

## **Guidance Document on Protecting Health in COVID 19 Scenario while Ensuring Operations -Standard Operating Instructions for E-Commerce (Goods & Grocery Delivery)**

Ensure all possible measures under the COVID Scenario to protect health of Employees and Customers

### **Common Minimum Practices for Warehouses**

1. Visual marking indicating 1.5 metre approximate distance, to be done at all entry/exit points and wherever queueing is expected to ensure social distancing
2. Employees to be thoroughly screened for symptoms (Body Temperature, Coughing, Shortness of Breath).
3. Body temperature to be checked with a non-contact type thermometer and any temperature more than 37.5 Degree C/ 99.5 Degree F should not be allowed to enter the site.
4. Stop Biometric attendance/access.
5. No visitors to be allowed to enter premises. Only employees and vendors to be permitted to enter premises and only post thermal screening using non-contact temperature meter and check for signs of illness.
6. Ensure self-declaration by all business critical vendors/visitors to the site which includes their health condition and countries visited in previous 14 days.
7. Clean and Disinfect the entire facility including meeting rooms, change rooms, canteens and other equipment once per shift.
8. Clean and Disinfect racks and floor within the distribution facility on daily basis to ensure complete hygiene and safety.
9. Clean and Disinfect all assets within the facility, including crates, saddle bags, vans and bikes on a daily basis with appropriate disinfectant solutions.
10. All surface touch points, operating panels, seats, covers, tables, doorknobs, remotes, switchboards etc. requiring human touch, be sanitized frequently (at least once a shift).
11. All washrooms should be cleaned and disinfected once a shift.
12. Antiseptic soaps/s solutions/handwashes along with running water facilities must be available in the Washrooms.
13. Hand Sanitization terminals to be established at all entry and any medium/high risk touch areas.
14. Stagger/ shift start timings if required to maintain social distancing at start/end of shifts. Provide hand sanitisers/hand washing facility at entrance and high touch points.

15. Building headcount to be restricted to ensure social distancing is maintained throughout the process areas and in amenities.
16. Remove chairs and restrict capacity for all conference/meeting rooms.
17. Stop large daily huddles. All employee huddles to be conducted following social distancing norms or through virtual modes.
18. All labour allocation information to be pasted across multiple boards spread across the building to avoid crowding.
19. Wearing of masks (if social distancing of 1.5 metre approx is not possible) and gloves to be ensured in the facility. Social distancing norms to be followed throughout the facility and during operations. Train people on hygienic Gloves Policy.
20. Canteen food handlers should be wearing masks.
21. Employee amenities like coffee machines, water coolers etc to be sufficiently spaced out to avoid crowding.
22. Use of online training to be done, wherever possible.
23. All work stations not meeting social distancing norms to be re oriented /enforce wearing of masks by the employees working there.
24. Restrict loading/unloading activity to minimum persons inside the trailer.
25. Provide Personnel Protective Equipment for all processes where social distancing is not possible and restrict exposure to maximum 15 mins.
26. Restrict occupancy in driver rest rooms to ensure social distancing.
27. Recommended that the food, if provided by the company, is hot cooked and cold/raw cut food like salad/yogurt etc. should be avoided.
28. Relevant and approved signages related to Prevention of COVID 19 to be displayed across the facility.
29. There should be a regular mechanism of education, training and sensitization of worker on norms to be followed in view of COVID 19.

### **Best Practices for Warehouses**

1. Locker rooms and Change rooms to be accessible with restricted access ensuring social distancing.
2. Public Address system, if available, to be utilized for broadcasting messages reinforcing social distancing mandate.
3. Visual marking to be done on seats, which need to remain vacant in employee transport vehicles for social distancing.
4. For company provided vehicle, all the contact points (doors, handles, seats) should be sanitized after each trip.
5. Usage of video conferencing facility to be maximised where available.
6. Visual display of maximum capacity outside canteen/conference rooms to be done.
7. Temporary suspension of all recreational facilities in the building.

8. Increase cleaning frequency of all high touch surfaces to once every 2 hrs.

### **Common Minimum Practices (SOP) for Delivery**

1. Encourage cashless delivery and dropping of parcels outside the doors of customers in communication with customers.
2. Provide hand sanitisers to Delivery boys in case of cash transactions.
3. At start and end of all shifts, routinely clean all high touch surfaces including keys, steering wheel etc.
4. Delivery associates to avoid unnecessary contact with doors and gate handles, where possible.
5. If at any point delivery associate needs to sneeze or cough, he need to maintain 1.5 meter approximate distance and use tissues/handkerchief or elbow to cover nose/mouth. Dispose these tissues in the nearest waste bins.
6. Delivery associate to maintain at least 1.5 m distance during delivery of package to customers.

### **Best Practices for Delivery**

1. Delivery jacket must be washed/cleaned every day.
2. Sanitizers to be made available and delivery associates to sanitize their hands after each delivery.

### **Other Best Practices**

Train partners /suppliers on hygiene practices and social distancing norms.

Share Hygiene, sanitization and safety protocols with guidelines to implement the same at Partners premises.

Share safety measures within professional and personal communities.

Communicate to customers regarding safety protocols being implemented and upgraded from time to time for ensuring their buy in and trust.

#### **Note**

1. To prevent spread of COVID-19, WHO and MOHFW recommend individuals employ social distancing or maintain approximately 1 metre (3 feet)
2. CDC recommends approximately 2 metres (6 feet) from others, when possible. In food production/processing facilities and retail food establishments, an evaluation should be made to identify and implement operational changes that increase employee separation.
3. As a best practice, this guidance document mentions approximately 1.5 metres could be maintained at all times.

### **Acknowledgement**

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