

RESPONSE TO COVID 19  
BY  
ACRT  
(ARC COVID RESPONSE TEAM)



**Beginning:** As the news broke of Covid 19 spread in China and possible threat of it spreading to all countries, we at ARC had started formulating plans of how to operate our sites in case the pandemic reaches India. Many great personalities have always mentioned that it's advanced planning & preparedness that determines the result of the battle against such unexpected and unprecedented calamity. The pandemic reached India as predicted by March and entire nation went into lockdown to prevent the spread.



This was the toughest time to deliver our services on sites, staff (who are the key element in our industry) had apprehensions and fear surrounding this unknown pandemic. But, the groundwork done by our **ARC Covid Response Team (ACRT)** came in handy during the crisis. The ACRT team comprised of senior members of our Operations team along with wise management heads of the company. Further, we had constant support, update & first hand inputs from medical experts ARC had access to. The ACRT team was prepared basically in 5 areas for delivering services on site during the lockdown.



**1. Understanding Covid 19 Virus:** The team needed to have full scale understanding of the Virus in order to plan for any work on sites. As such they were given thorough orientation through multiple visual representation classes of the Covid 19 about its origin, causes of spread, necessary precautions and finally avoiding infection. This was most essential part of our response as unless the operations team was fully informed and assured about the facts on the virus it would be impossible for them to educate the staff on site. Hence, we empowered the **ACRT** team with information & facts about the virus.



**2. Services on Site:** As facilities management falls into essential category, the onus was on us to ensure that all critical technical & soft services were delivered on sites during lockdown. As movement of people and transportation prohibited, the task became very difficult. But **ACRT** had this aspect covered well in advance. As per our plan we had already identified staff working on each site who had an option to stay on site and work during the Lockdown period and they were put on standby. So as the lockdown was imposed, we implemented the plan in consultation with our clients by arranging their accommodation on site along with providing food to stay on site and deliver the required services. This ensured that all our sites had minimum staff equipped to handle all critical services related to the site without any issues.

BE HEALTHY, BE CLEAN			
CLEAN & DISINFECT			
SOCIAL DISTANCE			
PICK-UP & DELIVERY			

**3. Precautions:** Since, we had accommodated the staff on site it ensured that virus spread is contained as staff were not coming from their homes each day. The clients were relieved on this aspect. **ACRT** who had first hand knowledge on the precautions to be taken so made sure that Touch free Temperature devices, face Masks, alcohol based sanitizers, PPE kits, Sodium Hypochlorite based chemicals were available on site in abundant quantity. In addition the team was taking video briefing and reminding staff about precautions to be taken on site. This ensured staff worked in a safe & secured enviro



**4. Morale:** At a time when whole world is fighting the Covid Virus, humans are bound to feel apprehensive about their future & life. Staff who were staying on site away from their near & dear would feel emotionally drained further. Hence, the most important task was to keep the staff morale high at all times on the site. ACRT had a separate program to counter this hurdle. Our team constantly spoke on video conference with all team and ensured that all members were first appreciated and thanked for their services during the crisis and then assuring them of due recognition and finally encourage them to speak with their family regularly. All 3 were important aspects of boosting staff morale.

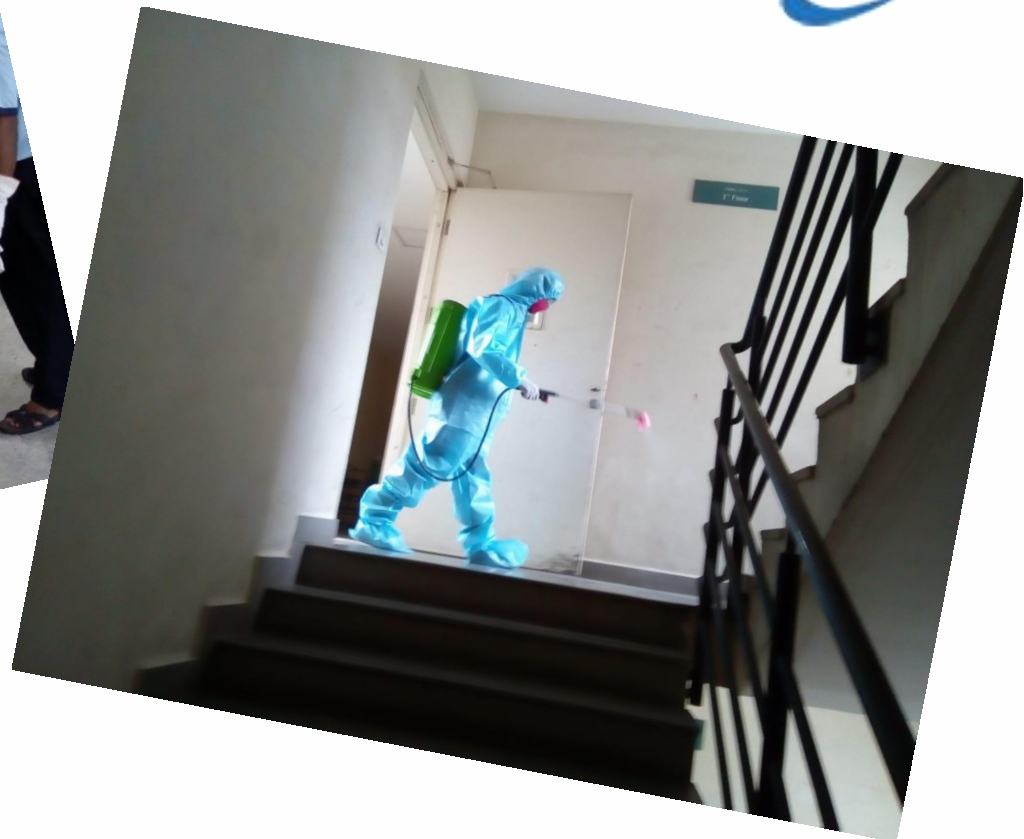
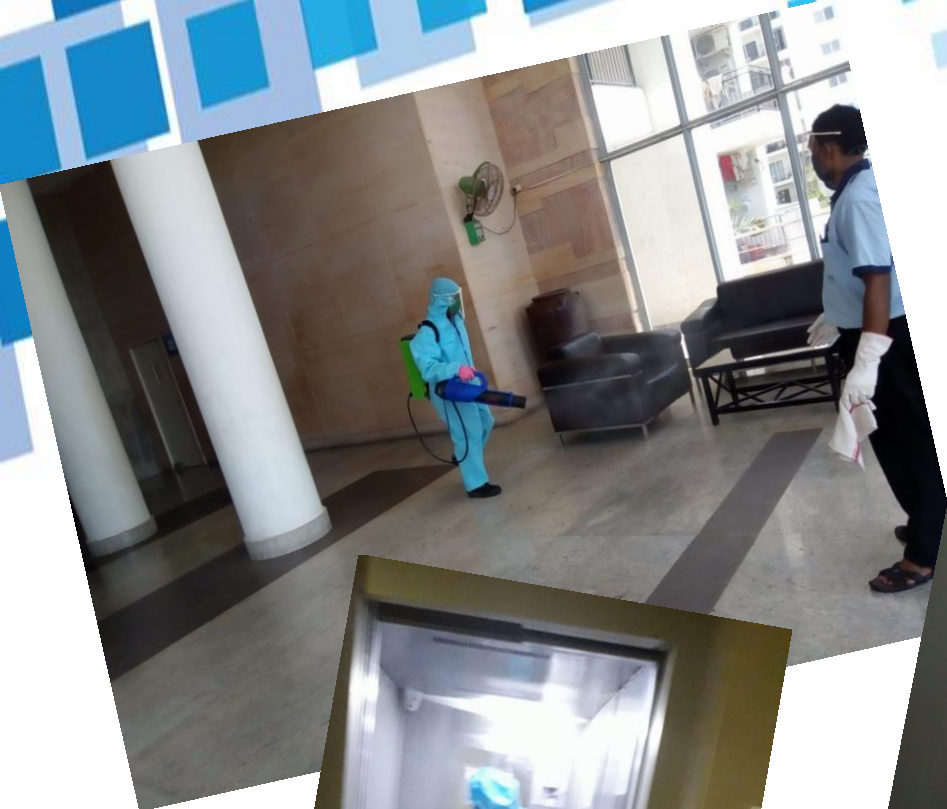


## **ACTION PLAN ON SITE**

- **DEPLOYED MINIMUM SITE TEAMS FOR DAY TO DAY OPERATIONS CONSIDERING GUIDELINES OF GOVT FOR PREVENTION OF COVID 19.**
- **ARRANGED POLICE APPROVALS & TRANSPORT FACILITIES AS NEEDED FOR SITE TEAMS.**
- **MODIFIED SHIFT SCHEDULES ACCORDING TO AVAILABLE STAFF ON SITE AND SHARED TO STAFF & CLIENTS.**
- **BRIEFING ON THE COVID 19 – SAFETY IN EVERY SHIFT.**
- **24/7 REMOTE SUPPORT FROM OPERATIONS TEAM THROUGH VIDEO CALL / WHATSAPP FOR ALL SITE TEAMS.**











**Conclusion:** As we continue to fight the covid 19 pandemic, we like to thank all our warrior staff who put their life on line to provide essential services on sites.

Secondly, a sincere thanks to all our clients for their huge support & understanding during the crisis period.

ARC promises to keep delivering optimum services to its clients by ensuring safety to its staff & clients.

Thank you !!!  
From ARC TEAM