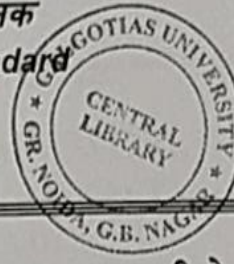


भारतीय मानक  
Indian Standard

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कोविड-19 महामारी के दौरान संगठन के  
सुरक्षित कार्य के लिए दिशानिर्देश

Guidelines for Safe Working of  
Organisation during COVID-19  
Pandemic

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## FOREWORD

This Indian Standard was adopted by the Bureau of Indian Standards, after the draft finalized by Resource Management Sectional Committee had been approved by Management and Systems Division Council.

The world today is overwhelmed by current pandemic COVID-19. With social distancing as the new norm all the organisations will have to rethink and reshape their critical functions and will have to conduct business in an innovative way. Organizations around the world are conducting businesses remotely. Protecting the health and safety of employees, partners, and communities will be job one for leaders around the world during the coming months.

Today all the organisations face the question of ensuring the continuity of the businesses along with the safety and reassurances to all stakeholders, employees being the major one. This standard provides guidelines for mitigating risks, planning and tracking, communications, risk assessment etc. and to devise a new way of work and including following norms like social distancing etc.

This standard aims to help organisation building resilience and ensuring business continuity along with taking care of safety of their stakeholders especially employees. The standard identifies that an organisation should place in all available measures to mitigate the risks of COVID-19. This standard further identifies the roles and responsibilities of both employers and employees. These guidelines are generic in nature and can be applied to any organisation irrespective of size and location. However, these guidelines are not meant for clinical establishments. This standard intends to help management of the organisation to provide a safer environment for employee(s).

By implementing this standard an organisation:

- a) has identified risks associated with COVID-19 that may impact various stakeholders especially employee(s) and is establishing a process to mitigate the risks and demonstrate the measures to contain the possible disruptions.
- b) has identified the roles and responsibilities of both management and employee(s).
- c) is adapting to the changing situation for ensuring business continuity.

This standard adopts the process approach methodology known as "*Plan-Do-Check-Act*" (PDCA).

The composition of the Committee responsible for formulation of this standard is given in Annex A.

## Indian Standards

# GUIDELINES FOR SAFE WORKING OF ORGANISATION DURING COVID-19 PANDEMIC

## 1 SCOPE

1.1 This standard provides general guidance to organizations on how to manage the risks related to COVID-19 in order to protect work-related health, safety and wellbeing. This standard is intended for use by organizations of all sizes and sectors including those:

- a) have been operating throughout the pandemic; and
- b) are resuming operations following full or partial closure.

1.2 This standard also provides guidance relating to the protection of employees of all types, including workers, volunteers, contractors, those on zero hours contracts, freelancers and other relevant interested parties.

1.3 This standard does not provide specific guidance for employee(s) in high risk clinical roles.

## 2 TERMS AND DEFINITIONS

For the purpose of this standard, the following terms and definitions apply.

**2.1 Organization** — Person or group of persons that has its own functions with responsibilities, authorities and relationships to achieve its objectives

NOTE — The concept of organization includes, but is not limited to, sole-trader, company, corporation, firm, enterprise, authority, partnership, association, charity or institution, or part or combination thereof, whether incorporated or not, public or private.

**2.2 Employees** — Person performing work or work-related activities under the control of the organization.

### NOTES:

- 1 Persons perform work or work-related activities under various arrangements, paid or unpaid, such as regularly or temporarily, intermittently or seasonally, casually or on a part-time basis.
- 2 Employee(s) include top management, managerial and non-managerial persons.
- 3 The work or work-related activities performed under the control of the organization may be performed by employee(s) employed by the organization, employee(s) of external providers, contractors, individuals, agency employee(s), and by other persons to the extent the organization shares control

over their work or work-related activities, according to the context of the organization.

**2.3 Workplace** — Place under the control of the organization where a person needs to be or to go for work purposes.

NOTE — The organization's responsibilities for the workplace depend on the degree of control over the workplace.

**2.4 Pandemic** — Worldwide spread of a new disease.

**2.5 COVID-19** — Infectious disease caused by a newly discovered coronavirus (SARS-CoV-2).

**2.6 Wellbeing** — Fulfilment of the physical, mental and cognitive needs and expectations of employee(s) related to his/their work.

### NOTES:

- 1 Wellbeing can also contribute to the quality of life outside of work.
- 2 Wellbeing relates to all aspects of working life, including work organization, social Note factors at work, work environment, equipment and hazardous tasks.

**2.7 Transmission** — Transfer of disease.

**2.8 Shared Spaces** — Spaces and amenities provided for the use of more than one-person. Examples of shared spaces include corridors, elevators and stairs, parking places, cafeteria, meeting rooms and conference halls, washrooms/toilets etc.

**2.9 High Risk Group** — People who are at a higher risk from severe illness if they are infected by COVID-19. This includes, older adults, people who have underlying medical conditions like heart disease, diabetes, lung disease, kidney disease, cancer medication, pregnant women and kids below 10 years.

**2.10 Social Distancing** — It refers to a set of interventions or measures taken to prevent the spread of a contagious disease by maintaining a physical distance between people and reducing the number of times people come into close contact with each other. It involves keeping a distance of at least one meter from others and avoiding gathering together in large groups.

**2.11 Personal Protective Equipment (PPEs)** — Personal Protective Equipment (PPEs) are protective gears designed to safeguard the health of employee(s) by minimizing the exposure to a biological agent,

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especially in healthcare and related organizations. Components of PPE are goggles, face-shield, mask, gloves, coverall/gowns (with or without aprons), head cover and shoe cover.

**2.12 Face Shield and Goggles** — Protection of the mucous membranes of the eyes/nose/mouth by using face shields/goggles. The flexible frame of goggles should provide good seal with the skin of the face, covering the eyes and the surrounding areas and even accommodating for prescription glasses.

**2.13 Masks** — Masks are crucial while dealing with a suspect or confirmed case of COVID-19/performing aerosol generating procedures to protect from droplet and aerosol mediated infections of the mucus membranes of mouth and nose. The type of mask to be used is related to particular risk profile of the category of personnel and his/her work. There are two types of masks which are recommended for various categories of personnel depending upon the work environment. These include triple layer medical mask (a disposable mask, fluid-resistant, provide protection to the wearer from droplets of infectious material emitted during coughing/sneezing/talking) and N-95 Respirator mask (a respiratory protective device with high filtration efficiency to airborne particles. To provide the requisite air seal to the wearer, such masks are designed to achieve a very close facial fit).

**2.14 Gloves** — Nitrile gloves are preferred over latex gloves because they resist chemicals, including certain disinfectants, such as chlorine. However, if nitrile gloves are not available, latex gloves can be used. Non-powdered gloves are preferred to powdered gloves.

**2.15 Coverall/Gowns** — Coverall/gowns are designed to protect torso from exposure to virus. Coveralls and gowns are equally useful in reducing transmission of infection to employee(s). Gowns are considerably easier to put on and for removal. An apron can also be worn over the gown to facilitate personal protection and decontamination.

**2.16 Shoe Covers** — Shoe covers to be used over shoes should be made up of impermeable fabric to facilitate personal protection and decontamination.

**2.17 Head Covers** — Those using gowns, should use a head cover that covers the head and neck. Hair and hair extensions should fit inside the head cover.

### 3 PLANNING

#### 3.1 Understanding the Context of the Organization

**3.1.1** To understand the specific risks to employee(s), organizations should consider what can affect the ability of individuals to work safely during the COVID-19 pandemic. How organizations should operate, has

changed and there is currently an increased risk to health, safety and wellbeing at work.

**3.1.2** Before assessing risks, organizations should consider the specific external and internal issues that can affect an organization's ability to work safely and how these issues have been impacted by the pandemic.

**3.1.3** External issues can include, but are not limited to:

- a) how employee(s) travel to work;
- b) employee(s)' access to childcare and schooling;
- c) changes or issues in the supply chain;
- d) changes in customer needs and expectations, or behaviours;
- e) increased or decreased demand of products/services;
- f) prevalence of COVID-19 within the organization and the community; and
- g) local, regional, national circumstances and related regulatory guidance.

**3.1.4** Internal issues can include, but are not limited to:

- a) the number and types of workplaces;
- b) the type of work;
- c) the type of employee(s) in the organization (for example, employed, contractors, volunteers, freelance);
- d) the degree to which it is possible to change the workplace to implement social distancing measures or any others measures which is appropriate;
- e) individual needs of employee(s) [for example, the vulnerable and/or high risk employee(s), differently abled employee(s), care providers to the vulnerable and high risk employee(s)];
- f) Prolonged absence from work (for example, due to sickness, self-isolation requirements, bereavement, etc.); and
- g) resource availability.

**3.1.5** Reorganization of work (for example, changed work demands, pace of work, stringent timelines, shift work and its impact on health, safety and wellbeing of employee(s)). The organization should take these issues into account while assessing risk and planning to resume or modify operations.

#### 3.2 Leadership and Employee(s) Participation

**3.2.1** Owners, managers and other decision makers should:

- a) demonstrate leadership and commitment to safe working practices through effective communication and by complying with official guidance and internal policies at all times;

- b) ensure adequate resources are provided (*see* 4) and make them available to all employee(s) as per requirements in a timely and effective manner;
- c) consult employee(s)/employee(s) representatives on decisions that affect health, safety and wellbeing at work;
- d) communicate how employee(s) can report incidents or raise concerns and how these will be addressed and communicated; and
- e) protect employee(s) from reprisals when reporting incidents or if employee(s) remove themselves from unsafe work situations.

**3.2.2** Organizations have a duty of taking care of their employee(s). The people who do the work are often more aware of risks related to their role and understand them better than the people at the highest levels of the organization. By consulting employee(s) and other stake holders, organizations can have a better overview of risks to health, safety and wellbeing at work during the pandemic. Therefore organizations should:

- a) involve employee(s)/employee(s) representatives in assessing risks related to COVID-19 and making decisions on how to manage them;
- b) communicate to employee(s) and other relevant interested parties (for example, customers, suppliers, visitors, investors, shareholders, regulators, unions) how the organization is managing risks from COVID-19 (communication can be through any appropriate method, *see* 5);
- c) provide one or more ways for employee(s) and other interested parties to give feedback on actions taken to manage work-related health, safety and wellbeing (for example, through virtual meetings, collaboration tools, online surveys, emails); and take timely and appropriate action to address concerns raised by employee(s) and other interested parties and communicate these actions to them

### 3.3 General Planning

**3.3.1** Planning for safe working enables the organization to identify and prioritize risks related to COVID-19 that can affect work-related health, safety and wellbeing.

**3.3.2** Although it is not possible to eliminate the risks related to COVID-19 entirely, nevertheless planning should aim to ensure the risk to employee(s) is reduced to the lowest reasonably practicable level.

**3.3.3** When planning for safe working, organizations should consider:

- a) the types of work activities and how that work is organized;

- b) where the work takes place and practical changes that need to be made;
- c) interaction between employee(s) or others, including the public;
- d) the safe use of shared spaces, amenities and equipment; and
- e) the impact of the pandemic on employee(s)' psychological health and wellbeing at work.

**3.3.4** Organizations should take a systematic approach to determining and addressing risks related to COVID-19. Organizations should identify work activities that:

- a) can be done from home;
- b) cannot be done from home but can be done while complying with social distancing guidelines in the workplace, if practical adjustments are made; and
- c) cannot be done from home and cannot be done while complying with social distancing guidelines in the workplace.

**3.3.5** The organization should ensure additional support measures are implemented to protect the psychological health and wellbeing for employee(s) who are working from home.

**3.3.6** The organization should consider if it is possible to enable a safe return to the physical workplace for individual employee(s) when working from home has a significant negative impact on their psychological health and wellbeing.

**3.3.7** Work activities that cannot be done from home and cannot comply with social distancing guidelines with practical adjustments may only take place if they are essential for the operation of the organization and additional controls are implemented to mitigate the risks to health, safety and wellbeing at work.

**3.3.8** When planning to address risks related to COVID-19, the organization should take into account existing occupational health and safety (OH&S) risks and measures already in place to manage these. The organization should:

- a) assess if existing safety measures and controls need to be adjusted;
- b) consider new OH&S risks that can be occur by implementing additional safety measures to manage the risks related to COVID-19; and
- c) plan actions to address new OH&S risks.

### 3.4 Workplaces

#### 3.4.1 General

The organization should ensure that workplaces (including all premises, sites and other locations where work takes place) and facilities within those workplaces are clean and safe to use.

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To prepare for safe operation, the organization should, as a minimum:

- a) assess all premises, sites, or parts of sites, including those that have been closed or partially operating;
- b) perform maintenance checks and activities on equipment and systems;
- c) establish enhanced and/or more frequent cleaning and disinfection schedules;
- d) provide enhanced personal hygiene facilities, including additional handwashing stations where possible and hand sanitizer points where this is not possible; and
- e) coordinate and cooperate with other organizations on shared sites, including with contractors, landlords and other tenants.

Further should take actions, including, but are not limited to:

- 1) cleaning and disinfection of workplaces and equipment/amenities should be tested before use if required;
- 2) ensuring sufficient air ventilation and minimizing recirculation of air; and
- 3) Putting in place adequate measures to ensure social distancing and hygiene.

### 3.4.2 Working at Customer's Site

Employee(s) should not perform work activities at customers' site where someone has symptoms of COVID-19 (or is self-isolating after being exposed to someone with COVID-19) or is considered clinically extremely vulnerable and has been asked to shield, except:

- a) to provide essential health and personal care (for example, medical or social care workers); or
- b) to remedy a direct risk to safety (for example, emergency repairs by a plumber, electrician, gas engineer).

When preparing for employee(s) to perform activities in at customers' site, the organization should:

- 1) check if anyone in the customers' site has symptoms of COVID-19 or has been advised to shield;
- 2) consider if the work can be performed using digital or remote alternatives (for example, video or phone consultations);
- 3) communicate with customers prior to work commencing to discuss and agree how work will be carried out and general practices to minimize risk (for example, how to enter the building without face-to-face contact, maintaining social distancing whilst the employee(s) is in the home, leaving internal

doors open to minimize contact with door handles);

- 4) assign employee(s) to work at customers' site local to them, wherever possible, to minimize travel and use of public transport; and
- 5) allocate the same individual or pairs of employee(s) at customers' site if repeat visits are necessary or the work is ongoing (for example, the same carers, cleaners).

### 3.4.3 Roles and Responsibility

In assessing roles, activities and whether employee(s) should work on-site or at home, the organization should take into account those employee(s) who:

- a) are considered vulnerable and/or high-risk employee(s);
- b) are caring for someone or staying with person who suspected/infected with COVID19; and
- c) may need additional support for their psychological health and wellbeing as considered appropriate.

3.4.3.1 Employee(s) with roles that can be carried out remotely should continue to work from home.

To ensure it's effectiveness, the organization should:

- a) provide access to the organization's systems (for example, email, shared electronic drives, video conferencing, databases, applications or any other software as needed to function etc.
- b) determine if additional essential equipment is needed and provide the same if feasible;
- c) establish regular virtual meetings to provide support, monitor and address wellbeing issues and ensure they are connected to other employee(s), including those working on-site; and
- d) ensure individual employee(s) needs are understood and accommodated as far as possible.

3.4.3.2 For employee(s) who need to be physically on-site, the organization should:

- a) determine which roles are critical for business continuity, safe facility management or regulatory requirements and cannot be performed remotely;
- b) identify employee(s) in critical roles who are unable to work remotely due to home circumstances or the unavailability of special equipment;
- c) determine the minimum number of employee(s) needed on-site at any one time to operate safely and effectively; and
- d) determine how activities are organized (for example, reducing job rotation, requiring employee(s) to perform one activity with one set of equipment throughout the shift).

The organization should offer vulnerable and/or high risk employee(s) who are unable to perform remotely, if feasible, the option of the safest available roles in the workplace. Such roles should allow employee(s) to maintain social distancing at all times. If such employee(s) cannot comply with social distancing guidelines, the organization should consult with the employee(s)/employee(s) representatives to assess if there is an acceptable level of risk, if additional safety measures and controls are implemented.

NOTE — This should be followed as per the extant guidelines/advisories issued by the Government.

The organization should ensure that safety measures or controls introduced do not have an unjustifiable negative impact on some groups compared to others (for example, employee(s) with caring responsibilities, employee(s) with religious commitments, employee(s) with disabilities, pregnant women and kids below 10 years).

### 3.5 Activities

If social distancing guidelines cannot be complied with for an essential activity, the organization should take all possible further mitigating actions to reduce the risk of transmission of COVID-19 amongst employee(s) and other people in the workplace.

3.5.1 Before resuming work, the organization should take mitigating actions, such as:

- a) establishing fixed small teams or pairs of employee(s) to limit the number of people in close contact. Teams or pairs should be treated as a unit if any employee(s) develops COVID-19 symptoms and all members of the unit should self-isolate following government guidance;
- b) revising work instructions to enable safe operation of activities (for example, keeping activity times as short as possible, using screens or barriers to separate people, using back-to-back or side-to-side working instead of face-to-face);
- c) establishing distinct zones for work activities which cannot comply with social distancing;
- d) identifying activities where employee(s) directly pass objects (for example, job information, spare parts, samples, purchased items) to each other or to other people, including the public, and establish processes to remove direct contact (for example, drop-off or transfer zones);
- e) providing appropriate PPE and guidance on how it should be used; and
- f) training and creating awareness on protocols which should be followed at the work place and mechanism to report the issues/risk.

### 3.6 Emergency Preparedness and Response

The organization should prepare for foreseeable emergencies and revise existing processes if necessary.

3.6.1 The organization should consider, for example:

- a) fire evacuation processes (for example, guidance on evacuating in teams to limit close contact, adjusting how employee(s) are required to muster outside the building to increase social distancing between teams); and
- b) providing additional appropriate PPE for first aiders in case of medical emergency or accidents; and providing clear guidance on processes for dealing with aggressive or violent people.

3.6.2 In an emergency where there is immediate danger (for example, chemical spill, fire, break-in) complying with social distancing guidelines can be challenging. The organization should take this into account when planning and amend emergency plans to mitigate the risk of transmission of COVID-19 in emergency situations, as far as practicable.

3.6.3 Organizations should consider carrying out fire drills, simulations or other practice exercises to raise awareness of amended emergency plans. When planning for these exercises, the organization should ensure that additional safety controls and measures are in place if social distancing cannot be maintained during, for example, evacuation from the workplace.

3.6.4 The organization should ensure that employee(s) who provide assistance to others in emergency situations take additional and immediate hygiene measures following the emergency event, including hand washing.

## 4 RESOURCES

The organization should establish processes to ensure that essential resources are maintained, appropriately managed and can be supplied reliably as needed. Employee(s) with responsibility for managing resources to mitigate the risks related to COVID-19 should be clearly identified and communicated to employee(s) and other relevant interested parties. The organization should ensure there is a process to enable ongoing dialogue with employee(s) about specific needs for resources to manage COVID-19 and how employee(s) can escalate issues. Ensure there is tracking and monitoring mechanism for all the reported issues and they are addressed within stipulated time not impacting the operations and safety of employee(s).

4.1 The organization should make a provision of all the required resources in order to mitigate the risk of COVID-19.

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4.2 Protocols or Standard Procedures should be established for procurement, storage, retrieval and supply of all the essentials in a secured manner.

4.3 Further the ongoing needs of the employee(s) should be established by two way communication.

4.4 Proper financial resources should be accounted for and budget provisioning should be made.

4.5 An indicative list of essentials that should be provided by organization is:

- a) Thermal scanners;
- b) Sanitizers (minimum 70 percent alcohol);
- c) Disinfectants;
- d) Appropriate PPEs;
- e) Separating screens;
- f) Visual and audio tools for communication; and
- g) Information and communication technology (ICT) infrastructure like internet, video conferencing tools etc.

## 5 COMMUNICATION

5.1 The organization should identify and establish protocols for reporting of cases, for communicating guidelines, regulatory requirements, other communications for the employees as well as other stake holders in organization like suppliers, customers etc.

5.2 Organization needs to identify the internal & external stakeholders to be considered for relevant communication related to COVID-19 concerns and crisis.

5.3 There should be clear communication regarding what is expected from various stake holders and their responsibility. This should include roles and responsibilities and how individuals may contribute to the organization's measures to prevent COVID-19.

5.4 The organization should emphasize and communicate the importance of not working during illness.

5.5 Direct contact should be discouraged and all other forms of communication like internet, telephones, posters, signs, text messages, images, announcements, videos etc. should be used. Both formal and informal means of communication should be used. The communication should be on regular basis with requisite updates.

5.6 Organization should try to establish a helpline for immediate address of queries, grievances and reporting of incidences.

5.7 Communication should be two way where organization should be able to receive feedback in order to improve over the established procedures and identify the gaps in the current system.

5.8 Communication should be divided in three stages that is, pre-arrival of the employee(s) in the workplace providing them with clear instructions before reporting to workplace, post arrival the workplace and throughout the workplace. It should consist of new work procedures like new staggered timings, guidelines about social distancing, hygiene, various dos and don'ts, use of shared spaces, emergency protocols etc.

5.9 Communication of isolation facility, communication and display of emergency contact numbers, sanitization protocols, screening mechanism, reporting system etc.

5.10 Ensure proper signages are in place related to health and safety, precautions for COVID-19 and protocols during and after work hours.

## 6 HYGIENE AND SANITIZATION

6.1 The organization should implement processes to keep the workplace clean and maintain hygiene, reduce the risk of transmission of COVID-19 from contaminated surfaces and enable good hygiene throughout working hours and at the end of each working shift.

6.2 Frequent hand washing with hot water and soap is recommended to limit transmission of COVID-19. When hand washing is not possible, hands should be sanitized with an alcohol-based sanitizer (preferably with 70 percent ethyl/isopropyl alcohol-based sanitizer).

6.3 The organization should implement processes to ensure:

- a) employee(s) wash their hands for at least 20 s (or sanitize if this is not possible) at frequent intervals and communicate when this should be done (for example, before entering or leaving an area of the workplace, before and after breaks, after using toilets, before and after handling shared resources such as telephones, computers, tools etc.);
- b) additional hand washing and/or hand sanitizing facilities are available in all workplaces;
- c) additional cleaning materials are available to employee(s) to enable frequent cleaning of workstations and equipment, including between uses by different employee(s);
- d) frequent cleaning of surfaces that are touched regularly (for example, door handles, light switches, counters, pay points, testing surfaces, shared resources, computer accessories, etc.);



- e) effective, adequate and frequent waste disposal;
- f) promotion of good hygiene practices, including posters and signs in the language understood by all the employees to remind them of required handwashing techniques and frequency, the need to avoid touching faces and hair, and to cough or sneeze into a disposable tissue or into their elbow;
- g) safe use of toilets, showers and changing rooms, replacing hand dryers with paper towels where possible;
- h) use of Biometric attendance or entry turnstile should be discontinued;
- j) use of each other's phones, belongings, sharing of common stationery like pens, or other work tools and equipment, should be discouraged; or provide hand sanitizer where this is not practical.
- k) The organization should require employee(s) to keep personal belongings in personal spaces, such as lockers, if possible, and to ensure that belongings are removed from the workplace at the end of each shift;
- m) The organization should take action to reduce the risk of transmission of COVID-19 through contact with objects that come into the workplace and vehicles used by the organization;
- n) The organization should restrict non-essential deliveries, including personal deliveries to employee(s); and
- p) The organization should establish processes to:
  - 1) ensure materials, equipment and other objects entering the workplace are cleaned to reduce transmission of COVID-19 from contaminated surfaces;
  - 2) clean shared equipment after each use;
  - 3) regularly clean vehicles used for work activities, including vehicles employee(s) drive home; and
  - 4) increase handwashing for employee(s) handling deliveries

## 7 PERSONAL PROTECTIVE EQUIPMENT (PPEs)

7.1 Identify necessary PPEs required to carry out work with in facility as per job safety analysis and COVID-19 precautions. Ensure sufficient PPEs are provided at workplace. Ensure the communication on importance of PPEs and training to use them is provided at regular intervals

7.2 PPEs are not alternative to basic preventive public health measures, such as hand hygiene, respiratory etiquettes which must be followed at all times. As far

as possible, the employee(s) should maintain a distance of at least 1 meter from contacts/suspect/confirmed COVID-19 cases.

### 7.3 The organization should:

- a) establish guidelines for when and how PPE (or its components) should be used;
- b) provide suitable PPE (or its components) component free of charge;
- c) ensure PPE (or its component) is used appropriately, correctly fitted and disposed of safely as per prescribed guidelines; and
- d) ensure employee(s) take regular breaks to minimize fatigue caused by using PPE (or its component), which can lead to reduced compliance to safety measures and unsafe use of equipment.

## 8 OPERATIONS

### 8.1 General

8.1.1 The organization needs to be aware of the risks arising out of the COVID-19 crisis and to have suitable risk mitigation measures in place for safe operations.

8.1.2 The organization needs to demonstrate the identified risks arising out of the COVID-19 pandemic that may impact people, operations and workplace. The risks include (but not limited to) compliance, safety hazards, COVID-19 breakout, etc. The organization needs to create and secure workplace for employees.

8.1.3 The organization should prioritize the functions and has to identify key functions like supply chain management, payroll etc. A Lead Response Team should be made with clear establishment of roles and responsibilities.

8.1.4 All employees should be made aware of the basic preventive measures for prevention of COVID-19 infection, for example, social distancing and basic hygiene measures.

8.1.5 No employee(s) is obliged to work in an unsafe work environment.

### 8.2 Resuming and Attending the Work

8.2.1 The employee(s) before starting from home is required to ensure that he is not infected by COVID-19 or experiencing any symptoms of the COVID-19.

8.2.2 The organization should:

- a) Ensure all employee(s) resuming to work, or attending a different workplace or site, are provided with necessary instructions on safety and hygiene measures to be followed at workplace.

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- b) Provide hand hygiene (sanitizer dispenser) at the entrance and non-contact type thermal screening provisions at entrances with the help of non-contact thermometer. Anyone with temperature more than 37.5 °C (99.5 °F) should not allowed entry into the organization.
- c) Allow only asymptomatic staff/visitors.
- d) Should not expose vulnerable and high risk employee(s) to any front-line work requiring direct contact with the public.
- e) Office management should facilitate work from home wherever feasible.
- f) Allow entry to employee(s) if using face cover/masks. The face cover/mask should be worn at all times inside the office premises.
- g) Use social distancing indicators on the floors or walls and introduce one-way systems at entry and exit points, corridors, stairways and other common areas and taking other actions to mitigate the risks where this is not possible.
- h) Staggering of office hours, lunch hours/coffee breaks should be done, as far as feasible.
- j) Restrict number of people in the elevators, duly maintaining social distancing norms with walls and floors having social distancing indicators.
- k) Create separate entry and exit points for high-risk work areas or sites (for example, mechanical test sites, wet labs, etc.)
- m) Provide alternatives to touch-based security devices, such as keypads.
- n) Provide storage for employee(s)' clothes and bags.
- p) Provide facilities for employee(s) to change into work clothing and equipment on-site, where social distancing and hygiene guidelines can be met.
- q) Wash or clean work clothing and equipment (for example, uniforms, hard hats, goggles, gloves) on-site if possible.
- r) Provide additional outside spaces for employee(s) to use for breaks, where possible.

### 8.3 Work Zones and Workstations

8.3.1 Organizations should ensure social distancing between individual employee(s) in work zones and at workstations wherever possible.

8.3.2 The organization should:

- a) review work zones and move workstations to enable social distancing between each station, paying attention to the space needed to move to and from workstations; create work zones so as to limit the number of persons in one work zone;
- b) arrange workstations by moving equipment, desks etc. so that employee(s) are facing side-by-side or back-to-back;

- c) if workstations cannot be set as prescribed, use screens/partitions to separate employee(s);
- d) use floor or wall markers to indicate recommended social distancing. Specific markings may be made with sufficient distance to manage the queue and ensure social distancing in the premises requiring public interactions;
- e) establish cleaning stations to enable employee(s) to wipe surfaces and equipment throughout working hours. Increased and repetitive cleaning and sanitation of shared items and frequently touched surfaced and items like pens, shared equipment like fax, phones, printers etc. Organizations should limit the number of people using shared equipment by creating working teams or pairs and assigning them to designated shared equipment; and
- f) The organization should establish SOPs for each cleaning and sanitizing activity performed in the workplace. SOP may contain frequency, procedure to be followed, specification of cleaning agents and their storage etc. Verification and validation procedures for each SOP should be developed to ensure their effectiveness, where required.

### 8.4 Meetings and Visitors

8.4.1 The organizations should ensure that:

- a) Meetings, as far as feasible, should be done through video conferencing. Minimize or reschedule meetings involving large number of people unless necessary.
- b) If physical meetings are essential, the organization should:
  - 1) limit participation to the minimum number of essential people and maintain social distancing;
  - 2) avoid shared resources (for example, pens, water or coffee jugs);
  - 3) provide hand sanitizers in the meeting room,
  - 4) hold meetings outside or in well ventilated rooms, if possible; and
  - 5) use floor or wall marking to indicate acceptable social distancing.

8.4.2 Only asymptomatic visitors shall be allowed.

8.4.3 Ensure the visitors are wearing appropriate kits/PPEs.

8.4.4 Routine issue of visitors/temporary passes should be suspended and visitors with proper permission of the officer to be visited, should be allowed after being properly screened.

8.4.5 Schedules should be such so as to reduce interaction of essential employee(s) and other regular visitors like contractors, suppliers etc.

8.4.6 Proper recording of personal details of the visitors should be there for enabling contact tracing if required.

### 8.5 Use of Shared Spaces/Common Areas

8.5.1 Organizations should implement processes to facilitate the safe use of essential shared spaces, through frequent cleaning, limiting the number of people with social distancing measures in shared spaces at one time, limiting how long people can be in shared spaces.

8.5.2 Organizations should consider:

- a) Staggering break times and lunch times.
- b) Installing screens or practicing social distancing to protect employee(s) in reception or similar areas; Adequate crowd and queue management by indicators on floors or walls to be ensured to ensure social distancing norms.
- c) Encouraging employee(s) to bring in their own food or providing packaged meals to avoid opening canteens as far as possible.
- d) regulating the use of locker or changing rooms, showers and other common facilities.
- e) Encouraging storage of personal items in personal spaces, for example, lockers, during working hours.
- f) Effective and frequent sanitation within the premises should be maintained with particular focus on public areas like lavatories, drinking and hand washing stations/areas, cafeterias, meeting rooms, receptions, lifts and stairs.
- g) Close all gyms/recreation centres/creches located in buildings.

### 8.6 Working with the Public

8.6.1 The organization needs to provide required resources to reduce physical public interactions to the minimum. Where physical, face-to-face interactions are required, the organization should have defined protocols including use of masks and other PPEs, social distancing norms etc. to eliminate/minimize risk of infection.

8.6.2 The organization should take actions such as:

- a) Using visual and other communications to inform customers and other members of the public of safety measures and controls and how to maintain social distancing;
- b) Posters to be displayed in shared spaces/visiting areas, entry and exit points for visitors for following social distancing norms. Should make regular announcements to remind customers to maintain social distancing and follow other safety measures;
- c) Limiting the number of customers in the building so that social distancing can be maintained;

d) Providing hand sanitizers and thermal screeners at entrances;

e) Ensuring cleaning of frequently touched areas and shared resources, (for example, card payment and cash machine keypads, handles of baskets and trolleys, hand rails, buttons etc);

f) Limiting customer handling of products (for example, through different display methods, signs, rotation of high-touch items);

g) Providing physical barriers, such as screens in places where interaction between employee(s) and customers is frequent (for example, pay points, customer service desks);

h) Reducing customer facilities and adapting services if social distancing cannot be complied with (for example, closing fitting rooms, using fixed pairs of employee(s) to carry heavy items to customers' vehicles);

j) Encouraging digital money transactions, establishing no-contact collection and return points; and staggering collection times; and

k) putting in automation for work force as far as possible like solving queries through emails, telephones, and putting interaction screens so as to discourage direct public interactions.

### 8.7 Work-related Travel and Deliveries

Organization should:

a) discourage all unnecessary work travel and deliveries;

b) ensure that in case of essential work travel, all norms of social distancing should be followed as far as possible, by reducing the number of person in one vehicle, avoiding face to face sitting;

c) ensure proper sanitization of the vehicle after each use;

d) plan of schedule of the deliveries in such a manner so as to reduce interactions of the people;

e) define responsibility of designated employee(s) or team for loading or unloading the deliveries;

f) maintain proper documentation or logs for every delivery handled by whom;

g) minimize person-to-person contact during deliveries including during payment and exchange of documentation (for example, electronic tools for payment, signing and document exchange);

h) designate separate facility for incoming goods like sanitization tunnel/chamber fitted with sprayer or equivalent;

j) arrange manual spraying of sanitizer with appropriate sanitizers/chemicals on the outer surface of packaging material goods;

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- k) undertake essential correspondence on official email and avoid sending files and documents to other offices, to the extent possible; and
- m) facilitate delivery and receipt of documents/Dak/Courier at the entry point itself of the office building, as far as practicable.

### 8.8 Waste Management

8.8.1 The organization should identify measures for safe handling and management of all housekeeping activities including waste collection, storage and disposal etc. with special focus on disposal of used PPEs.

8.8.2 Measures may be taken by the organization to identify waste that may have a potential for infection. Practices like colour coding, labelling etc. may be adopted for disposal.

8.8.3 The organization should define and implement the waste management system for used PPEs and ensure it is communicated to all cleaning staff, employee(s) and other stake holders.

8.8.4 Ensure and track the proper disposal of used PPEs.

### 8.9 Transport/Parking Management

8.9.1 There should be proper vehicle management outside the workplace and in parking lots. Indicators at the floor for safe parking can be arranged.

8.9.2 Sanitization of steering wheels of cars, car door and car keys should be done.

### 8.10 Measures to be Taken on Occurrence of Case(s)

8.10.1 Despite taking the above measures, the occurrence of cases among the employees working in the office cannot be ruled out. In case of occurrence the directives/guidelines provided by the government need to be followed. Trigger points have to be defined for initiating work from home and a SOP has to be established in order to ensure quality, compliance, productivity for virtual work force.

8.10.2 Please visit following links for further guidance:

- a) <https://www.mohfw.gov.in/pdf/1SoPstobefollowedinOffices.pdf>
- b) <https://www.mohfw.gov.in/pdf/Guidelinesoninfectionofcommonpublicplacesincludingoffices.pdf>
- c) <https://www.mohfw.gov.in/pdf/GuidelinesonrationaluseofPersonalProtectiveEquipment.pdf>
- d) <https://www.mohfw.gov.in/pdf/Revisedtestingguidelines.pdf>

NOTE — Latest updates regarding guidelines can be assessed by visiting the site of ministry of Health and Family Welfare India.

### 8.11 Closure of Workplace

In case of a large outbreak or signs of an emerging cluster, the directives/guidelines provided by the government need to be followed.

## 9 PERFORMANCE EVALUATION

### 9.1 Monitoring and Evaluation

The organization should use a systematic approach to monitor and evaluate:

- a) how effective safety measures and controls to protect employee(s) are;
- b) how the work is being done; and
- c) behaviour of employee(s) and other people in the workplace.

9.2 Monitoring and evaluation activities should:

- a) determine the extent to which the guidance is being complied with;
- b) determine if processes for ongoing risk assessments are in place and operating effectively;
- c) determine the extent to which controls are working and if these need to be changed, enhanced or enforced more actively;
- d) determine if the use of controls is creating new risks that need to be addressed; and
- e) consider feedback from employee(s), employee(s) representatives/related stakeholders.

### 9.3 Management Review, Incidents and Reporting

The organization should review the outputs of monitoring and evaluation (see 9.1) at regular intervals considering:

- a) issues identified with people's level of compliance to safety measures and controls put in place;
- b) incidents reported by employee(s) and other relevant interested parties;
- c) root cause(s) of incidents; and
- d) effectiveness of actions taken to deal with incidents, including actions taken at the time of the incident and actions to address the root causes of the incident.

The results of the management review should be communicated to employee(s) and other stake holders. Communications should include actions taken and other improvement measures that are or will be introduced (see 10).

**9.4** As per NDMA Guidelines it is the responsibility of the organization to make a formal report to concerned authorities if:

- a) an incident at work has led to someone's possible or actual exposure to the coronavirus that causes COVID-19;
- b) a employee(s) has been diagnosed with COVID-19 and there is reasonable evidence that it was caused by exposure at work; or
- c) a employee(s) dies as a result of occupational exposure to the coronavirus.

#### **10 IMPROVEMENT**

The organization should determine opportunities for improvement in managing risks related to COVID-19 and implement necessary actions.

**10.1** The organization should consider the results of monitoring, evaluation and review (*see 9*) and:

- a) take immediate actions to improve or change safety measures and controls that are not effective;
- b) implement additional safety measures and controls if needed; and
- c) address changes to the external and internal issues that can affect health, safety and wellbeing at work (*see 3.1*), including changes to legal requirements or official guidance.

**10.2** To ensure the organization continues to manage the risks related to COVID-19, it should review the recommendations in this standard regularly to take into account the dynamic nature of the situation.

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## ANNEX A

(Foreword)

### COMMITTEE COMPOSITION

Composition of Resource Management Sectional Committee, MSD 12

<i>Organization(s)</i>	<i>Representative(s)</i>
Indian Institute of Materials Management, Delhi	SHRI V. K. JAIN ( <i>Chairman</i> )
Associated Chambers of Commerce & Industry of India (ASSOCHAM), New Delhi	SHRI M. K. BHARDWAJ
Bharat Electronics Limited, New Delhi	SHRI RAJEEV KUMAR MS EKTA BHARDWAJ ( <i>Alternate</i> )
CMAI Association of India, New Delhi	SHRI N. K. GOYAL SHRI M. K. SETH ( <i>Alternate</i> )
Confederation of Indian Industry, Gurgaon	SHRI ANUPAM KAUL
Department of Scientific and Industrial Research (DSIR), New Delhi	DR SUJATA CHAKLANOBIS
Directorate General of Quality Assurance, New Delhi	COL RAJEEV CHAWLA SHRI N. PRABAKARAN ( <i>Alternate</i> )
Fore School of Management, New Delhi.	SHRI SUBIR VERMA
Indian Institute of Management, Tiruchirappalli	DR BHIMARAYA METRI
Institute of Steel Development and Growth (INSDAG), New Delhi	SHRI M. M. GHOSH
International Facility Management Association, Bengaluru	SHRI BASAVARAJU N. L.
International Management Institute (IMI), New Delhi	DR MAMTA MOHAPATRA DR SWATI DHIR ( <i>Alternate</i> )
R Systems International Ltd, Noida (U.P.)	SHRI PREM GOSWAMI SHRI NARENDRA SHUKLA ( <i>Alternate</i> )
UN Global Compact Network, New Delhi	SHRI KAMAL SINGH
In personal capacity, New Delhi	SHRI B. DHAL
In personal capacity, New Delhi	SMT RENU SHARMA
BIS Directorate General	MS SNEH LATA, HEAD (MSD) AND MEMBER SECRETARY [ REPRESENTING DIRECTOR GENERAL ( <i>Ex-officio</i> ) ]

Composition of Panel for standard formulation of COVID 19, MSD 12/P-6

<i>Organisation</i>	<i>Representative(s)</i>
Indian Institute of Material Management, New Delhi	SHRI V. K. JAIN ( <i>Convener</i> )
CMAI Association of India, New Delhi	SHRI PRAVEEN DWIVEDI
Department of Public Enterprises, (M/o Heavy Industry & Public Enterprises), New Delhi	DR NITIN AGRAWAL
Directorate of General Health and Services, New Delhi	DR MANISH GOEL DR ANIL KUMAR ( <i>Alternate</i> )
International Facility Management Association, Bengaluru	SHRI BASAVARAJU N. L.
National Accreditation Board for Testing and Calibration Laboratories, Gurgaon	SHRI RAMPRASATH R.
National Disaster Management Authority	SHRI VIJAY SINGH NEMIWAL
Quality Council of India, New Delhi	DR R. N. SHUKLA DR APARNA DHAWAN ( <i>Alternate</i> )
V. M. Medical College and Safdarjung Hospital, New Delhi	DR HARISH CHANDER SACHDEVA
Bureau of Indian Standards, New Delhi	SMT SNEH LATA
Bureau of Indian Standards, New Delhi	SMT SUNEETI TUTEJA
Bureau of Indian Standards, New Delhi	DR PRADEEP DUA

*Member-Secretary, MSD 12/P-6*

SMT PARUL GUPTA  
DEPUTY DIRECTOR, MSD

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