



Safety First

An Initiative by Durian

Made Available to All

Volume 2 – SOP for Showrooms



Durian's Safety-First Plan for You

Going back to showroom or warehouse will require all managers, founders, and CEOs to become vigilant about the safety of themselves, their employees, and their customers.

The experience of the customer coming into the showroom for shopping will be transformed. The process of delivering to the customer too will also be transformed.

At Durian, we have outlined a new Standard Operating Procedure to take care of everyone's safety. It covers all measures for ensuring sanitation and well-being.

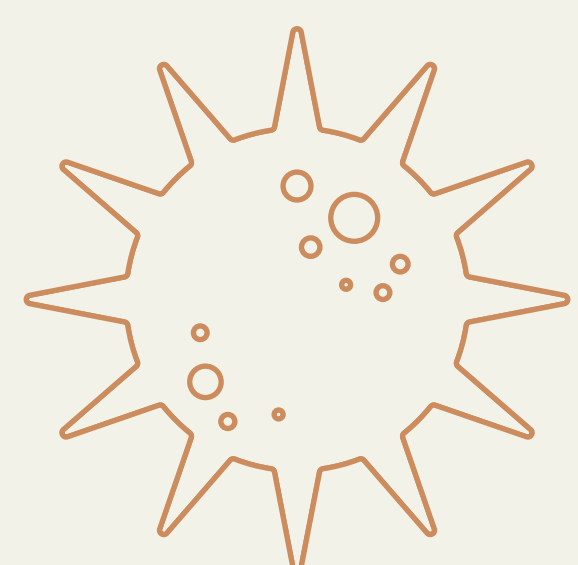
While these measures were taken for granted earlier, they should be everyone's priority now. Everyone should be alert about the chances of contagion and its impact on health.

Our SOP is based on the health and safety guidelines given by the Government of India and the World Health Organization.

We believe that "clean everything" is not as simple as it looks. Our lists of "clean everything" literally covers everything. And we are making it available to all retailers everywhere so that they find it easier to implement this SOP in their showrooms, and factories too.

Feel free to use it and adapt it as per your feasibility and convenience.

Stay healthy. Stay safe.



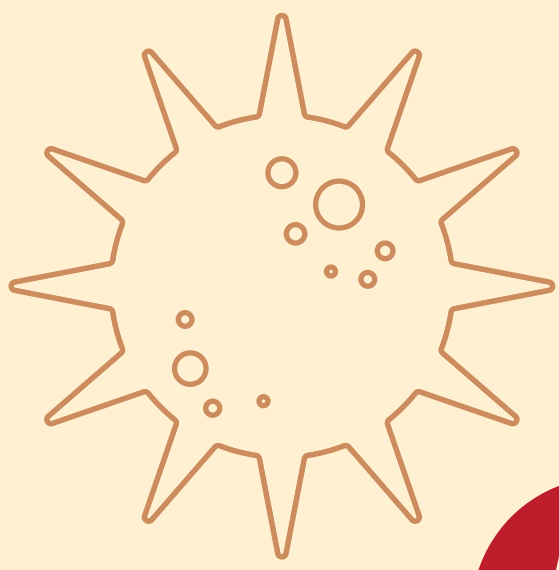


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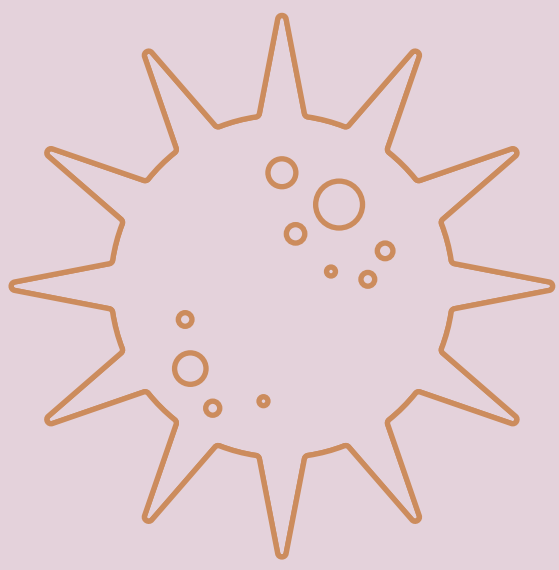
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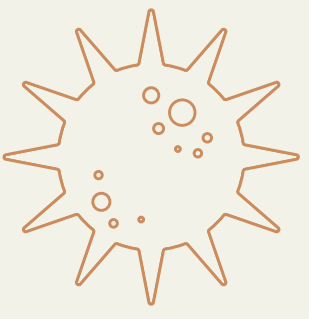
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01

SOP for Environmental Sanitisation

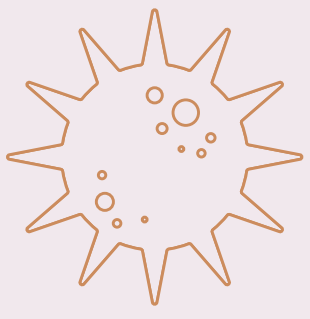


SOP for Environmental Sanitisation

Ventilate the showroom premises thoroughly and throughout the day.

Coronavirus scare has pushed the world to stay hygienic everywhere. Proper ventilation in your showroom improves air quality and reduces chances of spreading airborne diseases.



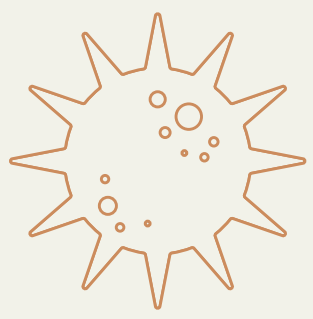


Things You Need to Do to Sanitize Your Showrooms:

1. Trigger spray
2. Small fogger mist spray machine
3. Sanitizer pump bottles
4. Cleaning fabrics

Sanitising your showroom needs you to have all the equipment necessary. This list is enough to keep your showroom safe.





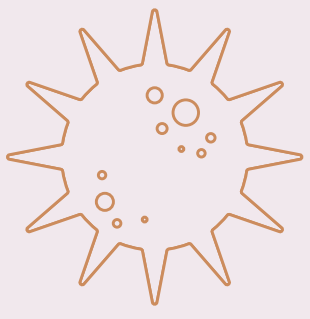
Solutions That Can Be Used to Sanitize Showrooms:

- 1.** Sodium hypochlorite (1% - 5%)
- 2.** Any detergent powder
- 3.** Alcohol (70% rubbing alcohol)
- 4.** Liquid soap

**All these solutions have to be dissolved in water.*

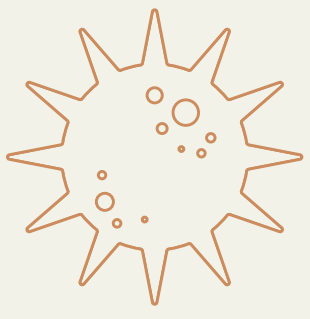
**Use these solutions based on their compatibility with the surfaces they are used on.*





Sanitize the Following with a Cleansing Solution Multiple Times a Day :

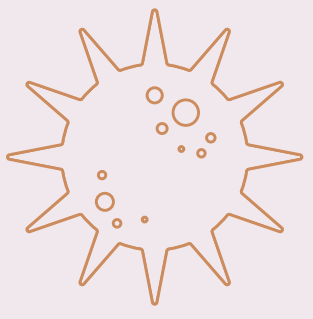
1. Hard Surfaces
2. Floors, walls, glasses, mirrors & switches
3. Meeting rooms
(before & after every meeting)
4. Washrooms
(including floor, walls & taps)
5. Pantry/cafeteria/mess
6. Water tanks
7. Door handles
8. Main entry gate
9. Reception area
10. Lift & railing
11. Furniture & fixtures



SOP for Environmental Sanitisation

- 12. Trash bins
- 13. AC filters
- 14. Electronic equipments
- 15. Vehicles
- 16. Machinery
- 17. Incoming couriers & other packages
- 18. Safety equipments
(gloves, masks, thermometers, PPE suit, etc.)
- 19. Cleaning fabrics used to clean the premises
- 20. Labour & staff quarters



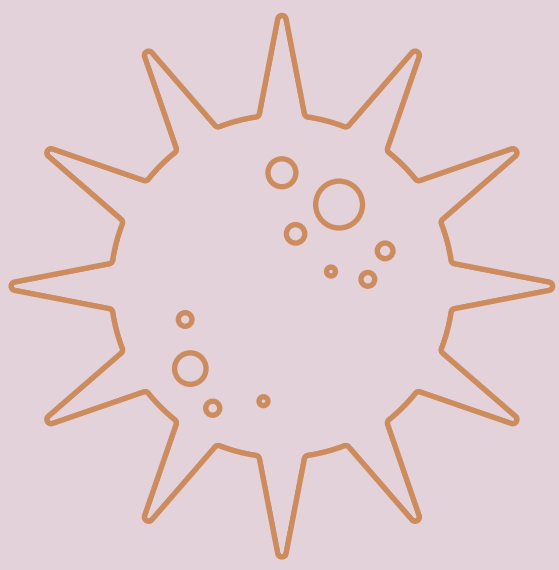


Keep the following handy:

1. Sanitizers in reception area, pantry & meeting rooms
2. Hand wash dispensers
3. Tissue rolls
4. Masks
5. Thermometer
6. Temperature check machines
7. Face shields

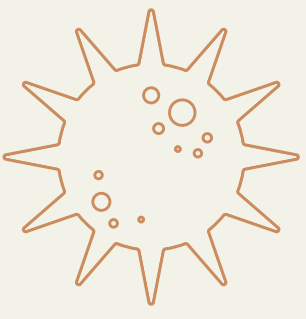
Sanitisation should be done with different materials that should be present in your showroom for regular disinfection purposes.





02

Protocol to
be Followed by
Employees

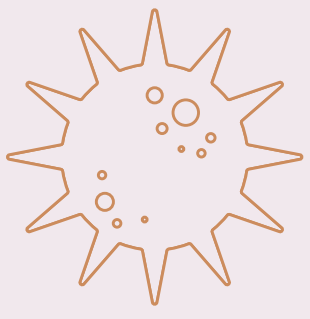


Protocol to be Followed by Employees

Personal Care:

1. Avoid touching eyes, nose and mouth.
2. Keep sipping hot water, tea and hot fluids.
3. Keep yourself healthy, eat nutritious diet and try to stay stress free.
4. Download the Aarogya Setu app. Keep self-testing from time to time. Keep location and Bluetooth on.
5. Check your body temperature daily before leaving for work. If you have cold, cough or fever kindly stay at home until fully cured.

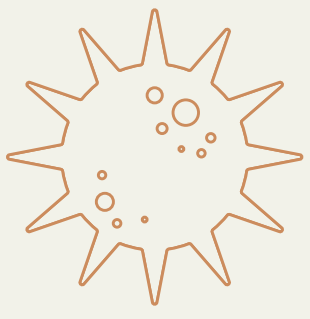




*Protocol to be
Followed by Employees*

Guidelines for Physical Hygiene:

1. Clean and sanitize hands using soap and water duly for 20 seconds cleaning routine at regular short intervals.
2. Use sanitizers (65% alcohol content) to sanitize their hands frequently.
3. Cover nose and mouth with tissue or elbow while sneezing and coughing. Throw used tissues in closed bins.
4. People cooking in the canteen should wear masks and gloves at all times.
5. All common staff - peons, housekeeping, cooks and receptionists should wear face shields, masks and gloves at all times.
6. Consumption of gutka and tobacco and spitting would be strictly prohibited.
7. Wash your hands for 20 seconds after eating any meals and after using the bathrooms.
8. Employees should carry a spare mask at all times.
9. Do not spit in the urinals.

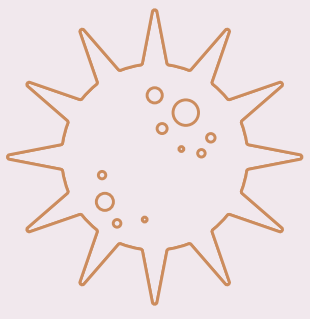


*Protocol to be
Followed by Employees*

General Practices in Place for Sanitation:

1. Use enclosed dustbins to discard your gloves and face masks.
2. Disinfect any goods coming into the showroom premises.
3. Sanitize your hands (65% alcohol content) after entering the showroom.
4. Sanitize your laptops/ desktops, mouse and mobile phone twice daily.

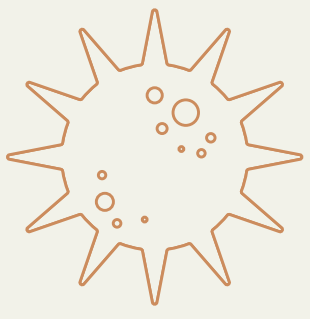




*Protocol to be
Followed by Employees*

Guidelines for Movement in Showrooms:

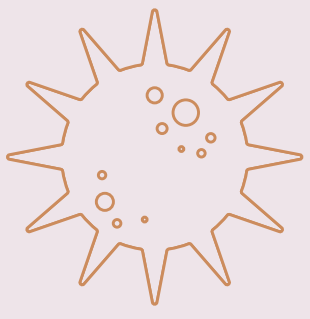
1. Employees are encouraged to wear face masks and gloves. They will not be allowed to enter if they are not wearing face masks.
2. Use your shoulders, hips or elbows to open doors.
3. Avoid gathering or sitting in groups in canteen or in showroom premises and corridors.
4. Avoid using the refrigerator.
5. Avoid sharing food and storing food in the refrigerator.
6. Avoid use of lift. Use the stairs instead.
7. Do not wash utensils in the pantry.
8. Use phone or intercom for interacting with colleagues.
9. Employees attendance need to be monitored through any of the company recommended attendance marking system.
10. Fill in a self-declaration regarding your best knowledge of the health conditions of your family members during lockdown along with their travel history.



*Protocol to be
Followed by Employees*

Social Distancing in Showrooms:

1. Maintain personal hygiene and a distance of 2 metres from people during interactions.
2. Avoid handshakes. Greet with a namaste.
3. No physical contact will be permitted among employees.
4. Ask the visitors to remain seated in the designated meeting room. Maintain social distancing among the visitors.
5. Tea will be kept at visible areas. You are requested to adopt a system of self service and maintain social distancing at the same time.
6. Hold meetings in the meeting rooms filling them up to 50% capacity only.
7. Maintain a distance of at least one meter among each other at all times in the canteen.
8. All bio waste, masks, gloves and disposable stuff should be thrown by yourself in the dedicated bio bin in the pantry.
9. Printing documents to be avoided except for essential requirements.

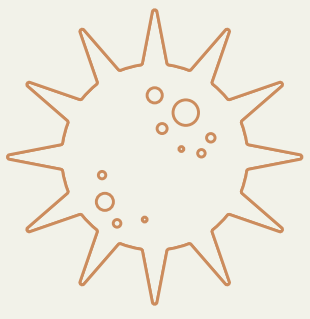


*Protocol to be
Followed by Employees*

Things to Keep in Mind While Commuting:

1. Travel wearing gloves and face masks at all times and avoid touching your eyes, nose and mouth.
2. Follow instructions of the state and municipal authorities while traveling to and from work.
3. While traveling in a four-wheeler, sit in the passenger seat beside the driver or in the back-seat. Drive a two-wheeler alone.
4. While using public transport, maintain social distance with other people.



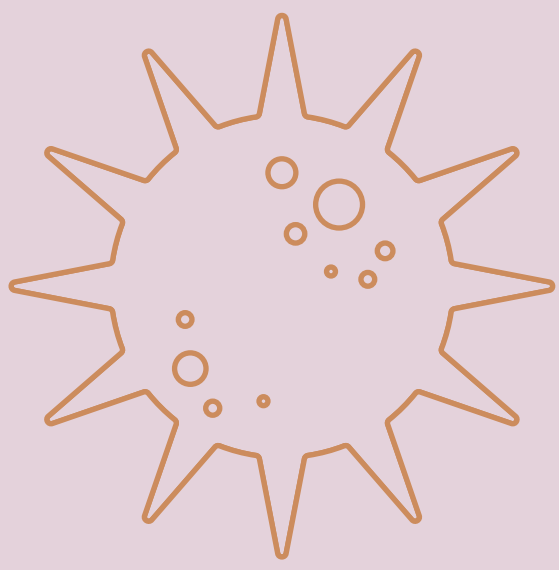


*Protocol to be
Followed by Employees*

Guidelines to Remember while Returning Home:

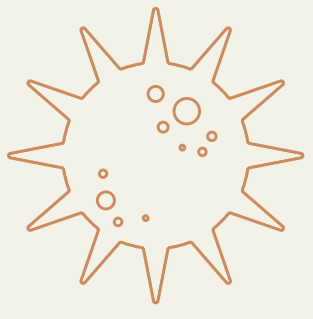
1. When returning home, maintain social distance in public transport.
2. Once you have left from work, inform your family.
3. Inform family members about your arrival so that they can keep the door open for you.
4. Leave your shoes outside the door before entering the house.
5. Wash your hands and sanitise your belongings.
6. Give your clothes for laundry.
7. Take a bath with hot water.
8. Sip some hot water or liquid after a shower.





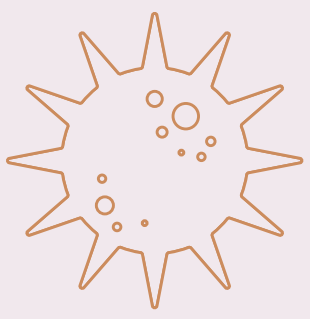
03

Customer Safety
First



Customer Safety First

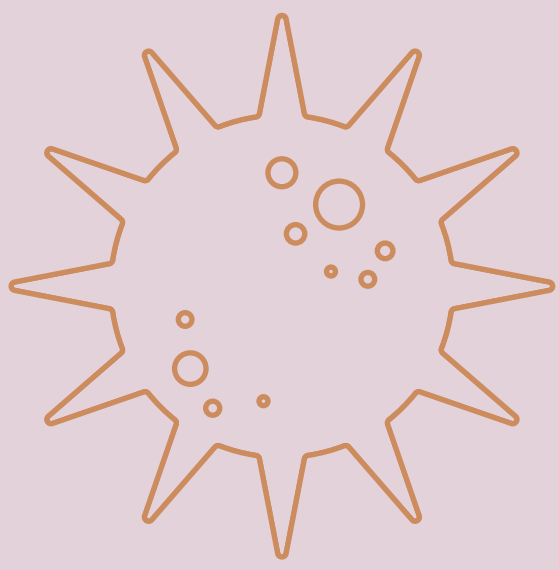
1. All customers only be permitted with masks.
2. Spare masks must be made available at all times for customers.
3. All customers must pass through a temperature check upon entrance.
4. Customers should avoid leaving their home in case of any symptoms.
5. Customer must sanitize their hands at the entrance.
6. Gloves must be offered to customers.
7. Salesperson must send the SOP for end to end process and interaction in the showroom via WhatsApp to the customers.
8. No contact is permitted with customers. Greet them with a "namaste".
9. Sales person should maintain a distance of 2 metres at all times when interacting with the customers.



Customer Safety First

10. Sanitisation process to be shared with the customers if needed.
11. Store staff must ensure that the customers are comfortable in their visits. Offer to vacuum or wipe the products so that they can examine the furniture better.
12. All catalogues, quotations & any details required by the customer should be sent through email or WhatsApp to the customer.
13. Digital payment modes to be encouraged.
14. Bill and warranty should be emailed in order to ensure a paperless transaction.
15. Water to be served to the customers in small disposable water bottles kept at room temperature.
16. Use of reusable cutlery is not allowed.

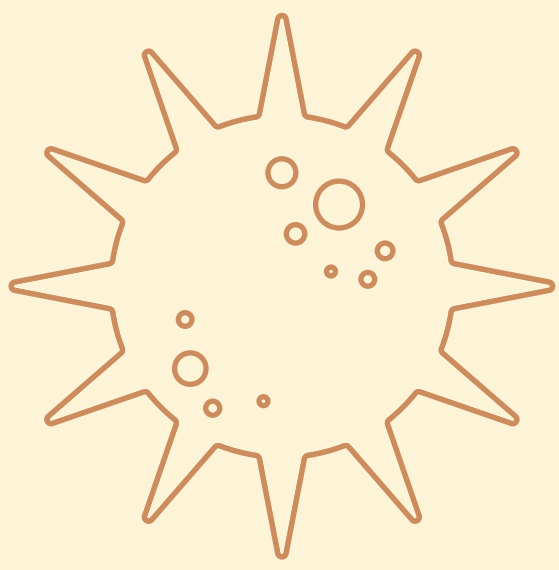




04

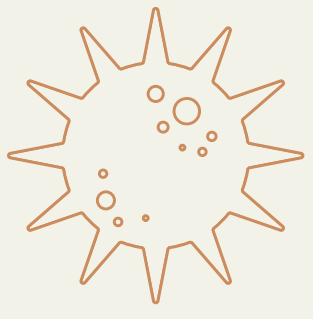
No Contact Delivery

- i. Vehicle Hygiene
- ii. Pre-delivery Interaction
with the Customer
- iii. Delivery Process



04– No Contact Delivery

(i)
Vehicle
Hygiene



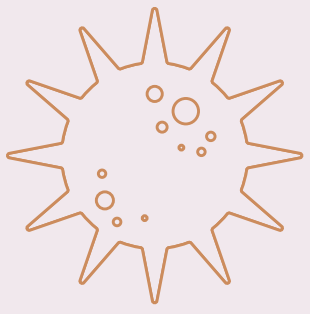
No Contact Delivery

i) Vehicle Hygiene

Dispatch:

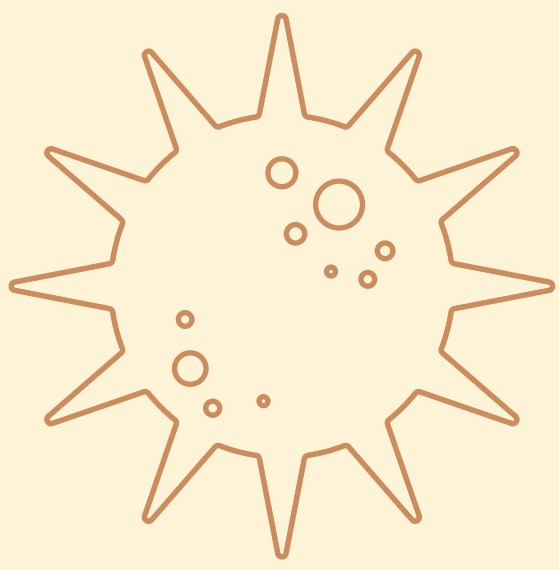
1. Drivers must wear masks and gloves.
2. Any driver seen consuming paan or gutka etc. must clear his mouth before entering our premises.
3. No driver should be allowed to enter the showroom or godown premises. All paperwork interaction is to be done outside.
4. All drivers must pass through a temperature check upon entrance. If any symptoms of cold, cough or fever are found, then the driver must be sent back.
5. Drivers must sanitize hands outside the premises.
6. Utmost care is to be taken for contactless interaction.





i) Vehicle Hygiene

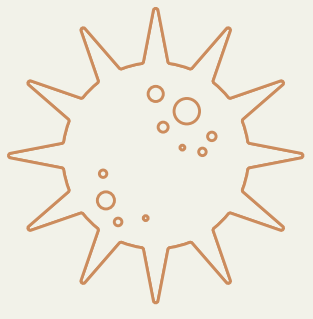
7. Facemasks should be used by both the driver and the staff and regular sanitization of hands is required.
8. Entire truck is to be disinfected from inside & outside before any material is unloaded or loaded.
9. All incoming boxes are to be sanitised where possible or left idle for 12 hours before the store team puts it to use.
10. It is critical that the touch points of the vehicles are cleaned using sanitizing solvents which have hypochlorite concentration.
11. Drivers are to ensure all the touch points of the vehicle are cleaned before and after the delivery.
12. Installation team should wear masks, gloves, face shield, shoe covers and any other PPE at all times in the vehicle or customer site or while in transit.
13. The installation team should sit behind in order to minimize interaction with the driver.



04– No Contact Delivery

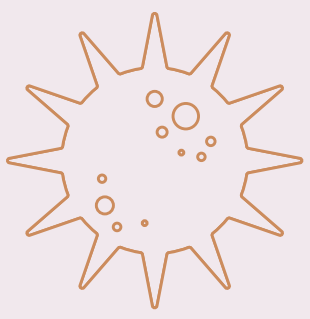
(ii)

Pre-delivery
Interaction with the
Customer



*ii) Pre-delivery Interaction
with the Customer*

- 1.** All customers must be called prior to installation. Salesperson must ask the following questions:
 - a)** Is anyone in your home/sit unwell or showing symptoms? If yes, delivery is to be cancelled.
 - b)** Is the society or area or complex or site in a containment zone? If yes, delivery is to be cancelled.
 - c)** Is the society or building permitting outsiders? If no, delivery is to be cancelled.
- 2.** The customer to be called and explained the process of installation and also to be advised about the following:
 - a)** Please maintain distance from the Durian team at all times.
 - b)** Please try and empty the room that Durian team will be fitting the furniture in.



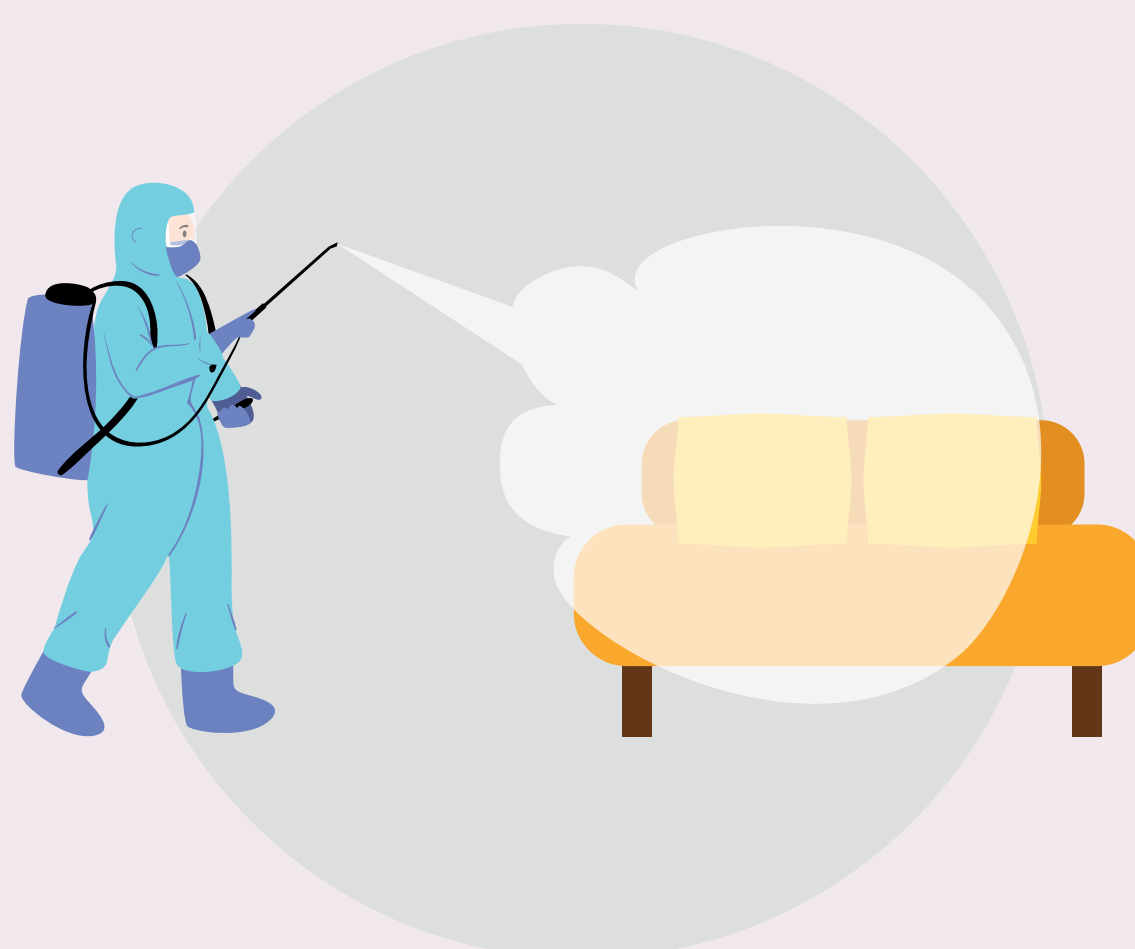
*ii) Pre-delivery Interaction
with the Customer*

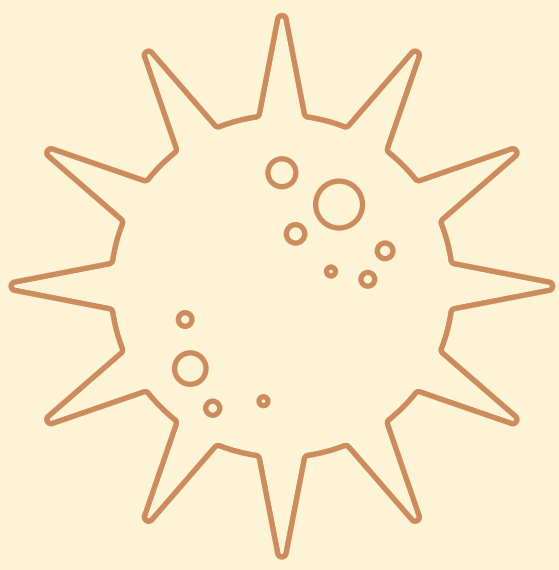
c) Please ask all members of the house/office/site to maintain safe distance from the Durian team.

d) Kindly ensure all the permissions to enter the building/society/site are taken beforehand itself.

e) Please inform the store/salesperson if any paperwork is need by the Durian team in advance.

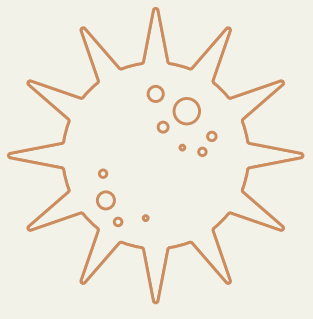
- 3.** Video of the product being sanitised must be sent.
- 4.** Name and temperature of the fitters visiting the customer's house/office/site to be shared on WhatsApp.
- 5.** Share the bill copy in advance (where possible by email) so that the customer can check it in advance.
- 6.** SOP delivery and guideline to be shared with customers.





04– No Contact Delivery

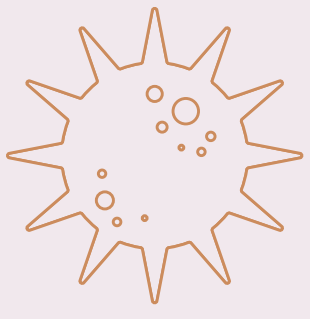
(iii)
Delivery
Process



iii) Delivery Process

1. Delivery team to be fully dressed in PPE as advised (at all times).
2. Photo of the team fully dressed up must be taken before every day in case any proof is later needed for litigation.
3. Delivery team is to maintain distance with everyone on their journey.
4. Delivery team is to show all the PPE to the customer and apply sanitiser in front of customer.
5. Delivery team is not to remove shoe protector in the customer house/project site under any circumstances.

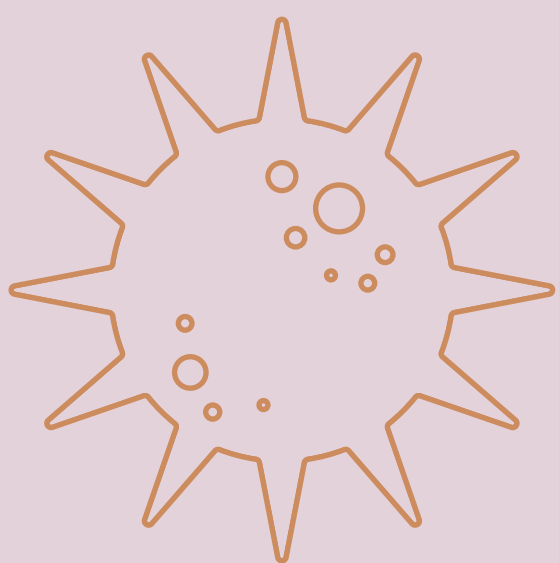




No Contact Delivery

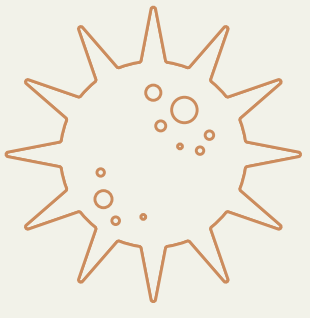
iii) Delivery Process

6. Delivery team is not to consume any water or food from the house/site of the customer.
7. Each member must carry their own bottles, food, snacks at all times.
8. Delivery team is only to use their own tools and refrain from using customers' tools.
9. After the installation, the delivery team is to clear overall packing material and dispose it outside.
10. Delivery team is to sanitize the product as per guidelines and share product maintenance document with the customer.
11. Delivery team is to get the customer's sign on bill or challan as well as delivery declaration form.



05

Sources



Sources

All the guidelines established here are formulated as per the general directions put forth by the Indian Government and the World Health Organization. You may refer to any of the following websites for further details:

1. <https://ncdc.gov.in/>
2. <https://www.mohfw.gov.in/>



About Durian

Durian started as a pioneer in plywood and veneer business. It has grown to becoming the leading lifestyle brand for all kinds of needs: home & office furniture, customized wardrobe, doors & laminate.

Durian stands for purpose. We are a favourite of lakhs of families, individuals, corporate leaders, and enterprises because we help the decision-makers prioritize the purpose they expect an article to fulfil.

We have PAN India presence. Thanks to our wide-spread network, we are fast becoming a well-recognised name among the next tier locations.

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