

RESTORING OPERATIONS

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OVERVIEW

The “New Normal”, is a term coined up during current situation as the lockdown imposed due to Covid 19 has brought up new dimensions of thought for industries on developing ways for resumption of works differing from the conventional. As the lockdown is being lifted in phased manner, there is requirement to resume and continue business operations with all precautions to mitigate or reduce the economic losses and activate the business remuneration.

Restarting your manufacturing business may present unique challenges. We at Liberty General Insurance Limited understand the importance of precautionary measures that need to be taken while workplaces are being brought back to operations. Our 59th issue in this series can help you as a planning guide, while beginning with resumption of workplaces.



CHALLENGES

- Keeping employees, visitors and customers secured from COVID-19 exposure.
- Securing manufactured product from contamination.
- Exploring supply chain alternatives to bring back logistics to movement.
- Revision of protocols addressing safety and precautions for COVID-19.

SAFETY

A. Review and redefining of organizational policies:

- Safety and Human Resource policies needs to be reviewed and redefined.
- The policies should address issues such as sick leave, safety, business change (including temporary suspension of work) and flexi work

B. Safe workplace:

- Consider limiting visitors to your office/location, to essential-only and requirement for visitors to make an advanced appointment.
- Measures to reduce physical touchpoints by employment of automatic systems such as sensor-based doors, taps, appliances etc.
- Installation of thermal screening systems at premises.



C. Social distancing and Personal hygiene:

- Social distancing and personal hygiene guidelines should be communicated and displayed within the premises.
- Analyze and modify floorplans, furniture, workstations, and lobby seating for proper physical distancing.
- Clean common-use spaces frequently and thoroughly, also clean office spaces on nightly basis.
- Put up reminder signage in employee areas for proper hygienic practices, including hand washing.
- Increase availability of hand sanitizer and wipes for customer use.
- Retain recommended social distancing of at least 6 feet.

D. Meetings, events and conferences:

- Establish a culture of conducting virtual meetings.
- Restrict or modify policies and procedures for live meetings and use of conference rooms.
- Develop a preparedness and response plan for BEFORE, DURING and AFTER meeting or event.



E. Medical conditions monitoring:

- Virtual training should be given to all employees for awareness on symptom of the disease.
- Develop a consultation platform with experts and doctors for employees.
- Put up signs notifying customers/employees not to enter if they feel sick.

F. Others

- Stagger the return of your associates to the office in phases rather than all at once.
- Stagger/rotate office start times and schedules. Continue remote work where possible.
- Out station and foreign travel should be restricted to possible extent.

CONCLUSION

It is important to communicate to employees about the steps you are taking to help keeping them safe, and acknowledge the importance of the work they are doing. Capture and document your programs and efforts to enable everyone for safety and future reference.