

## COVID-19 Preparedness and Response Manual

Engro Corporation Limited

# COVID-19 Preparedness and Response Manual (3.0)

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### 1.0 Objective

The purpose of this document is to define the guidelines for the Engro Community (including all of its establishments) to follow during COVID-19 crisis

This document elaborates the activities required to ensure Company's preparedness and response, including specific protocols and measures in order to:

- Prevent the outbreak of COVID-19 among Engro employees, their families, and Engro contracted staff / service providers on Company premises
- Deal with an outbreak to slow / delay / stop the transmission and spread of the COVID-19 virus, while ensuring that the Company's operations are not / minimally affected
- Minimize employees' and their families' exposure to health risks
- Minimize disruption of Company's business and activities while safeguarding its reputation

### 2.0 Scope

This document applies to all Engro group employees and all of Engro's establishments. This does not include Freisland Campina Engro Pakistan Limited (FCEPL) formerly Engro Foods. Any subsequent SOPs pertaining to COVID-19 specific to business operations or administration required by any of Engro's subsidiary shall be developed in line with these guidelines.

### 3.0 Definitions

In this document, the following terms shall be defined as mentioned below:

- COVID-19: The Corona Virus strain as defined in Section 4.1
- CMC or "Crisis Management Committee": Crisis Management Committee comprising members of the ExCom formed in accordance with the procedures in this document
- SCMT: A Subsidiary Crisis Management Team comprising all Division Heads, led by the CEO
- Engro: Engro Corporation or its Subsidiaries, excluding Freisland Campina Engro Pakistan Limited (FCEPL)
- Employee: All management and non-management employees of Engro
- Personnel: Engro employees, families, Engro contracted staff/Services providers in Engro locations.
- EPA Approved Disinfectant: United States Government "Environment Protection Agency" approved Disinfectants listed on US EPA website. (*See Annexure on Self Quarantine under section called Disinfectants*).
- Plants: Engro Fertilizers Limited Daharki, Engro Fertilizers Zarkhez, Engro Energy

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Qadirpur Limited, Engro Powergen Thar Limited, Sindh Engro Coal Mining Company, Engro Vopak, Engro LNG terminal, Engro Eximp Agri Products Processing Plant, Engro Chemicals & Polymer Limited

- PPE: Personal Protective Equipment
- VPN: Virtual Private Network
- WHO: World Health Organization
- NDMA: National Disaster Management Agency
- GRRRA: Government Relations & Regulatory Affairs

### 3.0 Modification and Interpretation

Engro Corporation reserves the right to modify these guidelines and SOPs, in whole or in part, at any time. This policy will be administered and interpreted by the Crisis Management Committee whose interpretation will be final.

### 4.0 Awareness and Culture

#### 4.1 COVID-19

Coronaviruses are a large family of viruses that cause illness ranging from the common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS-CoV) and Severe Acute Respiratory Syndrome (SARS-CoV).

COVID-19 is a new strain of coronavirus that was discovered in 2019 and has not been previously identified in humans. Common signs of infection include respiratory symptoms, fever (>37.3 °C), dry cough, shortness of breath and breathing difficulties. In more severe cases, infection can cause pneumonia, severe acute respiratory syndrome, kidney failure and even death.

When persons who have COVID-19 infection cough or exhale, they release droplets of infected fluid. Most of these droplets fall on nearby surfaces and objects - such as desks, tables or telephones. People can get infected with COVID-19 by touching contaminated surfaces or objects – and then touching their eyes, nose or mouth. If they are standing within one 1 meter (three feet) of a person with COVID-19 infection, they can get affected by breathing in droplets coughed out or exhaled by them. Most persons infected with COVID-19 experience mild symptoms and recover. However, some go on to experience more serious illness and may require hospital care. Risk of serious illness rises with age. People with weakened immune systems and people with conditions such as diabetes, heart and lung disease are also more vulnerable to serious COVID-19 illness.

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Incubation period: The average period for COVID-19 is 14 days following exposure, with most cases showing symptoms approximately four to five days after exposure.

Further details regarding COVID-19 can be found at World Health Organization's (WHO) official website: [www.who.int/health-topics/coronavirus](http://www.who.int/health-topics/coronavirus)

### 4.2 General Practices

The following are practices related to hygiene and social distancing applicable to all personnel that will apply to all Engro locations across the country.

#### 4.2.1 Hygiene

- All persons entering work areas shall be required to wear a surgical face mask.
- It is mandatory to wear face mask while commuting from home to office and back.
- People coming out into public places must wear a mask. Stepping outside the office premises for smoking is strongly discouraged.
- Proper ventilation of all places for personnel shall be ensured.
- Use of biometric machines should be avoided as much as possible.
- Everyone shall frequently wash their hands thoroughly with soap for at least 20 seconds after eating, touching door handles and elevator buttons or coming in close contact with someone or whenever they touch a potentially contaminated or highly used surface.
- Hand sanitizer containing at least 70% alcohol shall be used when washing facility is not available.
- Use of disinfection booth shall not be permitted as application of disinfectants on human skin can be harmful.
- Avoid touching face especially nose, mouth and eyes with hands to avoid transfer of virus infection.
- Do not enter overcrowded elevators. Only three (3) employees should use the elevator at a time and maintain a minimum distance of six (6) feet
- On arrival to the office, all employees are required to disinfect their shoes in the lobby area and use hand sanitizer.
- On arrival all employees will disinfect their personal belongings like mobile phone, car/motorbike keys etc.
- Desk, keyboard, computer mouse, work phone and all surfaces in the work area shall be cleaned before start of the working day. These surfaces and instruments should be sanitized with alcohol swabs and

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appropriate disinfectants. *(please refer to Annexure on Self Quarantine and section on Disinfectant for further information)*

- Nose and mouth should be covered with a tissue or flexed elbow while coughing or sneezing. Tissue should be disposed off in a proper place immediately after use.
- Use of other workers' phones, desks, offices, or other work tools and equipment should be avoided.
- Surfaces in public areas (e.g. desks and tables, door handles, handles of refrigerators, taps and water closet levers in toilets, microwave oven handle, etc.) should be wiped frequently with approved disinfectant. *(please refer to Annexure on Self Quarantine and section on Disinfectant for further information)*
- Doors in work areas shall be kept open during working hours so as to avoid staff touching door handles.
- In areas where personnel are likely to be present, it is advised that there should be cleaning with approved disinfectants at least 2-3 times/day.
- Hand sanitizers, surgical face masks, disinfectants shall be arranged at all Engro locations. Sufficient availability of hand sanitizers and/or a handwashing facility should be accessible at the entrance and exit gates as well as in the office area and workplace for all staff.
- PPE's (Personal Protective Equipment) such as escape masks and eye wear, shall be cleaned with approved disinfectants where applicable. Cleaning shall be done after and before each use.
- Discarded / disposable PPE's shall be disposed off in dedicated bins for controlled removal from site.
- Adequate availability of PPEs e.g. N95 masks, disposable gloves and gowns, face shield/goggles, biohazard bags for medical and sanitation staff shall be ensured at all Engro locations.
- Interior of vehicles used for personnel transportation shall be wiped frequently with a disinfectant and the activity shall be logged whenever the vehicle is used.
- Floor markings shall be made in relevant workplace locations (including the canteen) for proper queuing and adequate distance between the personnel. Dedicated staff should be present at these locations to ensure social distancing and monitoring. The room or hall capacity should be determined and displayed, keeping in mind the requirement to maintain a distance of at least one meter (three feet) between people.
- For workplace prayer areas when open, it shall be ensured that the mats and rugs have been removed and only a few people should be



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allowed to pray at one time. No congregational prayers are allowed. A distance of at least two (2) meters between worshippers is mandatory. Before and after every prayer, the praying area should be mopped clean.

- More than two (2) persons are not allowed to wait in the ablution and washroom area. All washrooms should be sanitized and disinfected. They should re-sanitized and disinfected after each use.
- Food handlers, janitorial and third-party contractor staff shall be closely monitored for strict adherence to hygiene protocols. Furthermore, each subsidiary to ensure that SOPs are in place for food handlers (whether cooked on site or brought from outside). At a minimum, the procedures must cover:
  - Thorough washing of all eatables before cooking
  - Disposable utensils and cutlery should be disposed after one time use.
  - Daily medical screening of food handlers should be carried out and documented for early detection of any COVID-19 related symptom.
- Daycare centers will remain closed till further notice.

### 4.2.2 Social Distancing

Social distancing is to deliberately increase the physical space between people to avoid spreading illness. Social distancing should be actively followed to minimize the potential for COVID-19 transfer from an affected person who may be asymptomatic.

Social distancing includes:

- Avoiding handshake or hugging
- Maintaining at least 2-meter (6 feet) separation between participants during all interactions and while traveling in vehicles to the extent possible.
- Avoiding gathering in groups in the hallways /social meetings during work hours. If needed, social distancing of six (6) feet should be maintained
- No more than 2 people should be in a car. A third person is allowed only when a sick person is being taken and requires an attendant. Pillion riding on motorbikes is not permitted (except female member of family already living closely in same household).

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Other examples of social distancing:

- Working from home instead of at the office
- Contacting loved ones using electronic devices instead of in person
- Virtually attending conferences, large meetings and deferring any travel plans.
- Separate zones shall be allocated within medical facilities and clinics to guard against the risk of COVID-19 presence in the air or on surfaces and PPE's for each area shall be defined accordingly. The following zones will be formed:
  - COVID zone shall be for COVID-19 suspected or confirmed patients
  - Non-COVID zone shall be for normal patients

### 4.2.3 Travel

- All non-essential business travel by employees will not be allowed
- Flight travel, be it international or domestic will only be approved if it is essential and only by the respective subsidiary CEO.
- Intercity work travel by road should be avoided however if necessary, it must be approved by the divisional head.
- Employees and their families must avoid all personal travel unless deemed necessary. At plant colonies, travel outside the compound will require the approval of the Plant head. Travel will only be allowed for important or emergency related matters and the COVID Help desk will have to be informed. On returning, the families shall follow strict screening SOPs before they can enter the premises.
- For field-based positions where the role requires a person to travel, a specific field-based travel policy should be developed by each subsidiary in line with guidelines in this document with an aim to minimize people to people interaction. This policy must be approved by the SCMT.
- For Rota travel practiced at a subsidiary location, a specific Rota policy will be developed by each subsidiary to minimize people to people interaction. This policy must be approved by the SCMT.
- Business travel shall be prohibited to high-risk areas where there is established occurrence of COVID-19. The SCMT or the Crisis Management Committee will determine and communicate which local regions/districts are high-risk.
- All local travel/pool car and pick & drop services are suspended until further notice.

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### 4.2.4 Personnel Awareness

- HSE Team shall be responsible to educate and train all employees with the assistance of line management and the respective contractor HSE team. The training shall include:
  - awareness on COVID-19 prevention and symptom identification
  - how to self-isolate and how to go about seeking medical advice
  - setting up protocols at sites to prevent the likelihood of exposure
  - handling of patients and isolation procedures

### 4.2.5 Audits

- The local HSE & admin teams shall be responsible to conduct weekly audits to ensure compliance of preventive measures in line with the site procedures and guidelines in this manual.

### 4.2.6 COVID -19 Help Desk

In order to facilitate employees, a dedicated COVID-19 help desk has been established which can be contacted through phone or email. Details of the helpdesk are:

UAN: 021 – 111 111 300  
Email: [medicalhelp@engro.com](mailto:medicalhelp@engro.com)

The helpdesk will be available from 9am to 5pm and on email after hours to provide support. It is mandatory to contact the help desk if the employee:

- Or his or her household members have undertaken any international/domestic travel within the past two weeks or intends to travel in the future.
- Is displaying symptoms of COVID-19 or any of its household members.
- Has been exposed to a COVID-19 positive person.
- Has been exposed to a healthcare worker working with COVID-19 suspected patients.

In case it is advised by the medical staff at the help desk that the person should go into self-quarantine, then please refer to the procedure in the Annexure.

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All employees, whether they are working from office or from a remote location, are required to check-in and check-out via the Engro Medical Helpdesk Application. It is mandatory for all permanent and contractual employees to log their location and arrival/departure details on a daily basis.

Please note the help desk is only for COVID-19 related support and advisory.

### 5.0 Policies and Guidelines

#### 5.1 Formation of a Crisis Management Committee

The Business Continuity Plan (BCP) in place for different Engro companies, shall be triggered for disaster scenarios and therefore is being implemented with the COVID-19 situation in the country. Furthermore, in addition to the BCP:

- A Crisis Management Committee has been formed by the ECORP President & CEO, which comprises select ExCom members in order to manage and monitor the developing situation with regards to COVID-19 pandemic.

#### 5.2 Guidelines for All Subsidiaries

It is mandatory for all subsidiaries to follow the below mentioned general guidelines for safekeeping of their employees and personnel. Each subsidiary within the Engro group shall follow the below mentioned guidelines and update the Crisis Management Committee on its compliance.

##### 5.2.1 Subsidiary Crisis Management Team

- A Subsidiary Crisis Management Team (SCMT) comprising all Division Heads, headed by the CEO shall be constituted at each subsidiary to guide and monitor the impacts/development of COVID-19<sup>1</sup>.
- The SCMT shall share daily reports with the Crisis Management Committee (CMC) for Engro employees and Engro Personnel including information on total population, suspected cases, quarantined, positive cases and recovered (active and cumulative). (*See Annexure for template*).

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<sup>1</sup> If a management committee is already present in a subsidiary which represents each head of the division then for the purpose of this document, the management committee shall be referred to as the subsidiary crisis management team

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- Engro Corporation ExCom shall monitor the COVID-19 situation on an overall basis and provide guidance as necessary.

### 5.2.2 Virus Response Team at Plant & Field Locations

- At the Plant sites and all field locations, a Virus Response Team comprising of functional leads (e.g. Admin, HR, HSE) should be formed to monitor and manage the COVID-19 crisis related matters.

### 5.2.3 Disseminating Information to Employees

- The Corp HR team with support from Corporate Communications, shall be responsible for primary official communication for all policy, people and organizational announcements for COVID-19 related matters which shall be disseminated via email from ecorpHR@engro.com.
- As employees work at home and remotely, it is important that information is shared and meetings are conducted by using different communication tools. Below are the suggested IT tools
  - Zoom Call
  - Workplace
  - SMS text and WhatsApp

(Please refer to IT support section for further details).

- Internal Communications teams will send out information on best practices, how to work from home and HSE advisories to all staff, encouraging staff to educate their families as well.
- It is recommended, that CEOs and Plant Heads regularly communicate with their respective employees on a regular basis. (Video/ Workplace town halls, Workplace Live and/or email communication) to communicate progress on new developments, policies and ensure high employee engagement.

### 5.2.4 Testing and Screening Personnel Protocol

- All employees joining the office after leave are required to sign and submit the COVID-19 Prevention Declaration form in the Annexure at the office reception.
- Entry and exit points should be properly managed with appropriate number of staff members.

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- A person entering any Engro work area will have his or her body temperature scanned by security or related staff using an infrared thermometer. Individuals whose body temperature is greater or equal to 37.3°C or with cough and flu-like symptoms shall not be allowed inside and shall be asked to immediately go to the medical facility. The medical team will decide if the person needs to be admitted into the Isolation Room. The plant team or related admin team will inform the SCMT.
- Personnel shall measure their own temperature twice daily (apart from the one checked at the time of entry) using the temperature gun placed at central location and record the reading in the provided register or online sheet.
- If a person at home shows symptoms of COVID-19 such as cough, fever, shortness of breath and body ache, he or she should immediately avoid contact with others and stay at home till they get medical advice. It is mandatory that they immediately visit the medical facility for treatment as soon as possible. If it is not possible to visit a medical facility, they should immediately contact the COVID-19 Medical Helpdesk and also inform the Line Manager, who will then escalate the information to the Divisional Head. The Divisional Head should further communicate to the SCMT.
- If a person at work shows symptoms of COVID-19 such as cough, fever, shortness of breath and body ache, he or she should immediately avoid contact with others and leave the working premises. It is mandatory that they immediately visit the medical facility for treatment as soon as possible. If it is not possible to visit the medical facility, they should immediately contact the COVID-19 Medical Helpdesk and also inform the Line Manager, who will then escalate the information to the Divisional Head. The Divisional Head should further communicate to the SCMT.
- If a person comes into “direct contact” with a known affected person with COVID-19, he or she shall self-quarantine for 14 days and work from home. It is important to emphasize that they should quarantine themselves from others living in the same residence. The person should occupy a well-ventilated single room, or if a single room is not possible, maintain a distance of at least 1 meter (three feet) from other household members, minimize the use of shared spaces and cutlery and crockery, and ensure that shared spaces (kitchen, bathroom) are well ventilated. By definition “direct contact” means coming closer than 1 meter to the affected person, and/or breathing in the droplets coughed out or exhaled by the affected person, and/or touching the

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surface contaminated by the affected person. The person who made contact should immediately inform his or her line manager and the medical facility, and the COVID-19 Medical Helpdesk will give medical advice on next steps. Before getting tested, it is advised to wait for at least 5 days after coming in contact with an affected person.

- If a person is returning from an area where COVID-19 is widespread (hotspot), he or she shall monitor themselves for symptoms for 14 days at home. It is imperative that the person inform his line manager if he or she or any family member has returned from a high-risk area.
- It is important to emphasize that if the employee or family member has travelled inter-city or foreign travel by public transport (eg. bus, train, commercial flight), they should quarantine themselves at home for the mandatory 14 days period. It is advised they quarantine themselves from others at home during this period.
- However if an employee has travelled inter-city on a charter flight or personal car or conveyance (personal transport) they can come to the office and are not required to quarantine assuming they have taken the necessary precautions whilst travel.
- If a person has been tested positive for COVID-19, he or she will immediately be given medical advice on how to proceed. If health worsens, the medical team will advise treatment and next steps. All places visited by the affected person over the last 48 hours will be vacated and thoroughly disinfected by a dedicated contractor.
- A person who has contracted COVID-19 can only return to work once a clean bill of health is given by a qualified external doctor and by Engro's medical team. Upon testing negative for the virus, doctors will advise if the person can return to work. If the person is advised to stay at home for a few days before joining work, the divisional head will decide if the person will be allowed to work from home during this time.

### 5.2.5 Reporting

- It is mandatory for the SCMT to report the health status of all employees with suspected or affected cases (permanent and contractual) on a daily basis to the Crisis Management Committee.
- The Crisis Management Committee will share a template with the required reporting data with each SCMT (refer to Annexure).

### 5.2.6 Working from Home



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- Subsidiary locations which do not require physical manning activities, should upon advice of the SCMT, direct employees to work from home. Employees will be required to work from home and should avoid coming to the office or Plant.
- Upon directive of the respective subsidiary, employees will be permitted to work from home to minimize people to people contact.
- Working from home arrangements require a high degree of trust, together with open and honest communication.
- It is mandatory for the employee to adhere to normal office work timings and it is expected that the employee is available through all communication means during work hour timings.
- The most effective way of managing the performance of the employee working from home is to concentrate on outputs and deliverables. This relies on collaborative working between the employee and the Line Manager and regular review of performance targets and workload levels.
- Line Managers should conduct regular supervision and team meetings through virtual platforms such as WhatsApp, Zoom Calls and phone conferencing. (*see IT Support section for more information*)
- The home space used for official work is considered an extension of the organization's office space.
- Employees are responsible for maintaining a safe and secure work area.
- Employees will have the same responsibility for safe practices, accident prevention, and accident reporting as in the regular worksite.
- Employees are responsible for ensuring the security of Company's property (including laptop, mobile phones) and all its information, files, documents, data etc. within their possession, including both paper and electronic material.
- Employees are responsible for ensuring that they have suitable telephone and broadband services at home or at their remote location. The Company will not pay for any costs or expenses incurred.
- IT will provide continuous support to employees for company owned hardware/equipment and setting up of virtual meeting rooms (*refer to the IT Support section for more details*)
- It is the responsibility of employees to ensure the confidentiality of all Company information whilst the employee is working from home.
- Employees with confidential material and documents are recommended to store them in a safe and secure area where they cannot be accessed by others.



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- In order to maintain confidentiality and data security, official documents and equipment (laptops etc.) must be stored securely at home and not be left in employees' vehicles when unattended.
- The employee must never provide non-employees or family members' access to the organization network or share network access passwords.
- It is not permitted to leave a computer unattended when connected to the network.

### 5.2.7 Non-essential Work

- All non-essential work and projects shall be put on hold in order to reduce the number of personnel and minimize the potential for exposure. Decision of what constitutes non-essential work will be taken by the SCMT.

### 5.2.8 High Risk Personnel

- Employees who may be at higher risk, shall be identified and measures should be put in place for minimizing the potential for exposure, without inviting stigma and discrimination at the workplace. Such persons shall include those:
  - who have recently travelled to an area reporting COVID-19 cases
  - who have pre-existing conditions (e.g. diabetes, heart and lung disease, compromised immune system) that put them at a higher risk.

### 5.2.9 High Exposure Areas

- All company operations shall identify high exposure areas specifically with respect to high human footfall and material traffic from outside which could result in the spread of COVID-19. Such areas shall have specially defined entry / exit protocols which will be followed strictly.

## 5.3 Guidelines for Engro Corporation and Subsidiaries Head Offices

The Head Offices of Engro Corporation and subsidiaries shall reopen offices in line with the decision by Government of Sindh and Federal government, and approval by ExCom. The following basic measures and working arrangements shall be implemented for safe and phased resumption of offices.

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### 5.3.1 Staff Management

- On any business day, only 30 percent of the office staff will be allowed at the office premises to ensure adherence to social distancing guidelines.
- All Divisional Heads/Managers are required to circulate formal communication within their teams about the working arrangement
- All Managers and Team Leads should prepare advance weekly work plans and split their department teams into smaller work groups so that the overall staff level does not exceed 30 percent. If required, different work groups can be called at different timings

### 5.3.2 Work Management

- Only alternate workstations to be used to ensure safe seating distance of six (6) feet between any two persons
- A clean desk policy must be implemented at all times. Employees will be required to remove paperwork, personal belongings (photo frames, decorative items etc.) from their workstations
- Important paperwork, legal documents, invoices, reports, business communications to be labelled, archived in box files and placed in an orderly manner in a common filing cabinet under control of the department Secretary. It is encouraged to archive all documents in PDF form in a common drive of the department for safe keeping
- No employees are allowed in record rooms and around photocopy machines, except for their operators/custodians, to ensure social distancing.

### 5.3.3 Isolation Room

- Each office premises must designate an Isolation Room to isolate any person who may show COVID-19 symptoms during work hours.
- A clearly marked office vehicle, manned by a driver fully-equipped with PPE's including disposable protective coveralls, should be available during all work days to shift a potential COVID-19 affected person from office premises to a COVID-19 testing facility, hospital or home.

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### 5.3.4 Meetings and Visitor Management

- Face-to-face meetings should be avoided and kept short, if required, during work hours. Managers/Team Leaders should encourage the use of virtual meetings (Refer to section 8 on IT Support and use of collaborative tools).
- Meeting rooms on all floors will be operated at 50 percent capacity to maintain social distancing. Seating should be rearranged in large meeting rooms, such as Board Rooms, to ensure six (6) feet space between two seated persons.
- Meetings are not allowed in office cabins unless a minimum distance of six (6) can be ensured between two seated persons. Two-seater sofa seats placed in office cabins will be used to seat one person at a time.
- Visitors, including suppliers and vendors, are not allowed at the office premises, except by the approval of department head and formal communication to the Administration Manager.

### 5.3.5 Catering and Food

- All snack/tea stations cafeterias will be converted to self-service counters, where employees must ensure social distancing guidelines.
- Vendor service staff will not serve tea, coffee, snacks, lunch and fruits cuts at the workstations.
- Employees bringing lunch or snacks from home will warm their food in microwave oven at the self-service counter/cafeteria.
- No outside food delivery and catering services will be allowed in the office premises. Vendor service staff is not allowed to bring food items, fruit, chapati etc. from nearby outlets as well.
- The seating arrangement at cafeteria will be adjusted to meet social distancing requirements, which must be followed by all employees. Only a limited number of employees will be allowed to use these facilities at any particular time.
- Lunch buffet service will be discontinued at the cafeteria. Only packed food and snacks will be available at service counters during lunch hours. Only limited service staff will be available at the service counters. To minimize social contact, all

## COVID-19 Preparedness and Response Manual

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employees will collect and dispose off any leftover food, and packaging waste, in the covered bins.

- No meals will be served during regular business meetings and Board Meetings in the meeting rooms. Tea, coffee and snacks on self-service basis will be provided in the meeting rooms, if required.
- During work hours, no third party vendor service staff will be allowed to go to neighborhood food stalls and restaurants for lunch or snacks. Vendors will deliver packaged lunch for their staff.

### 5.4 Guidelines for Subsidiaries with Plants & Field Locations

All Engro Plant sites and where applicable, field locations, shall implement the following basic measures. Plant teams can further add standard operating procedures specific to their sites.

#### 5.4.1 Minimum Manning & Exit Entry

- Minimum manning and space between workstations shall be implemented for plant operations to reduce the potential for transfer of COVID-19. Multi-tasking of critical tasks, if possible, should be encouraged to reduce the number of people required. Following options can be considered by the plant team:
  - switching from 8 hours shift to 12 hours shift in plant facilities to minimize the number of personnel working during 24 hours or
  - adopting 14 days rota at operational sites
- During lockdown, essential manpower (NMPT and contract staff) shall be moved inside the plant and/or colony, as applicable. Temporary lodging facility shall be provided.
- Personnel on rest shall seek permission from the respective department manager before leaving the city and shall remain available on call. If a person is affected with COVID-19 or is required to be in quarantine, he or she will be replaced with pre-identified alternates. It is recommended for plant teams to pre-identify two alternates for all critical manning. Measures should be in place to minimize physical interaction between incoming and outgoing shifts. Congestion at sites should be reduced by implementing staggered and phased arrivals, departures and different scheduled break times.

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- The floor must be cleaned on a regular basis with disinfectant before and after every shift and premises should be fumigated as required.
- All the waste from any process or site shall be properly disposed off and in no case should it be thrown out in the open. Visitors should be discouraged at all times and if unavoidable, the dedicated visitor room shall be disinfected after every visit. Packages or items from outside the premises shall also be discouraged as far as possible.
- Details of the vehicles designated for transportation of personnel to and from the workplace shall be intimated to the local district authorities. The vehicle should clearly display the company name, industry and Plant location
- Special precautions shall be taken for ensuring social distancing measures for vehicles transporting shift crews. No more than 1/3<sup>rd</sup> of the vehicle's maximum capacity shall be used for transportation of personnel. The vehicles should carry specific instructions related to preventive measures and all personnel using such vehicles should wear surgical face masks for the entire journey.
- Vehicles used for transporting the affected person shall be properly ventilated during the journey and treated with the EPA approved disinfectants. The cleaners will be required to wear the appropriate PPE as highlighted.
- All vehicles loaded with raw materials, disassembled machinery parts or other materials that are required, shall be disinfected at the entry points of site.

### 5.4.2 Control Rooms

- Control rooms are the nerve centers for plant operations and shall be designated as "restricted areas" with access limited to personnel who are critical for plant operations.
- All other non-critical activities shall be conducted outside of the control room. Extra precautionary measures shall be deployed for people entering the control rooms to perform their duties.
- Plants must ensure a proper mechanism of disinfection and protection of control systems. Panels and boards need to be cleaned extremely well as they are constantly being used. This should be done without compromising on the operability and safety of the plant.
- Regular contact points and surfaces shall be disinfected using disinfectant solution which shall be available in control room. This shall be done at the start of the shift by incoming shift personnel. The contact points and surfaces are defined as:

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- workstations, keyboard, mouse, chairs, desk, floors, door handles.
- shift van doors, handles and seats
- Hand sanitizer will be made available at control room entrances, manned location (DCS panel, supervisor / SIC offices) & operating area posts and used regularly.
- Hand sanitizers should be used after person to person exchange of work related materials.

### 5.4.3 Supply Chain

- Risk management plans shall be developed to manage the availability of critical materials required for maintaining facilities operations, medical and hygiene arrangements.
- Vendors shall be consulted as required and their ability to maintain supply will be checked and revalidated.
- Alternate options shall be identified if the designated vendor is unable to supply the required goods/services.

### 5.4.4 Grave Emergency Handling

- Availability of required manpower and resources for emergency response during Grave Emergency Handling shall be ensured at all times even under minimum manning policy.

### 5.4.5 Identification & Treatment of High Exposure Areas

- Plants shall identify high exposure areas specifically with respect to human and material traffic from outside which could result in the spread of COVID-19. All such areas shall have defined entry and exit protocols to be developed by each admin and Virus Response Team and followed strictly. Warehouses with incoming and outgoing material and products shall have special handling protocols defined.

### 5.4.6 Isolation Room

- Each plant site will prepare an Isolation Room where people showing signs of COVID-19 can be isolated from others while results of the COVID-19 tests are awaited. It is important to highlight that when a person tests positive for COVID-19, the plant admin team will transport the affected person to the Quarantine Facility. The team shall ensure all necessary precautions which include ensuring good air flow and ventilation in the room.

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- No one shall be allowed to visit the suspected person in the Isolation Room. Only trained medical personnel wearing personal protective equipment specifically N95 masks, respirators, face shields and surgical gowns will handle the suspected person with the company doctor's permission.
- N95 masks shall be fit tested before use, especially before coming in contact with patients.
- In case the suspected person is tested positive for COVID-19, he or she shall be moved to the Quarantine Facility. The Isolation Room will be disinfected with EPA approved disinfectants once the patient is moved from the room.
- In case the Isolation Room is not available, the suspected person shall be asked to self-quarantine at home. (*Please refer to Annexure on Self Quarantine*).

### 5.4.7 Quarantine Facility

- Plants are required to establish a Quarantine Facility for all people who have tested positive for COVID-19. These include people who are not showing symptoms but have tested positive.
- Rooms with air conditioning and no exhaust outlets should not be used as quarantine facilities for confirmed COVID-19 patients as limited air currents in the room increases the aerosol viral load and can infect medical staff.
- The plant or workspace area shall be closed immediately on confirmation of COVID-19 person (based on confirmed lab tests) and it shall continue to be so till thorough sanitization and disinfecting is undertaken.
- The plant shall keep a hotline for availability of ambulance for immediate transfer of suspected person to the Quarantine Facility.
- No one shall be allowed to visit the affected person in the Quarantine Facility. Only trained medical personnel wearing personal protective equipment specifically N95 masks, face shields and surgical gowns will handle the affected person with the company doctor's permission.
- An area shall be defined within the Quarantine Facility for donning on and donning off the PPEs and medical staff shall be trained on the proper use and disposal of PPEs.
- All disposable items in the Quarantine Facility including PPEs shall be treated as contaminated medical waste and SEPA guidelines for disposal of such items must be followed.



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- Contact with individuals and staff in the Quarantine Facility shall be eliminated/minimized. This includes staff for housekeeping and meal supply – these duties shall be carried out by medical nurse.
- In case the Quarantine Facility is not available, or the condition of the affected person is deteriorating, the doctor assigned to the case shall recommend whether or not the affected person should be transported to a nearby hospital. Such cases shall be referred to the SCMT.
- An SCMT designate shall remain in contact with hospital till the patient reaches there and will inform the hospital about the condition of affected person in advance.
- If the patient is quarantined at the hospital, the SCMT designate will make daily follow ups to the hospital to get an update. The SCMT designate will maintain a patient record with the medical/Admin at the Plant and inform the SCMT.

### 5.4.8 Housing Colonies

- For Plant sites having housing colonies, controls shall be established by the SCMT and the Virus Response Team for personnel traveling in and out of housing community to the Plant work areas.
- Isolation Rooms and a Quarantine Facility shall be set up in housing communities similar to that in the work areas.
- Temperature screening shall be conducted for personnel prior to entry into housing community.
- Persons showing symptoms of COVID-19 shall be transferred to the Isolation Room and reported to SCMT and Crisis Management Committee as highlighted in the document.
- Families will not be allowed to travel outside the housing community. Travel will only be allowed for important or emergency related matters and only upon approval of the Plant head. On returning, the families shall follow strict screening and SOPs before they can enter the premises.
- It is recommended that domestic servants are given leaves to maintain social distancing and the club facilities, mosques etc. are restricted or closed.
- Household members should follow normal preventive actions including recommended hand hygiene and avoid touching eyes, nose, or mouth with unwashed hands.

## 6.0 External Communication



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### 6.1 Media

All external communications/queries received from media need to be routed through to the Communications Representatives below in consultation with Aman ul Haque, the Head of Marketing & Communications at Engro Corporation.

In case of calls or emails, please direct all such communication to the respective communication leads below:

Aman ul Haque	Engro Corp	Head of Marketing & Corporate Communications
Shamikh Zaidi	Engro Energy & SEC MC	Corporate Communications
Muhammad Waqas	All Other Engro Companies	Marketing & Corporate Communications

- All media personnel (traditional and digital/social) need to be strictly avoided and prohibited from visits to plant sites, facilities and/or any field programs or initiatives.
- However, in times of immediate crisis at the plant site, the subsidiary CEO in consultation with the Plant Head, should nominate a spokesperson to share information with the media. It is recommended this person should either be the Plant Head himself or the Admin Head.

### 6.2 Government & Agencies

- For all federal, provincial Government and agency-related (eg WHO, NDMA) correspondence and queries, the Plant and office teams should route through to GRRR Representatives in consultation with Zaheer Mehdi, SVP of GRRR. Please direct all such communication and queries to the GRRR team:

Zaheer Mehdi	Engro Corp	GRRR
Shahbaz Khan	Federal & Punjab	GRRR
Tarique Quadir Lakhiair	Sindh & Baluchistan	GRRR

- All local and district authority correspondence in plant vicinities should be under the domain of the Plant head in conjunction with his Admin and Public Affairs teams.

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- Regional and field offices correspondence with local authorities will adhere to the Divisional Head of the respective subsidiary
- At the office level, all local and district authority correspondence should be under the domain of the respective regional GRRRA representative.

### 7.0 Internal Communication

Internal communication will be a vital part of crisis management during the current COVID-19 pandemic across all Engro sites.

#### 7.1 HR, Policy & Organization Related Announcements

The ECorp HR team with support from Marketing & Corporate Communications team shall be responsible for primary official communication for all policy, people and organizational announcements for COVID-19 related matters which shall be disseminated via email from [ecorpHR@engro.com](mailto:ecorpHR@engro.com).

Engro leadership (ie. President, CEOs, CPO) is recommended to send general business communication to their teams and employees during the COVID-19 crisis via the following communication tools:

- Emails (President, CEOs, CPOs)
- Video Message/Calls (Zoom; Workplace Live) by President/ CEOs/CPO
- Workplace by Facebook
- WhatsApp Groups

#### 7.2 COVID-19 Information on Best Practices & Precautions

The Marketing & Corporate Communications (MCC) department at ECorp and Internal Communication teams in the subsidiaries will be responsible to frequently send out the following information to employees via the relevant internal communication channels such as email, Workplace and WhatsApp groups. Line Managers are expected to cascade information down to their teams to all employees and personnel.

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Below will be the information sent by Internal Communication teams to Engro leadership and employees and personnel:

- Guidelines on how to best work from home
  - Communication on precautionary measures and reminders
  - Best practices on how to self-quarantine
  - Dashboards on people affected and recoveries
  - Global and national information on COVID-19
  - Government notices related to COVID-19
- 
- It is imperative that Internal Communication teams send out accurate information before dissemination. Teams will need to check the veracity of the information.
  - In terms of all official communication, it is expected, without exception, for employees to adhere to confidentiality and not share company-related information with any external parties.

### 8.0 IT Support

To enable remote working, ECorp IT will ensure uninterrupted access to Enterprise Applications and collaborative tools. The IT team will ensure full user load capacity (internet bandwidth) at Engro's primary data center to support employees' working from home.

The IT team will ensure "password" based authentication for all internal systems. All internet traffic in and out of the datacenter will be filtered and monitored

#### 8.1 Enterprise Application

- Enterprise Applications include SAP, internal portals & Corporate emails.
- For access to SAP, a Virtual Private Network (VPN) tool will be used which will provide secure channel for connecting with the data centers.
- For VPN tool access, please contact the IT Helpdesk (details below). Furthermore, in case the internet service provider at the employee home is not permitting access to VPN then an alternate method can be arranged by the IT helpdesk.

#### 8.2 Collaborative Tools

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- For information pertaining to Company activities, employees can access Workplace by Facebook by following the link <http://engro.facebook.com> – standard Engro domain ID and password will be used.
- For virtual meetings, if the employee plans to have one to one meetings IT department encourages the use of cell phone for audio. However, if visual services is needed then Zoom (virtual meeting tool) can be used. You can set by a Zoom call through the IT helpdesk (see below) or by visiting <http://www.zoom.com> and registering yourself.
- If a group meeting or interaction is planned, an employee has the following options:
  - Less than 3 people, use of mobile phone with conference feature for audio only
  - WhatsApp group call feature which can connect up to 5 employees
  - If visual services are required, we recommend using Zoom. Corp IT has acquired additional licenses for group meetings and virtual meetings room can be booked by contacting the IT Helpdesk.
  - To learn more about navigating your way around Zoom, employees are encouraged to visit the following links:
    - Schedule a meeting:  
<https://support.zoom.us/hc/en-us/articles/201362413-Scheduling-meetings>
    - Joining a meeting:  
<https://support.zoom.us/hc/en-us/articles/201362193-Joining-a-Meeting>
    - Sharing Screen/Contents with meeting participants:  
<https://support.zoom.us/hc/en-us/articles/201362153-Sharing-your-screen>
    - Sharing Whiteboard with meeting participants:  
<https://support.zoom.us/hc/en-us/articles/205677665-Sharing-a-whiteboard>

### 8.3 IT Help Desk

- In order to facilitate virtual work IT helpdesk is available remotely from 8am to 10pm and can be contacted through:
  - Email: [itservicedesk@engro.com](mailto:itservicedesk@engro.com)
  - Phone: 0323-6637273  
0302-6637272



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### 9. Annexures

#### A. Self-Quarantine Procedure

##### 1. Home Etiquette

- Stay in a separate room and use a separate bathroom from others in your home, if possible.
- Do not leave home unless you seek medical care.
- Keep a one (1) meter distance from everyone in the household.
- At least once daily, clean and disinfect surfaces that you touch often, like toilets, bedside tables, doorknobs, phones and television remotes
- Wear disposable gloves when cleaning surfaces.
- Have your dishes, kitchen utensils washed separately.
- Dishes and kitchen utensils should be cleaned with dish soap and hot water after each use
- Your laundry should be washed separately with a good detergent.
- Do not meet visitors at home.
- Make sure you stay in a room with good airflow and ventilation.

##### 2. Supplies to Have at Home

- Surgical/procedure masks (do not re-use)
- Eye protection
- Disposable gloves (do not re-use)
- Disposable paper towels
- Tissues
- Waste container with plastic liner
- Thermometer
- Over the counter medication to reduce fever
- Running water
- Hand soap
- Alcohol-based sanitizer containing at least 70% alcohol
- Dish soap
- Regular laundry soap
- Regular household cleaning products
- Alcohol prep wipes
- Arrange to have your groceries delivered to you

##### 3. Disinfectants

- Alcohol based disinfectants that are EPA approved are recommended

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- Please refer to Government of Pakistan document on COVID-19 Action plan Annexure A4 for more information on disinfectants <https://www.nih.org.pk/wp-content/uploads/2020/03/COVID-19-NAP-V2-13-March-2020.pdf>
- EPA Approved Disinfectant: United States Government “Environment Protection Agency” approved Disinfectants listed on US EPA website (<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-3.0cov-2>)

### B. Daily Reporting Template

#### 1. Daily Process to Fill Form

- All locations to send the form daily to [medicalhelp@engro.com](mailto:medicalhelp@engro.com)
- A softcopy of the form is available with the COVID-19 Help desk

COVID-19 DAILY REPORT														3/26/2020		
Subsidiary																
Population Spread				TESTED		NEGATIVE		POSITIVE		ISOLATED		QUARANTINED		ADMITTED IN HOSPITAL		
				0		0		0		0		0		0		
Total Population																
Currently at Site																
SYMPTOMS														DROP DOWN		
S. NO.	NAME	EMP. NO.	FAMILY / HOUSEHOLD MEMBER NAME	RELATIONSHIP WITH EMPLOYEE	CELL NUMBER	CURRENT LOCATION	AGE	FLU	FEVER	DRY COUGH	SHORTNESS OF BREATH	OTHERS	TRAVEL HISTORY IN PAST 30 DAYS?	ACTION BY SITE DOCTOR	TEST STATUS	CURRENT STATUS
1																
2																
3																
4																
5																
6																
7																
8																
9																
10																

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### C. Engro COVID-19 Help Desk Point of Contacts



## COVID-19 Preparedness and Response Manual



### Engro COVID-19 Helpdesk

Introducing our Points of Contact

**UAN: 111-111-300**

[medicalhelp@engro.com](mailto:medicalhelp@engro.com)

Dear Colleagues,

We would like to announce that the following individuals have stepped up to become the points of contact for our Engro family.

Location	Point of Contact
Karachi – Main	Navaid Iqbal
Thar Region	Malik Ihtisham
Engro Polymer	Amer Ahmed
Engro Vopak	Muhammad Fakhir
Hyderabad Region	Muhammad Asad Mahmood Khan
Ghotki Region	Dr. Arif Saeed
Multan Region	Asad Aman Khan
Muridke Region	Muhammad Waqar
North Region	Syed Aleem Asif Ali
Islamabad Region	Azka Sadaf Hashmi

We appreciate their support during this critical time and accepting this additional responsibility.

Please note your relevant POC may contact you in specific instances.

Regards,

COVID-19 Helpdesk Team

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### D. Health Declaration Form

<b>Name:</b>	<b>P. No.:</b>	<b>Contractor Name:</b>	<b>Department:</b>
<b>CNIC #:</b>	<b>Mobile No:</b>	<b>GL / Unit Manager:</b>	<b>Date of Resuming Duty:</b>

**1. Please fill the following information:** Do you have any of the following symptoms?

Flu	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Fever	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Cough	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Shortness of Breath	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Sore throat	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Muscular Pain / Body ache	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Others: Please specify _____	<input type="checkbox"/> Yes	<input type="checkbox"/> No

2. Have you met someone in your home or friends having above mentioned symptoms in last 14 days?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
3. Have you travelled outside Karachi in past 14 days? If yes, please mention here location and dates _____	<input type="checkbox"/> Yes	<input type="checkbox"/> No
4. Is there any one in your home or friends who you met in last 14 days who has come back from outside Karachi? If yes, please mention here location and dates _____	<input type="checkbox"/> Yes	<input type="checkbox"/> No
5. Have you or someone in your home or friends who you met during past 14 days, came in close contact with a confirmed COVID-19 case?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

**I declare that all the information given in this form is true and correct.**

**Signature:** \_\_\_\_\_

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

Thank you for your cooperation



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### E. Government Protocols

#### 1. Government of Pakistan – Ministry of National Health Services, Regulations & Coordination

Preventive Measurements for Industries and Workers against COVID19

[http://covid.gov.pk/guidelines/pdf/20200329%20Preventive\\_Guidelines%20for%20Industries%20and%20Workers%20against%20COVID19\\_1002.pdf](http://covid.gov.pk/guidelines/pdf/20200329%20Preventive_Guidelines%20for%20Industries%20and%20Workers%20against%20COVID19_1002.pdf)

#### 2. Government of Sindh (GOS-COVID19: Official Information Cell established by the Government of Sindh)

SOP's for Workplaces and Industries

<https://twitter.com/19sindh/status/1250146156220473346?s=20>

<https://twitter.com/19sindh/status/1250146415097102344?s=20>

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No.SO(Jud-I)HD/8-1(04)/2020-Corona/SOPs  
GOVERNMENT OF SINDH  
HOME DEPARTMENT  
Email: [homedpttcovidcell@gmail.com](mailto:homedpttcovidcell@gmail.com)  
Ph: 021-99213392 & 99213410

Karachi, dated 14<sup>th</sup> April, 2020

### ORDER

**No.SO(Jud-I)HD/8-1(04)/2020-Corona.** In view of the spread of corona virus and resulting disease (Covid-19) and deaths worldwide and also due to increasing number of cases in Pakistan as well as in Sindh the Government of Sindh passed orders from time to time under the Sindh Epidemic Diseases Act 2014 (The Sindh Act VIII of 2015). In this regard, the Home Department, Government of Sindh imposed restrictions on all activities save essential services / office / industry. Whereas, the threat of Corona virus spread has still not vanished and the restrictions on social distancing and precautionary measures are still required to be in place. Whereas, there is also a need to balance such restrictions viz-a-viz economic effects of such ban and restriction on the movement and gathering of people and to provide for economic activities within these restrictions.

Now, therefore in exercise of powers Under Section 3(1) of the Sindh Epidemic Diseases Act 2014 (The Sindh Act VIII of 2015) and in continuation of earlier orders of even number dated 2<sup>nd</sup> April 2020, the Government of Sindh issues following **SOPs (Standard Operating Procedures) to be adopted by the persons and businesses-concerns that are specifically permitted to operate during the Covid-19 pandemic** that the spread of corona virus and resulting disease and deaths are prevented.

#### Objective:

The objective of these SOPs is to ensure that all activities that are permitted to be carried on during the Covid-19 Pandemic (related to **food/Agriculture, Medicine/Health, and such other related activities declared as essential for day to day life during this Pandemic or such other activities/operations that have been specifically allowed through an order by the Government**) are carried on in a manner that ensures prevention of the spread of Corona Virus / Covid-19.

The essential steps required to prevent the spread of Covid-19 is the physical distancing between the persons at all the time with over three feet distance in between. That all the objects/items that are at public places or frequently used or touched by different people are disinfected with proper Covid-19 disinfectant solution and wiped clean after every use, as well as, cleaning/disinfection of work place.

#### Applicability:

These SOPs relate to only those **activities/operations that have been specifically allowed through an order by the Government during the Covid-19 emergency**. Within these permitted activities/operations these SOPs are applicable to all such individuals, business / **workplaces** etc. (including **offices, shops, sale point, manufacturing/processing units, factories, mills, stores / warehouses or any place of business and work** etc. as per applicable clauses related to them) as well as **persons engaged therein** (including **Owners, CEOs, Heads, Managers, Site Manager, Sellers/Contractors, Workers/ staff, Customers** etc as far as is applicable to them) who are all required to follow the directions / instructions as related to them and there shall be no exception.





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### A. General directions

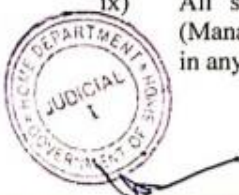
1. No person is otherwise allowed to come out at any public place, without any valid reason (exception include persons for permitted businesses, Services and for seeking medical assistance / treatment).
2. Travelling in groups without keeping a distance of over three feet between the individuals is strictly prohibited. Pillion riding on motor bikes is therefore not permitted (except female member of family already living closely in same household).
3. No more than two persons to travel in a car. Third person allowed only in case where a sick person being carried requires such an attendant.
4. Persons coming out in public places for some necessity must necessarily wear a mask.
5. Adequate arrangements for hand disinfection by use of hand sanitizers (that meet minimum standard of containing at least 70% alcohol) and ideally, where possible, frequent hand washing with soap and water thoroughly washing hands for at least 20 seconds.
6. Use tissue paper, and properly dispose off, and sneeze/cough in elbow instead of openly in air.
7. All those suffering from flu, flu like symptoms, fever, dry cough and body aches must not visit any public place or any closed premises and must seek medical advice.
8. To carry and use hand sanitizers (or preferably hand washing with soap) after touching any open public place item. Special care is taken that while using the ATM Machine / Credit /Debit Card mobile machines, user must wipe the area to be touched with sanitizer before using it and washing /disinfecting hand with sanitizer after such activity.

### B. Factory/ Workplace Measures

Any person who is owner, manager, in-charge or person responsible for any premises where general public visits or workers/staff works/performs duties has to ensure following:

#### 1. General:

- i) The workers and staff are properly briefed on the Covid-19 and spread of disease and the required precautions against the disease as well as symptoms of the disease and required steps of self-isolation and seeking proper medical advice.
- ii) Display at prominent places the instructions and awareness posters in Urdu, Sindhi and English (as per language commonly read/understood) for workers and staff and at entrance for the visitors/ customers. Where necessary pictorial version of instructions and awareness posters may be used for labour class.
- iii) That the practice of handshake and greetings by physical contact in any manner is actively discouraged among worker/staff. Instead greetings by way of waving hands or bowing or paying respect by folding both hands or placing right hand on the left side of the chest or any other alternate method as per social and cultural norm should be advised.
- iv) Thermal guns are to be provided and used at the entrance to screen the entrants.
- v) Persons with high temperature or flu like symptoms and cough should not be allowed.
- vi) Entry & Exit points should be properly managed with sufficient staff.
- vii) Sufficient availability of hand-sanitizers or ideally hand washing facility to be ensured at the entrance/ exit gates as well as in the office/workplace for all the staff/workers to use.
- viii) Large industrial units / business concerns to maintain trained medical staff / doctor for screening etc.
- ix) All such *workplaces* are required to have a register maintained of ALL the persons (Management, staff, workers labourers whether permanent or temporarily hired etc.) engaged in any form of activity at that premises.



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### 2. Distancing Measures:

- x) Ensure that only minimal essential staff for the permissible activities/operation is engaged. Further, as far as is possible, engage in an online and work from home mode of operation.
- xi) No employee or worker over the age of 55 is called for work at work places.
- xii) Modify work stations or stagger hours to increase space between staff, visitors and customers/clients. Also determine and display room/hall capacity for persons, keeping in view the over three feet distance required to be kept between individuals.
- xiii) Reduce congestion by implementing staggered / phased arrival, departure, and break times.
- xiv) Floor markings and dedicated staff to ensure proper queuing of customers/ workers/ labourers is required so as to ensure proper queuing with distance between the persons. If necessary seating for handicapped may be provided for use by them while waiting like queues at banks / shops.

### 3. Workplace Cleanliness:

- xv) The workers/staff shall wear masks and hand gloves which are to be ensured in sufficient quantity by the Owner / CEO / Management.
- xvi) The items that are touched/ used by multiple users must be wiped clean with proper disinfectant after every use. This includes door handles, copy machines/printers, break rooms, remotes, light switches, telephones, keyboards and machinery/equipment operated by the workers/labourers/staff/customer after every use. Dedicated staff should be deputed for this purpose.
- xvii) The floor must on be cleaned regular basis with disinfectant before and after every shift and premises fumigated as required.
- xviii) Proper ventilation of work place and all places for workers/ staff/ customers is to be ensured.
- xix) All the waste from any process is to be probably disposal off and in no case thrown out in open.

### 4. Other areas / workplaces:

- xx) Ensure that during lunch or other breaks enough space is provided to workers/staff alongwith the floor markings, who should sit at a distance of at-least three feet apart or if the space is small the break be allowed to workers/staff in a phased manner.
- xxi) Area must be properly ventilated.
- xxii) That **Prayer area** to have no mats / rugs and only limited persons pray at one time to ensure adequate spacing between them and that the floor is wiped clean before and after every prayer.
- xxiii) **Toilets** are to be kept clean and disinfected after use. Dedicated worker be employed to wipe out/ disinfect after every use.
- xxiv) **Canteen/Cooking/Baking places** as applicable, to adopt same measures of distancing, including floor markings for those serving as well as those being served and use of disposable gloves, masks and head cover by the cook & serving persons. The utensils will be cleaned after every use. Raw material to be touched & prepared wearing gloves all the time as well as while serving.
- xxv) All the factory, mill owners etc. having **residence of employees/workers** within premises shall ensure similar measures for awareness and ensuring adherence by workers as well as provision of such facilities for cleanliness/disinfection at workers residing places in the facility / premises.
- xxvi) In large workplace, specially with residential arrangement/area within such place a separate place must be ear-marked for isolation for symptomatic/ suspected individuals for further screening/testing and/or transfer to a health facility for further management/treatment of such individual(s).



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### **5. Visitors/ Customers/ Outside packages Control:**

- xxvii) Visitors should be discouraged all times and if unavoidable due to nature of business, a designated visitor meeting room should be established.
- xxviii) Visitors meeting room shall be disinfected after each visit.
- xxix) The packages / items from outside of premises that are of optional nature shall be discouraged as far as possible.

### **6. Responsibility:**

- xxx) It shall be the responsibility of owner/manager to ensure compliance of above directions, as well as other applicable directions issued by Government from time to time.
- xxxii) It shall be ensured that all the staff/ persons at the premises/ site are properly briefed on the Covid-19 spread, preventive steps/ precautions against the spread of the virus, sign/symptoms etc. and that all the precautionary measures are followed by all present within such premise/site/workplace.
- xxxiii) Necessary instructions / protocols may be prepared in the light of these SOPs for ensuring compliance by all concerned.
- xxxiiii) The owner/management shall ensure that if there are any signs symptoms in any of labour/employee of COVID-19, it shall be incumbent upon the owner/management to get that labour/employee screened from the hospital and follow relevant SOPs for suspected cases.
- xxxv) If the virus spread amongst the worker/labour or community then the owner / management shall accordingly take all necessary measures including suspension of activities till clearance given by Health Authorities. Screening/Testing regime has been notified separately by concerned health authorities who may be contacted for the needful.
- xxxvi) Owner, / CEO shall be responsible for treatment / welfare of worker / laboures / persons contracting the disease and any further action required for control of such spread.
- xxxvii) Random tests for Covid-19 may be conducted by health authorities from time to time. In case, of any positive case and required further testing for other contacts of any positive case the expenses may be required to be borne by the owner/CEO/Management.

### **C. Transportation of Human Resource**

- i) Whichever business or workplace is allowed to work shall engage/ hire/ contract a vehicle for transporting their employees to and back from workplace or the employees / staff / workers can travel individually on motor-cycle or private cars as instructed under A. General instruction.
  - ii) The designated vehicle shall be intimated at the office of the DC, SSP and Labour Department, with detailed description of the vehicle i.e. Make, reg. no., model, capacity and Color. Moreover, the details like Names and CNIC number of Driver and the Passengers is to be logged in register to be maintained for the purpose.
  - iii) Only such vehicles for workers shall be allowed to ply on the roads that have been approved by the DC(s) concerned in coordination with the SSP(s) who shall maintain such list.
  - iv) Such transport vehicle shall not carry Passengers more than 1/3<sup>rd</sup> of its maximum capacity for the purposes of ensuring social distancing.
  - v) It shall also be ensured that all the passengers while boarding and disembarking a vehicle, shall maintain well-spaced queue maintaining a distance of over 3 feet / 1 meter all the time.
  - vi) It shall be ensured that the passengers sitting in the vehicle are at least 1 meter apart from one another.
- The said vehicle shall be designated with a banner pasted / displayed at a visible place describing the name of company/office/ industry with its location.



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- viii) The vehicle shall carry banner with specific instructions related to preventive measures for COVID-19 infection.
- ix) It shall be the responsibility of the organization to ensure that all persons inside the vehicle wear protective face masks all the time while travelling.
- x) While travelling to and from the factory, the driver shall ensure that doors and windows are opened and vehicle properly ventilated.
- xi) The vehicle shall be disinfected by using recommended disinfectant spray and washed clean at least once daily.

### **D. Goods Transportation into a workplace / Industrial Unit etc. :**

- i) Raw materials, disassembled parts of machinery and any other material required to be possessed by an industrial unit for a finished product shall be only allowed to enter the industrial unit or premises after the vehicle is completely sanitized and disinfected at the entry point.
- ii) Temperature of the drivers, conductors, loaders and other staff of the vehicle transporting such materials shall be monitored at entry points along with other indicators of COVID-19 that are flu, cough and muscular pain etc.
- iii) No person(s) associated with such vehicles having any or all symptoms of COVID-19 shall be allowed to enter the industrial unit or premises.
- iv) All material/goods received shall be properly sanitized and disinfected before its entry to an industrial unit or premises is granted.
- v) Seating arrangement of such vehicle amongst the individuals occupying it shall be such that 3 feet distance is maintained.
- vi) Individuals occupying such vehicles shall wash hands with soap before entry into an industrial unit or premises and subsequently their hands shall be sanitized. Viz Proper head gear, gloves, gowns and masks shall be worn by the individuals occupying such vehicles. No person(s) without proper gear shall be allowed entry to industrial unit or premises.

### **E. Further instructions**

As may be issued by the government for further steps necessary to contain Covid-19 spread.

**These SOPs / directions shall be enforceable immediately and shall remain in force till the COVID-19 emergency is specifically declared to be over by an order or this order is withdrawn.**

In view of importance of such measures to be fully in place for preventing spread of disease the concerned businesses / activities which are specifically permitted by an order to operate, shall take necessary measures to have all the required arrangements fully in place before starting their operations. That the operations shall only be permitted after an undertaking by the Owner / CEO that all the requirements are fully in place and they are engaging in activity that is specifically permitted by the government and that they are responsible that no contravention takes place and that action can be taken under relevant laws in case of any default including closure of such place and that in case there is spread of COVID-19 due to such activity they shall be responsible for treatment / welfare of worker / labourers / persons contracting the disease and any further action required for control of such spread. Such undertaking, along with the detailed particulars all the persons who will be working/present at anytime of the operations, shall be deposited with the concerned DC of area with copies, thereof, to Home, Labour and Industries department.



Any person / owner/manager engaged in any permissible activity/ operation found violating any of the instructions contained in these SOPs shall be liable for action in accordance with law as per section 4 of Sindh Epidemic Disease Control Act 2014. Any business unit/ shop/ store/ manufacturing or non-

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manufacturing unit found/reported violating the above instructions/Standard Operating Procedures, shall have the permission given to them during Covid-19 emergency suspended immediately and such work places may be closed.

Secretaries of respective departments viz. Industries, Labour, etc. who are entrusted with regulation/control of respective activities/function related to above as well as respective divisional Commissioners are empowered under Section 3(1) of said Act to issue further orders, directions, notices to put this order into effect in letter and spirit and to clarify further for implementation purpose (but not allow what is not permitted or disallow what is permitted). Any action required to be taken under this order may be taken if deemed necessary by taking representative of concerned Industrial Association (to be nominated by the concerned President).

A team of officers / inspectors of administration, industries and labour department duly authorized by Deputy Commissioners or Secretaries concerned may check the place any time for compliance of directions issued by Government.

Deputy Commissioner, Assistant Commissioner, Labour Officer concerned as well as personnel of Law Enforcement Agencies not below the rank of Inspector Police (or of equivalent rank for other Law Enforcement Agencies are empowered under Section 3(1) of the said Act to take any legal action on any Act in contravention of this order or directions/notices issued there under and including action under Section 188 of Pakistan Penal Code 1860. Further legal action can also be taken under relevant Labour, Industrial and other applicable laws.



  
(DR. MUHAMMAD USMAN CHACHAR)  
Additional Chief Secretary (Home)

Karachi, dated the 14<sup>th</sup> April, 2020

No. SO(J-I)/HD/8-1(04)/2020-Corona

A copy is forwarded for information and necessary action to:

1. The Principal Secretary to Governor Sindh, Karachi.
2. The Principal Secretary to Chief Minister Sindh, Karachi.
3. The Director General, Pakistan Rangers, Sindh, Karachi.
4. The Senior Member, Board of Revenue, Sindh, Karachi.
5. The Chairman, Planning & Development Board, Karachi.
6. The Chairman, Anti-Corruption Establishment, Sindh, Karachi.
7. All the Administrative Secretaries of Government of Sindh.
8. The Inspector General of Police Sindh, Karachi.
9. The Additional Inspector General of Police (Karachi, Hyderabad, Sukkur).
10. The Commissioner (all) in Sindh.
11. The Secretary to Govt. of Sindh, Labour/Industries Department, Karachi.
12. The Deputy Inspector General of Police (all) in Sindh.
13. The Deputy Commissioner (all) in Sindh.
14. The Senior Superintendent of Police (all) in Sindh.
15. The Director, Press Information Department, Government of Sindh, Karachi.
16. The Deputy Secretary (Staff) to Chief Secretary, Sindh, Karachi.
17. The Superintendent, Sindh Government Printing Press, Karachi for publication in the next issue of Government Gazette and provide copies thereof.
18. All concerned through respective departments.
19. Office Copy.

✓ Deputy Secretary / Focal Person (COVID-19)

Ph: 021-99213392

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### 3. Government of Punjab

SOP's – Industrial Units/Stores

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<https://efp.org.pk/wp-content/uploads/2020/04/SOPs-For-Industrial-Units-And-Shops-GOP.pdf>