



Social Distancing and Safety Protocol Guidance Note
for Coworking & Shared Workspace Providers
during the lockdown period.

introduction.

As you all are aware, the Ministry of Home Affairs (MHA), Government of India has issued guidelines in order to support companies in resuming work partially. While relaxations are provided to Service Providers and IT / ITeS companies, it requires a significant amount of preparation for space operators to make their spaces compliant with the Government orders, not just in letter but also in spirit.

In order to do so, Indian Workspace Association took the charge to lay down some of the basic guidelines that will enable Coworking & Shared Workspace operators to ensure safety of their members. We expect these to be especially useful for our member workspaces operating in **Red** and **Orange** zones. You may choose to keep your hubs closed. That said, in case you do decide to open, this Guidance Note may be used for all or any of the matters discussed hereinbelow.

The guidelines are broadly defined after understanding the advisory of Government Authorities including the **Ministry of Health & Family Welfare (MoHFW)** and **Ministry of Home Affairs (MHA)**.

The guidelines are broadly divided into **6 categories** from preparing your space to open up, to handling entry and exit of members and protocols to be followed within the premise, visitor management and the general rules at your premise.

You may feel free to make any changes as per your space structures and local state laws (including those that provide for any additional compliance) and/or any applicable notification / orders/ directions etc. issued by the local or central government or its instrumentality(ies) from time to time without prior notice.

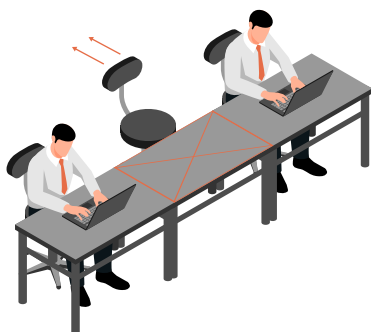
You are encouraged to often check Central, State and Municipal orders / notifications/ directions, etc. for any updates that may impact their business and persons working and otherwise using their workspaces.

This Guidance Note is intended only to provide a summary and general overview concerning matters of interest mentioned herein. It is not intended to be comprehensive and it does not constitute and must not be relied upon by you as legal advice or even a substitute for taking legal advice. You must seek legal advice tailored to your circumstances. We do not guarantee the accuracy of the information provided and hence you may use or apply the contents hereof at your sole discretion. You should seek legal or other professional advice before acting in response to this content.

We, IWA will not be responsible or liable in respect of any direct or indirect, incidental, special, consequential or punitive damages or any loss of profits or revenues or any other intangible losses that you may suffer in relation to this Guidance Note or use of any information hereunder or implementation of the same at your respective co-working space or shared workspaces. That you knowingly and freely assume all risks, both known and unknown. Further, that you yourself and on behalf of your heirs, assigns, personal representatives and next to kin, agree to forever release, waive, discharge and hold harmless IWA and its committee members to the fullest extent permitted by law, from any and all liability in this regard.

before opening the premises...

- Consider redesigning the work areas, cafe, breakout areas, pantry etc to ensure social distancing norms are followed.
- You may want to organise the layout such that there is alternate seating. Either remove chairs from alternate desks or block the chairs with a tape (Refer Fig. 1).
- In case of seating options across the table, organise it such that people are diagonal to each other when sitting (Refer Fig. 2).
- Remove / Disable alternate chairs in the meeting rooms/conference rooms too.
- Feel free to repurpose & reorganise cafe spaces & community spaces to avoid people sitting in groups. This can also be used to augment working space capacity while maintaining the social distance.
- Get Sanitization and Deep Cleaning done either by a professional agency or invest in disinfectant sprays. Kindly ensure you check the disinfectant material and only government approved disinfectants.
- Place hand sanitizers at the entrance of the premise and in all common areas. No one should be allowed to enter the premises without sanitisation.
- Try restricting usage of coffee machines. Place sanitisers and wiping material closer to the coffee machines.
- Optimize and update the Staffing Roster to conduct mandatory hygiene and social distancing protocol and training all the staff members on the same.
- Masks and disposable gloves should be provided to all of the housekeeping staff and should be worn at all times.
- Place good quality disinfection hand washes inside the washrooms.
- A list of nearby hospitals, police stations & concerned authorities should be kept handy with the Managers & Security Guard of the premises.
- Key Government Helpline numbers for Covid-19 should be kept handy or displayed.



request your members to.



Download the Aarogya Setu App for checking the surroundings before stepping out. Do a self assessment test every day before entering the office.



Check their temperature prior to leaving their home, if possible and ensure there are no symptoms.



Arrange private transport and home-cooked food for the next few days.



Sanitise belongings, items, bottles, tiffins, bags to be carried to the office.



If they have been in contact with anyone who's positive, please self-quarantine.

entry & exit procedures...

- Floor markings at 3 feet gap for thermal screening queues.
- Touch-free Thermal Screening of all entrants for temperature checks.
- Touch-free access system in place.
- There are designated Entry/Exit points to ensure door knobs will not have to be touched.
- All staff members to go through daily temperature checks and entry procedures listed above.



request your members to.

- Adhere to the floor markings and queue up in the designated spots.
- Masks should be mandatory to enter the premises. No one should be allowed to enter without the mask.
- Be cautious about using public transport.
- Please take the stairs, if possible and avoid using the elevators.
- As per WHO guidelines - maintain Social Distancing, wear masks, sanitize hands frequently, use paper napkins for any touch-points.

protocols inside the premises...

- Mark seating and standing areas to ensure Social Distancing.
- Workstation assigning process: Remove excess chairs for the time-being.
- Floor markings with 3 ft gaps are done around the Pantry Area to ensure Social Distancing around coffee machines, microwave ovens etc.
- Floor markings with 3 ft gap are done around Reprography Area to ensure Social Distancing
- Sanitization of drinking water jars and dispensers and coffee machines to be done every 30 minutes.
- Managers should be trained to be vigilant and keep an eye out for anyone displaying symptoms.
- Lunch break times staggered between 12-2 pm to avoid overcrowding. Recommend eating at the desk wherever possible.

request your members to.

- Ensure you maintain a 6-foot distance from others at all times.
- Please refer to entry/exit points, elevator usage & seating plan available with Centre Manager.
- Please follow queue markings to maintain Social Distancing.
- Please don't get helmets inside the premises.
- Please avoid unnecessary movement within the centre.
- Please be conscious and sit or stand only in marked areas.
- Please use sanitizer regularly and wear a mask at all times.
- Adhere to the break time allotted to you if you're eating in the café or pantry.
- Please report to the Centre Manager immediately if you spot any member displaying symptoms.

delivery & visitor management...

- No delivery or courier person shall be allowed entry into the premises.
- Food delivery is to be avoided and will be subject to sanitisation. (may affect items inside)
- All delivery items need to be picked up from outside the premises.
- Avoid visitors as much as possible. Visitors will be allowed inside only if prior intimation is given to the Centre Manager and subject to all health and safety protocols.

request your members to.

- Avoid holding meetings, use Teleconferencing services instead.
- Meeting Rooms to be used at half capacity. Eg: 6 seater should have only 3 people.
- Avoid calling ANY visitors. In unavoidable circumstances, ensure you've given prior intimation to the Centre Manager.
- In case of delivery, please pick the item from outside the premise, and follow the entry procedures while re-entering.
- Please avoid face to face conversations as much as possible.

other points to be noted...

- The premise should be open till 6pm, Monday to Saturday. Remember public movement is completely restricted after 7pm.
- Please roster your teams for staggered attendance:
 - Divide the teams into two shifts, preferably with a gap of one hour.
 - Have teams work on alternate days, if possible.
 - As directed by the Government, people with co-morbidities and parents of children below the ages of 5 should be encouraged to work from home.
- Please optimize staffing to ensure social distancing at the work stations.
- Encourage your members to work from home wherever possible.
- Ask the member companies to also ensure that they are updated about government notices and follow the compliances that they are expected to implement for their companies.

helpline numbers...

State & Union Territory Helpline Numbers for Covid-19:

Andhra Pradesh: 0866-2410978

Arunachal Pradesh: 94360557743

Assam: 6913347770

Bihar: 104

Chhattisgarh: 104

Goa: 104

Gujarat: 104

Haryana: 8558893911

Himachal Pradesh: 104

Jharkhand: 104

Karnataka: 104

Kerala: 0471-2552056

Madhya Pradesh: 104

Maharashtra: 020-26127394

Manipur: 3852411668

Meghalaya: 108

Mizoram: 102

Nagaland: 7005539653

Odisha: 9439994859

Punjab: 104

Rajasthan: 0141-2225624

Sikkim: 104

Tamil Nadu: 044-29510500

Telangana: 104

Tripura: 0381-2315879

Uttarakhand: 104

Uttar Pradesh: 18001805145

West Bengal: 180031344422

Andaman & Nicobar Islands: 03192-232102

Chandigarh: 9779558282

Dadra & Nagar Haveli and Daman & Diu: 104

Delhi: 01122307145

Jammu & Kashmir: 01912520982

Ladakh: 01982256462

Lakshadweep: 104

Puducherry: 104

Central Helpline Number for Covid-19 : +91 11 23978046

Touch points to watch out for...



Doorknobs.
Entry Doors, Washrooms, Meeting Rooms, Cabins.
Shall be sanitized every 60 minutes.



Lift Buttons shall be sanitized every 60 minutes.
Switch Boards in Common Areas by internal staff following due sanitizing procedure.
Switch Boards - Individual workspaces. Request clients to sanitize before and after use.



Printer, Scanner & Common Devices.
Shall be sanitized every 60 minutes.



Wash Basins & Taps.
Shall be sanitized every 60 minutes.



AC remotes - Shall be kept at the Security Desk to minimise contact.
Meeting Room TV Remotes – Request clients to sanitize hands before & after usage.



Crockery & Cutlery Storage.
Request clients to sanitize hands before & after every use.
Request clients to carry their own cutlery from home or just eat out of the tiffin box.



Meeting Room Tabs.
Shall be sanitized every 60 minutes.



Microwave Ovens.
Request clients to sanitize hands before & after every use.



Tea & Coffee Machine.
Request use of disposable cups to use the coffee machine.
Request clients to sanitize hands before & after every use.



Parking Tags.
Request clients to sanitize hands before & after if tag's being handed over in person.

thank you
& stay safe



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