



# HANDBOOK IN SUPPORT OF EMPLOYEES DURING COVID 19

# Handbook in support of Employees during COVID 19

The COVID 19 spread is yet to be contained. It is observed that people carry the risk of contracting COVID 19 despite the implementation of lockdown and social distancing.

At Global Group, we are committed towards the safety of our employees and their families. We wish to support them during these tough times through tools, processes and information provided in this Handbook.



## Arogya Setu App

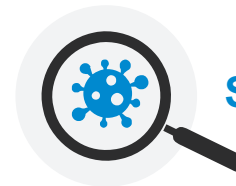
Arogya Setu App has been developed to fight against the COVID 19. This App will be useful for employees and their families as it has the necessary information and tools available along with details of Government Helpdesk. Arogya Setu can be downloaded from -

- **Android** : <https://play.google.com/store/apps/details?id=nic.goi.aarogyasetu>
- **ios** : [itms-apps://itunes.apple.com/app/id1505825357](https://itunes.apple.com/app/id1505825357)



## Supporting employees & Their Families

- At Global, we want everyone who works for us to feel safe and secure. Be able to focus on the important work at our company right now; especially so as we are rendering essential services that enable our fellow countrymen to stay in touch with each other using telecom networks.
- Employees and their family members or close contacts are advised to strictly follow all the preventive measures and precautions specified by the Central and respective State Governments to stop the spread of COVID 19.
- Everyone is instructed to be sensitive and act with rapid speed when it comes to observing any symptoms of COVID19 in themselves or their contacts. In turn at the organization level, we will ensure personal and financial support to employees who have tested positive for COVID – 19.



## Self Testing

In case any employee wants to be checked for COVID – 19, please use the resources available on the Arogya Setu App or follow the general steps mentioned below:

- **Take a prescription** from your GP ( SAMPLE ATTACHED)
- **Book online appointment** from any Pvt. Pathologies like Metropolis or Thyrocare <https://covid.thyrocare.com/Covid-19.aspx> ( The detailed Testing Centre is shown in Annexure A) or get yourself tested at any Government owned / approved laboratory.
- **Keep prescription** and Govt. Id handy at all times
- **Provide Information** like – Name, Address, Age, Gender, whether in contact with any patient in the recent past, whether having any temperature, cough, cold, sore throat, pneumonia etc.
- Sample Collection is usually done at the **residence of the person by the Pvt. Labs.**
- Charges to be paid to Pvt. Labs are **Rs. 4500/- (may vary from place to place)**
- The result will be shared by Pvt. Labs with Doctor in the Municipal Ward / Local Govt. appointed for this job, as the Government is tracking every case / suspect closely.
- You are expected to strictly follow the protocols. Upon **positive detection** you will be placed in isolation which could be Govt. or Private Hospital. Patient is generally required to travel in an ambulance to the isolation facility. The patient can go voluntarily or Municipal Corporation / Local Body will escort the patient to Isolation Ward.



## Financial Support

- **Your current medical policy from the Company covers the expenses.**
- For those not covered in the Medical Policy, Global Foundation can support up to Rs. 5,000/- per person for the Laboratory Test of Covid 19, subject to actual expenses.
- In case any employee or their near ones need support beyond the available Company Mediclaim Insurance, they can reach out to Global Foundation through the respective HR Helpdesk.

## Process to be followed in the Company if any employee is tested for COVID 19



## Communication

- First, when the employee gets the news, he/she should call his / her respective manager and HR to inform them about the same.
- Manager will express empathy and comfort the employee as they are likely to be anxious about what might happen or whether they might have spread the virus to their family or coworkers. Allow the employee to share their feelings freely.
- We shall talk to them and clearly communicate that they can count on us and our team to be supportive and will provide all the help and guidance required.



## Risk Minimization

- **HR will act quickly to minimize the risk of the disease spreading by following the required protocols.**
- Minimally, HR will **ask the employee which coworkers they have been in “close contact” with** within the prior two weeks. Since most of the employees are working from home during the last two weeks, this may be unlikely, but HR will still ask if the infected employee had contact with any coworkers. HR will alert those who have been in close contact with the employee as soon as possible.

- HR will connect with any close contacts the employee has had. Since this is a sensitive topic, **we will alert the coworkers by video or phone.** But if we can't reach them personally, we will email them with “important action required” in the subject heading.



## Support, Comfort and Guidance

- **We understand that we can expect people in the close contact group to be nervous** and ask a lot of questions, especially if it's the first time they are receiving such news. Since several days have passed between their exposure to the Covid-positive colleague, they may ask us if their family is at risk. We shall not speculate. We are not a doctor. Instead, we shall refer them to their own physician and let them know that the Company will be supportive and provide all the help that may be required.



## Management level interaction

- Finally, a senior leader, including the Business Head, will check in on an employee affected by the coronavirus. Senior leaders will step in to make as many calls as possible so employees who are affected feel cared for during this difficult time.

For any assistance and help, kindly get in touch with :

- Akanksha Vichare : 9833429043
- Raman Iyer : 9819982073
- Eugene Valles : 9820330601

## Useful Links

### Self Care and Immunity Boosting measures

<http://ayush.gov.in/event/ayurveda-immunity-boosting-measures-self-care-during-covid-19-crisis>

**Approved testing laboratories** - <https://www.icmr.nic.in/node/39071>

### List of Approved Private Laboratories -

[https://icmr.nic.in/sites/default/files/upload\\_documents/Private\\_labs\\_02042020.pdf](https://icmr.nic.in/sites/default/files/upload_documents/Private_labs_02042020.pdf)

### List of Government Laboratories

[https://icmr.nic.in/sites/default/files/upload\\_documents/Govt\\_Lab\\_ICMR\\_support\\_03042020.pdf](https://icmr.nic.in/sites/default/files/upload_documents/Govt_Lab_ICMR_support_03042020.pdf)