



# **SOPs - INDUSTRIAL UNITS/STORES**

**INDUSTRIES, COMMERCE, INVESTMENT & SKILLS DEVELOPMENT  
DEPARTMENT**

**GOVERNMENT OF THE PUNJAB**

## **SOPs - STORES**

### **1. OWNERS / MANAGEMENT:**

- Availability of sanitizers at entrances
- Every customer's hands are sanitized before and after shopping
- Spraying shopping trollies for each customer
- Cleaning floor surface with anti-germs surface cleaner daily on regular intervals ( for each customer)
- Spraying and cleaning door handle at entrance
- Availability of thermal guns at entrance
- Check temperature of each customer at entrance
- Do not allow entry of customers suffering from Flu, cough or fever
- Display of awareness material on entrance and prominent places of shop/market/store/plaza
- ATM Machine / Credit /Debit card mobile machines to be cleaned with Alcoholic swabs before and after each customer and availability of hand sanitizers with each such machine
- Use of mask and hand gloves by each sales person / receptionist
- Ensure queue system at entrance maintaining 6 feet distance between customers.
- Do not allow entry of customers in groups
- Other instructions issued by the government from time to time.

### **2. CUSTOMERS**

- Always use hand sanitizers before and after shopping
- Do not shake hands with visitors or shopkeepers etc
- Do not visit markets / public places if suffering from flu, cough or fever
- Maintain minimum distance of 3 feet (one meter) from other visitors and shopkeepers

- Get yourself medically tested if you are having any symptoms of Corona (flu, cough, fever or breathing issue)
- Do not touch your face with hands
- Always keep hand sanitizer with yourself
- Regularly use your sanitizers to disinfect hands
- Use of mask and gloves by staff
- Cooperate with the Administration / Management

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## SOPs – INDUSTRIAL UNITS

### OFFICES

- Make sure workplaces are clean and hygienic at all times
- Clean workspaces and shared items with disinfectants (door handles, copy machines/printers, break rooms, remotes, light switches) three times daily. Surfaces (e.g. desks and tables) and objects (e.g. telephones, keyboards) need to be wiped with disinfectant regularly
- Place sanitizer at entryways and provide employees with disinfecting wipes
- Put sanitizing hand rub dispensers in prominent places around the work place. Make sure these dispensers are regularly refilled
- Display posters promoting hand-washing, advice may be sought from health authorities
- Make sure that staff, contractors and customers have access to places where they can wash their hands with anti-bacterial soap and water
- Promote good respiratory hygiene in the workplace
- Ducts of air-conditioning systems must be properly disinfected and cleaned at all times
- Display posters promoting respiratory hygiene. Combine this with other communication measures such as offering guidance from occupational health and safety officers, briefing at meetings and information on the intranet etc.
- Ensure that facemasks and/or paper tissues are available at your workplaces, for those who develop a runny nose or cough at work, along with closed bins for hygienically disposing of them
- Brief your employees, contractors and customers that if COVID-19 starts spreading in your community anyone with even a mild cough or low-grade fever (37.3 C or more) needs to stay at home and report to health authorities
- Reduce office staff to bare minimum
- Reduce office capacity by implementing staggered arrival, departure, and break times
- Modify workstations or stagger hours to increase space between staff, guests, and clients
- Schedule video or phone calls instead of face to face meetings
- Ask delivery drivers to call upon arrival and/or leave items outside the office instead of entering the lobby or reception area
- Place signs on entrances requesting that sick guests do not enter the building
- Practice social distancing by maintaining a 1 meter distance between staff and visitors
- Use alternate greetings such as waving or bowing
- Body temperature of all entering individuals shall be monitored at entry points by dedicated person(s) of the unit along with other symptoms including dry cough, flu, and muscular pains etc.
- Work from home routine should be developed for all employees as much as possible
- Make clear to employees that they will be able to count this time off as sick leave
- All messes & cafeterias to have sufficient space in between seating places in order to discourage people from eating together in groups

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## **INDUSTRIAL UNITS:**

- The Premises or Unit, as the case may be, shall be disinfected invariably at the start of every shift
- The Premises or the Unit, as the case may be, shall be equipped with sanitizers, soaps, masks, towel tissues and temperature thermal scanners
- The Premises or the Unit, as the case may be, shall be staffed with trained clinical staff / doctor
- The Premises or the Unit, as the case may be, shall keep a hotline for availability of ambulance for immediate transfer in case of suspected person to main quarantine facility
- The Premises or the Unit, as the case may be, shall be closed immediately on confirmation of COVID-19 person as a result of lab test, and it shall continue to be so till thorough sanitization and disinfecting is undertaken
- Entry of unauthorized persons to the premises or the unit shall be banned forthwith
- Display of standard SOPs of COVID-19 at industries premises in urdu with pictorials – each and every person shall be communicated these instructions through sessions and other means
- Ventilation of air shall be ensured. This shall be carried out by keeping doors, and windows open
- All washrooms to be kept sanitized and disinfected, and shall be re-sanitized and disinfected after each use – including drying
- Disposable cups, glasses and plates for drinks and meals shall be ensured. Their disposal after one-time-use may be ensured
- General chlorination spray in complete premises shall be carried out once every day. xii. A monitoring Team at each Unit level to carry out inspections on compliance every shift

## **GOODS TRANSPORTATION IN INDUSTRIAL UNIT OR PREMISES:**

- Raw materials, disassembled parts of machinery, and any other material required to be processed by an industrial unit for a finished product shall be only allowed to enter the industrial unit or premises after the vehicle is completely sanitized and disinfected at the entry point
- Temperature of the drivers, conductors, loaders and other staff of the vehicle transporting such materials shall be monitored at entry points along with other indicators of COVID-19 that are flu, cough and muscular pain etc
- No person(s) associated with such vehicles having any or all symptoms of COVID19 shall be allowed to enter the industrial unit or premises.
- The material like steel, wood, cloth, iron, plastic keep the COVID-19 for days, therefore, all such raw material shall be properly sanitized and disinfected before entry to an industrial unit or premises is granted
- Seating arrangement of such vehicles amongst the individuals occupying it shall be such that 3 feet distance is maintained
- Individuals occupying such vehicles shall wash hands with soap before entry into an industrial unit or premises and, subsequently, their hands shall be sanitized. vii. Proper head gear, gloves, gown and masks shall be worn by the individuals occupying such

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vehicles. No person(s) without proper gear shall be allowed entry to industrial unit or premises

### **INDUSTRIAL ZONE**

- Entry and Exit points to and from a zone shall be strictly monitored, and entry may be restricted, where possible. Record of all individuals and vehicles entering and exiting the premise shall be maintained
- The temperature of all the entrants to the zone may be checked along with other symptoms of COVID-19 that include flu, cough and muscular pain
- A holding area or quarantine shall be maintained to accommodate suspected persons till the receipt of results of their tests, and further process, in case of positive result of the test
- An Audit Team of Industries Department to visit every Zone daily, and check on all the above SOPs
- Similar action for the residential area of the Industrial Zone or individual Unit, as the case may be, may be taken

### **CORONA APP IN EACH INDUSTRY**

- PITB to develop tracking app for all employees to be installed by all factory workers and individuals involved in any food processing process.
- This app will track movement of individuals to ensure they don't meet unnecessary people before, during or after work or violate partial shutdown rules.
- If found in violation an e- challan /fine will be issued to violater.
- Additionally this will help in tracing contact chain in case the particular individual contracts corona.
- If found corona positive this app will alert all contacts the individual has met that they may be possibly infected so they can go into immediate quarantine/ isolation.

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## **SOPs-PICTORIAL**

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# Step 1: Arrival of Staff





## 2: Disinfection of Staff vehicle



### 3: Arrival of Staff with Mask ON



## Step 4: Air blow cleaning- Shoes, pants, Shirts



## Step 5: Hand Washing and Keep a distance of 1.5m



## **Step 6:** Body Temperature taking (Ok and Not Ok)

1. What happen when temperature is not Ok
2. Send Home – report to authorities



## Step 7: Apply Hand Sanitize



## Step 8: No Thumb Attendance Use Facial attendan



## Step 9: No Hand Shakes/No embracing

Before

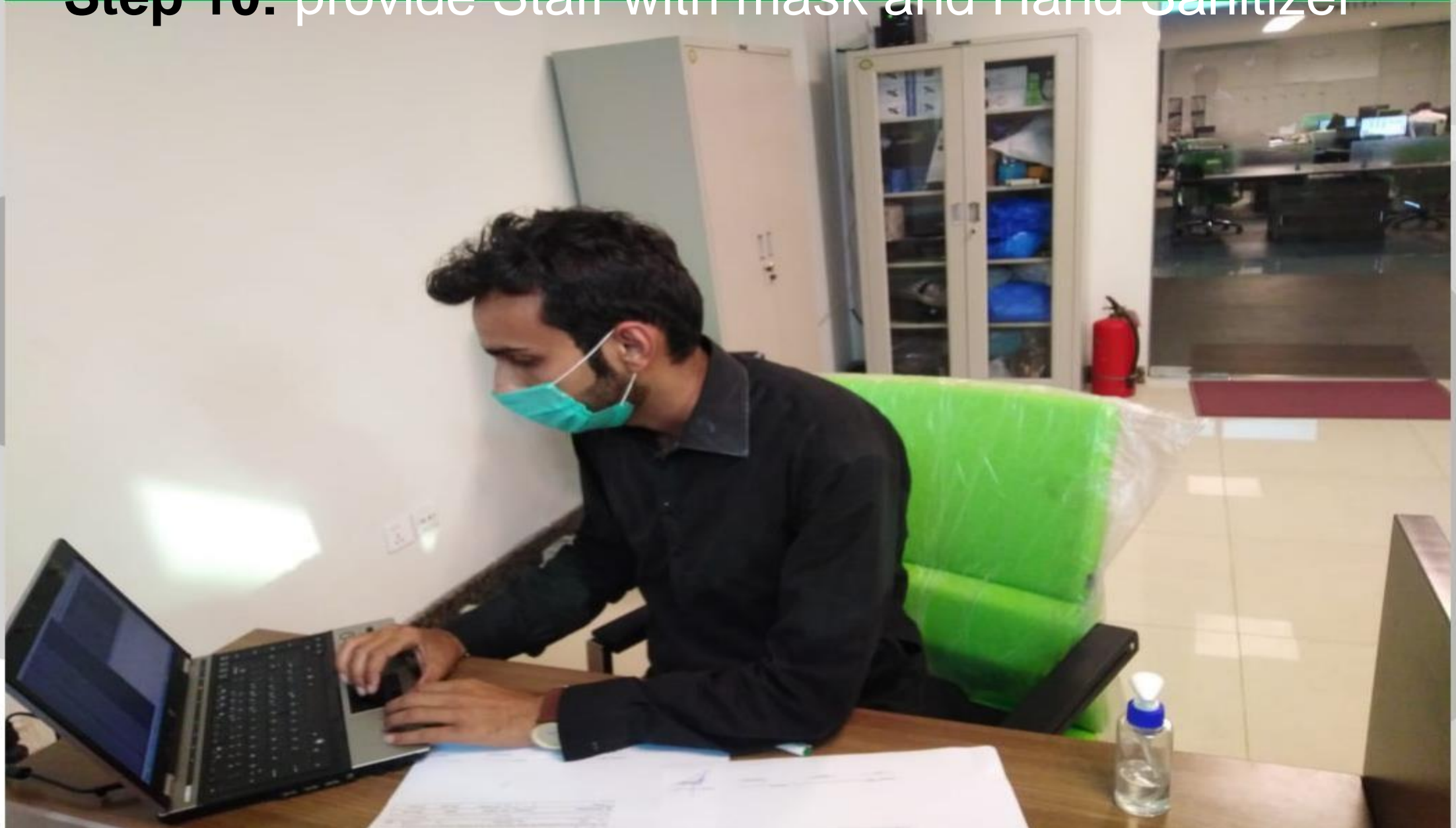


After





## Step 10: provide Staff with mask and Hand Sanitizer



## Step 12: Clean and Disinfect Company Mess/Food Serving area

1. Discontinue seating together Mess Service in factories



## Step 13: Disinfect daily-machine handles



## Step 14: Wash daily plant/factory floor with fernal



## Step 15: Administration Offices

1. Ensure distant sitting 1.5 meter
2. Wear Mask
3. Use Hand sanitizer whenever you handle an object
4. Ensure Use of hand sanitizers prior to opening or closing, Cabinets, file areas, Paper documents originating from outside sources



## Step 16: Rest Room/Washrooms/Toilets

1. Clean and disinfect every six hours

2. Do not keep or use towels in public rest rooms



## COVID AT YOUR WORKPLACE

Simple ways to prevent the spread of COVID-19 in your work place

**Employers should start doing these things now, even if COVID-19 has not arrived in the communities where they operate.**

The low-cost measures below will help prevent the spread of infections in your workplace, such as colds, flu and stomach bugs, and protect your customers, contractors and employees.

They can already reduce working days lost due to illness and stop or slow the spread of COVID-19 if it arrives at one of your workplaces.

- Make sure your workplaces are clean and hygienic
  - Surfaces (e.g. desks and tables) and objects (e.g. telephones, keyboards) need to be wiped with disinfectant regularly
  - Why? Because contamination on surfaces touched by employees and customers is one of the main ways that COVID-19 spreads
- Promote regular and thorough hand-washing by employees, contractors and customers
  - Put sanitizing hand rub dispensers in prominent places around the work place. Make sure these dispensers are regularly refilled
  - Display posters promoting hand-washing—ask your local public health authority for these or look on [www.WHO.int](http://www.WHO.int).
  - Combine this with other communication measures such as offering guidance from occupational health and safety officers, briefings at meetings and information on the intranet to promote hand-washing
  - Make sure that staff, contractors and customers have access to places where they can wash their hands with soap and water
  - Why? Because washing kills the virus on your hands and prevents the spread of COVID - 19
- Promote good respiratory hygiene in the workplace
  - Display posters promoting respiratory hygiene. Combine this with other communication measures such as offering guidance from occupational health and safety officers, briefing at meetings and information on the intranet etc.
  - Ensure that facemasks and/or paper tissues are available at your workplaces, for those who develop a runny nose or cough at work, along with closed bins for hygienically disposing of them
- Why? Because good respiratory hygiene prevents the spread of COVID-19
- Advise employees and contractors to consult national travel advice before going on business trips.
- Brief your employees, contractors and customers that if COVID-19 starts spreading in your community anyone with even a mild cough or low-grade fever (37.3 C or more) needs to stay at home.
- They should also stay home (or work from home) if they have had to take simple Ordinary surgical facemasks rather than N95 facemasks, medications, such as paracetamol / acetaminophen, ibuprofen or aspirin, which may mask symptoms of infection
- Keep communicating and promoting the message that people need to stay at home even if they have just mild symptoms of COVID-19.
- Display posters with this message in your workplaces. Combine this with other communication channels commonly used in your organization or business.

- Your occupational health services, local public health authority or other partners may have developed campaign materials to promote this message
- Make clear to employees that they will be able to count this time off as sick leave

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## SOPs- DISPLAYED AT INDUSTRIAL ESTATES



### احتیاطی تدابیر برائے کورونا وائرس

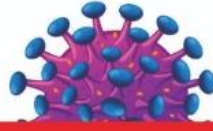
کورونا وائرس کے پھیلاؤ کو روکنے کیلئے مندرجہ ذیل احتیاطی تدابیر تمام افراد اختیار کریں۔

1. فیکٹریوں کے باہر ہاتھ دھونے کا مکمل بندوبست کرنا، مکان کی ذمہ داری ہے، فیکٹری اپنے ملازمین کی تعداد کے لحاظ سے مناسب انتظام کرے۔
2. ہاتھ ملانے اور گلے ملنے سے پرہیز کریں۔
3. مشینوں کا استعمال، کمپیوٹر کی بورڈ، فیکس مشین اور ٹیلی فون کو استعمال کرتے وقت ڈسپوزل دستانے استعمال کریں۔
4. نزلہ، زکام یا فلو میں مبتلا شخص کے قریب نہ ہوں۔
5. ہر دو گھنٹے کے بعد کم از کم 20 سیکنڈ کیلئے صابن سے ہاتھ دھونا لازمی ہے۔
6. کھانے کے برتن دوسروں سے شیر نہ کریں۔
7. بخار، کھانسی میں ماسک استعمال کریں۔ ڈاکٹر سے رجوع کریں اور ہیلپ لائن 1166 پر فوری رابطہ کریں۔
8. سیڑھیوں کی ریلنگ، دروازوں کے ہینڈل کو چھونے سے گریز کریں۔ متعلقہ عہدے داران اپنے دفاتروں کے دروازے کھلے رکھیں۔
9. حفاظتی تدابیر پر عمل کروانا انتہائی اہم ہے اور متعلقہ ذمہ داران پر لازم ہے۔



**Punjab Industrial Estates Development and Management Company Head Office:  
Commercial Area (North), Sundar Industrial Estate, Sundar-Raiwind Road Lahore**

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# کورونا وائرس

## آفس نوٹس

HELP LINE  
1166

### احتیاطی تدابیر برائے کورونا وائرس

کورونا وائرس کے پھیلاؤ کو روکنے کیلئے مندرجہ ذیل احتیاطی تدابیر تمام افراد اختیار کریں۔

1. فیکٹریوں کے باہر ہاتھ دھونے کا مکمل بندوبست کرنا مالکان کی ذمہ داری ہے، فیکٹری اپنے ملازمین کی تعداد کے لحاظ سے مناسب انتظام کرے۔
2. ہاتھ ملانے اور گلے ملنے سے پرہیز کریں۔
3. مشترکہ استعمال کا سامان ورک سٹیشن، کمپیوٹر کی بورڈ، فیکس مشین اور ٹیلی فون کو استعمال کرتے وقت ڈسپوزل دستانے استعمال کریں۔
4. نزلہ، زکام یا فلو میں مبتلا شخص کے قریب نہ ہوں۔
5. ہر دو گھنٹے کے بعد کم از کم 20 سیکنڈ کیلئے صابن سے ہاتھ دھونا لازمی ہے۔
6. کھانے کے برتن دوسروں سے شیر نہ کریں۔
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9. حفاظتی تدابیر پر عمل کروانا انتہائی اہم ہے اور متعلقہ ذمہ داران پر لازم ہے۔

### PREVENTIVE MEASURES | احتیاطی اقدامات



Cough or sneeze in a tissue  
کھانسنے یا جھینکنے وقت لٹھر کا استعمال کریں



Wash your hands with soap and water for 20 seconds  
20 سیکنڈ تک صابن اور پانی سے اپنے ہاتھ دھوئیں



Avoid close contact with people who are sick  
متاثرہ لوگوں سے قاصدہ رکھیں



Stay at home when you are unwell  
بیماری کی صورت میں گھر پر ہی رہیں



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