

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.

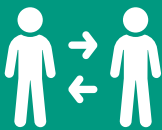
We look forward to everyone's continued cooperation and diligence.

A handwritten signature in black 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 any circumstance. To ensure this, 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 rooms at a property level
- Cleaning of Air Handling Unit (AHU) as per ISHRAE guideline, 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

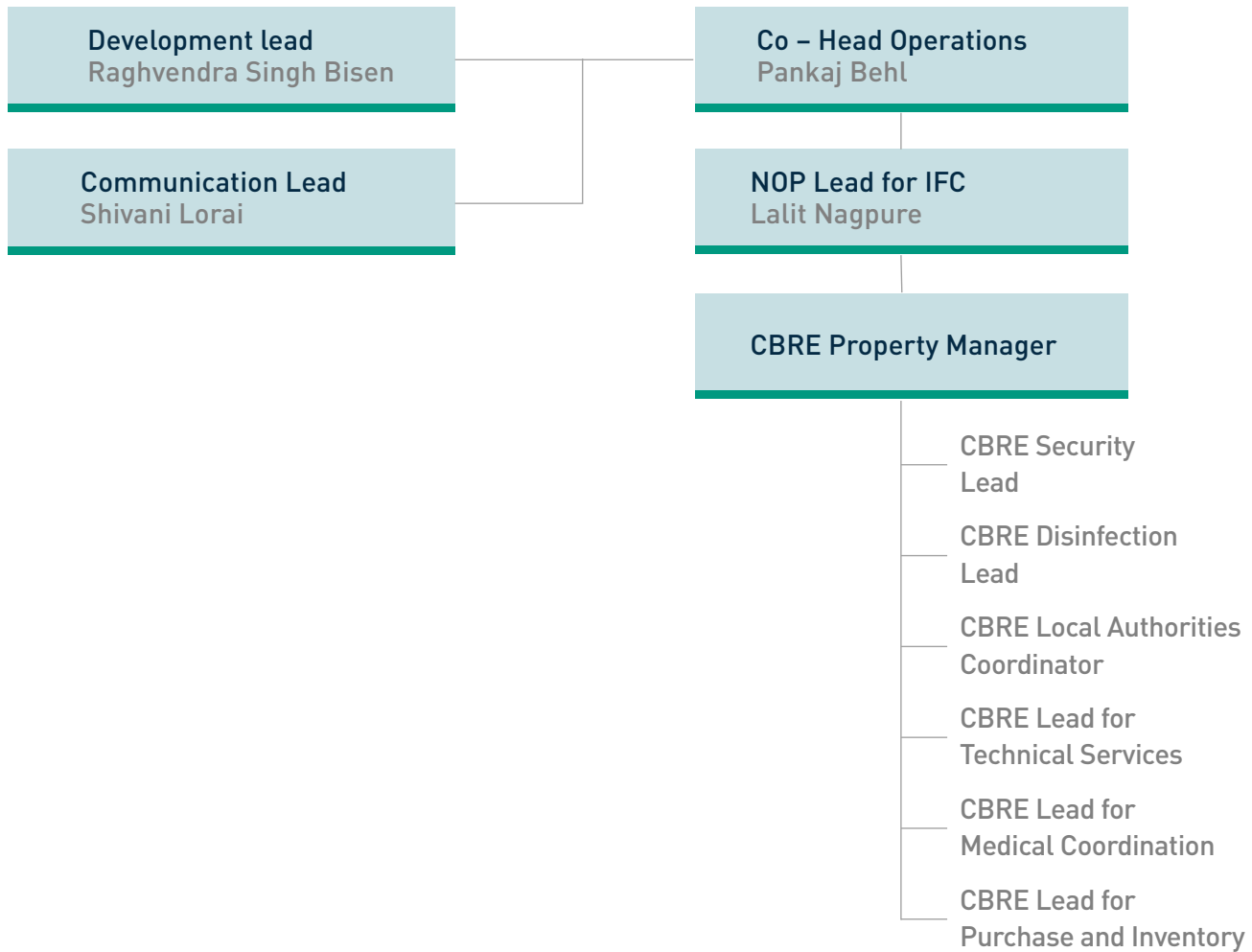


GOVERNANCE AND PROCEDURES

- Entry and exit protocols - pedestrian, vehicular, goods
- Operational 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 in regard to, movement of employees, visitors, service providers and goods.

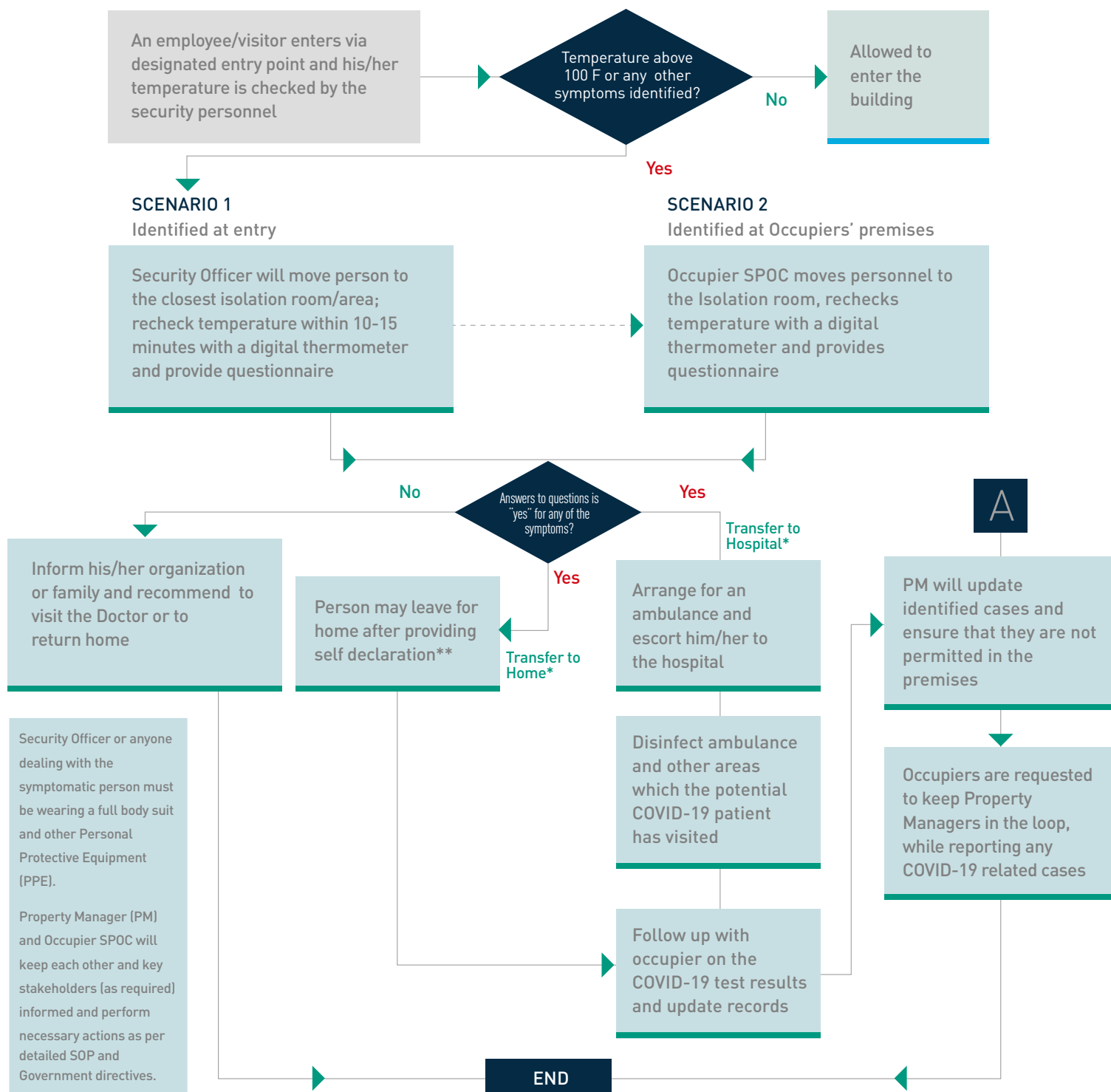
IFC Task Force & Escalation Matrix



Position	Name	E-mail	Contact Number	Escalation Level
CBRE Occupier Coordinator	Mr. Ashutosh Garg	ashutosh.garg@cbre.com	+91 9004672544	Level 1
CBRE Property Manager	Mr. Riyaz Khan	riyaz.khan@cbre.com	+91 9004463061	Level 2
NOP Lead for IFC	Mr. Lalit Nagpure	lalit.nagpure@nucleusofficeparks.com	+91 8806541114	Level 3

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.

Riyaz Khan
riyaz.khan@cbre.com
+91 9004463061

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 : **helpdeskifc@nucleusofficeparks.com**. 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. and /or confirmation from IFC 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. Property Management may Occupiers SPOC to provide periodic declaration (daily/weekly) on behalf of their employees, visitors and service providers w.r.t health 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 : **helpdeskifc@nucleusofficeparks.com** and **covid19@nucleusofficeparks.com**.
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. It will be mandatory to wear masks at all times while in the premises, in order to follow the stipulated personal hygiene guidelines and to practice social distancing.
14. 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.

Guidelines for occupiers

2

15. 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 and service providers may need to display company ID card along (if photo available) or show a Government ID (Aadhar Card, PAN Card, Driving License, Passport). Visitor will need to display their Government IDs.
19. Passenger lifts modulation will ply as usual. It is requested to board lifts from the lobby area. 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: IFC has a designated isolation area located at ground floor between tower 2 & 3. Please contact your Occupier representative for any support in this regard. We recommend you have your own isolation area within your office premises and provide information to IFC 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 1 ambulance(s) and will provide assistance based on availability.
22. Designated space has been allocated on the ground floor tower 1 for courier delivery. Respective occupier will be required to coordinate with the courier agency for delivery of the same. Provision will be made for hand sanitiser, however, necessary sanitisation required for the parcels will need to be ensured by respective Occupiers.
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 the following e-mail id : helpdeskifc@nucleusofficeparks.com and covid19@nucleusofficeparks.com.
24. All HVAC equipment's (high side and low side) will be maintained and cleaned as per ISHRAE guidelines. We recommend occupiers to follow similar guidelines for their equipment.

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 (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 coming from the Containment Zones. In case of any such instances, information is to be provided to us on the following e-mail id : helpdeskifc@nucleusofficeparks.com and covid19@nucleusofficeparks.com.
4. Occupiers are requested to discourage citizens above 65 years of age, parents of children below the age of 10, 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 waste and need to be followed in the premises, including service providers of the occupiers:

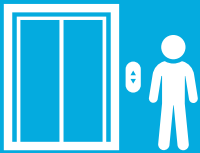
1. There are bins with lids provided at common area in the complex such as main gate, lift lobbies, service gate, exit gate, utility block and food court.
2. A Biodegradable (> 51 Microns) yellow colour bag is placed inside these bins to enable spill free transfers.
3. There is a closed storage bin identified 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 biomedical 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 (YR Ventures Pvt. Ltd.)
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.

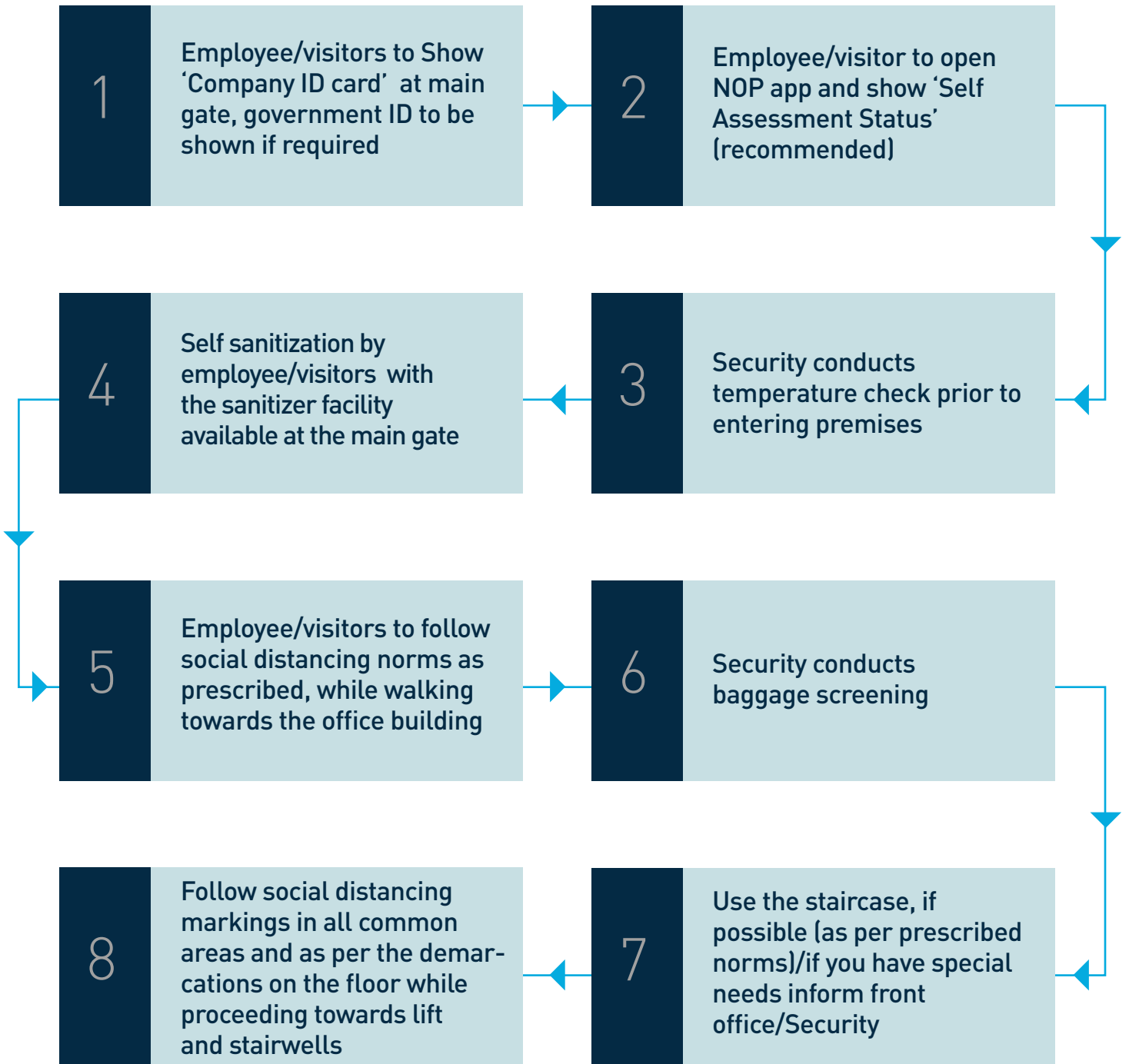


7. Food Handlers' Precautions

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 lobby area (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. Further automatic hand sanitiser dispensers have been made available at the premises.



1. Entry Process – Pedestrian

5

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



6

Baggage scanning to be conducted for the purposes of security of the premises and its occupiers.



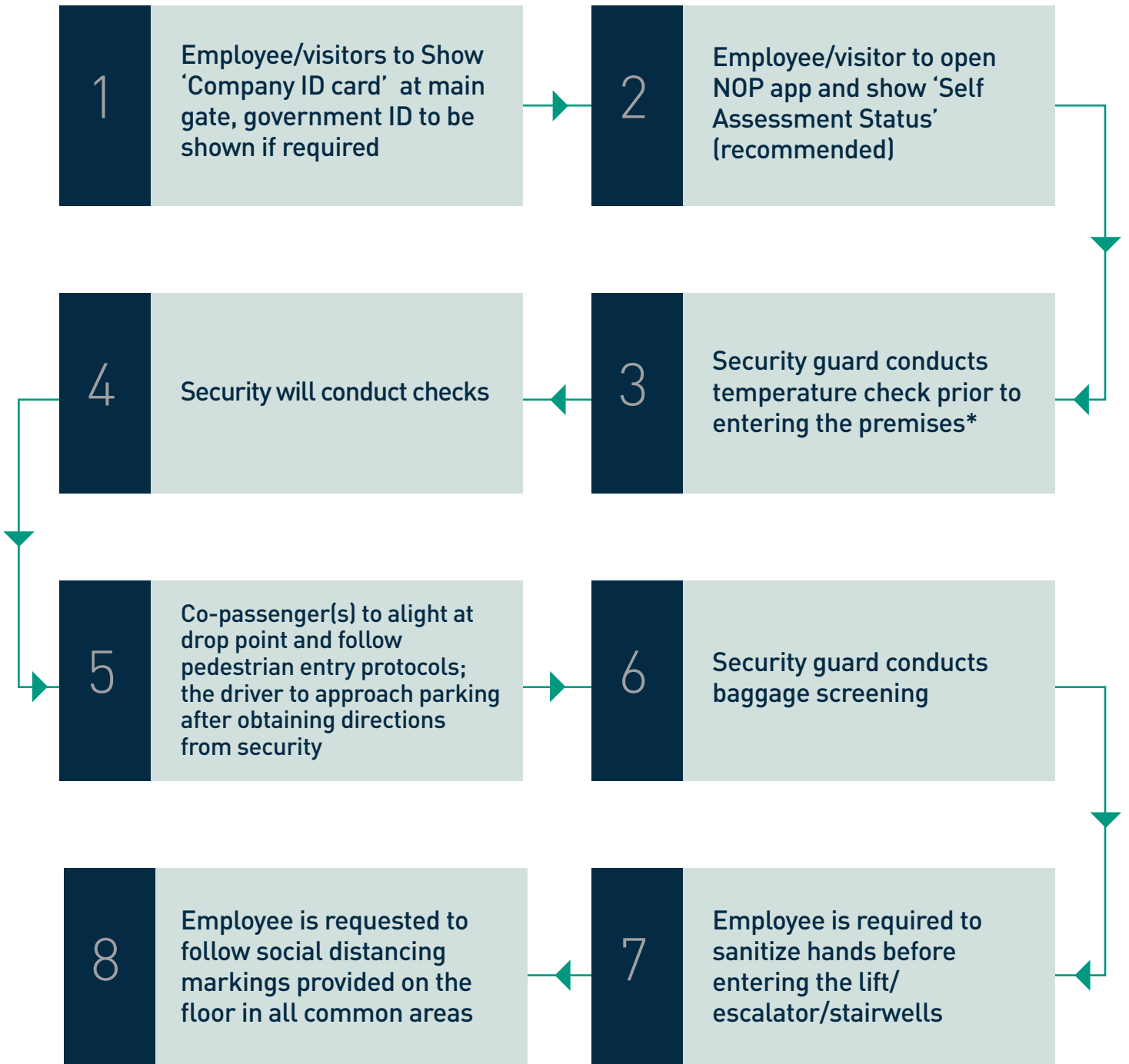
7

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 front office executive. Social distancing norms, are to be followed while using the staircase. Please refer section 3 of the document for lift & stairwell guidelines.

8

Everyone should stand within the social distancing markings made on the ground in the common area.

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



* Applicable for driver/chauffeur of the car

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

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 at basement area (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

Employees are requested to get their temperature scanned, prior to entering the premises.



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.



6

All bags will be scanned for the purpose of security of the premises and its occupiers.

7

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

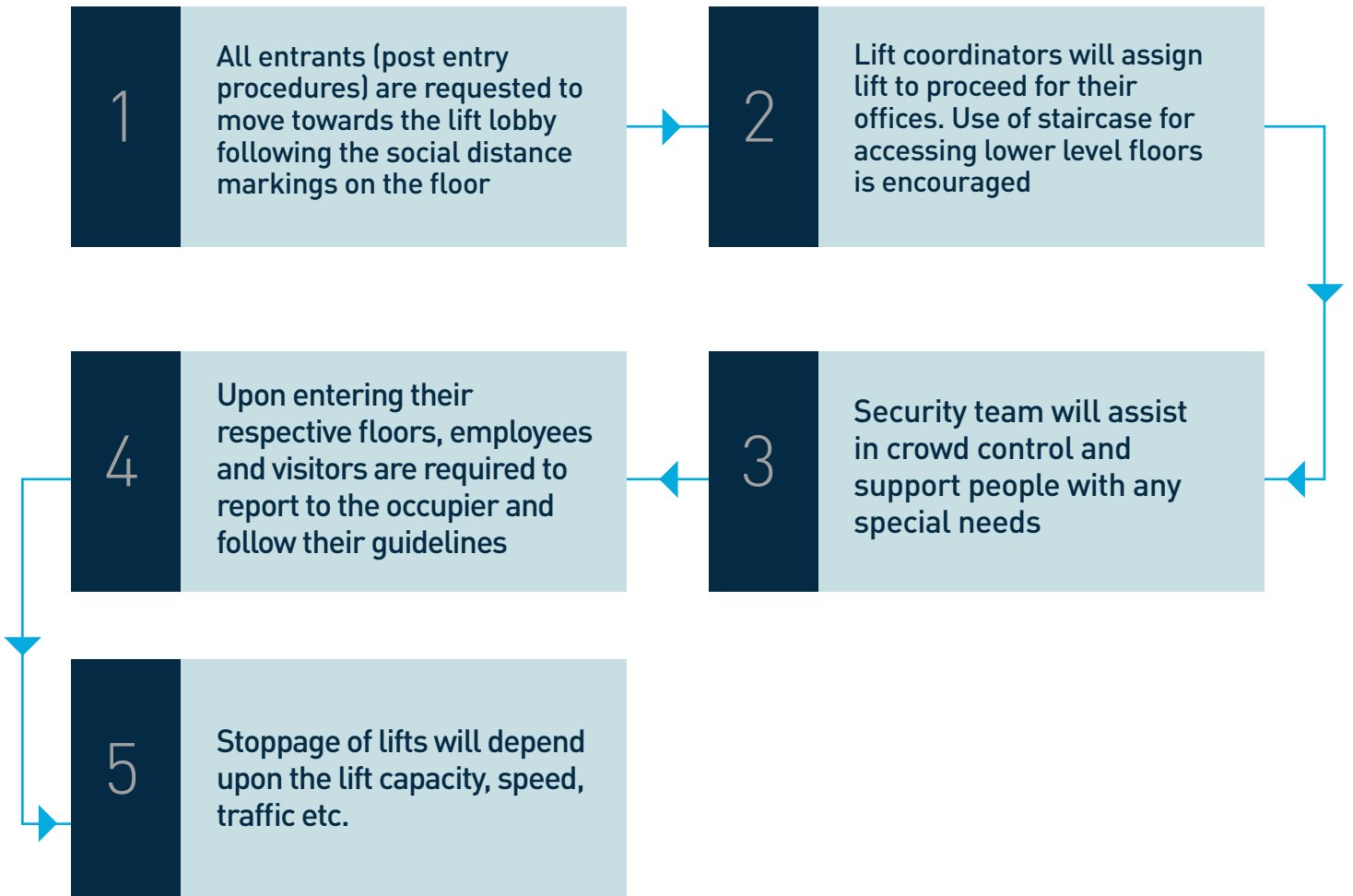


8

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, escalators and stairwells



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

1

After crossing the main gate/reception security, everyone is requested to move towards the lift lobby, following the social distancing markings provided on the floor. All turnstiles/barricades/gates/doors would be kept open during office hours.



2

Lift coordinators to allocate lift(s) to employees and visitors depending upon the floor and inform tentative waiting time. It is recommend to use the staircase, if visiting floors below the 4th floor.



3

Security team will ensure crowd control and support people with any special needs. Everyone is requested to cooperate with the stationed security guards.



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

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

4

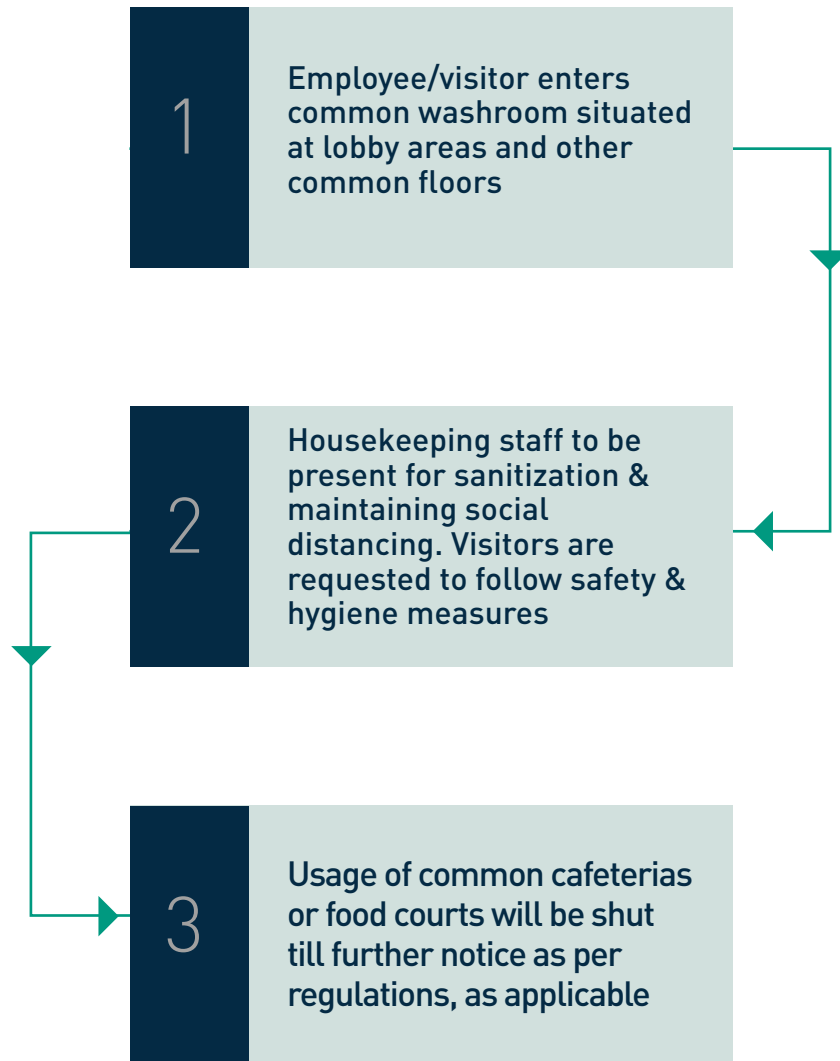
As per cleaning schedule, the Housekeeping team will sanitise the lift panel.

5

Social distancing norms are to be followed for lift operations. A maximum of 4-6 queues comprising of 2-4 person each can be formed in front of each lift and demarcations will be provided within the lift.



4. Norm for use common facilities



Please refer Annexure 2 for the guidelines on Disinfection of Office Space as per MoHFW

4. Norm for use common facilities

1

All washrooms in common areas will be open to employees/visitors (unless specified) and deep cleaned thrice a day and mopped every 30 minutes. 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 cleaning schedule. Visitors are requested to adhere to the guidelines in washrooms and as directed by the housekeeping staff.

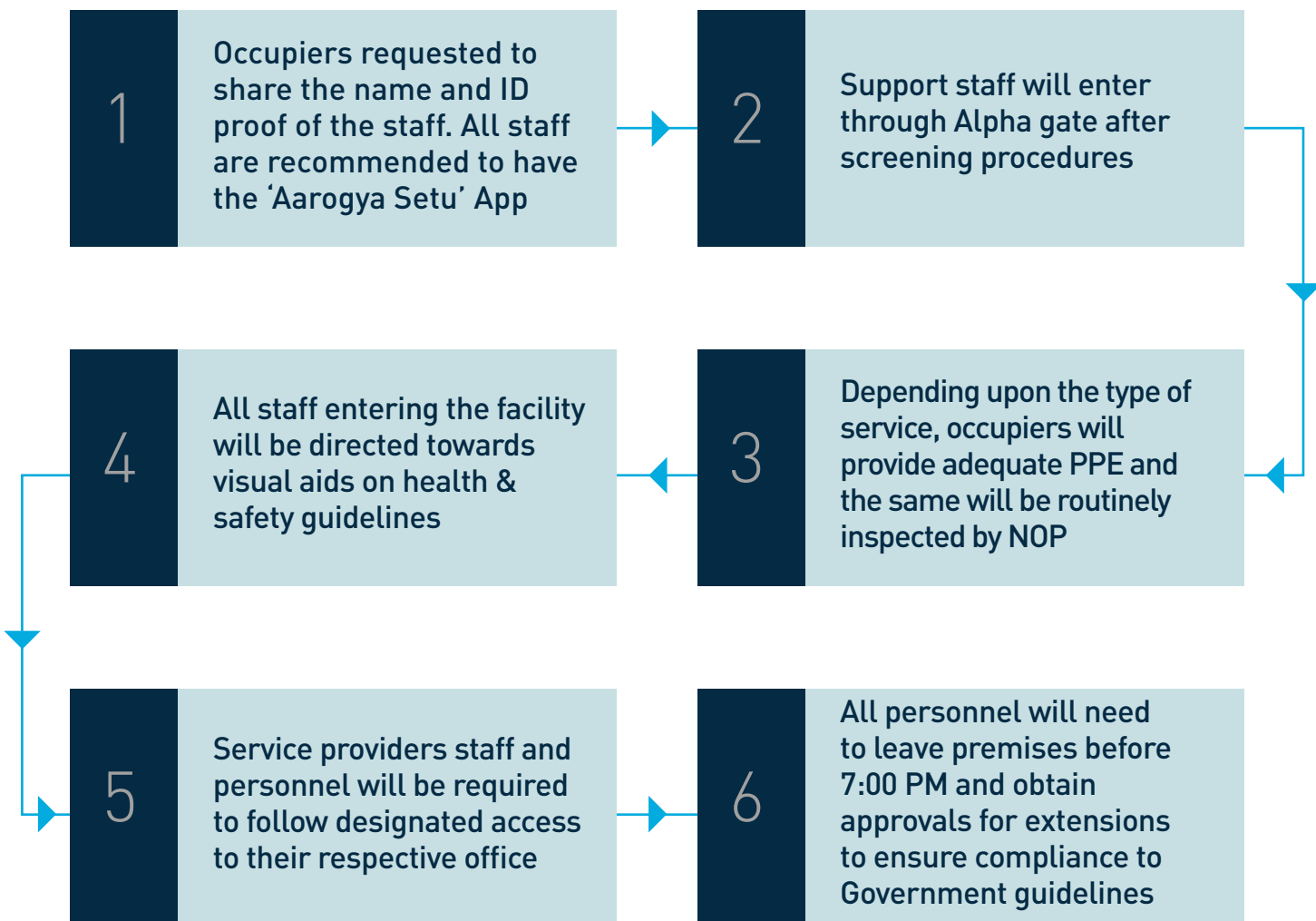
3

People will not be permitted to use any 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.



5. Movement of occupiers' service providers



5. Movement of occupiers' service providers

List of service provider staff will be shared 1-2 days in advance along with ID proof. Occupiers will need ensure, that they have 'Aarogya Setu' App downloaded. In case of discrepancy, they will not be permitted to enter the premises.

1

Occupier shall provide medical certificates, copy of Govt. ID (not limited to) for all staff entering the premises and residing in the facility .

Any new staff entering the premises will need to provide above mentioned documentation.



2

All support staff will enter through Alpha gate and will undergo thermal screening, and sanitization process.



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.

Staff need to be informed on the documentation required to be maintained at all times (medical certificate and government ID proof).

5. Movement of occupiers' service providers

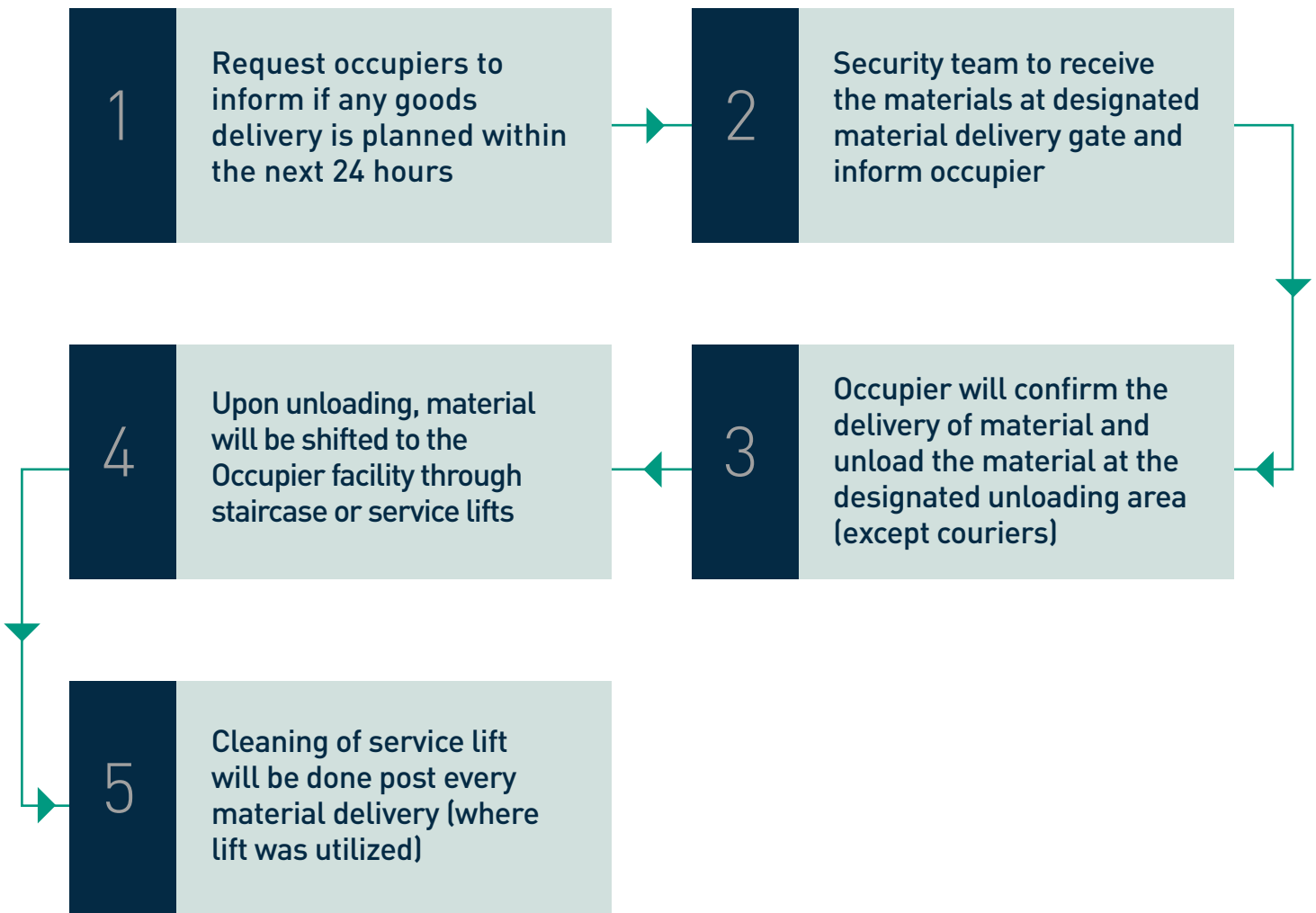
5

Support staff will not use the same access as employees. They will need to use the walkways created from the security gate to the lobby areas and will use only service lifts (if any) or stairs.

6

Occupiers will need to ensure all staff will leave the premises before 7:00 PM. Prior approval will need to be taken by occupiers if the staff need to reside in the offices. Also staff need to be instructed to not venture out of the office premises.

6. Goods Handling



6. Goods Handling

1

Occupiers will need to share details of the material to be delivered and timing of delivery. They will need to ensure their representative is available at the campus at the time of delivery.

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 Alfa gate. The delivery Challan will be tallied with the Occupier details shared and the package maybe forwarded for sanitization of disinfection process.

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 designated area 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.

A dedicated room is provided on the ground floor (tower 1) wherein the courier delivery personnel will call the respective Occupier SPOC. A sanitiser will be placed.



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 violations 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 good.



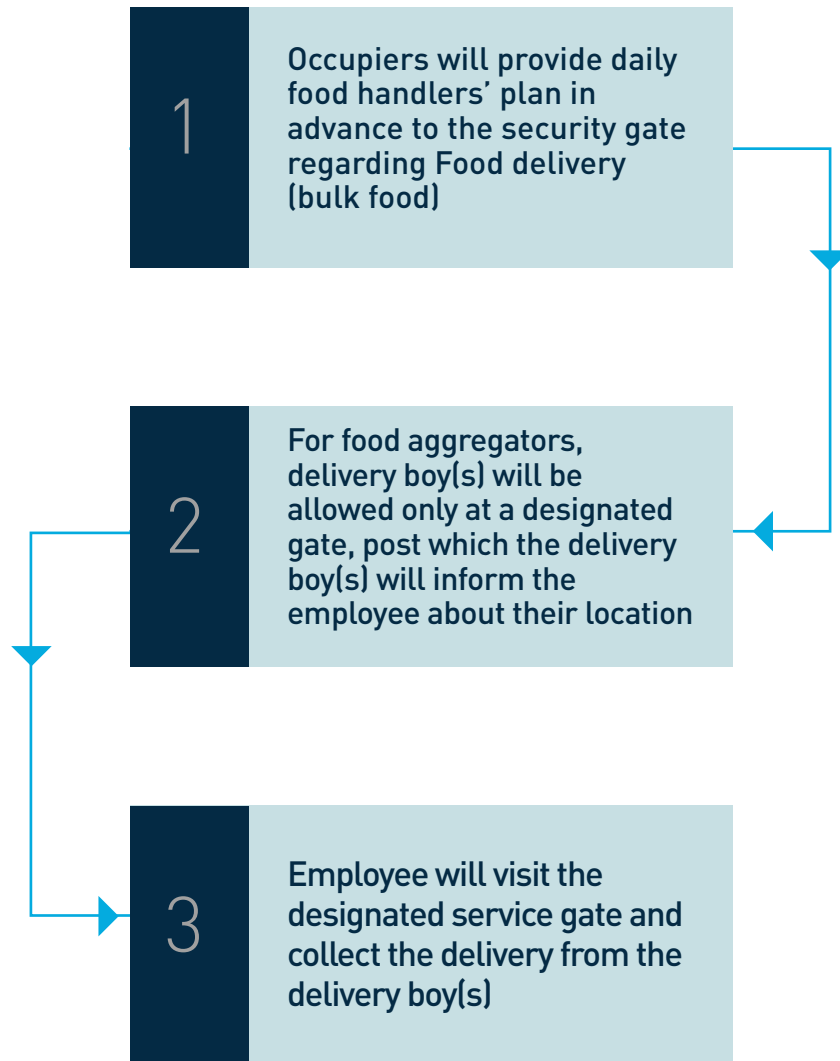
5

Occupiers' service providers to bring their own trolleys properly sanitized before and after use to reduce manual intervention for loading of their goods.

Post transportation of goods, Occupier will inform the Property Management team in order to carry out the sanitization of the lift.



7. Food handler's precautions



7. Food handler's precautions

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 Tower 1 Ground floor entrance.



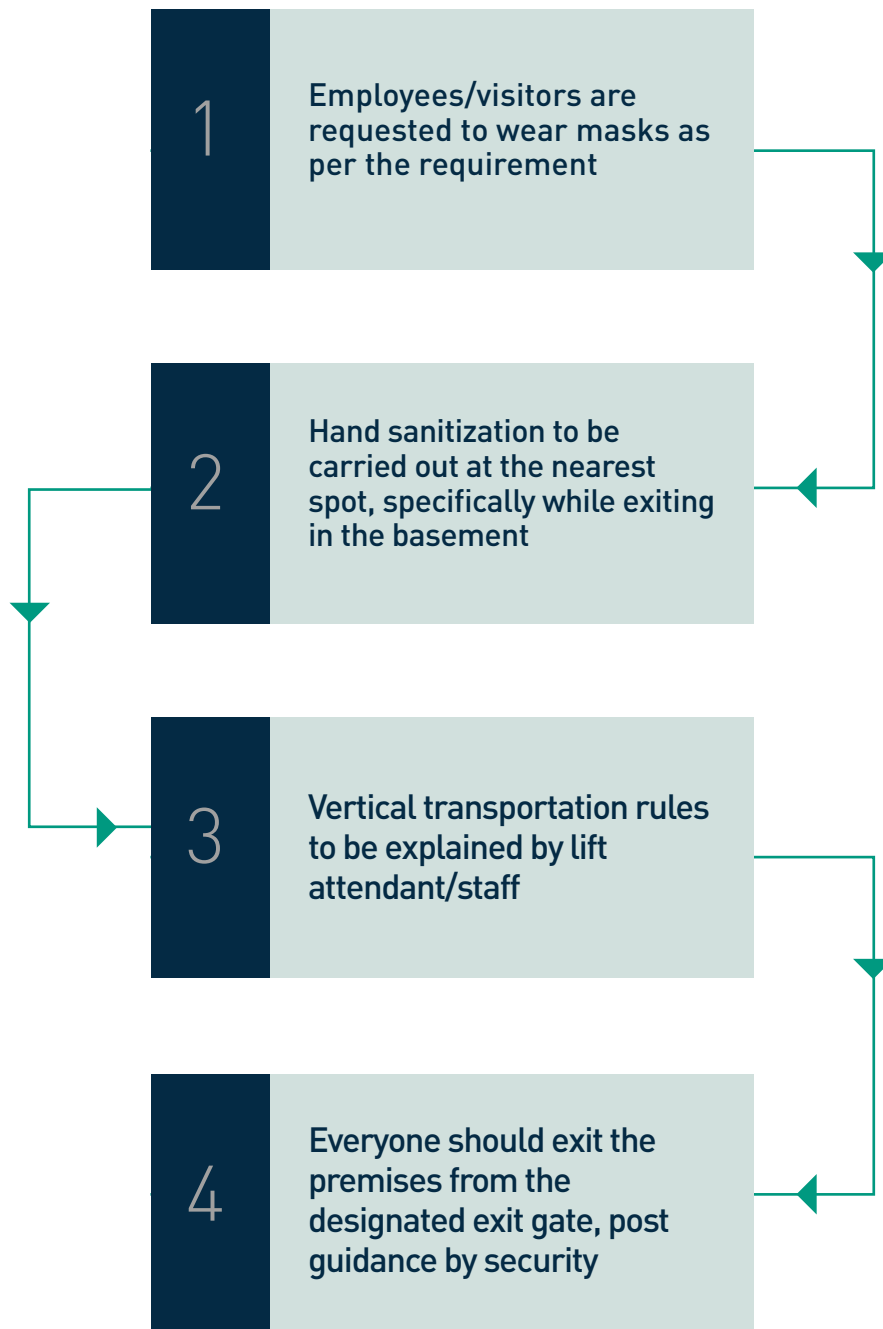
3

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 biowaste.



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

Annexure →

List of Hospitals →

Self Assessment App journey for employees and visitors →

**Thank you &
stay safe!**

