

**CONCORDE**

**SOP**

**GUIDELINES**

**FOR**

**COVID 19**



## FROM THE DESK OF HEAD -MARKETING

Dear all,

Trust you and your family are staying at home and doing your bit in the battle against the novel Coronavirus.

We, at Concorde, are leaving no stone unturned, and are contributing to the fight against it in every way we can.

From abiding by the government's call and pausing our operations to raising funds for needy families through Sparsh, our CSR program, in association with Smile Foundation, and ensuring the safety of our staff, workers and associates, we have been fulfilling all our duties in this hour of need.

Buying a property has always been the most reliable investment for short & long-term security. No other commodity or industry has given better ROI than real estate, and we expect this trend to continue and grow in the future.

And there's never been a better time to invest in real estate than now. With reduced home loan interest rates, wallet-friendly EMI plans, and other attractive instant benefits, home-buyers should take maximum advantage in these times.

My team is always here to help you make that informed decision. We are well-equipped with video conferencing support, e-brochures, AR & VR videos, etc., to give you more information about our properties.

I'd also like to inform you that we are ready with upgraded safety standards across offices and project sites. We will resume operations as soon as the Government notifies, and continue to fulfill our commitment to deliver great homes on time.

Finally, on behalf of Concorde, I thank you and your family for staying home and helping India to stop the spread.

Stay healthy. Stay safe. Stay home.

Warm Regards,  
Kranti Alladi

## ACKNOWLEDGEMENTS

### SINCERE THANKS TO ALL THE STAKE HOLDERS



**Doctors**



**Cleaning Staff**



**Health Care  
staff**



**Police**



**Government**



**Community**

*All the members at Concorde group and people for following the lock down procedures.*

## STANDARD OPERATION PROCEDURES

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*As we continue to navigate this new normal, we have developed a “Manual” that lays out proposed guidelines & best practices to raise awareness of new health & safety practices and to address various scenarios that we may face when we reopen our operations.*

### PURPOSE

Contribute to the Government , Stakeholders and Community by sharing company’s know-how.

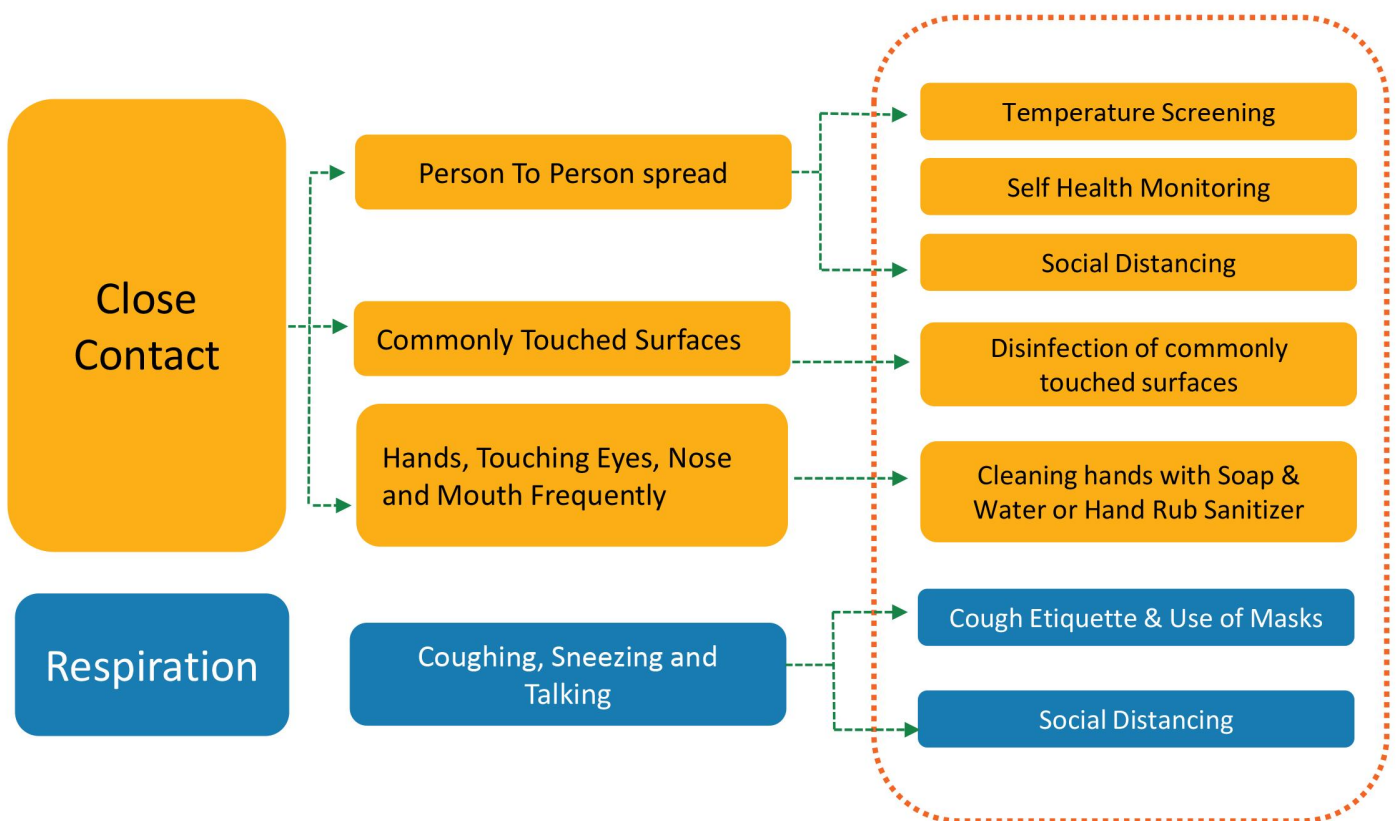
Ensure health and safety of all customers, employees and enrich the lives of communities

Facilitate to set uniform acceptable standards at Concorde work places.



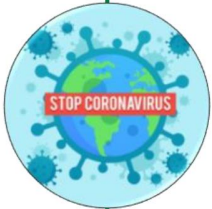
# STANDARD OPERATION PROCEDURES

## HOW TO PROTECT



*Scope of this Manual*

## OBJECTIVE



### STOP COVID-19



### BREAKING THE CHAIN

*Following this document while resuming offices after lockdown we will be able to break the chain of corona spread. All precautionary measures are to be ensured at all business vertical*



### REGULAR UPDATE

*This document will be updated on day to day basis based on the developments and the latest situation / guidelines issued by the government (centre/ local) agencies or the Concorde group. This may however be used as a baseline to ensure a safe re -opening.*



### SYMPTOMS

*The common symptoms of COVID-19 includes fever, cough and shortness of breath, muscle pain, sputum production and sore throat. It is highly contagious and the infection is spread from one person to other through respiratory droplets and therefore all carriers need to be eradicated immediately.*



### SPREAD

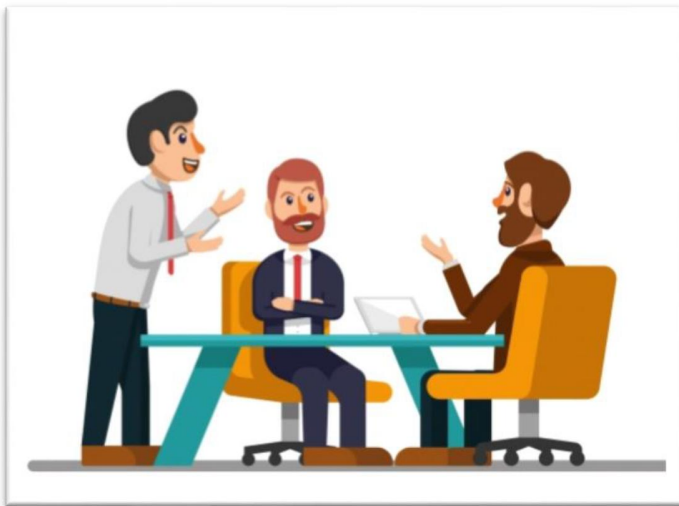
*COVID 19 can spread from the infected person through small droplets from the nose or mouth which are spread when a person sneezes, coughs or exhales by breathing in these droplets or by touching the objects and surfaces around the person where the droplets may have landed and then touching their eyes, nose or mouth.*

## Protection from COVID19..



## RESUMING OPERATIONS

*The offices and site location will resume in phases based on the situation and the timelines that will be decided and intimated*



*Concorde Safety Officer will release the Information to all the Units and site Operational Head.*

*The decision will be taken in line with the Government authorities, based on the requirement of the customers, business and operations needs and deploy the minimum possible manpower required for the construction , sales and linked activities.*

## **RETURN TO WORK TRAINING PLANS**

(Host pre-return to work trainings)



**Review of Manual with employees**



**Training for Health Screeners & Isolation Coordinators**



**Training for Disinfection and Housekeeping Team.**



# RETURN TO WORK TRAINING PLANS

(Post pre-return to work trainings)

## Pandemic Response Team

*The Pandemic Response Team (PRT) is a cross functional team lead by Head - Operations in the following categories/examples:*

### Head – Operations

*Head – Operations has overall responsibility for the site's pandemic preparedness & response plan, coordinating and aligning with regional EHS and the COVID-19 Crisis Team.*

### Security Head

*Works with the Head - Operations to manage social distancing logistics in regard to arriving and departing shifts, as well as retailers' staff and guests. Will further support the Fire & safety head by providing site specific options regarding social distancing within the premises, including potential mitigation measures to manage risk of employees required to work < 1 meter from others.*

### Operations / Housekeeping Manager

*Works to manage daily and periodic disinfection logistics, including routine and deep cleaning, disinfection processes, in accord to the protocols set up by EH&S Leader / Fire & Safety Head. Drives process of continual improvement and ensure 100% compliance of disinfection protocol, and any approved regional or site variations.*



## RE-OPENING PROTOCOL



### COMPULSORY SCREENING OF ALL

*Thermal screening of all employees and visitors at the entry gate*

### DISPOSABLE MASKS TO ALL EMPLOYEES

*Issue and ensure people wear it as per guidance without deviation. No person to be permitted inside the site / office without the mask*



### HAND SANITIZERS COMPULSORY

*Adequate sanitizers hand washing with soap arrangements for all before entering the site /office*

## RE-OPENING PROTOCOL



### DAILY DISINFECTION

*Daily disinfection of the office / site with fresh chlorine solution and sodium hypo chloride*

### USE OF SHOES

*Using shoe covers in office / site will help reduce in bacteria*



### SNACKS AND WATER

*Will be served by the server only in a hygienic way using disposable cups and plates.*

## RE-OPENING PROTOCOL

### SANITIZING WASHROOM



### KEY POINTS

- *Frequent touch points disinfection done*
- *Frequency of cleaning to be increased to Every hour.*
- *Personal protective equipment usage mandatory for cleaning staff*
- *Alcohol based disinfectant to be utilized.*
- *Recommended proper hand washing (at least 20 seconds)*



# COVID19 -- SOPs..

## Visitors' Procedure

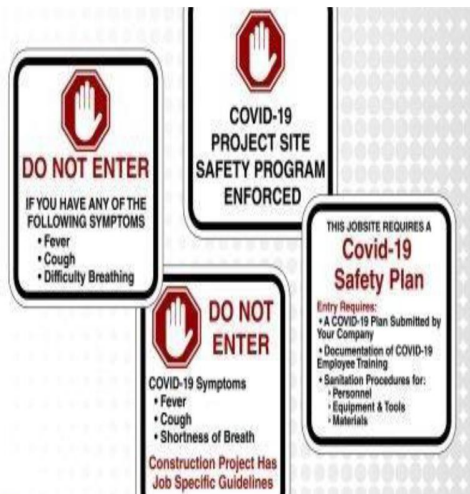
- ✓ Restrict visit of Customers/Suppliers/Business partners to utmost necessity only.
- ✓ Visitor will not be permitted beyond the reception area and will not be allowed to meet any one other than designated person on appointment.
- ✓ Visitor may be permitted in most exceptional and important situation inside to premises only after pre-approval of HOD.
- ✓ Checking visitor body temperature is mandatory, if found temperature is high, the visitor will not be allowed.
- ✓ Security will be one point of contact for Parcel/Couriers, where in respective employee should come and collect the courier/parcel from the security desk.
- ✓ Outer covering/ packaging of the delivered items to be removed and disposed off at the security desk itself and inner items to be carried into the office after sanitizing hands



## Awareness Procedure

- ✓ Visualization of basic hygiene and preventive steps will be displayed by using posters
- ✓ If your colleagues are not following the established protocols it is advised to please educate them and report to the HR if needed
- ✓ All HODs to train all their team members including Security, House Keeping, Admin Staff, etc.. who are responsible to maintain discipline and hygiene at work<sub>1</sub>p<sub>1</sub>lace

# COVID19 – SOPs



✓ Project head to organize daily safety and briefing sessions for all personnel to familiarize and sensitize common health & safety factors.

✓ Mandatory thermal scanning to be done for everyone entering the project site.

✓ Ensure to maintain social distance at work site, during attendance recording, training and any other sessions.

✓ Hand-sanitizers and Soap to be provided across the site for every team member.

✓ Mandatory to wear a facial mask before entering the site. Rubber gloves are compulsory for people handling material from outside.

✓ Strict ban on Gutka, Tambakuand, Paan etc on site and spitting anywhere in the project site will be treated as a punishable offence & may attract a heavy fine.

✓ Food to be consumed only at designated areas.

✓ Proper disinfection of vehicles entering the construction site aside from checking the goods movement pass issued by the local police to be checked.

✓ Total ban on non-essential visitors at sites including from HO or Consultants, etc.,

✓ Avoid spreading rumors. For any clarification, please reach out to your Project Head or Safety Officer.

✓ Workers coming from outside should observe home-quarantine for at-least 14 days as per the guidelines issued by MOHFW<sup>13</sup>



## MAINTAINING DISTANCE IN WORK STATIONS , SITE OFFICE AND MODEL FLAT

### OFFICE



- A minimum distance of 1 meter will be maintained between 2 individuals while working in office
- Sitting will be so arranged that no one will sit face to face on their work stations



- Employee are encouraged to disinfect their workplace multiple times during the shifts
- Give special attention on common surface while disinfect their workplace



- Meeting Room should have at least 10 chairs with the minimum distance required
- In a meeting there should not more than 10 people at a time( Standing or Seating)
- If possible try to have 2 to 3 meeting to communicate same message ( with 10 people batch)



## MAINTAINING DISTANCE IN WORK STATIONS , SITE OFFICE AND MODEL FLAT



### TRANSPORTATION

(Health check for drivers)

*Social distancing is observed by reducing no. of passengers and increasing no. of vehicles ensuring hygiene is maintained by drivers disinfection of vehicles*



### UPGRADING TECHNOLOGY

*To help customers to avoid social contact, can complete all the documentation formality from the safety of their home.*



### ISOLATION ROOM

*The isolation room is to be made only for purpose for isolating any suspected COVID - 19 person till the time the transportation to hospital is arranged.*



### APPOINMENT FOR SITE VISIT

*Customer's need to fix appointment in prior before visiting the site to ensure permitted number of people to be allowed inside the site offices to adhere to social distancing norms and to avoid large gatherings.*

## PREVENTIVE MATERIAL INVENTORY DISINFECTANT SUPPLIES

### Personal Protective Equipment (PPE)

Confirm adequate supply of soap, disinfection spray, hand gel, face masks, gloves, and glasses on site and on order with lead time

Site offices should keep a minimum quantity of 30-day supply

Disinfection portable stations recommended for each floor.

Security staff, medical and housekeeping staff are required to wear gloves, masks, and glasses.

***Do's ( ✓ )***

- Social distance
- Own Transport
- Sanitization of Hands frequently
- Use of Masks in the office & public places
- Eating home cooked food
- Paying through digital mode
- Reporting to Doctor if not well
- Use "Aarogya Setu" app

***Don'ts ( X )***

- Social gathering
- Public transport
- Touching metal surfaces
- Hand shaking
- Eating outside food
- Carrying cash
- Sharing of Cups & Water bottles

# National Directives..

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**LOCKDOWN 3.0**

**National Directives for WORKPLACES (1/3)**

With Effect from 4th May, 2020



-  Wearing of face cover compulsory & adequate stock to be made available
-  All persons in-charge to ensure social distancing as per Ministry of Health guidelines both within the workplaces & in company transport
-  Ensure social distancing at workplaces through adequate gaps between shifts, staggering lunch breaks of staff etc.
-  Thermal scanning, hand wash & sanitizer to be made available at all entry, exit points and common areas

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**LOCKDOWN 3.0**

**National Directives for WORKPLACES (2/3)**

With Effect from 4th May, 2020



-  Frequent sanitization of workplace, common facilities & all points of human contact to be ensured
-  Use of Aarogya Setu app mandatory for all employees, both private and public; Head of Organizations to ensure 100% coverage of this app
-  Large physical meetings to be avoided; Intensive communication & training on good hygiene practices to be taken up





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**LOCKDOWN 3.0**

**National Directives for WORKPLACES (3/3)**

With Effect from 4th May, 2020



-  Nearby Hospitals/clinics authorized to treat COVID-19 patients to be identified & listed at workplace
-  Employees showing any symptom of COVID-19 to be immediately sent for check up
-  Quarantine areas to be earmarked for isolating employees showing symptoms till they are safely moved to medical facilities
-  Arrangements for transport facilities to be ensured with social distancing as required






**Single Point of Contact for support**

### @ Head Office

SL NO	Particulars	CONCERNED SPOC	TELEPHONE NUMBER	DESIGNATION
1	SOPs, Medical Help related	Ms. Sharadhi	9731255711	Manager - HR
2	Admin, support related	Mr. Gangadhar	9901769499	Sr. Manager - Admin

### @ PROJECT SITES

SL NO	PROJECT NAME	CONCERNED SPOC	TELEPHONE NUMBER	DESIGNATION
1	Napavalley	Mr. Manjunath / Mr. Nayeem	9900948600 / 9900031198	Facility Manager / Senior Manager
2	Luxepolis	Mr. Vasanth Rathod	9591300322	Project Manager
3	Spring Meadows	Mr. Manohar	7204622495 / 7337708774	Construction Manager
4	Auriga	Mr. Erayya	9632112666	Project Manager
5	Hill Crest	Mr. Asiff	9741301601	DGM Projects
6	Other Sites	Mr. Manjunath	9900948600	Facility Manager





Shri Narendra Modi  
Hon'ble Prime Minister

Shri B. S. Yediyurappa  
Hon'ble Chief Minister

# COVID-19



# GOVERNMENT Helpline

Dear Citizens,  
The Government is always ready to assist. Reach us on the **HELPLINE** numbers.

## DO NOT PANIC, Take Precautions







FOR COVID-19 MEDICAL ISSUES



**080-46848600**  
**080-66692000**  
**97456 97456**

24/7 Health Helpline **104**

LOCKDOWN ISSUES (HUNGER HELPLINE)



**155214**



For more details visit : <https://covid19.karnataka.gov.in/wordpress/>



"To protect and respect our varied culture and traditions" - is the fundamental duty of every Citizen of our Country. Enshrined in the Constitution




Karnataka Information  
Department of Information and Public Relations






## Breaking the Chain of Transmission

## When to Seek Medical Attention




Difficulty in breathing






Mental confusion or mental instability/depression



Persistent pain/pressure in the chest



Developing bluish discolorations of lips/face




# Worried that you might have Corona?



CONNECT TO A DOCTOR AT **97456 97456**

## CALL HELPLINE 104

FOR EMERGENCY MEDICAL SUPPORT



# COVID 19 SYMPTOMS FORM

*Below Is the COVID 19 symptoms Form for all the Employee, Contractor and the Visitors OR Customer*

**Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

☐ Visitor      ☐ Employee      ☐ Contractor

**Job title:** \_\_\_\_\_ **Worksite:** \_\_\_\_\_

**Location of Isolation:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Symptoms noticed:**

- ☐ Temperature  $>38^{\circ}\text{C}$  (100.40F) or higher
- ☐ Shortness of breath, difficulty breathing
- ☐ Cough
- ☐ Running nose
- ☐ Sneezing
- ☐ Muscle Pain
- ☐ Tiredness

Time of fever on-set: \_\_\_\_\_ Time of isolation: \_\_\_\_\_

Symptoms and isolation periods will be updated periodically as information becomes available following the emergence of a pandemic virus strain.

**Where referred to:** \_\_\_\_\_

**Notes:**

\_\_\_\_\_

## COVID-19 AWARENESS POSTERS



*We are regularly communicating with our audience, creating awareness around the pandemic, informing about the precautions to be taken, dispelling myths, and imploring everyone to practice social distancing.*