



A Guide to Keeping Employees Safe in the Workplace

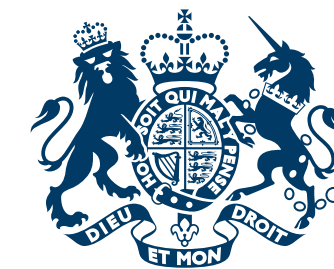
by Unilever for Pakistan



This Effort to **Keep Employees Safe**
in the **Workplace** is supported by



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#LetsKeepPakistanSafe #UnileverForPakistan

Unilever Pakistan has been part of the nation's journey since 1948 and as a company managed, operated and run by Pakistanis, for Pakistan, we consider ourselves to be a part of the local fabric.

We are the country's largest manufacturer of essentials products such as soaps, sanitizers, liquid handwashes as well as surface and toilet cleaners. As a result, Unilever Pakistan embraced the critical role of maintaining health and hygiene standards during the spread of Covid-19 in the country. As the Covid emergency gathered pace, we ramped up production of essential items and made every effort within our capacity to maintain the uninterrupted distribution of potentially life-saving products across the length and breadth of Pakistan.

In addition to the severe health impact of Covid-19, the virus has also had a devastating impact on people's livelihoods and the economy of Pakistan. As well as job losses, the nation experienced a decline in productivity as businesses struggled to operate in the face of lockdowns.

Months later, Pakistan is now thankfully in a position where we are beginning to see a decline in cases and, in fact, higher recovery rates, allowing us to begin a gradual return to work across the country. Sometimes it is hard to believe that so

many normal elements of our lives have been on hold for so long, including working in our office spaces.

Our return to the workplace must be phased and gradual, to ensure we do this with the same commitment to safety that we had during the height of the Covid-19 emergency. As workplaces start to reopen, the physical and mental health and well-being must remain our top priority. And we must achieve this together.

Since March of 2020, Unilever has gone through an accelerated learning process to develop the capability to keep our people safe in the workplace. We strongly believe that by sharing these learnings with all Pakistanis, we can progress towards our collective vision to keep the nation safe and sustain our economic recovery.

This handbook is a humble contribution from us to keep Pakistanis safe in the workplace.



Amir Paracha
Chairman & CEO
Unilever Pakistan

Introduction

This is an employee safety docket that will give an overview of:



Precautions

Precautions to be taken by employees to maintain personal Hygiene & Safety prior to coming to Workplace



Safety Measures

Steps the organization has taken to ensure employees Safety & Wellbeing considering COVID - 19, as you re-onboard employees at office locations



Protocol

Protocol that employees returning to office will need to follow to maintain a safe workplace



Wellbeing

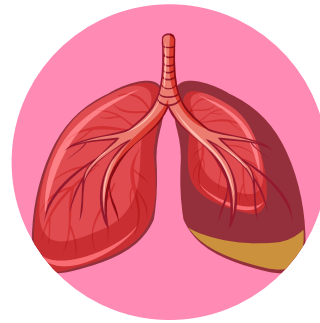
Wellbeing resources available to support employees through this phase

Actions to take before **Welcoming Employees Back**

- 1 The office premises should be **cleaned and sanitised** to the highest standards and with increased frequency.
- 2 PPE such as **masks and gloves** should be made available to employees. And **Lifebuoy sanitisers** placed at spots.
- 3 All offices must work with **limited entry/exit points** and Limited workforce to reduce the risk of spread.
- 4 The premises have also be marked to help employees ensure **social distancing norms**. This would mean fewer workspaces on the floor, fewer chairs in meeting rooms and cafeteria.
- 5 During the first phase of re-onboarding the office hours should be restricted.



Who Can Come Back As Pakistan Returns to Work?



I don't have any pre-existing health conditions which increase risk from Covid-19 (e.g. diabetes, hypertension, cardio-vascular disease and lung disease)



I am not a caretaker to someone with vulnerable conditions. I do not require the daycare and my children can be comfortably managed at home without my presence.



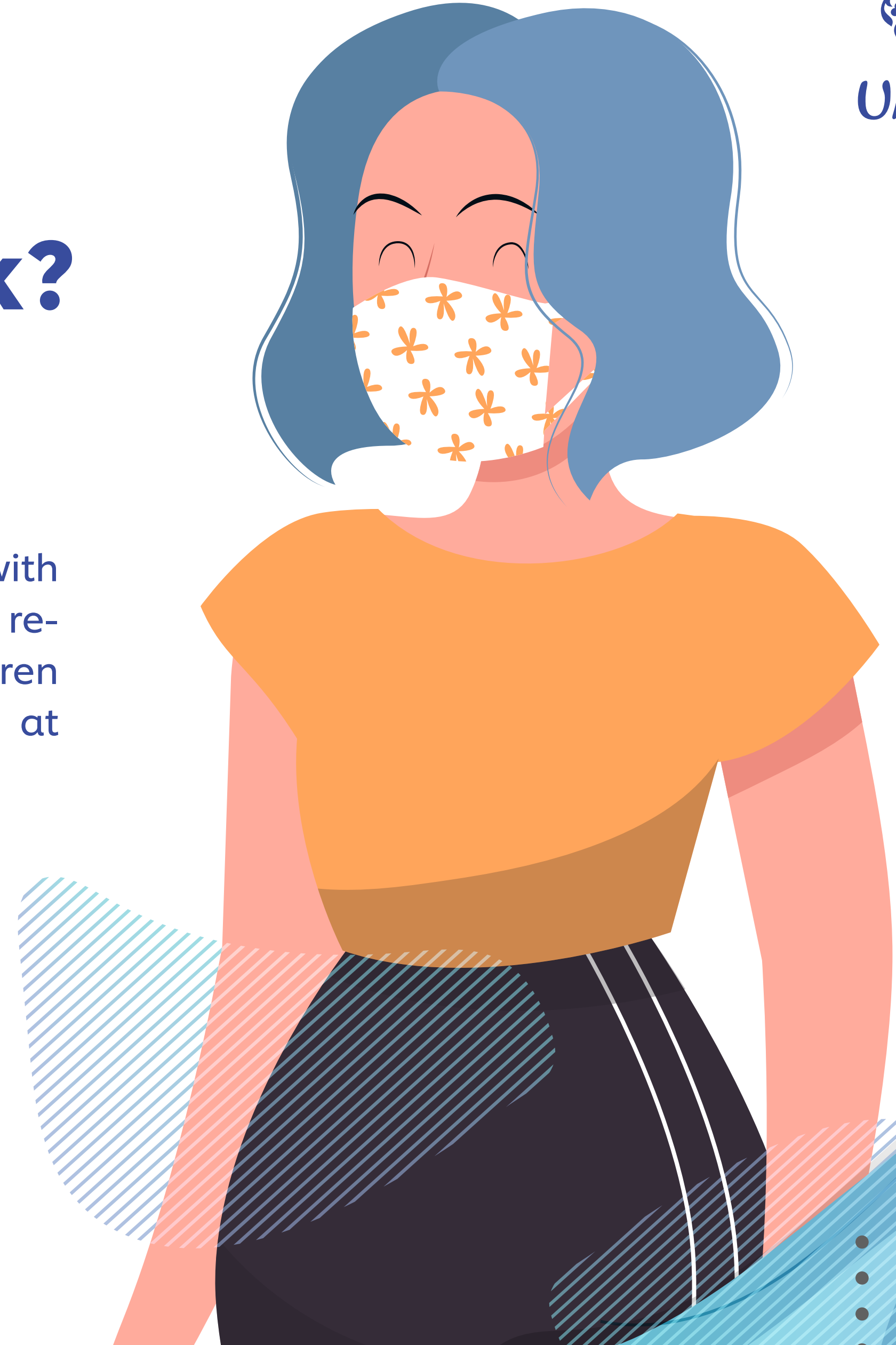
I don't have any symptoms of fever, sore throat, cough or breathless

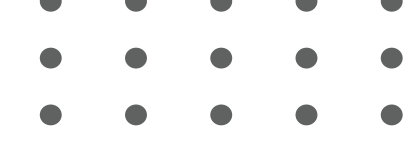
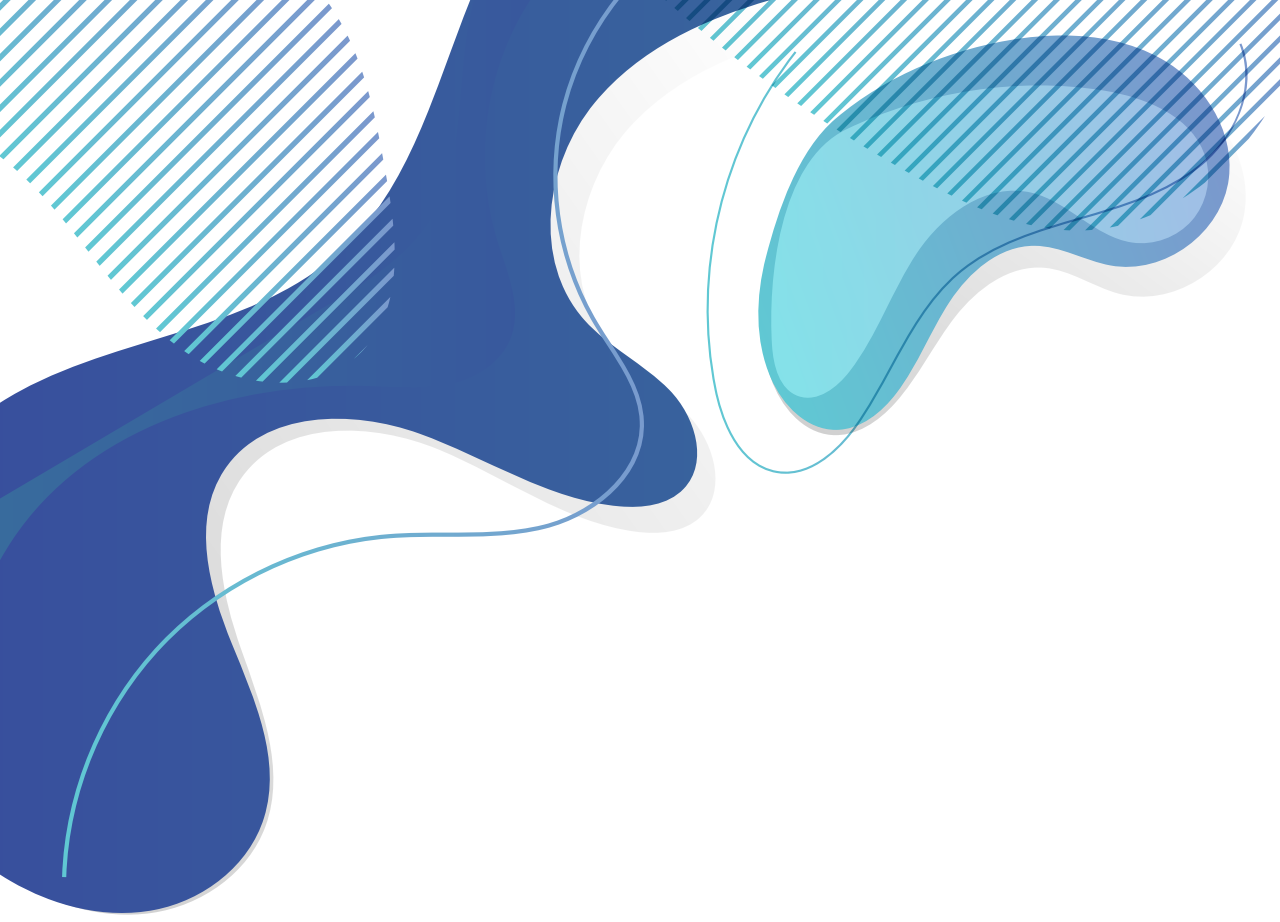


I am not Pregnant.



I can come to office in my private/ company provided





1

Frequently Wash Hands

Frequently wash hands with soap and water for at least 20 seconds.

Here's an illustration on how you can do this best!

Ensuring Employee Hygiene & Safety

Here are some good personal hygiene practices employees MUST follow to help prevent the spread of COVID - 19 & stay



Wet hands



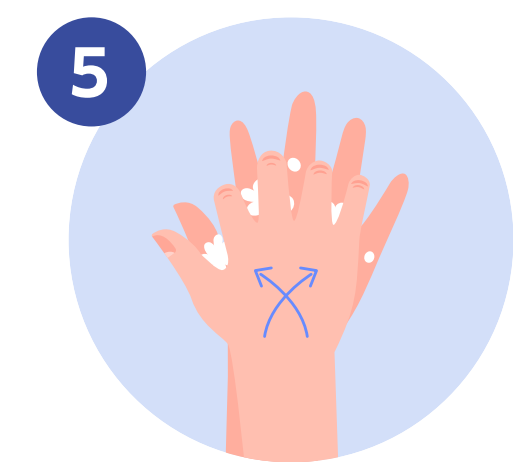
Apply soap



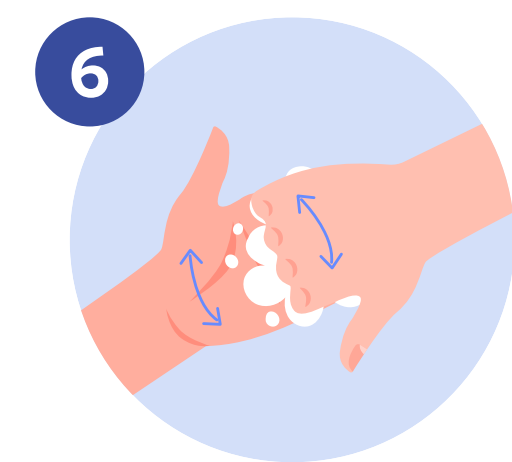
Rub hands palm to palm



Lather the back of both hands



Scrub between your fingers



Rub the back of fingers on the opposing palm



Clean thumbs



Wash fingernails and fingertips



Rinse hands



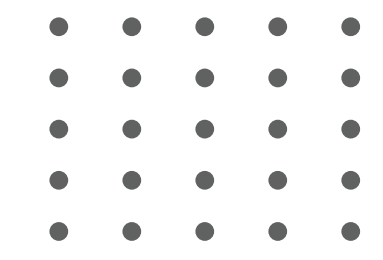
Dry with a single use towel



Use the towel to turn off the faucet



Your hands are clean

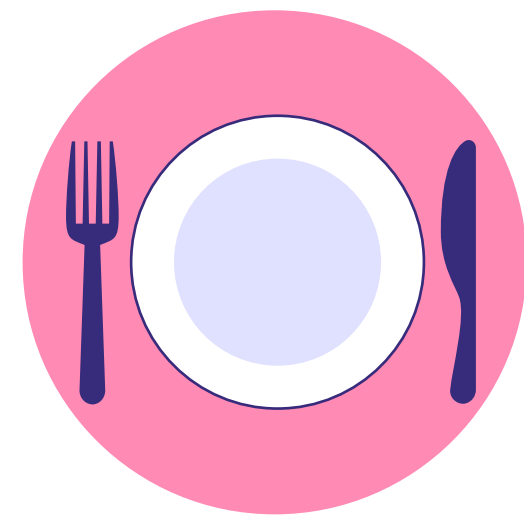


Ensuring Employee Hygiene & Safety

When to Wash Hands?



Before and after
coming to work



Before and after
eating meals



After using the
toilet



After coughing or
sneezing



When hands are
visibly dirty

2

Self - Sanitize

Hand sanitizer is not a soap alternative - use only when there is no opportunity to wash hands with soap.



Put enough sanitizer on to cover all areas of your hands.
Rub hands together until your hands feel dry, this should take around 20 seconds.
Don't rinse or wipe off hand sanitizer before its dry.

Ensuring Employee Hygiene & Safety

3 Social Distancing

One of the measures taken to prevent the spread of a contagious disease is by maintaining a physical distance between people and reducing the number of times people come into close contact with each other - This is called social distancing.

4 Greetings in COVID Times!



Virtual High-Fives are always welcome



Handshakes are prohibited

What does it mean?

Space it out:
Stay at least 6 feet
(about 2 arms' length)
from other people

Say NO to Crowds:
Stay out of crowded
places and avoid mass
gatherings

2 meters

6 feet



Ensuring Employee Hygiene & Safety

5 Usage of Masks

Using Masks can help us protect ourselves from spread of COVID-19, hence masks are going to be a way of life for a while.



Here's how you can use a mask effectively!



Before putting on a mask, clean hands with sanitizer or soap and water.



Cover mouth and nose with the mask and ensure there are no gaps between your face and mask



Loop the straps behind the ears or head.



Avoid touching the mask while wearing it. If you do, wash hands with soap and water.



When removing, take off mask from behind and do not touch the front of the mask.



Discard mask as soon as it is damp and do not reuse single use masks. Wash hands again.

All Set to Get back to Office?

A Quick Checklist for employees to consider before leaving for work.

Health Check

Self monitor for any symptoms of COVID-19.

Wear Your Gear

Wear a Mask & your ID card for easy identification.

Cafeteria Consideration

Pre-plated meals with limited options/box meal should be available at the Cafeteria but ordering food from outside is a strict no-no!

Home cooked food is the way to go. Nothing like ghar ka khana- so why not?



What's the New Normal inside Office?

Mask is a way of Life! Keep your mask on at all times

Space is Out

Queue up only at marked spots for washrooms, elevators, pantries, printers etc.

Socialize Virtually

Minimize personal interaction & completely avoid any physical contact Chat away on MS Teams:)

Hot Desking

Find your spot:

Only Desks & Chairs marked for use are to be occupied.

No Personalization:

Desks to be occupied on first come first serve basis & no personal belongings to be left at the desk.

Clean Desk Policy:

Ensure adherence to clean desk policy to allow for effective disinfection of desks.





Ensuring Safety
Inside Closed
Office Spaces

Take a glimpse into the
workplace where
Safety is our
#1 Priority



Hand Hygiene
#AbAurBhiNormal



Same Lift,
Different Capacity



Same Floors,
Different Routes



Same Friendly Faces,
Different Etiquette



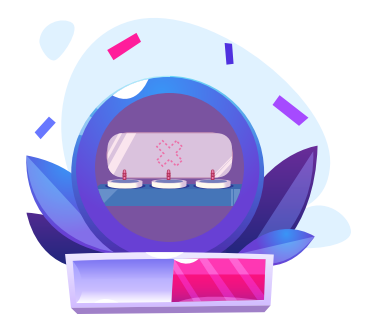
Same Desks, Different
Seating Protocols



Same Meeting Rooms,
Different Seating
Capacity



Same Tea Stations,
Different Queuing
Systems



Same Washrooms,
Different Etiquette



Same Cafeteria,
Different Service



Same Entrances,
New Hello



Hey!
Stay Safe



Same Parking,
Different Spots

Same workplace, Different Check-In

These are importance resources for anyone looking to come back to the workplace.

Health Declaration:

- The Health Declaration Form is made as a checking and record keeping tool that helps log employee daily health data and ensure fast track entry into the office.
- This should be a mandatory requirement and will be checked for updates before admission into the office buildings.

Online Training:

- A dedicated Return to Workplace training aimed at giving employees comprehensive understanding of everything that they should have thought about or must know before they return to the workplace.





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Same Parking, **Different Spots**

Employees will bring their car to the company parking and leave the vehicle at designated spot, leaving keys on the car for valet parking and vehicle disinfection by staff



Hey! Stay Safe

Wearing a mask and maintaining 6ft distance at all times is mandatory. Floor markings help employees keep distance in queues.



**Wearing Masks and
Distancing are a must!**





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Same Entrances, New Hello

Thermal screening based automated entrances help check the body temperature of those entering office premises in a contactless way. This system logs employee temperature records and syncs with ID via facial recognition.

Entry doors are programmed to automatically open and allow entry when a healthy temperature reading is logged.





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Hand Hygiene **#AubAurBhiNormal**

Sanitisers should be installed at regular stops, don't forget to use them frequently!

Hold handrails while on the stairs and use hand sanitisers before & after using hand rails.



Same Lift, Different Capacity

While elevators must be disinfected, please observe safety protocols during use.

- Attempt to use an elbow to press buttons.
- Queue on marked distancing spots when waiting for the elevator.
- Wait for all the occupants to exit – before entering.
- Stand as per the directions on the spot markers facing the wall.
- Use hand sanitizer after operating buttons.



Same Floor, Different Routes

To minimize contact, office pathways should be one directional. Follow floor markings to find your way around.

This way only

This way only

This way only



Same Office, Own Floor

For safety and ease, movement between floors should be restricted to ensure minimal contact and better tracing.

This way only

Maintain
6 feet
distance



Same Friendly Faces, **Different Etiquette**

Happy to see old friends?
Greet them but from a distance.

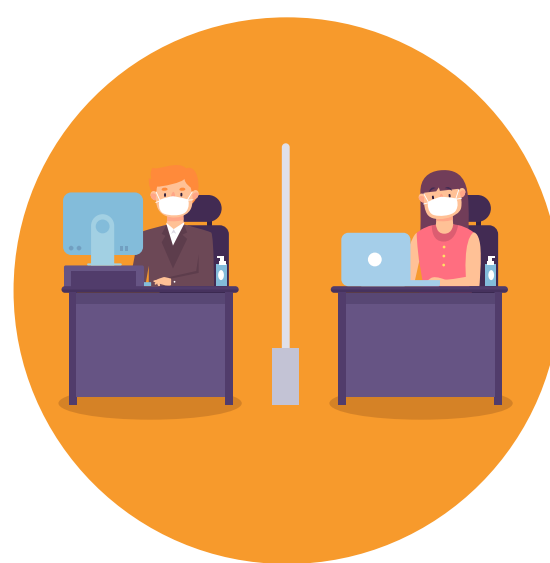


Maintain
6 feet
distance



Same Desk, Different Seating Protocols

Employee should not move, drag or occupy chairs outside of the designated position. Use marked desks only for occupancy and keep desks clean to allow for disinfection of the desk.



You can sit here



Same office,
different setup



Keep this
desk free



Contact Tracing Matters!

A Contact Tracing Application can help keep track of who employees have come in contact with during their time at the office. It requires Bluetooth Connectivity.

- Login with employee code.
- Check in when employees enter office and check out while exiting the office.
- Alarm will buzz if someone comes in proximity of 2m or 6 feet.

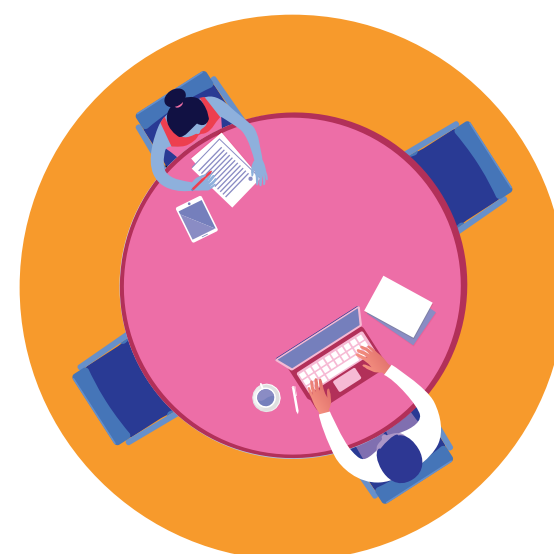
Note: The app will run in background and will only require Bluetooth connectivity.



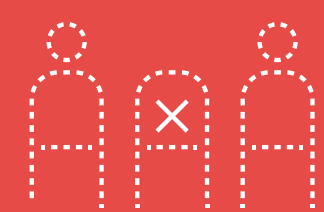
Same Meeting Rooms, **Different Seating Capacity**

Meeting rooms will be used at reduced capacity. Employees must sit on designated physically distant spots and use sanitizers in the room frequently. Colleagues working at home or on other floors, or external contractors will join meeting virtually.

Plan meetings with atleast a gap of 10minutes to allow disinfection.



**Please keep
this seat free**



Same space,
different set up

**Don't worry about
missing out on
people in meetings.
#VirtualAbNormalHai.**



Meetings Only If it's a **MUST**

In the initial phases, meeting rooms may be non-operational in order to keep employees safe.



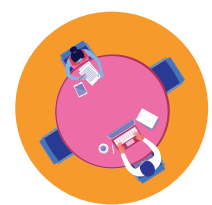
Mask is a way of Life!

Yes, we repeat - Keep your mask on at all times.



Self-Sanitize

Mark the beginning & end of meetings by sanitizing hands using the sanitizers placed in the room.



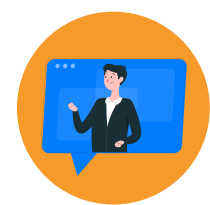
Limited Capacity

All meeting rooms will have chairs to accommodate only 50% capacity of the room, do not request for more.



Technology to the Rescue

Use platforms like MS teams whenever possible to avoid physical meetings.



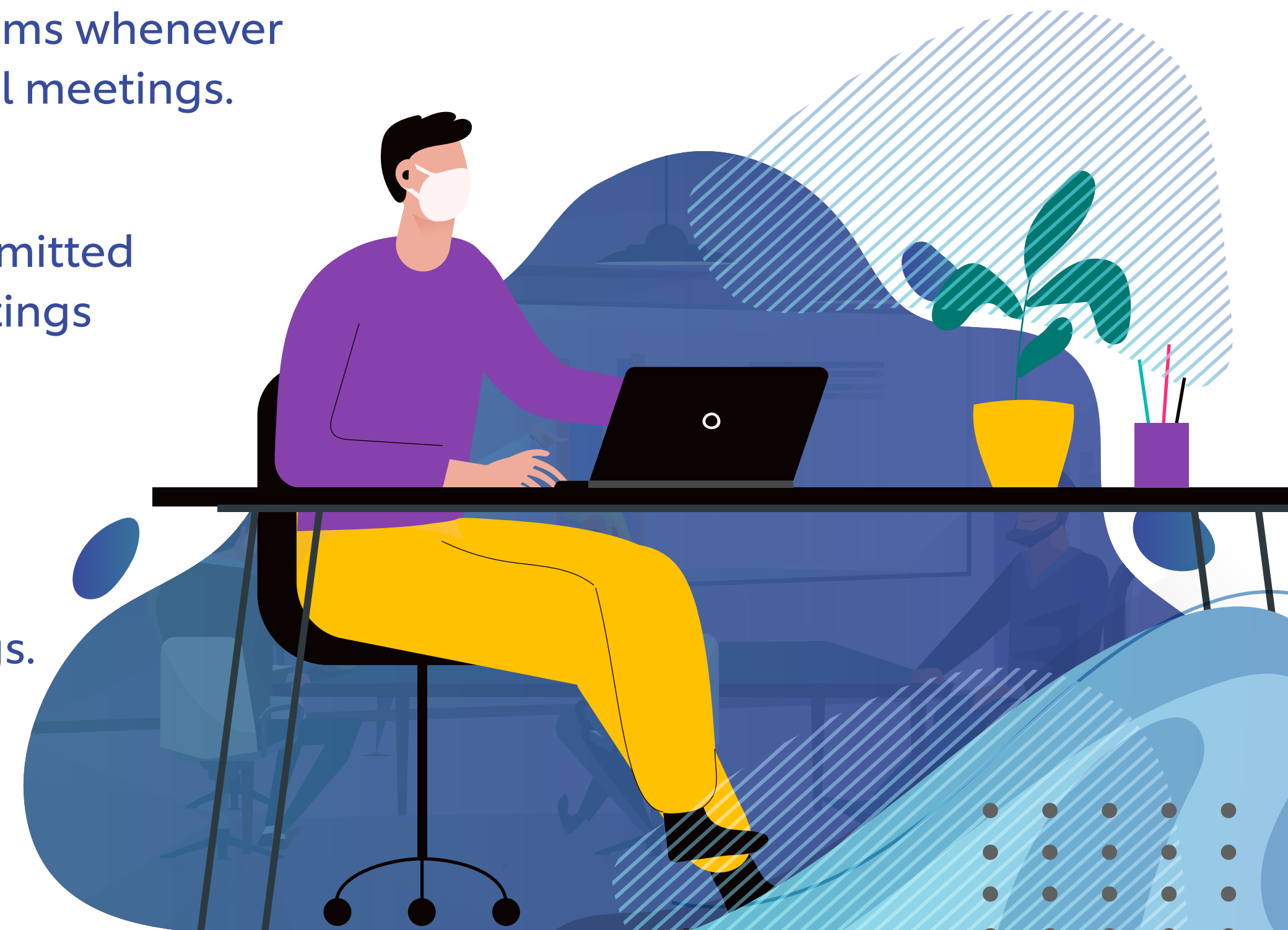
Keep it Internal

No Visitors should be premitted on the site. External meetings to be done virtually.



Keep it Short

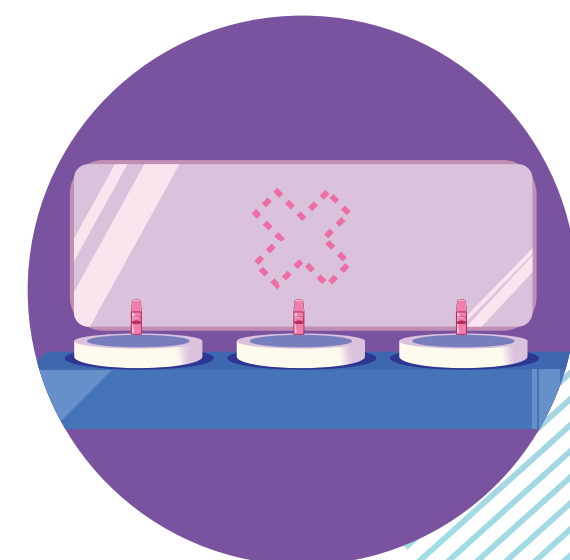
No Tea Service should be available during meetings.



Same Washrooms, Different Etiquette

Washrooms can have Density Monitors installed outside to show occupancy. Traffic Rules apply - Employees can use the washroom when the monitor shows a green light and wait when the screen is red.

This helps ensure distancing. Stickers for social distancing to be put up in the washrooms to guide employees regarding the 6ft space instructions and reinforce good hand washing habits.



Same Tea Stations, **Different Queuing Systems**

All tea stations & food points must have plexiglass and distance markers to meet safety and caffeine needs at all times!

Employees must bring their own mug or water bottle or use disposable glasses for tea/water.



**Maintain
6 feet
distance**

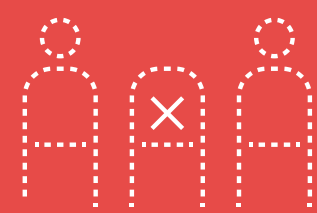


Same Cafeteria, Different Service

Cafeteria's must have reduced seating and plexiglass installations on tables. Floors should follow phased lunch slots for minimal contact. Prepared hygienic meal boxes will keep both hunger and safety needs met.

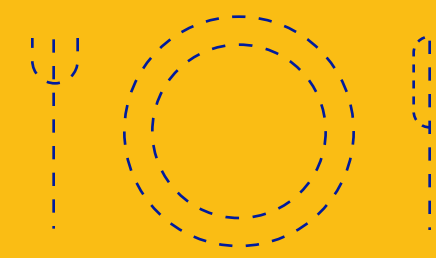
Please sit diagonally from the person at the other end. Also request employees to utilize the respective slot for their floor. Use the slot to refuel on food and unwind. Employees can also bring food from home.

Please keep
this seat free



Same space,
different set up

You can sit here



Same cafeteria,
different seating system



Protocol for Common Areas



Cafeteria

Mask is a way of Life!

Wear masks till collection of food tray and seated at table and wear again when leaving the table

Self-Sanitize

Before collection of tray and after the meal, while returning the tray

Space it out

Queue up only at marked spots for food collection, elevators and hand washing

Reversed Seats

Please occupy chairs as placed in the cafeteria - Do not move or add chairs



Elevate hygiene game in the Elevator

Self Sanitize

Clean hands with sanitizer every time you press a button

Keep Space

Stand on marked spots to maintain social distancing norms

Step Up

Use stair cases whenever possible. Sanitise hands before and after using stairs



Dispatch

Parcel Treatment

Parcels should be disinfected and delivered.

Parcel Drop

While sending any parcel, please drop them on designated spots on floors. Staff will collect the parcels for further processing.

Disinfection

All parcels are disinfected by staff before handling.



Immediately Isolate

Incase any employee experiences symptoms on site (such as cough, flu, fever, etc.) they should be moved to a designated Fever Isolation Room.

This facility is seperate from the Medical Center to ensure that there is no contact between a person with potential COVID like symptoms and others who are in need of usual medical assistance.



Safety At The Guest House

Guest House users will now occupy room at single occupancy and follow all required SOP for safety and distancing. Staff will ensure frequent disinfection and cleaning while counting on support to follow all the safety protocols and requirements.

- Meeting Rooms at GH are now limited with reduced capacity.
- Visitors will only be allowed if prior approval is received along with their health declaration.



**Maintain
6 feet
distance**



Use of Office Transport

If employees are using company shuttle service or pool car, make sure only a specific number of people occupy the vehicle with distancing. Only 6 passengers in case of vans, and 2 passengers in pool cars. This number is exclusive of the driver. Masks must be worn away during the journey.

- Ensure ventilation if there is more than 1 traveller.
- Vehicles must be disinfected after every journey!
- Hand Sanitizer is placed in the vehicle for #HandHygiene.



Wellbeing Matters

Physical

Means looking after our health, fitness, diet, sleep and energy levels so challenges are approached with zeal. Get the team physically well.

Purposeful

We achieve this by identifying what really matters to our team and connecting this to all we do. Bring purpose to life for the team.

Wellbeing

Wellbeing Hub
Ideas to bring each pillar to life in the team

Mental

Mastering this means managing our mental choices and our team's reactions to distractions, pressures, and adversity. Tackle the mental obstacles in the team.

Emotional

Means finding ways to feel positive, confident and always supported by others. The challenge is keeping the team realistic and being prepared for anything. Support the team's emotional wellbeing.

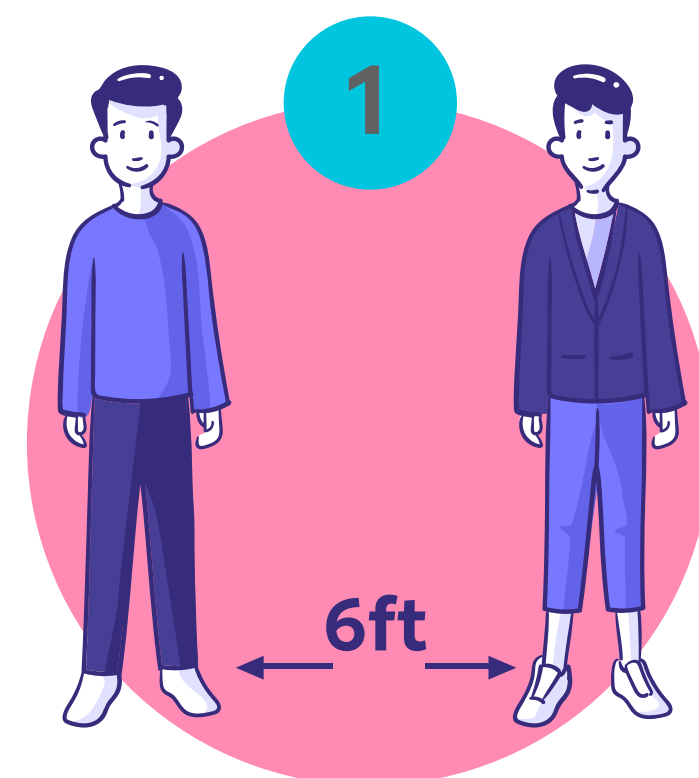
Back to Home Sweet Home



Wash hands and face
with soap



Change into clean
clothes and immediately
put away the
day-clothes for wash



Take the same pre-
cautions during the
commute to your
home



Avoid touching
people and things
at home before you
have washed



Ensuring Safety Inside Factory Spaces

Tiered Response System

Tiered Response System initiated in March to provide guidance to employees and support to business during this pandemic.

Include guidelines on;

Site Visitors (only in case of business critical – approved from Site Head).

Site Employees entrance, transportation, screening, change room, other risk factors.

Cafeteria Management.

Office Protocols (Meeting Rooms, Rest Rooms & Cleaning Practices).

Zoning & Social Distancing.

Shop floor activities (Shift change, Quality, Machine disinfection).

Emergency Reaction Plan.

Inventory Management for Covid essential items.



Tiered Response System

* Increase in controls with every Tier upgrade.

Tier Level	Mar W1	Mar W4	Mar W3
1. Tier 2	<div></div>		
1. Tier 3 (100%)		<div>30th March</div>	
1. Tier 4 (100%)			<div>24th April</div>

Tier -2 Low-Medium Rate of Human Transmission

- Regular Operations.
- Initial Covid related controls – no thermal screening.
- Social distancing only in limited areas.
- Only cleaning & sanitization in cafeteria, change room, vehicles, etc.

Tier -3 High Rate of Human Transmission

- Thermal screening & Hand sanitization for all employees & visitors
- Avoid public transport, wear masks.
- Social distancing (>2m) in change room, cafeteria,vehicles, zones. Zones developed.
- Twice a shift disinfection in factory areas, dishes sanitizing SOP introduced.

Tier -4 Very High Rate of Human Transmission

- Masks & goggles for everyone at site.
- Thermal screening increased to twice a shift.
- Sanitization of meeting rooms, cafeteria, change room, etc. after every use.
- Separate entrance/exit pathways to manage flow.
- Fresh air flow in meeting rooms, WHs, Production area.

Call For Action **COVID Task Force**

Covid Task Force at each site including the Factory Manager, Admin Manager, Safety Manager, Quality Manager & Operations Manager.

Daily Meetings are conducted on Tier compliance & observations. Immediate training of Site Managers on updated Tier protocols.

Audit & Inspections initiated for Covid protocols compliance. Guidelines & Directives provided by Country Leadership.



Entrance Protocols Screening of Employees

All employees go through Thermal Screening & Declaration at entrance. Thermal Screening – Below 37.5 & declaration in a register with pre-defined questions at one side;

- Any travel in last 14 days?
- Any contact with Covid case?
- Cough, sneezing, fever?

Mask & Social distancing at entrance is mandatory & controlled by Security guards. Tracking of Blue-collar staff based on their residence in documented vulnerable areas, as well as Health status of self & family

This way only

This way only

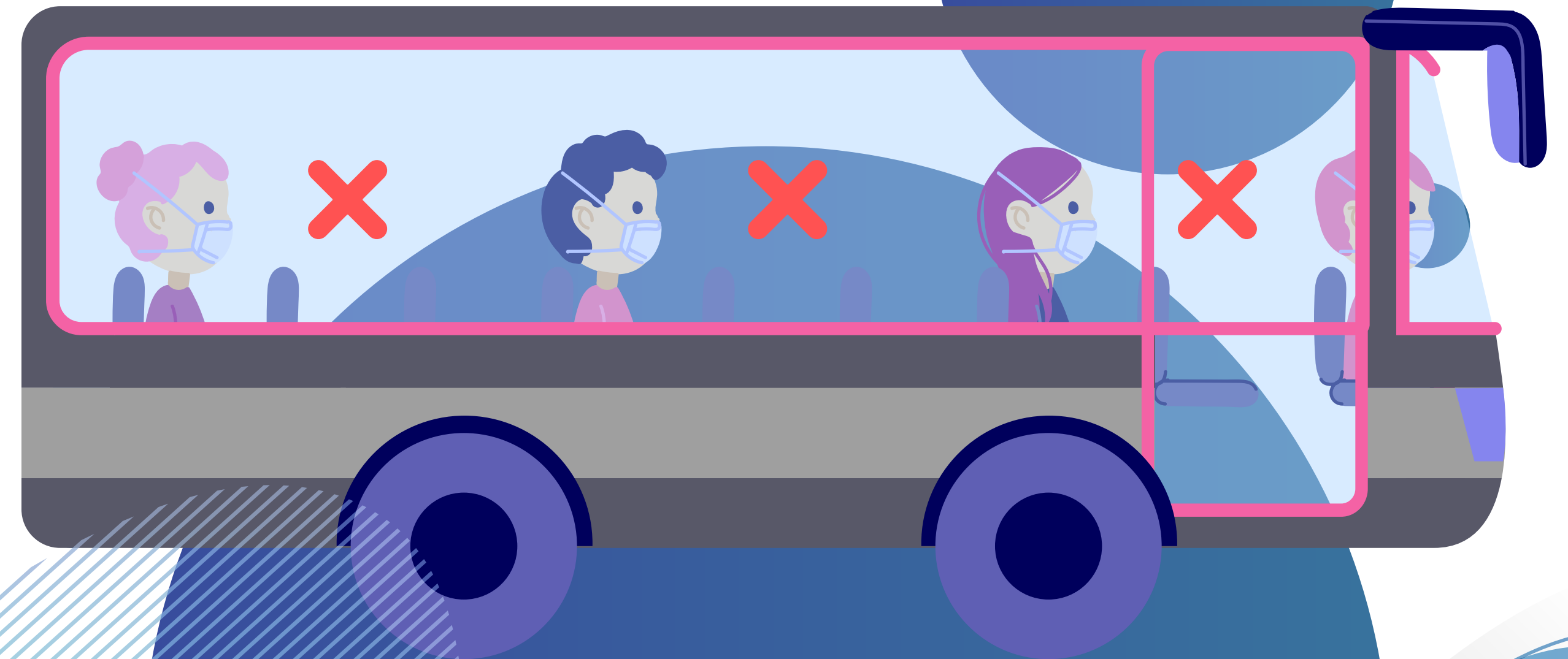


Employee Transportation Protocols

Social Distancing in vehicles. Employees in public transport facilitated with company transport to minimize risk.

Masks are mandatory while boarding with backup masks placed in vehicles. Cleaning & Disinfection of vehicle is ensured after every journey with hypochlorite solution.

Customized SOP and video for training on disinfection of vehicles is available for drivers.

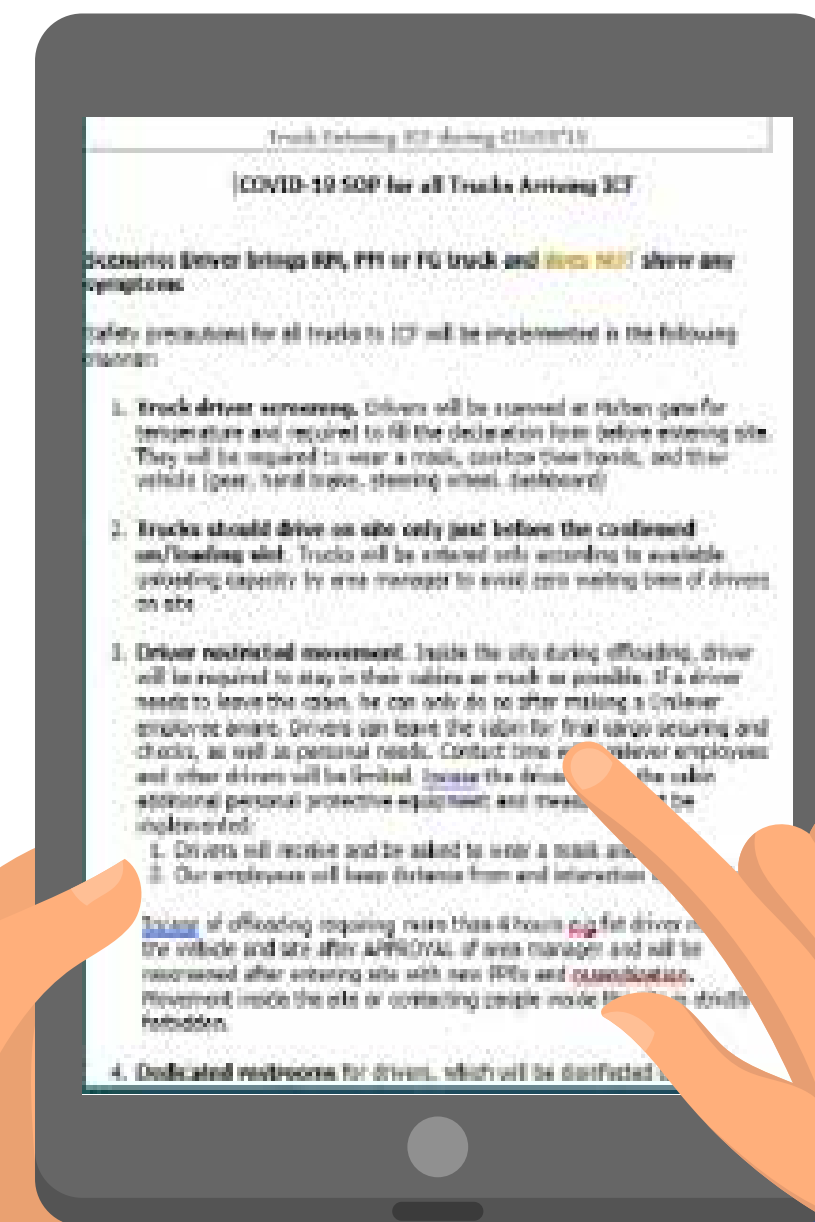
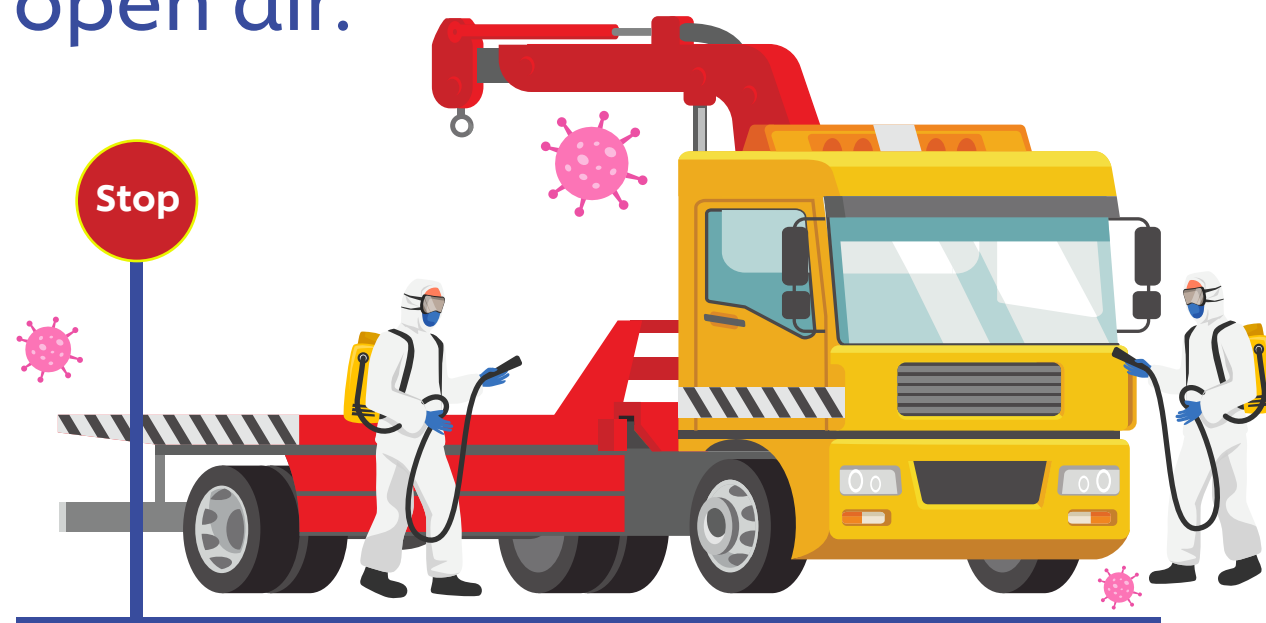


Truck Entrance, Material & Driver Protocols

Trucks are stopped at entrance for complete disinfection by a dedicated resource. Thermal screening & Declaration from driver.

Driver is instructed to remain inside truck & PPEs are given i.e. mask, gloves & head net.

Online document handling to make process contact-less – pre arrival online document inspection. All the raw material received (except Production related) is disinfected in open air.

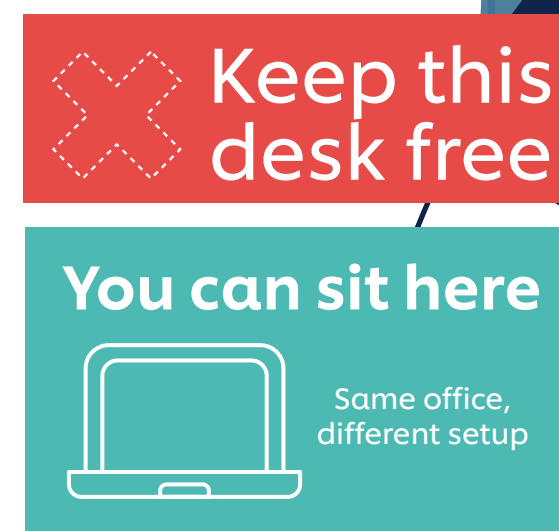
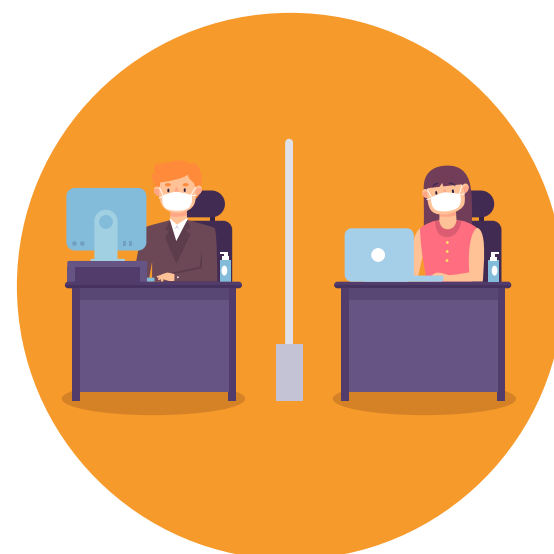


Common Areas & Office Protocols

Employees limited in change room through Marshalling & marking at 2m distance. Reshuffling of lockers to avoid use of adjacent lockers in one shift. Disinfection by a dedicated resource after each cycle of change room.

Workstations marked "not useable". Social distancing inside office. Ventilation & Air flow change in offices & meeting rooms, with frequent cleaning of air filters.

Seating capacity in meeting rooms limited to 50% - everyone to wear a mask & sanitize room after every meeting. Excess chairs from meeting room removed. Disinfection after every meeting.

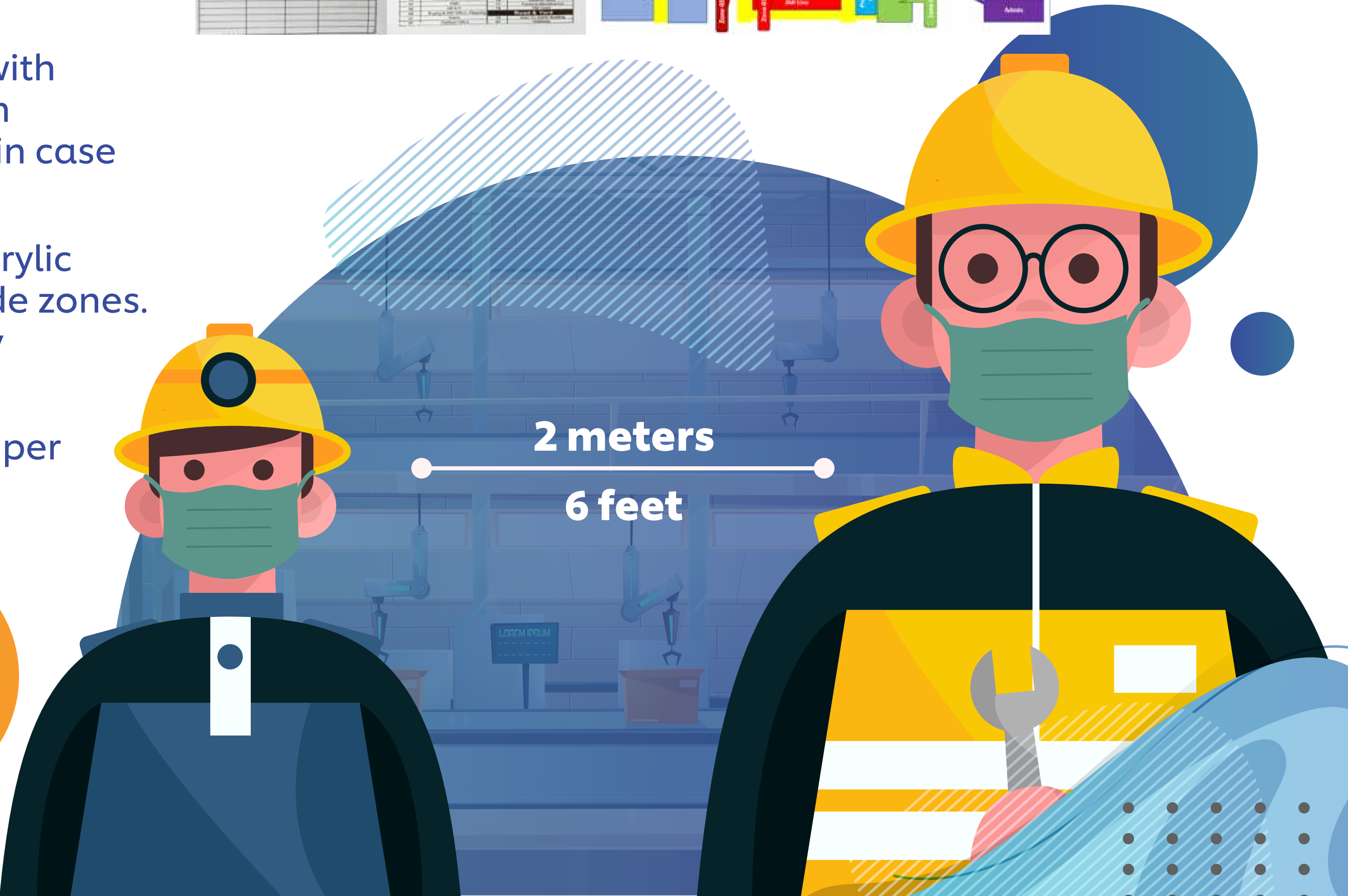


Zoning & Social Distancing

Production areas divided in multiple zones with limited employees in each zone. Card system initiated to track movement to other zones (in case of necessity).

Engineering controls (Barricade chains or Acrylic sheets) installed to restrict movement outside zones. Spots marked for operators, packers, quality checkers on floor.

Arrangements in canteen, change rooms as per group of employees in each zone.



Cafeteria & Prayer Areas

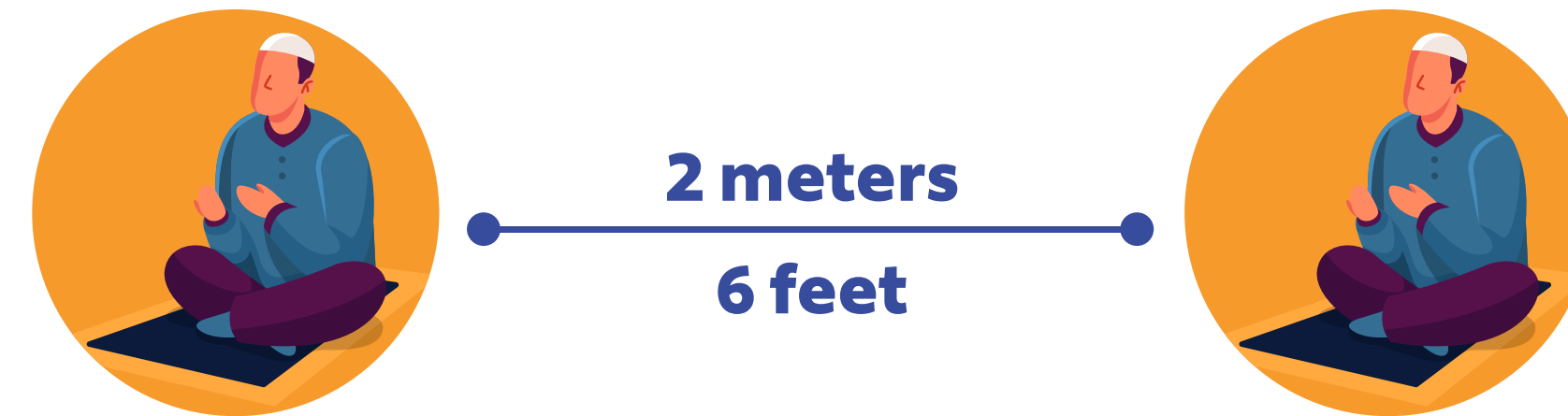
Cafeteria:

Meals in groups & increase in cafeteria timings to accommodate all employees. Meals in disposable crockery. Disinfection of cafeteria after each cycle of group. Customization of cafeteria controls to comply with Sanitizing Dishes SOP (Wash, Rinse, Sanitize).

Prayer Areas:

Removal of carpets and disinfection of floors and common touch points. Marking and compliance with 2m distance in prayer areas.

Marking & distancing in mosques, ablution areas. Disinfection of mats & open areas. Utilization of open spaces to cater employees.



Cleaning & Sanitisation

Twice a day cleaning & disinfection of offices, common surfaces, touch points of machines, and rest rooms.

Use of moveable trolleys and PA system to remind employees for hand wash/sanitize. Use of stylus pens for machine HMIs.

Dedicated resource to disinfect rest rooms after every use. Limiting number of rest rooms being used. Checklists and deep compliance audits to ensure cleaning & sanitization compliance.

Meetings rooms being disinfected after every use. Windows opened for 15 minutes post meetings to ensure ventilation.



Emergency Response & Audits

Emergency Reaction Plans prepared on multiple scenarios;

- In case employee coming on regular basis is found positive.
- In case of severe symptoms at site.
- In case of primary contacts identified at site.
- In case the person conducting screening is positive.

Mock Drills must be conducted at all factories (including 3P factories) on above scenarios. SOP for Factory shutdown & Restart in above scenarios.

Isolation rooms identified at all sites with Trained Emergency Response & OHS teams.



Emergency Response & Audits

External audits conducted at all sites by Corp SHE & WTS teams (including 3P factories, Warehouses, Distribution centers, Guest houses).

External compliance checks conducted by Government Authorities.

Nomination of management employees to conduct in-house audits on random basis for quick compliance check.



Communication & COVID Essential Inventory

Central team manages inventory of Covid essential items;

- Masks
- Sanitizers
- Gloves
- Goggles
- Thermal guns
- Disinfectants

Inventory management of 30 days approx. for essential items. Deliveries & stocks managed centrally from Head Office for all sites.

Posters & Communication Material in Public spaces. Awareness sessions in open areas as well as Daily tool box talks on Covid protocols.



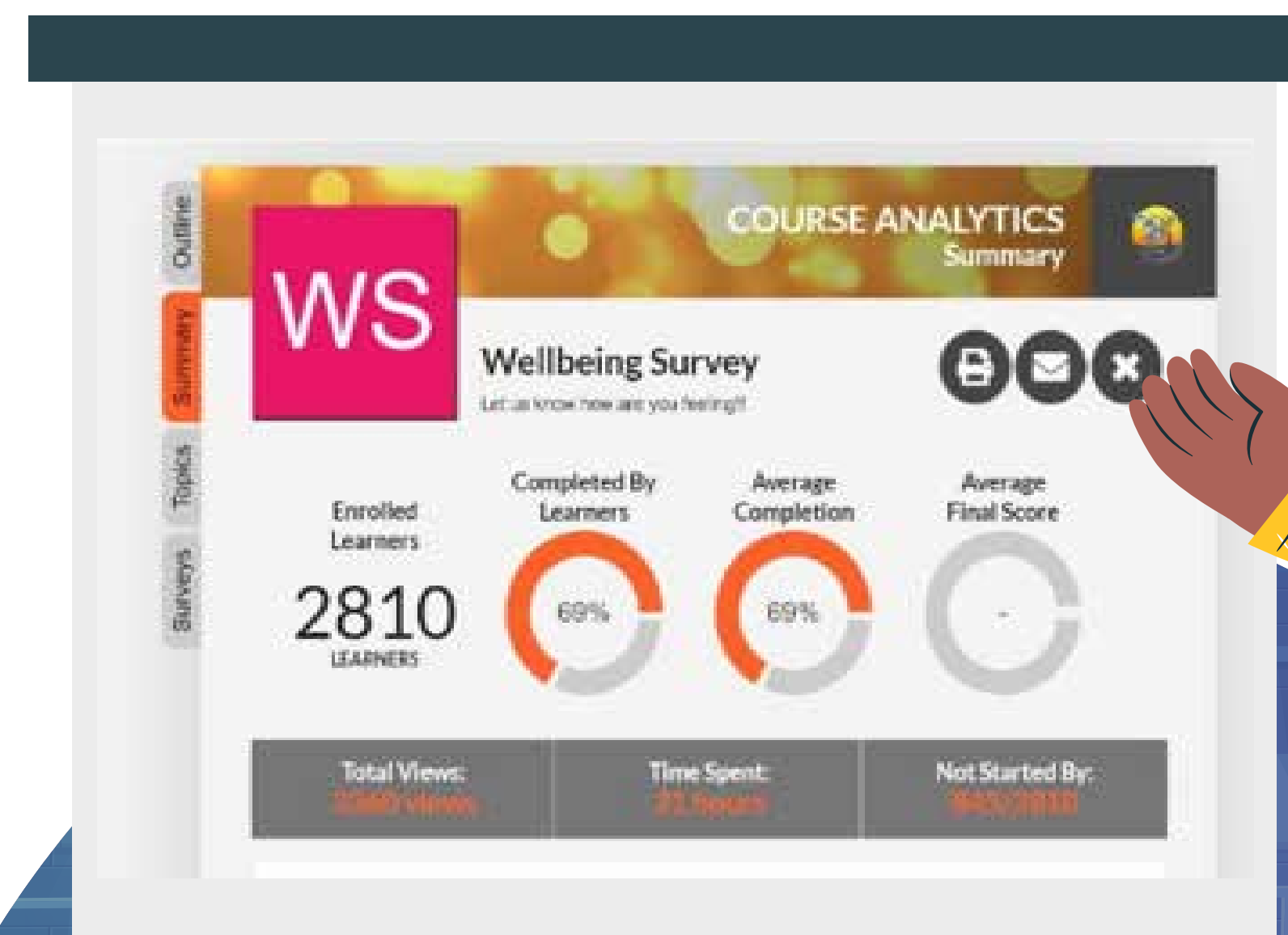


Ensuring Safety in Market Spaces

Field Sales Team Protocols

All field teams should have access to supplies of Personal Protective Equipment, including thermal guns, masks, sanitizers and face shields.

Health of sales staff who move in markets everyday should be monitored daily through a mobile health tracker.



Customer Engagement Protocols

Direct customers such as distributors and shop keepers can be educated through dedicated helplines and awareness videos in regional languages.

Field teams should be trained to maintain distance through non-physical greetings and contactless engagement at stores.

Use creative solutions such as installing plastic protection sheets on shop fronts.



Proactively Educated Business Partners



Educational Videos for Sales Team and Distributors

Non Physical Greetings & Maintain Distance

Order Placement Protocols

Where possible, use technology to help retailers place contactless orders.

Simplify selling models and move to tele-ordering, so orders can be taken on the phone or online.

Reduce team exposure by cutting the number of operating hours or moving to alternate day rosters.



Market time reduced by 50%

Ordering Done Through Whatsapp, Telecalls, Mobile Apps

Retail Ordering Through Digital Mediums





For more information and access to artwork or policies, Please contact:

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#AbYehNormalHai

#StaySafe

#ComeOutStronger