



World Health
Organization

India



Back to Safer Workplaces

The Guidance Document to contain the
spread of COVID-19

May 2020

Back To Safer Workplaces: The New Normal

COVID-19 pandemic has changed the way world works as the possibility of infection continues to be real. Government of India (GoI) has taken a holistic approach by implementing public health approaches including non-pharmaceutical measures to curb the infection and succeeded in keeping numbers low by stringently following lockdown measures. The recent initiative of the government “**Atama-nirbhar Bharat Abhiyaan**” has rolled out a relief/stimulus package to boost India’s down trending economy and support affected MSMEs, agriculture sector, migrant workers and large industries amongst others. While GoI is

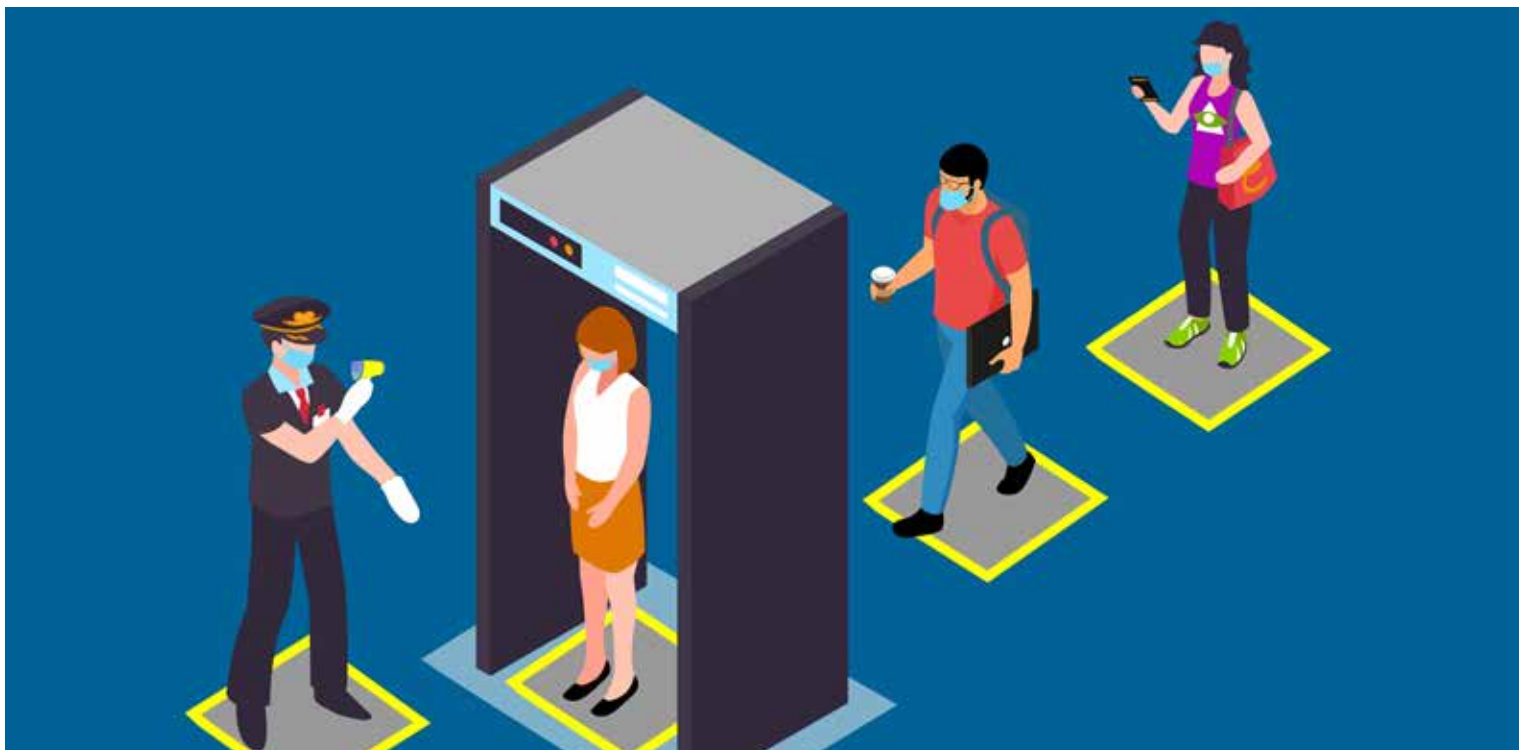
cautiously implementing the Lockdown 4.0 with calibrated easing of lockdown conditions in green, orange and red zones by opening of the offices, manufacturing units, commercial establishments, supply chains etc., it cannot be emphasized enough that all will be re-entering an altered version of workplaces in ‘the New Normal’.

After the stringent 8-week lockdown and as emphasized by various notifications of GoI, it is critical that the new normal and new culture at the workplaces is adopted for effective containment of the infection.

Safer Workplaces is a new social order by reinforcing the importance of safe practices at the personal and workplace level and the acceptance of the new normal in post lockdown India. This is a first step to instill a culture of safety across the organization (both top-down as well as bottom-up):

Leadership responsibility: the leadership of the organisation will play the most significant role in keeping the workplace safe. They should make ‘Safety’ as part of the mission, regular safety review as part of the business review and strategic plans. They should also embed emergency preparedness in their business continuity plans and set aside budgets for emergency response, implementation of safety protocols as well as continuous assessment and updation.

All frontline employees should be empowered to ‘own’ the safety of their environment. They should be provided intensive training on safety protocols, incident reporting, listening, guiding their colleagues as well as for surveillance and continuous improvement.



New Normal for Safer Workplaces: The Emerging Scenario

Physical distancing is here to stay



- Whole concept of space will be re-imagined at workplaces
- Employers will need to restructure physical settings and responsibilities to adhere to the distance of at least 1 meter requirement
- Physical barriers between people will be normal
- New workplace policies for example, reserve desk in advance, adequate gaps between shifts and staggered lunch breaks for staff will be implemented
- New etiquettes for canteen, elevator and other common places will be adopted

Safer workplaces



- Use of more sanitizers, reusable face covers, gloves will make its way into normal lives
- Thermal screening at all exit and entry points and mandatory health checks will be a routine
- Greater importance will be given to disinfectants and cleaner office spaces
- Physical touch points will be reduced, for example- face recognition tools will replace biometrics, more automation will be sought in physical settings

Flexible and Remote working



- The organisations will:
 - ★ prefer scattered work hours
 - ★ offer flexibility of working
 - ★ push for working from home and other remote locations
- Employees will be expected to learn new tools and acquire new skills through digital learning platforms

Increased consideration for Emotional Wellbeing



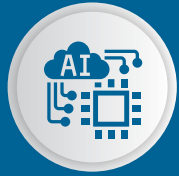
- There will be greater employee consultations for keeping the workplace safe and functional
- Emotional wellbeing of employees will be maintained through increased HR engagement

Work related travel will be reduced



- Organisations will limit domestic and international travel as digital platforms will be used increasingly for meetings
- Only essential work-related travels will be the new normal

Businesses through Digital Technologies including AI and Communication like never before



- New job roles will be created and responsibilities will be redistributed using technology for communication
- There will be an urgent need to upskill ourselves to be relevant in the job market
- Many processes will get simplified
- Cross-functional collaboration will become more common, especially with increased remote work
- HR will leverage modern technologies like artificial intelligence (AI) and modern tools, among other technologies, to make their jobs more streamlined and refined
- AI, including home-grown AI tools, will be used in monitoring workers' productivity and their need for skill training



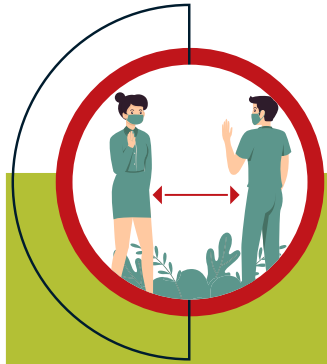
Behaviour Guidelines: 'the 7 Musts'



Wear reusable face cover

Wear a reusable face cover when you step out of your house

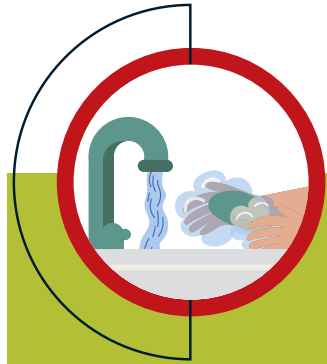
01



Maintain physical distance

Always maintain a physical distance of **at least 1 meter** in public places

02



Practice hand hygiene and clean surfaces

Wash your hands with soap and water for at least 40-60 secs or sanitise your hands (**for at least 20 secs each time**) frequently. Do not touch your face with unwashed hands. Ensure that frequently touched surfaces are kept clean and disinfected at all times

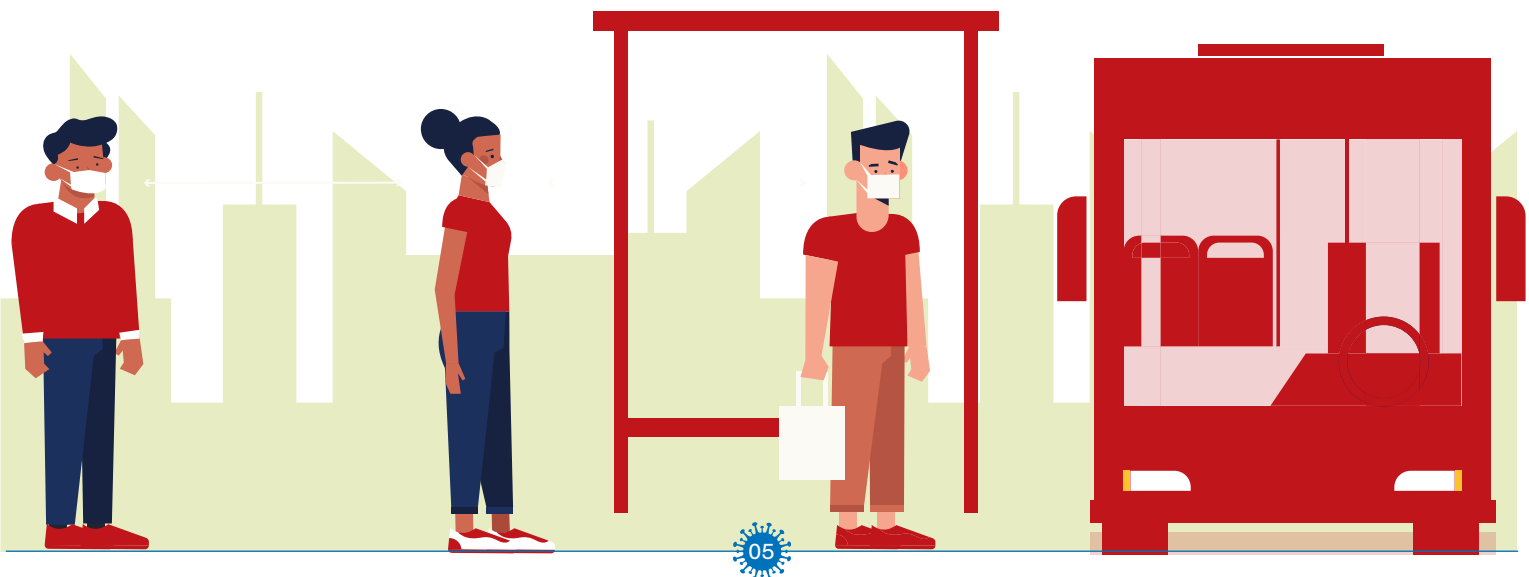
03



Avoid spitting in the open

Do not spit in the open public spaces. Spitting must be done only in washrooms where water is available to drain it off the surface

04





Avoid mass gatherings

Do not resume activities of pre-lockdown and avoid social, political, cultural and other mass gathering. Gatherings at religious places, cinema halls, malls, gyms, sports complexes etc. is strictly prohibited

05



Be Empathetic

Support anyone who may show symptoms of COVID-19, their caregivers or anyone else around you. Do not discriminate

06



Self monitor your health

If you have fever, cough or difficulty in breathing, call 1075 or your state helpline number immediately. Self-isolate yourself until further instruction from the treating physician is received

07





Guidelines for Safer Workplaces

General Guidelines for Safer Workplaces:



Temperature check at entry point for everyone should be ensured



Reusable face cover to be worn by all staff at all times. Adequate stock should be maintained by the organisation at all times



Adequate handwash and alcohol-based sanitizers should be made available at all entry, exit points as well as meeting rooms and all common areas



Supervising personnel should ensure **physical distancing of at least 1 meter at all times**. There should be adequate gaps between shifts and lunch breaks should be staggered. Guidelines from Ministry of Health and Family Welfare should be followed (<https://www.mohfw.gov.in/>)



Frequent sanitization and disinfecting of workplace, common facilities, transport facilities and all human touch points should be ensured. Guidelines from Ministry of Health and Family Welfare should be followed- <https://bit.ly/2Xpve7k>



Organizations should incorporate Standard Operating Procedures (SOPs) to ensure infection prevention and control measures are executed in a systematic way as part of its Business Continuity Plan- A detailed guidance by FICCI can be accessed at- <http://www.ficci.in/publication.asp?spid=23204>



All employees should use the **Arogya Setu App** (<https://www.mygov.in/aarogya-setu-app/>)



Approved signage should be displayed across the workplace mandating physical distancing as well as Dos and Don'ts for the employees. Include information on negating stigma and discrimination, so staff is encouraged for early health seeking. Do not label any area/ persons/ community for spreading COVID-19. WHO Posters- Stigma Reduction in the context of COVID-19 can be downloaded from- <https://bit.ly/2WZSs56>



All workers must use their own office equipment only. In case pooled equipment are to be used, proper sanitization of equipment must be done before asking employees to use it



Intensive training on good hygiene practices should be ensured for all employees. An AV aid from WHO is available at-
<https://www.youtube.com/watch?v=8dlUqIMDKR4&feature=youtu.be&app=desktop>
The FICCI eLearning module on sensitization for COVID-19 is accessible at-
<https://bit.ly/3gnZEzM>



The organizations need to define and place clear instructions for visitors at the entrance. Each visitor should be checked for temperature and should be provided with a face cover and hand sanitizer. Adequate signage should be placed for the visitors to navigate inside the re-organised facilities/ settings



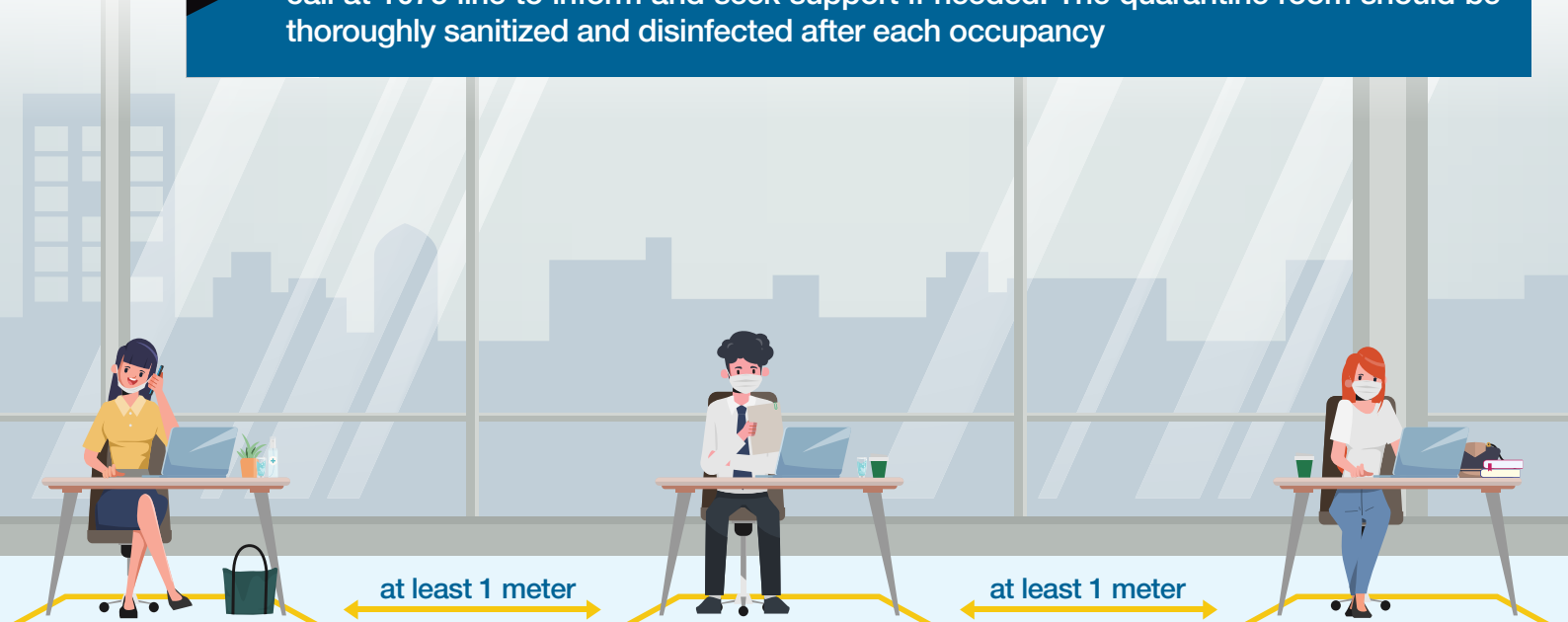
Only essential work-related travel should be allowed



Nearby Hospitals and Clinics authorized should be identified and listed at the workplace. Encourage workers to report any safety and health concerns. Employees showing any symptom of COVID-19 should be sent for check-up
Refer to the Guidance on Management of Cases and Contacts (Page 12)



Quarantine room to be earmarked for isolating employees with COVID-19 symptoms till they are safely moved to the pre-identified medical facility. Appropriate PPE should be given to the employee while his/her stay in the quarantine room. Employee should also call at 1075 line to inform and seek support if needed. The quarantine room should be thoroughly sanitized and disinfected after each occupancy



Health Guidelines for Workplaces

Identify employees who have conditions that put them at higher risk of serious illness (older people (>60 years) and those with chronic conditions (including hypertension, lung or heart problems, diabetes, undergoing cancer treatment or some other immunosuppression conditions as well as pregnant workers) and advise them to take additional precautions, such as work from home.

Dealing with Positive Tests in the workplace:

- If an employee registers a high temperature (>37.5° C) and/or display any symptoms for COVID-19, immediately take him/her to an isolation area in the organisation (preferably in the same building), followed by a check-up and a naso-pharyngeal swab for an RT-PCR test by an authorized laboratory
 - ★ In the isolation area, they should avoid touching people, surfaces and objects and should cover their mouth and nose with a disposable tissue when they cough or sneeze and put the tissue in a bag or pocket then throw the tissue in a bin with a lid
 - ★ In case of mild and moderate symptoms, the employee should be asked to home quarantine until the test result is known. Else, employee with severe symptoms should be immediately moved to the identified facility
 - ★ Transport facility should be arranged while ensuring physical distancing, as required. The vehicle should be fully disinfected after the transport. The driver and the companion, if any, should also wear a mask during the travel
-
- If the employee tests negative, he/she can return to work when they feel well OR after symptoms get over
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- If the employee tests positive, he/she should be asked to self-isolate at home or seek isolation in a quarantine centre provided by the organisation based on the severity of the symptoms
-
- The employee may return only after testing negative on two successive days. The discharge policy issued by Government of India needs to be complied with (<https://www.mohfw.gov.in/pdf/ReviseddischargePolicyforCOVID19.pdf>)
-
- The employers should ensure minimum disruption in the event of an employee testing positive and should work towards removing the stigma associated with testing positive



Dealing with the workplace when employees test positive:

- If an employee tests positive, **contact tracing using the Arogya Setu App** on the employee's phone should be done and the following steps should be taken:
 - ★ Those who have had close contact should be asked to self-isolate at home for 14 days from the last time they had contact with the confirmed case. They will be actively followed up by the designated public health services
 - ★ Those with mild symptoms should follow the Ministry of Health Guidelines- <https://bit.ly/2XrKuR9>
 - ★ If they develop new symptoms, or their existing symptoms worsen within the 14-day observation period, they should call the designated public health services for reassessment
 - ★ If they are unwell at any time within their 14-day observation period and they test positive for COVID-19 they will become a confirmed case and will be treated for the infection. If testing is not available, but the symptoms are consistent with COVID-19, they may nonetheless be considered as a confirmed case
- Staff who have not been in close contact with the original confirmed case do not need to take any precautions other than monitoring their health for symptoms and can continue to attend work
- **Cleaning the workplace after an employee tests positive:**
 - ★ Evacuate the immediate zone of operation
 - ★ The affected zone should be cleaned and disinfected immediately and work in that area resume only on the following day
- **Dealing with employee anxiety-** A confirmed case of COVID-19 in the workplace will cause anxiety among co-workers and some may become stressed. Clear communication is important, directing workers to reliable sources of information about COVID-19. Managers should be supportive and understanding and as far as possible flexible on work arrangements
- **Addressing the social stigma associated with COVID-19-** It is important that the organisations do not discriminate against anyone who is COVID positive or anyone who has come in contact with any COVID patient and promote empathetic listening and positive messaging around COVID-19

Some useful links for key messages on protective measures against COVID-19:

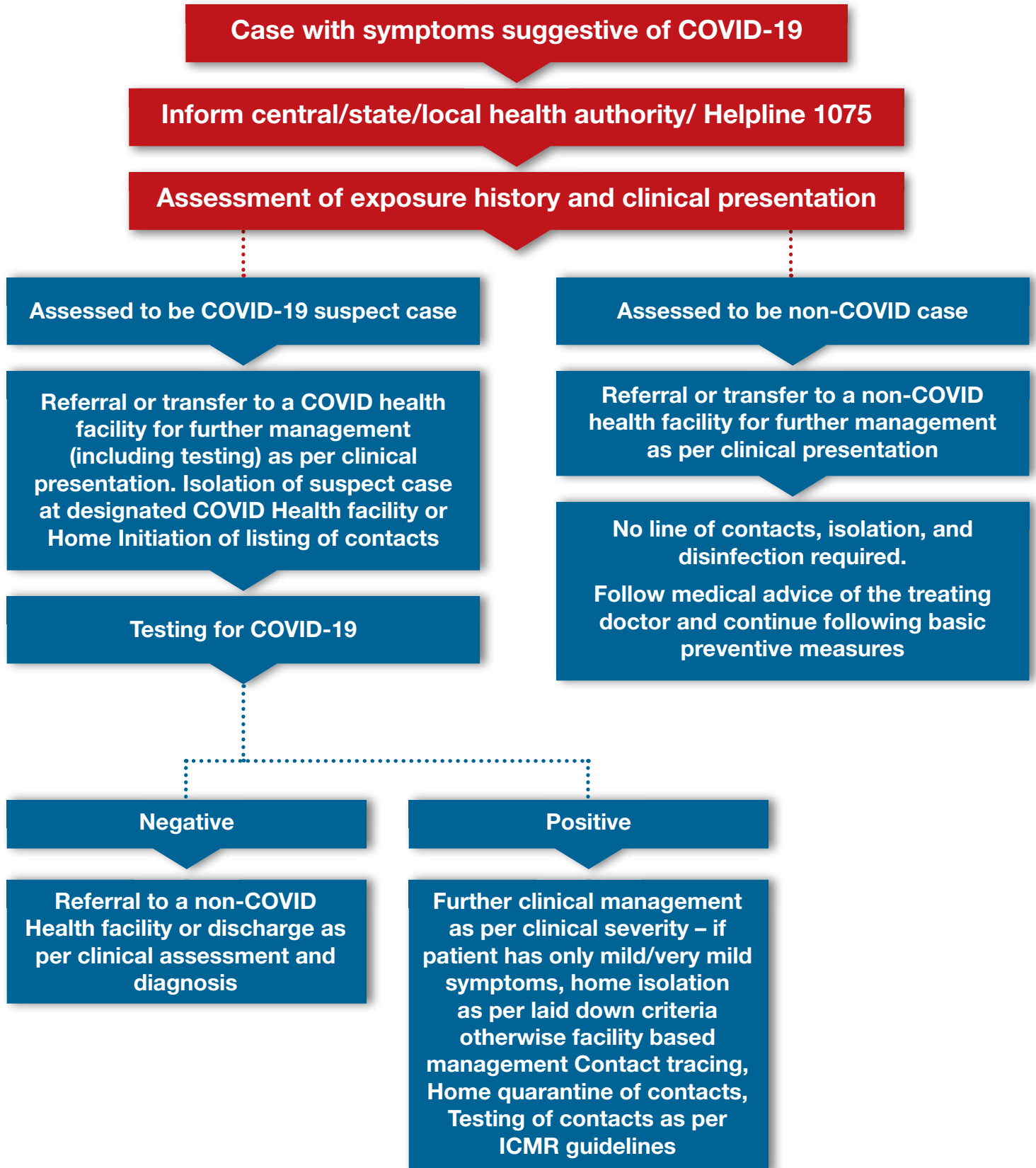
https://youtu.be/5F_3bPVdQ4s

<https://bit.ly/3bUveS3>



Guidance on Management of Cases and Contacts

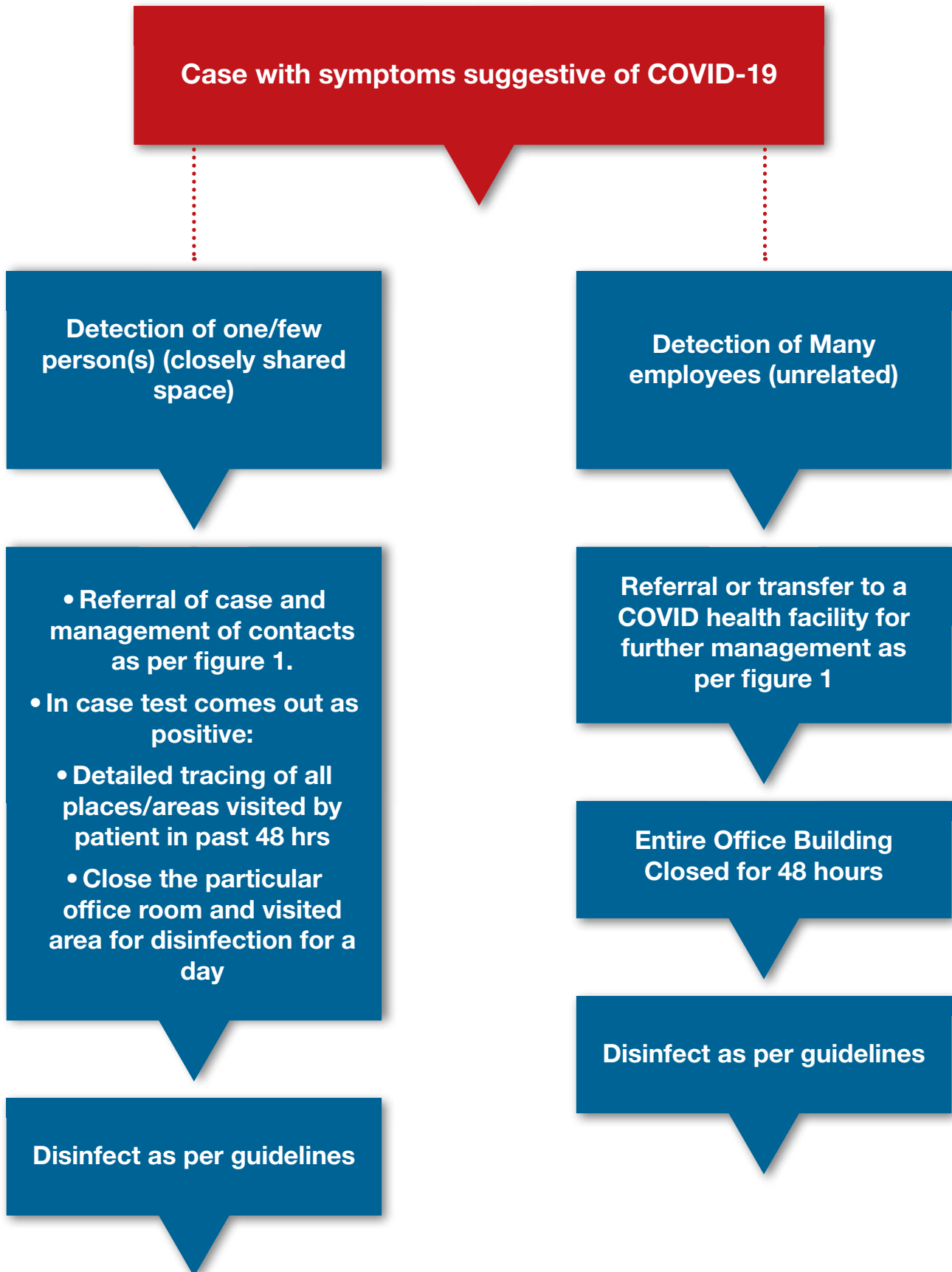
Fig-1: Management of the case(s) and contacts



Source: Ministry of Health & Family Welfare, GoI

Guidance on Disinfection of Workplaces

Fig-2: Disinfection of workplace



<https://www.mohfw.gov.in/pdf/Guidelinesondisinfectionofcommonpublicplacesincludingoffices.pdf>

'the 7 Musts' for Safer Workplaces



Wear reusable face cover

Wear a reusable face cover throughout the time you are at your workplace- it is compulsory. Thermal scanning of your temperature will be done at all entry and exit points



Maintain physical distance

Make sure you maintain a physical distance of at least 1 meter when you are at your workplace. Your employers would make arrangements to ensure physical distancing of 1 meter within the workplace through adequate gaps between shifts, seating, control of number of people in physical meetings, staggering lunch breaks of staff, as well as in arrangements for transport for those coming in to work



Practice hand hygiene and clean surfaces

Wash your hands with soap and water for at least **40-60 secs** or sanitise your hands (**for at least 20 secs each time**) frequently while at work. Do not touch your face with unwashed hands. Avoid touching frequently touched surfaces. Your workplace will provide hygiene guidance and ensure that all surfaces are kept clean and disinfected regularly. Hand wash facilities and sanitizers will be made available for all employees at all entry and exit points, human touch points and common areas. If possible, install alcohol based hand rub outside the door of washrooms



Avoid spitting in the open

Do not spit in the open in workplace premises or on the open public spaces. Spitting must be done only in washrooms where water is available to drain it off the surface



Avoid mass gatherings

Avoid any large meetings where you are to be physically present



Be empathetic

Support your colleague who may show symptoms of COVID-19, their caregivers or anyone else who is working hard to serve you. Do not discriminate



Self monitor your health

If you have flu-like illness, work from home only and seek medical advice. At the workplace, if you have fever, cough or difficulty in breathing call 1075. A quarantine area would be earmarked by your workplace to isolate employees showing symptoms till they are moved safely to medical facilities. Your workplace will have the list of authorised hospitals and clinics to treat people with COVID-19 symptoms. Use of Arogya Setu App is mandatory

'the 7 Musts' for Travel



Wear reusable face cover

Wear a reusable face cover while travelling. It is compulsory



Maintain physical distance

Make sure you maintain physical distance of at least 1 meter while travelling in public transport. The seating inside the vehicle will be planned to maintain the distance by keeping one seat vacant between co-passengers. Follow all queuing, boarding and embarking rules to maintain at least 1 meter physical distance. In cabs, ensure you are travelling alone or with only one other passenger besides the driver

The vehicle AC will not to be turned on



Practice hand hygiene and clean surfaces

Wash your hands with soap for **40-60** seconds before you leave your home. Carry a sanitizer with you and use it (**for at least 20 secs each time**) frequently. Avoid touching unnecessary surfaces. Do not touch your face while you are outside your home



Avoid spitting in the open

Do not spit in public places. It is punishable with a fine

Consumption of liquor, *paan*, *gutka*, tobacco in public places is prohibited. Spitting must be done only in washrooms where water is available to drain it off the surface



Avoid mass gatherings

Avoid mass gathering or crowd around at travel stops. Shops and food counters will not permit more than 5 people at a time and will ensure at least 1 meter physical distancing between customers



Be empathetic

Support your co-passenger or transport staff who may show symptoms of COVID-19, or has had COVID-19 infection, or their caregivers or anyone else who is working hard to serve you



Self monitor your health

If you have fever, cough or difficulty in breathing call 1075

You may use or be moved to the three seats in the last row which have been left vacant in case a passenger feels unwell and has to be isolated



Guidelines for Safer Educational Institutions

Basic Guidance for Safer Educational Institutions

Basic safety guidelines:



Temperature check at entry point for everyone



Reusable face cover to be worn at all times. Adequate stock should be maintained by the institution for staff at all times



Practice hand wash with soap for **40-60** seconds and with a sanitizer for **at least 20 secs each time**. Alcohol-based sanitizers should be made available at all entry, exit points as well as all common areas



Approved signage and information on safe practices should be displayed at common areas. Information on negating stigma and discrimination should be displayed in class rooms and common areas



Implement training programs around hand washing and respiratory hygiene practices for students as well as staff



Inform the parents about the measures being taken at the institution and have regular communication with students and parents on the preparations/plans. Recheck all parents' contact details for any emergency reporting



Non-essential visits of parents or vendors to the institutions should be avoided, to the extent feasible



Cleaning guidelines:



Clean and disinfect the buildings, classrooms and especially water and sanitation facilities at least once a day, particularly surfaces that are touched by many people (like railings, lunch tables, sports equipment, door and window handles, toys, teaching and learning aids etc.). Ensure appropriate and adequate equipment for cleaning staff



Clean and disinfect transportation facilities as per the guidelines issued by the government



Reduce human touch points in the building. Install no-touch trash cans (mandatory) and no-touch bathroom fittings (wherever possible)



Improve building conditions and airflow/ventilation



Ensure daily removal and safe disposal of trash



Ensure all mops are washed thoroughly with detergent after usage, and dried in sunlight



All housekeeping staff, cleaners and sanitary workers should wear disposable surgical hand gloves while cleaning



Ensure all chemicals are stored safely and out of reach of students



Ensuring physical distancing of at least 1 meter :



Supervising personnel must ensure physical distancing of at least 1 meter at all times



Visual marks should be placed within educational institutions to support staff and students to follow mandating physical distancing



Establish controlled entrances and exits for students and staff for institution building as well as transportation



Rearrange the seating of students in all the rooms with one student per desk/mat ensuring at least 1 meter distance and avoid unnecessary touching



Discontinue assembly and other large group activities as well as restrict access for students to places that allow large gatherings. Lunch breaks should be staggered



Build partitions in open spaces and canteens with high risk of interaction/ contact



Increase the number of trips of transport vehicles provided by the institution to limit the number of students in one trip, maintaining physical distance of 1 meter at all times



Promote online/e-learning with appropriate teaching tools



Share requisites notifications through online methods instead of putting it on notice board



Health guidelines:



Identify and enlist nearby authorized Hospitals and Clinics; maintain contact details of nearby dedicated COVID-19 hospitals



Identify quarantine area/room in the institution



Identify emergency responders and train them accordingly



If a student or staff registers a high temperature ($>37.5^{\circ}\text{C}$) and/or display any symptoms for COVID-19, he/she should be immediately taken to the isolation area in the institution, followed by a check-up at an authorised medical facility

- ★ In the isolation area, they should avoid touching people, surfaces and objects and should cover their mouth and nose with a disposable tissue when they cough or sneeze and put the tissue in a bag or pocket then throw the tissue in the bin with a lid. If possible, give him/her a medical mask
- ★ If a student is placed in isolation, the emergency responder of the institution should immediately inform the parents and arrange the transportation to take the student to a nearby medical facility



When a student or staff tests positive, help the concerned authorities in contact tracing and refer the identified persons for home quarantine. The identified persons should seek medical help in case they display any symptoms of COVID-19



The management should ensure minimum disruption in the event of anyone testing positive and should work towards removing the stigma associated with testing positive



Training and counselling sessions on mental health for students as well as staff should be carried out on a regular basis



Security guards and allied supporting staff should be trained in standard IPC practices so that they ought to be cognizant to any violation of recommended practices within the campus



Guidelines for Safer Market Places

'the 7 Musts' for Marketplaces



Wear reusable face cover

Wear a reusable face cover while going to the shop. It is compulsory



Maintain physical distance

Make sure you maintain physical distance of at least 1 meter when you go to the market, standing in a queue and once inside the shop. The shopkeeper will only allow a limited number of people at a time into the shop



Practice hand hygiene and clean surfaces

Wash your hands with soap for **40-60** seconds before you leave your home. Carry a sanitizer with you and use it (**for at least 20 secs each time**) frequently. Do not touch unnecessary items and surfaces. Do not touch your face at all. The shop will provide a sanitizer at all entry and exit points. Carry a shopping bag with you. Make cashless payments wherever possible



Avoid spitting in the open

Do not spit in public places. It is punishable with a fine
Consumption of liquor, *paan*, *gutka*, tobacco in public places is prohibited



Avoid mass gatherings

Do not crowd around outside or inside shops. Do not socialise with others when you are out shopping. Maintain the queue



Be empathetic

Support anyone who may show symptoms of COVID-19, or their caregivers or anyone else who is visiting the shop or working hard at the shop to serve you



Self monitor your health

If you have fever, cough or difficulty in breathing while you are at the market, return home and call 1075



General Information



Specifications of Key Materials and Equipment

Hand Sanitiser



- It should be alcohol based with 70% v/v and should be used through dispensers. Important to keep the dispensers also sanitized
- All hand sanitiser dispensing units should be sanitised daily

Disinfectants



Use sodium hypochlorite at 0.5% (equivalent 5000ppm) for disinfecting surfaces and 70% ethyl alcohol for disinfection of small items

Floor Sanitisers



The product should be a combination of Ethanol, Isopropyl Alcohol, p-Chloro-o-benzylphenol, Potassium hydroxide, hydrogen peroxide, Dimethylbenzylammonium chloride, and the dilution with water should be done as per manufacturer's instructions

Non-Contact Infrared Thermometer



- Should have accuracy of +/- 0.36 degrees Fahrenheit, measurement time of 1 Sec with auto shutdown when not in use for power saving
- The infrared thermometer gun to be kept at a distance of 1 cm – 5 cm from the forehead of the person whose temperature is to be measured. The value would not be correct if the same is measured from a distance of more than 5 cms (2"). The temperature of the person should not be more than 99.5 degrees Fahrenheit. The instrument needs to be calibrated based on manufacturer's instructions

Gloves for Sanitary Workers



Gloves made of Natural Rubber Latex

Log Records of cleaning and disinfection of all areas to be maintained on a continuous basis and should be kept ready for inspection at all times.

Some Useful Reference Material

All Sectors:

WHO Guidance for schools, workplaces & institutions

<https://bit.ly/36nhWwa>

FICCI Standard Operating Procedures (SOPs) for Industry Post Lockdown

<http://www.ficci.in/publication.asp?spid=23204>

Manufacturing Sector



HIL Standard Operating Procedure (SOP) Resume of work after lockdown

[http://www.hil.gov.in/writereaddata/Standard%20Operating%20Procedure%20\(SOP\).pdf](http://www.hil.gov.in/writereaddata/Standard%20Operating%20Procedure%20(SOP).pdf)

Social Distancing and Safety Measures at Mahindra & Mahindra's Igatpuri Plant

<https://www.youtube.com/watch?v=6tEZBYQrHtA>

Banking Sector



IBA Post Lockdown Advisory to banks

http://enseur.in/banks/IBA_POST_LOCK_DOWN_ADVISORY_TO_BANKS.docx

Food Sector



Food Hygiene and Safety Guidelines for Food Businesses during COVID-19 Pandemic-

https://fssai.gov.in/upload/uploadfiles/files/Guidance_Note_COVID_15_04_2020.pdf

Health sector



Post Lockdown Lifting Resumption of Hospital Services: by AHPI and PHFI

https://www.ahpi.in/pdf/covid-19/Post_Lockdown_Lifting_Resumption_of_Hospital_Services.pdf

Life after the Lockdown- by Apollo Hospitals

<https://bit.ly/ApolloLifeAfterLockdown>

Education sector



Preparing Schools for Pandemic by NABET and QCI

http://enseur.in/schools_for_pandemic/guidelines_proposal.pdf

Key messages for social protection around COVID-19

<https://www.who.int/southeastasia/outbreaks-and-emergencies/novel-coronavirus-2019/protective-measures>

Important Government Advisories and Orders

MHA Order for extension of lockdown till May 31st

https://www.mha.gov.in/sites/default/files/MHAOrderextension_1752020.pdf

ICMR Approved Labs for COVID-19 Testing

https://main.icmr.nic.in/sites/default/files/upload_documents/COVID_Testing_Labs_14052020.pdf

GoI Guidelines for domestic travel

[https://www.mohfw.gov.in/pdf/Guidelinesfordomestictravel\(airortrainorinter-statebustravel\).pdf](https://www.mohfw.gov.in/pdf/Guidelinesfordomestictravel(airortrainorinter-statebustravel).pdf)

Revised Guidelines for Home Isolation

<https://bit.ly/2Tue33s>

Advisory against spraying of disinfectant on people for COVID-19 management

<https://bit.ly/2ZtbUIY>

Ministry of AYUSH advise on immunity boosting measures for self-care during COVID 19 crisis

<https://www.mohfw.gov.in/pdf/ImmunityBoostingAYUSHAdvisory.pdf>

Advisory & Manual on use of Homemade Protective Cover for Face & Mouth

<https://www.mohfw.gov.in/pdf/Advisory&ManualonuseofHomemadeProtectiveCoverforFace&Mouth.pdf>

MoHFW Advisory for Addressing Social Stigma associated with COVID-19

<https://www.mohfw.gov.in/pdf/AddressingSocialStigmaAssociatedwithCOVID19.pdf>

DO Lr. Dt. 23.4.2020 to Chief Secretaries with clarification on misplaced apprehensions of Industry

<https://bit.ly/3gcvjny>

Technical guidelines are being revised based on emerging evidences, please visit respective websites for updated version



FICCI HELPLINE FOR NON-COVID PATIENTS



CALL 08068890550

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www.ficci.in

Acknowledgments

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Reference Material Used

- <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/technical-guidance>
- <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html>
- <https://www.mohfw.gov.in/>
- <https://www.osha.gov/SLTC/covid-19/controlprevention.html>
- COVID-19 School Reopening Best Practice Guidelines for India Region; Nord Anglia Education



**World Health
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India



Established in 1927, FICCI is the largest and oldest apex business organisation in India. Its history is closely interwoven with India's struggle for independence, its industrialization, and its emergence as one of the most rapidly growing global economies. A non-government, not-for-profit organisation, FICCI is the voice of India's business and industry. From influencing policy to encouraging debate, engaging with policy makers and civil society, FICCI articulates the views and concerns of industry. It serves its members from the Indian private and public corporate sectors and multinational companies, drawing its strength from diverse regional chambers of commerce and industry across states, reaching out to over 2,50,000 companies. The chamber with its presence in 14 states and 10 countries, provides a platform for networking and consensus building within and across sectors and is the first port of call for Indian industry, policy makers and the international business community.

Federation of Indian Chambers of Commerce and Industry
Industry's Voice for Policy Change

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