

SELLERS HANDBOOK

Measures to safeguard your business during the COVID-19 outbreak



The significance of this handbook is to help you with the following:

- A. How to maintain personal and workplace hygiene standards during the pandemic.
- B. Regular monitoring of your employees' health and hygiene.
- C. Undertaking adequate workplace sanitization measures for maintaining a healthy workplace environment.
- D. Safeguarding yourself and your staff members while ensuring continued business operations.

With the recent COVID-19 pandemic, the government officials have implemented a nationwide quarantine in order to contain the spread of the deadly virus. We appreciate your support during these challenging times and are grateful for your trust in us.

We have also put together a few pointers that you can make use of while going about your day-to-day operations and safeguard yourself and your employees from this pandemic.

Here's a brief guide to business continuity to help you steer your online business through these troubled times and emerge from them unscathed:

A. Maintain personal as well as workplace hygiene standards

a) Personal hygiene

Remember, you will be able to manage your operations better if you yourself are completely fit and healthy! Here is what you can do to ensure the same:

- I. Wash hands thoroughly every 20 minutes.
- II. Advocate and follow the use of hand sanitizers.
- III. Wear essential items, such as Masks and Gloves, at all times.
- IV. Practice proper methods to be followed while sneezing and coughing.

b) Workplace hygiene

After all, workplace wellness is the key to ensure employee safety and business continuity. Here are a few pointers which will allow you to do so:

- I. Keep the office area, including the following, clean and sanitized at all times. The use of friendly disinfectant is recommended:
 - a. Entrance & Exit gates of office/building
 - b. Cafeteria/Canteen
 - c. Equipment and lifts
 - d. Washrooms, toilets and other water points
 - e. Walls and other regularly touched surfaces, Meeting/conference rooms, Open areas, etc.
- II. Keep Hand Sanitizers at easily available places in the office premises.
- III. For staff/workers coming from outside, transport facility to be arranged, without depending on the public transport. The vehicle(s) should be allowed to work with 20-40% of the passenger capacity. The vehicle(s) in use are required to be mandatorily disinfected with spray.
- IV. Encourage the use of the AROGYA SETU app. To down the app visit link: <https://www.mygov.in/aarogya-setu-app/>
- V. Sanitize the areas where your stock is kept.
- VI. Ensure only completely sanitized equipment is used in the business operations.
- VII. The use of staircase for climbing is to be encouraged. If the lift is being used, not more than 2/4 (depending on the size) are to be allowed to travel.
- VIII. Strict ban on tobacco, gutka, etc. and spitting should be strictly prohibited.

- IX.** Designate a secluded, sanitized area for courier pickup (in order to minimize contact).
- X.** Keep workstations at least 6 feet apart from each other.
- XI.** Please ensure that you and your staff follow social distancing norms at all times while conducting your work and during pickup/handover with the courier personnel.
- XII.** All dock area, security cabins, NOC room, server room etc. shall be wiped with wet cloth soaked in with disinfectant cleaner once a day with the high contact points.
- XIII.** All washrooms to be properly cleaned, sanitized, and equipped with handwash/sanitizer.
- XIV.** All sorting tables, chairs etc. shall be properly cleaned twice a day with the available disinfectant cleaners.
- XV.** Large gatherings/meetings of more than 10 people to be discouraged.
- XVI.** A logbook must be maintained for every employee and visitor accessing the premises. Detailed information of such visitors, such as (name, age, mobile number, thermal screening details, etc.) should be registered in the same.

B. Monitoring employees' health

Your staff is equally essential to ensure your business continues unhampered. Thus, their health and safety is paramount. Here is how you can ensure the same:

- I.** Ensure thermal screening of all employees is done before entering the premises.
- II.** Place signs at office entry points requesting employees to not enter the office if they are unwell or have COVID-19 symptoms.
- III.** Ask employees who are feeling unwell/have COVID-19 symptoms to go home.
- IV.** Hospitals/clinics in your nearby areas, authorized to treat COVID-19 patients, should be identified and the list should be made available at the workplace all the time.
- V.** Medical insurance of the staff is required to be mandatory.

C. Undertaking adequate workplace sanitization measures

Keeping in mind the scale of the pandemic and its rapid spread, cleanliness at the office and warehouse is highly advised. Here are a few pointers on how you can ensure your workplace does not contain health risks and hazards:

- I.** Keep the office premises sanitized using cleaning agents recommended by the Government and health officials.

- II. Encourage employees and housekeeping staff to routinely clean all frequently touched surfaces in the workplace, such as keyboards, desks, countertops, and doorknobs.
- III. Indoor areas such as entrance lobbies, corridors and staircases, and cafeterias, should be mopped regularly with disinfectants.
- IV. Ensure that your cleaning staff has proper cleaning equipment (such as rubber boots, gloves, and masks) which is discarded and disposed-off adequately after usage.

D. Keep yourself and your staff safe while ensuring continued business operations during the pandemic

While processing your orders and handing them over in time is important, doing so in accordance with the government issued rules and regulations is also a vital condition. Some of the guidelines issued by the government that you are required to adhere to during this outbreak are:

- I. Having an E-pass/Pass issued by the government is mandatory for operating and delivering the order.
- II. **The items where government has put the price restrictions must not be sold at a price higher than their MRP.**
- III. **Safeguarding yourself and your employees** during the regular operations such as order processing, sorting, packaging and handing over is extremely essential. Here a few guidelines that will help you in doing so:
 - a. Follow proper packaging guidelines to ensure product safety
 - b. Designated a specific, clean, and sanitized area for storing, sorting, and handing over your products
 - c. Sanitize your hands and, if possible, wipe products with disinfectant before packing
 - d. Wear protective gear like Masks and Gloves while packing and handing over your products to the delivery personnel