

iSON Xperiences

iSON Process Management System

iSON Xperiences' Response to COVID-19

Document No: OP-HRD-003

Version No: 1.1

Revision Date: 09-04-2020

Last Review Date: 09-04-2020

Document Classification: Restricted Confidential

© iSON CALL CENTRE SERVICES L.L.C.

Unit Number – 1113 | 11th Floor | Grosvenor Business Tower | Barsha Heights
Tecom | Dubai | United Arab Emirates | PO Box – 111507

www.isonxperiences.com

	iSON Xperiences' Response to COVID-19	Doc No: OP-HRD-003
		Ver. No: 1.1
		Rev date: 09-04-2020

Document Release Note

Integrated Management System (QMS, OHS & ISMS) – iSON Xperiences' Response to COVID-19 Version 1.1 documentation is released for use in iSON Xperiences, with effect from 09-April-2020.

Revisions if any, to this documentation will be available at iSON-MS shared drive folder.

Comments, suggestions or queries should be addressed / mailed to the iSON Xperiences' Corporate Human Resource team in writing.

Document Version Control Sheet

Ver. No.	Release Date	Description of Change	Authored / Revised by	Reviewed By	Approved By
1.0	24-03-2020	Document creation	HR – Corporate	GCHRO	GCEO
1.1	09-04-2020	Points elaborated with respect to any positive case of COVID-19	HR – Corporate	GCHRO	GCEO



iSON Xperiences' Response to COVID-19

Doc No: OP-HRD-003

Ver. No: 1.1

Rev date: 09-04-2020

TABLE OF CONTENTS

1.0	Overview	4
2.0	Objective	4
3.0	Scope	4
4.0	Responsibility	4
5.0	Abbreviations & Definitions	4
6.0	Guidelines	4

SOP Description

1.0 Overview

iSON Xperiences understands the impact Coronavirus COVID-19 pandemic could have on employees hence taking precaution to prevent the infection and spread among her employees.

2.0 Objective

The purpose of this policy is to ensure timely identification and the prevention of the spread of Covid-19 amongst iSON Xperiences employees.

3.0 Scope

This operating procedure applies to iSON Xperiences employees across all geographies.

4.0 Responsibility

Every Site will ensure 100% compliance to the following minimum requirements to cope better at work place with Corona pandemic. Every Site Head is personally responsible in ensuring all the following actions are complied with 100%, every day without fail. Each Geography Head is accountable to ensure that this is followed and reported to GCHRO twice a week

5.0 Abbreviations & Definitions

<i>Abbreviation</i>	<i>Description</i>
HR	Human Resource
GCHRO	Global Chief Human Resource Officer
GCEO	Global Chief Executive Officer
COVID-19	Corona Virus Disease of 2019

6.0 Guidelines

- 6.1 Ensure that employees mandatorily submit themselves to monitoring of temperature when they come into office.
- 6.2 Ensure that any employee having any signs of fever (37.3 degree Celsius), cough, running nose or breathlessness or having any disease which may make them high risk is not allowed to come and work.
- 6.3 Any employee of our India operations having a smart phone shall download, install and activate the Aarogya Setu application. Site heads to ensure that compliance to the same on best effort basis.
- 6.4 Every employee has to fill up and submit a self-declaration form which will include all details about any symptom related to corona virus like fever, cough, running nose or breathlessness daily. **"FM-HRD-044 (COVID-19 Self Declaration Form A)"** needs to be filled once and thereafter if you have any symptoms, please ensure you fill **"FM-HRD-045 (COVID-19 Self Declaration Form B)"**.

- 6.5 Hand sanitizer to be made available at front desks. Employees to use the same frequently. Employees to carry their personal hand sanitizers as well for usage.
- 6.6 Employees to stop using biometrics access stations immediately and start using access cards instead.
- 6.7 Employees to avoid handshakes and encourage all to follow suit. Placing tissue boxes in all rooms (where applicable) for usage in case of exigencies.
- 6.8 Putting hand rub dispensers in all prominent places and ensure liquid hand wash is available in all the washrooms and pantry areas 24/7. Continuous cleaning of cafeterias,
- 6.9 Ensuring availability of face masks and paper tissues at the place of work
- 6.10 No meeting with external vendors, only conduct E-Meetings.
- 6.11 Encouraging more E-Meetings even with clients
- 6.12 Maintain distance between workstations to ensure social distancing.
- 6.13 Cleaning and disinfection surfaces & objects including of desks at regular predefined intervals during day/night. Check list to be monitored. Pantry staff will be instructed.
- 6.14 If any employee is found developing any of the stated symptoms, while on work, the employee should be immediately moved to isolation area before being sent for medical check-up with an escort.
- 6.15 In case of a development as per 6.14 above to identify persons, who may be at risk, and support them, without inviting stigma and discrimination into the workplace & notify the nearest local public health authority
- 6.16 Ongoing communication on a daily basis asking employees to keep a tab on their and the wellbeing of people around so as to take precautionary measures.
- 6.17 Ongoing communication with all through posters pinned at strategic locations and videos for spreading education about promoting precautionary measures to be taken.
- 6.18 Advising employees for mandatory consultation with doctor/medical hospitals in case of fever and cough.
- 6.19 Ongoing communication to clients of safety measures and actions being undertaken to make them confident of business continuity and the staff safety
- 6.20 Ban of inter-city/country travel except by prior approval of GCEO.
- 6.21 In the eventful detection of any employee found on premises with confirmed corona virus, site to be shut down in consultation with client and iSON HQ and BCP implemented. If any single virus case is confirmed at any of the sites, that site will be temporary closed and nobody will be allowed to come inside and work at that site. BCP will be invoked immediately as per already approved plan for work.



iSON Xperiences' Response to COVID-19

Doc No: OP-HRD-003

Ver. No: 1.1

Rev date: 09-04-2020

- 6.22 In case of development as per 6.21 above Client/s to be immediately informed for finalizing alternate plan of action. The approved local public health authority to be immediately contacted for getting inputs. Immediate action for high level sanitization of the impacted facility to be initiated in consultation with approved regulatory bodies. Mass testing of other employees who could be at potential risk to be initiated in consultation with approved authority.
- 6.23 Impacted site to be reopened only after getting all regulatory clearances and only those employees to be made operational who are found to be without any infection and after getting clearance from designated authority.

These measures are to be the minimum consistent actions across all iSON sites which is a reflection of our commitment to our employees. We will implement these actions till any further advisory is issued depending on the situation. Corona pandemic is all about prevention. We will implement these actions consistently and review these thereafter depending on the situation.