



# BUSINESS PROTOCOL DURING THE COVID PANDEMIC



Footprint in 60 countries across 6 continents | More than 250000 moves handled annually around the world | Servicing 180 countries





## IMPACT OF COVID

- While steps have been taken to control, yet the virus remains and cannot be eradicated completely
- As this is an evolving situation, therefore, we need to be remain flexible to alter our approach as and when required
- We also understand that our customers may have apprehensions while interacting with our teams during a Move
- Interem has identified that customer interaction with our team for a typical door – to door move will be during a pre-move assessment/ during the service delivery and have defined the protocols to be followed for the same.





## EXTENDED HEALTH AND SAFETY POLICY

- At Interem, during Covid 19, the safety, well-being and overall health of our clients, employees, vendors and community is our top priority.
- Our return to operational service delivery will be strictly monitored and controlled, by taking all necessary precautions to work safely, so both our teams and our customers are confident that we have taken the correct steps.
- Our staff will be provided necessary training and guidance on safety measures in accordance with the guidelines issued by Ministry of Health & Family Welfare, Govt. of India (<https://www.mohfw.gov.in/pdf/preventiveorders.pdf>)





## GOING THAT EXTRA MILE

During the peak of pandemic, our teams worked tirelessly to ensure business continuity for our customers by delivering PC / Laptops to employee homes without compromising on the safety protocols. Details below for reference.

1,50,000 plus home deliveries  
3,00,000 cartons delivered to client sites  
Supported 200 plus corporate customers

We achieved this by involving 60,000 man days of which 20,000 have been daily wagers supported with advance payments, food, safety kit and transportation.

110 vehicles were also deployed in multiple cities in India to ensure timely pick up and to achieve this challenging task during lockdown.





## STEPPING UP THE SAFETY STANDARDS

As part of our business, we cannot avoid personal interaction with our customers completely.

As the country gears up to lift the lockdown in a staggered manner, we are stepping up our comprehensive safety measures.

- Records of health and travel history of the staff is available with HR
- Daily schedule of teams on the field will be maintained and their health monitored
- Teams will move out for a job only after they are fully trained on the safety protocols.
- Use of Arogya Setu app
- Specific industry related arrangement as indicated in the following sections.





## MOVE ASSESSMENT

- Virtual Meeting would be preferred over an on-site or face to face meeting/ survey
- In case the on-site visit cannot be avoided, the meeting/ survey will be conducted by following the health guidelines and maintaining social distance.
- Additionally, assess for the following parameters while the pandemic lasts:
  - Check workspace available to schedule the crew size
  - Review the health and age group of the customers
  - Discuss the presence of the customer during the move
  - Discuss precautions to be taken by the customer during the move
  - Additional permissions of the building association
  - Access to the building to minimize public interaction



## PREPARATION FOR THE MOVE

- Identify crew allocated for the move (trained in the safety protocol).
- Daily allocation of the crew will be monitored and maintained by the operations heads.
- Identified crew will be provided with the COVID kit comprising: Face mask (and/ or Face shield), Hand gloves, Shoe cover, water bottles
- Crew leader will additionally be provided: Infrared Thermometer, Sanitizer, Tissue box
- Check that the discussed preparatory services, building permissions have been completed

*PPE Kits available at all our locations will be used only in areas where the probability of infection is high*





## MATERIAL AND TRANSPORTATION

- All equipment will be sanitized prior to dispatch to customer residence and after the move completion.
- Materials/ cartons/ packages will be sanitized prior to the move.
- Staff handling the material at the warehouse will also adhere to the safety protocols of face mask and hand gloves.
- Vehicles will also be cleaned and sanitized before and after a move.
- Hand sanitizers will be available in every vehicle.





## AT THE JOB SITE

- Crew will be temperature checked prior to commencing the work
- Prior to entering the premises, reconfirm that none of the customers show virus symptoms
- Preferable to have only one client representative during the service
- Shoes will either be removed outside the premises or shoe cover will be used
- Hands will be washed thoroughly and sanitized prior to commencement
- Face masks (and/ or shields), gloves will be worn at all times during the move
- Walk through, if required, will be conducted by maintaining safe social distance
- Try to have the work area well ventilated while working
- Ensure door handles, exits, work surfaces are sanitized
- Social distance will be maintained at all times during the work

*Job execution and transportation will be in line with the local rules and regulations*





## INTEREM WORKPLACE PRECAUTIONS

- Daily cleaning and sanitization of work spaces
- Mandatory screening (including visitors) with Infrared Thermometer. Visitor sheet at all office receptions will record recent health & travel history.
- Hand sanitizers, gloves and face masks will be available at the entry points and in prominent places around the workplace
- Face masks and / or paper tissues is available at work stations
- Specially marked dustbins for disposal of gloves and masks.
- A minimum distance of 2 meters to be maintained at all times inside office premises.
- Lunch and break timings to be staggered.





## PRECAUTIONS FOR EMPLOYEES

- Employees with any underlying conditions such as diabetes, hypertension, high BP, heart & lung ailments to be called on requirement basis only.
- Face to face meetings will be replaced by teleconference or video chats.
- Staggered shift timings for maintaining employee strength at all times
- Roster will be maintained to ensure that only 30% staff will be present at office at any given time
- Staff will maintain minimum social distance at all times within the office premises
- No employee to take any courier / externally arrived envelope inside the office premises, envelopes to be discarded at the reception itself.
- All employees to avoid ordering / getting outside food or share food
- Download and regular update of Aarogya Setu app to be made mandatory. No employee or visitor will be allowed to enter office premises without “Safe” status in app.





## SUSPENSION OF INTERNAL ACTIVITIES

*Some select activities suspended / discontinued till further notice:*

- Domestic travel.
- Employee engagement activities.
- Large gathering / meetings.
- Newspaper / Magazine subscriptions, garlands and other similar items being purchased daily from external vendor to be stopped immediately until further notice.
- Employee personal vacations outside their base city unless very urgent and approved by Management.



## CONTRACTORS

- Customs Agents, Forwarders and vendors for third party services are critical part of the supply chain to ensure smooth service.
- While the interaction with the contractor cannot be ruled out completely, these will be spaced out and minimized.
- Business protocols defined in this document will be shared with vendors for their adherence to the same.
- Schedule of interactions with the supply chain will be maintained.



## CONTAINING THE SPREAD

- COVID cases will be immediately reported to Human Resource
- Immediate isolation of staff feeling unwell at work place
- Affected person be sent for medical check up and to stay at home
- Staff can rejoin after providing fitness certificate from a certified medical practitioner





## SAFETY FIRST

Safety remains our first concern and moves will only be initiated when we are confident that our crew is fully equipped, understands the safety protocols, and the work environment is conducive to carry out the work.

Besides Household goods movement, Interem is also able to provide:

- Chairs / desks and other furniture delivery to homes
- Delivery of accessories like UPS, key board, Mouse, Dongle etc. to homes
- Movement of laptop / desktop from home to office and redistribution as required
- Office assets move, if leases are expiring.
- Storage solution



## CONTACT US

Interem is fully equipped to carry out your moves and can be reached on :

**Email : [sales@interemrelocations.com](mailto:sales@interemrelocations.com)**

*Updated : 15 May 2020*



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