

Action taken by IndianOil during the COVID-19 Pandemic

Amidst the ongoing pandemic of Covid-19, in addition to its employees and their family members, Indian Oil Corporation Ltd also took care of their retired employees, stakeholders and their family members. To ensure their welfare and safety IOCL has undertaken the following initiatives:

a) Constitution of High-Level Committee to coordinate & monitor all efforts/ activities to control the spread of Novel Coronavirus (Covid-19)

- i) A High level Committee was set up on 13th March 2020 with the approval of Chairman, IOCL to prevent the spread of novel Corona Virus in Indian Oil, in which Dir (HR) is the overall in-charge and ED (HSE), CO is the overall Process Owner. Various sub-committees of each Division have also been formed in which HSE head is the Process Owner & the HR head is the Convener.
- ii) The meeting is convened regularly in chairmanship of Director (HR) to discuss the following:
 - i. Daily status on increase / decrease of total / active cases vis-à-vis national trend.
 - ii. Analysis of the cases wrt age, hospitalization / home isolation and measures taken.
 - iii. Requirement of additional measures to be taken in specific locations based on data analysis.
 - iv. Interaction with State Heads, Location In-charges where the trend of positive cases is increasing.
 - v. Review of samples tested in various collection centres etc.

b) Activities being undertaken to control the spread of COVID-19 at IOCL

- i) Total 51 Advisories pertaining to travel, workplace, physical distancing, sanitization, quarantine facilities, advisories for townships/ residential colonies, general advisories, mental well-being, Do's and Don'ts etc. have so far been issued by CO-HSE and have already been shared with all employees. These advisories have also been translated in Hindi & uploaded in various platform of IOCL for awareness of Reseller/ distributorship Network.
- ii) Standard Operating Procedures and Do's and Don'ts to be followed while working at offices / locations during the ongoing pandemic issued and being followed. Major points covered in these SOPs include:
 - ✓ Disinfection of all areas using recommended chemical agent.
 - ✓ Adequate stock of disinfectants, sanitizers, masks, liquid soap, tissue papers.
 - ✓ Sanitization of common access areas like lifts, canteens, washrooms, passages etc.
 - ✓ Log register to be maintained for disinfections carried out.
 - ✓ Re-organize office spaces, if required, keeping Physical distancing in mind.

- ✓ Distance out seats/chairs/ sofas in waiting area & block them with neat labels.
 - ✓ Company managed vehicles to be disinfected daily.
 - ✓ Employees coming in their own car should ensure that no more than 2 persons are travelling in the vehicle, one at driver's seat and one at the back seat.
 - ✓ Drawing the work rota for 'Work from Office' and 'Work from Home', wherever feasible.
 - ✓ Thermal scanning of employees, visitors, contract workers etc at entry gate.
 - ✓ Monitoring of health of employees as well as their family members through self-declaration.
 - ✓ Suspension of Biometric Attendance. Entry through access cards.
 - ✓ Physical distancing of minimum 6 feet to be maintained.
 - ✓ All group activities, functions, social gatherings in residential colonies to be suspended including operation of schools and crèches
 - ✓ Refinery township hospitals to practice regular sanitization and fumigation.
 - ✓ Periodic awareness programs to be conducted for all.
 - ✓ Respiratory hygiene to be followed by all.
- iii) Dissemination of Public Health messages, specific to COVID-19 has been done by Marketing Division at Customer touch points i.e. Retail Outlets, SKO dealers and LPG distributors.
 - iv) Regular awareness programs are being carried out in line with the advisories issued to educate and sensitize our workforce towards prevention of COVID-19. More than 5800 nos. of such programs have been conducted till date.
 - v) Various guidelines on submission of medical certificate, development of quarantine / isolation facilities, Management of Covid-19 cases, Aarogya Setu App download prior to resuming works etc. have been issued.
 - vi) A daily special sit-rep on the tasks being undertaken for prevention of novel Coronavirus is being sent to the overall In-charge (Director (HR)) for updating Ministry.
 - vii) Quarantine facilities have been developed at Refineries and Marketing locations with a total availability of 255 beds.
 - viii) 110 COVID Care Centers have been set up out of which 101 COVID Care Centers are operational across Divisions of IOCL with 781 COVID beds, oxygen cylinders, concentrators, and essential COVID treatment medicines. Dedicated Medical & Paramedical team for 24X7 medical support has been provided at these COVID care centres.
 - ix) Constant efforts are being extended by all Divisions to undertake various measures like implementation of thermal screening at entry point, practice of proper hygiene/sanitation measures, physical distancing etc. to ensure prevention of COVID-19.

- x) Monitoring of the health of any suspected/confirm cases of Covid-19 not only among employees as well as their family members, but also among the retired employees and their family members and contract workers and their family members.
- xi) Encouraging use of Aarogya setu application among employees and family members enabling them to identify high risk area and educate themselves for prevention of spread of the virus.
- xii) Masks, sanitizers, soaps are being distributed to contract workers, TT Crew, delivery boys, pump attendants etc. Mass Distribution of PPEs and protective equipment, food packets, sanitizers is an ongoing process.
- xiii) Insurance coverage workers of Rs. 1 Lakh to all contract workers and ex-gratia of Rs. 5 Lakh to the family members of the deceased contractual worker.
- xiv) A presentation with videos has been developed and all Divisions are extensively using the same to enhance the awareness and to educate the employees as well as stakeholders regarding preventive measures to be taken.
- xv) Analysis of Covid-19 cases in IOCL is also shared with all employees on weekly basis thru' Indian Oil Express.
- xvi) Online training program for all Indian Oil doctors and pool of retainer doctors have been started.
- xvii) Artificial Intelligence powered Safe Entry Station has been installed at Marketing Northern Region Office Building.

c) Telemedicine App for medical consultation

A telemedicine app has been developed for employees, ex-employees & their family members for online medical consultation during the ongoing Covid-19 pandemic. The app contains details of 32 Company Doctors & 210 Doctors associated at different locations across India to provide Tele-consultation Services. Doctors as per their availability & specialization can be accessed for medical consultation as per the medical exigency/requirements. During the times of lockdown, the application has helped in ensuring timely medical advice to our employees and their family members & also in preventing overcrowding in Hospitals.

d) Medical Counter for Sample Collection of suspected Covid-19 Persons

- i) To ensure timely detection of Corona Infection among employees/ex-employees/Other Stake holders and their family members and to minimize their exposure at hospitals for COVID testing in NCR, a Medical Counter for sample collection for COVID-19 testing, adjacent to Northern Region Office, Yusuf Sarai, New Delhi was established.
- ii) Similar medical counters have been set up in Panipat refinery as well as Gujarat Refinery. Additionally, testing organized at Paradip Refinery by DM for workforce coming from other states for shutdown jobs
- iii) The sample collection is being carried out with proper laid down SOP. To minimize the time taken for testing as per the time slot allocated and avoid overcrowding at the sample collection centre, all necessary formalities for testing have been facilitated with the help of online portal as per the SOP. The daily scheduled testing details & results are being monitored by CO-HSE and appraised to the management on daily basis. This has been instrumental in undertaking timely actions with respect to

isolation and treatment of the positive cases, quarantine of contacts, sanitization of the office/location etc.

e) Online Covid-19 dashboard

An online dashboard has been developed in line with the daily Sit–rep being prepared for monitoring the health status and quarantine details of all the positive cases of active employees and their family members, retired employees and their family members as well as contract workers. The positive cases are being updated on the online COVID Dashboard on real time basis and the numbers are dynamic. This has enabled real time monitoring of COVID positive cases by the management and taking prompt action whenever required.

f) COVID Care Centres:

- i. 110 COVID care centres with 834 COVID beds have been set up out of which 101 COVID care centers and 781 beds are still operational across Divisions of IOCL.
- ii. Dedicated team for 24X7 support has been provided at these COVID care centres.
- iii. Procurement of Oxygen cylinders, concentrators, ventilators and essential COVID treatment medicines have been started at these care centres.

g) Setting up of PSA Medical Oxygen Plants:

Indian Oil has set up PSA Medical Oxygen plants in Refinery Hospitals for supplying high-purity medical oxygen in case of requirement to strengthen the medical oxygen logistics in the country.