

Hollistic® Guidelines To Follow During The Lockdown Period Of The Global Pandemic Outbreak

Ref: Hollistic® Lockdown Model (Home Mode) (www.Hollistic.org)

Version Update: 1st Oct, 2020

GENERAL ADVISORY: THE GUIDELINES PROVIDED HERE ARE OF A GENERAL AND EDUCATIONAL NATURE ONLY, FOR THE PURPOSE OF THE IMPROVEMENT OF SAFETY, SECURITY, AND HYGIENE LEVELS OF RESIDENTS LIVING IN HOUSING SOCIETIES, DURING THE LOCKDOWN PERIOD OF THE GLOBAL PANDEMIC OUTBREAK. WE ADVISE THAT YOU STRICTLY ADHERE TO ALL OF YOUR LOCAL, STATE, AND NATIONAL LAWS FIRST AND FOREMOST, WHICH SUPERSEDE ALL ELSE, AND USE THESE GUIDELINES ONLY AS COMPLEMENTARY TO THE ABOVE. PLEASE NOTE THAT WE DO NOT ASSUME ANY RESPONSIBILITY FOR THE OUTCOME OF IMPLEMENTING THESE GUIDELINES.

The following rules, regulations, and guidelines are recommended to be implemented by the Management in their building premises, in accordance with the Hollistic® Lockdown Model (Home Mode), during the Lockdown period, for increased safety, security, and hygiene of all Residents, until further notice:

Main Points:

1. Area to be divided into three zones, indicating different levels of safety, and clearly demarcated on the ground as Green, Orange, and Red, as follows (larger housing societies with multiple residential blocks and facilities are advised to increase the number of zones accordingly, with multiple Green and Orange Zones, restricting or limiting movement between them). Each person is required to maintain a certain minimum amount of distancing from any other person in any zone, as a combination of both physical distancing as well as temporal distancing, i.e. a time delay in accessing the same air-space that the other person previously occupied.
 - a) Green Zone: Internal building area, until the main entrance/lobby of the building. Distancing of at least 10 feet and 1 minute between people to be maintained in this zone (including inside of homes).
 - b) Orange Zone: Compound area, from the building entrance/lobby until

the main gate, including entire area around the building, and the common building bathroom in this area. Distancing of at least 20 feet and 2 minutes between people to be maintained in this zone.

c) Red Zone: Any area outside of the main gate. Distancing of at least 30 feet and 3 minutes between people to be maintained in this zone (by the staff members).

Note: In case the physical and temporal distancing figures mentioned here are difficult to apply at all times, we suggest maximising them as far as possible, and minimising any time exposure below these levels.

2. All Residents, including their domestic workers, are required to stay within the Green Zone at all times, with appropriate distancing as mentioned above. Daily cleaning of common areas within the Green Zone, including floor passageways with doors/windows, lifts with buttons/switches, and Terrace area, is to be managed by domestic workers staying within the Green Zone only.

3. All security staff and building workers are required to stay within the Orange Zone at all times, with appropriate distancing as mentioned above. Common building bathroom use in this area is only for pre-authorized staff, staying in the Orange Zone, and no other person, and may be used by only one person at any given time. Daily cleaning of common areas within the Orange Zone, including the Compound area and common building bathroom, is to be managed by building workers staying within the Orange Zone only.

4. All other people are to be disallowed into the building premises, and therefore would be present in the Red Zone.

5. No part-time workers, drivers, cleaners, delivery person, or any other person may be allowed to enter the main gate or building premises at any time, with the exception of pre-announced visitors, who must follow the Visitor Entry Protocol and emergency personnel, who must follow the Worker Entry Protocol. All deliveries and transfers must take place outside the main gate, facilitated by the security staff, maintaining distance of at least 30 feet and 3 minutes from the delivery person during the delivery process. Any person planning to move into the building premises, including returning residents, their domestic workers, and any new staff, must take prior permission from the Management, who must stagger the move-ins, reserving 2 quarantine slots for domestic workers per 14-day period. Testing is advised, with double testing recommended, from a reputable provider only, within 2 days of the person planning to move into the building premises, and the test results must be shared with the Management in advance of bringing the person into the premises for quarantine. A minimum quarantine period of 7 days with double testing

showing a negative result and 14 days with single or no testing showing a negative result must be required for the new person. We recommend additional testing within 2 days of the end of the quarantine period, showing a negative result, before the new person moves into their respective home in the Green Zone. Additional quarantine of 2 to 3 days is recommended in each case. Daily temperature, oxygen, and symptoms self-check and reporting must be required during the quarantine period. Residents need to complete their quarantine period in the Green Zone, in a private room with a private attached bathroom within their own home, with all other residents from the same home also being home quarantined for the same period, and domestic workers need to complete their quarantine period in the Orange Zone, in a private room, private garage, or other designated area. The quarantine area must be marked as such, must be kept closed as much as possible, and the people staying within the quarantine area must be instructed to remain within that area only at all times, for the duration of their quarantine period. In case of 14-day quarantine, the person must be strictly restricted to the quarantine area only for the first 7 days, after which they may be permitted to move outside for fresh air, within 20 feet of the quarantine area, wearing a mask and a face shield, for up to 30 minutes at a time, only during off-hours of 11 pm to 7 am, and a security person must ensure that there is no other person in the area at the same time. Special arrangements must be made for meals to be dropped off at the quarantine area and for any sealed garbage bags to be picked up from the quarantine area and disposed of, without any person-to-person contact, maintaining standard distancing and sanitisation protocols. A separate private or mobile toilet, if available, is to be arranged specially for domestic workers staying within the quarantine area only. Alternately, if the common toilet is used by quarantined domestic workers, extra sanitisation must be required, which includes at least a 30 minute time gap for the air to clear between bathroom usage with fans left on, and full sanitisation after every use by the new person. Post the quarantine period, the person may be permitted to move into their respective home and stay with the other residents. We suggest mask use by the new person during the first week when interacting with other people inside their home.

6. No person should move between zones for any reason without prior notice, except in case of emergency, in which case they must do so with utmost care, maintaining as much distance as possible from any other person. Suitable changes and arrangements are to be made in handling any minor tasks in a zone by people from within that zone only. The Visitor Entry Protocol for visitors entering the building premises from the Red Zone is as follows: The visit must be pre-announced to the designated person for scheduling visitors well in advance and permission for entry taken for the visit via the online system. Each household may sign up for a maximum of one visit per week, with up to 2 visitors and 2 hours per visit, including a time gap for staggering consecutive visitors, to

avoid any overlap. A maximum of 2 households may invite visitors on any given day of the week. No visitor from a containment zone or sealed building is permitted to enter the building premises. Visitors must park their cars outside the Compound area and any driver or other person accompanying the visitors must remain outside of the Compound area at all times. We advise that all visitors as well as the people being visited wear a face mask during the entire duration of the visit. In addition, we recommend the use of a face shield during the visit. A temperature and oxygen check of the visitors must be taken at the entry point, which must be within the normal range for the visit to take place. All visitors must self-sanitise their hands at entry. The visitors must use their own pen and fill in their name, flat number, and the time, in the register at both entry and exit. At present, all visits are restricted to the resident's home only, and must not take place in the Compound, Terrace, or any other common areas of the building. Should the resident wish for their visitors to enter their own homes at their own risk, the visitors are requested to either use the staircase for safety or else the Visitor's Lift only, which must have a clear sign posted on it, and that the ventilation be maximized within the resident's home even prior to the arrival of their visitors. We advise that maximum distancing and sanitisation protocols be followed during the visit. We advise that all objects and areas touched or used by the visitor be sanitised and aired once the visitor leaves the premises, including both indoor and outdoor areas, and we suggest continuing with mask use and maximizing ventilation for an extra hour after any visit. The lift used by the visitor must also be sanitized and aired by the security staff. Any communication and special requests on this subject must be brought forward to the Management Committee only, well in advance, and not requested from the security staff. The Worker Entry Protocol for personnel entering the building premises from the Red Zone for urgent needs only is as follows: The matter must be discussed with the Management well in advance and permission for entry taken for any such personnel. Each household may sign up for a maximum of one session per week, with up to 2 workers and 2 hours per session. A maximum of 2 households may invite workers on any given day of the week, including a time gap for staggering consecutive workers, to avoid any overlap. The person should be arranged from a local area, if possible. The person should be provided with a double face mask, face shield, disposable gloves, personal protective equipment (PPE) full suit, and freshly sanitised footwear. Their shoes and bags, along with its contents, must either be left outside in a designated area, or else self-sanitised, enclosed in a disposable bag, and carried with them. A temperature and oxygen check of the person must be taken at the entry point, from at least 30 feet distance, which must be within the normal range for entry. The person must self-sanitise their hands at entry. The person must only use the staircase and avoid the touch of any objects other than those necessary for their work, which must be completed swiftly without any waiting around in the area. Fans should be left on for air ventilation and all people should maintain

distance of at least 30 feet and 3 minutes in open sections (30 minutes in closed sections) from this person at all times. Upon the exit of this person, they may retain the personal protective equipment (PPE) for themselves, or it may be safely discarded outside by them. The fans should be left on and up to 30 minutes should be allowed to pass for air ventilation, before accessing the same area. All areas touched by the person must then be immediately sanitised.

7. Tables are to be arranged to facilitate transfer of deliveries at both zonal boundaries, i.e. between Green and Orange Zones, and between Orange and Red Zones, maintaining a distance of at least 20 to 30 feet apart in each case. Additionally, border lines, indicating standing points, should be drawn at a distance of at least 20 to 30 feet on either side of the tables. Since there are two zone boundaries, there should be four border lines drawn.

8. All exchanges or deliveries between zones must be done by keeping the item on the nearest table at the zonal boundary and moving back towards the border line, maintaining distancing of at least 20 to 30 feet and 2 to 3 minutes from the person who would collect the item from the other side of the zonal boundary. Hand-to-hand exchanges or deliveries must be avoided. Note that exchanges or deliveries that are completed within a single zone must follow the same distancing and sanitisation protocol, using the parameters of its own zone, as compared with cross-zone exchanges or deliveries. We recommend the use of suitable masks and disposable gloves during any delivery transfer, followed by immediate sanitisation or washing of hands with soap and water.

9. The sanitisation process consists of both external sanitisation of packaged items (twice) and internal sanitisation of its contents (twice). Resident is advised to carry their own sanitizer, basket or bag, and disposable bag with them, to complete both of these steps, as explained below:

External Sanitisation: Once an item is transferred between any two zones, it must be immediately sanitised completely and thoroughly on the external packaging. If an item goes through two zonal boundaries, such as from Red to Orange Zone and Orange to Green Zone, it must be sanitised separately at each zonal boundary on the external packaging, by the respective person receiving the item at that boundary, each using their own sanitizer. Thus, any item going through the above process would be externally sanitised twice.

Internal Sanitisation: Upon the packaged item arriving in the Green Zone after sanitisation, we advise that the package be opened and the contents be sanitised outside the Resident's doorstep, with a different set of sanitising material, such as a bucket of soap and water, which may be placed there in advance. Upon doing so, the sanitised contents are to be placed into the basket or bag that was carried by the Resident from their

home, and the packaging material immediately discarded by placing it inside a disposable bag, sealing the bag, and dropping it off at the last zone boundary, such as Orange-Green Zone Boundary. Finally, upon entering their home, we advise that the contents be immediately and thoroughly washed and cleaned before use, and the basket or bag be put for wash or disposed off safely. The person's hands, feet, and shoes must also be washed thoroughly. Thus, any item going through the above process would be internally sanitised twice.

Sanitisation Summary: In summary, any item originating in the Red Zone and destined for the Green Zone would undergo sanitisation of the packaging twice and sanitisation of the contents twice, for a total of four instances of sanitisation, before the item is ready for use.

10. A Quarantine Section is to be set up in any closed storage area available, such as a garage, to be used optionally for 2-day quarantine of any item that is not needed immediately, as an extra level of protection. The Quarantine Section can be used bi-directionally, for both incoming and outgoing items, with the area appropriately demarcated. Any items in the Quarantine Section are to be kept at a minimum distance of 5 feet from all other items. Resident should be advised to inform the security staff in advance for any expected incoming or outgoing items requiring quarantine.

11. Arrangements are to be made for group buying and consolidation of orders, wherever possible, for fruits, vegetables, medicines, and other basic provisions, so that Residents and their domestic workers need not exit their homes for such items. The appropriate personnel will need to co-ordinate directly with Residents for procuring and arranging the above from time to time. Once items are procured, they are to be left in shopping bags outside the Resident's respective homes for collection, in order to avoid any hand-to-hand transfer. This will need to be done by a Green Zone staff member, by co-ordinating with the Orange Zone staff, following the distancing protocol. Packaging and bags will need to be sanitised at each step, but we advise Residents to re-sanitise any packaging material before opening, and also thoroughly wash, clean, and sanitise all contents, before use. We recommend the use of suitable masks and disposable gloves during any delivery transfer, followed by immediate sanitisation or washing of hands with soap and water.

12. Garbage is to be dropped off daily by 8 am in clean and sealed garbage bags, outside Resident's door, and the door is to be kept closed. The same is to be picked up by a domestic worker from the Green Zone, who will be assigned this task, and who will need to deliver it to the staff in the Orange Zone, for further disposal, following the distancing protocol at all times. In case garbage bags are not seen outside Resident's home, the staff member will need to inform the security staff, who will need to check for the same from Resident. At all times, such exchanges must be

done by leaving the garbage bags outside the Resident's door, closing the door, and then informing the security staff, and not by hand-to-hand transfer to any person. We recommend the use of suitable masks and disposable gloves during any delivery transfer, followed by immediate sanitisation or washing of hands with soap and water.

13. Domestic workers are required to sleep in their respective homes, with only limited pre-authorized exceptions, where they would be sleeping in the building passage outside their respective homes. For the domestic workers sleeping outside as an exception, the area has to be cleaned and sanitised before and after use. The workers sleeping outside will need to restrict themselves to that area alone. Access to the common building bathroom during the night time is permitted for these domestic workers sleeping outside their homes only in case of emergency and is strongly not advised. Any emergency use of the common building bathroom by these domestic workers will require extra distancing from any other person in the area and is to be tracked and reported by the security staff.

14. Arrangements are to be made for warming of cars, in order to keep the battery functional. We advise all car keys to be left with the security staff in the Orange Zone during this period, for warming of each car, and ensuring that no hand brake is left on, on even schedules twice per week. All Residents are requested to place a cardboard notice outside their main door, displaying the following details:

Apartment Number:

Car Number:

Car Brand/Type:

15. We advise owners, and not their domestic workers, to walk their pets, as far as possible, during this period.

16. We advise minimising the touching or use of any common areas or shared objects within the premises, such as lifts, grills and windows in the passageways, external door handles, doorbells, switches, etc. In case of such touch or use, we advise immediate and thorough sanitisation or washing and cleaning of the respective personal area for hygiene and safety.

17. We advise avoiding or minimising the use of the lifts by Residents and domestic workers staying with them during this period. In case of any use, we advise taking both distancing and sanitisation measures, as follows: For distancing, this includes making single person trips in the lift and maintaining distancing of at least 20 feet and 2 minutes from any person entering or exiting the lift. For sanitisation, this includes avoiding touching of buttons, switches, doors, door handles, walls, etc in the lift as much as possible and immediately washing or sanitising hands after use. The lift fans can be left on throughout the day for the purpose of

ventilation. Additional guidelines are to be posted inside the lifts. We recommend the use of suitable masks by Residents and their domestic workers upon stepping out of their homes. Residents must ensure that their domestic workers are familiar with and observe all of these guidelines, in case of any use of the lifts by them.

18. THIS POINT IS ONLY APPLICABLE FOR COUNTRIES/STATES/REGIONS WHERE GOVERNMENT AUTHORITIES HAVE CLEARLY PERMITTED THE USE OF COMMON TERRACES AND COMPOUNDS IN HOUSING SOCIETIES:

For maximum safety reasons, we strictly advise against any use of common Terrace or Compound facilities for leisure purposes during the Lockdown period. However, should such use be clearly permitted by the Government authorities and if you wish to use the same despite the safety limitations, please observe the following guidelines:

a) Using of Common Terrace Area by Residents:

Since the common Terrace area is a shared section in the Green Zone, from a perspective of maximum safety, we strongly advise Residents to avoid entering this area for leisure purposes, for the duration of the Lockdown period. However, if any Resident wishes to use the same despite the safety limitations, we advise that they do so with utmost care and caution. The Terrace area is to be accessible between morning 6 am and night 9 pm. A maximum of 2 people plus pets are permitted to use the Terrace at any give time in order to maximise distancing, and maintain distancing of at least 20 feet and 2 minutes between them at all times. Running and other sporting activities (except for stationary activities, such as yoga) are to be avoided on the Terrace, for the safety of all Residents present. We recommend the use of suitable masks by Residents upon stepping out of their homes. We advise Residents to carry their own sanitizer for any visits to the Terrace and use immediately in case any common object has been touched. Additionally, a common sanitizer is also to be kept near the Terrace entrance and inside the Terrace for use by any Resident, in case the Resident does not have their own sanitizer with them. Residents are advised to monitor and limit their own use of the Terrace area to 30 minutes each. We advise that young children and senior citizens avoid or minimise the use of the Terrace area during this period.

b) Using of Building Compound Area by Residents:

Since the building Compound area falls into the Orange Zone, from a perspective of maximum safety, we strongly advise Residents to avoid entering this area for leisure purposes, for the duration of the Lockdown period. However, if any Resident wishes to use the same despite the safety limitations, we advise that they do so with utmost care and caution. The Compound area is to be accessible between morning 6 am and night 9 pm. A maximum of 2 people plus pets may be present in this area at any give time in order to maximise distancing, and maintain

distancing of at least 20 feet and 2 minutes from any other person in this area at all times. Running and other sporting activities (except for stationary activities, such as yoga) are to be avoided in the Compound, for the safety of all Residents present. We recommend the use of suitable masks by Residents upon stepping out of their homes. We advise Residents to carry their own sanitizer for any visits to the Compound and use immediately in case any common object has been touched. Additionally, a common sanitizer is also to be kept in the Building Entrance/Lobby area and also in the Garden area of the Compound for use by any Resident, in case the Resident does not have their own sanitizer with them. Residents are advised to monitor and limit their own use of the Compound area to 30 minutes each. We advise that young children and senior citizens avoid or minimise the use of the Compound area during this period.

19. Despite taking all precautions, in case any person within the building premises shows any symptoms of illness, they are to be advised to take the following steps: Immediately self-isolate in a separate closed room with private bathroom, assign this person separate towels, linen, utensils, glasses, cups, dishes, etc, consult with their doctor over the phone, and follow their doctor's orders, including arranging for home testing if advised by their doctor. In case home testing has been advised, they should also inform the Management of the same. Once the test has been completed, the result of the test should be informed to both their doctor and the Management. In case the test result is positive, the Management will then need to advise next steps as per Government rules and regulations. Should the person that tested positive continue to stay within the building premises, we would advise a minimum of 21 days of quarantine, with a recommendation of 30 days of quarantine for extra safety, with weekly testing (both active and passive) during the quarantine period until all test results are optimal. In case the test result is negative, the person is to be advised to continue to take extra care and precaution, maintain adequate distance from all other people, follow their doctor's orders, and report their health status to the Management on a daily basis, until their symptoms have subsided.

20. In case the Lockdown is lifted by Government authorities at any time, we advise that all people within the building premises continue to maintain the same level of strictness and follow all of the above guidelines by default. In such a scenario, all people within the building premises should be aware that the Lockdown may be initiated again by Government authorities in the near future and should therefore be prudent with regard to any changes made by them in the initial period, such as those involving full-time or part-time workers, drivers, cleaners, etc, and avoid implementing any such changes. We recommend continuing to observe the above guidelines, including minimising any movement between zones by any person, for a minimum extended period

of 30 days, with further extension to be advised by the Management, after lifting of the Lockdown by Government authorities. Should there be any movement between zones during this extended period, we advise taking extra precautions, including appropriate use of suitable masks and disposable gloves, maintaining minimum distancing as specified from all people, and sanitisation or washing and cleaning of any object touched or used and of the respective personal area, as well as taking of a bath by the Resident upon returning back to their home.

General Comments:

The Management of the building premises needs to ensure that the above rules, regulations, and guidelines are to take effect immediately, which are being organised for the safety and security of the Residents. Residents are to be advised to communicate the above guidelines to all members of their family and staff.

Additional steps to the above are to be discussed by the Management and advised as needed, during the Lockdown period. Residents with any other individual requirements are to be requested to bring them forward to the Management, for due consideration.

For any assistance in implementing these guidelines, kindly reach us through our website, www.Hollistic.org. Thank you.

GENERAL ADVISORY: THE GUIDELINES PROVIDED HERE ARE OF A GENERAL AND EDUCATIONAL NATURE ONLY, FOR THE PURPOSE OF THE IMPROVEMENT OF SAFETY, SECURITY, AND HYGIENE LEVELS OF RESIDENTS LIVING IN HOUSING SOCIETIES, DURING THE LOCKDOWN PERIOD OF THE GLOBAL PANDEMIC OUTBREAK. WE ADVISE THAT YOU STRICTLY ADHERE TO ALL OF YOUR LOCAL, STATE, AND NATIONAL LAWS FIRST AND FOREMOST, WHICH SUPERSEDE ALL ELSE, AND USE THESE GUIDELINES ONLY AS COMPLEMENTARY TO THE ABOVE. PLEASE NOTE THAT WE DO NOT ASSUME ANY RESPONSIBILITY FOR THE OUTCOME OF IMPLEMENTING THESE GUIDELINES.