

# Epidemic Preparedness Plan

## Employee actions

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Reviewed by	PRGT Team/ Aminisha Gupta
Approved by	ERT Head

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## Document Control Information

Version	Revision Date	Author(s)	Effected Sections	Brief description of Change
1.0	08-Mar-2020	Siva Subramanyam	Initial Version	Reviewed and Approved Version
1.1	09-Mar-2020	Aminisha Gupta	All	Revised/ updated content

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## 1.0 Objective

The objective of this plan document is to provide guidelines to personnel (including Enzen employees, staff of vendors/contractors working within Enzen premises), SPOCs, ERT and PRTF to be prepared adequately with safeguards, preventive steps and contingency measures to meet the challenges in facing novel Corona Virus 19

## 2.0 Scope

This plan document includes the arrangements made for minimising contamination / spread of novel Corona Virus 19.

The plan includes details of teams, roles and responsibilities of employees, ERT, CoVid Governance Team and PRGT in implanting a prevention and mitigation program to contain and prevent the spread of the Corona virus .

## 3.0 Leadership Expectations

Enzen leadership maintains that

- (i) all Enzen businesses and support systems will continue to provide all Business Critical Activities (BCA) in the business-as-usual mode in the event of an incidence of Corona virus attack in its premises
- (ii) all measures will be in place to maintain safety and protection of all personnel, Enzen employees or staff of contractors, working in the its premises..

## 4.0 Acronyms

CISO	-	Chief Information Security Officer
CML	-	Crisis Management Leader
CXT	-	Corporate Excellence Team
ERT	-	Emergency Response Team
HQ	-	Headquarters
IT	-	Information Technology
P&C	-	People and Culture
PRGT	-	Pathogen Response Governance Team
VPN	-	Virtual Private Network
SPOC		

## 5.0 Corona Virus symptoms and identification

The World Health Organisation (WHO) recognised symptoms for incidence of Corona Virus 19 are

- a. Respiratory symptoms
- b. Fever
- c. Cough
- d. Shortness of breath
- e. Breathing difficulties

(Re: [www.who.int/health-topics/coronavirus](http://www.who.int/health-topics/coronavirus))

## 6.0 Role of SPOC in context of symptom identification, isolation and communication

Should any SPOC observe or suspect any symptom/illness in any person within Enzen premises, may that person be an Enzen employee OR a staff member from contractor/vendor company working within Enzen premises OR a visitor/ guest/ customer, the SPOC MUST adhere to the following D-I-I procedures:

1. D - DO not panic!
  - a. I - ISOLATE the suspected person immediately into a DESIGNATED room. For the Enzen Madivala office, the 2nd floor medical room has been DESIGNATED as the Isolation Room.
2. I - INFORM immediately any of the following ERT personnel

List of SPOCs nominated for Bangaluru Corporate office is provided in Annexure 1.

## 7.0 Role of ERT in context of symptom identification, isolation and communication

All ERT members are required to adhere to the following procedures in case of reportage of observation/suspicion of symptoms of Corona virus of any personnel within Enzen premises:

1. Immediately report the case to the CoVid 19 Governance team\*
2. Ensure that the impacted person is comfortable during the period of isolation. Supplies such as warm water, tissues, sanitizers etc MUST be available in the designated ISOLATION ROOM.
3. ERT members should ensure the ISOLATION ROOM is adequately cordoned off
4. ERT members MUST reach out to Harish Kushalappa/ designated Admin representative to identify and to get all places visited by the IMPACTED PERSON (like the desk, chair, laptop, etc) adequately sanitised.
5. ERT members MUST check temperature only with the help of a Non-Contact Infrared / Laser Thermometer available with the Admin team.

List of ERTs nominated for Bangaluru Corporate office is provided in Annexure 2.

For Bangaluru

ERT Members	Contact number
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Asha Prabhu	Intercom 3015 / +91 9980740412
Sathish T J	Intercom 3168 / +91 9845111354
Harish Kushalappa	Intercom 3150 / +91 9379191792
Siva Subramanyam	Intercom 3159 / +91 9880933744

## 8.0 Role of CoVid19 Goverance Team in context of symptom identification, isolation and communication

## 9.0 Role of PRGT in context of symptom identification, isolation and communication

## 10.0

## 11.0 Guidelines for Emergency Response

Enzen seeks to keep all personnel in its premises safe by ensuring their safety and hygiene and by maintaining business continuity.

In the light of contingency arising on account of unprecedented risk associated with the spread of Corona virus 19, the following advisory is made with effect from .....March 2020

1. Risk of Total Closure (RTC) of activities  
To reduce RTC, BU Managers may consider to split their critical teams into smaller units of two to three (2-3) groups. These smaller groups may then work from different locations or by attending offices on alternate days as provided below:
  - a. Working from different physical locations
    - i. By a combination of multiple offices in the same or different cities
    - ii. By disbursing into multiple floors within the same building, thereby ensuring team members are in contact, but with limited personnel within the same group.
    - iii. By a combination of attending office and attending work-from-home (WFH).
  - b. Working on Alternate days  
If working from multiple locations are a constraint, BU may consider granting physical attendance in office on alternate days (alternate day WFH roster), for teams within same business / same function.

2. In case of suspicion of an incident

Should a suspected case of illness is identified within Enzen premises, following actions are proposed:

- a. The suspected person is immediately cordoned and should be retained in the designated ISOLATION ROOM until professional assistance arrives.
- b. The incident should be reported to the ERT/PRTF and respective hospital intimated. (refer procedure mentioned in doc titled: India PRGT: Guidelines for SPOCs and ERT v1.0 05032020.

- c. The suspected person should NOT be permitted to move around in office or any premises.
- d. Once professional assistance arrives, they must be accorded all necessary assistances to move the suspected person to suitable designated government approved location.
- e. The concerned persons related to the suspected person should be intimated by Admin Head or P&C Head and all calls logged in a register.
- f. The impact areas must be cordoned off where the suspected person would have come in contact such as meeting rooms, other employee's workstations, door handles, etc.
- g. All persons who have come in contact with the suspected person should be identified and their name and location of contact identified. This list must be provided to the professional assistance personnel for further procedures.
- h. All other persons must be required to identify non-contact with suspected person and be required to vacate the premises as precautionary measure
- i. The premises should be quarantined and professionally disinfected before allowing any work to commence from the facility from where the suspected case was reported.

3. In case of confirmation of suspicion

If the suspected case is confirmed by competent authorities, the following actions have to be taken immediately:

- a. Update the ERT / PRGT team based in Bangalore.
- b. Evacuate the complete premises and ask all employees to work from home for the next 14 days (or as per guidelines issues by the local/ global health authorities).
- c. All employees must update their work location and health status for themselves and their families on a daily basis.
- d. ERT / PRGT teams
  - i. Keep a close watch of all employees / personnel who came in direct contact with the confirmed COVID-19 case and monitor them for a period of 14 days (or as per guidelines issues by the local/ global health authorities).
  - ii. Update and internally publish (email/ intranet) a daily tracker of all these employees.
- e. Employees who have been asked to work from home, can continue to dispense their Enzen duties and perform customer obligations as long as their health permits.

**Please note:** Some of the quarantine, cordon off and other personnel monitoring may be governed by the local health authorities – these must be adhered to without fail, as this ensures safety of all personnel and helps contain further spread of the pathogen. This also improves tracking and response should there be any further incidence.

4. In case of Enzen employee working off-site at client premises

Team Leaders that have teams posted / working out of customer premises or off-sites (3<sup>rd</sup> party / partner offices) are advised to follow client protocols. However, the following should be met, even though teams follow client off-site location owners' protocol:

- a. Safety is paramount – if in doubt, raise a concern about your health / any other personnel working from your location.
- b. Please be aware of the Emergency Response numbers / owners of your customer / off-site premise locations.
- c. Participate in any emergency drills, if conducted. This will ensure better awareness and preparedness in case of any eventuality.

5. The following guide / matrix can be followed

Situation	Risk and Impact	Decision / further actions
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<p>One personnel / group of personnel demonstrates suspected symptoms</p>	<p>Impact complete facility and all who may have come in contact with the suspected personnel</p>	<ul style="list-style-type: none"> <li>• Refer to the nearest hospital immediately.</li> <li>• Cordon off all areas and conduct a thorough chemical disinfection.</li> <li>• Ensure that all employees are removed from the facility and asked to work from home for the next <b>3</b> days or till such time as defined by the PRGT.</li> <li>• ERT/ PRGT members to monitor and report the health/ status of all affected personnel on a daily basis.</li> </ul>
<p>Suspected symptoms are confirmed by competent authorities (Medical centre / hospitals)</p>	<p>Impact to include wider spread to other employees who might have come in contact with the suspects</p>	<ul style="list-style-type: none"> <li>• All employees to self-isolate/ work from home with immediate effect. They must remain in quarantine for <b>14</b> days* within their homes – with no contact with their family members to avoid further spread.</li> <li>• Instructions on self-isolation provided in Annexure-1:</li> <li>• (Annexure-1: <a href="https://www.bbc.com/news/av/health-51652874/coronavirus-how-to-self-isolate">https://www.bbc.com/news/av/health-51652874/coronavirus-how-to-self-isolate</a>)</li> <li>• ERT/ PRGT members to monitor and report the health/ status of all affected personnel on a daily basis.</li> </ul> <p>*PRGT members may update the quarantine duration/ other information based on directives by the local/ global health authorities or government.</p>
<p>Employees have been in touch with friends / family at any gatherings and one of their kith and kin has reported sick</p>	<p>Impact to include complete facility and include all persons they might have come in contact with suspected personnel</p>	<ul style="list-style-type: none"> <li>• Refer to the nearest hospital immediately.</li> <li>• Affected employees to self-isolate with immediate effect. They must remain in quarantine for <b>14</b> days* within their homes – with no contact with their family members to avoid further spread</li> <li>• Instructions on self-isolation provided in Annexure-1:</li> <li>• (Annexure-1: <a href="https://www.bbc.com/news/av/health-51652874/coronavirus-how-to-self-isolate">https://www.bbc.com/news/av/health-51652874/coronavirus-how-to-self-isolate</a>)</li> <li>• Inform the relevant PRGT/ ERT member.</li> <li>• Cordon off all areas that the affected person may have come in contact with, and conduct a thorough chemical disinfection Ensure that all employees are removed from the</li> </ul>



		<p>facility and asked to work from home for the next 3 days.</p> <ul style="list-style-type: none"> <li>ERT/ PRGT members to monitor and report the health/ status of all affected personnel on a daily basis.</li> </ul> <p>*PRGT members may update the quarantine duration/ other information based on directives by the local/ global health authorities or government.</p>
<p>Employees children/ family have been asked to stay home and / or in quarantine</p>	<p>Impact to include a wider spread to other persons who might have come in contact with the suspects</p>	<ul style="list-style-type: none"> <li>All employees to work from home with immediate effect. To remain in quarantine within their homes for <b>14</b> days*, with no contact with their family members to avoid further spread.</li> <li>Inform the relevant PRGT/ ERT member.</li> <li>ERT/ PRGT members to monitor and report the health/ status of all affected personnel on a daily basis.</li> </ul> <p>*PRGT members may update the quarantine duration/ other information based on directives by the local/ global health authorities or government.</p>
<p><b>Additional important information</b></p> <ul style="list-style-type: none"> <li>In all scenarios identified above, ERT and PRGT members are to keep track of the situation daily.</li> <li>The daily monitoring of each employee becomes the prime responsibility and action item in such a situation.</li> <li>All managers and employees are required to be sensitive of the situation and contingencies and are required to be accommodative of requests from their respective teams.</li> <li>All employees and contractors are advised to be in charge of their own health and take the necessary precautions to minimise risk of exposure.</li> <li>All employees and contractors are required to monitor the situation and keep an eye open for new and credible information from health authorities/ municipalities, global health organisation. Such new directives may supersede the advice and recommendations outlined in this document.</li> <li>Should your local authorities require it, please report any increase in symptoms/ number of cases. In addition, all employees are required to follow any updated procedures and recommendations as issued by competent authorities.</li> <li>All employees are required to regularly visit the intranet site <a href="http://kstudiohub.enzen.com/">http://kstudiohub.enzen.com/</a> to get updated information.</li> </ul>		

## 12.0 IT Business Continuity Strategy

The IT team has made provisions for Business Continuity for any epidemic crisis as per the business continuity plan by providing a work from home facility with VPN access and the required infrastructure.

The following services are available from the IT team for Enzen HQ, Bangalore, Enzen Orissa, ZenMeter Bangalore and WISH Energy Pune:

- IT team will provide the support from 8:00 AM to 9:00 PM.
- Support will be extended for all in terms of hardware and software.
- Remote support for Troubleshooting will be rendered.
- Required network will be set up and running from the primary site.
- VPN access will be provided to Enzen employees to enable work from home for the required employees.
- In case an employee needs to work from home and does not already have a laptop, the IT team will provide them with a temporary laptop so that the employee can work from home via VPN.
- Enzen has enabled access to most of its applications including Oracle Fusion, Enzen Intranet via public internet.
- Enzen will enable required services or protocol for those Enzen officers and employees so that they can easily access our Enzen services from home.
- All related requests to be directed to IT Helpdesk – [it.helpdesk@enzen.com](mailto:it.helpdesk@enzen.com) and to IT head [sathish.tj@enzen.com](mailto:sathish.tj@enzen.com) copying the Chief Fulfilment Officer [siva.subramanyam@enzen.com](mailto:siva.subramanyam@enzen.com)

The following IT services team are available for all support

Name	Email address	Extension	Mobile no	Role
Yogishkumar K	yogishkumar.k@enzen.com	+91 80 67123175	+91 9886211196	G suite/ZenMeter
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T J Sathish	sathish.tj@enzen.com	+91 80 67123168	+91 9845111354	Bangalore

## 13.0 PMO Business Continuity Strategy

### Employees

- Project Team members shall work from home in case the office is shut and the Servers are being up. This will ensure all official communication, Oracle business process activities.
- Backup for each responsibility will be identified and intimated

### Customers

- Alternate nos. and escalation nos. for every level of communication shall be provided to each Project Customer.

### Supply Chain

- Planning will be done for all the backlogs in terms of delivery schedules and expedition.
- Pending PO's shall be placed with delivery dates, to attempt protection against price hike.
- Alternate Contacts and escalation matrix will be obtained from vendors.

### Site Offices

- Alternate Travel Partners for local Transport
- Travel Advisory for Commissioning activities to be published
- PPE will be provided

### Project O&M

- Additional Spares Shall be ordered & Maintained at Site Locations

A separate preparedness list is being circulated for each Project / Project location.