

A man in a dark blue suit, white shirt, and dark tie is walking through a glass revolving door. He is wearing a light blue surgical face mask and carrying a dark grey briefcase in his right hand. The background shows a modern office building with large windows and a clear sky.

Stepping in to the new normal

A Guide to Recovery &
Normalizing Operations
Post COVID-19

NUCLEUS

OFFICE PARKS

Version 3.1

Contents

■ A message from the CEO	02
■ Preamble	03
■ Task Force & Escalation Matrix	05
■ Incident management procedures	07
■ Guidelines for occupiers	08
■ Standard Operating Procedures (SOPs) and Protocols	11
■ Annexures	33

We have been getting ready to welcome you



QUAISER PARVEZ,
Chief Executive Officer

Nucleus Office Parks has always endeavored to create a world-class working environment at all its Office Parks. With the reopening of offices post the lockdown, we are working tirelessly towards ensuring your safety and business continuity and that we continue to provide the finest working spaces.

To create a suitable plan for welcoming you back, we at Nucleus Office Parks convened a COVID-19 Team and evaluated certain aspects of our operations to ensure your safety and convenience. In consultation with medical consultants, real estate leaders and technical experts, we have formulated various measures to be followed across our assets to mitigate the spread of the virus. These include:

- **Enhanced disinfection/sanitation procedures**, with a special focus on **high-frequency touchpoints**.
- Common area **social distancing strategies** supported by **reminders to follow protocols**.
- **New elevator procedures** to manage entry and exits and **limited passenger capacity**.
- **PPEs for all building facilities teams** including protective masks.
- **Support for personal hygiene** with readily available hand sanitizer.
- **Enhanced building-wide communication** with **prompt case reporting to occupiers**.
- **Collaboration with tenants on de-densification** of the workplace and employee-specific strategies.
- **Launch of NOP and One BKC app** to build a **seamless, contactless and safe experience for our occupiers** while entering the Park, inviting visitors or even ordering food.

All these measures are likely to help us fight against COVID-19 and help businesses to continue working at our assets. All occupiers are encouraged to utilize the SOPs and educate and train their respective employees/staff/agents on the processes that will be part of the new normal that we are all getting used to.

The comprehensive SOPs serve as ready reckoners to deal with certain situations, thus helping to collectively maintain a safe environment for employees and visitors alike and security for each person walking into any of our Parks.

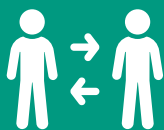
We look forward to everyone's continued cooperation and diligence.

A handwritten signature in dark ink, appearing to read 'Q Parvez', written in a cursive style.

Preamble

Our objective

Re-opening of a safe working environment



Maintain social distancing requirements



Ensure hygiene, safety and security at all times



Robust and efficient operations



Stay connected and be responsive

Preamble

It is Nucleus Office Parks' consistent endeavour to ensure a working environment where every person walking through the gates is safe, secure and gets a seamless experience under every circumstance. To this end, we have been taking proactive steps towards the following the areas:



BUILDING READINESS

- Disinfection and sanitization of common areas for touch surfaces such as door handles, lift call buttons, counters, turnstiles and washrooms.
- Availability of emergency services including isolation room at property level.
- Cleaning of Air Handling Unit (AHU), as per ISHRAE guidelines, as well as sanitization of machines and tools.
- Provisions for biomedical waste disposal.
- Demarking for social distancing at entry/exit points, walkways, lobbies, stairwells and lifts.



OPERATIONAL READINESS

- Task Force, with clearly defined roles and responsibilities.
- Clear signage at all access points to direct safe behaviour and social distancing.
- Defined protocols for incident management (detection, isolation and communication).
- Traffic & crowd control plan entry/exit points, walkways, lobbies, stairwells and lifts.
- Service provider workforce planning and training.

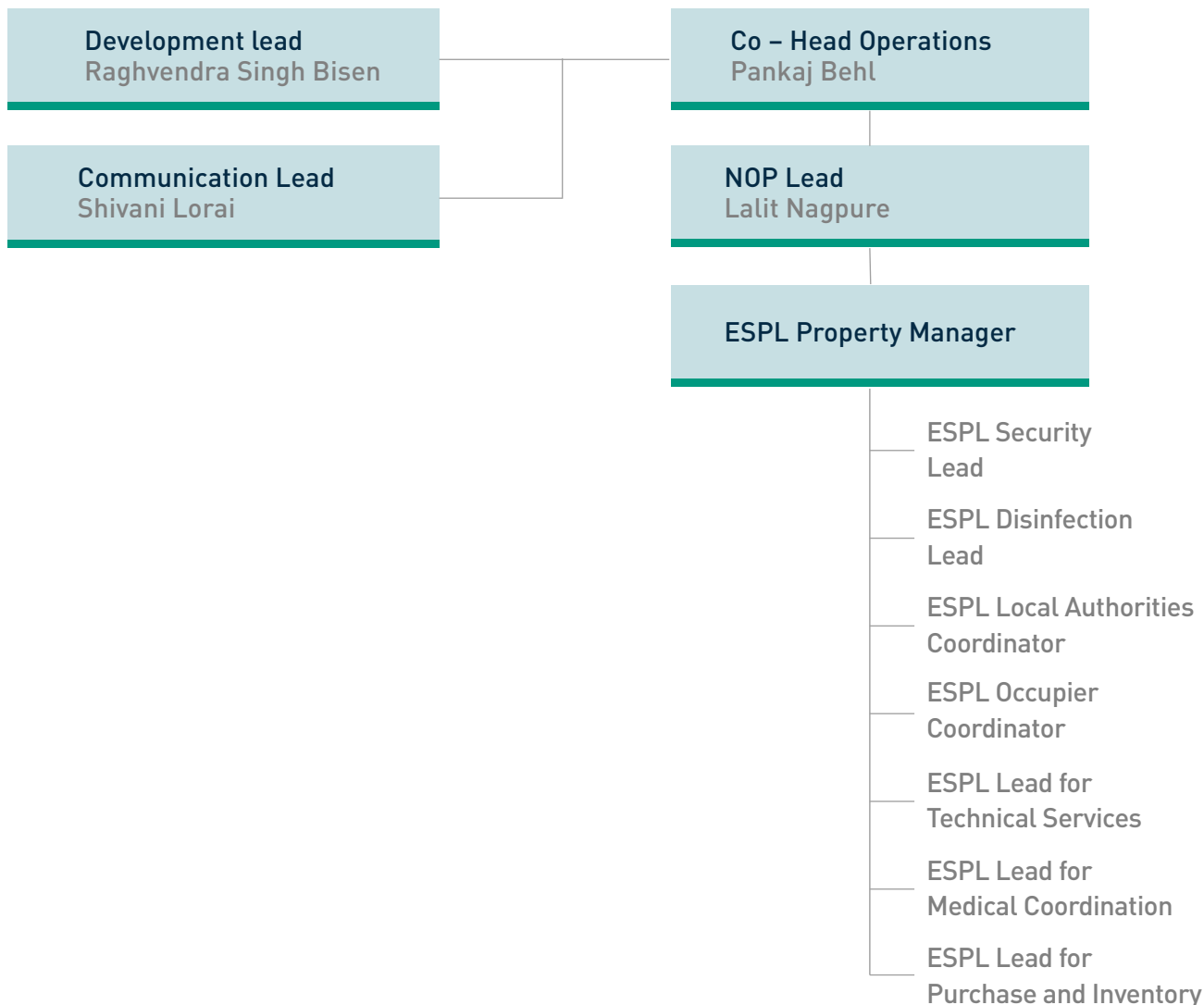


GOVERNANCE AND PROCEDURES

- Entry and exit protocols – pedestrian, vehicular, goods.
- Operations plan for all key areas within the campus, specifically around disinfection and maintenance schedules.
- Health check and screening protocols for employees, visitors and service providers.
- PPE planning – quantity, specification, usage guidelines and disposal.
- Procedures for back of house operations, goods movement, plant and equipment.

This document provides information on some of the steps that we have taken to ensure a safe environment and protocols to be followed that prevent the spread of COVID-19 and keep your employees safe, specifically on movement of employees, visitors, service providers and goods.

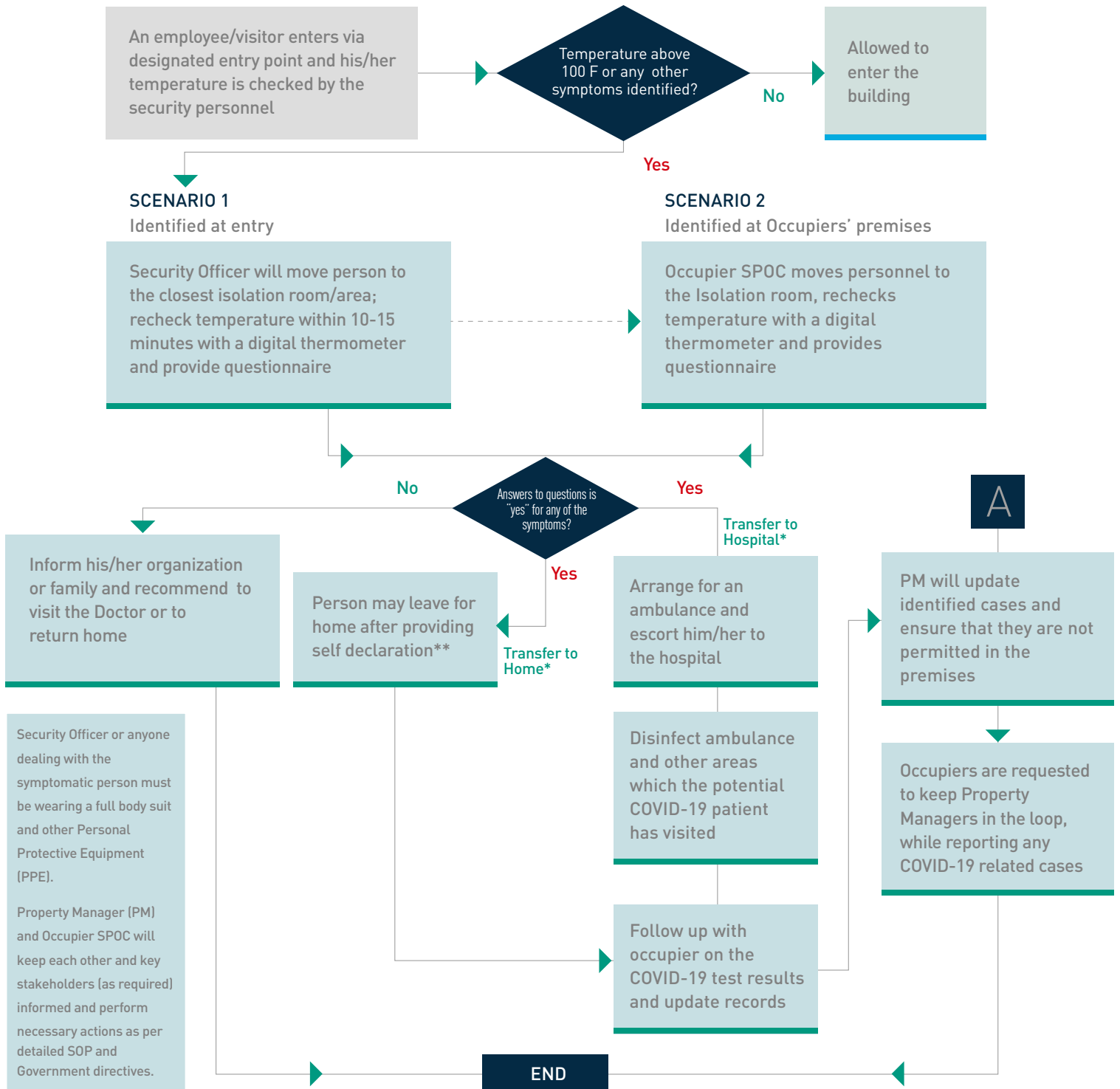
Concept Task Force & Escalation Matrix



Position	ESPL Property Manager	NOP Lead for Concept
Name	Mr. Deepak Rajput	Mr. Lalit Nagpure
E-mail	deepak.r@embassyservices.in	lalit.nagpure@nucleusofficeparks.com
Contact Number	+91 9891064501	+91 8806541114
Escalation Level	Level 1	Level 2

In case of any emergency, please contact your Property Manager on the phone number provided above

Incident management procedures



*Decision will be based on employee's consent

**Suspect to be transferred to home by company vehicle, however if he/she prefers to self-drive, than same to be included in declaration

Incident management procedures

SCENARIO 3

If incident is identified when the person is outside premises or with a person in the family.

Occupier/Service Provider SPOC to inform the Property Manager, immediately and follow respective procedures defined for the same

Deepak Rajput
deepak.r@embassyservices.in
9891064501

A



Security Officer or anyone dealing with the symptomatic person must be wearing a full body suit and other Personal Protective Equipment (PPE)

Property Manager (PM) and Occupier SPOC will keep each other and key stakeholders (as required) informed and perform necessary actions as per detailed SOP and Government directives

Please refer Annexure 3 for risk profiling of contacts as per Ministry of Health & Family Welfare

Guidelines for occupiers

1

1. Occupiers are requested to share the list of employees and visitors in advance, with the property management team on the following e-mail id **covid19@nucleusofficeparks.com** and **deepak.r@embassyservices.in**. Occupiers may also consider providing weekly or monthly passes in the form of e-mail or authorization letters to their employees which can be displayed at the security gate in case if required for the security purposes.
2. In case an employee has forgotten their ID, then employee will follow the visitor management process.
3. All occupiers are required to provide details of those visitors or employees, whose visit was not pre- planned before their arrival, in order to enable their smooth entry.
4. Occupiers are requested to advise add employees/visitors to install the Aarogya Setu app. The App enables early identification of potential risk of infection. As per guidelines Employers on best effort basis shall ensure the app is downloaded by all employees.
5. Any person who wishes to exit the premises and return on the same day within the permitted office timings will need to follow the necessary protocols for entry and no exceptions will be entertained.
6. No cabs will be allowed inside the premises. Personnel using cabs must deboard the vehicle at the main gate and follow the pedestrian entry process into the building. Exceptions will be made for specially abled individuals.
7. It is recommended that employees self-drive their vehicles. In case of chauffeur driven vehicles, employees are requested to deboard at the drop off point. Prior intimation and/or confirmation from Concept Occupier coordinator to be obtained for chauffeurs and co-passengers in order to maintain social distancing. Thermal scanning and self declaration of such persons will also be carried out. All company buses/cars are recommended to be sanitized prior to commencing any trip. All transport vehicles for employees to mandatorily follow social distancing norms and Government regulations.
8. All employees, visitors and service providers are requested to co-operate with personnel for implementing the guidelines. Employees are advised to plan for increased entry time, as the wait line and movement due to social distancing norms may take longer duration in open areas.
9. Occupiers may need to provide periodic declaration (daily/weekly) on behalf of their employees, visitors and service providers w.r.t heath status and compliance to safety guidelines as per local government directives.
10. We will update our SOPs based on any changes in the guidelines issued by the Government or local advisories, to enable you to provide necessary guidelines to your employees, visitors and service providers.
11. If you would require any assistance from us and/or wish to inform us on any specific change in rule or advisory, you can write to us on the following e-mail id : **covid19@nucleusofficeparks.com** and **deepak.r@embassyservices.in**
12. In line with MHA guidelines, all occupiers are encouraged to conduct thermal scanning at entry and exit points of their premises. We will be supporting the occupier efforts with thermal scanning at the time of entry to the property.
13. Occupiers are encouraged to conduct thermal scanning and temperature scan in their own premises at exit.
14. It will be mandatory to wear masks at all times while in

Guidelines for occupiers

2

premises, to follow the stipulated personal hygiene guidelines and to practice social distancing.

15. Guidelines on food courts usage have been shared separately with you and you are requested to share the same with your employees. Food court opening and related details will be made available at the property level. Request you to contact your Property Manager in case of any queries.
16. We have shared 'COVID related guidelines and permissions for fit out works'. The occupiers are requested to follow such guidelines in addition to the existing permit requirements for fit-out works.
17. Restrict entry of visitors or avoid face-to-face meetings wherever possible and adopt virtual modes for meetings. Visitors should be discouraged; in case of an unavoidable visit, pre-approval shall be required.
18. Display of ID Cards beforehand at pedestrian and vehicular checkpoints is mandatory. The security guards have been instructed to maintain distance. Employees, visitors and service providers may need to display company ID card along with the Government ID (Aadhar Card, PAN Card, Driving License, Passport) for verification due to restrictions on face visibility on account of use of PPEs.
19. Lifts will be operational from the Ground Floor & above only. Service lifts will be available for support staff and materials. The differently-abled will be assisted and be provided special access. Passenger capacity shall be controlled in line with the social-distancing norms. Employees and visitors to be instructed to follow social distancing guidelines while waiting and while inside the lifts.
20. Employees to be encouraged to use the staircase, while ascending up to the 4th Floor, in order to minimize crowding in the lift and lobby areas. Use of staircase, while descending is also to be encouraged, including for higher floors till the 10th as well.
21. In the event of detecting a suspected case: Concept has a designated isolation area. Please contact your park representative to know the same and convey the same to your respective teams. We recommend you have your own isolation area within your office premises and provide information to Concept Property Management team. In case any suspected cases are detected, you are required to provide details of such cases to NOP on an immediate basis. Further, occupier is required to arrange for transport to the nearest testing centres. Property has a tie up for ambulance (s) and provide assistance based on availability.
22. All food delivery riders and courier delivery will not be allowed inside the gate. Visitors are requested to coordinate and collect the delivery at the gate.
23. Hospitals/clinics in the nearby area, which are authorized to treat COVID-19 patients, should be identified & the list should be available at the office at all times. Should you need any assistance, you may reach out to us on email id covid19@nucleusofficeparks.com and deepak.r@embassyservices.in

Guidelines for occupiers

3

Preferred Steps for Occupiers

1. In order to comply with the government guidelines of prohibiting movement between 7:00 PM to 7:00 AM, occupiers are requested to obtain necessary approvals and provide the same to the Property Manager. In case of multiple shifts, Occupiers are required to maintain a gap of 1 hour between shifts and ensure sanitization of it's office premises as per the guidelines issued by the Ministry of Home Affairs (MHA) (please refer Annexure 2).
2. Occupiers are requested to inform their employees, visitors and service providers that tobacco, gutka or any other form of tobacco is not permitted within the premises.
3. Occupiers are requested to take due care and conduct adequate checks to ensure that service provider staff are not come from the RED or Containment Zones. In case of such instance, information is to be provided to covid19@nucleusofficeparks.com and deepak.r@embassyservices.in
4. Occupiers are requested to discourage citizens above 65 years of age, parents of children below the age of 10 years, as well as people with existing pre- morbidities and/or pregnant women from coming to office.
5. As a part of resumption, occupiers may reach out to Nucleus Office Parks for ideas around workplace design de-densification.

Garbage disposal process, specifically biomedical and food waste

The following guidelines established are for disposal of bio medical and need to be followed in the premises, including service providers of the occupiers:

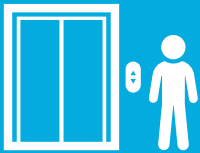
1. There are bins with lids provided at common areas in the complex such as main gate, lift lobbies, service gate, exit gate, utility block and food court.
2. A biodegradable (> 51 microns) yellow colour bag is placed inside these bins to enable spill free transfers.
3. There is a closed storage bin identified near the service gate for collection from the above mentioned individual bins and the same is to be used by individual tenants for discarding any bio medical and domestic hazardous waste.
4. All housekeeping staff including occupiers handling garbage needs to ensure use of PPE like nose mask, hand gloves, goggles and safety shoes.
5. The collection bin will be sanitized/disinfected by ordinary bleach solution (5%) or sodium hypochlorite solution (1%) as per the schedule maintained by the Property Manager and every time the collection bin is emptied by the authorized vendor.
6. The frequency of collection by the authorized vendor is planned for twice a week.

Standard Operating Procedures (SOPs) and Protocols



1. Entry Process - Pedestrian

Entry Process – Vehicular Entry (Access and Parking, at Basement) 2.



3. Waiting in common areas, usage of lifts/escalators and stairwells

Norms for usage of common facilities 4.



5. Movement of Occupiers' service providers

Goods Handling 6.

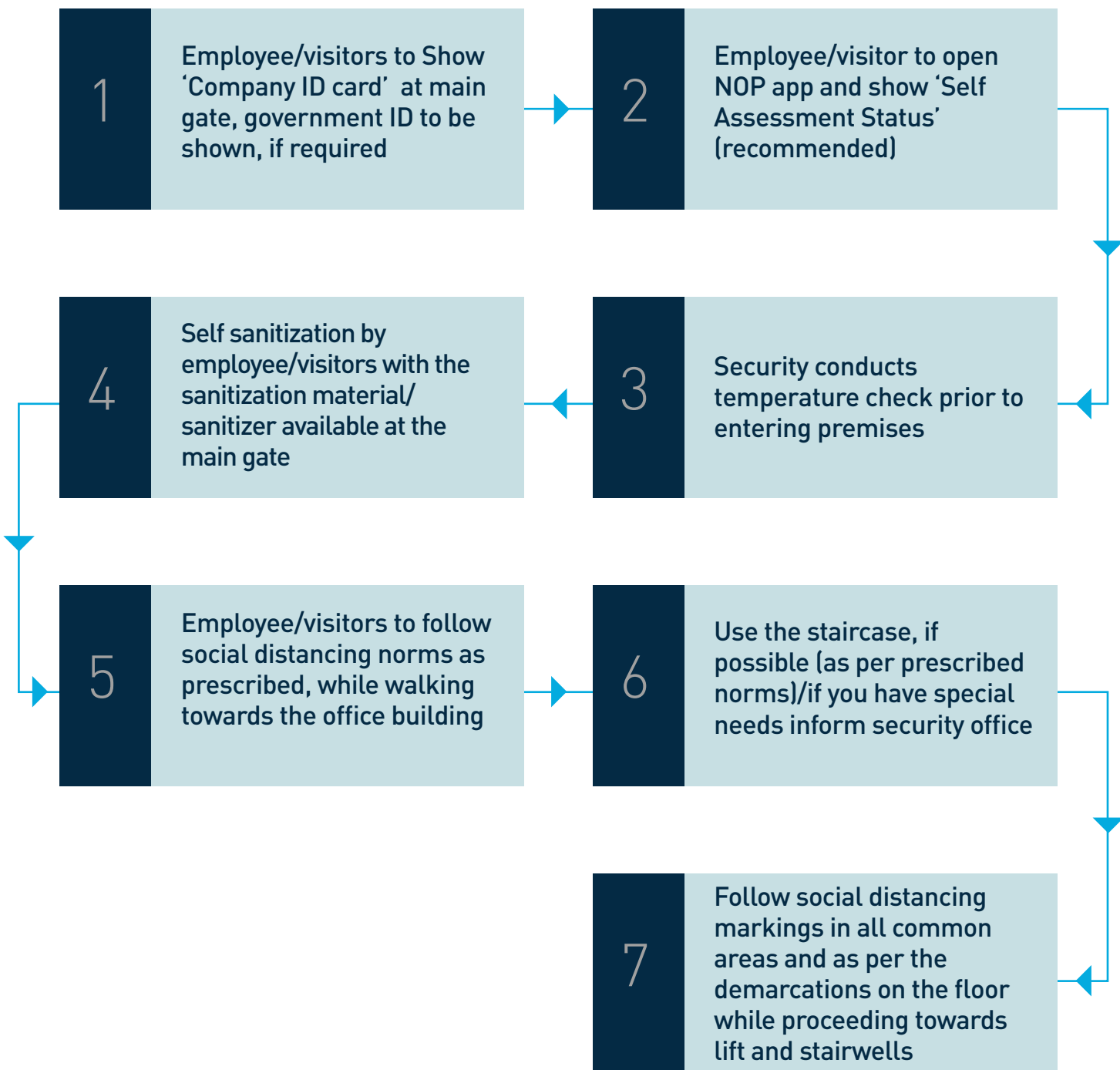


7. Food Aggregators

Exit procedures 8.



1. Entry Process – Pedestrian



Please refer Annexure 1 for the Do's and Don'ts prescribed to contain the spread of COVID-19 as per MoHFW

1. Entry Process – Pedestrian

1

Occupiers may also consider providing weekly or monthly passes in the form of e-mail or authorization letters to their employees which can be displayed at the security gate in case if required for the security purposes.



2

Employees will be requested to open NOP app and show 'Self Assessment Status'. The app will be checked either at entry gate or in the lift lobby entrance (depending on weather conditions or for any other operational reasons). In case of absence of the NOP app, employees will be requested to download the same, complete and show the self assessment.



3

Security personnel will scan your body temperature. If the employee/visitor fails the test, he/she is immediately to be transferred to the isolation centre and the designated HR SPOC is to be informed.

Personnel can opt to move to the isolation room or proceed to their respective homes.



4

Security personnel will provide hand sanitizer upon entry in the premises.



1. Entry Process – Pedestrian

5

There will be 2 queues formed from the gate till the lift lobby entrance. All employees will maintain a distance of 1 – 2 meters.



6

The use of staircase is encouraged. People with special needs to proceed to the front office executive for assistance. It is advised that people requiring special assistance disclose the same to the main gate. Social distancing norms, are to be followed while using the staircase. Please refer section 3 of the document for lift & stairwell guidelines.

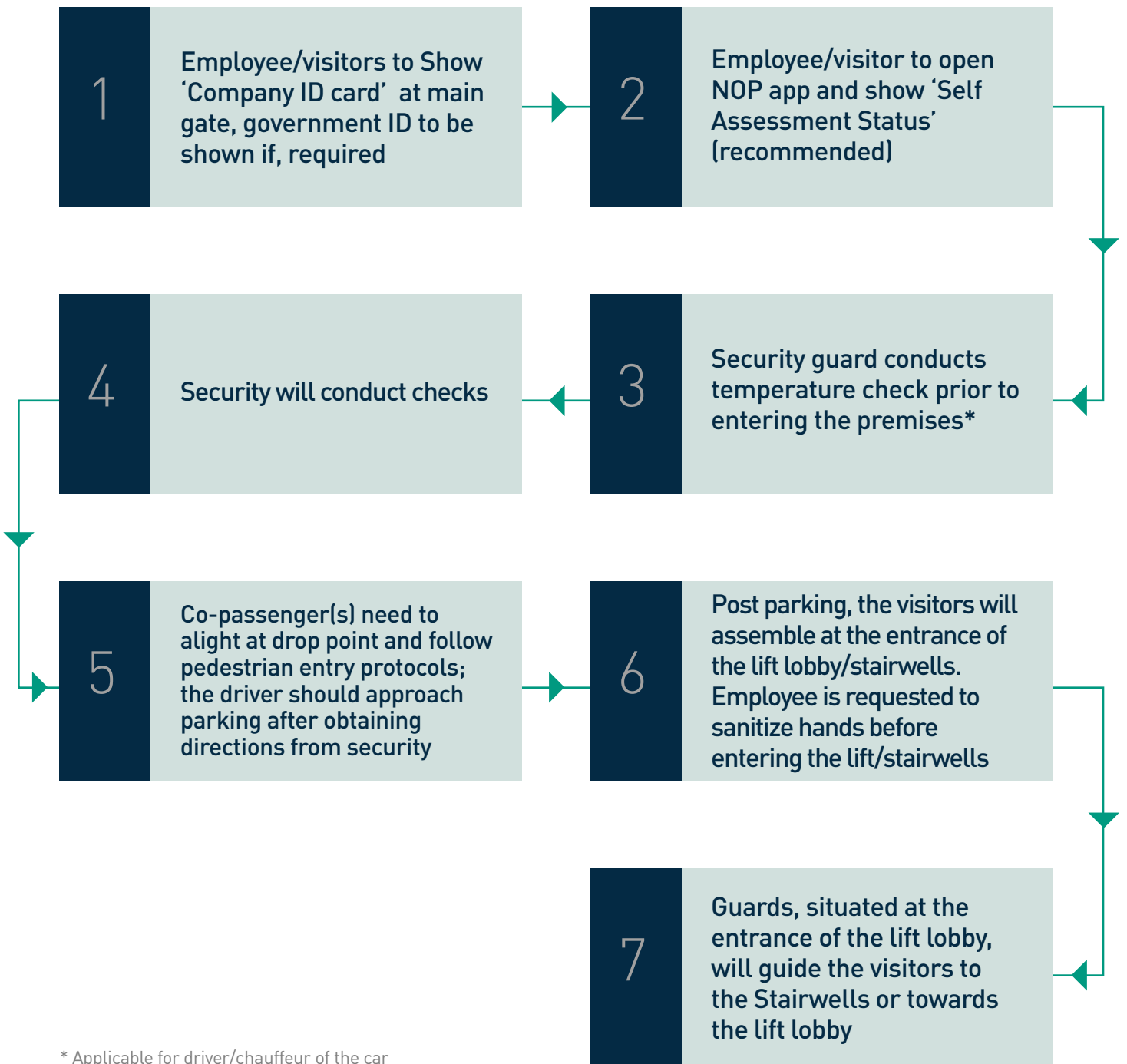


7

Everyone should stand within the social distancing markings made on the ground within the walkway.



2. Entry Process – Vehicular Entry (Access and Parking)



2. Entry Process – Vehicular Entry (Access and Parking, at basement)

1

Occupiers are requested to advise add employees/visitors to install the Aarogya Setu app. As per guidelines Employers on best effort basis shall ensure the app is downloaded by all employees .



2

Employees will be requested to open NOP app and show 'Self Assessment Status'. The app will be checked either at entry gate or at designated area in the driveway (depending on weather conditions or for any other operational reasons). In case of absence of the NOP app, employees will be requested to download the same, complete and show the self assessment.



3

Security, to check temperature of the visitor and guide the vehicle to the parking, if the temperature is higher the visitor will be guided to the isolation room or the visitor may choose proceed to their home/hospital.



4

Security guards will check the vehicle. Vehicle exteriors will be disinfected (key touch points such as handles and mirrors), at the time of entry to Basement/Podium or inside the parking area. This is subject to the consent of the vehicle owner. Post which, the guard will provide direction for the allotted parking. In case of a chauffer driven vehicle, owner of the vehicle are requested to inform their chauffer/driver to stay in the car for the duration of parking and inform them that loitering is prohibited. "Aarogya Setu App Safe" status is a must for the chauffer/driver. Owners are requested to convey the same.



2. Entry Process – Vehicular Entry (Access and Parking, at basement)

5

All co-passenger(s)/employees in a chauffeured vehicle are requested to alight at the drop off point. If the driver is an employee, they may proceed with the vehicle to the parking area, based on directions from the security. In case parking is full, visitors will be requested to park their vehicle outside the facility & follow pedestrian entry process.



6

Everyone is requested to wear a mask and sanitize their hands (either with staff's help or through foot pedal hand sanitiser). Anyone without wearing a mask will not be provided entry in the premise.

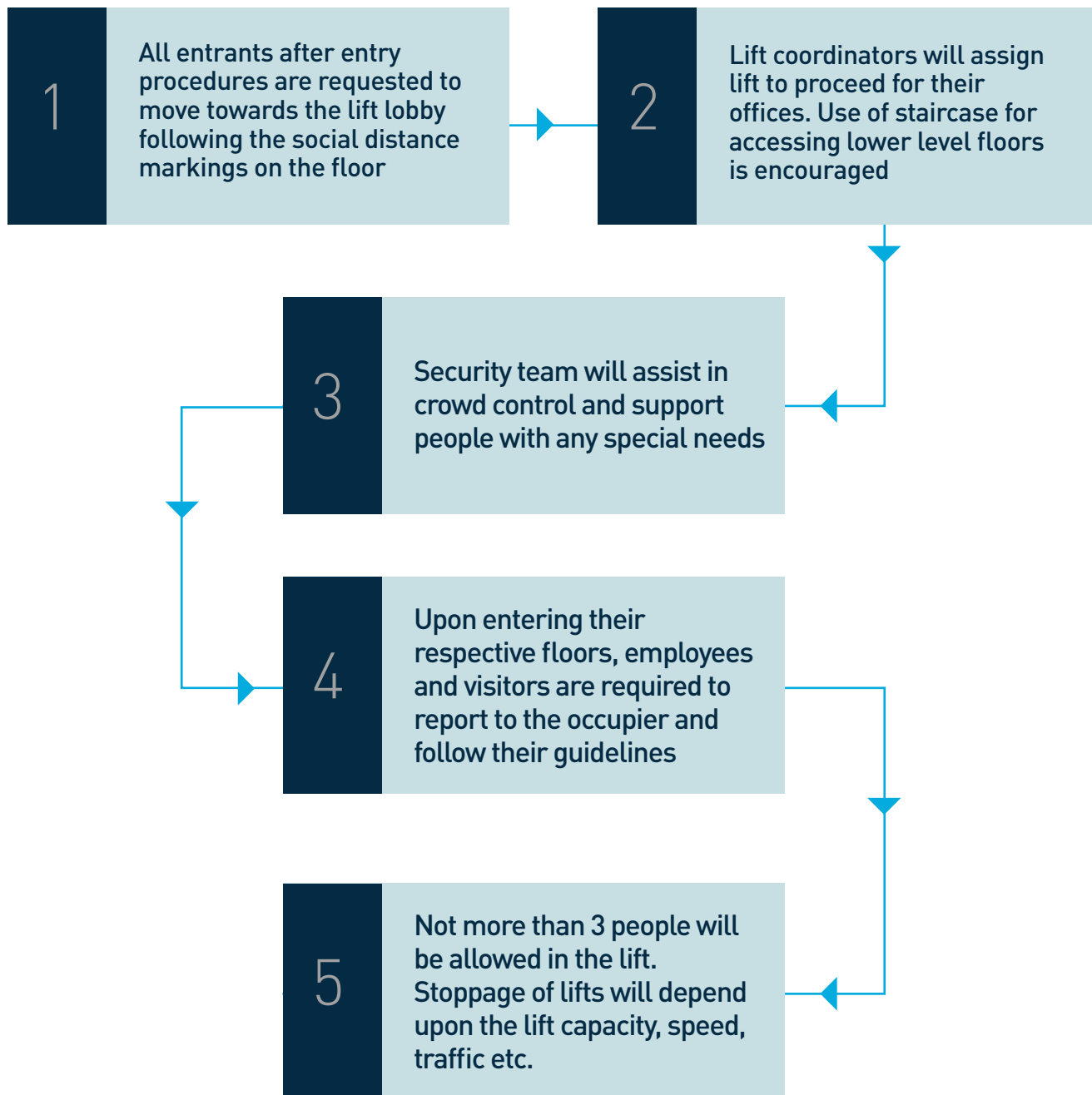


7

Everyone is requested to wait in the common area for elevators maintaining social distance. Kindly bear with us, as there maybe some amount of waiting time at the common area due to social distancing requirement in the elevator as well.



3. Waiting in common areas & usage of lifts and stairwells



3. Waiting in common areas & usage of lifts and stairwells

1

After crossing security, everyone pass through lobby doors. Doors to be kept open during office hours and not more than 12 people will be permitted in the lift lobby.



2

1 to 2 Guards will allocate the lift to everyone and inform tentative wait time. They will recommend to use staircase if anyone is visiting floors below 3rd floor. Guards will allow visitors to enter the stairwell at a gap of 30 seconds.



3

Security team will ensure crowd control and support people with any special needs. Everyone is requested to cooperate with the stationed security guards. For lift usage there will be 4 ques maintained with 3 people each.



3. Waiting in common areas & usage of lifts and stairwells

4

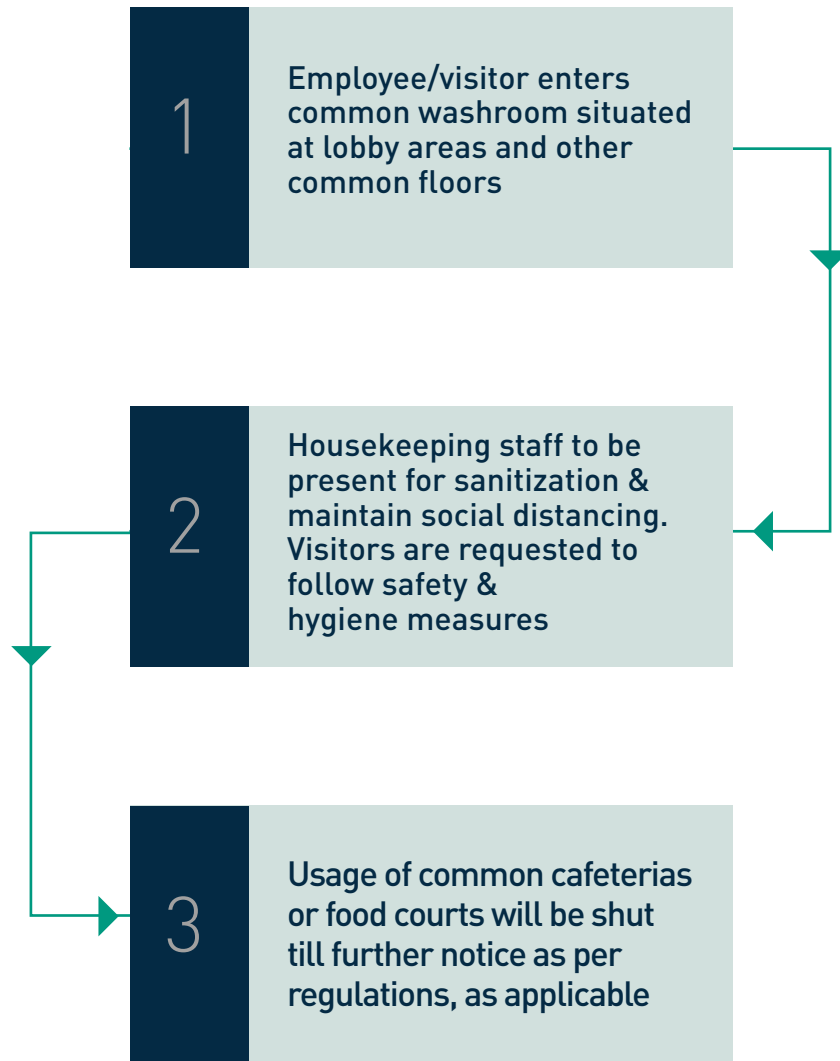
Post journey to their respective floors, they will need to report to the occupiers and adhere to all guidelines/advisories prepared by the Occupiers.

5

Prior to entering the lift, employees are requested to use the foot pedal hand sanitiser and enter the lift. Periodically the lift will be sanitised. Social distancing norms to be followed during the lift operations. Demarcations have been provided in the lift, for people to follow social distancing.



4. Norm for use common facilities (Occupier scope)



4. Norm for use common facilities (Occupier scope)

1

All washrooms in common areas floors will be open to employees/visitors (unless specified) and deep cleaned. Visitors are requested to adhere to the hygiene guidelines and social distancing norms.



2

Housekeeping staff to be present in the washroom. The area will be disinfected as per occupiers checklist /SOP. Visitors are requested to adhere to the guidelines in washrooms and as directed by the housekeeping staff

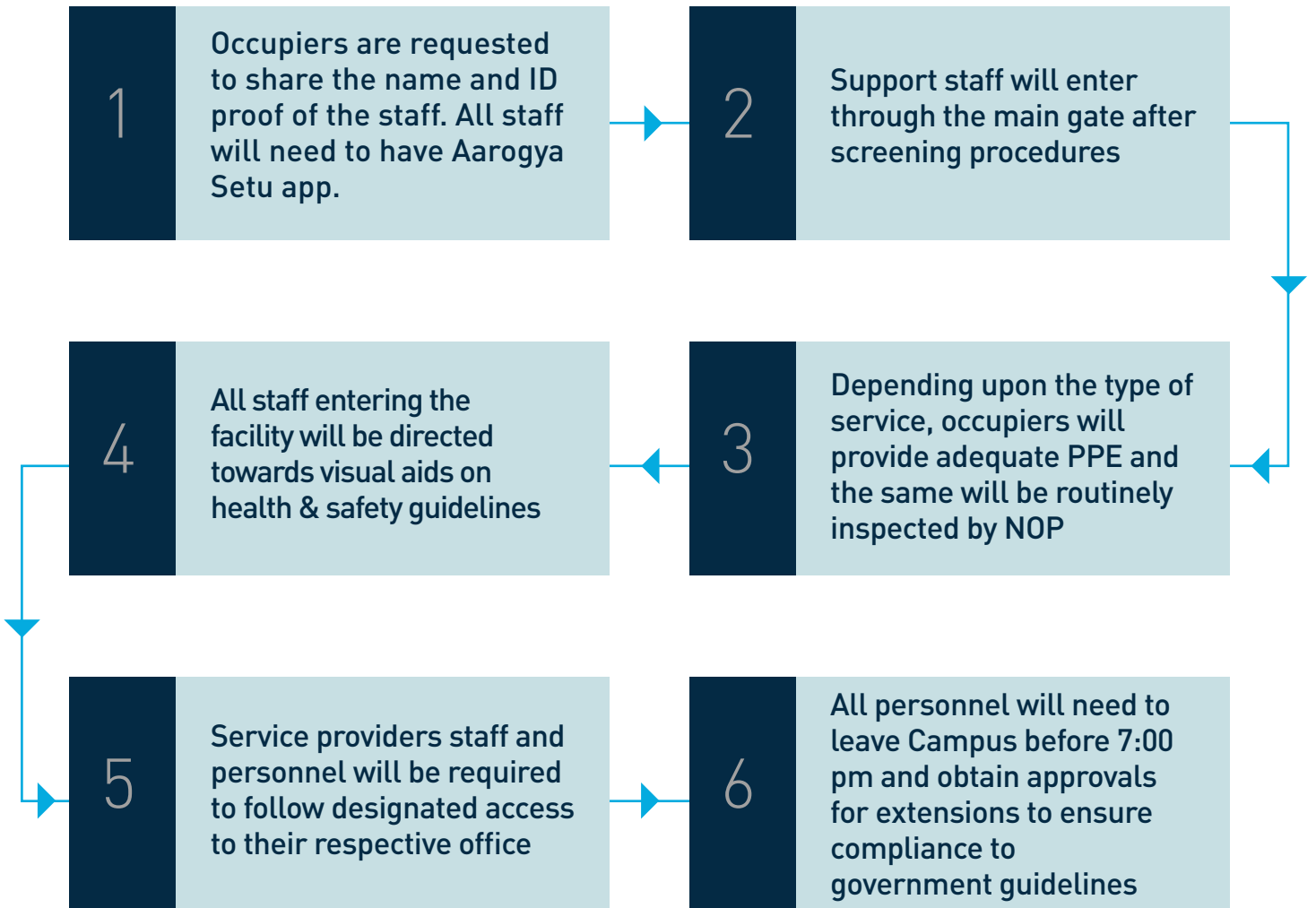
People will not be permitted to use the cafeteria or food court.

- Occupiers need to advise their employees to carry their own meals and consume eatables only at their respective workspace.
- Staggered lunch timing and provisioning for pre-packed food is recommended. Required arrangements also need to be made for the placement of tables/chairs and any other furniture to maintain social distancing.
- Occupier's SPOC is required to inform the Property Manager of any planned food delivery, to enable scheduling.

3



5. Movement of occupiers' service providers



5. Movement of occupiers' service providers

1

List of service provider staff will be shared 1-2 days in advance along with ID proof. The Occupiers will ensure they have Aarogya Setu app downloaded. In case of discrepancy they will be disallowed to enter the campus on a case to case basis. Occupier shall provide medical certificate of all staff entering the premises and residing in the facility.



2

Support staff will enter through the main gate only after screening procedures.

3

Depending upon the trade, occupiers will need to provide adequate PPE to the service providers and the same can be checked by NOP at any point in time. If case any violations are observed, service providers will not be permitted to conduct their activities/tasks and the occupiers will be informed about the same.

4

All staff entering the facility will be directed towards visual aids on health & safety guidelines.

5. Movement of occupiers' service providers

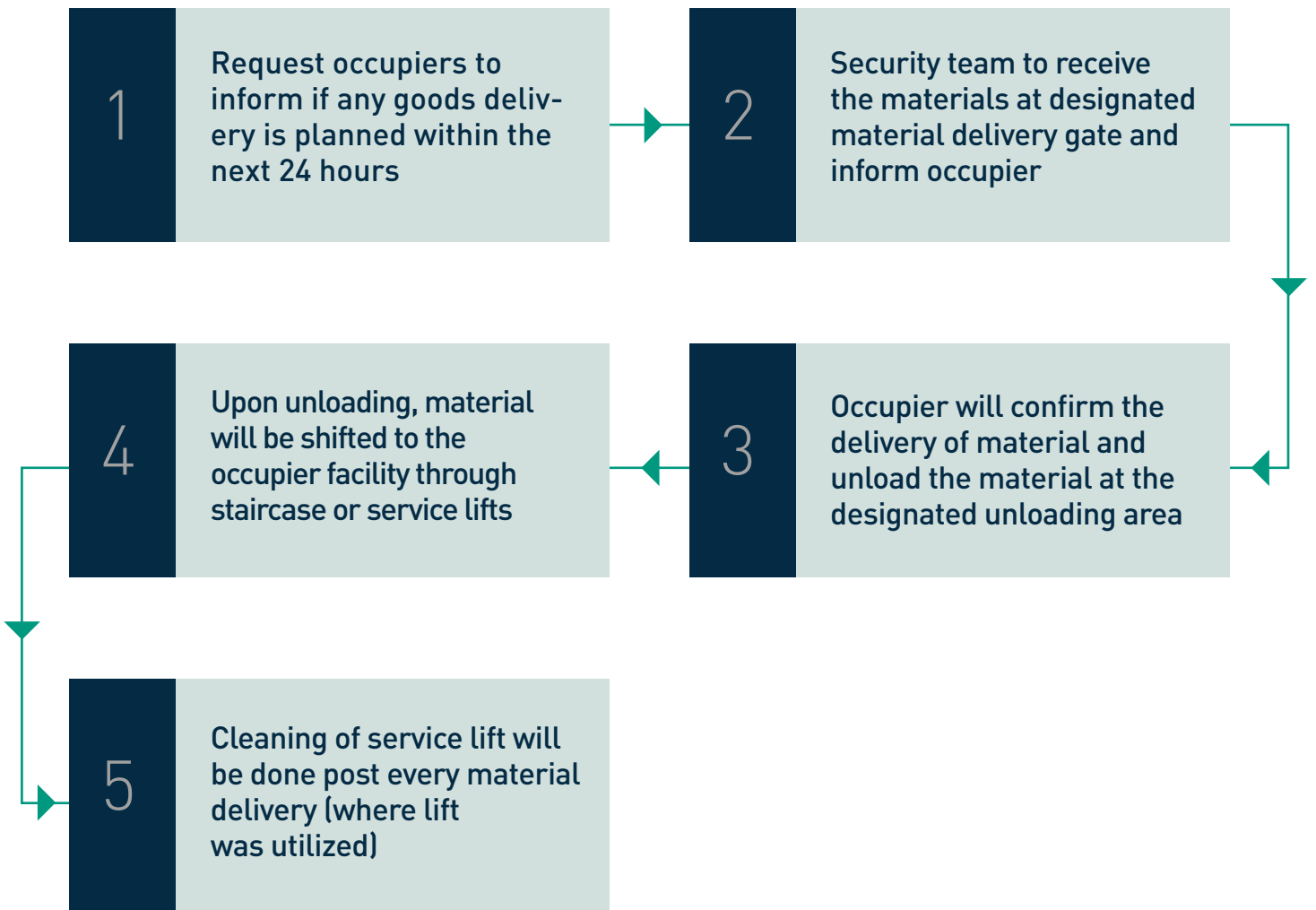
5

Service providers staff and personnel will be required to follow designated access to their respective office. Staff will use the external stairwells and service lifts only to travel to their respective floors.

6

Occupiers will need to ensure all staff will leave the campuses before 7 PM. Prior approval will be taken by Occupiers if the staff need to reside in the offices. Also staff to be instructed to avoid roaming in the building premises.

6. Goods Handling



6. Goods Handling

1

Occupiers are requested to obtain material delivery from 7 am to 9 am and 6 pm to 9 pm. They will need to ensure their representative is available at the campus at the time of deliver Occupiers are requested to inform vendors to deliver during non-peak hours; so as to schedule material movement and avoid gathering in service lift lobby.



2

Material packaging will be first screened at the Main gates. The delivery Challan will be tallied with the Occupier details shared and the package forwarded for sanitization. NOP team will ensure that the same is done by Occupier prior to moving into the building. Occupiers' service providers to bring their own trolleys properly sanitized before and after use to reduce manual intervention for loading of goods.



3

All heavy materials will be unloaded at the External Stairwell on ground floor near the service lifts, and post that will be transported to the Occupiers office. The receiver to receive the material using proper PPE's like masks and gloves. Temperature scanning and sanitization to be carried out.



6. Goods Handling

4

Material movement will not be done through common areas for visitors or lobby areas and Occupiers will be informed if any such violation are observed. All deliveries will be accepted by the Occupier and will be sanitised by the Occupiers in presence of the Property Management team.

- The receiver to receive the material using proper PPE's like masks and gloves.
- Guest elevators must not be used for transportation of goods.



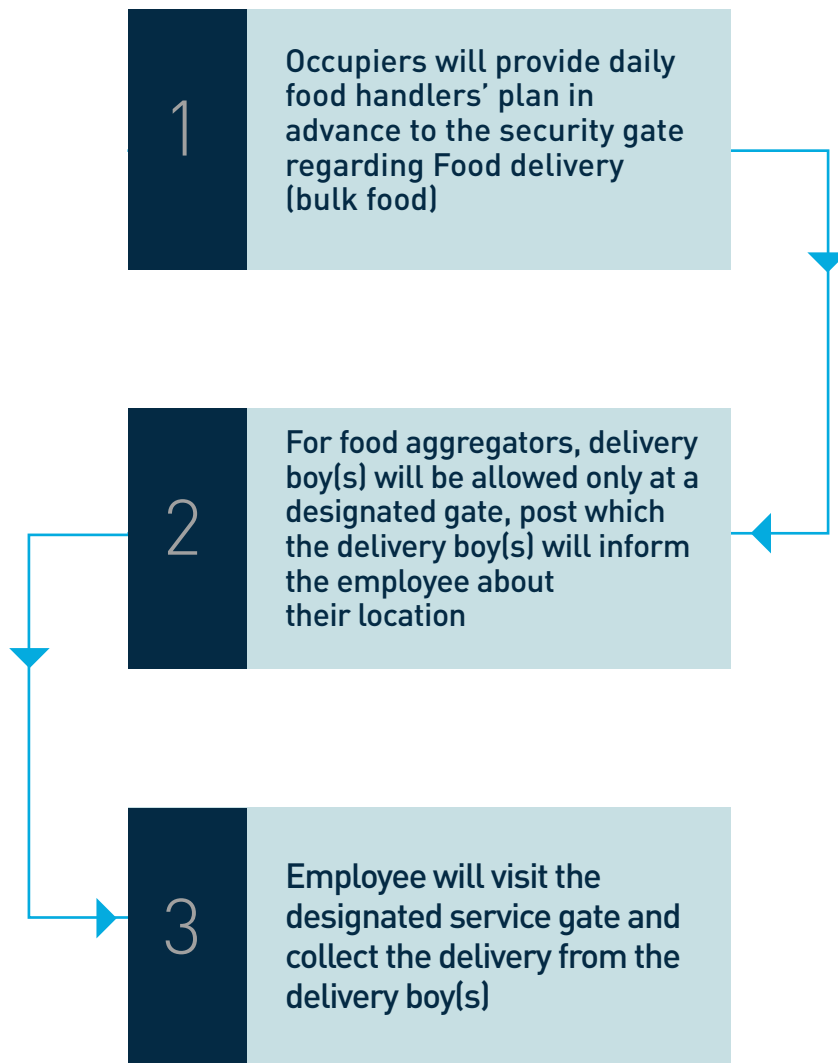
5

Occupiers' service providers to bring their own trolleys, which are to be sanitized before and after use, in order to reduce manual intervention for loading of their goods.

Post transportation of goods, occupier to inform the Property Management team in order to carry out the sanitization of the lifts.



7. Food aggregators



7. Food aggregators

1

Occupiers will share details such as delivery timings and food delivery vendors. Occupiers will visit the designated area for collecting their food delivery. Occupier will bring their trolleys, post performing the required sanitization process to carry the food delivery to their respective premises.



2

All riders will be permitted only till the designated gate.



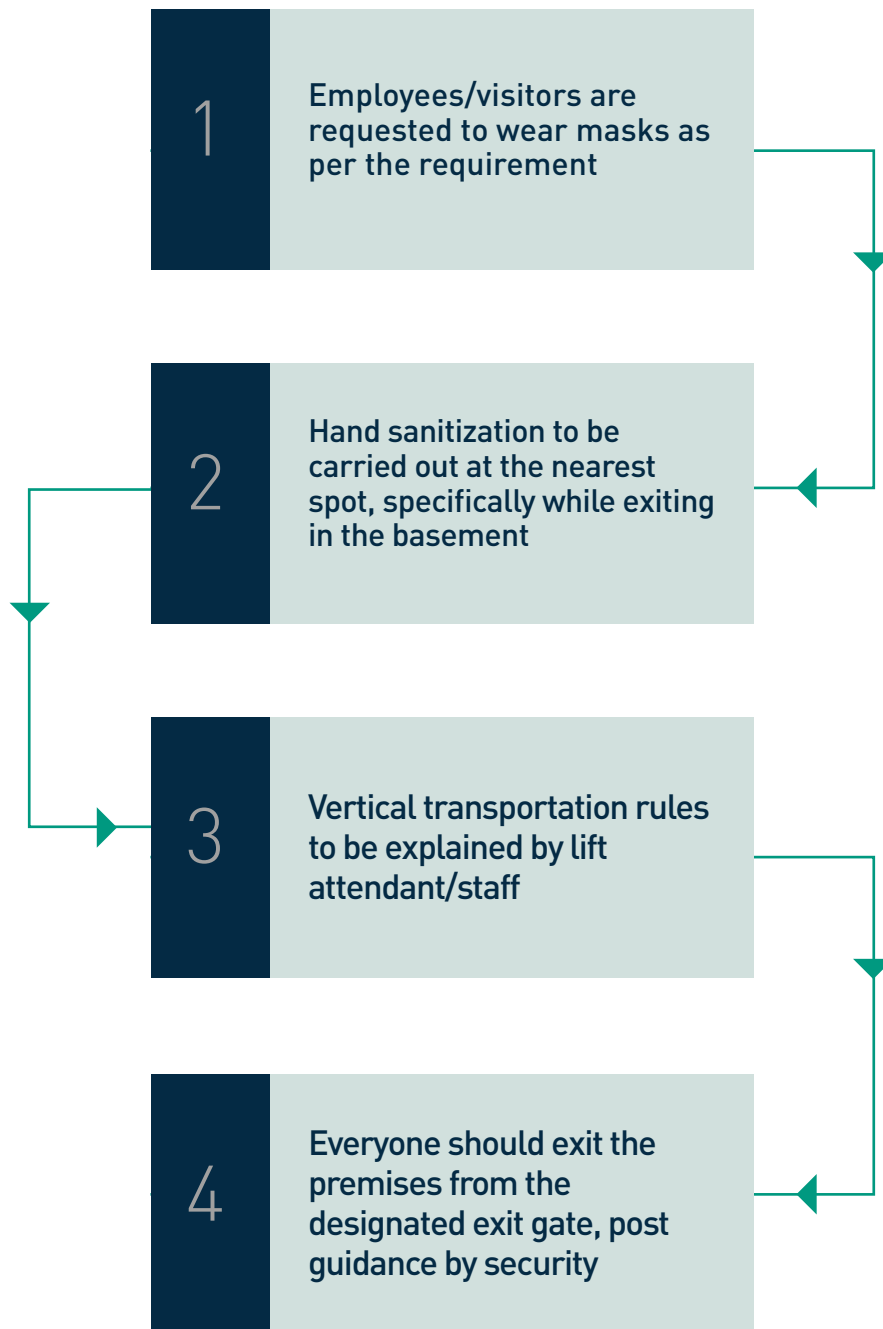
3

Employee will visit the designated gate and collect the food package and enter through the regular entry procedures.

- Dedicated space will be marked, for delivery personnel of the food aggregators, where employees can collect their delivery from.
- Social distancing norms to be maintained while collecting the delivery.
- Occupiers' are requested to order from restaurants or through Apps, which provide confirmation regarding the adherence to hygiene standards as per guidelines and contactless delivery.



8. Exit procedures



8. Exit procedures

1

It is mandatory to wear a mask while exiting the office premises. In case one needs to discard the used mask, the mask can be discarded in specific bins provided for bio-waste.



2

Hand sanitization is a must for everyone exiting the premises.



3

Vertical transportation rules to be explained to the employees/visitors by lift attendant/staff.



4

Everyone should exit the premises from the designated exit gate, post guidance by security. For re-entry on the same day, employee will need to undergo regular entry procedures, as per the pedestrian and vehicular entry guidelines.



Annexure

List of Hospitals →

Annexure →

Self Assessment App journey for employees and visitors →

**Thank you &
stay safe!**

