

Urbana Facility Maintenance Private Limited

Urbana Covid-19 Lockdown

Standard Operating Procedure

Scope

This document aims to layout the additional safety measures Urbana Facilities Management are taking to ensure a safer campus. Inputs have been sought from the Urbana Welfare Association as well as medical and legal experts. This strategy shall be reviewed on a weekly basis as the disease itself, and the impact of it, is evolving.

Measures

1) Main Gate

- The gates shall be kept open from 0600-2300 (6am-11pm)
- Only exempted category people and emergency services personnel and vehicles shall be allowed between 2300-0600 (11pm-6am)
- All deliveries between 2100-0600 (9pm-6am) shall be picked up from the main gate, entry will not be allowed
- All residents entering Urbana must hand over their entry/exit slip
- All non-residents entering will be subject to a thermal scan and will be instructed to wear a mask
- No visiting of flats will be allowed by owners who are not residing in Urbana
- No moving in or out will be allowed, unless with prior Police permission
- If you are exempted category, please ensure you have supporting documents and produce them to main gate security

2) Towers

- The pick up & drop off area shall be kept clear at all times
- Anyone being picked up or dropped off shall do so from the guest parking area only
- This also applies to exempted category people and their vehicles
- Nobody should leave their flat without a mask on
- Anyone leaving the Tower and leaving the complex will be required to fill in the slip provided by Tower security and hand it over to Main Gate security on their return to the complex.
- To ease the workload on already reduced staff and to reduce movement, please try to restrict your movement between 1200-1600.
- Towers will have only one access and egress point, except in emergencies
- If any maintenance staff (UFM/Tata/Airtel etc) visit your home – please maintain a distance of 3 metres or more and ensure everyone in the home wears a mask. Please sanitise everything touched by the technician after he has left.

Domestic Staff

24 & 12 hours care givers

*****As per the directives dated 21st April 2020 the following exemptions apply 1) Social sector under Clause 8 (i) include bedside attendants and caregivers of senior citizens residing in their homes***** - a copy of this has been provided to UFM by our legal advisors and is available on request and please be informed that in the lockdown measures national Covid-19 directives and SOP for social distancing must be ensured. Residents are requested to ask for the pass only if there is a requirement of medical attendant / caregiver in case of medical need.

- Residents will only be allowed a 24/12-hour Ayah/Medical Attendant on the following grounds
- Resident has returned from hospital in the 30 days prior to application for 24/12-hour support
- Hospital Discharge Certificate will be required
- Only for bed ridden/acute medical requirements
- Ayah/Medical Attendant from a registered facility and the staff must have a company ID card with a photograph (this will be verified by UFM upon application)
- Letter of support for a Ayah/Medical Attendant from a Doctor
- All documents will be scrutinised by the Urbana Doctors Team
- Police verification from Anandapur PS must be completed prior to entry
- Resident must provide a self-declaration stating the following a) Staff has not had any Covid symptoms for the past 30 days b) No family member or 'contact' (anyone who has been within 1 metre for more than 15 minutes) of the staff have had Covid symptoms for the past 30 days c) staff is not coming from any government 'Hot Spot' or 'Containment Zone' d) Resident will ensure staff will always wear a mask when leaving the home, maintain social distancing and use the service lift only.

Self-Quarantine

If any home is placed in self-quarantine, the following applies

- 14 days self-quarantine in the flat for all those normally residing in the apartment including any staff: nobody will be allowed to exit, except for emergencies (unless the household has 12 hour staff, in which case quarantine for the duration of the lockdown)
- Nobody else will be allowed to enter the flat
- A dedicated team of Housekeeping staff will ensure deliveries of essentials
- At least one member of the household to be added to the 'Quarantine Support Group' WhatsApp group, wherein all needs will be provided for, to the extent possible.
- Quarantined families must a) not visit or allow anyone else to visit b) not open the door – HK will drop off the deliveries, ring the doorbell and leave, only upon ensuring HK has left must the door be opened
- Confirmed and verified breaches of self-quarantine protocols will be reported to the relevant authorities.
- Special garbage bags will be provided, please use only those
- 14 days will be calculated from the day after the first arrival of 12/24 hour staff, the first day is 'Day Zero'

Recreational Activities

- Clockwise only (T1 -> T7)
- Masks at all times
- Groups to maintain social distancing of at least 3 metres
- It is strongly advised that the Bungalow area be avoided.
- It is strongly advised that the Lawns be avoided.
- If repeated violations are found, UFM reserves the right to a) notify the Police and b) restrict recreational activities

Food

- Food vendors and others will be available at the club area, as it is now
- Loose milk, water bottles and individual food orders up to Tower reception only
- Packaged milk will be allowed up to the Tower from 0700-0900 only, thereafter milk vendors will be asked to leave the milk at the club where a table will be provided

Management

- This SOP will be maintained and revised in consultation with Urbana Welfare Association, Urbana Facilities Management, Government Directives (State and Central) and legal advice as the need arises. UFM reserve the right to revise the SOP as the Covid situation develops.
- A Board of Advisors will be established which will comprise of Smt. Debjani Mukherjee (VP-BNRI), Col. Gautam Nandy (CEO-UFM), Dr. Debkishore Gupta (Infectious Diseases expert), Dr. Sumanta Dutta, Sutirtha Bhattacharya IAS and Anthony Khatchaturian (Independent resident)
- The SOP will be implemented by XXX in consultation with the Board of Advisors

This SOP is in effect from: 28th April 2020

This SOP will next be reviewed on (excluding exigent circumstances): 3rd May 2020

This SOP supersedes all previous instructions and orders.



Gautam Nandy

CEO, UFM