



JATAYU EARTH'S CENTER

STANDARD OPERATING PROCEDURES

Date: 12.10.2020

Issue: 01

**SOP FOR RESUMPTION OF OPERATION IN JATAYU
EARTH'S CENTER AFTER COVID-19**

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OBJECTIVE:

1. To eliminate spread of Covid 19 among employees and visitors
2. To corroborate & ensure that all precautionary measures in line with the guidelines is followed

COVERAGE:

This SOP covers all stakeholders including:

- ✓ All employees of Jatayu Earth's Center (hereinafter mentioned as JEC), Usha Breco Ltd including all contractual manpower
- ✓ Visitors in the destination
- ✓ JEC premises
 - Entrance / Exit gates & Parking area
 - Ticket counters, Frisking zone & Entrance Lobby
 - Ropeway Premises (Upper Station & Lower Station)
 - Cable Car
 - Hill Top_Bird sculpture & Temple area
 - Walkway
 - Toilets


IMPLEMENTATION RESPONSIBILITY MATRIX:

OPERATIONS HEAD:

- Overall implementation of SOP along with Covid-19 Team
- Department wise deputation of HOD for thorough execution and measurement in the destination
- Responsible for regular updating and implementing SOP based on guidelines issued by authorities
- Allocate resources in term of manpower and equipment's for implementation of SOP.

COVID Marshal:-

- Lead by Mr. Deepak Sunil
- Mr. B. Anilkumar is second in charge in absence of main leader

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COVID Marshal In charge:-

- Responsible for implementation of COVID-19 SOP in all departments
- Daily check of SOP compliance along with department in charge on ground and ensuring all functioning as per directions & procedures.
- To coordinate activities between all departments like execution, PPE availability, Manpower placement, Awareness among employees & visitors with the aid of posters and practices through checklist
- Regular updation of SOP based on instructions/ guidelines issued by authorities
- Regular training of all employees

Security In Charge:

- Responsible for SOP adherence and it's execution
- Follow security and Housekeeping checklists and share suggestions/feedbacks with the operations Manager
- Regular updation of safety precaution / procedures to the implementing team.
- Ensure sanitization at prescribed frequency & methodology.
- Cleaning and Hygiene of the unit especially Ticket counters, waiting lobby, toilets, offices, Ropeway boarding & deboarding stations, cable cars, Hill top (sculpture & temple) areas
- Strong coordination with local police & health authorities to control any unfavorable situation

Security Guards:

- Responsible for direct execution of operating procedures defined with respect to safety & security
- Ensure & allow entry only to employees & visitors wearing face masks
- Through self-hygiene and protection. Ensure thermal screening along with hand sanitization of all employees & visitors in frisking area
- Thorough checks to ensure isolation of employees & visitors having basic symptoms of Covid-19
- Ensure spacing between groups/ visitors inside the destination (in ticket counter, waiting lobby, ropeway stations, cable cars, entry & exit passages, toilets, walkway, in hilltop_ sculpture & temple areas)

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ZONE A

Mr. Haridas M.G. (Chief security Officer)

At Entrance Gate

- Ensure employees and all visitors wear Face mask
- Deny entry access for employees & visitors without Face masks

Parking Area

- Ensure safe distancing between visitors & their vehicles while parking
- Detail about online Ticket booking facility to the visitors & promote visitors to purchase tickets online. (QR code to be displayed in multiple points)
- Thermal screening of visitors
- Hand sanitization of visitors
- Create isolation area for suspected guests who are showing symptoms like Sneezing, Cough, Fever.

Ticket Counters (Applicable for visitors who hasn't purchased tickets online)

- Ensure Queue with proper distancing, Sanitization etc.
- Promote cashless transactions (UPI transactions like Google pay, Phone Pay, Pay TM etc and card transactions.
- Ticket Receipts and cash transactions to be done without hand contact
- Highlight posters & play videos depicting guidance & awareness about Covid-19 & its precautions
- Assign dedicated Housekeeping staff for frequent cleaning and hygiene of the zones
- Ensure strict implementation of all Covid-19 measures in technical area (Substation, STP & in Water Pumping station) & in the offices

ZONE B

Mr. Haridas M. G (Chief Security officer)

Frisking Zone

- Ensure Queue with distancing
- Ensure to avoid personal contact, during frisking
- Security to ensure their personal safety as per guideline
- Frequent sanitization of frisking device , Queue managers
- Assign dedicated Housekeeping staff for frequent cleaning and hygiene of the zones
- Safe disposal of un permitted items (Cigerrates, Matchbox etc.)



Entrance Lobby

- Maintain safe distancing(above 1 meter) between groups through floor markings
- Sanitization of all Queue Managers
- Ensure to avoid personal contact, during ticket checking
- Ensure about the personal safety as per guideline
- Assign dedicated Housekeeping staff for frequent cleaning and hygiene of the zones

Waiting Lobby - LS /US

- Sanitization of all Queue Managers, waiting chairs, floors
- Maintain safe distancing between groups through floor markings & chair arrangements done
- Assign dedicated Housekeeping staff for frequent cleaning and hygiene of the zone

Stairs- LS/ US

- Sanitization of all customers touch points at stairs specially Queue Managers, Hand rails etc
- Maintain safe distancing(above 1 meter) between groups through floor markings

Cable car boarding/ De boarding Station

- Sanitization of all customers touch points at both stations specially Queue Managers, Hand rails etc
- Maintain safe distancing(above 1 meter) between groups through floor markings
- Ensure Staff personal safety like Hand sanitization, Mask, Gloves and distancing
- Allow only single group/ family inside a cabin
- Assign dedicated House Keeping staff for cleaning and sanitization of stations
- Ensure strict implementation of all Covid-19 measures in technical area

Cable Cars

- Thorough Sanitization of cable cars after every ride
- Ensure Staff personal safety like Hand sanitization, Mask, Gloves and distancing
- Allow only single group/ family inside a cabin
- Assign dedicated House Keeping staff for cleaning and sanitization of cable cars, before boarding passengers
- Ensure strict implementation of all Covid-19 measures in technical area

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ZONE C

Mr. Sunil Kumar S (Field Security Officer)

Hill Top (Bird Sculpture & Temple)

- Maintain safe distancing(above 1 meter) between groups through floor markings
- Ensure Staff personal safety like Hand sanitization, Mask, Gloves and distancing
- Hand sanitization of visitors
- Sanitization of all customers touch points specially Queue Managers, Hand rails in Hill top, Amphitheatre & temple area
- Frequent Sanitization of hilltop area (Bird Sculpture & Temple)

Zone-D

Mr. Sunil Kumar S (Field Security Officer)

Walkway

- Maintain safe distancing(above 1 meter) between groups
- Ensure Staff personal safety like Hand sanitization, Mask, Gloves and distancing
- Hand sanitization of visitors
- Sanitization of all customers touch points specially Hand rails, resting chairs/ benches etc
- Regular Sanitization of Walkway

PREPAREDNESS PRIOR TO RESUMPTION OF WORK AT SITE:

Divide unit in different zones and make plan for each zone

- a. Divide Ropeway unit in Four zones and sub zones with specific activities defined for each zones
 - Zone-A
 - Zone-B
 - Zone-C
 - Zone-D
- b. Covid -19 Marshal Team to control the activities of all zones of the unit



Following needs to be ensured before resumption of work at site.

- a. Ensure workplaces are clean and hygienic.
- b. Surfaces (e.g. desks and tables) and objects (e.g. telephones, keyboards) need to be wiped with disinfectant
- c. Provide sanitizing hand rub dispensers in prominent places inside the destination
- d. Make sure these dispensers are regularly refilled.
- e. Ensure disinfection of complete destination.
 - o Before opening of work.
 - o After closing of work.
- f. Maintain good respiratory hygiene at the site / workplace.
- g. Disposal arrangement for waste including used masks / wipes.
- h. Floor signs to maintain social distancing in the unit

Site:

- **All areas in the premises including the following shall be disinfected daily using user friendly disinfectant mediums.**
 - o Entrance / Exit gate
 - o All offices
 - o Washroom, Toilet, Sink etc.
 - o Ticket counters & Frisking area
 - o Entrance lobby & Waiting Lobby
 - o Boarding and De boarding station and cable car cabins
 - o Hilltop area
 - o Walkway

Sanitization Method:

- **Disinfection method and type of medium etc. should be as prescribed by Health dept. authorities**
 - o Disinfectant material shall be as recommended by health dept.
 - o Sodium hypochlorite at 1%.
 - o Checklists should be maintained on daily basis.
 - o Covid Marshall shall be in-charge for the activity.



Ensure to maximize touch free movement of employees:

- Maximum area will be kept open to avoid need of touch.
- Social distancing should be maintained throughout the destination

PPE:

- All types of PPE must be selected based upon the hazard to the worker.
- Properly fitted and periodically refitted, as applicable (e.g., respirators).
- Enough PPE shall be arranged at site to cater to need.
- Consistently and properly worn when required.
- Regularly inspected, maintained, and replaced, as necessary.
- Properly removed, cleaned, and stored or disposed of, as applicable, to avoid contamination of self, others, or the environment
- All employees will mandatorily use PPE like Masks, Gloves and Shoes.
- Appropriate disinfecting gadgets like sprayer shall be made available.
- No entry without PPE for all entrants to the unit.

DISPLAY BOARD & DAILY BRIEFING:

- Posters regarding the procedure of disinfection shall be displayed at entrances / prominent places.
- Frequent sanitization.
- Use of PPE.
- Use of mask.
- Social distancing.



Training:

- Training shall be imparted to workers who need to use protecting clothing and equipment how to put it on, use/wear it, and take it off correctly, including in the context of their current and potential duties.
- Training shall be imparted by Covid Marshall
- All guards shall be trained about the responsibilities
- Training shall be provided for screening of entrants
- Training shall be provided to all individuals about benefits of social distancing, use of PPE and precautions to be taken.
- Provide workers with up-to-date education and training on COVID-19 risk factors and protective behaviors (e.g., cough etiquette and care of PPE)

WORKING PROCEDURES / GUIDELINES:

Safe Work Practices:

- Safe work practices should be implemented to reduce the duration, frequency, or intensity of exposure to a hazard including:
 - Providing resources and a work environment that promotes personal hygiene. For example, provide tissues, no-touch trash cans, hand soap, alcohol-based hand rubs containing at least 60 percent alcohol, disinfectants, and disposable towels for workers to clean their work surfaces.
 - Requiring regular hand washing or using of alcohol-based hand rubs. Workers should always wash hands after removing any PPE.



Restrictions:

- Entrance gate shall always be manned.
- Ensure & allow entry only to employees & visitors wearing face masks
- No person with symptom of Covid 19 will be allowed.
- No unauthorized entry.
 - **Authorize means compliance to all entry protocols.**

Screening protocol:

- Compulsory screening all persons irrespective of cadre / status entering through gate with thermal scanner.
 - Temperature not more than 37.3 Degree.
- No new workers (*without valid pass*) shall be allowed inside.
- Any parcel / courier person should be stopped at gate. Parcel shall be collected from gate by concerned person.
- No visitor shall be allowed to enter site without proper screening & sanitizing.

Isolation protocols:

Isolation plan should be followed in letter & spirit at site.

- Isolated areas (*as mentioned in deployment plan*) should be earmarked for working of teams.
- Social distancing (*minimum 2 meters either side*) should be maintained during work.
- Social distancing during lunch should be maintained. Different timings to be followed
- Multiple washing facility should be provided at site with soaps.
- Social distancing should be maintained during meetings at site.
- A dedicated quarantine place should be earmarked near to the site for any emergency requirement.



Duty Protocol:

- Only essential staff will attend the duties.
- Rest everyone will work from home.

Entry protocol:

- Compulsory screening.
- Compulsory sanitization.
- All the person entering into gate shall be permitted inside only if they are with face mask.
- Strictly maintain social distancing during work

MEDICAL ASSISTANCE:

- Ensure stoppage of any person found fever and cough with breathing problem.
- Immediately inform zone in charge & Covid marshal
- Covid marshal should immediately call “Disha” (0471 2552056) and local health authorities for assistance
- Person shall be taken to nearest quarantine facility immediately and later to government hospital under instruction of health authorities

CODE OF CONDUCT:

Following code of conduct should be followed in letter & spirit by everyone at site.

- Employees:
 - Face Shields
 - Masks
 - Reusable Gloves
 - Maintain social distancing
 - Sanitize regularly



- Security Guard
 - Use PPE
 - Maintain social distancing
 - Sanitize regularly
 - No entry without ID card
 - Thermal screening of everyone
 - Restrict the person with high fever/ symptoms of Covid 19
 - Ensure hand sanitization of all individuals irrespective of grade & rank.
- Visitors
 - Cooperate with the screening procedures defined in the destination
 - Wear Face mask
 - Maintain social distancing b/w each other
 - Ensure hand sanitization at different points
 - Avoid touching of eyes, nose, mouth
 - Avoid touching surfaces with hand as far as possible.
 - Cooperate by obeying the instructions given by security guard.

INSTRUCTIONS FOR SANITATION STAFF:

- Duties & responsibilities
 - Sanitization of all prescribed area.
 - Fill the checklist and present to Zone In charge
- Maintain checklists for:
 - Prescribed areas
 - Entrance & Exit
 - Parking & Ticketing counter
 - Offices
 - Frisking Area & Entrance lobby
 - Waiting lobby- Upper Station & Lower Station
 - Toilets
 - Boarding/ Deboarding Stations- Upper Station & Lower Station
 - Cable car
 - Hill Top area (Sculpture, Temple, Amphitheatre)
 - Walkway
 - PPE
 - Sanitize regularly.



CONTACT WITH LOCAL STAKEHOLDERS:

- Regular contact should be maintained with following stakeholders for updating guidelines & actions being taken at site.
 - District administration
 - Local health authorities
 - Local Police authorities
- Weekly report should be provided to administration, if required.

WORK AREA & MANPOWER DEPLOYMENT PLAN:

- In order to ascertain minimum exposure, work plan should be made with minimum number of manpower in unit.
- However, at any given point of time, there shall be enough manpower to ensure smooth functioning of activity and to deal any emergency situation.
- Work area should be defined in such a way that only limited group of people work at one place.
- It should be ensured that teams will be working at different locations without coming in contact with other team.
- Social distancing to be ensured among manpower
- Manpower plan should be made in format attached as **Annexure "A"**.
- Manpower should be provided the duly signed ID cards.
- Manpower list should be provided at entry gate security guard for proper verification before entry.



CONTINUAL IMPROVEMENT:

- Operations Head along with Key people should regularly refer the guidelines / precautions issued by Govt of India & Govt of Kerala
- Continual improvement should be made to the SOP based on latest guidelines.
- Refer <https://dhs.kerala.gov.in/public-health-2019-n-corona-virus/> and <https://dashboard.kerala.gov.in/> for latest updates.

