



Workplace Assessment for Safety and Hygiene (WASH)

STANDARD AND GUIDANCE DOCUMENT

Clause	Key Element	Section	Requirement	Guidance
1	Management Commitment The organization, through its top management, needs to demonstrate its commitment to safeguard its workplace(s), employees, contractors, suppliers, customers and other stakeholders from the COVID-19 pandemic	1.1	The top management shall be aware of the guidelines of the Central/State Government /Regulatory authorities for safe operations.	The top management needs to fully understand the situation they are currently dealing with and must have a plan in place to ensure that all activities and employee practices in the facility are operating and fulfilling the respective local, State or Central Government regulations and directives.
		1.2	The top management shall nominate an In-charge who shall have the overall responsibility to oversee the COVID crisis and manage the operations as per the laid down guidelines.	A responsible senior resource must be nominated to oversee the COVID-19 crisis. Name, Designation and contact information of the nominated person must be mentioned.
		1.3	The organisation shall establish hygiene and safety guidelines for safe operations taking into account regulatory requirements, as a minimum and keep them updated.	The organization needs to identify the minimum regulatory requirements, directives and other industry best practices and guidance to establish the safety and hygiene guidelines for implementation in its workplace. The guidelines shall be updated from time to time to keep it current.
		1.4	The organisation shall make provisions for necessary resources, including vaccination (as relevant) required for an effective implementation of the guidelines and its monitoring.	Demonstration of provision of resources may be shown through budgetary provisions and adequate availability of necessary equipment, PPEs, sanitisers, facility of handwashing at proper locations, arrangement for social distancing etc.
2	Regulatory and other requirements The organisation needs to establish and maintain a process of identification of applicable regulatory and other necessary requirements and determine how these are applicable to its operations and processes to maintain compliance	2.1	The organization shall identify applicable regulatory and other necessary requirements, directives and guidelines related to COVID 19 pandemic.	The organization needs to identify the applicable regulatory requirements including those notified by MHA, State Governments, Regulatory bodies etc. and other requirements including specific requirements applicable to sector, trade or business activity of the organisation. Example: The Medical and Health Care sectors, Food Sector, Aviation, Public Transportation, Railways, Public Places like Malls, Shopping Centres, Hospitality, Education -all will have sector-specific requirements related to COVID- 19 prevention and mitigation. These sector specific elements must be included in the organization's safety and hygiene guidelines.



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		2.2	The organization shall establish a process of communication and monitoring of the compliance requirements.	The organization needs to establish the process of communication in terms of the regulatory requirements, guidelines, reporting of incidences, method of communication etc. & respective internal responsibilities.
		2.3	The organisation shall establish a process for maintaining relevant documents and records for compliance and other necessary requirements.	The organisation needs to identify the relevant documents and records as required for compliance. These shall be maintained and updated regularly.
3	Risk Management The organization needs to be aware of the risks arising out of the COVID-19 crisis and have suitable risk mitigation measures in place for safe operations.	3.1	The organization shall identify the risks with respect to COVID-19 pandemic that may impact the organization, its employees, supply chain, customers and other stakeholders.	The organization needs to demonstrate the identified risks arising out of the COVID-19 pandemic that may impact people, operations and workplace. The risks include (but not limited to) compliance, safety hazards, COVID-19 breakout, etc.
		3.2	The organisation shall demonstrate processes to eliminate/minimize disruptions to the business including those related to the supply chain.	The organization needs to demonstrate the processes in place to eliminate/minimize the risks.
		3.3	The organization shall identify and establish necessary resources for eliminating/mitigating the risks.	The organization needs to demonstrate the resources it has identified and deployed for mitigating risks. It may include (but not limited to) budgetary provisions, identification of supply sources, manpower etc.
4	Business Continuity The organization needs to demonstrate its ability to ensure business continuity while identifying possible disruptions arising out of the COVID-19 crisis.	4.1	The organization shall identify the risks and possible disruptions arising out of the COVID-19 crisis and establish a process for business continuity.	The organisation needs to plan its activities and operations in such a way that the disruptions to the business are considerably reduced if not totally eliminated. To do this, the organization should plan its operations considering regulatory requirements and guidelines, resource requirements, manpower, sequence of actions required, monitoring mechanism and safety requirements, both before restarting the operations as well as during ongoing operations. Any activity, if outsourced for restarting operations, appropriate vendor control process should be applied.
		4.2	The organization shall identify and make provisions for necessary resources to ensure business continuity.	The organization needs to demonstrate that it has resources identified and deployed for ensuring business continuity. It may include (but not limited to) budgetary provisions, identification of supply sources, manpower etc.



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		4.3	The organization shall demonstrate a process for operational clearance or manufacturing clearance including regulatory requirements, especially after a period of shut down, to ensure safe operations.	<p>The organization needs to demonstrate its preparedness to begin operations post lockdown and also carry out its operations without any disruptions and safety hazards. Considerations include (but not limited to):</p> <ol style="list-style-type: none"> 1. When Lockout / Tag out procedures are not in place, many energy sources can prove to be dangerous to workers who are servicing or carrying out maintenance of electrical, mechanical or chemical equipment. Also, the heavy machinery and equipment if not maintained periodically, can become dangerous for the workers who operate them. 2. Combustible liquids, contained gaseous substances, open wires, conveyor belts and automated vehicles make manufacturing facilities a high-risk environment. Improper enforcement of safety codes and improperly labelled chemicals can further pose serious health hazards. 3. While restarting the unit, consider the first week as the trial or test run period; ensure all safety protocols; and try not to achieve high production targets immediately unless really needed, which should be done with utmost care. 4. To minimize the risk, it is important that employees who work on specific equipment are sensitized and made aware of the need to identify abnormalities like strange sounds or smell, exposed wires, vibrations, leaks, smoke, abnormal wobbling, irregular grinding or other potentially hazardous signs which indicate the need for an immediate maintenance or if required shutdown 5. Especially during the lockdown times, ensure all lockout and tag out procedures are in place on a daily basis (units running 24 x 7 to be excluded). 6. Inspection of all equipment as per the safety protocols during the restart phase.



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5	Communication The organization needs to determine and establish processes to ensure communication with stakeholders including regulatory authorities to manage and prevent COVID-19 infection.	5.1	The organization shall identify the stakeholders for communication in the event of COVID-crisis.	<p>Organisation needs to identify the internal & external stakeholders to be considered for relevant communication related to COVID-19 concerns and crisis and it should ensure that all applicable information is provided as required. Information received and communicated needs to be understandable to the relevant stakeholders including, employees, contractors, suppliers and customers.</p>
		5.2	The organization shall establish a process to ensure prompt communication with internal (including remote employees) and external stakeholders (including but not limited to suppliers, contractors, customers, community) with regards to COVID -19 measures.	<p>The organization needs to establish the relevant communication protocol of communication; in terms of regulatory requirements, guidelines, reporting of incidences, method of communication etc. Responsibilities for communication in this regard shall be defined.</p> <p>The communication process established by the organization needs to be on real-time basis to provide for the gathering, updating and disseminating of all relevant information related to COVID-19 concerns and crisis for undertaking timely measures. This needs to be both proactive & reactive communication. Organisation shall provide information to all employees and other stakeholders, particularly to suppliers, visitors, contractors, customers & community, on updated health & hygiene guidelines and advisories.</p>
		5.3	The organization shall communicate the processes for safety and hygiene measures, social distancing norms, quarantine protocol especially with regards to necessary information, including traceability, required to effectively prevent and manage COVID-19 infection and its spread.	<p>Organisation needs to ensure that communication takes place transparently & honestly with all employees and stakeholders on details of preventive measures & hygiene requirements. This should include roles & responsibilities and how individuals may contribute to the organization's COVID-19 Safety & hygiene measures such as information on possible modes of virus spread, use of hand sanitizers & washing hands at a periodic frequency, methods of hand wash and usage of hand sanitizers, avoiding touch points, social distancing, wearing masks and other PPE (as appropriate) and all other controls as deemed necessary by the organization. The communication should be on regular basis with requisite updates.</p>



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6	<p>Hygiene and Safety The organization needs to determine necessary practices and demonstrate their implementation to ensure desired levels of hygiene and safety for a safe workplace and people including employees (within the workplace as well as on-field), visitors, contractors and customers.</p>	6.1	Daily COVID-19 screening protocol shall be in place to screen (using non-contact methods) all employees, visitors, contractors, etc. for the symptoms of COVID-19 infection.	<p>The daily screening protocol needs to include (but not limited to) the following at all entry/exit locations of the workplace:</p> <ol style="list-style-type: none"> 1. All employees, visitors, guests must undergo thermal scanning 2. Temperature recording should be within 37.5C or 99F. Any deviation indicative of fever must be recorded and reported along with the details of action taken. 3. Visual flu-like symptoms for e.g. cough, cold, shortness of breath, breathing difficulties, fatigue etc. needs to be observed/ verified as a part of the screening process (or any indications as advised by ICMR or relevant regulatory authority from time to time). 4. Self-declaration of the employees, workers, visitors in case of any symptoms of/ similar to COVID- 19 including declaration of any possible contact with a COVID-19 person/ travel to a COVID-19 affected area.
		6.2	Organization shall have a provision to record and report the screening results, especially if someone is found with COVID-19 like symptoms.	<p>Indicative records of:</p> <ol style="list-style-type: none"> 1. Temperature log, screening report 2. Self-declaration from employees, workers, contractors, visitors etc.
		6.3	Processes for handwashing and hand sanitisation shall be clearly defined and practiced within the workplace for visitors, contractors and all employees including the on-field employees (sales staff, delivery staff, maintenance staff etc.).	<p>The organization needs to define the processes for handwashing and hand sanitisation and demonstrate that these are practiced within the workplace for visitors, contractors and all employees including the on-field employees (sales staff, delivery staff, maintenance staff etc.).</p> <p>These may be displayed in the form of visuals, posters, etc. or through electronic/digital medium</p>
		6.4	All employees shall use appropriate PPEs.	<p>The organization needs to ensure that all the employees, including contract workers, contractors, etc. are using appropriate PPEs as under:</p> <ol style="list-style-type: none"> 1. PPEs should be as per guidelines 2. PPEs should be suitably replaced
		6.5	The organisation shall ensure that the clothing/attire of employees, contractors etc.	The organization needs to communicate to the employees, contractors etc. to maintain cleanliness of their uniform/attire



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			is clean in a manner so as to prevent any contamination and spread of the infection.	in such a manner so as to prevent the possibility of any infection. Where needed, for instance in case of sensitive areas, the organization may make provisions for daily washing of the uniforms in an appropriate manner.
		6.6	Sanitisation Standard Operating Procedures shall be in place for each cleaning and sanitizing activity.	The organization needs to establish SOPs for each cleaning and sanitizing activity performed in the workplace. Verification and validation procedures for each SOP should be developed to ensure their effectiveness, where required. Verification activities may include monitoring of water temperature or concentration of approved chemical agents used. Employees responsible for executing the SOPs should be appropriately and adequately trained.
		6.7	Informational signs encouraging risk-minimizing behaviour should be displayed at prominent locations.	Signages will help in reminding about the practices to be followed and may also assist in behavioural changes. Such signages need to be placed at entrances, exists and all strategic/important locations like hand-wash and hygiene stations and in any communal and transit areas. The signages must be in a language which is clearly understood by the staff on site/duty. The signs/displays must be concise and easy to read, preferably using graphics and illustrations alongside the text. As a minimum, the signs must cover the following points: <ul style="list-style-type: none"> - Social distancing norms - COVID-19 symptoms and site rules if these are noted in staff and close family/associates - Sickness reporting - Self isolation and quarantine rules. - Hand hygiene - Cough, sneeze and tissue hygiene - Use of gloves, facemasks and other PPE. - Site entry and exit procedures -Disposal of masks, PPE and other personal gears. -other information as deemed relevant by the organisations
		6.8	The workplace, all equipment and contact surfaces shall be cleaned and sanitized daily	The organization needs to demonstrate the processes for cleaning and sanitization before start of daily operations and also at appropriate intervals, with equipment, devices and



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			before start of operations and at pre-defined frequency.	chemicals identified for use, to prevent infection. The process should include cleaning and sanitization of high touch points like elevator buttons, hand rails/handles, public counters, equipment like telephone, printer/scanners, Computer keyboards, dispensing machines, table tops, chair handles, pens and other office machine/equipment etc.
		6.9	Adequate handwashing and sanitizing facilities shall be in place.	The organization must provide adequate handwashing and sanitizing facilities considering the number of people, size of the organization etc.
		6.10	The sanitizers shall be in accordance with the prescribed norms, as a minimum.	The sanitizers must be in accordance with the prescribed norms, as a minimum. Adequate stock should be available at all times. MSDS of the sanitizers may be maintained.
		6.11	A dedicated area or place to keep cleaning and sanitisation tools, chemicals etc. should be in place.	A dedicated area or place must be identified and allocated to keep cleaning and sanitisation tools, chemicals etc. While doing so, consideration should be given to the following: 1. Dedicated area and tools for different departments 2. Colour coding of cleaning tools, in case of sensitive areas
		6.12	Arrangements shall be made in all areas of the workplace, including pantry/canteen/lifts etc., to ensure social distancing in the workplace and during transportation.	Arrangements should be made in all areas of the workplace to ensure social distancing considering the following as a minimum: 1. Mass gatherings should discouraged. Follow protocol as advised by the government. 2. Dedicated food handlers should serve food items to the employees/visitors maintaining social distancing norms. High touch-points like counter tops, tongs, ladles, handles etc. should be cleaned and disinfected frequently
		6.13	Special measures shall be taken to minimise the risk of contact during frisking or checking by the security staff.	The organization needs to review its security practices to minimize the risk of contact during frisking or checking by the security staff. Following considerations may help: 3. Provisioning of right PPE 4. Provisioning non-contact screening 5. Use of personal pens for signing in, etc.
7	Preventive Measures The organization needs to	7.1	A process shall be in place defining preventive measures to prevent and contain	The organization needs to have a process in place for preventive measures to prevent and contain the spread of



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8	make necessary provisions for handling situations arising out of the possible COVID-19 infections to prevent the spread of infection.		the spread of infection, including isolation facility, contact numbers of nearest hospital, emergency numbers and sanitisation protocols.	infection. This should include (but not limited to): Identification and provision of isolation facility/process of isolation of the suspected COVID cases, communication and display of emergency contact numbers, sanitisation protocols, screening mechanism, reporting system etc.
		7.2	The process considerations should include but not limited to, suppliers, customers and regulatory restrictions.	The organization should have a mechanism to monitor these for effectiveness.
		7.3	Provision for isolation and sanitization of incoming goods, material, couriers, etc. shall be in place.	As the incoming goods, material, couriers, etc. may pose risk of infection, provision for their isolation and sanitization needs to be in place. Following may be considered for the same: 1. Separate facility for incoming goods like sanitization tunnel/chamber fitted with sprayer or equivalent 2. Manual spraying of sanitizer with appropriate sanitizers/chemicals on the outer surface of packaging material goods 3. Identification of material before and after sanitization
		7.4	Packaging material shall be collected and quarantined at an identified location for safe retention & safe disposal.	The organization needs to have a process to manage and dispose of the packaging material in a safe manner so as to prevent contamination/infection.
		7.5	Adequacy of appropriate PPEs, sanitization tools and sanitizers shall be maintained.	The organization needs to maintain and demonstrate availability of required resources including PPEs, sanitization tools and sanitizers.
		7.6	Entrance control system shall be in place to sufficiently identify all people entering the workplace and monitor their movement.	The organization needs to demonstrate its processes for effective entrance and movement control in all areas under the ambit of organization's operations.
		7.7	Provision for reporting of COVID positive cases as required by the regulation shall be in place.	The organization should have a defined protocol for reporting of COVID positive cases as required by the regulation.
		7.8	The organization shall have a monitoring mechanism to monitor the effectiveness of implementation of the laid guidelines to prevent risks and hazards.	The organization should have a defined protocol for monitoring the effectiveness of implementation of the laid guidelines to prevent risks and hazards.
		8	Training and Awareness Provision for effective training	8.1



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	needs to be in place to ensure good hygiene and safety practices by the employees, contractors and visitors.		the guidelines working in the workplace shall be trained on the laid down guidelines, signs of illness/symptoms related to COVID-19.	trained as relevant and appropriate, on the established guidelines and the signs of illness/symptoms related to COVID-19 at regular intervals. A record of all such trainings must be kept for monitoring purposes.
		8.2	Provision of regular training shall be in place for all employees (regular as well as contractual) on the established hygiene and safety guidelines for safe working.	
		8.3	<p>The training content shall include COVID-19 regulatory guidelines as minimum and include the following but not limited to:</p> <ol style="list-style-type: none"> 1. Hand Washing 2. Social Distancing 3. Use of PPEs, their removal and disposal 4. Use of Sanitizers 5. Preventive measures at workplace 6. Preventive measures at home, while commuting from home to office/workplace 7. Reporting protocol if they or anyone in their family or person with whom they were in contact has been found COVID-19 positive, etc. 8. Cleaning and handling of personal items brought into the facility such as laptops, purses, tablets, cell phones, etc. 9. Arogya Setu app 10. Vaccination 	The organization should ensure a standardized content including regulatory guidelines as minimum for a uniform training across the organization. The content must be simple and easy to understand, effective and available in the language understood by the resource/staff.
		8.4	All employees shall be aware of the basic preventive measures for prevention of COVID-19 infection, for e.g. social distancing and basic hygiene measures.	
9	<p>Waste Management</p> <p>The organization needs to determine the regulatory and</p>	9.1	The organization shall ensure provision for adequate number of dustbins with proper fitting covers especially for used PPEs.	The organization needs to identify measures for safe handling and management of all housekeeping activities including waste collection, storage and disposal etc. with special focus



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	necessary requirements for waste management and deploy them to ensure its safe management & disposal.	9.2	The organization shall ensure colour coded bins/bags /containers and/or necessary labelling to identify waste considering COVID-19 implications.	on disposal of used PPEs. Adequate provision for dustbins with proper fitting covers and linings should be made considering the requirement.
		9.3	Waste management system shall be defined to safely manage and dispose of waste, especially, the used PPEs.	Measures must be taken by the organization to identify waste that may have a potential for infection. Practices like colour coding, labelling etc. may be adopted for disposal.
		9.4	A process shall be in place to disinfect inner and outer surfaces (as applicable) of the garbage/dust bins, trolleys, vehicles as applicable.	Organisation needs to take suitable measures for frequent cleaning & sanitization of all the garbage/ dust bins, trolley, crates, vehicles or any other objects used in waste handling to prevent contamination and spread of infection.
10	Ventilation Proper ventilation is essential to ensure that the air circulated is clean and therefore, the organization needs to identify the requirements and provide measures to maintain the indoor air quality clean.	10.1	The organization shall ensure that the workplace is well ventilated to maintain clean air.	Organization shall take necessary measures to ensure clean and safe Indoor Air Quality by keeping adequate ventilation in all the areas of the workplace.
		10.2	The organization shall ensure that the toilets and washrooms are adequately ventilated with operational exhaust fans.	Exhaust fans in toilets, washrooms and kitchen shall be kept running for maintaining a good air circulation.
		10.3	The organization shall ensure provisions for essential utilities (HVAC, AHU etc.) with appropriate filters to maintain clean air, where there is a requirement of specific environmental conditions (temperature and humidity).	The organization must identify the requirements with respect to environmental conditions like temperature, humidity, air pressure etc. and provide provisions for essential utilities (HVAC, AHU etc.) with appropriate filters to maintain clean air, where required. These should be regularly monitored/ validated for effectiveness.
		10.4	The organization shall ensure a robust maintenance mechanism to ensure that the utilities and filters are working effectively.	The organization should have a maintenance system to maintain the utilities, exhaust systems and equipment to ensure proper ventilation and clean Indoor Air Quality at all times.
11	Public Interaction The organization needs to establish processes for ensuring safe public interaction to prevent COVID-19 infection.	11.1	The organization shall establish a process for minimal (as necessary) and safe public interactions.	The organization needs to identify the requirement of public interaction and should have mechanism to reduce physical public interactions to the minimum. Where required, the organization should have protocols in place to ensure that physical interactions are conducted in a safe manner eliminating the risk of infection. These protocols must be made aware to all visitors before-hand or while entering.



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		11.2	The organization shall make provisions for necessary resources to ensure safe public interactions.	<p>The organization needs to provide required resources to reduce physical public interactions to the minimum. Where physical, face-to-face interactions are required, the organization should have defined protocols including use of masks and other PPEs, social distancing norms etc. to eliminate/minimize risk of infection.</p> <p>Helpline Numbers to report suspected cases may also be displayed at prominent places.</p>
12	Supply Chain The organization needs to make provision for communication with the supply chain, including contractors, and obtain assurance from them for a safe workplace and also end-to-end safe operations.	12.1	The organisation shall communicate to the suppliers on the measures to be taken in their respective workplaces to overcome any exposure to COVID-19.	<p>The organization should demonstrate how it has ensured communication within its supply chain or suppliers with respect to its own guidelines on safety and hygiene and the effectiveness of the communication and implementation of requisite measures by the supply chain, contractors, visitors etc.</p> <p>This may be demonstrated through trainings, supply chain meetings, assurances from them, assessment of their facilities etc.</p>
		12.2	The organisation shall ensure communication to all suppliers, contractors, visitors and other stakeholders on Do's & Don'ts while entering and exiting their workplace.	
		12.3	The organisation shall establish a process to obtain periodic assurance from its suppliers and contractors on their continued compliance on COVID-19 measures and the Govt. directives.	
13	Transport Management The organization needs to establish processes for safe travel and transport of people (employees, contractors and customers, as applicable) and goods & materials.	13.1	The organization shall establish a process to ensure safe travel and transportation of people, goods and material, as applicable	<p>For the transportation of people, goods and materials, the organization must have defined process to ensure safety and prevent infection.</p> <p>The organization may use checklists, guidelines, displays, SOPs etc. at the point of use (at the entrances, inside vehicles, etc.).</p> <p>The drivers and cleaners, as applicable, must be adequately trained on the processes and guidelines.</p>



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		13.2	Use of unauthorised/unapproved vehicles shall not be permitted either for employees or goods transport.	The organization needs to identify and authorize/approve all vehicles which are for use by the employees, contractors, vendors etc.
		13.3	Use of Masks and other appropriate PPEs shall be ensured during the travel.	The organization should ensure use of PPEs and availability of sanitizers in the vehicle at all times.
14	Documentation Requirements The organization needs to maintain documented information and records to the extent necessary to support the operation of processes and retain documented information to the extent necessary to have confidence that the processes are being carried out as planned.	14.1	The organization shall identify and maintain current and updated documentation/instructions/ procedures/records as mandated by regulatory authorities and the requirements identified by the organization as mandatory.	The organization needs to identify the documents and records that are to be maintained. It should be ensured that these are maintained, updated and are retrievable as per the need.
		14.2	The documents/records shall be available at point of use and shall be retrievable.	
15	Control of Discriminatory Practices The organization needs to identify discriminatory practices, if any, and ensure provisions to prevent them.	15.1	The organization shall identify possible discriminatory practices (like discrimination against the persons with a history of COVID-19 or infection/ persons from affected areas/regions or not providing for PPEs for contract workers etc.)	Discriminatory practices need to be identified by the organization and may include (but not limited to) the following: 1. Patient recovered from COVID 19 2. People travelling from containment zone or red zone 3. Sufficient PPE not provided to all level of employee.
		15.2	The organization shall institute measures to prevent the discriminatory practices	The organization should communicate its position with respect to the discriminatory practices to all the stakeholders and must make provisions for preventing them. The stakeholders should be aware of the above.