AHPI

GREEN AND CLEAN HOSPITALITY MANAGEMENT SYSTEMS - PART II (GCHMS-PII) FOR SAFE AND HEALTHY WORKPLACE.

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1. PURPOSE

The aim of this Green Clean Hospitality Management system (GCHMS-PII) is:

- To provide information about infection prevention and control procedures and other requirements that should be in place in all kinds of organizations, including service & manufacturing, to help fight against any communicable disease including contagious and infectious diseases like Covid-19.
- To control and maintain necessary documentation enabling organizations to make safe and hygienic production/ service provision in their facilities
- To certify that the facility and its workplaces have necessary processes within GCHMS-PII helping it fight against contagious diseases.

It will not only guide firms in combating the epidemic and pandemic. Still, it will also provide certification of compliance with reliable and hygienic production/ service provision standards, which will be needed in the post-epidemic period.

1.1 Pandemics and Business

Any rapidly spreading communicable disease like the Contagious and infectious diseases COVID-19 (Coronavirus outbreak) poses a severe threat to the continuity of businesses in terms of breaking supply chains, cutting cash flows, interrupting manufacturing and service functions as well as logistics and distribution services leading to the partial or total disruption of business.

Organizations, however, must start reopening after a period of applicable preventive inactivity and facing the challenge of New Normal, where the focus will be on stringent measures to prevent contamination and on safety, health, hygiene, sanitation, and infection control. Organizations also need to comply with all applicable legal and regulatory requirements to continue operation. The requirements of GCHMS-PII once implemented will help business in running operation in the contagious and infectious diseases scenario.

1.2 Scope of Certification to GCHMS-PII

The workplace certification to GCHMS-PII applies to both manufacturing and service organizations. The specific requirements of hygiene and infection control of a particular sector will need to be addressed in relevant sections of GCHMS-PII as additional requirements. Broadly the sectors covered under GCHMS-PII have been mentioned in Annexure 1.

2. CONTAGIOUS AND INFECTIOUS DISEASES – AN INTRODUCTION

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Whether it is flu, chickenpox, concerns about measles, or the coronavirus pandemic, the words contagious and infectious often come around in any discussion on communicable disease. All contagious diseases are infectious, but not all infectious diseases are contagious. Contagious diseases are infectious diseases that are easily spread through contact with other people.
The contagious diseases are also classified as Communicable or Transmissible, which means that the disease is one that can spread from one organism to another. This includes the spread from person to person or animal to humans. Communicable diseases claim millions of lives each year.
To prevent transmission of Contagious and Infectious Diseases Like Covid-19, the following measures are recommended:

- Social distancing which includes refraining from hugging, kissing, or shaking hands with guests as well as among staff. It involves maintaining a distance of at least 2 m (6ft) and avoiding anyone who is coughing or sneezing.
- Hand hygiene means regularly and thoroughly cleaning hands with an alcohol-based hand rub or washing them with soap and water and avoiding touching eyes, nose, and mouth. Hand disinfection is to be practiced after exchanging objects (money, credit cards) with guests.
- Respiratory etiquette means covering mouth and nose with bent elbow or tissue when coughing or sneezing. The used tissue should be disposed of immediately in a bin with a lid.
- The contagious and infectious diseases like the Covid-19 virus spreads primarily through droplets of saliva or discharge from the nose when an infected person coughs or sneezes, so it's essential that you also practice respiratory etiquette (for example, by coughing into a flexed elbow).
- The best way to prevent and slow down transmission is to be well informed about the contagious and infectious diseases like the Covid-19 virus, the disease it causes, and how it spreads. One should continuously protect oneself and others from infection by washing the hands or using an alcohol-based rub frequently and not touching the face.

The chances of being infected or spreading contagious and infectious diseases like the Covid-19 can be reduced by taking some simple precautions:

- Regularly and thoroughly clean your hands with an alcohol-based hand rub or wash them with soap and water. Why? Washing your hands with soap and water or using alcohol-based hand rub kills viruses that may be on your hands.
- Maintain at least 2 meters (6 feet) distance between yourself and others. Why? When someone coughs, sneezes or speaks, they spray small liquid droplets from their nose or mouth, which may contain viruses. If you are too close, you can breathe in the droplets, including the contagious and infectious diseases like the COVID-19 virus, if the person has the disease.

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- Avoid going to crowded places. Why? When people come together in crowds, you are more likely to come into close contact with someone who has a contagious and infectious disease like COIVD-19, and it is more challenging to maintain a physical distance of 2 meters (6 feet).
- Avoid touching eyes, nose, and mouth. Why? Hands touch many surfaces and can pick up viruses. Once contaminated, hands can transfer the virus to your eyes, nose, or mouth. From there, the virus can enter your body and infect you.
- Make sure you, and the people around you, follow good respiratory hygiene. This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze. Then dispose of the used tissue immediately and wash your hands. Why? Droplets spread viruses. By following good respiratory hygiene, you protect the people around you from infections such as cold, flu, and contagious and infectious diseases like the COVID-19.
- Stay home and self-isolate even with minor symptoms such as cough, headache, mild fever, until you recover. Have someone bring you supplies. If you need to leave your house, wear a mask to avoid infecting others. Why? Avoiding contact with others will protect them from possible contagious and infectious diseases like the COVID-19 and other viruses.
- If you have a fever, cough, and difficulty in breathing, seek medical attention, but call by telephone in advance if possible and follow the directions of your local health authority. Why? National and local authorities will have the most up to date information on the situation in your area. Calling in advance will allow your health care provider to direct you to the right health facility quickly. It will also protect you and help prevent the spread of viruses and other infections.
- Keep up to date on the latest information from trusted sources, such as WHO or your local and national health authorities. Why? Local and federal authorities are best placed to advise on what people in your area should be doing to protect themselves.

3. GENERAL REQUIREMENTS

3.1 Determining the scope of the GCHMS-PII management system

The organization shall determine the boundaries and applicability of the GCHMS-PII management system to establish its scope.
When determining this scope, the organization shall:

a) Consider the external and internal issues.
b) Take into account the needs & expectations of workers and other interested parties.
c) Take into account the planned or performed work-related activities.

The GCHMS-PII management system shall include the activities, products, and services within the organization's control or influence that can impact the organization's GCHMS-PII performance.

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The scope shall be available as documented information.
(Reference Clause 4.3 of ISO/IEC 45001:2018)

3.2 Leadership and commitment

Top management shall demonstrate leadership and determination concerning the GCHMS-PII management system by:

a) Taking overall responsibility and accountability for hygiene, infection prevention, and control as well as the provision of safe and healthy workplaces and activities.
b) Ensuring that the GCHMS-PII policy and related GCHMS-PII objectives are established and are compatible with the strategic direction of the organization.
c) Ensuring the integration of the GCHMS-PII management system requirements into the organization's business processes.
d) Ensuring that the resources needed to establish, implement, maintain and improve the GCHMS-PII management system are available.
e) Communicating the importance of effective GCHMS-PII management and of conforming to the GCHMS-PII management system requirements.
f) Ensuring that the GCHMS-PII management system achieves its intended outcome(s).
g) Directing and supporting people to contribute to the effectiveness of the GCHMS-PII management system.
h) Safeguarding and promoting continual improvement.
i) Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.
j) Developing, leading and promoting a culture in the organization that supports the intended outcomes of the GCHMS-PII management system.
k) Protecting personnel from reprisals when reporting incidents, hazards, risks, and opportunities.
l) Supporting the establishment and functioning of hygiene, infection prevention, and control committee, including a Crisis Manager and a team for handling Communicable disease related crisis.
m) Ensuring all necessary protocols on sanitization, infection control, hand washing, human contact, social distancing, use of masks and other PPEs, and illness reporting are laid down and followed.
n) Ensuring necessary training on Communicable disease prevention have been provided to all employees and work-related personnel
o) Communicating regularly the up-to-date information on Communicable diseases and ensuring work is organized in a way that allows for physical distancing as prescribed (1.5 to 2.0 meters in case of an infectious disease like Covid-19)

(Reference Clause 5.1 of ISO/IEC 45001:2018)

3.3 GCHMS-PII policy

Top management shall establish, implement, and maintain a GCHMS-PII policy that:

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a) Includes a commitment to provide safe and healthy working conditions and is appropriate to the purpose, size, and context of the organization and the specific nature of its GCHMS-PII risks and GCHMS-PII opportunities.
b) It provides a framework for setting GCHMS-PII objectives.
c) Includes a commitment to fulfill legal requirements and other requirements.
d) Includes a commitment to eliminate hazards and reduce GCHMS-PII risks
e) Includes a commitment to continual improvement of the GCHMS-PII management system.
f) Includes a commitment to consultation and participation of personnel, and where they exist personnel representatives.

(Reference Clause 5.2 of ISO/IEC 45001:2018)

3.4 Organizational roles, responsibilities, and authorities

Top management shall ensure that the responsibilities and authorities for relevant roles within the GCHMS-PII management system are assigned and communicated at all levels within the organization and maintained as documented information. Personnel at each level of the organization shall assume responsibility for those aspects of the GCHMS-PII management system over which they have control.

Top management shall assign responsibility and authority for:
a) It is ensuring that the GCHMS-PII management system conforms to the requirements of this document.
b) They were reporting on the performance of the GCHMS-PII management system to top management.

(Reference Clause 5.3 of ISO/IEC 45001:2018)

3.5 Hazard identification and assessment

3.5.1 Hazard identification

The organization shall establish, implement, and maintain a process (es) for hazard identification that is ongoing and proactive. The process (es) shall take into account, but not be limited to:
a) Communicable diseases
b) How work is organized, social factors (including workload, work hours, victimization, harassment, and bullying), leadership and the culture in the organization
c) Routine and non-routine activities and situations, including hazards arising from:
   - Infrastructure, equipment, materials, substances, and the physical conditions of the workplace.
   - Product and service design, research, development, testing, production, assembly, construction, service delivery, maintenance, and disposal
   - Human factors.
   - How the work is performed

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d) Past relevant incidents, internal or external to the organization, including emergencies, and their causes
e) Potential emergencies
f) People, including consideration of:
   - Those with access to the workplace and their activities, including personnel, contractors, visitors and other people.
   - Those in the vicinity of the workplace can be affected by the activities of the organization.
   - Staff at a location not under the direct control of the organization
g) Other issues, including consideration of:
   - The design of work areas, processes, installations, machinery/equipment, operating procedures and organization, including their adaptation to the needs and capabilities of the personnel involved.
   - Situations occurring in the vicinity of the workplace caused by work-related activities under the control of the organization.
   - Cases not controlled by the organization and happen in the region of the workplace that can cause injury and ill health to people in the workplace.
h) Actual or proposed changes in organization, operations, processes, activities and the GCHMS-PII management system.
i) Changes in knowledge of and information about hazards.

(Reference Clause 6.1.2 of ISO/IEC 45001:2018)

3.6 Determination of legal requirements and other requirements

The organization shall establish, implement, and maintain a process (es) to:
a) Determine and have access to up-to-date legal requirements and other requirements that apply to its hazards, GCHMS-PII risks, and the GCHMS-PII management system.
b) Determine how these legal requirements and other requirements applicable to the organization and what needs to be communicated.
c) Take these legal requirements and other requirements into account when establishing,
d) Implementing, maintaining, and continually improving its GCHMS-PII management system.

The organization shall maintain and retain documented information on its legal requirements and other requirements and shall ensure that it is updated to reflect any changes.
(Reference Clause 6.1.3 of ISO/IEC 45001:2018)

3.7 GCHMS-PII Objectives & Planning to achieve GCHMS-PII objectives

3.7.1 GCHMS-PII Objectives

The organization shall establish GCHMS-PII objectives at relevant functions and levels to maintain and continually improve the GCHMS-PII management system and GCHMS-PII performance
The GCHMS-PII objectives shall:
a) Be consistent with the GCHMS-PII policy.
b) Be measurable (if practicable) or capable of performance evaluation.

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c) Take into account:
- Applicable requirements.
- The results of the assessment of risks and opportunities.
- Be monitored.
- Be communicated.
- Be updated as appropriate.

3.7.2 Planning to achieve GCHMS-PII objectives

When planning how to achieve its GCHMS-PII objectives, the organization shall determine:

a) What will be done.
b) What resources will be required.
c) Who will be responsible.
d) When it is completed.
e) How the results will be evaluated, including indicators for monitoring.
f) How the actions to achieve GCHMS-PII objectives will be integrated into the organization's
g) Business processes.

The organization shall maintain and retain documented information on the GCHMS-PII objectives and plans to achieve them.

(Reference Clause 6.2.1 of ISO/IEC 45001:2018)

4. STRUCTURAL REQUIREMENTS

4.1 Wherever applicable, the organization shall fulfil the norms of National/ local statutory bodies, towards environment protection and safety and to prevent the spread of communicable diseases

4.2 Organization management shall ensure that it complies with the laid down and applicable legislations and regulations required for the facility to prevent Communicable diseases

4.3 The organization shall adhere to statutory norms to ensure facility, staff/ worker, and customer/ visitors safety in all areas.

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4.4 Organizational structure shall provide proper sidewalk, free-standing facility, parking, and roads, as applicable, to ensure social distancing.

4.5 The organization shall ensure contamination detection, monitoring, and prevention plan within the facility so that community is not contaminated by any kind of leakage and spills in air, material, or water.

4.6 The organization shall ensure that Heating, Ventilation, and Air-conditioning (HVAC), as applicable, shall protect the environment & not contaminate the environment in any form.

4.7 The organization shall ensure that cleaning of high-risk areas and cleaning of the facility is maintained all the time by establishing cleaning protocol and process for the entire building and all the areas in the organization especially areas like toilets, lifts, storages, kitchen, maintenance yard, rooftop, etc., as applicable.

4.8 It shall be ensured that the facility is inspected periodically to prevent communicable diseases and other applicable requirements

4.9 Criteria for Usage, Cleaning & Sanitation of Social And Common Areas

The organization shall ensure appropriate cleaning and sanitation of social and common areas to control/prevent Communicable diseases. It shall be ensured that frequently touched surfaces such as handles, elevator buttons, handrails, keys, door handles, etc. are cleaned more often and carefully. The cleaning and sanitation program shall be established and maintained in accordance with the action plan for Infection Prevention and Control. It should include in-depth cleaning of high touch areas switches and electronic controls, handles and knobs, major bathroom surfaces and fittings, climate control panels, telephone controls, hard surfaces, closet goods etc. (the list is indicative only). Due care shall be taken for:

4.9.1 Workplace Entry & Security

The organization shall ensure the following:

- Display signs at the entrance that provides information about preventive measures such as wearing a mask, respiratory hygiene, hand hygiene, social distancing, and the maximum number of people that can be in the space.
- Disinfection of visitor cards/ telephone used by security personnel before each use, use of suitable PPE (mask and goggles/face protectors), and maintenance of least 1-meter distance.
- Use of glass cabs to reduce the possibility of face-to-face contact with safety tasks.
- The entry of employees through turnstile entrances to prevent physical contact at the gate
- Drawing of warning line, strip, tape for paying attention to the physical distance rule at the entrance and exit
- Installation of the camera as much as possible.
- Thermal screening provision (such as with thermal imager or non-contact fever measurement device)
- No admission to personnel whose confirmed body temperature is 38 ° C and above.

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- Confirmation of commitment to comply with the preventive protocol from the visitors
- Trained counseling staff who can safely carry out their assigned tasks and prevent the possible spread of any Communicable diseases (LIKE COVID-19) within the establishment,
- The reception desk staff, preferably not be older or with underlying health conditions and taking all necessary precautions, including physical distancing.

4.9.2 Workplace Waiting Hall / Lobby

The organization shall ensure:

- Appropriate display signs, as mentioned in this standard.
- Regular cleaning waiting room/lobby areas.
- Seating arrangement at least 1.5 meters among the people or as applicable.
- Avoidance sharing of items preferably the removal of books, including brochures and magazines from the area.
- Regular cleaning/ sanitization of furniture.
- Use of packaged drinking water and other beverages in the areas.
- Availability of alcohol-based hand sanitizer.

4.9.3 Workplace Restaurant and Dining Hall

To prevent and control any communicable disease, including the contagious and infectious diseases like the COVID-19 pandemic, the organization shall ensure:

- Implementation of cleaning/ disinfection, physical distancing, and other precautions
- Appropriate ventilation system to provide sufficient fresh air circulation,
- Trained staff to comply with established personal hygiene rules, including social distancing, hand hygiene, and Respiratory etiquette.
- Use of suitable PPEs at all dining hall masks and gloves
- Educating guests to disinfect their hands with disinfectant gel, when entering and leaving the restaurant or dining room preferably located at the entrance to those facilities
- Maintenance of physical distancing in case waiting in the dining halls
- Serving food by the dining hall staff and preventing personnel contact while serving
- Regular cleaning & disinfection of buffet surfaces, coffee machines, vending machines, if in use
- Serving of packaged drinking water/ beverages
- Cleaning & disinfection of all dishes, silverware/glassware, used or not used by guests, in mechanically (through dishwashing equipment) or manually (wash, disinfect, rinse) with an appropriate dose of cleaning and disinfecting chemicals
- Where possible, take other actions like limiting dine-in-service to table service, reducing the number of touchpoints like contactless payments, laminated menus, minimizing table cutleries and equipment

4.9.4 Workplace Production Areas

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The personnel working in production/processing areas where social distancing cannot be achieved shall use a mask with a face shield or protective glasses. There shall be:

- Frequent cleaning & disinfecting of the production/ processing areas including usage for common contact surfaces (control panel, hand tool etc.) in the working space depending on the number of users
- Sanitization responsibilities are scheduled and assigned to designated employees
- Establishment of hygiene station with hand sanitizers
- It is establishing a control system that prevents access to an unauthorized person in production areas.
- Provision of trash can at designated locations
- Regular disinfection of transport and stacking vehicles
- Washing of non-disposable personal protective equipment (hard hat, glasses, seat belt, etc.)
- Regular equipment/machine cleaning and daily
- Awareness among the staff for hygiene policy & established preventive measures

4.9.5 Offices

The offices shall have an arrangement for physical distancing. Offices may have a remote operational option, as necessary. It shall be ensured that:

- Office Communicable Disease Prevention Protocol including COVID 19 prevention protocols are posted at suitable places and regularly updated
- Keeping a record system of visitors and staff including staff movement for at least 90 days
- Ventilation systems get fresh air from outside.
- Regular cleaning, maintenance, and checks for the filter of ventilation systems of offices
- Regular cleaning & disinfection of proper office supplies (such as computer keyboard, mouse, phone, pen, eraser, etc.).
- Use of suitable PPEs

4.9.6 Soft surfaces and electrical devices

For soft surfaces (such as carpeted floors, rugs and curtains, etc.) and electronic devices (such as tablets, touch screens, keyboards, remotes, and ATMs, etc.), the manufacturer's instructions shall be followed for cleaning and disinfection.

4.9.7 Air conditioners

The condition of the ventilation system filters shall be monitored periodically, and appropriate air quality shall be ensured and records maintained.

4.9.8 Meeting Halls

Seating arrangements shall be made by following social distance rules (at least 1.5 m) cleaning/disinfection shall be done before and after the meeting. Ventilation systems

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shall be adjusted to receive fresh air from outside. Masks shall be used in such areas.

4.9.9 Infirmary/Health Units

Cleaning and disinfection of areas shall be done at defined frequency. The number of people using the infirmary shall be determined, and record shall be maintained. Appropriate PPEs shall be provided for the Infirmary staff.

4.9.10 Worship / Holy places

Social distance rules (at least 1.5 m) shall be followed in such areas. The number of people entering the worship area shall be determined in line with the space available. There shall be provision for circulation of clean air circulation at specified intervals. Cleaning and disinfection shall be done at defined periods. While entering, it shall be ensured that proper masks are worn as long as people stay in holy places.

4.9.11 Lifts

Wherever possible, the use of elevators shall be minimized. Otherwise, elevators shall be used following the physical distance rules. Alcohol-based hand antiseptics shall be available at elevator entrances. Masks shall be worn compulsory during the use of the elevator. Records of the same shall be maintained.

4.9.12 Travel Rules

Restriction of domestic and international travel of staff except for compulsory situations shall be made mandatory. Public transport shall be avoided in domestic travel. In the case of local and international travel, the rules determined by the legal authority shall be followed.

4.9.13 Business Passenger Service Vehicles

Natural ventilation shall be followed in vehicles. In passenger cars, more than three people should not be loaded at the same time, including drivers. Where possible, the passenger shall travel by sitting in the back seat across the rider and wearing a mask. Company vehicles shall be disinfected after each use.

4.9.14 Staff Services

Wherever possible, fever measurements shall be taken while getting into the staff service.

The number of people using the service shall be determined such that 1-meter physical distance is maintained. A maximum 50 percent occupancy rule shall be applied in such a way that the side seat is empty, and staff shall not be seated back-to-back.

A mask shall be available on the vehicles for the employees. Whenever possible, employees shall identify seats by their names and shall not sit in a different seat. While waiting at the service stop, boarding and landing to the service shall be in order and physical distance

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Shall be maintained. During the epidemic, the circulation of fresh air shall be ensured, and the use of air conditioners shall not be minimal. Services before or after each service shall be ventilated and disinfected, especially in areas with hand contact and records maintained.
Hand disinfectants shall be available on the vehicle doors. The frequency of cleaning and disinfection of mats and curtains shall be determined. The driver shall take personal protective measures (mask and gloves if necessary).
The disease history of service drivers shall be followed and records maintained. Daily fever measurements of service drivers shall be recorded.
Service, if provided by a different company, the specified measures shall be taken, and disinfection shall be guaranteed.

4.9.15 Toilets and Washbasins

All surfaces, in toilets including doors and door handles shall be cleaned/sanitized with appropriate detergent/disinfectant and its frequency defined and records maintained. To prevent hand contact, the organization shall have hand dryer devices, non-contact dispensers/ handheld antiseptic devices and foot-operated / sensor washbasin.
Pedal trash shall be installed for waste disposal. Safety instructions/ display boards/warning signs shall be made available outside the toilets. There shall be an appropriate ventilation system and sufficient air circulation for toilets.

4.9.16 Removal/ transport of garbage

- During the removal/ transport of garbage, it shall be ensured:
- Disposable gloves and aprons are worn to prevent contamination of the person and his / her environment.
- Availability of additional PPE depends on the cleaning/disinfectant products used and the risk of splashing.
- Wash hands frequently with soap and water for at least 20 seconds.

4.9.17 Staff Locker Rooms

The organization shall ensure that:

- Adequate ventilation and provision for sufficient space (a minimum of 4 m² per person) in the dressing room.
- Adherence of social distancing
- Provision of alcohol-based hand rub at the room entrance,
- Availability of antiseptic soap and masks in dressing rooms.
- Foot-operated / sensor washbasin.
- Provision for segregation of dirty and clean clothes and shoes.
- Regular cleaning and disinfection of the area

4.9.18 Guest / Dormitory

The organization shall ensure that:

- The limited number of people staying in each room is based on the area of the room.

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- Bed breaks/ Physical distance (as minimum 1 meter)
- Availability of alcohol-based antiseptics at the entrances.
- Thermal screening at the entrances.
- Cleaning and disinfection of rooms, linen/ textile materials and general areas
- Compliance of protocols by the service providers such as Maintenance/repair/supply, etc. outsourced for transactions

4.9.19 Nurseries / Baby Care and Breastfeeding Rooms

As children below the age of 10 are more vulnerable to any communicable disease including CONTAGIOUS AND INFECTIOUS DISEASES LIKE COVID-19, so the organization shall ensure:

- No admission to children who have any symptoms of the disease or having body temperature 38 ° C or above
- Restricted access to the play area
- Special cleaning and disinfection programs

4.9.20 Safe Laundry Management (Laundry)

The organization shall ensure:

- Proper working of laundry equipment, along with suitable operating (cleaning & drying) temperatures as per manufacturer's instructions, and the dose of disinfecting chemicals should be checked correctly.
- Safe transportation of soiled laundry to prevent cross-contamination
- Use of suitable PPE by operators (Disposable gloves/ aprons)
- Washing of staff working clothes/jerseys separately.
- Labeling of laundry bags such as area (office/room) and date
- Storage of washed clothes in lock and key.
- Proper storage & disposal of used PPE and laundry waste.

4.9.21 Additional Precautions

It shall be ensured that hands be washed with soap and water every time:

- After cleaning the person's nose, coughing or sneezing,
- After using the toilet,
- Before eating or preparing food
- After contact with animals,
- Contact another person (for example, a child) who needs help.

4.10 Criteria for Usage of People Protective equipment (PPE)

Within the framework of the Action Plan (s) for Hygiene, Infection Prevention and Control in the Organization the necessary people protective equipment shall be available.

Training all staff on the correct use of PPE to be used, and awareness should be increased.

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4.11 Masks

4.11.1.1 The organization shall ensure that the masks:

- Conform to relevant standards of the national/international health authorities/criteria (TS EN 14683, TS EN 149 or TSE K 599)
- Preventing contamination
- Cover the nose and mouth well.
- Will not hang on the neck of the user during or after use.
- Once attached, the front will not be touched.

4.11.1.2 If breathing becomes difficult / the mask is damaged or deteriorated, the mask shall be disposed of or replaced.

4.11.1.3 The wetted, moistened and dirty mask shall be replaced with a new one.

4.11.1.4 Hand hygiene shall be done while putting on and removing the mask.

4.12 Staff Clothing and Jerseys

The organization shall, make provision for change room at an appropriate area for the staff (e.g. entry gate) and staff clothing/ Jersey shall be provided. Clothes and jerseys shall be specific to the staff. Appropriate work clothes shall be worn for jobs and areas that require special features. Work-specific clothing shall not be worn outside the relevant area.

4.13 Disposable Gloves (or work gloves)

The organization shall make arrangements for disposable gloves at appropriate areas for different functions that will be performed. It shall be ensured that after the procedure/task completion, the gloves are properly removed and disposed of.

4.14 Eye Protection

Along with the appropriate mask of the personnel, wherever applicable, eye shield shall be used.

5. PROCESS REQUIREMENT

5.1 Process for purchase and procurement

5.1.1 Organization shall have a purchase plan in line with infection control, cleaning processes and administrative (cost) policies.

5.1.2 Organization shall establish a purchasing programme (environmentally preferable) and ensure that procurement of cleaning and other janitorial products supports the programme. Organization shall ensure procurement of material for cleaning (housekeeping) that are environmentally benign or that are less toxic than other products, while still maintaining the high level of cleanliness required within the facility.

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5.1.3 Organization shall ensure that stores always have the necessary supplies of sanitizers, disinfectants, and PPEs that are required for the prevention of any communicable disease including COVID 19.

5.2 Process for Material Planning and Management

5.2.1 Organization shall have documented policy and procedures for the selection of environment friendly materials and resources used during renovations.

5.2.2 Organization shall purchase or use materials which have less environmental impact in all areas (construction, the structure of facility, furnishing, food, cleaning agents etc.)

5.2.3 Organization shall use materials which help in toxic waste reduction.

5.2.4 Organization shall prefer usage of material which can be easily recycled.

5.2.5 Wherever applicable, the organization shall try to eliminate the usage of mercury, lead and carcinogenic items.

5.3 Process for indoor and outdoor environment management

5.3.1 Organization shall demonstrate initiative by maintaining appropriate indoor and outdoor environments. Wherever applicable Organization shall have walkways, greenery, landscaping, waste management, environment-friendly transport etc to prevent the spread of infection.

5.3.2 Organization shall have a plan for maintaining appropriate indoor air quality, lighting and ventilation to prevent the spread of infection.

5.4 Process for Housekeeping and Cleaning Agents

5.4.1 Organization shall have housekeeping and cleaning policies and procedures in accordance with the size and complexity of the services to prevent the spread of infections. Organization shall have a selection procurement committee that gets guidance from the Infection Control Committee. The organization shall have procedures to assist the housekeeping personnel in carrying out their assigned duties while practicing infection control activities.

5.4.2 Organization shall have defined criteria for selection of housekeeping products. Criteria for selection shall refer to the use of non-hazardous cleaning agents.

5.4.3 Organization shall have a protocol for Cleaning of Products, Materials and Equipment (environmentally compatible). Organization shall procure cleaning products and materials that are environmentally benign or that are less toxic than other products while still maintaining the high level of cleanliness required in the facility. Organization shall prohibit products that are manufactured with respiratory irritants and chemicals that aggravate existing respiratory conditions. Usage of aldehyde products for fumigation and fogging should be banned.

5.4.4 Organization shall have an ongoing induction training programme for all the housekeeping staff for the cleaning of all the areas in the Organization.

5.5 Process for Management of Waste

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5.5.1 Organization shall comply with all waste management rules as per local legislation/ applicable regulations including the rules, guidelines, directives for disposal of any communicable disease including COVID 19 wastes.

5.5.2 Organization shall ensure waste generated to be disposed of as recommended by national regulations. Waste must be properly managed and disposed of to prevent the spread of infection.

5.5.3 Organization shall have a protocol for collection, transportation, storage and handling of all kinds of waste, including that of any communicable disease like Covid 19 waste.

5.6 Protection, Control and Precautionary Measure

5.6.1 Planning

The organization shall establish, implement and maintain infection prevention and control procedures. It can adopt the established control hierarchy consisting of elimination, substitution, engineering controls and administrative controls while developing the procedures for infection prevention and control.

While planning, risk related to legislation (Occupational Health and Safety, Law, Public Health Law, etc.) shall be considered and the regulations determined by the legal authorities shall be followed.

It shall be ensured that the employees and other people also follow the rules set by the organization, fully and accurately.

The organization shall establish an action plan (s) for Hygiene, Infection Prevention and Control. While establishing the Action Plan (s) for Organization Hygiene, Infection Prevention and Control following shall be considered:

- Assessment of the current capacity of the organization considering the number of employees,
- Making the necessary changes. (the current plans shall be available and accessible)
- The control measures to be implemented as per the control hierarchy. This hierarchy shall consider as minimal:
  - Early recognition of people with symptoms,
  - Notification and reporting to the health authority,
  - Early isolation of people,
  - Transferring people to the health institution, ensuring the transfer,
  - At least 14 days after recovery of any staff suffering from any confirmed communicable disease including contagious and infectious diseases like covid-19.
  - The issues of returning to work after isolation.

- The organization has the necessary internal and external communications, and shall determine:
  - What to communicate about
  - When to communicate
  - Who to contact

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- How to communicate
- Who will communicate

Communication plans shall contain emergency numbers.
While establishing hygiene, infection prevention and control effectively, the organization shall ensure availability of person (s) responsible for the implementation, operation and control of processes & determine and assign personnel who are trained and ready to deal with emergencies

5.6.2 Contagious Measures Planning
The organization shall plan, implement & define control measures to prevent cross-contamination of an infectious agent during the delivery service. These measures are generally for them who were in contact with people suspected of or diagnosed with any communicable disease including contagious and infectious diseases like covid-19.
The organization shall ensure isolation of the person in a well-ventilated room, use of appropriate PPE when handling and handling contaminated materials, including personal intervention using appropriate disinfection procedures for contaminated materials.

5.6.3 Handling of people with Communicable diseases symptoms
The organization shall notify the local health authority and provide an isolated room (well ventilated) to the person showing symptoms of Communicable diseases until the intervention of the doctor and local health authority. The person shall use a mask or cover face with cotton cloth, practice respiratory hygiene and shall not allow meeting any visitor. The room shall be equipped with an attached bathroom including antiseptic soap and alcohol-based hand sanitizer. Disposal of medical waste shall be done as per local law.

5.6.4 Evacuation / Transfer of Suspected Communicable diseases like covid-19
To minimize the risk of other people being affected and transmission, the symptomatic person shall be departed from the establishment as per the instructions of the organization management and local health authority.
Symptomatic persons shall be assessed for their condition and, if they fulfill the definition of a suspected case, they shall be transferred to a designated health care facility
Staff involved in the transportation of the suspected case shall follow infection prevention and control practices and shall routinely perform hand hygiene and wear a medical mask, eye protection, gloves, and gown when loading suspected contagious and infectious diseases like covid-19 patients for transport in the ambulance. They shall ensure that they clean their hands before putting on PPE and after removing it.
The driver of the ambulance shall stay separated from the cases. The driver shall not be involved in loading the patient into the ambulance. If assisting with the loading of

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the suspected contagious and infectious diseases like covid-19 patient, the driver shall wear PPE, including a mask, gloves, gown, and eye protection.
Ambulance or transport vehicles shall be cleaned and disinfected with special attention to the areas in contact with the suspected case.

5.6.5 Affected Employees
Non-affected personnel who are considered to have had low-risk exposure, they shall be provided with information about the disease, its transmission, and preventive measures. They shall be asked to self-monitor for CONTAGIOUS AND INFECTIOUS DISEASES LIKE COVID-19 symptoms, including fever, cough, or difficulty breathing for 14 days from the date of departure of the confirmed case from the establishment. In case they develop symptoms indicative of CONTAGIOUS AND INFECTIOUS DISEASES LIKE COVID-19 within 14 days, they shall immediately self-isolate and contact local health services.

5.6.6 Contractors, External Service / Service Providers, Product and Service Suppliers
Contractors and suppliers of goods and services shall follow safe systems of work and also have systems in place for the prevention of the spread of CONTAGIOUS AND INFECTIOUS DISEASES LIKE COVID-19. Contractors, external service/service providers, product and service suppliers for safe operation shall follow their systems in line with national authority rules.

5.6.7 Emergency preparedness and response
The organization shall establish, implement and maintain a process (es) needed to prepare for and respond to potential emergencies, including:

a) Establishing a planned response to emergencies, including the provision of first aid
b) Providing training for the planned response
c) Periodically testing and exercising the planned response capability
d) Evaluating performance and, as necessary, revising the planned response, including after testing and after the occurrence of emergencies.
e) Communicating and providing relevant information to all personnel on their duties and responsibilities.
f) Communicating relevant information to contractors, visitors, emergency response services, government authorities and, as appropriate, the local community.
g) Taking into account the needs and capabilities of all relevant interested parties and ensuring their involvement, as appropriate, in the development of the planned response.

The organization shall maintain and retain documented information on the process (es) and on the plans for responding to potential emergencies.

5.7 Educational and Training programme

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5.7.1 Competence

The organization shall:

a) Determine the necessary competence of personnel that affects or can affect its GCHMS-PII performance.
b) Ensure that personnel are competent (including the ability to identify hazards) based on appropriate education, training or experience.
c) Where applicable, take actions to acquire and maintain the necessary competence, and evaluate the effectiveness of the actions taken.
d) Retain appropriate, documented information as evidence of competence.

(Reference Clause 7.2 of ISO/IEC 45001:2018)

5.7.2 Awareness

Personnel shall be made aware of:

a) The GCHMS-PII policy and objectives
b) Their contribution to the effectiveness of the GCHMS-PII management system, including the benefits of improved GCHMS-PII performance
c) The implications and potential consequences of not conforming to the GCHMS-PII management system requirements.
d) Incidents and the outcomes of investigations that are relevant to them
e) Hazards, GCHMS-PII risks and actions determined that are relevant to them
f) The ability to remove themselves from work situations that they consider presenting an imminent and serious danger to their life or health, as well as the arrangements for protecting them from undue consequences for doing so.

(Reference Clause 7.3 of ISO/IEC 45001:2018)

5.7.3 Communication

5.7.3.1 General

The organization shall establish, implement and maintain the process (es) needed for the internal and external communications relevant to the GCHMS-PII management system, including determining:

a) On what it will communicate.
b) When to communicate.
c) With whom to communicate:
    - Internally among the various levels and functions of the organization;
    - Among contractors and visitors to the workplace
    - Among other interested parties;
d) How to communicate.

The organization shall take into account diversity aspects (e.g., gender, language, culture, literacy, disability) when considering its communication needs.

The organization shall ensure that the views of external interested parties are considered in establishing its communication process (es).

When establishing its communication process (es), the organization shall:

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a) Take into account its legal requirements and other requirements;
b) Ensure that GCHMS-PII information to be communicated is consistent with information generated within the GCHMS-PII management system, and is reliable.

The organization shall respond to relevant communications on its GCHMS-PII management system.

The organization shall retain documented information as evidence of its communications, as appropriate.

5.7.3.2 Internal communication

The organization shall:

a) Internally communicate information relevant to the GCHMS-PII management system among the various levels and functions of the organization, including changes to the GCHMS-PII management system, as appropriate.
b) Ensure its communication process (es) enables personnel to contribute to continual improvement.

5.7.3.3 External communication

The organization shall externally communicate information relevant to the GCHMS-PII management system, as established by the organization's communication process (es) and taking into account its legal requirements and other requirements.

(Reference Clause 7.4 of ISO/IEC 45001:2018)

6. CONTROL OF DOCUMENTED INFORMATION

Documented information required by the GCHMS-PII management system and by this document shall be controlled to ensure:

a) It is available and suitable for use, where and when it is needed.
b) It is adequately protected (e.g., from loss of confidentiality, improper use or loss of integrity).

For the control of documented information, the organization shall address the following activities, as applicable:

a) Distribution, access, retrieval and use.
b) Storage and preservation, including preservation of legibility.
c) Control of changes (e.g., version control).
d) Retention and disposition.

Documented information of external origin determined by the organization to be necessary for the planning and operation of the GCHMS-PII management system shall be identified, as appropriate, and controlled.

(Reference Clause 7.5 of ISO/IEC 45001:2018)

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7. PERFORMANCE EVALUATION

7.1 Monitoring, measurement, analysis and performance evaluation

The organization shall establish, implement and maintain a process (es) for monitoring, measurement, analysis and performance evaluation.
The organization shall determine:

a) What needs to be monitored and measured, including:
   - The extent to which legal requirements and other requirements are fulfilled.
   - Its activities and operations related to identified hazards, risks and opportunities.
   - Progress towards achievement of the organization's GCHMS-PII objectives.
   - Effectiveness of operational and other controls

b) The methods for monitoring, measurement, analysis and performance evaluation, as applicable, to ensure valid results.
c) The criteria against which the organization will evaluate its GCHMS-PII performance.
d) When the monitoring and measuring shall be performed.
e) When the results from monitoring and measurement shall be analyzed, evaluated and communicated.

The organization shall specifically carry out data analysis related to defining, setting up, measuring and monitoring infection prevention and control metrics. The organization shall evaluate the GCHMS-PII performance and determine the effectiveness of the GCHMS-PII management system.

The organization shall ensure that monitoring and measuring equipment is calibrated or verified as applicable and is used and maintained as appropriate.
The organization shall retain appropriate documented information:

a) As evidence of the results of monitoring, measurement, analysis and performance evaluation.
b) On the maintenance, calibration or verification of measuring equipment.

(Reference Clause 9.1 of ISO/IEC 45001:2018)

7.2 Internal audit

7.2.1 General

The organization shall conduct internal audits at planned intervals to provide information on whether the GCHMS-PII management system:

a) Conforms to:
   - The organization's requirements for its GCHMS-PII management system, including the GCHMS-PII.
   - Policy and GCHMS-PII objectives.
   - The requirements of this document.

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b) Is effectively implemented and maintained.

7.2.2 Internal audit programme

The organization shall:

a) Plan, establish, implement and maintain an audit programme(s) including the frequency, methods, responsibilities, consultation, planning requirements and reporting, which shall take into consideration the importance of the processes concerned and the results of previous audits.
b) Define the audit criteria and scope for each audit.
c) Select auditors and conduct audits to ensure objectivity and the impartiality of the audit process.
d) Ensure that the results of the audits are reported to relevant managers; ensure that relevant audit results are reported to personnel, and, where they exist, personnel' representatives, and other relevant interested parties.
e) Take action to address nonconformities and continually improve its GCHMS-PII performance.
f) Retain documented information as evidence of the implementation of the audit programme and the audit results.

(Reference Clause 9.2 of ISO/IEC 45001:2018)

7.3 Management review

Top management shall review the organization's GCHMS-PII management system, at planned intervals, to ensure its continuing suitability, adequacy and effectiveness.

The management review shall include consideration of:

a) The status of actions from previous management reviews.
b) Changes in external and internal issues that are relevant to the GCHMS-PII management system, including:
   - The needs and expectations of interested parties.
   - Legal requirements and other requirements.
   - Risks and opportunities.
c) The extent to which the GCHMS-PII policy and the GCHMS-PII objectives have been met.
d) Information on the GCHMS-PII performance, including trends in:
   - Incidents, nonconformities, corrective actions and continual improvement.
   - Monitoring and measurement results.
   - Audit results.
   - Risks and opportunities.
e) Adequacy of resources for maintaining an effective GCHMS-PII management system.
f) Relevant communication(s) with interested parties.
g) Opportunities for continual improvement.

The outputs of the management review shall include decisions related to:

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a) The continuing suitability, adequacy and effectiveness of the GCHMS-PII management system in achieving.
b) Its intended outcomes.
c) Continual improvement opportunities.
d) Any need for changes to the GCHMS-PII management system.
e) Resources needed.
f) Actions, if needed.
g) Opportunities to improve integration of the GCHMS-PII management system with other business processes.
h) Any implications for the strategic direction of the organization.

Top management shall communicate the relevant outputs of management reviews to relevant levels within the organization.
The organization shall retain documented information as evidence of the results of management reviews.
(Reference Clause 9.3 of ISO/IEC 45001:2018)

8. OUTCOME REQUIREMENT

8.1 Incident, nonconformity and corrective action

The organization shall establish, implement and maintain a process (es), including reporting, investigating and taking action, to determine and manage incidents and nonconformities.
When an incident or nonconformity occurs, the organization shall:
a) React promptly to the incident or nonconformity and, as applicable:
   - Take action to control and correct it.
   - Deal with the consequences.
b) Evaluate, with the involvement of other relevant interested parties, the need for corrective action to eliminate the root cause(s) of the incident or nonconformity, so that it does not recur or occur elsewhere, by:
   - Investigating the incident or reviewing the nonconformity.
   - Determining the cause(s) of the incident or nonconformity.
   - Determining if similar incidents have occurred, if nonconformities exist, or if they could potentially occur.
c) Review existing assessments of GCHMS-PII risks and other risks, as appropriate
d) Determine and implement any action needed, including corrective action, in accordance with the hierarchy of controls
e) Assess GCHMS-PII risks that relate to new or changed hazards, prior to taking action;
f) Review the effectiveness of any action taken, including corrective action
g) Make changes to the GCHMS-PII management system, if necessary.
h) Corrective actions shall be appropriate to the effects or potential effects of the incidents or nonconformities encountered.

The organization shall retain documented information as evidence of:

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a) The nature of the incidents or nonconformities and any subsequent actions are taken.
b) The results of any action and corrective action, including their effectiveness.

The organization shall communicate this documented information to relevant levels within the organization or other relevant interested parties.

(Reference Clause 10.2 of ISO/IEC 45001:2018)

8.2 Continual improvement

The organization shall continually improve the suitability, adequacy and effectiveness of the GCHMS-PII management system, by:

a) Enhancing GCHMS-PII performance.
b) Promoting a culture that supports a GCHMS-PII management system.
c) Promoting the participation of personnel in implementing actions for the continual improvement of the GCHMS-PII management system.
d) Communicating the relevant results of continual improvement to personnel, and, where they exist, personnel' representatives.
e) Maintaining and retaining documented information as evidence of continual improvement.

(Reference Clause 10.3 of ISO/IEC 45001:2018)

ANNEXURE 1

A broad list of sectors that can apply GCHMS-PII:

- Retail Stores
- wholesale Traders
- Banks
- All Types of Food Outlets and Restaurants.
- Hotels, Resorts, Hostels, Guesthouses, Banquet Halls, Marriage Places.
- Agriculture, Farming and Nurseries

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- Shopping Centers/Shopping Malls/ Grocery Markets and Supermarkets
- Gymnasiums, including Spa, Pools and Swimming pools.
- Barber, Hairdressers and Beauty Salons
- Educational Campuses, Colleges, University Campus, Schools and Special Education Institutions.
- All types of Maintenance Activities and services
- All types of Rehabilitation Centers, Retirement Homes and disabled care centers.
- Places of Worship (Church, Mosque, Discourse centers, Temples, etc)
- Fuel Stations
- Passenger Transport Services- Railway Passenger Transportation, Buses, Taxis, other transport operators.
- Construction Sites
- Mining Services
- Hospitals and Health care centers.
- Outpatient Treatment Centers, Dentist's Clinics and consultation centers, Doctor's Offices, Polyclinics
- Industries- Food Products,
- Industries- Beverages and Tobacco,
- Industries- Textiles and Textile Products,
- Industries- Leather and Leather Products,
- Industries- Wood and Wood Products,
- Industries- Pulp, Paper and Paper Products,
- Industries- Coke and Refined Petroleum Products,
- Industries-Chemicals, Chemical Products and Fibres
- Industries-Pharmaceuticals,
- Industries- Rubber and Plastic products,
- Industries- Non-metallic Mineral Products
- Industries- Mineral Products
- Industries- Basic Metals and Fabricated Metal Products
- Industries- Machinery and Equipment manufacturing
- Industries- Electronics, Electrical and Optical Equipment
- Industries- Other Manufacturing
- Other Sectors not classified above

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