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Department of Tourism



# COVID-19 Preparedness Protocols for Tourism in Karnataka

## Vol II – Accommodation Units

Department of Tourism, Government of Karnataka

## Contents

1	Introduction.....	6
2	General Preparedness of the Accommodation Unit .....	6
2.1	COVID-19 Crisis Management Team.....	6
3	Safety and Hygiene Protocol.....	8
3.1	Availability of COVID-19 related amenities.....	8
3.2	General Guidelines .....	8
3.3	Check-in Protocol for Guests .....	10
3.4	Room Allocation Process and In-Room Provisions .....	10
3.5	Room Service .....	11
3.6	Room & Common Area Cleaning.....	11
3.7	Dining Facility .....	12
3.7.1	Pre-Arrival.....	12
3.7.2	Arrival .....	12
3.7.3	General Measures at the Dining Facilities.....	13
3.8	Protocols for Other Common Areas .....	14
3.8.1	Elevator operations .....	14
3.8.2	Other Facilities.....	14
3.9	Food and Beverages (F&B) Production & Service .....	14
3.9.1	Responsibility of the F&B Production and Service Warden .....	15
3.9.2	Protective Gears for use by staff of F&B units.....	15
3.9.3	Bar Safety Measures .....	15
3.9.4	Kitchen/ Food Preparation Area .....	15
3.9.5	Personal Hygiene of Food Handlers .....	16
3.9.6	Practice Social Distancing.....	17
3.9.7	Cleaning and Sanitation.....	17
3.10	Checkout Protocol .....	19
3.11	Linen Count, Allocation & Cleaning SOP .....	20
3.12	Garbage Disposal.....	20
3.13	Back Areas for Staff.....	20
3.14	Employee Transport .....	20
3.15	Employee Uniform .....	20

3.16 Employee Dining.....	20
4 Handling COVID-19 cases in Accommodation Units.....	21
4.1 Protocol for Handling Suspected & COVID-19 Positive Guests.....	21
4.2 Case of an affected worker .....	22
4.3 Protocol for COVID-19 Exposed Rooms/ Specific Areas.....	22
5 Protocol for Repair and Maintenance.....	23
6 Dos and Don'ts for the Guest.....	23
7 Dos and Don'ts for Accommodation unit Staff.....	23
8 Awareness.....	24
8.1 Staff and Guest Awareness .....	24
8.2 Posters .....	24
9 Protocol to have additional information about the guests .....	24
10 Staff Training on COVID-19 .....	25
11 Special Recommendations .....	26
12 Annexures .....	27
Self-Declaration Form for Guest.....	27
Guidelines for Running of Air Circulation, Air cooling and Air conditioning Equipment during COVID-19 issued by Central Public Works Department (CPWD).....	29
Food Hygiene and Safety Guidelines for Food Businesses during Coronavirus Disease (COVID-19) Pandemic (FSSAI) .....	30
COVID-19 IEC Material.....	31
SOP on preventive measures in Hotels and Other Hospitality Units to contain spread of COVID-19, issued by Ministry of Health and Family Welfare, Government of India .....	32

## Foreword from Honourable Minister for Tourism



The global COVID-19 pandemic has brought about challenges that have affected all of us in different ways. The past few months have seen us rapidly adapting to the changes brought about due to COVID-19 and as a result, we find ourselves in a new normal. In this new and evolving reality ensuring hygiene and safety is of paramount importance and as we emerge from the lockdown, we need to continue to exercise caution. The Department of Tourism has undertaken a detailed exercise to come out with a comprehensive set of protocols to be followed across the tourism industry to ensure that we are prepared to deal with challenges posed by COVID-19 even as we open up our destinations to welcome visitors once again.

These protocols have been formulated to create a safe and reassuring environment for all tourists in Karnataka. The guidelines also take care for the health and safety of the tourism workforce of Karnataka, ensuring that all stakeholders can productively contribute to Karnataka's economy. The guidelines are based on recommendations from authorities such as WHO, FSSAI, Ministry of Health and Family Welfare and Ministry of Tourism, Government of India and refined through detailed inputs taken from key stakeholders of the travel, tourism, and hospitality industry of Karnataka.

The tourism sector is an important economic driver for Karnataka and our Government shall take all steps necessary to support the sector emerge from this crisis stronger, resilient, and better. Through collaboration between the Government, the industry and the tourists, we can ensure that even in this new normal, visiting Karnataka continues to be a safe and memorable experience.

**C.T. Ravi**

**Hon'ble Minister for Tourism, Kannada & Culture, and  
Youth Empowerment & Sports  
Government of Karnataka**





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Department of Tourism

# COVID-19 Protocols for Accommodation Units

Department of Tourism, Government of Karnataka



# COVID-19 Protocols for Accommodation Units in Karnataka

## 1 Introduction

The ongoing COVID-19 pandemic has brought most of the world to a standstill and has presented tourism sector with unprecedented challenges. The health and safety of people is of utmost importance for the Government. As the lockdown restrictions are being eased, and businesses are resuming activities, it is necessary to have safety and hygiene protocols in place for Accommodation units with an increased focus on health, safety and social distancing during business operations.

Department of Tourism, Government of Karnataka has drafted COVID-19 Protocol for Accommodation units which shall be mandatorily followed in KSTDC and JLR Hotel Properties across Karnataka. The various types of Accommodation Units in Karnataka viz Hotels, Homestays, Resorts, B&B Establishments may adopt the Protocol.

The COVID-19 Protocols for Accommodation Units were compiled based on inputs obtained from hotel industry associations and leading hospitality companies. The protocols also take into account *SOP on preventive measures in Hotels and Other Hospitality Units to contain spread of COVID-19*, issued by Ministry of Health and Family Welfare, Government of India, the Interim guidance issued by World Health Organization (WHO), *COVID-19 Safety and Hygiene Guidelines for Tourism Sector (Hospitality Units)* issued by Ministry of Tourism, Government of India and the Food Hygiene and Safety Guidelines issued by FSSAI. It is important to note that due to the evolving nature of the COVID-19 challenge, the guidelines and measures contained in these protocols shall also continue to evolve as new insights, best practices, government guidelines, and guidance from medical and healthcare professionals continue to emerge.

The Protocols has been drafted with the intent to ensure preparedness of the Accommodation Unit and to rebuild trust & confidence of the public. The objective is to ensure that protocols are in place across all relevant functions with an increased focus on health, safety and social distancing. The protocols defined in these guidelines aim to minimize all possible touch points between the staff and the guest and ensure their safety by preventing cases and mitigating impacts. The guideline covers the following focus areas with respect to COVID-19 preparedness:

- General Preparedness
- Safety & Hygiene
- Social Distancing
- Cleaning & Sanitation
- Awareness & Training

In addition to this, these protocols endeavor to make the traceability of the guests easier, in case a situation in future warrants so.

## 2 General Preparedness of the Accommodation Unit

The management or the administration of the accommodation unit shall be responsible for the general preparedness of the accommodation unit. These preparedness measures aim to prevent cases, effectively manage cases, and mitigate impact among the guest and the staff.

### 2.1 COVID-19 Crisis Management Team

- i. The management or the administration of the accommodation unit shall constitute a COVID-19 Crisis Management Team involving representative of each relevant departments of the

accommodation unit. The COVID-19 Crisis Management Team shall be responsible for various activities like implementation of hygiene and sanitation as per the guidelines, staff training and awareness, define roles and responsibilities of each member of the COVID-19 Crisis Management Team

- ii. COVID-19 Crisis Management team to be responsible for drafting an Action Plan for implementation of various activities with respect to General Preparedness of the Accommodation Unit viz Training of Staff, Compliance to Hygiene & Sanitation guidelines, Social Distancing norms, Coordination with local Health Department and Identification of key member for each activity.
- iii. COVID-19 Crisis Management Team should have a designated COVID Coordinator, ideally an officer from the higher management or a specially appointed officer, responsible for reporting any health-related issues in the Accommodation Unit and for coordination with local Govt Health officials.
- iv. COVID Coordinator shall be responsible for procuring the contact details of the relevant authorities of the Health Department / District Administration for reporting any cases with respect to COVID-19 in their accommodation unit. In addition to this, COVID Coordinator shall also inform State COVID Control Room on the contact numbers 080-66692000 / 080-46848600 and their respective District COVID-19 Control Room Centers on the numbers provided in the website <https://covid19.karnataka.gov.in/page/Helpline/en>
- v. Each Department in the Accommodation unit - Housekeeping, Front office, F&B Service, F&B Production shall have a COVID Warden. There shall be one COVID Warden designated to handle Security, Maintenance and Back office Departments. These COVID Wardens shall guide the process in the assigned departments The COVID Warden shall be trained and informed of their duties as per the Action plan
- vi. Communication regarding safety and hygiene guidelines to be circulated among staff through the respective department's COVID Wardens. The COVID Wardens shall give necessary training on the guidelines to the employees in their respective departments and ensure compliance to the measures. This approach shall ensure the flow of correct and pre-defined information to all the departments. The COVID Warden shall be trained and informed of their duties as per the Action plan.
- vii. COVID-19 Crisis Management Team to ensure that adequate manpower shall be deployed by hotel management for ensuring social distancing norms.
- viii. All employees who are at higher risk i.e. older employees, pregnant employees and employees who have underlying medical conditions should be advised to take extra precautions. They should preferably not be exposed to any front-line work requiring direct contact with the public. COVID-19 Crisis Management Team to facilitate work from home wherever feasible.
- ix. COVID wardens to ensure required precautions while handling supplies, inventories and goods in their unit. Proper queue management and disinfection shall be organized
- x. COVID-19 Crisis Management Team to ensure maintenance of log of all the interventions undertaken under the guidelines

### 3 Safety and Hygiene Protocol

#### 3.1 Availability of COVID-19 related amenities

Sufficient quantity of below mentioned amenities must be available at the property apart from regular amenities

Must Have	Good to have
Hand Sanitizers (having at least 70% alcohol content)	Gowns/Aprons
Face Masks	Personal protective equipment (PPE)
Garbage Bags	
Chemicals for Deep cleaning	
Thermal Gun/ Scanner	
Hand gloves	
Biohazard disposable waste bag	

#### 3.2 General Guidelines

The following general guidelines must be observed by the Accommodation units:

- All Accommodation unit staff including security guards must wear face masks and single use gloves mandatorily while performing their duties at the property.
- A safe physical distance of at least 2 metres (6 feet) should always be maintained while at the property. All staff and guests should follow this mandatorily.
- Preferably separate entry and exits for guests, staff and goods/supplies shall be organized.
- Maintaining physical distancing of a minimum of 2 metres (6 feet), when queuing up for entry and inside the accommodation unit as far as feasible. 2 metres (6 feet) physical distance markings at the reception area should be done for guests to stand during check in process.
- To ensure that all accommodation unit personnel use face masks, hand gloves and sanitizers while doing daily activities, they need to be properly trained by the COVID Warden of the respective departments.
- A well informed and trained security person to keep check at the main entrance gate of the area should be available (wherever applicable).
- All the staff to wear shoes while operating at the property and shoes should not be opened while cleaning the property. It is advised to wear a disposable shoe cover while cleaning.
- Staff should remove the gloves properly and should not touch their face after removing the gloves. Staff to immediately wash hands after removing gloves.
- Guests to avoid using lifts and use the staircase instead. In case lift is being used, social distancing guidelines should be followed (refer to section 3.8.1).

- x. Visitors of the Guests staying at the Accommodation unit should not be allowed inside the room.
- xi. CCTV cameras at the accommodation unit must be fully functional.
- xii. All touch points (like doorknobs, switches, door handles, safety latches and taps etc) must be cleaned regularly with surface cleaner i.e. R2 Cleaner, R4 Cleaner, Detergent water, Disinfectant Surface Cleaners .It is advised to use Sodium Hypochlorite 1%/ solution having at least 70% alcohol shall be used to clean these touch points
- xiii. All staff shall be screened using thermal gun/scanner by designated trained person at entry by holding the scanner 3 to 15 cm away from the person's forehead and anybody having fever (equal to or more than 37.50 C/ 99.50 F ), cold, cough, difficulty in breathing shall not be allowed and immediately sent to seek medical advice or dial 14410 (Apthamitra Helpline) for medical assistance.
- xiv. Common area cleaning checklist should be displayed at the reception. Rooms cleaning checklist should be displayed inside the room on the back of the door. Checklist to be updated and monitored regularly during the day to ensure compliance.
- xv. Rearrangement of Common areas for Events- In case there is any event happening at the Accommodation unit, table and seating arrangement should be done following social distancing norms
- xvi. Proper crowd management in the accommodation units as well as in outside premises like parking lots should be duly following social distancing norms. Large gatherings/congregations continue to remain prohibited.
- xvii. Valet parking, if available, shall be operational with operating staff wearing face covers/ masks and gloves as appropriate. A proper disinfection of steering, door handles, keys, etc. of the vehicles should be taken up by the staff.
- xviii. Bio-metric machine and similar equipment's for recording staff's attendance to be discontinued. Alternate methods viz QR Code method may be devised for staff to mark attendance at the hotel.
- xix. For air-conditioning/ventilation, the guidelines of CPWD shall be followed which inter alia emphasizes that the temperature setting of all air conditioning devices should be in the range of 24-30oC, relative humidity should be in the range of 40- 70%, intake of fresh air should be as much as possible and cross ventilation should be adequate.
- xx. Persons above 65 years of age, persons with comorbidities, pregnant women and children below the age of 10 years are advised to stay at home, except required for essential and health purposes. Management to advise accordingly.
- xxi. Guests who are at higher risk i.e. those who are older, pregnant or those who have underlying medical conditions are advised to take extra precautions.
- xxii. Spitting is strictly prohibited.
- xxiii. Guests should be advised not to visit areas falling within containment zone.
- xxiv. Gaming Arcades/Children play areas (wherever applicable) shall remain closed.
- xxv. All Guests (except in case of foreign nationals) during check in should use *Aarogya Setu* app for survey and the same shall also be used by Staff members at the accommodation establishment.



### 3.3 Check-in Protocol for Guests

- i. Screen all guests at entry point (using non-contact type thermometer/ thermal guns) for symptoms of COVID-19 such as temperature, cough, cold, etc. A designated trained person at entry shall screen by holding the scanner 3 to 15 cm away from the person's forehead and anybody having fever (equal to or more than 37.50 C/ 99.50 F), cold, cough, difficulty in breathing shall be escorted to the identified isolation area and the COVID-19 Crisis Management Team shall notify the administrative / health authorities for further protocol.
- ii. Only asymptomatic tourists shall be allowed.
- iii. The front desk associate shall briefly explain about the safety measures taken by the Accommodation unit.
- iv. Guests to be allowed entry only if using face cover/masks. All guests are always required to wear face mask inside the accommodation unit.
- v. Guests must be requested to maintain a queue with 2 metres (6 feet) physical distance between them. Standing space signs marking will be placed on the floor to maintain social distancing.
- vi. Guest luggage will be disinfected before sending the luggage to rooms.
- vii. Rooms should be kept ready as soon as possible to avoid any crowd at the reception and maintain minimum contact with the guest.
- viii. All Guests (except in case of foreign nationals during check in should use Aarogya Setu app for survey).
- ix. Wherever applicable, the Guests will be required to submit a copy of e-pass to the staff of the accommodation unit.
- x. Details of the guest (Travel history, medical condition etc) along with ID and Self declaration form must be provided by the guest at the reception
- xi. Interaction at reception with guests should be avoided as much as possible.
- xii. Hand Sanitizers must be kept at the reception for guests to use. Guests to sanitize hands before & after filling relevant forms including Arrival & Departure (A&D) Register.
- xiii. Proper records of any symptom such as cough/cold/fever should be maintained
- xiv. Self-reporting forms must be filled for International guests and Arrival & Departure register must be thoroughly maintained.
- xv. Guests should be briefed about the Dos & Don'ts while at the Accommodation unit.
- xvi. Accommodation units are encouraged to adopt contactless processes like QR code, online forms, digital payments like e-wallet etc. for both check-in and check-out.

### 3.4 Room Allocation Process and In-Room Provisions

- i. Once the guest check-out of the room, the same room shall be disinfected using 1% sodium hypochlorite and not to be allocated for the next 24 hours. Deep cleaning of the room to be carried out during that period.
- ii. Toiletries and hand sanitizers shall be kept in the room.
- iii. In case of consumables replenishment, guests should inform the property manager.

- iv. Reception number, Property Manager's mobile number & other important contact details must be available in the room.

### 3.5 Room Service

- i. Communication between guests and the Staff should be strictly through intercom or mobile phone.
- ii. Any items required (Water bottle/Toiletries/Medicine/Linen/ /hand sanitizer/ Face Masks) should be given to guests while maintaining 1 metre distance & trays must be used to avoid hand contact.
- iii. Staff should be trained again for troubleshooting normal issues like TV remote issues, geysers etc. so that they can inform guests & solve accordingly on call.

### 3.6 Room & Common Area Cleaning

- i. Guest recommendations will be the basis for cleaning of rooms occupied by the Guests. Daily cleaning may be provided with an option for the guest to opt out.
- ii. Place individual hand sanitizers in every room and common areas.
- iii. Linen should be changed as per the request by the existing guest. Mandatory linen change at the time of checkout
- iv. In case of deep or normal cleaning, housekeeping staff must wear face masks before entering the room and during the cleaning process guests should leave the room premises
- v. Housekeeping Staff must wear face masks or appropriate protective gear (wherever applicable) while clean/deep cleaning the room.
- vi. Each guest bathrooms may be equipped with WC –brush set.
- vii. Staff must sanitize their hands or wash their hands with soap before & after the cleaning process.
- viii. All room keys (physical keys/ RFID Keys) after check-out should be sanitized after check-out.
- ix. Biohazard disposal waste bag to be used for disposal of gloves and face masks.
- x. In case of room cleaning after checkout, process outlined should be used

S. No	Item	Item/Equipment	Frequency	Method/procedure
1.	General Cleaning	R2/Detergent & Warm Water, Disinfectant	Twice a day	<ul style="list-style-type: none"> <li>Scrub floors with hot water &amp; detergent using minimal water</li> <li>Clean with plain water</li> <li>Allow to dry &amp; mop with disinfectant (1% Sodium Hypochlorite)</li> </ul>
2.	Lockers, Tables Cupboard, Wardrobes	Damp Duster with disinfectant	Daily	<ul style="list-style-type: none"> <li>Wipe with cloth dipped in 1% Sodium Hypochlorite solution</li> </ul>
3.	Railings	Detergent/Sanitizer-hot water, Disinfectant	Twice a day	<ul style="list-style-type: none"> <li>Wipe with cloth dipped in 1% Sodium Hypochlorite solution</li> </ul>

S. No	Item	Item/Equipment	Frequency	Method/procedure
4.	Mirrors & Glass	Warm water/Detergent water/Cleaning solution damp cloth wiper	Daily	<ul style="list-style-type: none"> <li>Using warm water &amp; a small quantity of detergent &amp;</li> <li>Using a damp cloth, wipe over the mirror, then using dry cloth buff the mirror &amp; glass to a clean dry finish</li> </ul>
5.	Furniture & Fittings	Disinfectant, Duster	Daily	<ul style="list-style-type: none"> <li>Wipe with cloth dipped in 1% Sodium Hypochlorite solution for furniture &amp; fittings, including chairs, stools, beds, tables etc.</li> </ul>
6.	Light Switches/ Over bed lights	Disinfectant, Duster	Daily	<ul style="list-style-type: none"> <li>Light switches to be cleaned of dust, spots &amp; finger marks, clean with damp clothes</li> <li>Over bed lighting to be damp, cleaned with damp cloth</li> </ul>
7.	Toilet Pot/ Commode	R1/Soap powder, Long handle angular brush	Whenever required	<ul style="list-style-type: none"> <li>Inside Of toilet pot/commode</li> <li>Scrub with the R1/soap powder &amp; angular brush</li> <li>Clean with R1/soap powder &amp; scrubber</li> </ul>
8.	Toilet Floor / Sink	R1/Soap powder, scrubbing brush	Whenever required	<ul style="list-style-type: none"> <li>Scrub with soap powder &amp; the scrubbing brush</li> <li>Wash with water</li> </ul>
9.	Taps & Fittings / Shower area	Warm water, Detergent powder, Nylon scrubber	Whenever required	<ul style="list-style-type: none"> <li>Wipe over taps &amp; fittings with a damp cloth &amp; detergent Care should be taken to clean the underside of taps &amp; fittings</li> </ul>

### 3.7 Dining Facility

#### 3.7.1 Pre-Arrival

- Guests are encouraged to make prior reservations before going to the restaurant to avoid crowding. Guests to be seated in a designated waiting area with norms of social distancing in case of waiting
- Complete details of number of persons to be taken in advance by the staff and seating to be accordingly arranged by maintaining the social distancing norms.
- Guest to request not to exceed in pre -informed numbers and any sort of deviation in number of persons be informed well in advance.
- Guests to be requested to carry their own Face Mask, Hand Gloves and Instant Hand Wash etc.
- Guests to be requested not to carry any item directly bought from outside.

#### 3.7.2 Arrival

- The gate/door of the dining facility to be opened by attendant

- ii. Hand sanitizers/ pedal sanitizer should be placed at the entrance and other areas such as washrooms. Guests are directed to sanitize the hands before proceeding for seating area.
- iii. Namaste as gesture for the greetings and the entire service of the guests is done by service staff wearing protective gears .
- iv. The guest should be reminded to sanitize their hands before entering and leaving the dining facility.
- v. Guests are provided with necessary protective gears like hand gloves and face masks (in case they are not carrying their own) to ensure safety of other guests and staff
- vi. Markings on the floor to be done to maintain Social Distance, wherever required.
- vii. Tables to families or a group to be allocated strategically to ensure non contamination to other guests/areas.
- viii. For Restaurant, dining entry inside restaurant to be limited to the seating capacity. Extra guests to be seated in a designated waiting area with norms of social distancing.

### **3.7.3 General Measures at the Dining Facilities**

- i. Disposable menus to be used to reduce the chances of transference of virus. Contactless Menu through QR Code recommended
- ii. Instead of cloth napkins, use of good quality disposable paper napkins to be encouraged
- iii. Guests may be requested to make the payment via digital mode as much as possible.
- iv. Modification of Restaurant Layout keeping minimum 1 metre distance between tables. Not more than 50% of seating capacity to be permitted.
- v. Only bottled water where outer side of the bottle is disinfected to be used for providing water to guests.
- vi. Only cooked food to be included in the menu and to avoid inclusion of raw or cold food like salads etc.
- vii. Guest service areas shall be thoroughly cleaned and disinfected before and after every shift. The furniture and fixtures of the restaurant/ dinning facility like tables, chairs, workstations, buffet tables, linen etc. to be thoroughly cleaned with disinfectants on daily basis.
- viii. Buffet service to be avoided in near future. In case, Buffet service is provided, it should follow social distancing norms among guests
- ix. Pre-plated dishes to be encouraged in the menu wherever possible.
- x. Only designated staff to serve the food on a particular table.
- xi. Name badges of staff to be printed in larger fonts for identification from a farther distance.
- xii. The crockery, cutlery, hollowware and service ware etc. to be washed with hot water and food grade/ approved disinfectants.
- xiii. The service equipment to be segregated and stored in sanitized cupboards.
- xiv. Use different types of warmers to keep the food and crockery on warm temperature.

- xv. The soiled dishes to be immediately taken to dishwashing area and not left on side boards. The leftover food be discarded in the designated bins with lids. The garbage should be disposed of on daily basis.
- xvi. HACCP/ISO/FSSAI standards to be followed for cleanliness of F&B material and hygiene.
- xvii. E-payments to be encouraged to avoid touching the debit/credit cards of guests.
- xviii. Cashiers to disinfect hands after every settlement through cash or cards.

### **3.8 Protocols for Other Common Areas**

#### **3.8.1 Elevator operations**

- i. Hand sanitizers to be made available at all elevator landing.
- ii. Number of people in the elevators shall be restricted. Not more than 50% capacity shall be allowed inside the elevators at any given point of time. The same to be monitored and displayed near the elevator
- iii. Signage to be kept making the guest aware of the protocols.
- iv. All hand contact areas in elevators to be disinfected regularly and the elevator as such will be disinfected every 4 hours with 1% sodium hypochlorite solution.

#### **3.8.2 Other Facilities**

In reference to the Government order issued by Ministry of Home Affairs, Government of India – **No. 40-3/2020-DM-I(A)** dated 30<sup>th</sup> May 2020, the below mentioned service/ facilities have been categorized under the Phase III of the phased re-opening of areas outside containment zone plan. Therefore, the below mentioned service/ facilities shall be operational only when the Government issues permission to operate the same. Post issue of permission, Government shall issue appropriate guidelines for their operation

- i. Swimming Pool
- ii. Fitness Center
- iii. Spa Facility

### **3.9 Food and Beverages (F&B) Production & Service**

- i. Food must continue to be prepared inside the hotel kitchen wherever the hotel has a kitchen.
- ii. In case the kitchen is not present on the property, the hotel operator/ owner should continue to get meal supplies from existing vendors.
- iii. Management to establish protocols to limit the movements of Guests in Restaurant/cafés/ Eating outlet
- iv. In case of food delivery, food delivery personnel should leave the packet at customer's door. DO NOT handover the food packet directly to the customer.
- v. The staff for home deliveries shall be screened thermally by the restaurant authorities prior to allowing home deliveries.



- vi. Safety and Hygiene protocols issued by FSSAI - Food Hygiene and Safety Guidelines for Food Businesses during Coronavirus Disease (COVID-19) Pandemic, shall be implemented in all F& B Production area and F&B Service area of the accommodation establishments.
- vii. The Safety and Hygiene protocols issued by FSSAI - Food Hygiene and Safety Guidelines for Food Businesses during Coronavirus Disease (COVID-19) Pandemic is enclosed as Annexure to this Guidelines and shall mandatorily be complied by all the accommodation units. Some of the key measures are provided below.

### **3.9.1 Responsibility of the F&B Production and Service Warden**

- i. Regular Monitoring of the employees/food handlers is essential for prevention of COVID-19 spread within the food establishment. The employees/food handlers should also self-monitor and report any symptoms to the employer. Wearing face mask and protective gears at all times should be ensured. The Employers must provision and issue these protective gears to his employees. The employee should maintain distance (2 metres) from each other and practice social distancing in the workplace.
- ii. It is advised to use bio-degradable disposable cutlery at the Accommodation units for all purposes. The used disposable cutlery must be disposed in garbage bags.

### **3.9.2 Protective Gears for use by staff of F&B units**

- i. Good quality disposable Hand Gloves (Fresh gloves to be used for every new guest) and Face Shield
- ii. Three layered face masks with synthetic outer layer/ N 95 face masks.
- iii. Protective gears should be discarded in a plastic bag, sealed and labelled as infectious waste.

### **3.9.3 Bar Safety Measures**

- i. Bar counter and stools to be sanitized properly. Bar equipment like shakers, blenders, mixers and peg measurers to be cleaned.
- ii. Ice container trolley to be washed and sanitized.
- iii. All the bottles of spirits, wines and beers to be sanitized with food grade disinfectant.
- iv. All the glassware to be cleaned with hot water and lemon.
- v. To follow FSSAI guidelines by marking dates on recently opened beverages.

### **3.9.4 Kitchen/ Food Preparation Area**

- i. Operational kitchens must be sanitized at regular intervals.
- ii. Kitchens to plan social distancing (3 zones in kitchen: 1. Range Critical 2. Non-Range Critical 3. Pre-Preparation area).
- iii. Worktables to be realigned in such a manner that staff do not face each other and also maintain social distance.
- iv. Staff to wear protective gears like face masks, chef caps/net caps, face shield.
- v. Approximately 100ppm chlorine for non-veg and 50 ppm chlorine for veg items to be used for sanitizing.

- vi. Strict adherence to HACCP/ISO/FSSAI norms and guidelines for sanitization and hygiene in receiving, storing, and cooking of food items.
- vii. Limit the number of staff to the minimum required; staff can be organized into teams to reduce interactions between teams
- viii. All staff should wear disposable face masks, gloves, hair nets and all other safety gear
- ix. Advised to run limited menus and ramp-up in a phased manner
- x. The menus may be tweaked to include more options of cooked food rather than raw food
- xi. Ensure proper cleaning of vegetables, meats and all other materials that are required in the kitchens; use approved sanitizing agents to disinfect
- xii. Ensure all tools get sanitized after each use
- xiii. It would be useful to use an Autoclave machine for all cooking equipment, ladles etc.
- xiv. Even with proper hand washing, food workers should use a barrier such as tongs, gloves or utensils to prevent direct hand contact with food. The virus is likely to be inactivated by proper cooking temperature, it is important to use gloves or other barriers to prevent touching food that will not be fully cooked.
- xv. No ready-to-eat food items shall be left open and shall be kept covered.
- xvi. Cooked foods should reach the proper internal temperatures prior to service or cooling.
  - a. Hot foods which are cooled rapidly for later use – check temperatures of foods being cooled in refrigerators or by rapid cooling techniques such as ice baths and cooling wands.
  - b. The time for which foods are being stored, displayed, or delivered in the danger zone (between 41°F and 135°F) should be minimized.
- xvii. Proper training for food employees with new or altered duties and that they apply the training according to established procedures.
- xviii. Keep hot foods hot and cold foods cold by storing in appropriate transport vessels.
  - a. Keep cold foods cold by keeping enough coolant materials, e.g., gel packs.
  - b. Keep hot foods hot by ensuring insulated cases are properly functioning.
- xix. Keep foods separated to avoid cross contamination, e.g., keeping raw foods separated from cooked and ready-to-eat foods.
- xx. Ensure that any wrapping and packaging used for food transport is done so that contamination of the food is prevented.

### **3.9.5 Personal Hygiene of Food Handlers**

- i. Proper hand hygiene protocols should be strictly followed. Staff shall thoroughly wash and sanitize hands and shall change into clean uniform before entering the food premise. Hands should be washed for 40 to 60 seconds using water (preferably hot water) and soap. Hands should be dried with clean towel or air dryers. This should preferably be followed with sanitizing of hands (with 70% alcohol-based sanitizer or an equivalent). If soap and running water are not immediately available, provide alcohol-based hand rubs containing at least 60-70% alcohol.

- ii. Staff should wash/disinfect hands after removing their regular clothes and before touching their clean uniforms to avoid contamination of clean clothes. Employees shall preferably not use personal jewellery, watches etc.
- iii. Employees/ food handlers shall **wear face mask** and clean protective clothing like full sleeves clothes/aprons, head gears, caps, gloves while in the production area. In case of shortage of face masks, the employees/ food handlers should preferably use clean cloth-based face covering or face mask to cover nose and mouth. The face cover should fit perfectly on face without leaving any gaps on mouth, nose and chin.
- iv. **Gloves** shall be worn while handling prepared food or ready to eat food. During this time no other surface, equipment, utensils should be touched or no non-food related activities such as emptying bin, closing doors/windows, touching mobile phones, handling currency etc are carried out. In such a case, the gloves shall be changed and suitably disposed off in a biohazard disposal waste bag. Hand must be washed between glove change and when gloves are removed. Wearing gloves may give a false sense of security and may result in staff not washing hands as frequently as required.
- v. **Respiratory hygiene** is important to prevent COVID-19 spread at a workplace. Employees shall cover their mouth and nose with tissue while coughing or sneezing. The tissue shall be disposed in a closed bin and hands shall be thoroughly washed and sanitized, before handling food.

### 3.9.6 Practice Social Distancing

- i. Management to limit the number of people in contact on a production floor or a kitchen or a shop, by creating physical barriers so that people in smaller spaces (3-4 employees in 10 ft areas as an example) can have barriers without hindering work, wherever possible.
- ii. Space out/stagger workstations and food preparation areas, if possible.
- iii. Management to review the shift arrangement and social interaction of the staff. It is advisable to increase time between shifts/scatter break periods to minimize staff interaction. This will also help in ensuring more time for cleaning and sanitation.
- iv. Management to limit the number of people (staff, delivery drivers, customers) who can come into the food premises at any one time.

### 3.9.7 Cleaning and Sanitation

- i. Food premise shall be always well maintained and cleaned thoroughly and sanitized daily.
- ii. Various areas of Food Establishment (such as food preparation/ production area, stores, packaging area, service area, waste disposal area, etc.), office space, transport vehicle shall be cleaned, followed by disinfection (using freshly prepared 1 percent sodium hypochlorite solution or any other commonly used disinfectant found to be effective against corona virus).
- iii. Equipment, containers, utensils, cutlery, etc. should be cleaned thoroughly with soap and water. Preferably use hot water (above 60 °C) for washing and sanitizing. After cleaning, sanitation using Alcohol/Quaternary ammonium compound is recommended.

High Touch Points	Method and Frequency
Elevator buttons, handrails / handles and call buttons, escalator handrails, public counters, intercom systems,	Cleaned twice daily by mopping with a linen/absorbable cloth

High Touch Points	Method and Frequency
equipment like telephone, printers/scanners, and other office machines, tabletops, chair handles, pens, diary files, keyboards, mouse, mouse pad, tea/coffee dispensing machines, etc.	soaked in 1% sodium hypochlorite
Metallic surfaces like door handles, security locks, handles of baskets/carts, display racks (where bleach is not suitable)	70% alcohol
Hand sanitizing stations at the entry and near high contact surfaces.	Cleaned at least twice in a shift. Sanitized with 1% sodium hypochlorite
Toilets and Washrooms	After every shift using water and detergent, followed by 1% sodium hypochlorite.
Area of two metres around the person who has coughed	Vacated immediately, thoroughly cleaned and disinfected with freshly prepared 1 % sodium hypochlorite solution
All cleaning equipment, cloth, mops, reusable protective gear such as boots, gloves	Cleaned thoroughly before use & after use. Sanitize where required.

#### iv. Steps of Cleaning

- a. Step 1 – Preparation
  - Remove loose dirt and food particles.
  - Rinse with warm, potable water.
- b. Step 2 – Cleaning
  - Wash with hot water ( 60 °C) and detergent.
  - Rinse with clean potable water.
- c. Step 3 – Sanitizing
  - Treat with very hot, clean, potable water (75 °C) for at least 2 minutes.
- d. Step 4 - Air Drying
  - Leave benches, counters and equipment to air dry. The most hygienic way to dry equipment is in a draining rack.

#### v. Categories of Sanitizers

Type	Use	Frequency
Chlorine	Perishable products	Always (for food to be consumed raw)
	Food contact surfaces	After use

Type	Use	Frequency
Quaternary Methyl Butyric Acid (QMBA)	Food contact surfaces	After use
70% alcohol based	Hand Sanitization	As and when required
	Common touch points and food contact surface	Frequent or after each use
<b>Note: - Cleaning process should be followed by disinfection.</b> <ul style="list-style-type: none"> <li>• Use chemicals as per the direction provided by the manufacturers.</li> <li>• There are more chemical based disinfectants available; this is just a suggestive list.</li> </ul>		

#### vi. Food Packaging

- The retention time of corona virus on surface varies from 4 hours to 5 days.
- Cleaning, Sanitizing, Disinfection measures are to be adopted to ensure that food packaging is kept clean and away from sources of contamination

Corona Virus Average Retention Time	
On Copper	4 Hrs
On Aluminum	2-8 Hrs
On Cardboard	24 Hrs
On Stainless Steel	2-3 Days
On Plastics	2-3 Days
On Wood	4 Days
On Paper, Glass (upto)	5 Days
On Ceramics	5 Days
On Metal	5 Days

### 3.10 Checkout Protocol

- Guests should inform at the reception an hour before the check out.
- Guests should only check out once he is confirmed by the reception.
- Guests should be informed about the payment to be made in advance and the guests may be requested to make the payment via digital mode as much as possible.
- Management to inform the police station about the check out if it is a statutory requirement.
- Post check-out rooms to be cleaned and clean linen and towel to be provided.
- Linen must be changed after every checkout and for longer stays as per the request by the guest.



### **3.11 Linen Count, Allocation & Cleaning SOP**

- i. Sufficient linen to be mandatorily available at the property
- ii. Only designated staff to handle soiled guest room linen.
- iii. Housekeeping staff should use face masks and hand gloves while handling used linen and should be kept in a separate place.
- iv. Laundry services must continue in an existing manner.
- v. Use waterproof mattress and pillow protector, Mattresses to be sanitized regularly
- vi. Washable pillows to be washed at above 60-degree temperature.

### **3.12 Garbage Disposal**

- i. The garbage needs to be disposed as – dry, wet, glass, biodegradable.
- ii. Protective gears like gloves, face masks etc. to be segregated or disposed separately

### **3.13 Back Areas for Staff**

- i. Timings of staff canteen, lockers, changing rooms etc. to be strategically designed to reduce assembly of people.
- ii. Promote staff to use their own vehicle for transport rather than depending on public/hotel transport

### **3.14 Employee Transport**

- i. Screening of all the staff to be carried out for temperature and other symptoms before boarding the vehicle.
- ii. To provide organization's transport in the event public transport is not available or is overcrowded violating the social distancing norms.
- iii. Efforts must be made to reduce the presence of staff to minimum required, keeping in mind the number of covers.

### **3.15 Employee Uniform**

- i. Uniform exchange daily should be the norm
- ii. Uniforms will need to be sanitized properly; steam press or heat iron can be used
- iii. Staff will be given protective gears as part of the uniform across all departments
- iv. Ensure that staff are maintaining Social Distancing during uniform exchange

### **3.16 Employee Dining**

- i. Staff meals should be planned in such a manner that social distancing norms could be maintained.

## **4 Handling COVID-19 cases in Accommodation Units**

### **4.1 Protocol for Handling Suspected & COVID-19 Positive Guests**

- i. Accommodation establishments to follow Ministry of Health and Family Welfare SOP for handling Suspected & COVID-19 Positive cases. If a guest develops signs and symptoms of COVID19, efforts should immediately be made to minimize contact of the ill person with all guests and staff of the establishment. The Reception or other Accommodation unit staff should follow the procedures in the action plan for the situation when a guest develops signs and symptoms indicative of COVID-19
  - a. **During Check-in (if guest is sneezing or coughing)**
    1. Do not deny Check-in
    2. Maintain a safe physical distance of 6 feet from the guest.
    3. Encourage guests to sanitize their hands/ wash hands with soap.
    4. Offer medical assistance to the guest.
    5. Keep a watch over the health condition of the guest (call him on the extension and check his well-being, offer medical assistance)
    6. Deep clean the reception areas with a disinfectant
- ii. When attending to an ill guest or staff who displays fever, persistent cough, or difficulty breathing, always use additional protective equipment including face mask, eye protection, gloves, and a gown
  - a. Maintain empathy with the guest. Request the ill person to wear a medical face mask and practice respiratory hygiene when coughing and sneezing. If the medical face mask cannot be tolerated by the ill person, provide tissues to cover mouth and discard the tissue immediately into a biohazard disposal waste bag. If no biohazard disposal waste bag is available, place it into an intact plastic bag, seal it, and consider it “biohazard” waste; wash hands with soap and water or alcohol-based hand rub. In case the ill person cannot wear a face mask, direct contact with the ill person should be avoided unless wearing at least disposable gown, gloves, a face mask, and eye protection
  - b. Room should be locked and the entire floor, reception and all common areas to be deep cleaned and fumigated. Wherever possible, guest showing symptoms of COVID-19 to be moved to a designated isolation floor / room. Sick persons should not share a bathroom with other persons, and neither should they share towels, blankets, or any type of clothing. Separate the ill person from the other persons by at least 2 metres (6 feet).
  - c. No visitors should be permitted to enter the room occupied by the affected guest
  - d. COVID-19 Crisis Management Team shall notify immediately the administrative / health authorities for further protocol. COVID-19 Crisis Management Team to immediately inform the nearest medical facility (hospital/clinic) or call 011 - 23978046. Ensure that the guest is taken to the nearest medical facility.
  - e. A risk assessment will be undertaken by the designated public health authority (district RRT/treating physician) and accordingly further action be initiated regarding management of case, his/her contacts and need for disinfection.
  - f. Linen and other items must be washed separately.

- iii. In case suspected guests flee/ not traceable, inform the police immediately.

## **4.2 Case of an affected worker**

- i. If a member of the staff reports respiratory symptoms, the worker must immediately stop work and seek medical assistance. The staff should stay isolated in a suitable room while the COVID-19 Crisis Management Team shall notify the administrative / health authorities for further protocol
- ii. A risk assessment will be undertaken by the designated public health authority (district RRT/treating physician) and accordingly further action be initiated regarding management of case, his/her contacts and need for disinfection.
- iii. The symptomatic worker should be provided with disposable tissues and a medical face mask
- iv. Staff who report from home that they are ill with respiratory symptoms should be advised to stay at home and seek medical attention or dial *Apthamitra helpline* 14410 for medical support.
- v. Staff who report from home that they have been diagnosed with COVID-19 should be informed to the administrative / health authorities and follow the instructions received from the doctor, including the recommendation of self-isolation at home until the symptoms have completely disappeared.

## **4.3 Protocol for COVID-19 Exposed Rooms/ Specific Areas**

- i. The Room used by the Suspected and COVID-19 Positive Guests should be locked and the entire floor, reception and all common areas to be deep cleaned and fumigated. Any surfaces that become soiled with respiratory secretions or other body fluids of the ill person(s), e.g. toilet, handwashing basins, and baths should be cleaned with a regular household disinfectant solution containing 1% sodium hypochlorite. Surfaces should be rinsed with clean water after 30 minutes contact time.
- ii. The cleaning staff should know how to make sure the bleach is not disintegrated and how to rinse it off after 10 minutes.
- iii. When use of bleach is not suitable, e.g. telephone, remote control equipment, door handlings, buttons in the elevator, etc. then alcohol 70% could be used.
- iv. Whenever possible, use only disposable cleaning materials. Discard any cleaning equipment made of cloths and absorbent materials, e.g. mophead and wiping cloths. When pertinent, disinfect properly non-porous cleaning materials with 1 % sodium hypochlorite solution or according to manufacturer's instructions before using for other rooms.
- v. Textiles, linens, and clothes should be put in special, marked laundry bags and handled carefully to prevent raising dust, with consequent potential contamination of surrounding surfaces or people. Instructions should be given for washing them in hot cycles (70°C or more) with the usual detergents. All used items must be handled appropriately to mitigate the risk of potential transmission.
- vi. Disposable items (hand towels, gloves, face masks, tissues) should be placed in a container with a lid and disposed of according to the Accommodation unit action plan and national regulations for waste management.
- vii. Cleaning crews should be trained on use of protective gears and hand hygiene immediately after removing the protective gears , and when cleaning and disinfection work is completed.

- viii. Properly dispose gloves and other disposable items that had contact with the ill person's body fluids in biohazard bag or a secured plastic bag, which will be considered as "biohazard" waste.
- ix. Linen and other items used by the Suspected and COVID-19 Positive Guests must be washed separately. All such items shall be soaked in 1% sodium hypochlorite solution for 30 minutes. Sundried after washing with common detergent and hot water (70°C or more).
- x. The Staff should take care to remove protective gear carefully to avoid contaminating themselves. Remove first gloves and gown, do hand hygiene; next remove the face mask and eye protection, and immediately wash hands with soap and water or alcohol-based hand rub.
- xi. All rooms and common areas should be ventilated daily.

## **5 Protocol for Repair and Maintenance**

- i. Rooms to be audited for Repair & Maintenance after checkout.
- ii. Staff should get on a call preferably a video call with the guest to better understand the issue or assist the guest. In case it is not possible because of any reason (guest does not have video, phone or guest is not well enough) only then staff should go to room and check for the issue.
- iii. Maintenance personnel to wear hand gloves and face masks while doing the services inside the room. Guests are advised to stay outside the room.

## **6 Dos and Don'ts for the Guest**

- i. Do not step out of the room unnecessarily. Wear a face mask whenever outside the room.
- ii. Guests are recommended to carry their own sanitizer and wet wipes for personal use.
- iii. Clothes should not be washed inside the room.
- iv. In case a balcony is shared with another room, please be on the side of your room.
- v. Do not interact with the other room's guests
- vi. No visitors should be allowed in the rooms
- vii. Doors should be kept closed and any contact with the doorknobs should be avoided by staff
- viii. Kitchen and washing area entry must be prohibited for guests
- ix. Always keep a safe physical distance of at least 2 metres (6 feet) while you are at the property.
- x. Wash your hands frequently with the soaps/sanitizers provided
- xi. Put all bio-degradable disposable plates/cups/bottles after use in the garbage bag.

## **7 Dos and Don'ts for Accommodation unit Staff**

- i. Accommodation unit staff should follow restricted movement (only in cases of work) around rooms
- ii. Accommodation unit staff are always advised to maintain minimum 2 metres (6 feet) physical distance with the guests and other staff members
- iii. Accommodation unit staff should sanitize/wash their hands regularly.
- iv. Accommodation unit staff should adhere to zero touch policy.
- v. All Accommodation unit staff should wear face masks all the time

- vi. Clean and disinfect public areas, restaurant and bars areas every 2 hours.

## 8 Awareness

Dissemination of information material like short documents or informative posters that can amplify the key messages among guests and staff, including the promotion of handwashing (at least 40-60 seconds), coughing etiquette. Official leaflets on basic hygiene practice and COVID-19, in local languages as well, could be useful information tools.

### 8.1 Staff and Guest Awareness

Managements are advised to put awareness and emergency posters, guest **Dos and Don'ts** posters inside the rooms to maintain self-hygiene etc.

### 8.2 Posters

- i. Emergency helpline numbers - At the reception
- ii. Physical Distance of 2 metres (6 feet) - Reception & other strategic places
- iii. General Information – Reception (Contact information of key staff personnel, Emergency Telephone numbers)
- iv. Hand Washing - Reception wash basins ,bathrooms, toilets & Inside the room
- v. Respiratory hygiene - Reception & Inside the room
- vi. Dos & Don'ts

## 9 Protocol to have additional information about the guests

- i. The Guest will be required to submit a self-declaration from as per the format provided in the Annexure.
- ii. In some cases, experience has shown that it becomes essential to trace the location of the guests even after their departure. Hence, the accommodation units are advised to devise a new information system/format and keep the same in an easily accessible form to enable concerned authorities to trace the guests, if required in future. The information system / format must capture the following:

S.No	Information
1.	Date
2.	Name
3.	Age
4.	Gender
5.	Mob number
6.	Email id
7.	Nationality
8.	Permanent address
9.	Coming from (with details of destination and route)
10.	Going to (with details of destination and route)



S.No	Information
11.	Mode of transportation while going back with details of flight/train
12.	Arrival date and time
13.	Departure date and time
14.	Room no./ Floor no.
15.	Signature
16.	Purpose of the visit
17.	Check out time
18.	Valid ID proof
19.	Travel history
20.	Self-declaration form
21.	E-pass wherever applicable

## 10 Staff Training Protocols

- i. Training programs to be conducted with aims to reduce the risk of infection through appropriate cleaning, disinfection, and hygiene procedures and adopted measures that could protect their health and that of their customers.
- ii. All the staff including the security guard should be properly briefed about the processes and a drill regarding the same must be put in place. The details of the guideline should be communicated to the entire staff .
- iii. Staff training should cover Personal Hygiene, Social Distance and Sanitation. All Staff to be trained to brief customers on the following :-
  - a. Social distancing includes refraining from hugging, shaking hands with guests as well as among staff. It involves maintaining distance (more than 2 metres) and avoiding anyone who is coughing or sneezing.
  - b. Practice frequent hand washing with soap (for at least 40-60 seconds) even when hands are not visibly dirty. Use of alcohol-based hand sanitizers (for at least 20 seconds) can be made wherever feasible.
  - c. Also avoid touching eyes, nose, and mouth. Hand sanitization is indicated after exchanging objects (money, credit cards) with guests.
  - d. Respiratory etiquette to be strictly followed. This means strict practice of covering one's mouth and nose while coughing/sneezing with a tissue/handkerchief/flexed elbow and disposing off used tissues properly. The used tissue should be disposed of immediately in a bin with a lid.
- iv. All staff members to self-monitor their health and report any illness at the earliest to COVID-19 Crisis Management Team and Apathamitra helpline 14410).

## **11 Special Recommendations**

- i. Reception area should have information brochure on the steps taken by the Accommodation unit and the general preventive and hygiene information for the guests.
- ii. The Accommodation Unit should have tie up with a few hospitals in its nearby locality as well as doctor on call facility.
- iii. Encourage digital check-in and check-out

## 12 Annexures

### Self-Declaration Form for Guest

*All guest staying at an accommodation unit are required to submit the form*

#### Self- Declaration Form

[Location, Date]

TO:

The [Name of the Manager of the Accommodation Unit],  
[Name of the Accommodation Unit]  
[Address of the Accommodation Unit]

Dear Sir/ Madam,

#### Subject: Self- Declaration Form

1. I/We do hereby confirm that I do not have any COVID-19 related symptoms like temperature more than 37.5 °C (99 °F) and/or flu like symptoms.
2. I/We do hereby agree to follow all the guidelines (Dos and Don'ts for the Guest) provided by the staff and shall support them by adhering to the guidelines to prevent the possible spread of COVID-19 within your establishment.

#### Dos and Don'ts for the Guest

- i. Do not step out of the room unnecessarily. Wear a face mask whenever outside the room.
- ii. Guest are recommended to carry their own sanitizer and wet wipes for personal use.
- iii. Clothes should not be washed inside the room.
- iv. In case a balcony is shared with another room, please be on the side of your room. Do not interact with the other room's guests
- v. No visitors should be allowed in the rooms
- vi. Doors should be kept closed and any contact with the doorknobs should be avoided
- vii. Kitchen and washing area entry must be prohibited for guests
- viii. Always keep a safe physical distance of at least 2 m (6feet) while you are at the property.
- ix. Wash your hands frequently with the soaps/sanitizers provided
- x. Put all bio-degradable disposable plates/cups/bottles after use in the garbage bag.

3. I/We do hereby confirm that the below information provided is correct and shall provide all the

necessary supporting documents.

4. I/We do hereby give my permission to your establishment authority to share my details with the authorities with required for the purpose of preventing possible spread of COVID-19 and its tracing.

S.No	Information
1.	Date
2.	Name
3.	Age
4.	Gender
5.	Mob number
6.	Email id
7.	Nationality
8.	Permanent address
9.	Coming from (with details of destination and route)
10.	Going to (with details of destination and route)
11.	Mode of transportation while going back with details of flight/train
12.	Arrival date and time
13.	Departure date and time
14.	Room no./ Floor no.
15.	Signature
16.	Purpose of the visit
17.	Check out time
18.	Valid ID proof
19.	Travel history
20.	E-pass wherever applicable

*Signature of the Guest*

**Guidelines for Running of Air Circulation, Air cooling  
and Air conditioning Equipment during COVID-19  
issued by Central Public Works Department (CPWD)**



Govt. of India  
Central Public Works Department  
O/o Chief Engineer (CSQ)(E)  
A Wing, Room No.229,  
Nirman Bhawan, New Delhi-110011  
Ph. No. 011-23061418



No. CE CSQ(E)/COVID-19/2020/ 028

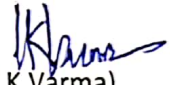
Dated 13-5-2020

**OFFICE MEMORANDUM**

In supersession of this OM No. CE CSQ(E) /COVID-19/2020/025 dated 22.04.2020, "Guidelines for Running of Air Circulation, Air cooling and Air conditioning Equipments during COVID-19" are enclosed here for the guidance of field Units of CPWD. Respective Administrative Heads of the Ministries/Departments shall be fully apprised and only after obtaining their concurrence, the decision to operate or not the AC/Air cooling system should be taken. Respective social distancing norms issued by Central Government from time to time may also be adhered to while these guidelines are implemented.

This issues with the approval of DG, CPWD

Encl: As above.

  
(C.K. Varma)  
Chief Engineer CSQ(E)  
13/5/2020

To,

SDGs/ADGs/CEs/SEs/EEs of CPWD (Through CPWD Website only)



सत्यमेव जयते

भारत सरकार

**GOVERNMENT OF INDIA**

केन्द्रीय लोक निर्माण विभाग

**CENTRAL PUBLIC WORKS DEPARTMENT**

**GUIDELINES FOR RUNNING  
OF  
AIR CIRCULATION, AIR COOLING  
AND  
AIR CONDITIONING EQUIPMENTS  
DURING  
COVID-19**



महानिदेशालय, के०लो०नि०वि, निर्माण भवन, नई दिल्ली-110011

**DIRECTORATE GENERAL, CPWD, NIRMAL BHAWAN, NEW DELHI -110011**

### Committee Composition for Developing the Guidelines

1.	Sh. Anant Kumar	ADG(Tech)	Chairman
2.	Sh. C.K.Varma	CE CSQ(E)	Member
3.	Sh. Vikas Rana	CE NDZ 1	Member
4.	Sh Rajiv. Sao	SE & PD, NAHAN	Member
5.	Sh. Vivek Gupta	SE(E),o/o CE & TA	Member
6.	Sh. S.P.Gupta	SE(E), Dir- ERP	Member
7.	Sh. Prashant Gupta	SE(E), Dir-PM & PG	Member
8.	Sh. Sanjiv Agarwal	EE(E), RML Hospital	Member
9.	Sh. Vishesh Swamiwal	EE(E), SCPD	Member
10.	Sh. Yogendra Kumar	EE(E), DED-101	Member
11.	Sh. S. Mandal	EE(E), Delhi PWD	Member
12.	Sh. M.V.Chalpati Rao	SE (E)O/o CE CSQ(E)	Member Secretary



# Guidelines for Running of Air Circulation, Air cooling and Air conditioning Equipments during COVID-19

## Introduction

Corona Infection through Air flow has become an issues summer has already started and monsoon season will begin soon. The thermal discomfort will therefore be maximum now onwards due to seasonal changes and there can be a possibility of its spread through air flow. Therefore, maximum caution should be exercised to minimise the chances of spread of corona virus through air flow in enclosed spaces like residences, offices, meeting places, assembly places etc. Below are some of the principles to be followed while using the air cooling and conditioning devices.

## General Guiding Principles

1. Temperature- The temperature setting of all air conditioning devices should be in the range of 24-30 °C
2. Relative Humidity- should be in the range of 40-70%
3. Intake of Fresh Air- should be as much as possible
4. Recirculation of Air- should be avoided to the extent possible
5. Cross Ventilation- should be adequate
6. Replacement of air by using the facility of exhaust fans in the nearby area
7. Air Sanitisation- should be very frequent by regular cleaning and sanitisation of filters of indoor unit.
8. Observing Social Distancing norms, wearing of mask, avoiding direct contact of air flow, frequent surface decontamination are to be followed compulsorily.

A proper mix of the above principles should be followed depending upon the places and options available.

## Options of Devices/Equipments Available

1. Fresh Air intake through open windows and other openings like doors etc.
2. Air circulation through Ceiling fans
3. Window fitted Desert coolers
4. Evaporative Type Air Cooling Plants/Ducted Air-Cooling Plants
5. Room AC Units (Window/Split type)
6. VRV/VRF Plants
7. Central AC Plants supplying conditioned air through AHUs (Air Handling units)

## Guidelines for operating Air Cooling/Conditioning devices

S.N.	Application Area	Air Cooling/Conditioning Options without aiding infection/contamination
1.	Controlled environment and	A. Window fitted Desert coolers/ Room ACs(Window/Split)/Fans aided by maximum Fresh air

	mild exposure such as Residences, Standalone workspaces/Offices	<p>Intake by opening of doors and or windows and supported by air replacement through exhaust fan facilities in the nearby areas.</p> <p>B. Temperature and Humidity range should be maintained as per General Guidelines wherever applicable.</p>
2	Moderate risk of exposure and concentration such as meeting Rooms, Dispensaries etc.	<p>A. Window fitted Desert coolers/ Room ACs (Window/Split)/ VRV/VRF system (Indoor units)/Fans aided by maximum Fresh air intake by opening of doors and or windows and supported by air replacement through exhaust fan facilities in the nearby areas.</p> <p>B. Temperature and Humidity range should be maintained as per General Guidelines wherever applicable.</p>
3	Maximum exposure and concentration such as Institutions, Malls etc.	<p>A. Window fitted Desert coolers/ Room ACs (Window/Split)/ VRV/VRF system (Indoor units)/Fans aided by maximum Fresh air intake by opening of doors and or windows and supported by air replacement through exhaust fan facilities in the nearby areas.</p> <p>B. Temperature and Humidity range should be maintained as per General Guidelines wherever applicable.</p> <p>C. It is advisable to avoid Central AC to the extent possible, in case same is not feasible then below mentioned point to be followed:</p> <ol style="list-style-type: none"> <li>I. AHUs are advised to run on maximum fresh air as possible.</li> <li>II. AHUs are advised to run at least 2 hours prior to office time and stop 2 hours after office time to ensure no contamination remains. This time may be increased at the discretion of maintenance in charge of the building.</li> <li>III. Heat Recovery Wheels wherever fitted should not be used and should be stopped completely.</li> </ol>
4	Ultimate exposure and concentration such as General Hospitals, Isolation Facilities/Wards etc.	<p>General guidelines issued by NCDC, MoHFW, Delhi</p> <p>A. Ensure adequate room ventilation. If room is air conditioned ensure 12 ACPH (Air Changes per Hour) and filtering of exhaust air. A negative pressure in isolation rooms is desirable for patients requiring aerosolization procedures (intubation, suction nebulisation).</p> <p>B. These rooms may have standalone air conditioning. These areas should not be a part of central air conditioning.</p> <p>C. Temperature and Humidity range should be maintained</p>

		<p>as per General Guidelines wherever applicable.</p> <p>D. If air conditioning is not available negative pressure could also be created through putting up 3-4 exhaust fans driving air out of the room.</p> <p>Note: For HVAC design for Hospital etc. guidelines mentioned at Sl. No. 9 of references to be used.</p>
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Equipment wise guidelines are also given at Annexure A.

#### References

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#### Disclaimer

The above guidelines are developed based on the available information and knowledge on the spread of Corona virus in different situations.



Table-2 Equipmentwise Guidelines

S.N.	Equipment/Device	Operating guidelines	Remarks
1.	Ceiling Fan	Should run at low-medium speed with intake of fresh air as much as possible by keeping window and doors opening	It doesn't work at high temperature and humidity. Switch to options 2 /3.
2.	Window Fitted Room Cooler	A.Should run with intake of fresh air and arrangement of exhaust as far as possible.  B. The water of the cooler as well as cooler pads must be disinfected at regular intervals.	A. To control high humidity in rainy season exhaust fan must be used.  B. It does not work at high humidity. Switch to option 3 supplemented with option 4.  C. Guidelines for prevention of Dengu must also be followed.
3.	Room AC(Window/Split)	Should run with temperature setting between 24-30degree C.	Use with windows partially open for fresh intake of air
4.	Exhaust Fan	Should run continuously for exhausting the hot air	For supplementing air circulation by all types of air cooling/conditioning devices like Ceiling fan, Air cooler, Room AC etc.
5.	Evaporative Type Air Cooling/Ducted Air Cooler	A. Should run with intake of fresh air and arrangement of exhaust as far as possible.  B. The water, pads of the blower section and ducts must be disinfected at regular intervals.	A. It does not work at high humidity. Switch to option 3 supplemented with option 4.  B. Guidelines for prevention of Dengu must also be followed.
6.	VRF/VRV System (High wall, Cassette type Units etc.)	Should run with temperature range of 24-30 degree C with maximum fresh air and supplemented by adequate exhaust	Wherever this system is installed, filters of indoor units to be disinfected frequently.

**Food Hygiene and Safety Guidelines for Food  
Businesses during Coronavirus Disease (COVID-19)  
Pandemic (FSSAI)**



# FOOD SAFETY AND STANDARDS AUTHORITY OF INDIA

## Food Hygiene and Safety guidelines for Food Businesses during Coronavirus Disease (COVID-19) Pandemic

### Introduction

Coronavirus disease 2019 (COVID-19) is an urgent and spreading threat, the clinical and epidemiological characteristics of which are still being documented. The disease is spreading rapidly and the number of cases is rising in most of the countries including India. The disease can present as asymptomatic to mild flu like symptoms to severe respiratory symptoms and in some cases even with gastrointestinal symptoms. Respiratory diseases in severe form can present as acute respiratory illness and pneumonia. Exact dynamics of spread is yet to be determined; however as evident it seems to spread as:

1. *Directly* by human to human transmission, through respiratory droplets when the person carrying the virus either sneezes, coughs; through close personal contact (including touching and shaking hands); or through touching your nose, mouth or eyes with contaminated hands.
2. *Indirectly* through contaminated surfaces that contain the virus.

The potential for food borne transmission is a concern with every new emerging infection. There are no reports or any evidence of faecal-oral transmission and no reported case of Coronavirus Disease (COVID-19) pandemic has been linked to transmission by food. Viruses need to enter living cells in order to be able to replicate. Unlike bacteria, they never replicate in food. Consequently, viruses never cause deterioration of the food product and the organoleptic properties of the food will not change due to viral contamination. In case of COVID 19, the main risk involved in human to human transmission during food handling is from close contact with infected food handler or customer.

Current evidence on other coronavirus strains shows that while coronaviruses appear to be stable at low and freezing temperatures on food surfaces for a certain period, however food hygiene and good food safety practices can prevent their transmission through food. The best practice for food business operators and consumers is to maintain high standards of personal hygiene, the standard protocol of social distancing and limiting social contact, and detecting / isolating the infected persons from food handling operations. World Health Organisation (WHO) has advised social distancing and maintaining high personal hygiene standards as a means of containing and stopping transmission of this virus. Use of Aarogya Setu application may also help in containing this virus.

It is mandatory for all food businesses to implement Good Hygiene Practices (GHP) and Good Manufacturing Practices (GMP) laid in Schedule 4 of Food Safety and Standards (Licensing and Registration of Food Businesses) Regulation, 2011 to ensure food safety and hygiene in food establishments. Under the present circumstances due to COVID 19 pandemic, there is an urgent requirement for food industry to ensure compliance with measures to protect food handlers from contracting COVID-19, to prevent exposure to or transmission of the virus, and to strengthen the food hygiene and sanitation practices.





## Scope

This document describes the guidelines for employees/food handlers working in food establishments to prevent spread of COVID-19. These practices should be adopted in conjunction with Schedule 4 requirements.

The three major steps to prevent spread of COVID-19 infection are

- a) Maintain high levels of personal hygiene;
- b) Practice social distancing at all times;
- c) Cleaning and sanitation.

## 1. Responsibility of Food Business Owner /Manager

Food business owner/ Manager shall ensure that:

1.1 Apart from Good Hygiene Practices and Good Manufacturing Practices mentioned in Schedule 4 of FSS (Licensing and Registration of Food Businesses) Regulations, 2011, food handlers / workers should be made aware about COVID-19 symptoms so that they are able to recognise the symptoms early and that they can seek appropriate medical care and testing, and to minimise the risk of infecting fellow workers. They should be provided with training on risk factors, safe food handling, social distancing and other protective behaviours (e.g., cough etiquette and wearing of face mask, hand washing with soap or using of alcohol-based hand rubs) required amid COVID-19 infections.

1.2 Employers should have a COVID 19 Screening Protocol in place to screen all personnel entering the premises. All employees/workers/visitors should be screened at entry point for symptoms of COVID-19 such as temperature (using non-contact type thermometer), cough, cold, etc. Those with temperature more than 37.5 °C (99 °F) and/or flu like symptoms shall not be allowed to enter Establishment.

**Note:** *Some common symptoms of COVID-19 include:*

- *Fever (high temperature – 37.5 °C or 99 °F)*
- *Cough*
- *Shortness of breath*
- *Breathing difficulties*
- *Fatigue*

1.3 Employees /food handlers/ visitors should be encouraged to self declare and inform about any signs/symptoms of respiratory illness before or during work/visit to the premises. Such declaration is expected to be forthcoming with the assurance of assistance and pay/ job protection especially in the low income group of employees. In some cases, infected people may be asymptomatic or pre-symptomatic and may not display any signs or symptoms of disease or may present with mild symptoms that can



be easily overlooked, the employers therefore should ensure the availability of masks and protective gears to all food handlers. In case the food handlers is COVID 19 infected or is identified as the contact of the COVID 19 infected person, he/she should be not be allowed to enter the premises and instructed to remain in home quarantine for the specified time period and should not return to work until they are free of infection.

1.4 Regular Monitoring of the employees/food handlers is essential for prevention of COVID19 spread within the food establishment. The employees/food handlers should also self monitor and report any symptoms to the employer. Wearing mask and protective gears at all times should be ensured. The Employers must provision and issue these protective gears to his employees. The employee should maintain 1 metre of distance from each other and practice social distancing in the workplace.

1.5 Employer should be aware and sensitive of workers concerns about salary, leave, safety, health, and other issues that may arise during the outbreak.

1.6 A local emergency response team should be established in large food businesses to deal with suspected COVID-19 infections and one person should be designated as the COVID-19 co-ordinator. Their contact details should be shared with all employees. The team should develop protocols/guidelines on the steps to be taken when handling suspected COVID-19 cases and as a means of general preparedness, the following should be ensured:

- *List of local authorized hospitals for COVID-19 testing and treatment is frequently updated;*
- *Contact details of the professional disinfection company are kept handy;*
- *Adequate disinfectant for emergency use are available;*
- *Dedicated masks, gloves, safety glasses, protection suits for emergency use (personal protective equipment or PPE) are procured and stored as per government advisories, from time to time;*
- *Isolation rooms (one for suspected cases, one for close contacts) are prepared with special trash bins;*
- *A process for record keeping is established wherein all the related information - attendance, health status of employees, visitor details - are maintained. Process for record keeping shall be developed for suspected/ confirmed cases and should be recorded, including, but not limited to employee name, the whole process of the incident, conversations with local authorities, actions taken by the company.*

## **2. Personal Hygiene of Food Handlers**

Food Business shall ensure that high hygiene standards in line with established Food Safety Management System(FSMS) and these practices include:

- **Proper hand hygiene** – washing with soap and water for at least 20 seconds (follow WHO advice)



- **Frequent use of alcohol-based hand sanitizers;**
- **Good respiratory hygiene** (covers mouth and nose when coughing or sneezing; dispose of tissues and wash hands)
- **Frequent cleaning/disinfection** of work surfaces and touch points such as door handles.
- **Avoiding close contact** with anyone showing symptoms of respiratory illness such as coughing and sneezing

**2.1 Proper hand hygiene** protocols should be strictly followed. They shall thoroughly wash and sanitize hands and change into clean uniform before entering the food premise. Hands should be washed for 20 to 30 seconds using water (preferably hot water) and soap. Hands should be dried with clean towel or air dryers.

**2.2** This should preferably be followed with sanitizing of hands (with 70% alcohol based sanitizer or an equivalent). If soap and running water are not immediately available, provide alcohol-based hand rubs containing at least 60-70% alcohol.

**2.3** Employees/ food handlers shall **wear face mask** and clean protective clothing like full sleeves clothes/aprons, head gears, caps, gloves at all times while in the production area. In case of shortage of face masks the employees/ food handlers should preferably use clean cloth-based **face covering or face mask** to cover nose and mouth. The face cover should fit perfectly on face without leaving any gaps on mouth, nose and chin. The face covers should be changed every six hours or as soon as they get wet. Reusable face covers shall be cleaned and sanitized thoroughly. In case disposable face covers are used or reusable face cover is damaged or changes shape, it shall be disposed of in a closed bin. While removing face cover, care shall be taken not to touch outer surface of the face cover. Employees shall avoid touching their face, eyes, nose, etc. after removal of face cover before washing their hands.

**(Note: Staff should wash/disinfect hands after removing their regular clothes and before touching their clean uniforms to avoid contamination of clean clothes).**

**2.4** Employees shall preferably not use personal jewellery, watches etc. Instruments like mobiles should be discouraged while at work place or should be frequently sanitised.

**2.5 Gloves** shall be worn while handling prepared food or ready to eat food. During this time no other surface, equipment, utensils should be touched or no non-food related activities such as emptying bin, closing doors/windows, touching mobile phones, handling currency etc are carried out. In such a case, the gloves shall be changed and suitably disposed off. Hand must be washed between glove change and when gloves are removed. Wearing gloves may give a false sense of security and may result in staff not washing hands as frequently as required. Employees shall be trained on the correct method of using gloves and wearing gloves shall not be considered as a substitute for hand washing.



**2.6 Respiratory hygiene** is important to prevent COVID-19 spread at a workplace. Employees shall cover their mouth and nose with tissue while coughing or sneezing. The tissue shall be disposed in a closed bin and hands shall be thoroughly washed and sanitised, before handling food.

**2.7 Reporting of illness:** Encourage workers to stay home if they have developed any symptom of COVID-19 infection (dry cough, trouble in breathing, high fever and chills). He/she should be allowed to report illness on phone.

**2.8** In case any employee develops any flu-like symptoms or COVID-19 illness at the workplace, he/she shall be immediately isolated (should not be sent back to home) and the health / administrative authorities should be informed about it immediately.

**2.9** Food handlers working with or near the infected person should also isolate themselves and if required should self-quarantine as per the directions issued by the Ministry of Health and Family Welfare.

*(Note: It is ideal that the isolated individual uses a separate toilet and washing area. If that is not possible, then toilet and washing area should be cleaned after use by an infected person).*

**2.10** Use of fingerprint or biometric attendance shall be discontinued during the pandemic period in order to minimise cross infection through this common contact point and may be replaced with facial recognition or manual system ensuring minimal physical contact. Using each other's phones, belongings, sharing of common stationery like pens, or other work tools and equipment, should be discouraged.

**2.11** The food premises, toilets, counters and equipment that came in contact with the infected person should be thoroughly cleaned with hot water and detergent and disinfected (with 0.1% hypochlorite sol. or an equivalent).

### **3. Practice Social Distancing**

**3.1** Social distancing aims, through a variety of means, to minimise physical contact between individuals and thereby to reduce the possibility for new infections. A minimum distance of one meter shall be maintained between two persons at all points in a food establishment.

**3.2** To implement social distancing, food businesses should:

- Limit the number of people in contact on a production floor or a kitchen or a shop , by creating physical barriers so that people in smaller spaces (3-4 employees in 10 ft areas as an example) can have barriers without hindering work, wherever possible.
- Space out/stagger workstations and food preparation areas, if possible. There should be 1 meter gap between food handlers.



- Reduce the speed of production lines to reduce the number of staff working on the production line and increase the gap between them.
- Review the shift arrangement and social interaction of the staff. Increase time between shifts/scatter break periods to minimize staff interaction. This will also help in ensuring more time for cleaning and sanitation.
- Limit the number of people (staff, delivery drivers, customers) who can come into the food premises at any one time.
- Use spacing measures (e.g. floor markers, stickers) at tills or queues, increase the gaps between workstations, seating arrangements, etc to ensure at least 1 meter gap is maintained between employees, customers and visitors.
- Prohibit sharing of lockers by employees and a gap of at least one meter is maintained by employees while using the lockers.
- For food deliveries, prefer leaving food packets outside the door or maintain a gap of 1 meter from the customer.
- Takeaways and food deliveries should be encouraged instead of dine-in options.

*(Note: To avoid crowding at a place, a ticketing system can also be adopted).*

3.3 Face-to-face meetings should be restricted as much as possible. The management should identify the roles or areas within a business that may be able to work from home or away from other staff. Avoid staff congregating in car parks or other common areas after their shift.

## 4. Cleaning and Sanitation

4.1 Food premise shall be always well maintained and cleaned thoroughly and sanitized daily. Cleaning and sanitation requirements mentioned in Schedule 4 shall be strictly followed.

4.2 Various areas of **Food Establishment** (such as food preparation/ production area, stores, packaging area, service area, waste disposal area, etc.), office space, transport vehicle shall be cleaned with soap and water, followed by disinfection (using freshly prepared 1 percent hypochlorite solution or any other disinfectant found to be effective against coronavirus).

4.3 Equipment, containers, utensils, cutlery, etc. should be cleaned thoroughly with soap and water. Preferably use hot water (above 60 °C) for washing and sanitising.

4.4 **High touch points** (such as elevator buttons, handrails / handles and call buttons, escalator handrails, public counters, intercom systems, equipment like telephone, printers/scanners, and other office machines, table tops, chair handles, pens, diary files, keyboards, mouse, mouse pad, tea/coffee dispensing machines, etc.) shall be cleaned twice daily by mopping with a linen/absorbable cloth soaked in 1 percent sodium hypochlorite. In case of metallic surfaces like door handles, security locks, handles of baskets/carts, display racks where use of bleach is not suitable, 70 percent alcohol shall



be used to wipe the surfaces. Hand sanitizing stations should be installed in food establishments (especially at the entry) and near high contact surface

**4.5 Toilets and Washrooms** shall be cleaned after every shift using water and detergent. This shall be followed with disinfection using 1 percent hypochlorite solution or an equivalent. For metallic surfaces (such as shower, taps, etc.) and surfaces where use of bleach is not suitable, use 70 percent alcohol based disinfectant.

**4.6** In case any food handler coughs or sneezes without following respiratory hygiene or develops any flu like symptoms, an area of two meters around the person shall be immediately vacated, thoroughly cleaned and disinfected using freshly prepared 1 percent hypochlorite solution or any other disinfectant found to be effective against novel coronavirus. The toilet, counters and equipment that came in contact with the suspected COVID 19 patient shall be thoroughly cleaned and disinfected using 1 percent hypochlorite solution or 70 percent alcohol (in case of metallic surfaces).

**4.7** All cleaning equipment, cloth, mops, reusable protective gear such as boots, gloves etc. shall be thoroughly cleaned and disinfected after use and prior to use in other areas.

#### **4.8 Steps of Cleaning**

##### **Step 1 – Preparation**

- Remove loose dirt and food particles.
- Rinse with warm, potable water.

##### **Step 2 – Cleaning**

- Wash with hot water (60 °C) and detergent.
- Rinse with clean potable water.

##### **Step 3 – Sanitising**

- Treat with very hot, clean, potable water (75 °C) for at least 2 minutes.

##### **Step 4 – Air drying**

- Leave benches, counters and equipment to air dry. The most hygienic way to dry equipment is in a draining rack.

**4.9** Cleaning process should be followed by disinfection. The common disinfectants that may be used are:



Type	Use	Frequency
Chlorine	Perishable products Food contact surfaces	Always for food to be consumed raw After use
Quaternary Methyl Butyric Acid (QMBA)	Food Contact Surfaces	After use
70% alcohol based	Hand Sanitisation  Common touch points and food contact surface	As and when required Frequent or after each use
Note: - <ul style="list-style-type: none"> <li>• Use chemicals as per the direction provided by the manufacturers.</li> <li>• There are more chemical based disinfectants available; this is just a suggestive list.</li> </ul>		

## 5. Special Instructions for different Food Sectors

Retail food premises and other Food services that need to remain open to cater the needs of the general public during this public health emergency do face a greater challenge in maintaining the hygiene standards of hand washing and respiratory etiquette to protect the staff and the consumers. Besides continuing to follow the established protocols and hygiene practices for retailing, the important COVID 19 recommendations for different sectors are as under:

### 5.1 Food Service /Delivery/Takeaways

5.1.1 Food service area shall be thoroughly cleaned and disinfected after every meal prepared and disinfect surfaces repeatedly touched by employees or customers such as door knobs, equipment handles, check-out counters, and grocery cart handles, etc.

5.1.2 Hand washing facility should be made available to the workers and if that is not possible hand sanitizers should be placed at the entry of the retail stores and used accordingly.

5.1.3 Even with proper hand washing, food workers should use a barrier such as tongs, gloves, or other utensil to prevent direct hand contact with food. The virus is likely to be inactivated by proper cooking temperatures; it is important to use gloves or other barriers to prevent touching foods that will not be fully cooked.

5.1.4 No ready-to-eat food item shall be left open and shall be kept covered or in glass displays.

5.1.5 Employees shall wear clean uniform, mask/face cover, gloves and head covers at all times. Pre screening of the workers for COVID-19 symptoms should be followed. Individuals showcasing COVID-19 symptoms should be sent to the health facility for further evaluation and encouraged to stay home.



5.1.6 All food items shall be thoroughly washed. Fruits and vegetables (to be consumed raw) shall be washed in 50 ppm chlorine (or equivalent solution) and clean potable water before storage.

5.1.7 Prepare for fewer customers and make plans for take-out and delivery options that will work with the available staff and supply resources. Use social media to communicate with your local customers.

5.1.8 No ready-to-eat food item shall be left open and shall be kept covered or in glass displays. Use gloves to avoid direct bare hand contact with ready-to-eat foods.

5.1.9 There should be visible notices pasted, for staff promoting hand hygiene and physical distancing.

5.1.10 Help customers to maintain social distancing by way of encouraging spacing between the customers while in line for service or check out in accordance to the social distancing norms (minimum 1 meter gap). Establish designated pick-up zones for customers to help maintain social distancing.

5.1.11 Buffet system, food service and mass gathering should be disallowed during COVID-19 pandemic; such services shall be resumed only under directions from the concerned Statutory Authorities. In case such services are allowed by the Authorities , food establishment shall ensure that:

- *Dedicated food handler(s) should serve food items to customers instead of multiple customers using the serving spoons.*
- *Minimum 1 meter gap is maintained between the food handler and customer.*
- *Minimum 1 meter gap is maintained between the seating space and tables in the service area.*
- *High touch points such as countertops, tongs, ladles, handles, etc. should be cleaned and disinfected frequently.*

***(Note: During lockdown period, food service is limited to community kitchens, staff cafeterias of essential food business, defence and certain government departments, if permitted to function during this period for staff on duty. In future, if other food service establishments are permitted to resume service during Coronavirus Disease (COVID-19) pandemic, they shall abide by the following guidelines).***

5.1.12 In case of food delivery, food handler shall ensure that:

- Face is covered with a clean mask or a face cover, hands are sanitised before food pick up and after delivery.
- Social distancing is followed by maintaining a minimum 1 meter gap between self and customer.
- Contact with common touch points such as door bell, handles, etc is avoided. If



- unavoidable, hands are sanitised after coming in contact with common touch points.
- Contactless delivery methods shall be encouraged.

5.1.13 Customers shall be encouraged to place orders online or on telephone, well in advance. This will help in reducing the wait time at the food establishment.

5.1.14 Employees shall refrain from handling cash. In case cash is handled, employees shall wash or sanitise their hands afterwards. Customers shall be encouraged to use contactless modes of payments such as UPI, QR codes, net-banking, e-wallets, etc. In case credit/debit cards are used, the card machine shall be sanitised with 70 % alcohol after each use.

5.1.15 If possible, food businesses shall provide disposable menu, utensils, cutlery, and single use sachet (of salt pepper, sugar, ketchup, etc) instead of reusable utensils, cutlery, bottles or salt shakers; else the same should be frequently cleaned, after each use.

## **5.2 Food Retail Premises**

5.2.1 All employees shall wear clean clothes/uniforms, headgear/cap, face masks and gloves at all times.

5.2.2 Food businesses shall ensure that limited number of customers entering the store at one point of time. Hand sanitization should be provided at points of entry and exit of a premise to all. Pre screening of the employees/ workers should be done before start of work and Individuals suspected of having COVID-19 symptoms should be prevented from entering the premises.

5.2.3 Social distancing norms should be followed by staff and consumers. Floor markings, stickers, etc. should be used to maintain the required gap between consumers, while they wait for their turn to enter the shop or for billing. Make regular announcements to remind consumers about social distancing. Flexi-glass barriers at tills and counters may be used as an additional level of protection for staff.

5.2.4 Reduce stock quantity on display and create a gap between two products displayed. This will help in maintaining social distancing while shopping.

5.2.5 Common touch points such as door handles, racks, billing counters, etc. should be cleaned and sanitized frequently. Handles of baskets/trolleys should be sanitized after every use.

5.2.6 In case of food delivery, food handler shall ensure that-

- *Face is covered with a clean mask or a face cover; hands are sanitised before food pick up and after delivery.*



- *Social distancing is followed by maintaining a minimum 1 meter gap between self and customer.*
- *Contact with common touch points such as door bell, handles, etc. should be avoided. If unavoidable, hands should be sanitised after coming in contact with common touch points.*
- *Contactless delivery shall be encouraged.*

5.2.7 Employees shall refrain from handling cash. In case cash is handled, employees shall wash or sanitise their hands afterwards. Customers shall be encouraged to use contactless modes of payments such as UPI, QR codes, e-wallets, etc. In case credit/debit cards are used, the card machine shall be sanitised with 70 percent alcohol after each use.

### **5.3 Food Transportation or distribution**

5.3.1 Drivers, loaders and other support staff shall be trained about the COVID-19 infection symptoms and its prevention by following high standards of hygiene, cleaning and sanitation and following social distancing.

5.3.2 Delivery/transport vehicles shall be cleaned and sanitized (and if possible, disinfected) regularly. This vehicle should only be used for food deliveries/distribution. Cleaning and sanitation records should be available in the vehicle at all times.

5.3.3 Drivers, loaders and other support staff displaying flu like or COVID-19 symptoms shall refrain from handling/transporting/delivering food.

5.3.4 Drivers, loaders and other support staff shall maintain high standards of personal hygiene. They shall be provided with an alcohol-based hand sanitizer, which may be fixed in the driver's cabin. Face covers shall be worn at all times.

5.3.5 Drivers, loaders and other support staff should avoid using public toilets as much as possible.

5.3.6 Drivers and other staff delivering to food premises should not leave their vehicles during delivery (if possible), and shall refrain from stopping in between for tea breaks, etc.

5.3.7 If a vehicle enters an area marked as a COVID-19 hotspot, then the vehicle shall be thoroughly cleaned and disinfected before use.

## **6. Food Packaging**

Recent research evaluated the survival of the COVID-19 virus on different surfaces and reported that the virus can remain viable for up to 72 hours on plastic and stainless steel, up to four hours on copper, and up to 24 hours on cardboard. This research was



conducted under laboratory conditions (controlled relative humidity and temperature) and should be interpreted with caution in the real-life environment. Food businesses shall ensure that food handlers involved in food packaging should maintain a high level of personal hygiene, social distancing. All measures shall be adopted to ensure that food packaging is kept clean and away from sources of contamination.

## **7. Guidance for Consumers**

To get infected with COVID-19 by touching groceries and shopping bags is very unlikely if proper hygienic practices are maintained. However by touching surfaces that may have the virus may be the indirect way of virus spreads. Several recommendations to address any such concerns are:

- Provide single use (paper or plastic, where appropriate) bags for bagging customer groceries.
- Provide alcohol-based hand antiseptic rubs (with 70% ethyl alcohol as the active ingredient) for consumers.
- Rinse fruits and vegetables before cutting or eating. Rinse raw agricultural products, such as heads of lettuce, under running water prior to cutting or serving.
- Thoroughly cook whatever you can. Cooking destroys many germs, including coronavirus.

## **8. Recommended Protocols When Employee/Visitor/Customer tests Positive for COVID-19**

Food production facilities, distributors, retailers and wholesalers are part of our nation's ***“critical infrastructure”*** and must remain operational to feed the country. Inconsistent approaches to reacting to an individual, particularly manufacturing personnel, who test positive for COVID-19, have the potential to jeopardize our food system.

The key recommendations while dealing with employees /food handlers in light with COVID 19 pandemic:

- Steps to be taken when an employee tests positive for COVID-19 or has symptoms (cough, fever, sore throat, shortness of breath) associated with COVID19 (presumptive or suspected case); and
- Steps to be taken when an employee/facility visitor/customer has been exposed (in close contact) to an individual who is positive for COVID-19 the potential to jeopardize our food system.

### **1. Steps to be taken when an Employee tests Positive for COVID-19 or Is presumed Positive based on symptoms associated with COVID-19**



Food manufacturing facilities, distribution centers, wholesale and retail outlets should consider the following as they prepare for the potential that an employee may test positive for COVID-19 or is presumed positive based on disease symptoms.

- For an individual **who has symptoms associated with COVID-19** (i.e., fever, cough, and/or shortness of breath) or have tested positive for COVID-19:

- If the employee is onsite at the facility, **notify the administrative / health authorities for further protocol;**
- If the employee is at home, do not permit the employee to come to work.

- **Employees who have not been tested but show symptoms** of acute respiratory illness are **recommended to stay home** and be excluded from work until they are free of fever and any other related symptoms for at least 3 days (72 hours), without the use of fever-reducing or other symptom-altering medicines (e.g. cough suppressants) AND at least 7 days have passed since symptoms first appeared.

- Employees should notify their supervisor.
- Encourage the employee to contact their local health authority and seek medical attention upon initial appearance of symptoms.

- **Employees with a COVID-19 positive test\* who have stayed home (home isolated)** may be able to return to work under the following conditions:

**If employee will not have a test to determine** if they are still contagious, they may be able to return to work after these three things have happened.

- No fever for at least 72 hours since recovery (that is three full days of no fever without the use medicine that reduces fevers) AND
- Other symptoms have improved (for example, when cough or shortness of breath have improved) AND
- At least 7 days have passed since symptoms first appeared.

**If employee will be tested to determine** if they are still contagious, they may be able to return to work after these three things have happened:

- No longer have a fever (without the use medicine that reduces fevers) AND
- Other symptoms have improved (for example, when cough or shortness of breath have improved) AND
- Received two negative tests in a row, 24 hours apart.

## **2. Steps to be Taken When an Employee/Visitor/Customer is exposed (In Close Contact) with an Individual who Is Positive For COVID-19**

It is recommended that the employers pre-screen these employees by measuring



temperature and monitoring symptoms associated with COVID-19, prior to entering the facility. These employees should be placed in home quarantine for 14 days since the time they might have been exposed or come in close contact with an infected individual.

*(Since the information on the COVID 19 Pandemic is evolving continuously, these guidelines are based on the present information available about the pandemic and can be revised as and when any new information is available)*

## **COVID-19 IEC Material**

# Check-in Protocol for Guests



Screen all visitors at entry point for symptoms of COVID-19



Guests to be briefed by the front desk associate about the safety measures



Maintain a physical distance of 2m (6 feet) in queues



Luggage to be disinfected



With minimum contact with guest, rooms to be kept ready to avoid crowding



Recommend all guests to install Arogyasetu app



Guests must provide details like travel history, medical condition etc, along with ID & self declaration form



Minimal interaction with guest at reception



Hand sanitizers to be kept at the reception. Guests to sanitize hands before & after filling relevant forms



Maintain proper records of any symptom such as cough/cold/fever



Guests to be briefed about Dos & Don'ts at the accommodation

# Checkout Protocol for Guests



Guests should notify the reception an hour before checkout



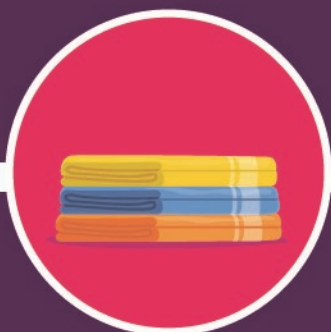
Guests should checkout only after confirmation by the reception



Guests to be informed about payment in advance & may be requested to make them via digital mode as much as possible



Management to inform the police station about the checkout if it is a statutory requirement



Post checkout, rooms to be deep cleaned



Linen must be changed after every checkout & for longer stays as per the request by the guest





# HOW TO WASH YOUR HANDS



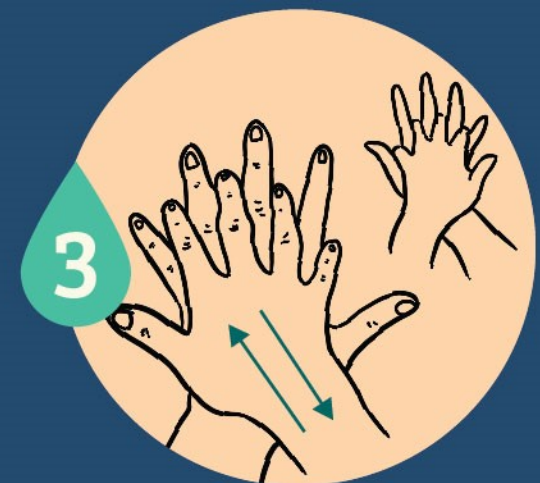
Wet hands with water



Apply enough soap to cover all hand surfaces



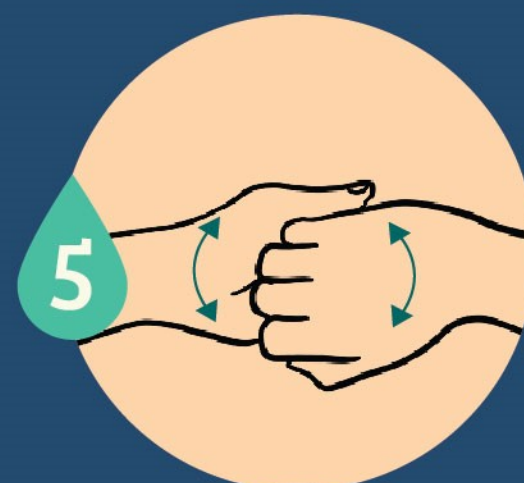
Rub hands palm to palm



Right palm over left dorsum with interlaced fingers & vice versa



Palm to palm with fingers interlaced



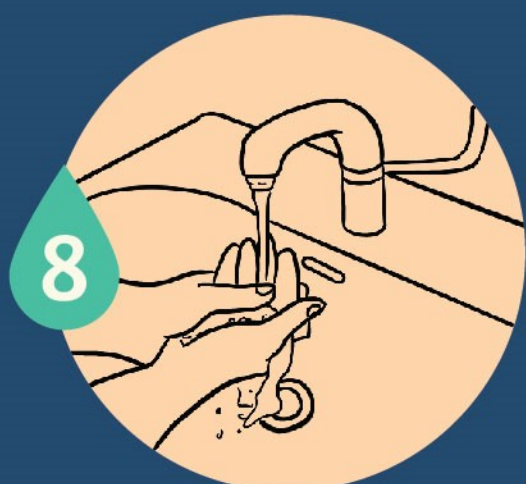
Back of fingers to opposing palms with fingers interlaced



Rotational rubbing of left thumb clasped in right palm & vice versa



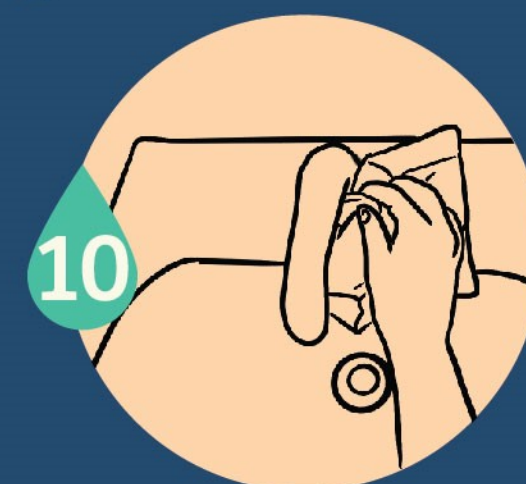
Rotational rubbing, backwards & forwards with clasped fingers of right hand in left palm & vice versa



Rinse hands with water



Dry thoroughly with a single use towel



Use towel to turn off faucet



...and your hands are safe



# Protocols for Other Common Areas

## Dining Facility



Detailed guidelines recommended for the dining facility by the COVID-19 Crisis Management Team.



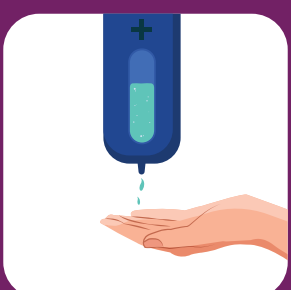
Sanitization of the furniture before guest arrival.



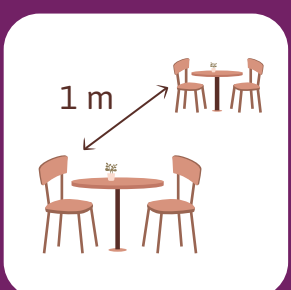
Dining slots will be ascertained from the guest to avoid overcrowding at any point in time.



Guests may be requested to make the payment via digital mode as much as possible.



Hand sanitizers/pedal sanitizer to be placed at the entrance and other areas such as washrooms. Guests are directed to sanitize the hands before proceeding to seating area.



Modification of restaurant layout keeping minimum 1 meter distance between tables.



# Protocols for Other Common Areas

## Elevator Operations



**HAND SANITIZERS TO  
BE MADE AVAILABLE  
AT ALL ELEVATOR  
LANDING.**

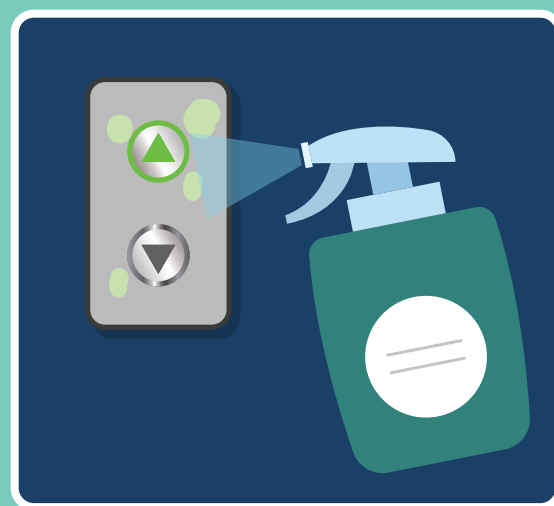


**SIGNAGE TO BE KEPT  
MAKING THE GUEST  
AWARE OF THE  
PROTOCOLS.**



**NUMBER OF PEOPLE IN  
THE ELEVATORS SHALL BE  
RESTRICTED.**

Not more than 50% capacity shall be allowed inside the elevators at any given point of time. The same to be monitored and displayed near the elevator



**ALL HAND CONTACT  
AREAS IN ELEVATORS  
TO BE DISINFECTED  
REGULARLY.**

Elevator as such will be disinfected every 4 hours with 1% sodium hypochlorite solution

# Availability of COVID-19 Related Amenities

Sufficient quantity of below mentioned amenities must be available at the property apart from regular amenities

## Must Have



Hand Sanitizers



Face Masks



Thermal Gun



Hand Gloves



Chemicals for  
Deep Cleaning



Biohazard  
Disposable  
Waste Bag



Garbage  
Bags

## Good to Have



Personal  
Protective  
Equipment (PPE)



Gowns/Aprons



# Dos & Don'ts

## For the Guest



**DO NOT STEP OUT** of the room unnecessarily. Wear a face mask whenever outside the room.



Clothes should **NOT BE** washed inside the room.



In case a balcony is shared with another room, please on your side of the room. Do not interact with the guests of the other room.



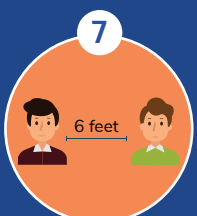
No visitors should be allowed in the rooms.



Doors should be kept closed and any contact with the doorknobs should be avoided by staff.



Kitchen and washing area entry must be prohibited for guests.



Always keep a safe physical distance of at least 2 m (6 feet) while you are at the property.



Guests are recommended to carry their own sanitizer & wet wipes for personal use. Wash your hands frequently with the soaps/sanitizers.



Put all bio-degradable disposable plates/cups/bottles after use in the garbage bag.

# REDUCE YOUR RISK OF COVID-19



Clean your hands often

1.

2.

Cover your mouth & nose while coughing/sneezing with a tissue/handkerchief/flexed elbow & dispose off used tissues properly

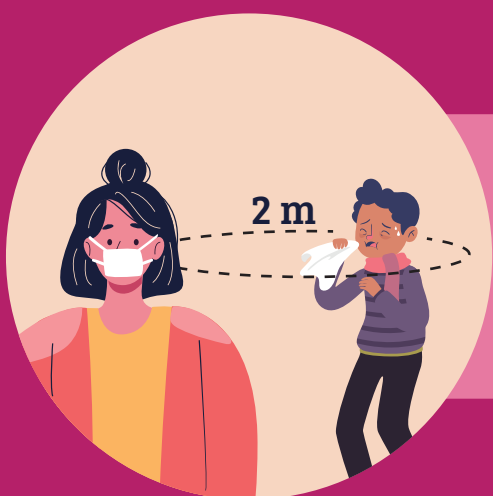


Avoid touching your eyes, nose & mouth

3.

4.

Limit social gatherings & time spent in crowded places



Avoid close contact with someone who is sick

5.

6.

Clean & disinfect frequently touched objects and surfaces



**SOP on preventive measures in Hotels and Other  
Hospitality Units to contain spread of COVID-19,  
issued by Ministry of Health and Family Welfare,  
Government of India**



Nirman Bhawan, New Delhi  
Dated 4th June, 2020

**OFFICE MEMORANDUM**

Government of India has been taking various measures towards management of COVID-19. As part of graded response various restrictions were in place for various public activities and guidelines have been issued from time to time as per the evolving situation.

Ministry of Home Affairs has issued orders under the Disaster Management Act, 2005 dated 30.05.2020 extending the lockdown in Containment Zones up to 30.06.2020 and to reopen certain activities in a phased manner in areas outside the Containment Zones.

The said orders provided that MoHFW will issue SOPs for allowing following activities with effect from 08.06.2020:

1. Religious places/ places of worship for public.
2. Hotels, restaurants and other hospitality services.
3. Shopping Malls

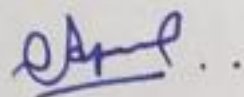
Accordingly, the SOPs as mentioned in annexure have been formulated in consultation with Central Ministries/ Departments concerned and other stakeholders and are hereby issued to be made applicable with effect from 08.06.2020.

States/UTs are requested to implement the aforesaid SOPs. However, they may develop and implement their own protocol which may be stricter as per their assessment of the situation with a view to effectively contain COVID-19.

This is issued with the approval of Competent Authority.

Encl:

1. SOP on preventive measures to contain spread of COVID-19 in offices
2. SOP on preventive measures to contain spread of COVID-19 in religious places
3. SOP on preventive measures to contain spread of COVID-19 in hotels and other hospitality services
4. SOP on preventive measures to contain spread of COVID-19 in restaurants
5. SOP on preventive measures to contain spread of COVID-19 in shopping malls



(Lav Agarwal)  
Joint Secretary  
01123061195

To

- Chief Secretaries of all States and UTs
- Secretary (Ministry of Home Affairs, Tourism, Urban Development, Department of Personnel Training, DPIIT)

**Government of India  
Ministry of Health & Family Welfare**

**SOP on preventive measures to contain spread of COVID-19 in offices**

**1. Background**

Offices and other workplaces are relatively close settings, with shared spaces like work stations, corridors, elevators & stairs, parking places, cafeteria, meeting rooms and conference halls etc. and COVID-19 infection can spread relatively fast among officials, staffs and visitors.

There is a need to prevent spread of infection and to respond in a timely and effective manner in case suspect case of COVID-19 is detected in these settings, so as to limit the spread of infection.

**2. Scope**

This document outlines the preventive and response measures to be observed to contain the spread of COVID-19 in office settings. The document is divided into the following sub-sections

- (i) Generic preventive measures to be followed at all times
- (ii) Measures specific to offices
- (iii) Measures to be taken on occurrence of case(s)
- (iv) Disinfection procedures to be implemented in case of occurrence of suspect/confirmed case.

**Offices in containment zones shall remain closed except for medical & essential services. Only those outside containment zones will be allowed to open up.**

**3. Generic preventive measures**

Persons above 65 years of age, persons with comorbidities, pregnant women are advised to stay at home, except for essential and health purposes. Office management to facilitate the process.

The generic preventive measures include simple public health measures that are to be followed to reduce the risk of infection with COVID-19. These measures need to be observed by all (employees and visitors) at all times. These include:

- i. Individuals must maintain a minimum distance of 6 feet in public places as far as feasible.

- ii. Use of face covers/masks to be mandatory.
- iii. Practice frequent hand washing with soap (for at least 40-60 seconds) even when hands are not visibly dirty. Use of alcohol-based hand sanitizers (for at least 20 seconds) can be made wherever feasible.
- iv. Respiratory etiquettes to be strictly followed. This involves strict practice of covering one's mouth and nose while coughing/sneezing with a tissue/handkerchief/flexed elbow and disposing off used tissues properly.
- v. Self-monitoring of health by all and reporting any illness at the earliest to the immediate supervisory officer.
- vi. Spitting shall be strictly prohibited.
- vii. Installation & use of Aarogya Setu App by employees.

#### **4. Specific preventive measures for offices:**

- i. Entrance to have mandatory hand hygiene (sanitizer dispenser) and thermal screening provisions.
- ii. Only asymptomatic staff/visitors shall be allowed.
- iii. Any officer and staff residing in containment zone should inform the same to supervisory officer and not attend the office till containment zone is denotified. Such staff should be permitted to work from home and it will not be counted as leave period.
- iv. Drivers shall maintain social distancing and shall follow required dos and don'ts related to COVID-19. It shall be ensured by the service providers/ officers/ staff that drivers residing in containment zones shall not be allowed to drive vehicles.
- v. There shall be provision for disinfection of the interior of the vehicle using 1% sodium hypochlorite solution/ spray. A proper disinfection of steering, door handles, keys, etc. should be taken up.
- vi. Advise all employees who are at higher risk i.e. older employees, pregnant employees and employees who have underlying medical conditions, to take extra precautions. They should preferably not be exposed to any front-line work requiring direct contact with the public. Office management to facilitate work from home wherever feasible.
- vii. All officers and staff / visitors to be allowed entry only if using face cover/masks. The face cover/mask has to be worn at all times inside the office premises.
- viii. Routine issue of visitors/temporary passes should be suspended and visitors with proper permission of the officer who they want to meet, should be allowed after being properly screened.
- ix. Meetings, as far as feasible, should be done through video conferencing.
- x. Posters/standees/AV media on preventive measures about COVID-19 to be displayed prominently.



- xi. Staggering of office hours, lunch hours/coffee breaks to be done, as far as feasible.
- xii. Proper crowd management in the parking lots and outside the premises – duly following social distancing norms be ensured.
- xiii. Valet parking, if available, shall be operational with operating staff wearing face covers/ masks and gloves as appropriate. A proper disinfection of steering, door handles, keys, etc. of vehicles should be taken up.
- xiv. Any shops, stalls, cafeteria etc., outside and within the office premises shall follow social distancing norms at all times.
- xv. Specific markings may be made with sufficient distance to manage the queue and ensure social distancing in the premises.
- xvi. Preferably separate entry and exit for officers, staff and visitors shall be organised.
- xvii. Proper cleaning and frequent sanitization of the workplace, particularly of the frequently touched surfaces must be ensured.
- xviii. Ensure regular supply of hand sanitisers, soap and running water in the washrooms.
- xix. Required precautions while handling supplies, inventories and goods in the office shall be ensured.
- xx. Seating arrangement to be made in such a way that adequate social distancing is maintained.
- xxi. Number of people in the elevators shall be restricted, duly maintaining social distancing norms.
- xxii. For air-conditioning/ventilation, the guidelines of CPWD shall be followed which *inter alia* emphasises that the temperature setting of all air conditioning devices should be in the range of 24-30°C, relative humidity should be in the range of 40-70%, intake of fresh air should be as much as possible and cross ventilation should be adequate.
- xxiii. Large gatherings continue to remain prohibited.
- xxiv. Effective and frequent sanitation within the premises shall be maintained with particular focus on lavatories, drinking and hand washing stations/areas.
- xxv. Cleaning and regular disinfection (using 1% sodium hypochlorite) of frequently touched surfaces (door knobs, elevator buttons, hand rails, benches, washroom fixtures, etc.) shall be done in office premises and in common areas
- xxvi. Proper disposal of face covers / masks / gloves left over by visitors and/or employees shall be ensured.
- xxvii. In the cafeteria/canteen/dining halls:
  - a. Adequate crowd and queue management to be ensured to ensure social distancing norms.
  - b. Staff / waiters to wear mask and hand gloves and take other required precautionary measures.
  - c. The seating arrangement to ensure a distance of at least 1 meter between patrons as far as feasible.
  - d. In the kitchen, the staff to follow social distancing norms.

## **5. Measures to be taken on occurrence of case(s):**

Despite taking the above measures, the occurrence of cases among the employees working in the office cannot be ruled out. The following measures will be taken in such circumstances:

- i. When one or few person(s) who share a room/close office space is/are found to be suffering from symptoms suggestive of COVID-19:
  - a. Place the ill person in a room or area where they are isolated from others at the workplace. Provide a mask/face cover till such time he/she is examined by a doctor.
  - b. Immediately inform the nearest medical facility (hospital/clinic) or call the state or district helpline.
  - c. A risk assessment will be undertaken by the designated public health authority (district RRT/treating physician) and accordingly further advice shall be made regarding management of case, his/her contacts and need for disinfection.
  - d. The suspect case if reporting very mild/mild symptoms on assessment by the health authorities would be placed under home isolation.
  - e. Suspect case, if assessed by health authorities as moderate to severe, will be treated as per health protocol in appropriate health facility.
  - f. The rapid response team of the concerned district shall be requisitioned and will undertake the listing of contacts.
  - g. The necessary actions for contact tracing and disinfection of work place will start once the report of the patient is received as positive. The report will be expedited for this purpose.
- ii. If there are large numbers of contacts from a pre-symptomatic/asymptomatic case, there could be a possibility of a cluster emerging in workplace setting. Due to the close environment in workplace settings this could even be a large cluster (>15 cases). The essential principles of risk assessment, isolation, and quarantine of contacts, case referral and management will remain the same. However, the scale of arrangements will be higher.

### **iii. Management of contacts:**

- a. The contacts will be categorised into high and low risk contacts by the District RRT as detailed in the Annexure I.
- b. The high-risk exposure contacts shall be quarantined for 14 days.

- c. These persons shall undergo testing as per ICMR protocol.
- d. The low risk exposure contacts shall continue to work and closely monitor their health for next 14 days.
- e. The flowchart for management of contact/ cases is placed at **Annexure - II**.

## **6. Closure of workplace**

- i. If there are one or two cases reported, the disinfection procedure will be limited to places/areas visited by the patient in past 48 hrs. There is no need to close the entire office building/halt work in other areas of the office and work can be resumed after disinfection as per laid down protocol.
- ii. However, if there is a larger outbreak, the building/block will have to be closed for 48 hours after thorough disinfection. All the staff will work from home, till the building/block is adequately disinfected and is declared fit for re-occupation.

## **7. Disinfection Procedures in Offices**

Detailed guidelines on the disinfection as already issued by Ministry of Health & Family Welfare as available on their website shall be followed.

**Risk profiling of contacts**

Contacts are persons who have been exposed to a confirmed case anytime between 2 days prior to onset of symptoms (in the positive case) and the date of isolation (or maximum 14 days after the symptom onset in the case).

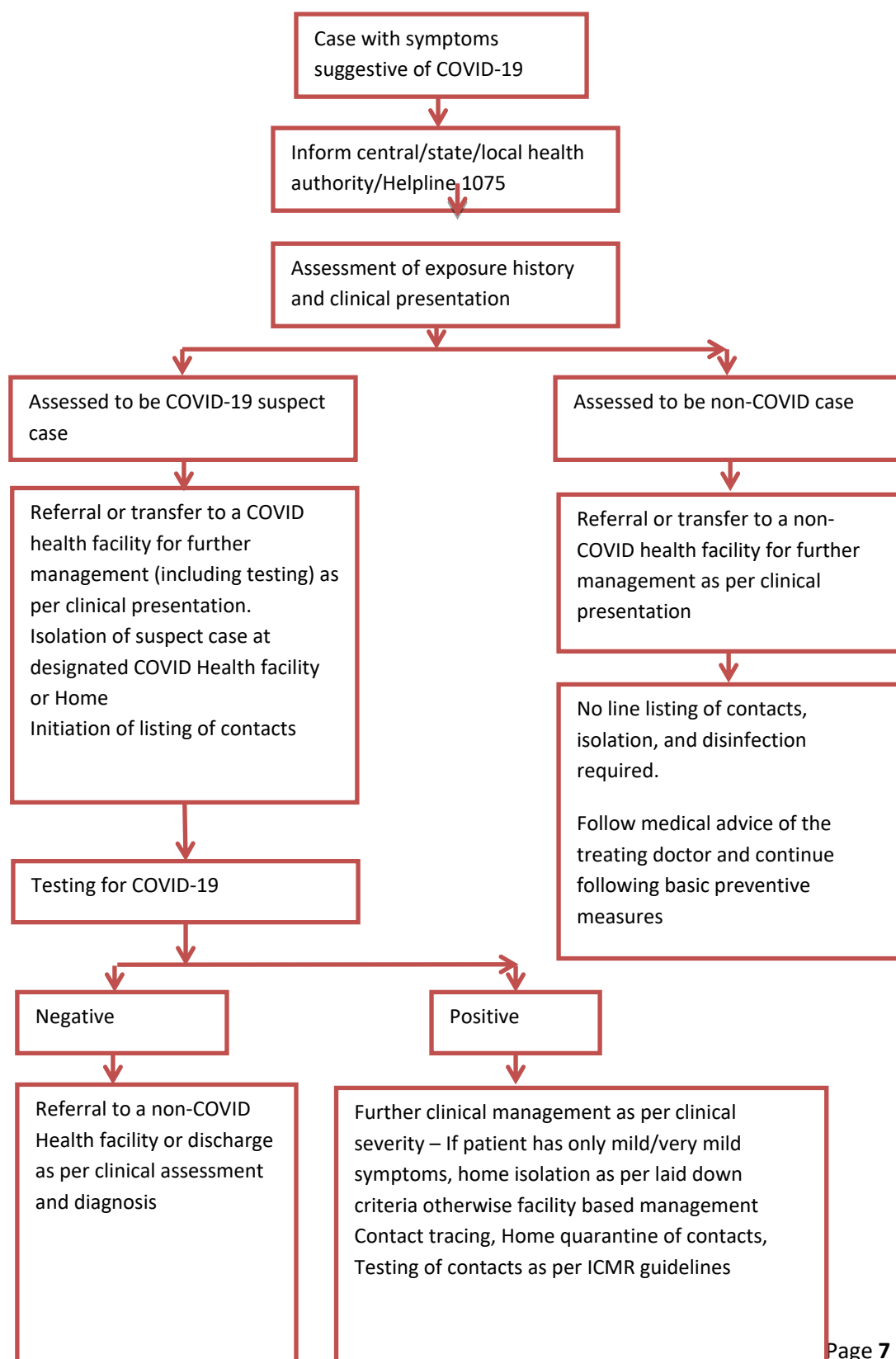
**High-risk contact**

- Touched body fluids of the patient (respiratory tract secretions, blood, vomit, saliva, urine, faeces; e.g. being coughed on, touching used paper tissues with a bare hand)
- Had direct physical contact with the body of the patient including physical examination without PPE
- Touched or cleaned the linens, clothes, or dishes of the patient.
- Lives in the same household as the patient.
- Anyone in close proximity (within 1 meter) of the confirmed case without precautions.
- Passengers in close proximity (within 1 meter) in a conveyance with a symptomatic person who later tested positive for COVID-19 for more than 6 hours.

**Low-risk contact**

- Shared the same space (worked in same room/similar) but not having a high-risk exposure to confirmed case of COVID-19.
- Travelled in same environment (bus/train/flight/any mode of transit) but not having a high-risk exposure.

## Management of the case(s) and contacts





**Government of India**  
**Ministry of Health and Family Welfare**

**SOP on preventive measures to contain spread of COVID-19 in religious places/places of worship**

**1. Background**

Religious places / places of worship get frequented by large number of people for spiritual solace. To prevent spread of COVID-19 infection, it is important that required social distancing and other preventive measures are followed in such premises.

**2. Scope**

This document outlines various generic precautionary measures to be adopted in addition to specific measures to be taken at particular places to prevent spread of COVID-19.

**Religious places/places of worship for public in containment zones shall remain closed. Only those outside containment zones will be allowed to open up.**

**3. Generic preventive measures**

Person above 65 years of age, persons with comorbidities, pregnant woman and children below the age of 10 years are advised to stay at home. Organisations managing the religious institutions to advise accordingly.

The generic preventive measures include simple public health measures that are to be followed to reduce the risk of COVID-19. These measures need to be observed by all (workers and visitors) in these places at all times.

These include:

- i. Individuals must maintain a minimum distance of 6 feet in public places as far as feasible.
- ii. Use of face covers/masks to be mandatory.
- iii. Practice frequent hand washing with soap (for at least 40-60 seconds) even when hands are not visibly dirty. Use of alcohol-based hand sanitizers (for at least 20 seconds) can be made wherever feasible.
- iv. Respiratory etiquettes to be strictly followed. This involves strict practice of covering one's mouth and nose while coughing/sneezing with a tissue/handkerchief/flexed elbow and disposing off used tissues properly.
- v. Self-monitoring of health by all and reporting any illness at the earliest to state and district helpline.
- vi. Spitting should be strictly prohibited.
- vii. Installation & use of Aarogya Setu App shall be advised to all.

**4. All religious places shall also ensure:**

- i. Entrance to have mandatory hand hygiene (sanitizer dispenser) and thermal screening provisions.
- ii. Only asymptomatic persons shall be allowed in the premises.
- iii. All persons to be allowed entry only if using face cover/masks.
- iv. Posters/standees on preventive measures about COVID-19 to be displayed prominently. Audio and Video clips to spread awareness on preventive measures for COVID-19 should be regularly played.
- v. Staggering of visitors to be done, if possible.
- vi. Shoes / footwear to be preferably taken off inside own vehicle. If needed they should be kept in separate slots for each individual / family by the persons themselves.
- vii. Proper crowd management in the parking lots and outside the premises – duly following social distancing norms shall be organized.
- viii. Any shops, stalls, cafeteria etc., outside and within the premises shall follow social distancing norms at all times
- ix. Specific markings may be made with sufficient distant to manage the queue and ensure social distancing in the premises.
- x. Preferably separate entry and exits for visitors shall be organized
- xi. Maintain physical distancing of a minimum of 6 feet at all times when queuing up for entry.
- xii. People should wash their hand and feet with soap and water before entering the premises.
- xiii. Seating arrangement to be made in such a way that adequate social distancing is maintained.
- xiv. For air-conditioning/ventilation, the guidelines of CPWD shall be followed which inter alia emphasises that the temperature setting of all air conditioning devices should be in the range of 24-30oC, relative humidity should be in the range of 40-70%, intake of fresh air should be as much as possible and cross ventilation should be adequate.
- xv. Touching of statues/idols / holy books etc. not to be allowed.
- xvi. Large gatherings/congregation continue to remain prohibited.
- xvii. In view of potential threat of spread of infection, as far as feasible recorded devotional music/songs may be played and choir or singing groups should not be allowed.
- xviii. Avoid physical contact while greeting each other.
- xix. Common prayer mats should be avoided and devotees should bring their own prayer mat or piece of cloth which they may take back with them.
- xx. No physical offerings like Prasad/distribution or sprinkling of holy water, etc.to be allowed inside the religious place.
- xxi. Community kitchens/langars / “Ann-daan”, etc. at religious places should follow physical distancing norms while preparing and distributing food.
- xxii. Effective sanitation within the premises shall be maintained with particular focus on lavatories, hand and foot-washing stations/areas.

- xxiii. Frequent cleaning and disinfection to be maintained by the management of the religious place.
- xxiv. The floors should particularly be cleaned multiple times in the premises.
- xxv. Proper disposal of face covers / masks / gloves left over by visitors and/or employees should be ensured.
- xxvi. In case of a suspect or confirmed case in the premises:
  - a. Place the ill person in a room or area where they are isolated from others.
  - b. Provide a mask/face cover till such time he/she is examined by a doctor.
  - c. Immediately inform the nearest medical facility (hospital/clinic) or call the state or district helpline.
  - d. A risk assessment will be undertaken by the designated public health authority (district RRT/treating physician) and accordingly further action be initiated regarding management of case, his/her contacts and need for disinfection.
  - e. Disinfection of the premises to be taken up if the person is found positive.

**Government of India**  
**Ministry of Health and Family Welfare**

**SOP on preventive measures in Hotels and Other Hospitality Units  
to contain spread of COVID-19**

**1. Background**

All hotels and other hospitality units must take suitable measures to restrict any further transmission of COVID-19 while providing accommodation and other tourist services. The SOP aims to minimize all possible physical contacts between Staff and Guests and maintain social distancing and other preventive and safety measures against COVID-19.

**2. Scope**

This document outlines various generic precautionary measures to be adopted in addition to specific measures to be ensured in hotels and other hospitality units (*henceforth, 'hotels'*) to prevent spread of COVID-19.

**Hotels in containment zones shall remain closed. Only those outside containment zones will be allowed to open up.**

**3. Generic preventive measures**

- (A) Persons above 65 years of age, persons with comorbidities, pregnant women and children below the age of 10 years are advised to stay at home, except for essential and health purposes. Hotel management to advise accordingly.
- (B) The generic measures include simple public health measures that are to be followed to reduce the risk of COVID-19. These measures need to be observed by all (staff and guests) in these places at all times.

These include:

- i. Physical distancing of at least 6 feet to be followed as far as feasible.
- ii. Use of face covers/masks to be made mandatory.
- iii. Practice frequent hand washing with soap (for at least 40-60 seconds) even when hands are not visibly dirty. Use of alcohol-based hand sanitizers (for at least 20 seconds) can be made wherever feasible.
- iv. Respiratory etiquettes to be strictly followed. This involves strict practice of covering one's mouth and nose while coughing/sneezing with a tissue/handkerchief/flexed elbow and disposing off used tissues properly.
- v. Self-monitoring of health by all and reporting any illness at the earliest to state and district helpline.
- vi. Spitting shall be strictly prohibited.
- vii. Installation and use of Aarogya Setu app shall be advised to all.

**4. All Hotels shall ensure the following arrangements:**

- i. Entrance to have mandatory hand hygiene (sanitizer dispenser) and thermal screening provisions.
- ii. Only asymptomatic staff and guests shall be allowed.
- iii. All staff and guests to be allowed entry only if using face cover/masks. The face cover/masks has to be worn at all times inside the hotel.
- iv. Adequate manpower shall be deployed by hotel management for ensuring social distancing norms.
- v. Staff should additionally wear gloves and take other required precautionary measures.
- vi. All employees who are at higher risk i.e. older employees, pregnant employees and employees who have underlying medical conditions, to take extra precautions. They should preferably not be exposed to any front-line work requiring direct contact with the public. Hotel management to facilitate work from home wherever feasible.
- vii. Proper crowd management in the hotel as well as in outside premises like parking lots—duly following social distancing norms shall be ensured. Large gatherings/congregations continue to remain prohibited.
- viii. Valet parking, if available, shall be operational with operating staff wearing face covers/ masks and gloves as appropriate. A proper disinfection of steering, door handles, keys, etc. of the vehicles should be taken up.
- ix. Preferably separate entry and exits for guests, staff and goods/supplies shall be organized. Maintaining physical distancing of a minimum of 6 feet, when queuing up for entry and inside the hotel as far as feasible. Specific markings may be made with sufficient distance to manage the queue and ensure social distancing in the premises.
- x. Number of people in the elevators shall be restricted, duly maintaining social distancing norms. Use of escalators with one person on alternate steps may be encouraged.
- xi. Details of the guest (travel history, medical condition etc.) along with ID and self-declaration form must be provided by the guest at the reception.
- xii. Posters/standees/AV media on preventive measures about COVID-19 to be displayed prominently.
- xiii. Hand sanitizers must be kept at the reception for guests to use. Guests to sanitize hands before and after filling relevant forms including A&D register.
- xiv. Hotels must adopt contactless processes like QR code, online forms, digital payments like e-wallet etc. for both check-in and check-out.
- xv. Luggage should be disinfected before sending the luggage to rooms.
- xvi. Guests who are at higher risk i.e. those who are older, pregnant or those who have underlying medical conditions are advised to take extra precautions.
- xvii. Guests should be advised not to visit areas falling within containment zone
- xviii. Required precautions while handling supplies, inventories and goods in the hotel shall be ensured. Proper queue management and disinfection shall be organized.
- xix. Appropriate personal protection gears like face covers/masks, gloves and hand sanitizers etc. shall be made available by hotel to the staff as well as the guests.
- xx. Detailed guidelines issued for restaurants shall be followed.



- a. Seating arrangement in the restaurant also to be made in such a way that adequate social distancing is maintained.
  - b. Disposable menus are advised to be used.
  - c. Instead of cloth napkins, use of good quality disposable paper napkins to be encouraged.
  - d. Contactless mode of ordering and digital mode of payment (using e-wallets) to be encouraged.
  - e. Buffet service should also follow social distancing norms among guests.
- xxi. Room service or takeaways to be encouraged, instead of dine-in. Food delivery personnel should leave the packet at guest or customer's door and not handed directly to the receiver. The staff for home deliveries shall be screened thermally by the hotel authorities prior to allowing home deliveries.
- xxii. For room service, communication between guests and in-house staff should be through intercom/ mobile phone and room service (if any) should be provided while maintaining adequate social distance.
- xxiii. Gaming Arcades/Children play areas (wherever applicable) shall remain closed.
- xxiv. For air-conditioning/ventilation, the guidelines of CPWD shall be followed which inter alia emphasises that the temperature setting of all air conditioning devices should be in the range of 24-30°C, relative humidity should be in the range of 40-70%, intake of fresh air should be as much as possible and cross ventilation should be adequate.
- xxv. Effective and frequent sanitation within the premises shall be maintained with particular focus on lavatories, drinking and hand washing stations/areas.
- xxvi. Cleaning and regular disinfection (using 1% sodium hypochlorite) of frequently touched surfaces (door knobs, elevator buttons, hand rails, benches, washroom fixtures, etc.) to be made mandatory in all guest service area and common areas.
- xxvii. Proper disposal of face covers / masks / gloves left over by guests and/or staff should be ensured.
- xxviii. Deep cleaning of all washrooms shall be ensured at regular intervals.
- xxix. Rooms and other service areas shall be sanitized each time a guest leaves.
- xxx. In the kitchen, the staff should follow social distancing norms at work place. Kitchens area must be sanitized at regular intervals.
- xxxi. In case of a suspect or confirmed case in the premises:
  - a. Place the ill person in a room or area where they are isolated from others.
  - b. Provide a mask/face cover till such time he/she is examined by a doctor.
  - c. Immediately inform the nearest medical facility (hospital/clinic) or call the state or district helpline.
  - d. A risk assessment will be undertaken by the designated public health authority (district RRT/treating physician) and accordingly further action be initiated regarding management of case, his/her contacts and need for disinfection.
  - e. Disinfection of the premises to be taken up if the person is found positive.

**Government of India**  
**Ministry of Health and Family Welfare**

**SOP on preventive measures in Restaurants to contain spread of COVID-19**

**1. Background**

Given the current COVID-19 outbreak in India, it is important that restaurants and other hospitality units take suitable measures to restrict any further transmission of the virus while providing restaurant services.

**2. Scope**

This document outlines various generic precautionary measures to be adopted in addition to specific measures to be ensured at particular places to prevent spread of COVID-19.

**Restaurants in containment zones shall remain closed. Only those outside containment zones will be allowed to open up.**

**3. Generic preventive measures**

Persons above 65 years of age, persons with comorbidities, pregnant women and children below the age of 10 years are advised to stay at home, except for essential and health purposes. Restaurant management to advise accordingly.

The generic measures include simple public health measures that are to be followed to reduce the risk of COVID-19. These measures need to be observed by all (staff and patrons) in these places at all times.

These include:

- i. Physical distancing of at least 6 feet to be followed as far as feasible.
- ii. Use of face covers/masks to be made mandatory.
- iii. Practice frequent hand washing with soap (for at least 40-60 seconds) even when hands are not visibly dirty. Use of alcohol-based hand sanitizers (for at least 20 seconds) can be made wherever feasible.
- iv. Respiratory etiquettes to be strictly followed. This involves strict practice of covering one's mouth and nose while coughing/sneezing with a tissue/handkerchief/flexed elbow and disposing off used tissues properly.
- v. Self-monitoring of health by all and reporting any illness at the earliest to state and district helpline.
- vi. Spitting shall be strictly prohibited.
- vii. Installation & use of Aarogya Setu App shall be advised to all.

viii.

**4. All Restaurants shall ensure the following arrangements:**

- i. Takeaways to be encouraged, instead of Dine-In. Food delivery personnel should leave the packet at customer's door. DO NOT handover the food packet directly to the customer.
- ii. The staff for home deliveries shall be screened thermally by the restaurant authorities prior to allowing home deliveries.
- iii. Entrance to have mandatory hand hygiene (sanitizer dispenser) and thermal screening provisions.
- iv. Only asymptomatic staff and patrons shall be allowed.
- v. All staff and patrons to be allowed entry only if using face cover/masks. The face cover/masks has to be worn at all times inside the restaurant.
- vi. Posters/standees/AV media on preventive measures about COVID-19 to be displayed prominently.
- vii. Staggering of patrons to be done, if possible.
- viii. Adequate manpower shall be deployed by restaurant management for ensuring social distancing norms.
- ix. All employees who are at higher risk i.e. older employees, pregnant employees and employees who have underlying medical conditions, to take extra precautions. They should preferably not be exposed to any front-line work requiring direct contact with the public. Restaurant management to facilitate work from home wherever feasible.
- x. Proper crowd management in the parking lots and outside the premises – duly following social distancing norms shall be ensured.
- xi. Additional patrons to be seated in a designated waiting area with norms of social distancing.
- xii. Valet parking, if available, shall be operational with operating staff wearing face covers/ masks and gloves as appropriate. A proper disinfection of steering, door handles, keys, etc. of the vehicles should be taken up.
- xiii. Specific markings may be made with sufficient distance to manage the queue and ensure social distancing in the premises.
- xiv. Preferably separate entry and exits for patrons, staff and goods/supplies shall be organized.
- xv. Required precautions while handling supplies, inventories and goods in the restaurant shall be ensured. Proper queue management and disinfection shall be organized.
- xvi. Maintaining physical distancing of a minimum of 6 feet, when queuing up for entry and inside the restaurant as far as feasible.
- xvii. Seating arrangement to be made in such a way that adequate social distancing is maintained. In restaurants, not more than 50% of seating capacity to be permitted.
- xviii. Disposable menus are advised to be used.
- xix. Instead of cloth napkins, use of good quality disposable paper napkins to be encouraged.
- xx. Buffet service should also follow social distancing norms among patrons.
- xxi. Number of people in the elevators shall be restricted, duly maintaining social distancing norms.



- xxii. Use of escalators with one person on alternate steps may be encouraged.
- xxiii. For air-conditioning/ventilation, the guidelines of CPWD shall be followed which inter alia emphasises that the temperature setting of all air conditioning devices should be in the range of 24-30°C, relative humidity should be in the range of 40-70%, intake of fresh air should be as much as possible and cross ventilation should be adequate.
- xxiv. Large gatherings/congregations continue to remain prohibited.
- xxv. Effective and frequent sanitation within the premises shall be maintained with particular focus on lavatories, drinking and hand washing stations/areas.
- xxvi. Cleaning and regular disinfection (using 1% sodium hypochlorite) of frequently touched surfaces (door knobs, elevator buttons, hand rails, benches, washroom fixtures, etc.) to be made mandatory in all guest service area and common areas.
- xxvii. Proper disposal of face covers / masks / gloves left over by patrons and/or staff should be ensured.
- xxviii. Deep cleaning of all washrooms shall be ensured at regular intervals.
- xxix. Adequate crowd and queue management to be ensured to ensure social distancing norms.
- xxx. Staff / waiters should wear mask and hand gloves and take other required precautionary measures.
- xxxi. Contactless mode of ordering and digital mode of payment (using e-wallets) to be encouraged.
- xxxii. Tables to be sanitized each time customer leaves.
- xxxiii. In the kitchen, the staff should follow social distancing norms at work place. Kitchens area must be sanitized at regular intervals.
- xxxiv. Gaming Arcades/Children play areas (wherever applicable) shall remain closed.
- xxxv. In case of a suspect or confirmed case in the premises:
  - a. Place the ill person in a room or area where they are isolated from others.
  - b. Provide a mask/face cover till such time he/she is examined by a doctor.
  - c. Immediately inform the nearest medical facility (hospital/clinic) or call the state or district helpline.
  - d. A risk assessment will be undertaken by the designated public health authority (district RRT/treating physician) and accordingly further action be initiated regarding management of case, his/her contacts and need for disinfection.
  - e. Disinfection of the premises to be taken up if the person is found positive.

**Government of India**  
**Ministry of Health and Family Welfare**

**SOP on preventive measures in shopping malls to contain spread of COVID-19**

**1. Background**

Shopping malls get frequented by large number of people for shopping, entertainment and food. To prevent spread of COVID-19 infection, it is important that required social distancing and other preventive measures are followed.

**2. Scope**

This document outlines various generic precautionary measures to be adopted in addition to specific measures to be ensured at particular places to prevent spread of COVID-19.

**Shopping malls in containment zones shall remain closed. Only those outside containment zones will be allowed to open up.**

**3. Generic preventive measures**

Persons above 65 years of age, persons with comorbidities, pregnant women and children below the age of 10 years are advised to stay at home, except for essential and health purposes. Shopping mall management to advise accordingly.

The generic measures include simple public health measures that are to be followed to reduce the risk of COVID-19. These measures need to be observed by all (workers and visitors) in these places at all times.

These include:

- i. Physical distancing of at least 6 feet to be followed as far as feasible.
- ii. Use of face covers/masks to be made mandatory.
- iii. Practice frequent hand washing with soap (for at least 40-60 seconds) even when hands are not visibly dirty. Use of alcohol-based hand sanitizers (for at least 20 seconds) can be made wherever feasible.
- iv. Respiratory etiquettes to be strictly followed. This involves strict practice of covering one's mouth and nose while coughing/sneezing with a tissue/handkerchief/flexed elbow and disposing off used tissues properly.
- v. Self-monitoring of health by all and reporting any illness at the earliest to state and district helpline.
- vi. Spitting shall be strictly prohibited.
- vii. Installation & use of Aarogya Setu App shall be advised to all.

viii.

**4. All shopping malls shall ensure the following arrangements:**

- i. Entrance to have mandatory hand hygiene (sanitizer dispenser) and thermal screening provisions.
- ii. Only asymptomatic customers/visitors shall be allowed.
- iii. All workers/customers/visitors to be allowed entry only if using face cover/masks. The face cover/masks has to be worn at all times inside the shopping mall.
- iv. Posters/standees/AV media on preventive measures about COVID-19 to be displayed prominently.
- v. Staggering of visitors to be done, if possible.
- vi. Adequate manpower shall be deployed by Mall Management for ensuring social distancing norms.
- vii. All employees who are at higher risk i.e. older employees, pregnant employees and employees who have underlying medical conditions, to take extra precautions. They should preferably not be exposed to any front-line work requiring direct contact with the public. Shopping Mall management to facilitate work from home wherever feasible.
- viii. Proper crowd management in the parking lots and outside the premises – duly following social distancing norms shall be ensured.
- ix. Valet parking, if available, shall be operational with operating staff wearing face covers/ masks and gloves as appropriate. A proper disinfection of steering, door handles, keys, etc. of the vehicles should be taken up.
- x. Any shops, stalls, cafeteria etc., outside and within the premises shall follow social distancing norms at all times.
- xi. Specific markings may be made with sufficient distance to manage the queue and ensure social distancing in the premises.
- xii. Preferably separate entry and exits for visitors, workers and goods/supplies shall be organized.
- xiii. The staff for home deliveries shall be screened thermally by the shopping mall authorities prior to allowing home deliveries.
- xiv. Required precautions while handling supplies, inventories and goods in the shopping mall shall be ensured. Proper queue management and disinfection shall be organized.
- xv. Maintaining physical distancing of a minimum of 6 feet, when queuing up for entry and inside the shopping mall as far as feasible.
- xvi. Number of customers inside the shop to be kept at a minimum, so as to maintain the physical distancing norms.
- xvii. Seating arrangement, if any, to be made in such a way that adequate social distancing is maintained.
- xviii. Number of people in the elevators shall be restricted, duly maintaining social distancing norms.
- xix. Use of escalators with one person on alternate steps may be encouraged.
- xx. For air-conditioning/ventilation, the guidelines of CPWD shall be followed which inter alia emphasises that the temperature setting of all air conditioning devices should be in the range of 24-30°C, relative humidity should be in the range of 40-



70%, intake of fresh air should be as much as possible and cross ventilation should be adequate.

- xxi. Large gatherings/congregations continue to remain prohibited.
- xxii. Effective and frequent sanitation within the premises shall be maintained with particular focus on lavatories, drinking and hand washing stations/areas.
- xxiii. Cleaning and regular disinfection (using 1% sodium hypochlorite) of frequently touched surfaces (door knobs, elevator buttons, hand rails, benches, washroom fixtures, etc.) to be made mandatory in all malls in common areas as well as inside shops, elevators, escalators etc.
- xxiv. Proper disposal of face covers / masks / gloves left over by visitors and/or employees should be ensured.
- xxv. Deep cleaning of all washrooms shall be ensured at regular intervals.
- xxvi. In the food-courts:
  - a. Adequate crowd and queue management to be ensured to ensure social distancing norms.
  - b. In food courts and restaurants, not more than 50% of seating capacity to be permitted.
  - c. Food court staff / waiters should wear mask and hand gloves and take other required precautionary measures.
  - d. The seating arrangement should ensure adequate social distancing between patrons as far as feasible.
  - e. Contactless mode of ordering and digital mode of payment (using e-wallets) to be encouraged.
  - f. Tables to be sanitized each time customer leaves.
  - g. In the kitchen, the staff should follow social distancing norms at work place.
- xxvii. Gaming Arcades shall remain closed.
- xxviii. Children Play Areas shall remain closed.
- xxix. Cinema halls inside shopping malls shall remain closed.
- xxx. In case of a suspect or confirmed case in the premises:
  - a. Place the ill person in a room or area where they are isolated from others.
  - b. Provide a mask/face cover till such time he/she is examined by a doctor.
  - c. Immediately inform the nearest medical facility (hospital/clinic) or call the state or district helpline.
  - d. A risk assessment will be undertaken by the designated public health authority (district RRT/treating physician) and accordingly further action be initiated regarding management of case, his/her contacts and need for disinfection.
  - e. Disinfection of the premises to be taken up if the person is found positive.