.
- Do not forget to wear your In-Transit mask which was stored in the zip lock pouch before entering. So also change your footwear.
- Again, sanitize and then store the in-office mask in the zip-lock for use the next day.
- Remember to follow the Transit rules while getting back home.



# TO DO



## On Reaching Home



- Keep bags, shoes, keys, etc at a dedicated spot at the entrance after arrival.
- Make sure your family member disinfects your belongings with Dettol, Savlon or any other disinfectant.
- Sanitize your hands & remove mask.
- Go to washroom and wash your hands and face with soap and water for at least 20 seconds.
- Put away the worn clothes for wash immediately & take a shower.



# TO DO



## Beyond Office Hours

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- Avoid visiting crowded places like malls, restaurants, markets etc.
- Step out only for essential items like groceries and medicines.
- Avoid public gatherings & religious places for a few months  
#PrayAtHome.
- Try & avoid domestic & international travel for a few months, unless unavoidable.
- In case you have to visit an ATM, use gloves, sanitize the keyboard if possible, and sanitize your hands after transaction immediately.
- Currency notes must also be sanitized as they may carry the virus.





# Helpline Numbers & Details

## - In case of Covid-19 emergency

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- Landline - 020-26127394
- National Helpline No. - 1075
- List of Hospitals (Western & eastern) - <https://cghsmumbai.gov.in/list-bmc-approved-hospitals-covid-19>
- Testing centers link - <https://www.businesstoday.in/latest/trends/coronavirus-testing-centres-in-maharashtra-check-out-complete-list/story/403462.html>
- BMC vividh helpline number - 1916

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**TOUGH TIMES  
DON'T LAST,  
TOUGH TEAMS  
DO!**

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