Best Practices around COVID-19

Appropriate Action & Symptoms

- Seek Doctor Advises
- Wash/ Sanitize your hands Frequently
- Contact Emergency Helpline
- Avoid contacting Sick People
- Avoid exposure to Stray Animals
- Do not touch your face

Protect yourself and others!
Follow these Do's and Don'ts

**Do's**
- Practice frequent hand washing. Wash hands with soap and water or use alcohol based hand rub. Wash hands even if they are visibly clean.
- Cover your nose and mouth with handkerchief/tissue while sneezing and coughing.
- Throw used tissues into closed bins immediately after use.
- See a doctor if you feel unwell (fever, difficult breathing and cough). While visiting doctor wear a mask/clothe to cover your mouth and nose.
- If you have these signs/symptoms please call State helpline number or Ministry of Health & Family Welfare’s 24X7 helpline at 011-23978046.

**Don'ts**
- Have a close contact with anyone, if you’re experiencing cough and fever.
- Touch your eyes, nose and mouth.
- Spit in public.

Together we can fight Coronavirus

For further information:
Call at Ministry of Health, Govt. of India’s 24X7 control room number +91-11-2397 8046
Email at ncv2019@gmail.com
NOVEL CORONAVIRUS (COVID-19)

Protect yourself and others!

WHEN TO GET TESTED FOR COVID-19?

- You are not required to get tested for COVID-19 if you do not have any symptoms (Cough, fever or difficulty in breathing)
- If you have any of the above symptoms and have travelled to any of the COVID-19 affected countries including Italy, Iran, Republic of Korea, France, Spain, Germany, UAE etc or you are a contact of a laboratory confirmed positive case immediately call the State Helpline Number or Ministry of Health & Family Welfare, Government of India’s 24x7 helpline 011-2397 8046
- The helpline service will note down your contact details and contact you with the testing protocols of COVID-19
- If you qualify as a case for testing as per the protocol, you will be tested at a Government approved lab only.

- List of Government approved labs is available at https://www.icmr.nic.in/
- Currently, no private hospital/private laboratory is authorized to test for COVID-19

Together we can fight Coronavirus

For further information call Ministry of Health & Family Welfare, Government of India’s 24X7 control room number +91-11-23978046 or email at ncov2019@gmail.com
Best Practices around COVID-19

Advisory at Work Premises

Do’s

- Employees should work at alternate work desks and to promote Social Distancing, Instruction to employees to remain 1 meter apart should be given.

- Advised to use our traditional method of greeting with folded hands “NAMASTE”.

- It is recommended that team meetings within premises are also to be held virtually.

- It is important to identify the tasks that can be done remotely, and employees can ‘Work From Home’ by technology enablement.

- All the approved visitors must wear masks and fill out self-declaration forms identifying recent travel locations and all the vendor interactions must be avoided.

Don’ts

- Avoid scheduling meetings that allow large numbers of people to assemble at one place.

- Don't share food, drinks and personal belongings.

- Avoid calling visitors to your workstations. Designate a special meeting space for visitors to meet, which should be sanitized by disinfectants very frequently.
### Best Practices around COVID-19

**Travel Advisory**

<table>
<thead>
<tr>
<th>Do’s</th>
<th>Don’ts</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Employees using public transport (buses, autos, taxis, metro, local trains, etc.) should be asked to be vigilant and to practice personal hygiene.</td>
<td>• Employees are advised not to travel.</td>
</tr>
<tr>
<td>• In case of business-critical travel, the Managers / Presidents must take extreme caution and exercise their judgement while giving any approval of requests to travel.</td>
<td>• In the case, where an employee or their family member has travelled from any of the Red-Listed Countries in the last 15 days, the employee should self-isolate and stay at home by taking leave for at least 2 weeks.</td>
</tr>
</tbody>
</table>
## Best Practices around COVID-19

### Preventive Measures

#### Checks
- Thermal screening for all employees and visitors to be done.
- Cleaning of the ventilation systems and AC ducts needs to be done.
- Regular fumigation of shop-floor, common spaces and transport to be done.
- A specific team may be assigned and be responsible for constantly monitoring the situation, suggesting swift and effective actions to be taken.
- Biometric attendance (fingerprint based) to be removed.
- Enough supplies at hand (masks, gloves, cleaning supplies) with extra hand sanitizers in employee areas, to be ensured.
- Protocols to be set up in case of positive diagnosis of an employee.
- Sitting arrangements of Canteens & Food Courts to be changed.
- Self-service to be stopped at cafeteria to reduce crowding.

#### Visitors
- At all locations’ entry points, Employees and pre-registered visitors to be screened for temperature using thermal-sensing devices or infrared thermometers.
- Visitors who have travelled in the past 2 weeks from the specified Red countries should not be permitted to access offices or plant premises.

#### Awareness
- In order to give daily updates to employees on COVID-19, updates to be sent daily through emails, Mobile application and Intranet Portals.
- Signs (building, meeting rooms, etc.), broadcasts (screens, TV, etc.) and display of banners to be done to make employees alert.
stay safe
stay healthy
CORONAVIRUS COMMUNICATIONS KIT
Let’s take precaution against CORONAVIRUS
Let’s take precaution against CORONAVIRUS

WHAT IS THE CORONAVIRUS?
A group of viruses that cause diseases in mammals and birds. In humans, there are range of symptoms from common cold to other serious respiratory disorders.

INCUBATION PERIOD OF THE VIRUS
Up to 14 days
Let’s take precaution against CORONAVIRUS

**IS THERE VACCINE AVAILABILITY?**

**NO VACCINE**
- At the moment no vaccine nor anti-viral drugs
- It’s a symptom based treatment

**HOW DOES THE VIRUS SPREAD**
- Direct contact like a handshake
- Airborne
- If you have been exposed to a patient or their belongings
- Faecal contamination
Let’s take precaution against CORONAVIRUS

COMMON SYMPTOMS

- Vomiting
- Pneumonia
- Diarrhoea
- Shortness of breath
- Headache
- Fever
- Sore throat
- Runny nose
- Cough
Let’s take precaution against CORONAVIRUS

IN ADVANCED CASES

Severe pneumonia
Kidney failure
Let’s take precaution against CORONAVIRUS

SUGGESTED PRECAUTIONS

- Wear a mask as needed
- Avoid contact with others
- Maintain good hygiene
- Wash your hands frequently
- Do not spit
- Avoid people who are sick
- Have well cooked food
- Avoid touching eyes, nose and mouth areas
- Don’t go to crowded places
Time to act Responsibly
Given below are a few action points that we all must follow in this current scenario.

- Avoid consumption of raw and undercooked meats
- Avoid crowded places and close contact with people who are unwell or showing symptoms of illness
- Wash your hands frequently with soap and water. In the absence of soap and water, use alcohol-based sanitizer
- Cover your mouth with a tissue, when coughing or sneezing and dispose of the soiled tissue immediately
Time to act Responsibly

Seek medical attention promptly if you are feeling unwell

Avoid congregating in the office for non-official purposes

Avoid sharing food, beverages, cutlery, dishware, utensils and other personal items

It is advisable to carry your own mugs and water bottles.

Arrangements for a staggered lunch will be announced to avoid overcrowding of the cafeteria. Kindly co-operate

Biometric recording of attendance in the plant is suspended with immediate effect. Kindly co-operate with the revised attendance system in your respective work locations.
Washing hands effectively
Washing hands effectively

CLEAN HANDS PROTECT AGAINST INFECTION

Protect yourself

Wash your hands with soap and water, and dry them thoroughly

Clean your hands regularly

Use alcohol-based sanitizer if you don't have immediate access to soap and water

By doing this you eliminate viruses that may be on your hands and avoid infection that could occur by then touching your eyes, mouth, and nose
Washing your hands properly takes about as much time as singing "Happy Birthday" twice, refer the below guidelines.

**HOW DO I WASH MY HANDS PROPERLY?**

- Wet hands with water
- Apply enough soap to cover all hand surfaces
- Rub hands palm to palm
- Right palm over the back of the left palm with interlaced fingers and vice versa
- Palm to palm with fingers interlaced
- Back of fingers to opposing palms with fingers interlocked
- Rotational rubbing of left thumb clasped in right palm and vice versa
- Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa
- Rinse hands with water
- Dry thoroughly with a single use towel
- Use towel to turn off faucet
YOUR HANDS ARE NOW SAFE!

Source: World Health Organization
When should you use a mask
When should you use a mask

If you are taking care of a person with suspected 2019-nCoV infection

If you are coughing or sneezing

If you wear a mask, then you must know how to use it and dispose of it properly

Masks are effective only when used in combination with frequent hand-cleaning with alcohol-based sanitizer or soap and water
When should you use a mask

HOW TO PUT ON, USE, TAKE OFF AND DISPOSE OF A MASK

Clean hands with alcohol-based sanitizer or soap and water

Cover mouth and nose with mask

Make sure there are no gaps between your face and the mask

Avoid touching the mask while using it

If you do, clean your hands with alcohol-based sanitizer or soap and water

Replace the mask with a new one as soon as it is damp

Do not re-use single-use masks
When should you use a mask

TO REMOVE THE MASK

Remove it from behind (do not touch the front of mask) → Discard immediately in a closed bin → Clean hands with alcohol-based sanitizer or soap and water

Source: World Health Organization
Guide to on-premise working
We are undertaking specific action points with regard to on premise work. Under the current circumstances, we have broadly identified 3 scenarios, all of which will require a similar approach -

- **You are at home** and feel the onset of flu like symptoms with temperature, do not come into work. Speak to your HR-BP or administrative head and they will advise you on the next steps.

- **You have reached office** and feeling the onset of flu like symptoms. Do not go further into the workstation area. Please request for a meeting with your HR-BP or administrative head if you are having temperature. You may wait in the reception area or an identified room. Basis discussion, you will be advised on the next steps.

- **In the workstation area** if you see one of your colleagues / you are displaying flu like symptoms, please inform your HR-BP or administrative head.
The following action points are recommended -

- If you display flu like symptoms, in your best interest, we recommend a visit to the authorised centers to conduct necessary tests.

- In the event that the medical screening results in positive for Coronavirus, please inform your HR-BP or administrative head. You will be advised on the next steps.

Under these circumstances you will need to submit a medical clearance certificate before joining back. We all know prevention is better than cure. Our earnest request to everyone would be to take guard. Please follow our advisories closely. Stay well.
Visitors on AL premises
Visitors on AL premises

We are undertaking specific measures with regard to visitors at AL. Please exercise restraint and seek written approval from functional head, before inviting any visitors to our office premises. However, in the exception that, a visit is absolutely necessary, please adhere to steps defined below. It’s mandatory with immediate effect.

- Online registration of visitors
- Security / Reception / VMS to do data entry in a dedicated visitor management portal
- Mandatory declaration by the visitor on his/her travel history for the past 30 days
- Usage of hand sanitizers by the visitors
- Thermal screening of visitors
Visitors on AL premises

If the visitor is found to be running a temperature beyond the tolerance levels set, they will be asked to report to the nearest testing centre for further investigation.

Please speak to your local HR-BP or administrative head for further assistance
Travel Advisory
International travel

All international travel has been put on hold with immediate effect.
Travel Advisory

In-country business travel

In country business travel should be undertaken only if absolutely necessary. Approval for the above said travel will have to be done at the functional/ Business head level.

Travel in the case of customer facing functions will have to be approved at the level of the Zonal head.

In-country personal travel

Employees are advised to minimize personal travel outside home base. However, should the need arise, we request you to submit a medical certificate on your arrival.
Local travel

Given the current situation, all employees are requested to exercise caution when travelling to and from work

If you are using

- **Office transportation** - Ensure that you have sanitized your hands as soon as you enter the bus. Sanitisers are provided at the entry doors. We have instructed the bus operators to deep clean the buses morning and evening.

- **Public transport** - Ensure that you carry your own sanitizer and sanitise any surface that comes in contact with your hands. Please ensure you use the sanitizer provided at the entrance to the office on entry.
If you feel any symptoms please refrain from using the office transportation or coming to work. Contact your nearest GP.

In the event that the medical screening results in positive for Coronavirus, please inform your supervisor and HR-BP or administrative head. You will be advised on the next steps.

We all know prevention is better than cure. Our earnest request to everyone would be to take guard. Please follow our advisories closely. Stay well.

*To stay updated, before each travel please visit https://www.mohfw.gov.in/ to get the latest updates on Coronavirus spread in India.
Sanitization at AL locations as a preventive measure against CORONAVIRUS
Sanitization

To make our workplace safer, AL is undertaking deep clean and sanitization across all its locations in India.

In the offices, surface cleaning is done twice a day with disinfectant solutions and touch points such as lifts, switches, handles etc., are being sanitized every hour. Kindly co-operate with the housekeeping personnel while this is in process.

The Unit HR Heads and Zonal HR Heads are requested to ensure the following protocol is adhered to in the respective locations.

For further details, please reach out to your respective HR-BP or administrative head.
Thermal guns for body temperature detection
Thermal guns

Thermal guns are being deployed in ALCOB, VVC and plant locations at the entry points. The device is equipped with an infrared sensor that measures temperature without making any contact with a person’s skin. Security staff will be requesting employees to get their body temperature checked. We request you to cooperate with the staff and complete the scan before you access the facility for work.

In the event of the temperature being beyond tolerance levels set, you will be requested to subject yourself to examination by the company medical doctor who will advice the next course of action.

Looking forward to your support in our efforts to prevent the spread of coronavirus.
Testing sites for COVID -19
Testing sites for COVID -19
### Testing sites for COVID-19

<table>
<thead>
<tr>
<th>State/UT</th>
<th>LIST OF VRDLs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Andhra Pradesh</td>
<td>1. Sri Venkateswara Institute of Medical Sciences, Tirupati</td>
</tr>
<tr>
<td></td>
<td>2. Andhra Medical College, Visakhapatnam, Andhra Pradesh</td>
</tr>
<tr>
<td></td>
<td>3. GMC, Anantapur, AP</td>
</tr>
<tr>
<td>Andaman &amp; Nicobar islands</td>
<td>4. Regional Medical Research Centre, Port Blair, Andaman and Nicobar</td>
</tr>
<tr>
<td>Assam</td>
<td>5. Gauhati Medical College, Guwahati</td>
</tr>
<tr>
<td></td>
<td>6. Regional Medical Research Center, Dibrugarh</td>
</tr>
<tr>
<td>Bihar</td>
<td>7. Rajendra Memorial Research Institute of Medical Sciences, Patna</td>
</tr>
<tr>
<td>Chandigarh</td>
<td>8. Post Graduate Institute of Medical Education &amp; Research, Chandigarh</td>
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<tbody>
<tr>
<td>Chhattisgarh</td>
<td>9. All India Institute Medical Sciences, Raipur</td>
</tr>
<tr>
<td></td>
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<tr>
<td>Delhi-NCT</td>
<td>10. All India Institute Medical Sciences, Delhi</td>
</tr>
<tr>
<td></td>
<td>11. National Centre for Disease Control, Delhi</td>
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<tr>
<td>Gujarat</td>
<td>12. BJ Medical College, Ahmedabad</td>
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<tr>
<td></td>
<td>13. M.P.Shah Government Medical Medical College, Jamnagar</td>
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<tr>
<td></td>
<td>15. BPS Govt Medical College, Sonipat</td>
</tr>
<tr>
<td>Himachal Pradesh</td>
<td>16. Indira Gandhi Medical College, Shimla, Himachal Pradesh</td>
</tr>
<tr>
<td></td>
<td>17. Dr. Rajendra Prasad Govt. Med. College, Kangra, Tanda, HP</td>
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<tbody>
<tr>
<td>Jammu and Kashmir</td>
<td>18. Sher-e- Kashmir Institute of Medical Sciences, Srinagar</td>
</tr>
<tr>
<td></td>
<td>19. Government Medical College, Jammu</td>
</tr>
<tr>
<td>Jharkhand</td>
<td>20. MGM Medical College, Jamshedpur</td>
</tr>
<tr>
<td>Karnataka</td>
<td>21. Bangalore Medical College &amp; Research Institute, Bangalore</td>
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<tr>
<td></td>
<td>22. National Institute of Virology Field Unit Bangalore</td>
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<tr>
<td></td>
<td>23. Mysore Medical College &amp; Research Institute, Mysore</td>
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<td></td>
<td>24. Hassan Inst. of Med. Sciences, Hassan, Karnataka</td>
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<tr>
<td></td>
<td>25. Shimoga Inst. of Med. Sciences, Shivamogga, Karnataka</td>
</tr>
<tr>
<td>Kerala</td>
<td>26. National Institute of Virology Field Unit, Kerala</td>
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<tr>
<td></td>
<td>27. Govt. Medical College, Thriuvananthapuram, Kerala</td>
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<tr>
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<tr>
<td>Kerala</td>
<td>28. Govt. Medical College, Kozhikhode, Kerala</td>
</tr>
<tr>
<td>Madhya Pradesh</td>
<td>29. All India Institute Medical Sciences, Bhopal</td>
</tr>
<tr>
<td></td>
<td>30. National Institute of Research in Tribal Health (NIRTH), Jabalpur</td>
</tr>
<tr>
<td>Meghalaya</td>
<td>31. NEIGRI of Health and Medical Sciences, Shillong, Meghalaya</td>
</tr>
<tr>
<td>Maharashtra</td>
<td>32. Indira Gandhi Government Medical College, Nagpur</td>
</tr>
<tr>
<td></td>
<td>33. Kasturba Hospital for Infectious Diseases, Mumbai</td>
</tr>
<tr>
<td>Manipur</td>
<td>34. J N Inst. of Med. Sciences Hospital, Imphal-East, Manipur</td>
</tr>
<tr>
<td>Odisha</td>
<td>35. Regional Medical Research Center, Bhubaneswar</td>
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<tr>
<td>Puducherry</td>
<td>36. Jawaharlal Institute of Postgraduate Medical Education &amp; Research, Puducherry</td>
</tr>
<tr>
<td>Punjab</td>
<td>37. Government Medical College, Patiala, Punjab</td>
</tr>
<tr>
<td></td>
<td>38. Government Medical College, Amritsar</td>
</tr>
<tr>
<td>Rajasthan</td>
<td>39. Sawai Man Singh, Jaipur</td>
</tr>
<tr>
<td></td>
<td>40. Dr. S.N Medical College, Jodhpur</td>
</tr>
<tr>
<td></td>
<td>41. Jhalawar Medical College, Jhalawar, Rajasthan</td>
</tr>
<tr>
<td></td>
<td>42. SP Med. College, Bikaner, Rajasthan</td>
</tr>
<tr>
<td>Tamil Nadu</td>
<td>43. King's Institute of Preventive Medicine &amp; Research, Chennai</td>
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<td></td>
<td>44. Government Medical College, Theni</td>
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<tr>
<td>Tripura</td>
<td>45. Government Medical College, Agartala</td>
</tr>
<tr>
<td>Telangana</td>
<td>46. Gandhi Medical College, Secunderabad</td>
</tr>
<tr>
<td>Uttar Pradesh</td>
<td>47. King's George Medical University, Lucknow</td>
</tr>
<tr>
<td></td>
<td>48. Institute of Medical Sciences, Banaras Hindu University, Varanasi</td>
</tr>
<tr>
<td></td>
<td>49. Jawaharlal Nehru Medical College, Aligarh</td>
</tr>
<tr>
<td>Uttarakhand</td>
<td>50. Government Medical College, Haldwani</td>
</tr>
<tr>
<td>West Bengal</td>
<td>51. National Institute of Cholera and Enteric Diseases, Kolkata</td>
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<tr>
<td></td>
<td>52. IPGMER, Kolkata</td>
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</tbody>
</table>
Please write to us at EmergencyResponse@ashokleyland.com
Or call 90032 44444 for any query
<table>
<thead>
<tr>
<th>Emergency response team</th>
</tr>
</thead>
<tbody>
<tr>
<td>N V Balachandar</td>
</tr>
<tr>
<td>Venkatesh Natarajan</td>
</tr>
<tr>
<td>T.V. Venktaraman</td>
</tr>
<tr>
<td>Uma Rao</td>
</tr>
<tr>
<td>Sasikumar</td>
</tr>
<tr>
<td>Major Suresh Kumar</td>
</tr>
<tr>
<td>Rajesh Mani</td>
</tr>
<tr>
<td>Amar Shah</td>
</tr>
<tr>
<td>Sachin Mehra</td>
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</tbody>
</table>
Best Practices implemented at Aditya Birla Capital

Planning for the unexpected and Implementing Smart working

Ever since the Corona Virus broke out, we had started planning for the worst case scenario and how we will be able to service our customers if we are in a locked down situation. In a customer facing business like ours, working from home in the busiest month of the year with peak business volumes was always going to be a challenge. We had to deal with technology issues, processes controls, vendor dependencies etc. and above all mindset of the managers. The senior management teams got into a huddle and drew up a plan which was fairly comprehensive and covered minute details of execution.

Health and Safety of our employees is our top priority in such a scenario. We decided not to expose our employees from the perils of overcrowded public transport in a place like Mumbai. Smart working was introduced in all our office. We could work through technology and carry out even our most critical of the processes remotely and that too without diluting any controls in the peak value month of March. Today more than 80% of our employees are working from home. Even those employees who come to office are taken good care of and rostering and working in shifts has been introduced to maintain social distancing.

Using Digital Technologies for seamless functioning

We believe that the current outbreak is an opportunity for us to leapfrog the usage of digital technologies. Over the last year or so we have been refreshing our stack of digital applications. As a result, we are able to provide capabilities for servicing customers through a virtual office. All the servicing needs of the customers can be seamlessly fulfilled through digital means. Even our distributors and channel partners do not need to come to our offices and all their requirements are capable of being fulfilled digitally.

Teams across the organizations have been encouraged to collaborate digitally using Microsoft teams. Critical functions for our business such as Sales, Operations, Risk etc are working seamlessly with one another and supporting each other using digital mechanisms. To ensure that business and customer service is not disrupted in any way, employees from critical functions who need to use some of our core systems have been given remote access to ensure that our customers are serviced without any major disruptions.

All our CEOs and leaders from every line of business are connecting digitally on a daily basis to take stock of things, find common solutions and ensure that each of us takes the necessary actions in the best interest of our teams and customers. We are also connecting with employees on a daily basis, sharing proactive updates with them and building confidence in them to tide through these tough times with positivity.
Flu Prevention Managers - Mobilizing resources to widen reach

We have a large employee base spread across locations in our offices and branches. To help us take necessary measures towards prevention and protection, we identified 700+ Flu Prevention managers. Flu Prevention managers are specific individuals who have been identified for each of our branches and locations and act as our eyes and ears on the ground. Each of these Flu Prevention managers are responsible to spread awareness within their assigned employee groups, connect with employees on a daily basis in the morning & evening and report any employees who are not well, not coming to office or displaying flu like symptoms. Flu Prevention managers have been empowered to send anyone who isn’t well or displaying any flu like symptoms home. They are also responsible for checking in with employees who aren’t well to ascertain how they are recovering and if they are becoming better or not. This has helped us keep a close track of what’s happening on the ground and is a proactive measure which has enabled us to track the health and safety of all our employees.

Proactive and agile safety measures

Our admin teams have been working round the clock to ensure that every office and branch of ABC is fully sanitized. This includes sanitization of all surfaces within our offices and branches twice every day to ensure the safety of our employees. All our customer service executives and customer facing employees have been given masks and trained on how to use them. We are equally concerned about the safety and well-being of our customers. All our customers are informed that they can reach out to our customer service executives telephonically or through our digital assets for any transaction / service that they need from ABC. We are prioritizing services for our customers who are senior citizens and ensuring that they do not have to visit our offices or branches to avail any of our services. We are monitoring not only our branches and offices but also nearby areas as a precautionary measure. If there is a positive COVID - 19 case reported even in the vicinity of our branches and offices, we have put in place strict protocols to shut such offices and send our employees home. These branches and offices are then deeply sanitized and fumigated before we allow our employees and customers to come back. We have also issued a blanket ban on all business travel as well as personal travel to ensure our employees are not exposed to the risk of infection or transmission. Similarly, employees who may have come in contact with friends or relatives from affected locations or have travelled domestically or internationally have been asked to strictly follow home quarantine measures for a period of 14 days and resume after getting a fit for duty certificate.

Leadership Contingency Plan

We have put in place a protocol to identify 2 back up’s for each of our critical role holders across the organization. The idea behind this is to ensure that we have at least 2 people identified who can take calls, make decisions and ensure continuity in case our critical role holder gets impacted. While identifying back up’ we are following the 2 in 1
principle which means that 1 person cannot be a back up for more than 2 critical role holders at any given time. This list has been compiled across all our lines of businesses for all critical role holders and has enabled us to be more prepared for leadership exigencies.
Dear Customer,

The ongoing global outbreak of COVID-19 (or Novel Coronavirus) has changed the way we live, work and do business. At HSBC we understand that these are challenging times for your business. Therefore, we are committed to helping you and your business during this difficult and uncertain time with extensive support and banking assistance, even as you work remotely.

As you find ways to keep your employees safe and your business operating, here are five suggestions you can consider:

1. **Look after employees and their families**
   - In an effort to halt contagion, a business continuity plan which supports remote working, should be in place.
   - Consider technology to enable communication, such as video conferencing, through company or personal computers.
   - Communicate with staff and keep them updated.

2. **Review your supply chain**
   - Unearth hidden dependencies within the supply chain. Identify your suppliers’ supply source down to component level and understand who your customers sell onto.
   - Undertake a risk assessment of contractual commitments and potential use of clauses relating to unforeseeable circumstances, by you or by your buyers and suppliers.
   - Identify and connect with alternative supply options, right down to the component level.

3. **Logistics and distribution**
   - Enforced office or factory closures and disruption to transport services – including roads, ports and loading facilities – could impact goods being delivered and documents being processed on time.
   - Map your dependencies, ensure you have visibility and a plan for disruptions – for example, using air freight in the event shipping is restricted.
   - Anticipate disruption to service providers – from legal services to customs checks.
   - Consider implications right across your operations – from sourcing to production to distribution.

4. **Build resilience**
   - Replicate this exercise to plan for other potential disruptions – such as natural disasters, political instability or cyber-attack.
   - Develop response protocols and internal chains of command for each scenario.
   - Contingency planning for different scenarios will stand any business in good stead.

5. **Manage financial risks**
   - Prepare for changes in market conditions including demand, price, and foreign exchange volatility.
   - Stress test your working capital, as flows of goods and services are interrupted and consider any support you may offer your suppliers.
   - Where necessary, build your inventory selectively and consider insurance requirements if interruptions occur.
   - Speak to your bank about immediate support and building resilience against potential disruption.

**How we can help further**
We are here to support you and your business, please do not hesitate to contact us or speak to your Relationship Manager.

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### LEVEL 0
- If flu symptoms, then stay at home
- Wash hands regularly use hand sanitizer
- Call your manager if you are not feeling well
- All internal or external visitors need to sign in document at the reception of the plant

### LEVEL 1
**LOW RISK PRECAUTION**
- Employees developing flu symptoms at work: Employee must go home.
- Develop symptoms of Coronavirus at work: follow “What if” guideline. And clean area where employee was working.
- Hand sanitizer available at least at all entrances, toilet areas, meeting rooms and canteens.
- Surgery masks available (protect others acc. To “What if” guideline)
- Training in preventing spread (information, posters etc.)
- Identify employees exposed to high risk (cleaning, receptionist, guards) and ensure special training.
- Grundfos employees will not be allowed to participate in external fairs, conferences and conventions.
- Local events with local customers is for local management to approve and decide.
- Temperature check and surgical masks if requested by local authorities.

### LEVEL 2
**MEDIUM RISK COUNTRY AT RISK**
- Managers check-in with all employee daily on health.
- Map employees that could be under a higher risk due to their personal health or age. And mitigate risk.
- Temperature check and surgical masks if requested by local authorities.
- Use Video, Skype or Team to the greatest extent possible for meetings with externals or international Grundfos colleagues.
- Block external visitors and Grundfos employees, who have been in level 3 or higher risk zones the last 14 days.
- If Grundfos employees have been in level 3 or higher risk countries in last 14 days → go in self quarantine 14 days after last day in level 3 or higher risk area.
- No international business trip. If business critical approval from ELT member is needed.
- Provide travel kit with hand sanitizer, disinfection wipes and face mask FFP2/N95 for employees that need to go on business critical trips.
- Truck drivers to be screened before entering Grundfos (no fever, no visits to high risk countries – per checklist).

### LEVEL 3
**HIGH RISK**
- If 1 GF employee infected (containment partial production) OR score level 3 in Danish Foreign Ministry travel guide.
- 100% employees assigned to a home base.
- Locker, Canteen and fitness center closed.
- Action on logistic goods + all visitors needs approval.
- Avoid domestic travel
- Avoid gatherings with more than 20 people and keep space.
- Work from home if possible.
- Recommendations in level 2 is mandatory in level 3.

### LEVEL 4
**SITE SHUT DOWN. FULL STOP OF OPERATIONS**
- LOCAL GOVERNMENT AND/OR AUTHORITIES TAKE OVER PREVENTIVE ACTION
- Avoid domestic travel
- Avoid gatherings with more than 20 people and keep space.
- Work from home if possible.
- Recommendations in level 2 is mandatory in level 3.

---

**Update:**
- 08.03.2020
- Recommend make local response team & avoid >50 people gatherings.
- Recommend canteen split or other initiatives to reduce infection risk.
- Recommend split shift & lockers.
- Recommend intensified cleaning of areas.

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**Recommend:***
- Make local response team & avoid >50 people gatherings.
- Canteen split or other initiatives to reduce infection risk.
- Split shift & lockers.
- Intensified cleaning of areas.
<table>
<thead>
<tr>
<th>March 8th</th>
<th>Countries</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 4</td>
<td>China: Hubei Italia: Emilia-Romagna, Lombardia, Piemonte, Veneto, Marche and Valle d’Aosta Iran: boarder areas to Afghanistan, Iraq, Pakistan, Sistan-Baluchistan provence and eastern Kerman province.</td>
</tr>
<tr>
<td>Level 3</td>
<td>China, Korea, Italy, Iran</td>
</tr>
<tr>
<td>Level 2</td>
<td>ALL other countries</td>
</tr>
<tr>
<td>Level 1</td>
<td></td>
</tr>
<tr>
<td>Level 0</td>
<td></td>
</tr>
</tbody>
</table>
COVID-19
DEFINING LEVEL 2 & 3 PREVENTIVE ACTIONS IN DETAILS

08.03.2020 /20.00 AM
Karen Touborg
Level 2

<table>
<thead>
<tr>
<th>LEVEL 2</th>
<th>MEDIUM RISK</th>
<th>COUNTRY AT RISK</th>
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- Recommend make local response team & avoid >50 people gatherings
- Recommend canteen split or other initiatives to reduce infection risk
- Recommend split shift & lockers
- Recommend intensified cleaning of areas

Se additional explanation of level 2 on the following slides in relation to preventive actions and cleaning
LEVEL 2 actions

Respect all level 1 items plus:
• Before initiating the following actions: check local legal requirements, involve workers council as needed and ensure you respect GDPR!

• Check-in with all employee daily on health

• Temperature check if requested by local authorities
  • Daily, before shift
  • If temperature exceed 37.5 °C / 99.5 °F the person must seek medical assistance immediately and leave the Grundfos premises as this is one of the known symptoms of a confirmed case.
  • Clarification after medical assistance, respect decision of
  • Minimum 1 week stay at home

• Map employees that could be under a higher risk due to their personal health (e.g. asthma, pulmonary disease, COPD, diabetes heart & lung disease etc.) or age. Take risk mitigation action like employee can work from home.

• Surgical masks IF requested by local authorities
LEVEL 2 actions - RECOMMENDED

- Establish a **local response team**. The team leader must be the site leader.

- Avoid larger internal gatherings (>50 people)

- Organize shifts in plants in a way to reduce number of potentially effected people e.g. no contact between shifts

- Canteen split or other initiatives to reduce infection risk e.g. divide the people using the canteen in shifts, bring lunch from home, use plate servings or wrapped lunch as possible

- Locker split or other initiatives to reduce infection risk e.g. ask people to change from home if possible, increase cleaning etc. The following people must not be restricted from change at work:
  - Canteen employees (hygiene reasons)
  - Employees with PPE protecting against Hazardous materials (contamination with chemicals, welding, stainless steel, isocyanate, Cr-Ni dust)

- Regular cleaning of areas – see later for more details
LEVEL 3 actions

• No visitors allowed, except:
  • External technicians (break down of machines, building etc.)
  • Truck driver
  • Exception from General Manager / Plant Manager is provided

• Close the fitness centers and other areas where contamination risk is high

• If a sites consist of several building (e.g. GBJ / GMH) internal personnel e.g. canteen, clearing or maintenance should only work in a single building, enter and leave the same building every day and receive instruction pr. phone/skype/email.

• For employees who are able to work from home, manager should encourage employees to work from home instead of coming into the workplace

• Cancel townhall and all larger employee meetings face2face (>20 people), celebrations, receptions, and other gatherings where a larger group of people meets.

• Ban all domestic travelling unless business essential. For any business essential trip establish an approval procedure (approval from General manager / plant manager)

• Sign all employees to as small as reasonable home bases to avoid contact between larger groups of employees
Level 1 Cleaning

Preventive Cleaning:
• Level 0 and
• Hand sanitizer available on all toilets
• Sanitizer dispensers at all entrances and entrances to the canteen and buffet
• Handout of pocket sanitizer to travellers
• Grooming cleaning of toilets
• Wiping/disinfecting outdoor ADK panels
• Wiping and disinfecting handles
• Extra reception desk cleaning
• Disinfection of self-service stands for check-in
• More frequent wiping and disinfection of elevator control panels
• Extra cleaning of sinks
• Disinfection of control panels on coffee machines
• Disinfection of control panels on printers and copiers
• More frequent wiping of handrails
• Extra wiping of desktops and other surfaces
• Wiping furniture in meeting rooms, e.g. armrests, tables, cables, remote controls, whiteboard markers
• Wiping info screens, self-service screens and payment terminals.

Logistics:
• Level 0

Behaviour/Procedures:
• Level 0 and
• Frequent replacements of gloves and cold
• Sanitizer on all cleaning carriages
• Instruction in work procedures and safety regulations regarding preventive work against COVID19

Measures:
• Level 0 and
• Health status are checked daily for all employees
• Employees traveling must comply with the latest instructions from the governance travel guides and seek medical advice before starting work.
Level 2 cleaning

Preventive Cleaning:
• Level 1
• Biohazard waste bins placed to collect used masks - IF mask are requested by the authorities.
• Handout of pocket sanitizer
• Cleaning to be conducted with stronger disinfectants chemicals using increased protective gear
• Cleaning of carpet areas through shampooing
• Disinfection of canteen tables and chairs four times daily

Logistics:
• Level 1
• Cleaning personnel are kept in fixed locations (Few employees will have up to max. 2 locations to clean). Does not work across plants.
• Holding room set up for suspect cases.
• Employees pause at the locations they work.
• All goods are delivered centrally and distributed by internal employees
• Unnecessary external supply is minimized (e.g. exterior window cleaning only).
• In case of illness find internal replacements
• Use of permanent known employees.

Behaviour/Procedures:
• Level 1
• Employees with high exposure risk equipped with extra PPE (gloves, goggles, suits etc.)

Measures:
• Level 1
• Employees trained to use PPE, responsible personnel in accordance to instructions and ISS procurement working closely with current and new suppliers to secure deliveries to meet demand.
• Detailed scheduling by service line to identify potential gaps (monitored daily). Any gaps to be closed using over time, reallocation of current resources and temporary resources.
Suggestions by Tata Power Company Ltd

1. Ensure no wages are cut for casual and daily rated labour for absence attributed to the covid

2. Pay all MSME’s in time

3. All companies to actively help establishing quarantine centers with local admin support

4. Government can issue a special one-time subsidy to all healthcare and hospitality sector employees which is most affected

5. All pharma companies who supply critical medicines to be immediately exempt from GST
Measures/best practice that Tata Steel Ltd has undertaken in Jamshedpur to meet the challenges posed by COVID-19

- Tata Steel Ltd is constantly monitoring the COVID-19 situation across all our locations and are also ensuring regular communication with our stakeholders. In view of the rapid spread of suspected/confirmed cases of COVID-19 (novel corona virus) being reported in several parts of the country, it has become imperative to take steps to ensure health & safety of all. Tata Steel Ltd has put in place several proactive measures to deal with COVID-19 which are aligned to the notifications issued by the Government.

- Self-imposed quarantine/home isolation norms are governed by the guidelines of home quarantine issued by the Government of India, Ministry of Health & Family Welfare, Directorate of General of Health Services.

- In addition, COVID-19 Medical Task Force has been formed to review the medical preparedness (in terms of availability of PPEs, setting up of quarantine centres, isolation wards, training of doctors and other medical logistics) of Tata Steel hospitals in Jamshedpur and in Raw Materials locations across Jharkhand.
Measures/best practice that Tata Pigments Ltd has undertaken in Jamshedpur to meet the challenges posed by COVID-19

- **Awareness Campaign:** Awareness campaign to combat Corona Virus has been done by displaying banners/posters across the company including Canteen.

- **Factory Medical staff** are available inside the company to render necessary help.

- **Work from Home:** Advised marketing personnel of Kolkata, Bangalore, Mumbai, Indore & staff of Waste Management Division to carry out work from home.

- **Workforce Safety:** Taken all appropriate health & safety measures by providing sanitizer & masks to all our plant/office staffs & also taking proactive precautionary quarantine measures, if required.

- **Restriction of Visitor’s Entry:** Visitor’s entry is totally prohibited.

- **Checking at Entry Level:** Thermal scanning is being performed at the Entrance Gate of the Company. In case of any suspicion, the same has been referred to Tata Main Hospital with an escort.

- **Mass Gathering prohibited:** Town Hall meetings and gatherings have been prohibited.
**Measures taken by Jakson Limited**

- Social distancing – this spreads through contact or droplets and hence avoid contact including shaking hand. Have staggered presence and maintain physical distance during meetings.

- Self-Quarantine – Stay home, Stay safe Work from home – use technology and avoid unnecessary travel, meetings, gatherings. Personal hygiene and health – wash & sanitize hands frequently and focus on hydration.

- Monitor for flu symptoms particularly for very young children and elders – any flu symptom warrants for immediate referral to doctor

- Good janitorial services – disinfect doors, knobs, faucets, switch plates, etc regularly

- Cross Functional team – meets daily digitally or otherwise to review customer impact, supply chain impact, new information, risk assessment

- Guidelines for any visitor visiting our office / plant Communication to employees assuring them and their families our support in current testing times, despite possible business disruptions.

- Proactively working on plan B assuming our revenues for Q1 could be 50% or lower.

- Conserving cash initiatives – ensure support to employees – no kneejerk reactions and jobcuts.

- Discussion on stepping up CSR projects once things stabilize – more focus on CSR in H1 Frequent advisory to employees to update what’s happening.
Measures/best practice that Metaldyne Industries Ltd has undertaken in Jamshedpur to meet the challenges posed by COVID-19

- Continuous communication to all employees on correct behaviour, social interfacing, crowd avoidance, personal hygiene. This has been reinforced by posters and in Gemba meetings.

- Information on various symptoms and immediate reporting of the same, if felt, to the various hospitals as listed by the Government.

- Distribution of masks on shop floor and distancing of workspace where possible.

- 100% infrared thermometer check at all points of entry at all facilities. Applicable to all including the CEO.

- Complete embargo on any travel till 14th April 2020.

- No visitors allowed except with permission of 4 designated senior most officers.

- No internal meetings of more than 20 persons.

- Work from home where possible.

- Enhanced level of hygiene and sanitation in facilities.

- Clear message to be aware and careful but not panic or be a victim of unsubstantiated information on social media.