



Associate Handbook

Back2Office Guidelines



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A word from Hari

Dear Associates,

We thank you for staying strong and committed during these unprecedented times. I hope you are adhering to the precautionary measures and supporting yourself and the community. As we reopen our office only for exigency cases, all of us have a role to play in ensuring complete safety at the workspace.

Kindly follow these guidelines strictly while you visit the office. When we are following these rules, let us all remember to be the true ambassadors of our **Walmart Value - Respect for the Individual**.

Stay safe!

-----Hari

Entering Office Premises



Values at Walmart

At Walmart, culture is the foundation of everything we do. We help customers save money so that they can live better. Each of our four values - Service to the Customer, Respect for the Individual, Strive for Excellence and Act with Integrity – when practiced daily by every associate, can help us deliver business results and create a culture of inclusion. As you return to office, we are certain that you will always stand by our values and continue embracing them in all circumstances.

Self-Declaration: Process

Self - Nomination

- Kindly log into Wal-paper and fill in the nomination form at least three days in advance if you need to visit the office
- Please access the self nomination form [here](#)

Approval

The self-nomination will be reviewed by your manager, then the pillar lead and country head.

Communication

- Associates with approved nominations will receive an email with a link to self-assessment & associate handbook
- Others will receive an intimation that their nomination has not been approved

Self - Assessment

- If a request is declined the associate will receive an auto-generated email asking them not to report to office
- Associates who receive a green signal will get an auto-generated acknowledgment, marked to eCrew, GSIS and HR

For cleared associates:

- eCrew makes appropriate arrangements for seating, food and transport (on request only)
- The security team will be informed



Touchpoints and Tools



From June 8, 2020, **second and third floors in PW-II** and **fourth floor in Aura building** will be operational. However, entry into these offices will only be through the main receptions. Please watch this short [video](#) for a quick run through the process to be followed at each touchpoint in office.

Kindly read the protocol below :

Temperature scanners

(Records temperature of all associates to ensure safety)



- ▶ The scanners are available at the main reception of the offices
- ▶ Once you enter the main reception area, the security team will scan the temperature using contactless scanners
- ▶ You can go to work only if your recorded temperature stands below 37.5 degree celsius (98 degree fahrenheit). In case the temperature exceeds 37.5 degree celsius or 98 degree fahrenheit, then the associate must consult the doctor immediately
- ▶ A doctor will be available onsite between 9:00 a.m. – 5:00 p.m.

New utilities at office



- ▶ **Contactless hand sanitizers** are deployed at entrances and all washrooms
- ▶ **Foot operated water dispensers** to avoid touching the water knob
- ▶ **Door openers** will be issued to all associates to help:
 - Open doors
 - Choose your floor option in elevators
 - Operate ATM touchscreens
- ▶ **Cisco proximity** can be used in the video conferencing rooms for contactless presentations

**Violation of mandated procedures and protocol can result in stringent measures*

Your Safety Checklist

- 01 Inside the office premises, it's compulsory to always wear a mask
- 02 If you feel unwell in office, please inform the security desk and visit the doctor in office premises, or leave for home immediately. In addition, if you know anyone who is feeling unwell, help him or her to communicate the same to security desk
- 03 You must sanitize your hands at regular intervals and carry a personal hand sanitizer to ensure convenience and safety
- 04 Please carry a spare mask
- 05 Maintain a distance of six feet from other people
- 06 You can access hand sanitizers deployed across multiple touchpoints in the office
- 07 Please abstain from standing together in a group
- 08 Kindly ensure you always follow markings to maintain social distancing
- 09 Do not use the office spaces marked with a cross sign (X)
- 10 Under no circumstance should you hold a gathering inside the office premises
- 11 Cover your mouth and nose with a napkin when you cough or feel like coughing
- 12 Office doors and spaces are kept open for free access to reduce touch points
- 13 Always avoid handshakes or any kind of contact while greeting others
- 14 You can also cough into your elbow as you cough or sneeze
- 15 If you need any support on cleanliness/hygiene contact eCREW Helpdesk
- 16 Kindly follow all these guidelines throughout the day, everywhere in the office
- 17 Say 'Namaste' if you would like to greet someone

Office Entry



- ▶ Self-declaration is mandatory. All associates must submit the duly filled and acknowledged forms before visiting office
- ▶ No visitors will be allowed in the office premises until further notice
- ▶ There is no valet parking available at the moment, request you to self park your vehicle
- ▶ Associates must carry and display ID cards while in office premises
- ▶ Please cooperate with the security personnel for identification purposes

The Watchers of the Wall

(Capacity of elevators are reduced to 30%, demarcations represent new capacity)



- ▶ Kindly wait patiently for your turn in the elevators
- ▶ Inside elevators, ensure social distancing by staying within the spaces earmarked for every individual. You may please face the walls of elevator to be safe
- ▶ Remember to wear your masks in the elevator and cover your mouth and nose with a napkin when you cough or feel like coughing
- ▶ Use the door opener to press the elevator buttons and never use your hands or fingers
- ▶ Sanitize your hands and sanitize the door openers
- ▶ We were saving the best option for the last; choosing the good old staircase is a great idea. We urge you to use stairs as much as possible, especially when you are walking down to lower floors

We all need some space!

(Temperatures inside office will be set between 24 – 25 degree celsius, with 100 percent fresh air circulation through air handling units)

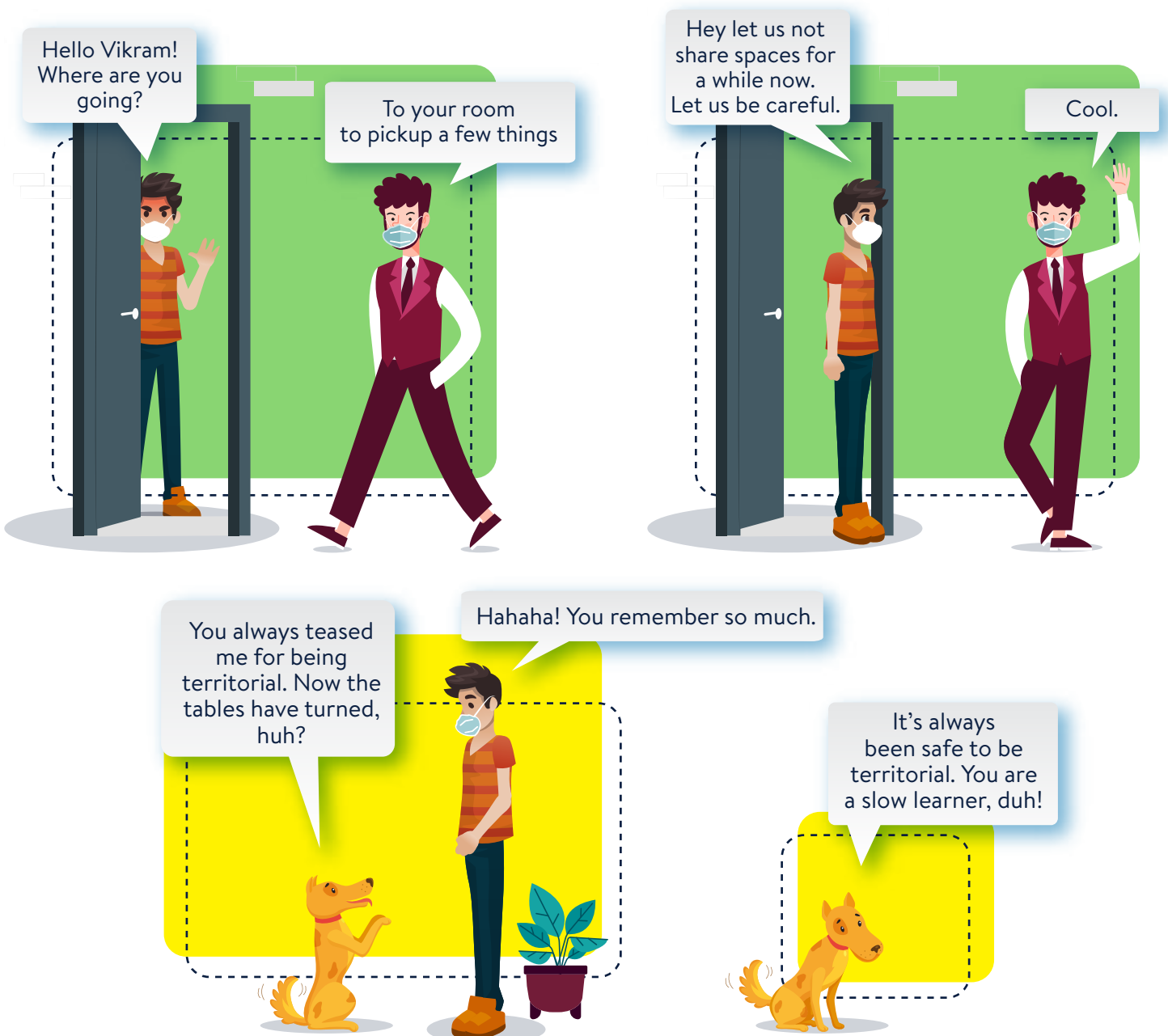


- ▶ Please adhere to the markings to maintain social distancing in lobbies, reception, workspaces, meeting rooms, cafeteria, pantries and restrooms
- ▶ Some of the passages inside the office are one-way now. Please ensure to follow the signages for right movement within offices
- ▶ Contactless temperature checks are arranged at all entry points. Please wait patiently for your turn by following social distancing norms at the screening counters
- ▶ Enhanced cleaning and sanitation of entire office premises are being carried out as per hygiene standards

'Mark' your territory in the workstation

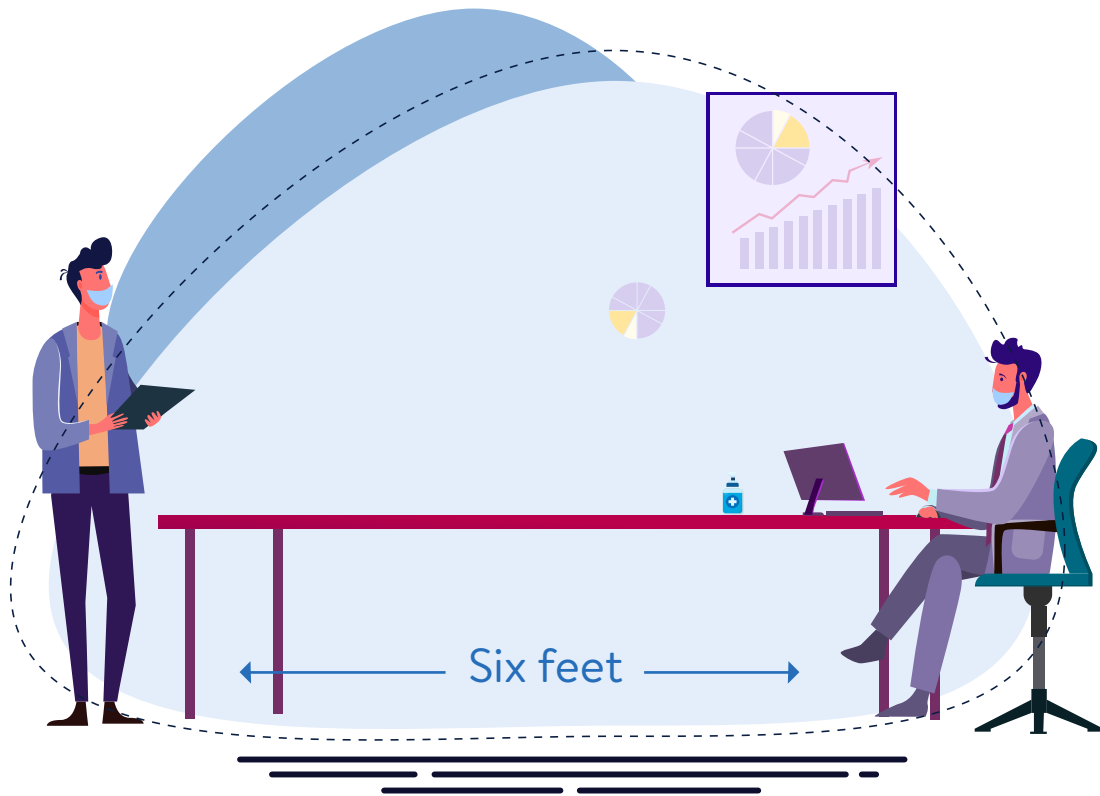
(Regular sanitation and disinfection of workstations, meeting rooms and other spaces in the office will be carried out twice daily)

- ▶ Seats are marked appropriately to maintain social distancing and strict adherence is requested
- ▶ Please use seats which do not have a cross mark (X)
- ▶ Please do not share your chairs in the work bay
- ▶ Please bring your own water bottles to drink water and coffee mugs for beverages
- ▶ Ensure that your desk is always clean
- ▶ Wear masks and sanitize often, never forget!



Conferences and meeting rooms Everyone, six feet away!

(All small meeting rooms will be locked and unavailable for meetings)



- ▶ We request strict adherence in:
 - Avoiding face to face meetings as far as possible
 - Conducting meetings via Zoom
- ▶ Only eight-seater meeting rooms and above will be available for use. Occupancy should not exceed the capacity listed (50% of actual capacity)
- ▶ Use stylus pens to operate the touchscreen in video conferencing rooms
- ▶ Don't use seats marked with a cross sign
- ▶ Carry your own water bottle to meeting rooms
- ▶ Don't leave behind any of your belongings, including used mugs, napkins, water bottles and so on
- ▶ Please keep the markers in used trays so that we can sanitize for reuse

Restroom Guidelines

(Cleaning and sanitation of restrooms will be carried out every 30 minutes)



- ▶ Follow the instructions displayed in the restrooms
- ▶ Wash your hands thoroughly with soap and water, for minimum 20 seconds and dry your hands
- ▶ Sanitize your hands with alcohol-based sanitizers
- ▶ Alternate urinals and handwash areas are blocked to maintain social distancing. Do not enter the blocked zones

It's only takeaway at the pantry!

*(Enhanced cleaning and sanitation of pantry will be carried out daily.
Tables and other equipment in the pantry will be cleaned and sanitized every two hours)*



- ▶ No seating is allowed in the pantry and all associates are requested to carry eatables to their workstations
- ▶ Pantry floors are marked to maintain appropriate social distancing and abstain from using spaces with a cross mark (X)
- ▶ Only coffee, tea, beverages and a few packed snacks (in sealed packing) will be available until further notice
- ▶ Tea and coffee machines will be operated by pantry boys. Please maintain queues in accordance with social distancing norms, wherever necessary
- ▶ You may please use the water dispensers which can be operated with foot
- ▶ All the recreation and gaming gadgets will be unavailable until further notice

Spot the 'X' in Cafeterias

(Thorough cleaning and sanitation of cafeteria will be carried out before and after lunch hours, tables will be cleaned and sanitized after every use. High traffic areas will be cleaned regularly including door handles, doors and other accessories)



- ▶ Packed food will be served by the café staff to maintain hygiene and avoid contact
- ▶ Don't use the table spaces with cross mark (X) to maintain social distancing and ensure your safety
- ▶ Cafe floors are demarked to maintain social distancing while in queues. Please adhere to the markings
- ▶ Avoid socializing with peers while having lunch
- ▶ Entry will be staggered to avoid overcrowding

Other Common Areas

Dormitory and Mothers' room

The respective rooms will be closed until further notice. Any associate who feels unwell is requested to go back home immediately.



Ecrew



eCrew helpdesk - Stationery

Stationery items will be stocked near the eCREW helpdesk counter so that associates can pick up and inform the eCREW helpdesk to update the system

Bring your own mugs and water bottles

Associates are requested to bring their own water bottles and coffee mugs that need to be used in meeting rooms and cafeteria

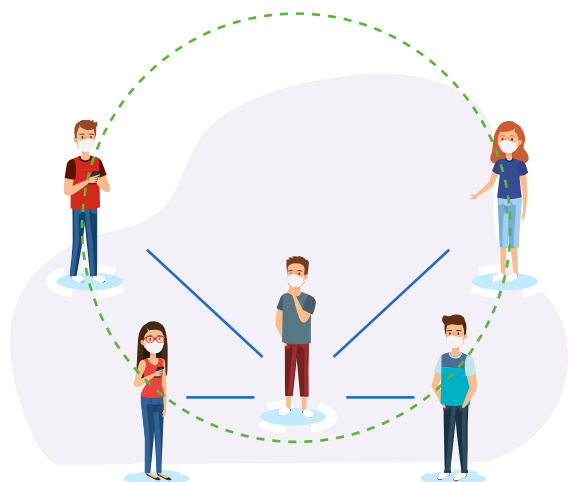


Printers

Associates are requested to sanitize themselves before and after using the printers. Hand sanitizers are available near all the printers

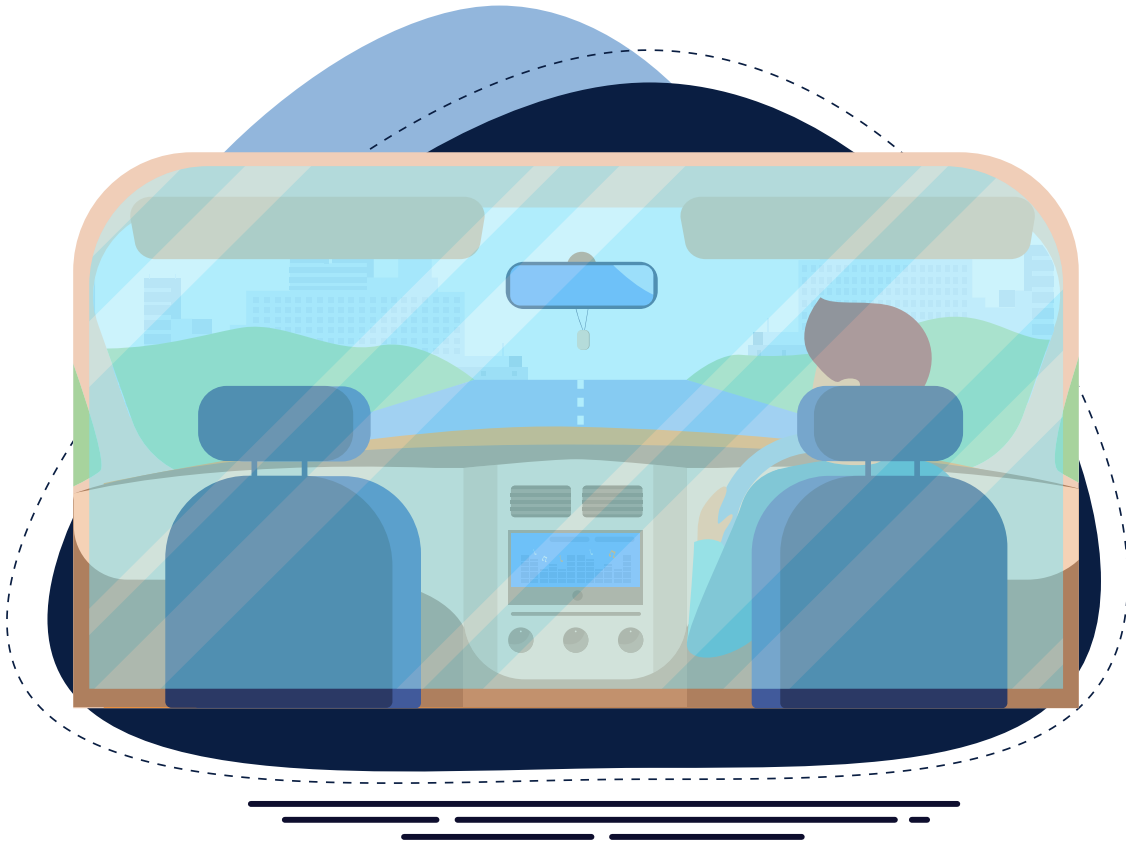
Social Gatherings

Avoid social gatherings in common areas of the building



Transport Guidelines

(Driver and passenger compartments will be separated with acrylic partition)



Please note that company transport is available only on request and you can follow the below guidelines to schedule services:

- ▶ Company transport will be organized between 9.00 a.m. to 5.00 p.m. only
- ▶ On completion of self nomination, the associate will receive an e-mail with the link [here](#) to raise a transport request

Precautions to be taken by each stakeholder

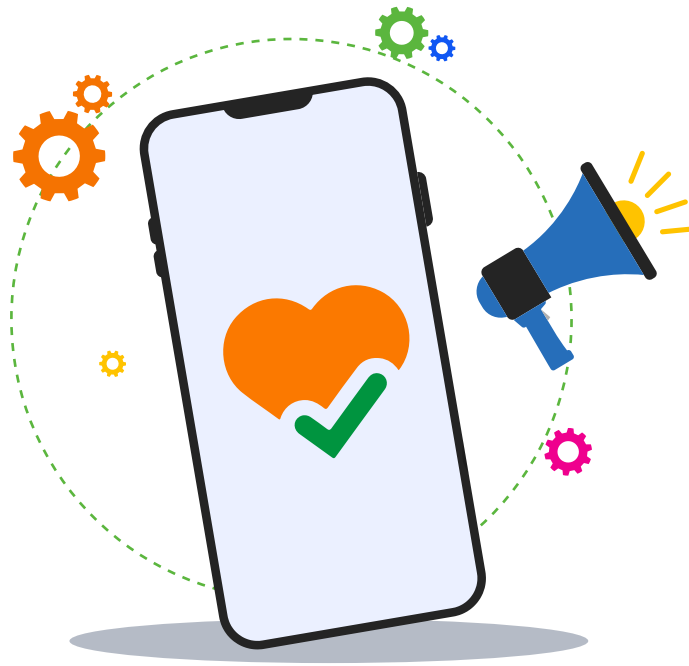
Associates

- ▶ Only sedans (four-seaters) will be used for associates to commute
- ▶ MoveinSync mobile app can be upgraded to register attendance from your own device

- ▶ Driver and passenger compartments will be separated with acrylic partition in cabs
- ▶ Temperature monitoring is available before boarding the vehicle using infra-red thermometer
- ▶ Occupancy in vehicles will be strictly as per Ministry of Healthcare Administration (MHA?) guidelines
- ▶ Please await communication on login/logout times for a seamless experience
- ▶ Transportation services will not be extended to locations falling under 'red zones'
- ▶ Shuttle timings will be informed in advance
- ▶ Timings for ad-hoc cabs for home drops shall be informed
- ▶ Hand sanitizers shall be kept at the entrances and associates must sanitize their hands before proceeding to their work stations
- ▶ Maintain social distancing while traveling and at the transport bay



Government Guidelines



01 Stepping out of home without mask is a punishable offence

02 Seating capacity per specific vehicle below:

- Two persons per sedan
- Three persons per six seater
- Seven persons per tempo traveller
- 10 persons per 20 seater bus

03 Locations under red zones must be avoided while routing

04 Download Aarogya Setu App in your phones

Other Notifications



Recommended to work from home

While office is open for a few of us, work from home is recommended for associates from these categories:

- ▶ Associates under government-imposed health quarantine (due to exposure or travel)
- ▶ Associates under government-imposed lockdown or in containment zones (e.g. hotspots)
- ▶ Expecting mothers
- ▶ Differently abled associates
- ▶ Associates with elderly parents and young kids who need attention
- ▶ Associates who travelled out of town
- ▶ Associates who are not notified to work from office
- ▶ Associates who are or over 55 years old
- ▶ Associate who is a single parent with pre-teenage (12 years and below) children
- ▶ Associates who are currently not staying in the same city as work location
- ▶ Associates who are unwell and are suffering from the following:
 - Fever
 - Cough
 - Sore throat
 - Difficulty in breathing



Travel Precautions

Domestic and International travel is currently suspended due to the pandemic. Information will be shared as soon as the government announces updated guidelines on travel



Compliance

A single point of contact (Nodal officer) from IDC will update the District Additional Commissioner (DAC) on a fortnightly basis. The Nodal officer will coordinate the COVID-19 related activities in the workspace and liaise with the Karnataka Health Department for advice

Best Practices

Heading back to home!



It's perfect to leave your shoes outside your home!

Do inform in advance to open the door once you reach and avoid touching the door handle/knob



Use hand sanitizer before entering

Please ensure that you have a quick shower and drop your clothes to laundry



Need Help?



- ▶ Call Your **Reporting manager / HRBP**
- ▶ Helpline for Associate Digital Experience:
Email: **ade-idcl1@walmart.com**
Phone: **080-40358256**
- ▶ Helpline in place to respond:
Email: **IDCWalmarthelpline@email.wal-mart.com**
Phone: **080-40358000**
- ▶ Helpline for eCREW:
Email: **gtsecrew@email.wal-mart.com**
Phone: **080-42484011**
- ▶ Helpline number for COVID-19 issued by Government of Karnataka:
Bengaluru (rural): **080-2978-1021**
Bengaluru (urban): **080-2296-7200**



**Associate entry is permitted on adherence to above guidelines*