SOP FOR RESUMPTION OF OPERATION IN JATAYU EARTH’S CENTER AFTER COVID-19
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
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)
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
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.
  - Entrance / Exit gate
  - All offices
  - Washroom, Toilet, Sink etc.
  - Ticket counters & Frisking area
  - Entrance lobby & Waiting Lobby
  - Boarding and De boarding station and cable car cabins
  - Hilltop area
  - Walkway

Sanitization Method:

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

**JATAYU EARTH’S CENTER**

**Date:** 12.10.2020  
**Issue:** 01

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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 marshall
- 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
JATAYU EARTH’S CENTER

STANDARD OPERATING PROCEDURE

Date: 12.10.2020
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<tr>
<th>o Security Guard</th>
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<tr>
<td>o Use PPE</td>
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<td>o Maintain social distancing</td>
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<td>o Sanitize regularly</td>
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<td>o No entry without ID card</td>
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<td>o Thermal screening of everyone</td>
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<td>o Restrict the person with high fever/ symptoms of Covid 19</td>
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<td>o Ensure hand sanitization of all individuals irrespective of grade &amp; rank.</td>
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<th>o Visitors</th>
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<td>o Cooperate with the screening procedures defined in the destination</td>
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<td>o Wear Face mask</td>
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<td>o Maintain social distancing b/w each other</td>
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<td>o Ensure hand sanitization at different points</td>
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<td>o Avoid touching of eyes, nose, mouth</td>
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<td>o Avoid touching surfaces with hand as far as possible.</td>
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<td>o Cooperate by obeying the instructions given by security guard.</td>
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INSTRUCTIONS FOR SANITATION STAFF:

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