

Guidelines To Resume FIELD WORK POST

COVID-19 LockDown
3rd May 2020 | Version 1.0



Disclaimer:

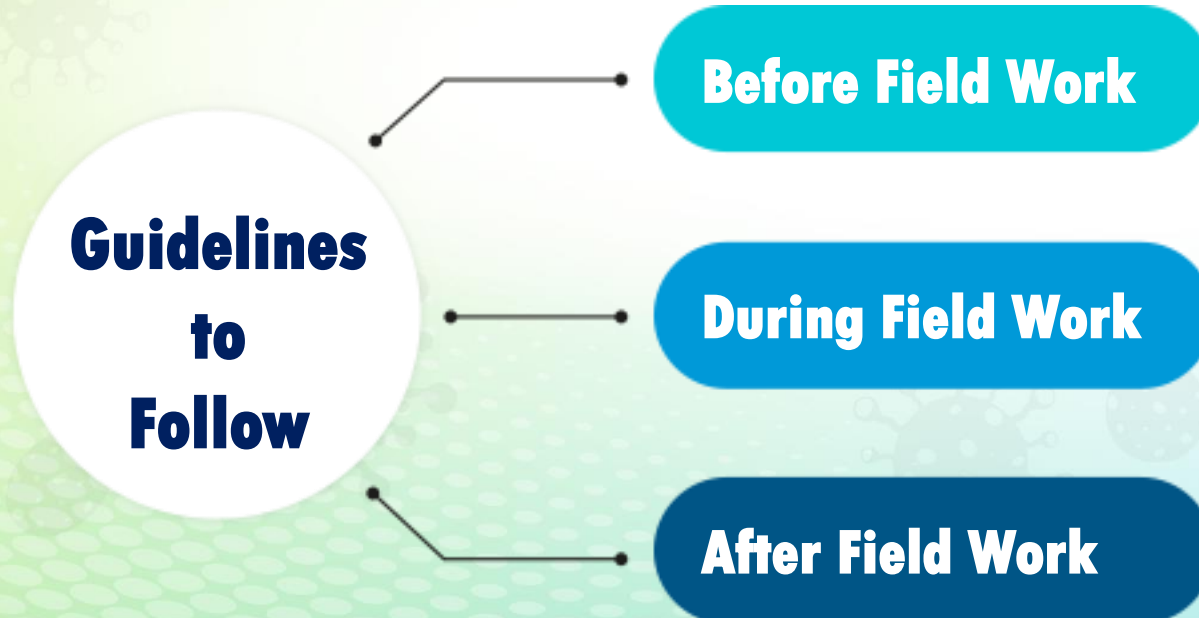
All guidelines mentioned in the document are indicative in nature subject to change as per further guidelines released by Government of India. The guidelines are to be read and followed in conjunction with other advisories and guidelines issued by local authorities of zones you are operating in. Subsequent versions of this document will be updated in Garnet and Alkemites.

Objective



This document is prepared for all field staff of Alkem Laboratories Limited to provide them with advisories/guidelines for resumption of field work in Designated Zones as specified by Government of India and is subject to change as per further guidelines

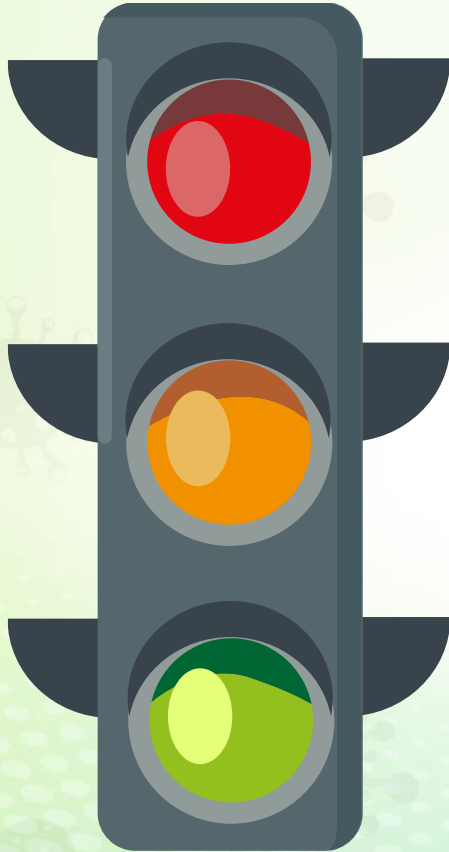
This Document Encompasses :



Travel and Meeting Guidelines

**Advisory on
“Physical & Emotional Well Being”**

Who are allowed – Zone Wise Approach



RED ZONES

- **Extension of Lockdown**
- **Field work to remain suspended till further notice and employees to continue “Working from Home”**

ORANGE ZONES

- **Field work to resume with adequate safety precautions**
- **Limited access to certain parts of the city**

GREEN ZONES

- **Field work to resume with adequate safety precautions**
- **No restrictions in movement across the headquarter**

Status of zones will keep changing on a dynamic basis. You are advised to follow local guidelines and use “Aarogya Setu” app to get real time information regarding your zone.

In case the headquarter is in “Green and Orange Zone” and Marketing Executive is currently at different city which is designated as Red/Orange zone where movement is restricted, M.Es are allowed to continue working from their current locations as per directives from superiors.

Aarogya Setu App.



- **“Aarogya Setu” mobile application is developed by Government of India aiming to connect health services and people of India in fight against COVID-19**
- **For your safety and awareness, downloading and using the app is mandatory for all. Same is recommended for family members as well**
- **Perform self assessment and daily checking on the app whether you are in green / safe zone and have low risk.**



Govt Launches ‘Aarogya Setu App’

a Bluetooth-based  COVID-19 Tracker



The app will **alert users if they come in proximity** to an infected person



Inform users about best practices & **relevant medical advisories**



The App is privacy-first by design & available in Android & iOS



The App has highly scalable architecture & is **available in 11 languages**



While You Start For Field Work...



- Use “Aarogya Setu” App to check if you are in a safe zone and at a low risk of infection. In case you are at High Risk / Hot Spot zone, please inform to your immediate superior.
- Carry and use one set of protective materials during field work :
 - Multilayer re-usable / Surgical face masks and face shield
 - Surgical masks should be discarded once in every 6 hours
 - Change reusable masks if it is wet due to sweating
 - Alcohol based hand sanitizers and hand wash
 - Tissue Papers
 - Hand gloves
- You must locally purchase 2 sets of materials mentioned above and get the same reimbursed up to ₹ 500 per set. We will send sets of protective materials after courier service resumes
- Monitor your body temperature before proceeding for field work. In case of temperature is above prescribed limit, please inform your immediate superior and consult physician
- Sanitize all frequently touched areas / objects such as Keys, bike handles, car door handles and steering wheel, working bag zips and handles etc. before and after field work. Preferably, do not carry regular laptop / working bags
- It is advisable to carry home made food and water bottles with you during field work. This will help in limiting visits to your home during the day and crowded places like hotel and restaurants. In case you are eating outside, prefer food which is well cooked and served hot.
- Carry all frequently used items like pen, writing pads, mobile chargers etc. Do not ask from or share with others.



During Field Work...



● Visiting Hospitals / OPD

- Ensure prior appointment with hospital authorities. Do not pressurize authorities to give appointment
- Avoid interacting with paramedical staffs / hospital admin for time being
- No calls to be done at hospitals with COVID isolation wards
- Maintain social distancing while waiting at common places within hospitals
- Follow entry/exit and other protocols as specified by hospital authorities



● Visiting Doctor Clinics

- Ensure prior appointment with doctors before visiting
- Schedule calls during low footfall hours. Connect virtually if there are restrictions on in-person visits
- Wait in isolated place inside/near doctor chamber
- Do not carry any belongings except detailing pad inside chamber
- Do not carry any brand reminders during field work unless asked by doctors
- Samples can be issued only upon request and after proper sanitization only



● Meeting with Stockists / Chemists

- Visit retailer outlets during low footfall hours
- Use protective equipments like face mask/shield and gloves during visit to retail outlets
- Connect with stockists over phone and visit during non-peak hours only



● While dealing with patients directly

- Do not venture into restricted areas
- Minimal interaction with patients and family members
- Medicines to be delivered in paper bag / pouch after proper sanitization.

After Field Work...

- **After coming back from field work :**

- **Avoid touching door bells. Call up your family members to open the door**
- **Keep all your personal belongings which you carried to work in a isolated place and sanitize them before using back at home**
- **Dispose off masks (if, disposable), used tissues and gloves in dustbin**
- **Keep your shoes outside home if possible or else pour sanitizer on them & wipe off with tissue when you take them inside.**
- **Take a warm water bath with soap. Do not touch anything before taking bath**
- **Wash your clothes, re-usable face masks and other linens separately in warm soap Water**



Travel and Meeting Guidelines



Travel Guidelines

- **Avoid public transport. Use your own vehicle for commutation**
- **All outstation travels remain suspended till further notice. Travel to Ex-HQ is allowed in Green Zones only with prior approval from superiors**
- **No overnight stay allowed in Ex-HQs**
- **Separate vehicles to be used while joint working. Only one manager allowed to work jointly**
- **Revisit travel plan after thorough risk assessment**



Meeting Guidelines

- **No physical/face-to-face meetings in group or one-to-one is allowed till next one month or further notice. Use virtual platforms for all team meetings**
- **Conduct & close meetings within the prescribed timings**
- **Inform 12 hours before the scheduled meeting**
- **Follow meeting etiquettes during virtual meetings**

Personal Hygiene and Safety – Protect Self and Others

Physical Safety

- Regularly and thoroughly clean your hands with an alcohol-based hand rub or wash them with soap & water
- Maintain at least 1 metre (3 feet) distance between yourself and others
- Wear homemade / re-usable masks while moving out of your premises
- Avoid going to crowded places
- Avoid touching eyes, nose and mouth
- Maintain respiratory hygiene by covering your mouth and nose with your bent elbow or tissue when you cough or sneeze. Dispose of the used tissue immediately and wash your hands
- Stay home and self-isolate even with minor symptoms such as cough, headache, mild fever, until you recover. If you have a fever, cough and difficulty breathing, seek medical attention
- No handshake or hugging. Instead try the traditional “Namaste” to greet



Mental and Emotional Well-Being

- Stay connected with family, friends and colleagues
- Do not follow sensational news or social media posts which may impact your mental state.
- Do not discuss sickness and deaths. This is no match of cricket to keep track of scores
- Indulge in healthy lifestyle through online Yoga / Fitness sessions. As there are no medications for COVID-19 as of now, it is recommended to take preventive measures to boost immunity. You can refer to “Ministry of AYUSH” guidelines.
- If you happen to get infected with Corona, remember most people get better. Do not panic.
- Attend informative webinars on “Covid Awareness” conducted by International authorities like WHO and Red Cross along with your family
- Follow and attend training programs on overall well-being conducted through Alkepedia & other digital platforms

Frequently asked Questions (FAQs)



For Marketing Executives

Q: What should be appropriate timing for field work ?

A: Follow your normal schedule. Adjust your timings as per doctor's availability. Follow advisories and guidelines provided by local authorities

Q: Is company going to provide PPEs ?

A: As of now, we recommend you to purchase 2 sets of protective materials as mentioned in guidelines. We will send you sets of protective materials after courier service resumes

Q: What if belongings like bags / detailing tabs are not allowed in hospitals/clinics ?

A: In case you are not allowed to carry any belongings inside clinics / OPDs, detail your products verbally and follow the instructions of doctors/hospital authorities

Q: Am I allowed to travel to Ex-HQ and Outstations ?

A: Till end of May 2020, focus only on HQ and Ex-HQ if your are in Green Zone and only work in HQ if your are in Orange zone. We are following government guidelines. You will be intimated on resumption of field work in outstation locations

Q: Will we get e-passes from company to move within Orange zone ?

A: In case it is mandatory to procure pass from local authorities, please follow the guidelines. In case of any doubt, please contact your superiors.

For Managers

Q: Are we allowed to conduct Joint Field Work.

A: Yes. Restricted to one manager at a time. Use separate vehicles (2 wheelers) for travel. In case you are entitled to use taxi, only 2 passengers allowed in Green zone and One in Orange zone besides the driver.

Q: Are we allowed to travel Outstations and Ex-HQs ?

A: All outstation travel are suspended till further notice. You are advised to stay connected with your customers virtually. Travel to Ex-HQs allowed in Green zones only but overnight stay is not allowed.

Q: What if any of our team members call in sick with aggravated symptoms?

A: Advise you team member to consult physician. Allow self isolation if prescribed by doctors. Inform your HR partners about the case.

Q: Can we conduct meetings in Green Zones ?

A: No face-to-face / physical meetings allowed for next 2 months. You can use e-platforms to stay connected with your team members.

STAY SAFE DURING FIELD WORK...



FOLLOW **"SURAKSHAA"**...

SOcial DISTANCING

USE HAND GLOVES, MASKS

RESPIRATORY HYGIENE

AVOID PUBLIC GATHERING

KEEP MONITORING BODY TEMP

SAFETY OF FAMILY MEMBERS

HAND WASH

AAROGYA SETU APP &

ALKEM GUIDELINES



Thank You !!!

**Great
Place
To
Work®**

Certified

APR 2020–MAR 2021

INDIA



ALKEM LABORATORIES LTD.

is now a **Great Place to Work-Certified™**
organization

Please Continue to follow our communications for further updates.