

Standard Operating Procedure Guideline for Incubation Centre Employees and Startups & their Employees as a Measure to Mitigate Risks of COVID-19

The COVID-19 pandemic, commonly known as CORONA has engulfed the world and India is no exception. The COVID-19 virus belongs to the CORONA family to which SARS and MERS also belong. As the COVID-19 virus is fully not understood, the behaviour of SARS and MERS is considered as a reference to the extent they do not contradict the present observations. The COVID-19 virus affects the respiratory track and starts with symptoms like the common flu. This virus is a mutated strain and as of today no vaccine is available.

This document contains the suggested precautionary measures for Incubation Centre Employees and Startups and their Employees. This may help in breaking the chain of corona spread. All precautionary measures need to be ensured so that all stakeholders e.g. Employees, Start-ups feel safe and secure at the workplace.

These are just suggested guidelines. The incubation centre is expected to keep track of latest state & central government guidelines & rules and adhere to them too.

Safety and Security Procedures to be followed by Incubation Centre and startups employees

- **Sanitizers** to be used by everyone while entering the premises.
- **Touch-free Thermal screening of all the personnel** to be done while entering the premises, to ensure there are no symptoms.
- **Designated Entry / Exit points** to ensure doorknobs will not have to be touched
- Hands are to be washed/sanitizer used frequently and especially if anyone cough's/sneezes into their hands (20-second hand washing rules to be followed).
- Respiratory etiquettes to be strictly followed. This involves strict practice of covering one's mouth and nose while coughing/sneezing with a tissue/handkerchief/flexed elbow and disposing off used tissues properly.
- Spitting shall be strictly prohibited.
- Wearing of **Face Mask** is always compulsory, while at workplace and at public places.
- Windows of the office should always be kept Open to ensure ventilation of the premises.
- No **Handshake** policy to be always followed.
- **No visitors** will be allowed inside the premises. Meetings should be conducted strictly on VC

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- A logbook / recording mechanism to be maintained to record every person using the premises and the time during which they were present.
- Any employee residing in containment zone should inform the same to their supervisor and not attend the office till containment zone is de-notified. Such employees should be permitted to work from home, and it will not be counted as leave period.
- All employees who are at higher risk i.e. older employees, pregnant employees and employees who have underlying medical conditions, to take extra precautions. They should preferably not be exposed to any front-line work requiring direct contact with the public. Office management to facilitate work from home wherever feasible.
- Meeting rooms, conference room, pantry use shall be restricted and should be sanitised post every use
- Only one person should enter the washroom area at a time. Alternately, in case of single big washroom in a building, appropriate controls should be implemented to ensure social distance within the washroom space.
- The lift will be accessible only for specific use case. Employees are suggested to use only staircases.
- No Delivery, Courier or Postal person shall be allowed entry inside premises. A mechanism should be set for people to collect the deliveries at the gate of the premises.
- Food delivery is to be avoided and will be subject to sanitisation (may affect items inside)
- Office hours, lunch hours / coffee breaks would be staggered, as far as feasible.
- All delivery items need to be picked up from outside the premises and follow the entry procedures while re-entering.
- Maintain personal hygiene and physical distancing. At least 6 feet of space must always be maintained between people.
- Seating arrangements in Sections / rooms may be made to ensure adequate distance between officials in the rooms. If required, furniture should be rearranged.
- Gathering of 5 or more persons at any place in the office should be avoided. A few plexiglass screens may be kept ready for instances where face to face meetings cannot be avoided and or if there are offices where distancing is not possible.
- Everyone should be mindful of hygiene, including washing hands with soap and water frequently.
- Those who are suffering from cold, cough, fever etc should not come to office and should instead report to the hospital
- Since we expect reduced housekeeping staff in the initial period (1 month) people are expected to keep their surroundings as clean as possible.
- Those with underlying health conditions that may put them at a higher risk due to COVID 19 must not be asked to come to the office or lab.
- Installation & use of Aarogya Setu App by employees.

Disinfection of the premises

Common areas Sanitisation - By Incubation Centres

All areas in the premises including (but not limited to) the following to be disinfected completely with the use of approved disinfectant mediums.

- Common Areas
- Ensure proper cleaning and frequent sanitization of the workplace, particularly of the frequently touched surfaces.
 - ✓ *Open areas-Staircases*
 - ✓ *Lobbies*
 - ✓ *Washrooms, Toilets, Sink, Washbasin, etc.*
 - ✓ *Walls of common places*
- **Hand Sanitisers** to be kept at the entrance of all premises. People after entry shall **sanitise** their hands before proceeding to their work spots. In all areas, having nearby water points or wash basins etc., **Handwash** shall be used (it is the preferred option vis-à-vis **hand sanitizer**).
- Special attention to be given to hygiene of housekeeping staffs
- Please do not bring helmets inside the office premises

Individual Office Area disinfection - By Startups









- High touch surfaces like - Door Handles, Keyboards, Lifts / Elevators, Phones, and their buttons.
- All other surfaces like hand railings, Office Tables, Chairs, etc.

Travel to workplace (Incubation Centre employees and startups)

1. The employees should be encouraged to use their personal vehicles for commuting to the workplace. The norms set by the government for travelling in private vehicles must be adhered to. **Carpools** or **Public Transport** must be avoided.
2. Employees from the containment area are strictly not allowed to travel to office in any case.

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Touch Points to watch out for...

	<p>Doorknobs. Entry/Exit Doors, Washrooms, Meeting Rooms, Cabins. Shall be sanitised every 60 minutes.</p>
	<p>Lift Buttons shall be sanitised every 60 minutes. Switch Boards in Common Areas and Individual Spaces to be sanitized by Incubation Centre staff and Startup staff, respectively.</p>
	<p>Printer, Scanner and Common Devices. Shall be sanitised every 60 minutes.</p>
	<p>Wash Basins and Taps. Shall be sanitised every 60 minutes.</p>
	<p>AC Remotes - Shall be kept at the Security Desk to minimise contact. Meeting Room TV Remotes - Users to sanitise hands before & after usage.</p>
	<p>Meeting Room Tabs. Shall be sanitised every 60 minutes.</p>
	<p>Microwave Ovens, Tea & Coffee Machines. Users to sanitise hands before and after every use. Disposable cups to be used for coffee machine.</p>
	<p>Parking Tags. Users to sanitise hands before & after if tag is being handed over in person.</p>

Startup and Operation of Air conditioning and Ventilation Systems during Pandemic

Recommended Indoor Working Conditions:

1. **Temperature: Set Room Temperature between 24°C and 30°C** (In humid Climates set temperature closer to 24°C for de-humidification and in Dry Climates closer to or at 30°C. User fans to increase air movement.)
2. **Relative Humidity: Maintain Relative Humidity between 40% to 70%.** This band of humidity is the recommended suitable environment for humans and reduces the impact from pathogens.
3. **Ventilation (Fresh Air & Exhaust):** Fresh air must preferably be provided by an inlet duct and fan.
A minimum fresh air volume of 8.5 cum/hour per person and 1.1 cum/hour per sqm (5 cfm per person and 0.06 cfm per sq. ft) must be provided. The recommendation is to maximise supply of outside air within the limits of the system.
Add a TFA (treated fresh air) unit, if recommended Fresh air intake impacts cooling performance.
In exceptional cases of very small commercial spaces without provision of mechanical ventilation systems actively use operable windows.

Commercial and Industrial Facilities:

Commercial Establishments and Industrial Facilities have multiple occupancy as well as transient visitors, it is this aspect that necessitates precaution in operating their Air Conditioning Systems.

For guidance for operation during a pandemic like COVID-19, Air Conditioning is categorized based on the types of Indoor Units installed as well as Outdoor Units and Systems.

- **Indoor Units** may be connected via refrigerant or chilled water pipes to DX Outdoor Units, VRF Outdoor Units or a Chiller)
- **Outdoor Units and Equipment** are described by Type - Condensing Units, Chillers, Cooling Towers, Pumps, Fans

COVID-19 Pandemic: Dos and Don'ts

- Do wash your hands for at least 20 seconds several times a day. Soap and water work the best. If you want to use a hand sanitizer, make sure that it has at least 60% alcohol. The overuse of alcohol-based sanitizer is not advised.
- When to wash your hands?
 - ✓ *Before eating*
 - ✓ *After using the washroom*
 - ✓ *After blowing your nose, coughing, or sneezing*
 - ✓ *Accidentally touching any surface in common areas*
- Please make a conscious effort not to touch your eyes, nose, and mouth. Whenever you catch yourself touching your face, immediately wash your hands and face with soap and water.
- Do not step out of your office unless it is necessary. Employees shall work from their seats and avoid going to other's seats as far as possible. Ensure social distance at the workplace by employees.
- Whenever you step out of your room, make sure to wear a good mask covering your nose and mouth. Do not assemble in the corridors
- Minimize your stay in the office premises. As soon as you finish your work for the day, head back to your home.
- Please remember, wearing a mask does not provide complete protection unless it is an N95 mask! The cotton and laboratory masks are just good enough if you avoid chatting to another person for more than a few minutes, even if you are wearing a mask and maintaining a physical distance of 6 feet.
- If you have any symptoms such as dry cough, fever, headache, report to the hospital immediately, and inform your supervisor.
- Keep track of the number of people you come into close contact with every day.
- Hard copy files to be avoided wherever possible. Soft copy correspondences/ approvals to be adopted through mails or other electronic means.
- Spitting in dustbins and on premises is not allowed.

Medical Safety at Office and Home

1. List of all the **Hospitals/ Clinics** in the nearby areas which are authorized to treat COVID 19 patients should be available at Office along with their contact details.
2. After an employee reaches the residence, it is suggested that the/she washes hands with soap and water without touching anything at the residence first. If he/she has touched any specific items like doorknob etc, the same needs to sanitise immediately.
3. One should take a shower immediately, also washing their hair with shampoo and soap before touching anything once they return home from outside/ after travel.
4. Putting your clothes to wash immediately and drying it in direct sunlight is always encouraged.
5. All employees are requested to maintain highest standard of hygiene both at workplace and residence.

What if there is a COVID-positive case during this time?

1. If any Incubation Centre / Start-ups (Staff) develop symptoms at work or otherwise, it is advised to immediately avoid contact with fellow employees and inform the Office / Incubation Centre team immediately.
2. If any family member of the employee is unwell and is showing symptoms of COVID-19, the family member should be given immediate medical attention and the employee or Startup representative should report to Incubation Centre office without any delay.
3. Employees who are suggested to be quarantined for any reason should not attend the office in any case.