Webinar- Workplace Strategies and Guidance in Times of COVID-19 in the Middle East & Asia Pacific region - 04 June 2020

Dr Shriniket Mishra
Chief Medical Officer
Hero MotoCorp
Contents-

• 1. Overview of COVID-19 crisis in the country
• 2. Work from Home / Return to Work - Situation?
• 3. Key challenges?
• 4. National strategy
• 5. Organizational strategy
India-Overview of COVID-19 crisis in the country

Current situation of COVID19 spread in India-

• Total cases till 03 June- 207615
• Total active cases- 101497
• Total Deaths- 5815
• Death rate-2.8%
• Recovery rate is 48%
• Positive test is 6.2%
• First case was reported on 30 January and second case was reported on 02 March.
• First 0.1 million cases detected between 01 March to 15 May 2020 and next 0.1 million in next 15 days only.
• 50% Deaths are reported for above 60 years persons.
• 28% of all positive cases are asymptomatic.
• Nationwide lockdown was declared by government from 25 March till 14 April and then further extended till 03 May.
• Another extension of Lockdown was done up to 31 May along with easing of many restrictions and opening of economic activities.
• More relaxations has been done from 01 June 2020 but cases are rising on a very fast pace. May be due to increased number of testing.
Work from Home / Return to Work - situation

• **Return to work- Proactive measures like-**
  • Health & wellbeing of employees is top most priority for our CMD & CEO Dr. Pawan Munjal.
  • Regularly interaction by CMD with all employees, family members, Dealers, supply chain partners, investors during whole lockdown period and boosting morale of everyone with very positive stories and thoughts.
  • Restart manual for whole organization with detailed procedures and policies for each process related to COVID19 prevention.
  • Processes, procedures and guidelines for health and wellbeing of employees at workplace, during travel and at home.
  • Ensure compliance to all rules and regulations and create best practices.
  • Processes for prevention of COVID19 infection at workplace and contingency plans for management of positive cases.
  • Several innovations done at workplace to ensure contact free and hygienic work environment.
  • Organization has been actively providing support to all employees and family members during lockdown- Free Online health consultations, Online mental health counselling support, diet and nutrition counselling etc.
  • Many online engagements – regular webinars, online courses, trainings, certifications, fitness classes, meditation classes etc were conducted.
  • Daily online meetings are now a new normal for the organization.
  • No salary deduction for any category of employees. All were paid full salary without work.
  • Medical insurance coverage to all contractual workers and online health consultation for all contractual workers and their families.
  • WFH for vulnerable persons having underlying conditions susceptible to COVID19.
Work from Home / Return to Work - situation

- Restarted with opening of manufacturing units, only those employees who are physically required are being asked to visit units and others at WFH. At offices maximum people are working from home.
- All official travel has been stopped till 30 June 2020.
- Online Training of employees related to prevention strategies.
- COVID19 prevention related Health awareness campaigns in organization. Providing nutritional supplements at workplace for boosting immunity.
- Mandatory WFH for vulnerable persons having underlying conditions susceptible to COVID19.
- Use of contact less processes-body temperature screening of all employees & visitors by IR detectors, use of body temperature scanning camera, contactless attendance monitoring system
- Mandatory use of Hero Health declaration app, Organisation wide contact tracing app & community based contact tracking app (Arogya setu app-Government App)
- Social distancing within conveyance & at workplace,
- Sensor based or foot operated hand wash/ sanitiser dispensers.
- Implementation of local government and WHO guidelines related workplace.
General Overview

1. Quarantine Protocols – No compromise should be done with the quarantine protocols as it is the ONLY method to deal with Asymptomatic cases. A fitness certificate is obtained by the government before entry into the plant.

2. Symptomatic Cases handling – All symptomatic cases need to be assessed by the medical team and judicious decisions should be taken keeping employee wellbeing in priority.

3. Reliability of Self Declaration – The reliability of any self declaration needs to be ascertained to ensure robust safety mechanisms.

Leads to

a) Manpower Shortage
b) Difficulty in Raw material handling and strategic sourcing
Key Challenges for manufacturing Industry

• Employee return to workplace is difficult due to travel restrictions, Mandatory self isolation/Quarantine rules.
• Less availability of temporary workforce due to issues related to migrant labour going back to their home states and unable to come back due to travel restrictions by state governments, interstate travel regulations etc.
• Low availability of Transport for travel to work.
• Workers fear about contacting disease during travel.
• Uncertainty in industries due to continuous change in government guidelines.
• Mental/psychological issues of employees and temporary workforce.
• Impact on supply chain, less availability of raw material, components.
• Loss of productivity and business due to Workplace closures by authorities after detection of positive cases in premises.
key challenges-

- Lack of detailed accurate information because of novel virus.
- Vaccine not yet developed, medicines & treatment protocols yet to be universally formalised.
- Varying demography of working population with variable risk factors & susceptibility
- Differences in work pattern, culture, religion, beliefs, taboos, practices & prejudice
- Lack of diagnostic resources with accuracy limitation for sensitivity & specificity parameters of the tests
- Restricted number of quarantine & isolation centres & sparse medical resources for cure
- Complacency due to extension phases of lockdown
- Lack of proper training & awareness & also deliberate Ignorance
- Resistance to change & the urge to return back to normal even before the crisis wanes
- Migrant labour, unemployment, wage loss, cessation of transportation facilities
- Additional coincidental natural calamities – cyclone, earthquake
Healthcare issues

• COVID19 testing coverage is low compared to developed countries.
• COVID19 Testing errors –High cases of False positive/negative testing report
• Complacency among people after easing of lockdown by government.
• Violation of social distancing norms in society.
• Economic interests is superseding health concerns among low socio economic people of society.
• Mental health issues like-Depression, Anxiety are increasing due to various reasons-lockdown, job loss, financial issues, business uncertainty, Fear of contacting infection
• Social stigma associated with COVID19-Large section of people are very scared after detection of any positive case in family or locality and there is a general lack of compassion for affected persons.
National strategy -Pillars

• India COVID-19 Emergency Response & Health Systems Preparedness Project (4 year project) under Ministry of Health
  – Component 1: Emergency COVID-19 Response
  – Component 2: Strengthening National and State Health Systems to Support Prevention and Preparedness
  – Component 3: Strengthening Pandemic Research and Multi-sector, National Institutions and Platforms for One Health
  – Component 4: Community Engagement and Risk Communication
  – Component 5: Implementation Management and Monitoring and Evaluation
  – Component 6: Contingent Emergency Response Component (CERC)

Some spearheads for success of the strategies:
• Lockdown strategy is the best strategy pillar in India for control of the situation
• Geopolitical advantage & artificial intelligence
• Indian Namaste culture & social distancing
Organisational strategy

• For protection of health and wellbeing of employees Hero MotoCorp was first organisation in Automobile sector in India to proactively discontinue manufacturing and closing all plants and offices before National call for lockdown.
• Work from Home for all employees.
• Physically distant but emotionally connected.
• Stress management programmes, health consultation services, wellness & engagement programmes & webinars for employees & families
• Online Trainings, awareness sessions, competency building
• Extensive voluntary community services, manufacturing of hand sanitizers, providing food to needy, manufacturing of ventilators, donating ventilators.
• Total 10 Billion rupees donated under CSR by Hero Group.
• Full salary pay & all benefits & allowances to all employees including contractuals even during lockdown
• Structured business continuity plan to return to normal
• Support plan for all stakeholders