Best Practices

Employee Safety In Pharmaceutical Manufacturing

COVID-19

Contents

1. Objectives of this best-practices document

COVID-19 is, first and foremost, a new challenge to mankind. Thousands of health professionals are heroically battling the virus, putting their own lives at risk. Governments and industry are working together to understand and address the challenge, support victims and their families and communities, and search for treatments and a vaccine.

As this global crisis plays out, Pharmaceuticals manufacturing has been enlisted as an 'essential service' by the Government of India, and hence requires the need to act swiftly and promptly – both to ensure continuity of medicine supplies to avoid drug shortages, and at the same time, ensure the safety of the workforce in manufacturing facilities during the crisis.

Objective and scope of this document is to share the best practices for safety of employees engaged in manufacturing of pharmaceutical products, and provides a comprehensive set of practices being deployed as of March 30, 2020 across Indian and global pharmaceutical manufacturing companies in response to the COVID-19 crisis.

Close coordination and liaison with the local health authorities / Government functionaries involved in fight against Covid 19

The Admin team of the location to have access to all the concerned authorities involved in dealing with this pandemic situation. The local authorities would have to be contacted and permission sought for continued manufacturing operations during shut down as also seek their approval and support for smooth operations and movement of goods and people. Employees would have to be issued passes to ensure travel during lockdown / curfew situations.

It is recommended to inform local public health authority the plan developed by the Company for protecting the employees and seek their inputs and recommendations.

2. Two-way communication across manufacturing network

To enable effective two-way communication across the manufacturing network, companies need to setup two teams to drive a communication network during crisis – (a) central Crisis Team at corporate / head office, closely connected with (b) local Crisis Teams at each manufacturing location

Between these teams, it is important to enable 2 levels of communication:

1. Communication from corporate / central team to each site in the network: on policies, safety guidance, updates, emergency notifications etc.

2. Communication from employees at each site, to central team: on status of ensuring on following the guidance, adherence to policies and safety precautions, reporting potential risks, addressing queries, sharing updates on regular operations

2.1 Communication from corporate to each site in the network

- Define and set-up a regular rhythm of communication to reach out every employee in the organization– nature, frequency, participants. Communication can include (but is not limited to):

- Requests to adhere to general hygiene & other COVID-19 safety norms, such as following (local and central) government notifications, frequent and adequate hand wash procedures, keeping appropriate distance, and avoiding otherwise-typical local greeting procedures that may result in contact (e.g. handshakes)

- Frequent bulletins (preferably e-mail or conference call, webex meetings) from central team to all sites with updated policies, guidelines and mechanisms to deal with the evolving situation

- Regular updates from leadership on organization's response to the crisis

- Other updates (regularly and in response to major events such as potential infection cases), including who to contact with questions, policies on remote working and travel, and resources on hygiene and health, local COVID-19 facts, health of all team members, updates on sanitation policy

- Information on current sentiment of employees overall, including sharing positive news / developments

- Emergency notification system to keep employees up to date with immediate news and actions (e.g. through centralized text messages or emails)

- To disseminate amended or modified advisory (if any) issued by Government and/or Health authorities on dealing with Covid 19 pandemic to all employees by Central team as also through the local crisis team. In case any practice being currently followed prior to such change, need to be altered/changed, the same may be carried through involvement of the local committee.

2.2 Communication from employees at each site to corporate / central

- Develop mechanisms across the site for confidential and independent reporting of complaints directly to the Crisis Teams.; e.g. hotline (phone / email / WhatsApp) for reporting an observed or suspected illness of self or colleague. It would be advisable to have an identified Sigle point of contact-SPOC to monitor closure of such complaints.

- Create real-time support-channels for all employees; e.g. doctor / nurse hot-line, HR SPOC (remotely accessible) for all personnel related queries

- Hold regular company-wide townhalls (virtual) to share best practices, discuss potential issues / risks, answer key questions around the crisis

- Daily update from site to centre with key information, such as site performance, attendance, supply issues, site level issues, local body advisory, complaints received

3. Employee segregation and remote working for non-essential workforce

Segregate entire workforce into two categories: (a) essential workforce needed on-site, and (b) non-essential workforce

- List of essential resources to be made basis production plan for the month / week. All personnel directly required for in-person activities can be categorized as essential

(such as manufacturing shop floor personnel, QC analyst, engineering). Ensure adherence to maximum staff / work force attendance requirements as per local and central government guidance

- All other personnel to be identified as non-essential for on-site presence (e.g. planning team, transformation teams, project teams, audit team, supply chain coordination team etc.)

- As per WHO people over 40 seem to be more vulnerable than those under 40. People with weakened immune systems and people with conditions such as diabetes, heart and lung disease are also more vulnerable to serious illness. It would be ideal to filter such high-risk profile employees and in case they are essential for operations, monitor them more intensely. In case nature of work allows work remotely, it may be considered.

- If any of the employee has even a mild cough or low-grade fever, he should be advised to stay at home.

  Further they should also stay home (or work from home) if they have had to take simple medications, such as paracetamol/acetaminophen, ibuprofen or aspirin, which may mask symptoms of infection

  Advise employees in advance that if they have any symptoms or feel unwell, they should not attend.

Define working norms, rules and guidelines for all personnel and contractors belonging to each category

- Essential workforce: Ensure safety of essential workforce through implementation of on-site personnel & material movement norms (covered in 4 & 5) and by following guidelines for workplace infrastructure & mechanisms to avoid contamination (covered in 6). Additionally, segregate these essential resources into "work-teams" (detailed in 4.3.1) to minimize risk of contamination between different sub-teams. In case of absenteeism, respective company policies may apply.

- Non-essential workforce: discourage (to the extent possible) all non-essential personnel (employees, contractors, visitors) from entering site. Provide for remote working options for such workforce, in line with respective company policy on remote working. For on-site non-essential workforce, enforce personnel & material movement norms (covered in 4 & 5 below), and ensure adherence to guidance for workplace infrastructure & mechanisms to avoid -virus spread (covered in 6)

- Employees and visitors should provide their latest and correct contact details: mobile telephone number, email, and address where they are staying. They should be informed that their details will be shared with local public health authorities if any participant becomes ill with a suspected infectious disease.

4. On-site personnel-movement norms

4.1 Transportation of employees and contractors:

Transportation of key personnel to and from manufacturing location is very critical to avoid contamination from external surrounding. It should be ensured that employees wear facemasks and take care of their personal safety & hygiene during traveling. Below are recommended key considerations for employee safety:

4.1.1 <u>Transport from residence to common pick up point</u>: Most companies have common buses plying to pick up employees and have pre-defined pick up points. Employees typically make their own arrangement for travel to these pick-up points. Given high risk of infection during this 'personal' travel (due to usage of public transportation), it is recommended to provide private vehicles that pick-up employees from their residence and drop off at pick up points, OR as per HR policy employees may be allowed to travel to company in their own 'closed' vehicles (cars), OR it should be encouraged that employees avoid public transport in commuting to pick-up points. Care should be taken that there is no overcrowding in vehicles, in either case.

4.1.2 <u>Transport from common pick up to plant</u>: Larger buses to ply from pick up locations to plants. It should be ensured that appropriate distancing protocol is put in place within the bus to avoid physical contact. Some examples of norms to create distance could be:

- One person per seat, employees occupying alternate seats, sitting diagonally from each other. It would be ideal to identify the seats that should not be occupied. Clear advisory can be issued to employees as under:

    - ✓ The seats marked as 'do not sit here' should not be occupied.

    - ✓ Kindly maintain 1 meter distance while boarding and de boarding the bus.

    - ✓ Avoid standing while in transit.

    - ✓ In case you find the bus fully occupied, please avoid boarding in such circumstances. Wait for the next bus.

- Norms / instructions to employees to avoid touching any other surface during transport e.g. railings, windows, seats etc.

- The Bus Driver should also be instructed to maintain social distance, wear mask and use sanitizer.

4.1.3 <u>Cleaning & sanitization of pick up vehicles & buses before every trip</u>: It should be ensured that hand sanitizers are available and used during both boarding and alighting from the vehicles. The vehicles should also be regularly surface-sanitized; e.g. seats, windows, floors, railings etc. after every use. The vehicles should be 'deep cleaned' at the most frequent interval possible, but at least daily

(Exhibit 1: illustration of cleaning and sanitization of buses)

4.1.4 <u>Distancing protocols and respiratory hygiene should be ensured during travel:</u> Articles like tissues, no-touch dust bins (foot operated) and alcohol-based hand rubs should be abundantly provided and encouraged at all identified places, which are ear marked.

4.2 Common area norms

4.2.1 <u>Entry & exit from plant premises</u>

- Safe distance of minimum 1 meter should be maintained between employees during entry to the site. Time window allowed for entry should be widened if required, to maintain safe distance between employees.

- Body temperature for all employees should be checked and recorded (if possible) with calibrated / validated infrared thermometer or thermal camera before entering and exiting the facility at security main gate.

- Hand wash with soap / sanitization should be carried out by all employees before / during entry to the plant.

- Put sanitizing hand rub dispensers in prominent places around the workplace. Make sure these dispensers are regularly refilled and such places prominently identified.

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- Biometric attendance system should be avoided. Widespread usage of other shared items (e.g. pens, registers) should also be avoided; may be used by dedicated admin / security staff for recording purposes. Use of swipe cards can also be considered.

- Enough PPEs should be provided and encouraged to be used at all points by working staff

- Special precautions should be taken for employees with special health needs e.g. diabetes, hypertension etc.

- It is recommended to take an explicit health self-declaration from employees / contractors / visitors at entry points

(Exhibit 2: illustrative entry and exit practices on distancing, temperature scanning and hand-sanitization at plant premises)

4.2.2 Canteens / cafeterias

- Access to canteens / cafeteria should be restricted to the extent possible; e.g. employees getting their lunch packed from home, if possible

- Zones should be established within the common areas through physical segregation or by staggering timings (through extended cafeteria hours) to avoid mix up of employees from different work places or defined 'Work-teams'

- Distancing protocols should be established within the canteen, such as having only 2 people per table instead of 4+ (to ensure minimum distance between employees)

- Disposable cutlery should be used (to the extent possible). Alternatively, if SS plates, cutlery & utensils are used, they should be washed with soap/detergent & hot water using an approved procedure. Person involved in cleaning of plates and other cutlery

should be provided with personal protective equipment (such as mask and hand gloves) and they should be trained on hygiene practices.

- Multiple touchpoints to be avoided to the extent possible, by enforcing norms such as food to be served only by canteen personnel wearing protective gears, single-touchpoint plate dispensing

- Hand wash and sanitization to be made compulsory during both entry as well as during exit from cafeteria

- All areas should be sanitized and disinfected between every staggered meal timing, to the extent possible

- Physical transactions such as cash or coupons to be avoided to the extent possible

- Timing need to be staggered to avoid crowding & maintaining safe distance between staff

(Exhibit 3: illustrative markings to enforce distancing norms in canteen areas)

4.2.3 Change rooms / Washrooms

- Limit number of employees entering the change rooms and washrooms at a time to maintain distancing protocol (minimum number to be accordingly defined on case-to-case basis for each change room)

- Access to change rooms and washrooms should be staggered (i.e. staggered timings, different entry-points as possible); i.e. employees from the same 'Work-team' should enter change-rooms together, to avoid contamination between different groups of employees

- Garments should be handled carefully to ensure no risk of contamination:

  - o Staff should use their own (or dedicated) gowns / dresses / aprons

  - o Used garments should not be stored together during lunch breaks

  - o Used garments should be removed on the same day for washing and not stored in locker overnight

  - o Used garments should be soaked in hot water & disinfectant solution after use

- Areas that are frequently touched by employees should be cleaned regularly, such as phones, lockers, door handles, taps, bins, hangers, cross over benches at change room

- Ensure door handles, knobs, elevator keys, handles etc. are covered with cling film to facilitate easy cleaning and sanitization

(Exhibit 4: illustration of frequent cleaning / disinfection practices in change-rooms and locker-rooms)

4.2.4 Service areas – utilities, water system, HVAC floors, engineering & maintenance

- Dedicated personnel should be identified for each service area. Every maintenance personnel should use their own tools (not to be shared)

- Tools used for maintenance should be sanitized before and after use

- Entry of maintenance personnel in the manufacturing / QC area should be deferred (to the extent possible) for all non-essential maintenance activities; e.g. instrument calibration, preventive maintenance

- Maintenance personnel should enter manufacturing area only during critical breakdowns that cannot be resolved remotely

- Visitor entry – such as vendors, technicians – should be avoided to the extent possible. If visitor entry is un-avoidable, a guidance for entry and exit should be issued to vendors

/ visitors prior to coming to the facility. All procedures defined for employees should be followed (at minimum) for vendors / visitors as well

4.2.5 Use of conference rooms and training rooms

- Gathering of employees should be avoided in conference rooms / training rooms to the extent possible

- Meetings should be conducted through virtual platforms such as Microsoft Teams, Zoom, Skype, Teleconference (these are just illustrative, and can vary based on organizations' preference / policies)

- If a meeting or training cannot be avoided, social distancing protocols should be maintained in conference rooms and training rooms

- Advise participants in advance that if they have any symptoms or feel unwell, they should not attend.
- If there is space, arrange seats so that participants are at least 1 meter apart

- Advise use of masks by the participants

- Display dispensers of alcohol-based hand rub prominently around the venue

- Retain the names and contact details of all participants for at least one month. This will help public health authorities trace people who may have been exposed to COVID-19 if one or more participants become ill shortly after the event

4.3 Manufacturing area & QC lab working norms

4.3.1 Essential and non-essential personnel mapping

- Minimum manning to be followed on the shop floor and in QC lab (to the extent possible), and employees should be dedicated by unit operations or manufacturing areas / rooms. To be done by creating segregated 'Work-teams' of employees

- Creation of smaller 'Work-teams' of essential employees (sub-teams) to be done to ensure minimum contact between different groups of employees

  - Matrix of essential employees should be created for every shift, preferably broken down to sub-teams

  - Based on this, smaller teams ('Work-teams') should be created so that only the same set of people come in touch with each other for the entire duration of the shift, such as different teams in production (i.e. by area / line), IPQA, QA sub-teams, QC sub-teams, warehouse teams

- If non-essential personnel are required to be on site, it must be ensured that they do not come in physical contact with essential personnel, else be explicitly tagged to 'work-teams'

4.3.2 Behavior within the plant premises

- Employees should follow distancing norms even after changing into clean room garments, such as always remaining at least 1m apart, not filling documents together, avoiding sharing equipment or tools

- Hands should be disinfected after touching any external object, such as equipment, doors, documents

- Air-lock mechanism should be used while transferring samples from manufacturing area to QC lab. Samples should be preferably packed into an additional cover / polybag which should be removed in the air lock

- Documents should not be handled with bare hands; QA personnel should also wear gloves while reviewing documents

- Use of telephone receivers should be avoided; speaker phone should be used to the extent possible

- Microbiological monitoring of the manufacturing area should be done regularly and any change in microbiological flora should be reported

- Ensure personnel cell phones are also sanitized as appropriate, regularly (potentially daily)

4.3.3 Shift handover

- Handovers should happen remotely and not in-person; i.e. employees working in one shift should exit the facility before employees from next shift enter the change room

- Key messages during handover should be written using personal / shift-specific pens on defined sheets of paper and stored at a defined location (such as on performance dialogue boards, shift huddle areas)

- In case it is essential for an employee to stay back (due to critical handovers, critical manufacturing steps) a dedicated employee should be identified from the shift and should maintain adequate distancing procedures. This should also be adequately recorded in the tracking mechanism set up (detailed in 6.3)

- Operations to be limited to general shift or maximum second shift; 3rd shift operations should be discouraged till crisis is over.

4.4 Adaptation for unions & contractors

- Essential union workers and contractors should be identified in advance, and all safety measures should be extended to them as well (i.e. same safety protocols as permanent employees)

- Workers and contractors should be dedicated to the same set of employees (i.e. 'work-teams') coming to the plant in a shift.

- A record should be maintained for every worker contractor coming in contact with employee other than the defined matrix / 'work-team'

- It would be advisable to issue detailed advisory to the Contractor specifying the Do and Don'ts. This document should bind him to ensure compliance by his staff to the Company Directions as also advisory issued by Government from time to time. Necessary Representation and warranties may be built-in.

5. On-site material-movement norms

Overall material-movement across receipt, testing & release, dispensing & issuance, FG movement, should be carried out in line with existing site procedures. In addition, there are a few select safety practices that may be adopted, mentioned below:

5.1 Receipt of raw material & packing material

- Once the materials are received at the receipt bay, surface sanitization (preferably with 70% IPA) should be performed in addition to de dusting (if not already a part of existing procedure). Dedusting should be done without use of pneumatic blower

- Both materials & sampling tools need to be surface-sanitized. Keep materials sanitized for at least 5 minutes before use

- Dedicated personnel within respective work-teams should handle the material (employee or contractor)

    o A record should be maintained for personnel receiving the material

    o This person should avoid entering warehouse or any other manufacturing area

    o This person should be provided with highly secured personnel protective equipment, since there is a chance of direct contact with material containers, PM shippers

- Incoming transportation for material (e.g. trucks) should also be appropriately and regularly cleaned or sanitized. Companies may discuss with relevant logistics third parties to ensure this practice.

5.2 Testing and release of material

- It should be ensured that sampling of the material is done by a dedicated person

- Sampling should be done in a designated place with appropriate cleaning protocols in place preferably under sampling booth

- External surface sanitization should be done for both material and tools before and after sampling process.

    o Polybags containing the material / tools should ideally be single use

    o Sanitized materials / tools should be left idle for at least 5 minutes before use

- Record should be maintained for the personnel conducting the sampling and involved in movement of material required for sampling

5.3 Dispensing & issuance of raw material & packing material

- Dispensing should be performed by dedicated personnel within the Work-team

- The dispensed material should be dropped off at material airlock of manufacturing / packing area

- Surface sanitization should be done (preferably with 70% IPA) before accepting the material into the manufacturing / packing area

5.4 Shifting of FG / SFG to warehouse & dispatch of finished goods

- The material should be appropriately packed (as required by packing record)

- Dedicated personnel should be involved in handling of FG

5.5 Equipment used to transfer to material

- All equipment (fork lift, hand pallet etc.) should be cleaned and sanitized before and after every use, in line with existing plant procedures

6. Workplace infrastructure & mechanisms to avoid contamination

6.1 Physical mechanisms to reduce transmission

- To the extent possible, clearly align and communicate dedicated rooms / machines / areas / shifts for employees (and contractors) to avoid physical contact between different groups; e.g. ensure different 'Work-team' are physically isolated from each other

- For the above, physical barriers should be provided where personnel might come in contact with each other; e.g. different areas within the manufacturing floor and QC lab, during material movement, areas within the cafeteria. If provision of physical barriers is not possible, distancing protocols should be enforced such as

    o Separate zones or times earmarked for 'Work-teams' to move in common areas (i.e. canteens or break rooms)

    o Enable / enforce a minimum distance (e.g. six feet) between any 2 employees, through interventions such as broadening cafeteria layout or providing additional food area in highly ventilated areas like open air terrace

    o Hand disinfection dispensers available widely in all common areas

- Identify a room or area where someone who is feeling unwell or has symptoms can be safely isolated. In terms of the contingency plan transfer to the identified health facility.

- o The plan should cover putting the ill person in a room or area where they are isolated from others in the workplace, limiting the number of people who have contact with the sick person, and contacting the local health authorities.

- Where feasible open windows and doors whenever possible to make sure the venue is well ventilated.

6.2 Cleaning & sanitization procedures

- All cleaning & sanitization procedures for across sites should be reviewed; e.g. for potentially increasing frequency of cleaning of equipment surfaces

- For common areas the frequency of cleaning and sanitization should be increased, especially for areas with highest risk of transmission (i.e. areas with maximum personnel movement), such as corridors, change rooms, cafeteria, wash rooms

- All materials used in production processes should either be sterilized or surface disinfected while transferring in from outside areas

- Dedicated cleaning & sanitization procedures should also be put in place for all objects coming in frequent contact of personnel, such as telephones, door handles, PLC screens, railings, chairs, table-tops

- Additional facilities / equipment (such as hand wash, hydroalcoholic sanitizers, gloves) should be provided to carry out preventive activities in common and critical areas

- All personnel should be explicitly trained to strictly follow defined norms, such as

  - o Gowning controls, including usage of face masks and goggles where risk is elevated (e.g. for aseptic manufacturing)

  - o Behavioral hygiene rules: handwashing, hand sanitization

- 'Deep cleaning' procedures should be established for critical areas in-case any contamination / infection is suspected or observed

With increasing numbers of infected or first-degree affected persons, additional mitigation measures may be considered for non-cleanroom areas (e.g. offices) as follows:

- Introduction of face-masks (based on availability)

- Introduction of gloves and alcohol dispensers for glove disinfection to further minimize the risk of unintentional surface to surface transfer of virus particles

- Further intensified cleaning / disinfection frequencies.

6.3 Tracking employee health & contact with other employees

- All essential and non-essential employees and contractors entering the premises should be explicitly tracked and recorded

- Basic monitoring data e.g. body temperature should be regularly logged and recorded. Any deviations should be reported, and appropriate action should be taken

- Tracking of personnel gathering at common places should be carried out separately at respective areas, such as in canteens, change rooms

- If personnel from one Work-team comes physically close with personnel from a different Work-team, self-reporting should be done to ensure that there is complete track of interactions outside of Work-teams

- Employees and contractors should also regularly self-report any changes in health conditions to employers

- All employees are to log at least daily if close contact has taken place between different employees from different Work-teams so in case of a potential infection, it is possible to identify who to quarantine

- Details of all external personnel (such as community stakeholders, government representatives, personnel from the media) with whom employees may come in contact with, must be appropriately recorded and shared with leadership and relevant stakeholders

- A dedicated quarantine / isolation room should be provided at each site to isolate suspect cases until they are transferred to home quarantine / hospital

7. Mitigation measures for employees contacting COVID-19

7.1 First-degree employees

In case that an employee is first-degree, means the employee has had close contact to an infected person outside the plant, no additional plant measures are required beyond measures initiated from authorities (i.e. 14 days of quarantine for that first-degree employee from day of contact with the infected person).

7.2 Single infected employees

In case single persons are infected following measures have to be considered:

- Any communication on company-related developments during this crisis to only be done through verified official communication channels, after appropriate approvals – to avoid larger panic in the local environment

    o Facts of any such information must first be discussed with the site leadership, and adequate approvals taken for sharing this information

    o Relaying of information to any stakeholder (internal or external) should only be done through designated persons in the organization, such as corporate communications teams

    o These norms to be regularly communicated and reinforced to all plant employees

    o Consider how to identify persons who may be at risk, and support them, without inviting stigma and discrimination. This could include persons who have been in contact with such employee, or recently travelled to an area reporting cases,

or other personnel who have conditions that put them at higher risk of serious illness (e.g. diabetes, heart and lung disease, older age).

- People within cells (or from other cells) that had close contact to the infected person (outside cleanrooms and in accordance to the contact logs), 5 days prior to the infected person showing first symptoms (=coughing, fever), should be quarantined

    o This quarantine means that affected personnel need to stay off-site until cleared from potential virus infections

    o Respective supervisor and local HR will decide the extent to which these employees can continue to work remotely

- Only the infected employee (i.e. positively tested or clinically diagnosed as positive for COVID-19) and first-degree contacts of that employee are to be quarantined. Second degree contacts are not to be quarantined.

- In manufacturing areas where the infected person has been working a "deep clean" should be performed

    o This "deep clean" must include a thorough and systematic disinfection of all surface areas, including all equipment, floor and walls (ceiling where applicable)

    o A "deep clean" may not be needed for areas where first-degree or second-degree contacts of the infected employee have been working, but not the infected employee (can be considered, based on individual company policies)

- In non-manufacturing areas (as e.g. offices) a surface wet-wipe (or spray and wipe) with a fully moist wipe with a typical disinfectant solution (or solution containing a detergent) should be performed. A slight disinfectant spray will be used for material that can neither be wiped nor washed such as the cushion of a chair. Alternatively, and where possible, the room should be put in 10-14-day quarantine

7.3 Multiple infected employees

In addition, a revision of the quarantine principles may be considered as follows:

- Performing individual (case-by-case) risk analysis for possible spreading within cell(s) and to other contact person(s), minimizing first-degree affected persons.

- Balancing the risk benefit and quarantining only people with symptoms and no first-degree affected persons to maintain continuous supply to the health care systems.

- Intimating the Health authorities and implementing their directions.

8. Engaging local authorities and healthcare providers

8.1 Assess risk and response from official health authority channels regularly

- Employers should routinely monitor updates on risk and response on official channels of health authorities (e.g. MOH, WHO, CDC, local health authorities etc.).

- Additionally, local site leadership to collaborate with these agencies to ensure employee safety at plant and during travel (e.g. support in creating curfew passes for relevant employees)

8.2 Update policy and communicate with all personnel

- Situation should be monitored on official channels at least on a daily basis and governance mechanism should be put in place for quick reaction to emerging situation on plant operations

- Plan should be put in place to adapt current manufacturing strategy to changing pandemic scenario.

- Organize the information daily into a "Situation Status Report" and relook at the policy and norms for employee safety as well as operations continuity (with support from center wherever possible)

- Communicate the change in policy with all employees through an emergency notification system to keep employees on top of latest news (e.g. through text messages or emails)

8.3 Collaborate with local healthcare providers for employee care

Agreements / arrangements should be put in place with local healthcare providers - physicians, hospitals to immediate action to put in place if employees need assistance or indicate symptoms for COVID. Take updates from verified media & adhere to guidelines/notification from local authorities. Facilities should be put in place for incident reporting, quarantine, health plan hotline etc. to provide access and support to employees

8.4 Engagement with Local media:

To avoid any risk of misinformation (and to avoid potential panic as a result of that), all queries from local / national media should be redirected to a designated PR / PA person at each site

- Contact details of PR / PA person to be made available to all employees of each site

- In case of any enquiry from media the PR/ PA person should inform the unit head and Corporate Communication teams immediately

- Under no circumstances any statement should be made unless explicitly approved by the management and by corporate communications

- No employees should speak on behalf of the organization while dealing with any external agency especially on an informal basis. The Employees should be informed not to divulge/disclose any information / stand of the Company with any external agent / agency

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