



Post COVID-19

Return to Work

Standard Operating
Procedure

Important

This document aims to provide you with a comprehensive view on the measures we are taking to contain the spread of the pandemic and ensure safety of all our employees. It also provides the basic health and safety precautions that all employees must follow.

We are collectively responsible for ensuring we and others around us stay safe. It is important to stay updated on the current state of affairs in your neighbourhood before you return to work in view of the restrictions, rules and regulations imposed by the concerned local authorities.

In case you need any clarifications, please consult your HR manager or write to corporate-bcm@wipro.com or corporate-ehs@wipro.com.

Wipro fully respects your choice if you would like to take additional precautions to protect yourselves during this pandemic.

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This document is dynamic and will be reviewed monthly, updated as necessary and latest versions will be shared with all relevant stakeholders.

Foreword

I hope you are staying safe and healthy.

While it is encouraging to see the COVID-19 pandemic receding in some countries, the increase in new infections across many countries underlines the fact that the threat of the pandemic is far from over.

At Wipro, we are taking all precautionary measures based on WHO, local guidelines laid out by the respective authorities, and recommendations from health experts. Your health and safety remain our foremost priority, while we ensure continuity of critical business.

This document provides a guidance framework on the return to workplace precautions implemented at Wipro premises globally and the protocols to be followed by employees, contractors, and visitors to our premises. In addition to the general precautions outlined, the local Operations team have adopted location-specific controls in accordance with the severity of community transmission risk and local regulations.

I request everyone to continue practising COVID Appropriate Behaviours (CAB) in our daily lives to reduce the risk of infection.

Dinesh Wadehra

Global Operations Head

Objective

This document provides an overview of our phased approach of getting employees back to office in the “new normal”.

It provides assurance to our staff that our offices are fully equipped and designed with all the necessary safeguards to ensure employee safety. Our Environmental, Health and Safety (EHS), Operations, Human Resources, and Crisis Management teams are on the job 24x7 and continue to assess the situation.

It also includes a streamlined set of recommendations based on guidelines from World Health Organization (WHO), the Center for Disease Control and Prevention (CDC), as well as various country-specific public health authorities.

In some countries, vaccinated individuals have been allowed certain relaxations in COVID-19 protocols including social distancing, wearing masks, testing, among others. In such cases, the appropriate local regulations should be referred to and adopted.

These protocols represent our current practices regarding the operation of our facilities during a highly uncertain time as the situation continues to evolve rapidly. The latest versions of the document will be made available to all key stakeholders including all employees periodically.

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Acknowledgements

Wipro Team

- Employees
- Business and Function Leaders
- Crisis Management Team
- Executive committee

External enablers

- Doctors and medical institutions
- Department of Police and law enforcements
- Country and State ministries globally
- Department of Health and Family welfare
- Center for Disease Control and Prevention
- World Health Organization



COVID-19 Risk management

- A location-specific assessment to be carried out to evaluate the risk of infection at the workplace with the involvement of all stakeholders. The risk assessment should be regularly reviewed and updated in accordance with the local regulations, directions from occupational health experts and local/international bodies.
- While assessing the infection risk at the workplace, it is critical to evaluate the current level of community transmission risk in the locality.
- Based on the location risk profile, implementation of location-specific control measures to be ensured in addition to the general precautions outlined here.
- Reopening of workplaces should be undertaken in a gradual, phased manner, in accordance with the guidance from local authorities.
- SAFE (Safety and Facility Enablement) checklist (see annexure) has been developed to assess the physical readiness of locations in line with the RTW guidelines. This is a generic guiding checklist aligned with ISO/PAS 45005:2020 and QCI-W.A.S.H standards. The checklist can be supplemented by the local regulatory requirements checkpoints.

COVID-19 Vaccination

- Wipro recognizes the significance and protection offered by vaccination against the COVID-19 virus.
- We also acknowledge that getting vaccinated is a personal choice of an employee. However, we encourage all employees to get fully vaccinated at the earliest for their safety and wellbeing.
- Administration of COVID-19 vaccines should be in accordance with the respective country/local legislations.
- In India, Wipro will continue to support employee vaccination programs by organizing multiple camps at Wipro premises and/or arranging green channels at hospitals across multiple locations based on feasibility.

Note: In some countries, vaccinated individuals have been provided certain relaxations in COVID-19 protocols including social distancing, wearing masks, testing, among others. In such cases, the appropriate local regulations should be referred to and adopted.

WHEN IT'S YOUR TRUN, TAKE YOUR VACCIN

All approved COVID-19 vaccines have been thoroughly tested, and all provide a high degree of protection against getting seriously ill and dying from the disease.

It is important to be vaccinated as soon as possible and not wait. This way, we build immunity in our communities faster and can get back to our normal lives.

Social distancing norms

TAKE CARE OF PHYSICAL DISTANCING

Plan and identify the employees that need to come to work while others can continue to work from home.

Rearrange seating at work stations, canteens, and common places as back-to-back or side-to-side to incorporate physical distancing guideline.

Implement or enhance shift or split-team arrangements, encourage teleworking. Minimize the need for physical meeting with teleconferencing.

Defer or suspend workplace events and social gatherings.



While the minimum distance specified by local legislations may vary across different countries/states, it is advisable to maintain a minimum distance of 6 feet for enhanced safety.

Entering the campus and parking area

- Gate entry/exit and turnstile movement
- 4 and 2-wheeler parking slots

Common areas and elevator etiquette

- Avoid assembling in groups
- Follow the instructions for elevator usage

Workstations and washrooms

- Use assigned workstations only
- Follow the instructions for washroom usage

Conference rooms, pantries, and cafeterias

- Use technology for video/virtual meetings
- Follow the instructions for cafeteria usage



Hygiene: Enhanced measures



Wash your
hands



Cover mouth if
coughing or sneezing



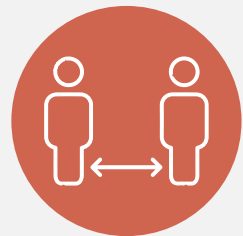
Avoid touching
your face



Keep surfaces
clean



Stop shaking
hands and hugging



Keep a safe
distance

Key things to remember:

- All employees must follow the hygiene protocols outlined in this document.
- Wear a mask. Double masking is recommended.
- Wash hands properly and regularly.
- Use a sanitizing hand rub often.
- Used masks should be disposed of as per regulatory guidelines.



Sanitization

- Workplace sanitization plan to be prepared and implemented in line with the local regulatory requirements.
- High traffic areas and high touch surfaces should be identified for cleaning and disinfection multiple times daily.
- Hand sanitizers are available in all common areas of each tower/floor, inside ODC and at strategic locations for employee use.
- Common areas and pathways within the facility will be sanitized daily.
- Sanitizing all touchpoints in common areas such as handrails, elevator buttons, restrooms, mailrooms, pantry taps, and doorknobs to be undertaken at regular intervals.
- ODC sanitization will be done during shift changes or at the end of the day, as applicable.

Install hand hygiene stations such as hand washing and hand rub dispensers.



Ensure adequate supplies of hand wash soaps, sanitizers, tissues, masks, dust bins.



Clean and sanitise workplaces daily with disinfectants.



Avoid crowding by staggering working hours to reduce congregation at entrance/exits.



Use position markings for people to stand in queues at entrance/exits.



Space management

- Workstation allocation and occupancy limits will be planned in accordance with the local regulatory requirements.
- Alternate and diagonally opposite workstations will be assigned to employees in each ODC to ensure social distancing norms.
- Physical meetings to be avoided unless absolutely necessary. WebEx or Microsoft Teams will be leveraged for virtual meetings.
- In the event of a face-to-face meeting, employees should use the meeting room and adhere to the prescribed occupancy limit considering social distancing norms.
- Placement of appropriate signage to promote COVID-appropriate behavior.

- Increase air filtration to as high as possible without significantly diminishing design airflow.
- Before increasing the outdoor air percentage, verify compatibility with Heating, ventilation, and air conditioning (HVAC) system capabilities for both temperature and humidity control as well as outdoor/indoor air quality considerations.
- Consider running the HVAC at maximum outside airflow in accordance with manufacturer recommendations (e.g. for two hours before and after spaces are occupied).
- Ensure routine maintenance of HVAC systems according to industry standards.

Ventilation

- Natural ventilation including opening of windows is recommended when possible and safe to do so. For mechanical systems, increase the percentage of outdoor air and total airflow supply to occupied spaces.



Business travel

Avoid any unnecessary travel, domestic or international, as much as possible. Please continue to leverage technology for meetings. In case you need to travel outside your work location, please take necessary approvals from your business leader and take necessary precautions as prescribed by the local crisis management and travel teams.

Before Travel:

- Do not travel if you are unwell.
- Reduce physical contact as far as possible; consider online bookings, web check-ins and self-tagging of baggage.
- Make sure you understand and follow the airline, the departure and destination country/city specific requirements related to travel, mask wearing, testing, or quarantine, which may differ from country to country.
- Get yourself COVID-19 tested in line with the departure, destination and airline requirements.

During Travel:

- Wearing a mask is required on planes, buses, trains, and other forms of public transportation traveling into, within, or out of any country and while indoors at transportation hubs such as airports and stations.
- Social distancing guidelines as per seat markers to be followed.

After reaching destination:

- Maintain social distancing while de-boarding, in queues and conveyances
- Follow destination country/city specific testing and quarantine requirements which may differ from country to country.

If you're vaccinated:

- Most countries are allowing vaccinated travelers to visit and restricting unvaccinated travelers. Country-specific policies should be referred to and adopted.
- If you are fully vaccinated, update your vaccination details by linking your passport with the vaccination certificate.
- During travel, it is recommended that you follow the COVID-19 precautions including social distancing and mask-wearing for your safety and the safety of others.



Employee communication

Please refer to all employee communication for periodic updates on various topics.

Here are some of the key channels being used to disseminate communication on COVID:

- Employee Communication: Mass-mailers, posters, and signages
- Employee e-connects, virtual events and webinars
- Yammer: For engagement and information sharing
- Communication regarding employees engaging in CSR & Humanitarian services

TAKE CARE TO SPREAD THE WORD AND NOT THE VIRUS

Provide information fliers, posters, videos to increase awareness of COVID-19.

Share regular updates about the risk of COVID-19 from official & authorised sources.

Consider having an isolation room & personal protection kits, medical supplies ready at hand.

Tie-up with or plan for the availability of medical staff for advice on health aspects.



Employee wellness, engagement and experience

Physical Wellbeing

- Enhance wellness services, to provide immediate relief, when required.
- COVID-19 isolation room facility for asymptomatic/mild symptomatic employees and dependents (India)
- Free 24X7 medical consultation helpline numbers.
- NOW Wellness app for wellbeing, fitness, diet & nutrition.
- E-learning Modules: How to work from home effectively, how to handle stress, how to remain positive.

Emotional Wellbeing

- Mental wellness counsellors on-call

Inclusion and Diversity – Persons with Disabilities

- Encourage work from home to reduce potential exposure.

- Social Distancing protocols with PPE to be followed by Care givers.
- Enhanced hygiene and frequent sanitization of accessories used.
- Frequent disinfection of assistive products.
- Continuation of care support needed.

Hospitality

- Floor markers indicating social distancing norms applied in areas of queue formation.
- Employees are encouraged to use their own glasses, mugs and water bottles.
- All pantry associates wear PPE in accordance with local regulatory requirements while handling beverage vending machines and other maintenance jobs in the pantry.
- Digital transactions are recommended, and physical transactions via cash or cards are discouraged.
- Café seating modification and staggered timings planned to meet social distancing norms in accordance with local regulations.



COVID-19 Scenario handling process

Scenario 1: An employee shows symptoms and is further tested positive for COVID-19.

- 1A. Employee has not visited the campus in the last 14 days — If the employee has tested positive but has not visited the campus in the last 14 days, they should follow all steps laid down by the local government for testing, quarantine and recovery.
- 1B. Employee is working in the campus and has symptoms — In this scenario, the employee will be immediately sent to the Occupational Health Centre (OHC) for a consultation with the doctor (where OHC is not available, the employee will be referred to a qualified doctor). If the employee has symptoms related to COVID-19 based on the assessment at the OHC, they will be referred to the nearest authorized hospital for further tests immediately.
- The areas where the employee has moved will be sanitized thoroughly. All other employees who were in contact will be asked to self-quarantine and get tested further. HR and the employee's manager will be in touch with the employee (Refer flowchart). Respective authorities will also be notified.

Scenario 2: An employee tests positive for COVID-19 virus within the same building, adjoining floors, same IT Park or in the near proximity

- Depending on the severity of the spread of the infection and local government orders, office will be closed partially or fully.
- Only specific floor/building to be isolated and access denied to others.
- Sanitization of common touch points and surfaces in the building like elevator buttons, door handles, staircase rails and other common areas like reception cafeteria, restrooms/conveniences to be done at the earliest.
- Communicate actions taken to the relevant employees to reduce the risk of infection.

Scenario 3: Travelers coming back to base/home location

- All travelers (international/between states/districts/cities) will follow government testing and quarantine requirements for asymptomatic and symptomatic cases respectively.

Note: This section outlines the macro level COVID-19 scenario handling process common across all geographies. Where there are specific requirements mandated by the respective countries, the same should be referred to and followed to ensure compliance.

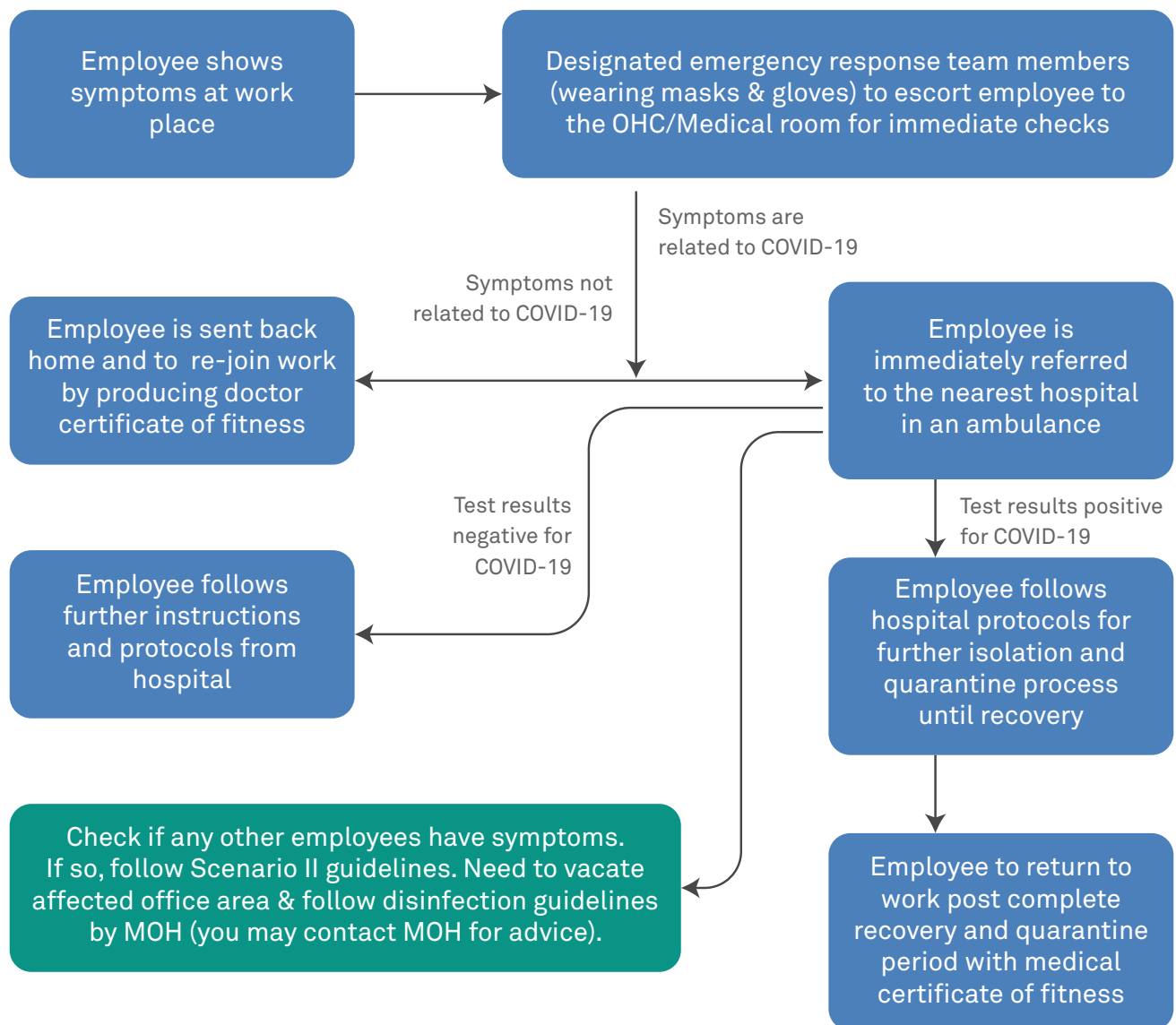
COVID-19

Positive case in campus

To report about being tested COVID positive, please provide details in the COVID reporting tool – [click here](#) to access.

- The location COVID task force will take further necessary actions.
- The task force has a clearly defined RACI (Responsible, Accountable, Consulted and Informed) matrix to ensure they follow protocol

- All further actions for contact tracing, disabling access, employee support for check-up and tests at the hospital, facility sanitization and fumigation, closure of facility (partial/full), communication to relevant stakeholders and any other actions required will be managed by the COVID task force team.
- In case the employee has not reported to office in this duration and has tested positive, the COVID Taskforce will follow up to provide any support required.



Self Isolation Rules

employees who are suspected / confirmed positive and signages



Consult a physician as needed



Live in a separate room for the entire isolation period



DO NOT share towels, bedsheets, toiletries, washroom facilities, phones, other devices with others in the family



Follow personal hygiene rules, use a tissue when coughing or sneezing



Family members to maintain distance and wear disposable gloves when serving food to affected person in self-isolation



Self-isolate for 14 days, or longer if the symptoms persist basis your doctor's recommendation.



Avoid visiting public places like entertainment hubs, restaurants, shopping malls, marketplaces, among others.

If you have been diagnosed with **COVID-19**:

- **stay in a separate room** and **away from others**
- **open windows** frequently

Know your risk, lower your risk



The new normal: At a glance



Follow location-specific thermal screening and self-declaration requirements



Unwell employees should stay home



Follow social distancing markings



Follow location-specific mask guidelines and dispose them responsibly



Ensure hand hygiene; use hand sanitizer whenever you touch common points



Personal mugs and bottles are encouraged



Doctors /paramedics available at medical centers in most locations



Use touch-free transactions or e-pay methods for payments where feasible



Cafeteria: “safe distance” seating and staggered timings



Follow location-specific transport guidelines



Connect/meet virtually as much as possible

HR support



Ensure regular employee connects to understand and support employees in distress.



Support employees who test positive by checking on them periodically and finding out if they need any additional help.



Support in reimbursement queries and direct them to respective teams internally.



Provide assistance for insurance, claims and other extended support.

Annexures

Wipro Safety and Facility Enablement (SAFE) Checklist

Compliance references

World Health Organization (WHO)

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

[WHO website is the source for awareness pictures included in the document]

Center for Disease Control and Prevention (CDC)

<https://www.cdc.gov/features/adultimmunizations/index.html>

Occupational Health and Safety (OHSA) US department of Labour

<https://www.osha.gov>

Disability considerations during the COVID-19 outbreak (WHO)

<https://www.who.int/who-documents-detail/disability-considerations-during-the-covid-19-outbreak>

Government of India: COVID-19

<https://www.mygov.in/covid-19>

Ministry of Health and Family Welfare (MoHFW), Government of India

<https://www.mohfw.gov.in>



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