

ACTION PLAN FOR RESUMING OPERATIONS POST COVID-19



MARUTISUZUKIFROM THE MD'S DESK

Dear Colleagues,

We are together combating the unprecedented challenges of COVID-19. This pandemic has challenged human life across the world.

Central and State Governments are leading the management of this health calamity. Corporates are aligning and associating with these initiatives in full force. Team Maruti Suzuki along with its business partners is also supporting Government and the community.

My compliments to the real heroes who are executing these initiatives at ground level, risking their lives. Under such a situation, aligning with the national policy and government guidelines we will progressively resume operations in a graded manner. However, post lockdown we must continue to take all necessary precautions for a much longer duration. Aspects like 'Social distancing' will have to be integrated into our lifestyle.

Individually and collectively, as a team, we have to ensure that we are:

| Safe for SELF | | | | | | |
|-----------------|---------------------|--------------------|--|--|--|--|
| Safe at HOME | Safe in TRANSIT | Safe at WORKPLACE | | | | |
| Safe for FAMILY | Safe for COLLEAGUES | Safe for COMMUNITY | | | | |

These may appear simple words but these carry a huge responsibility and an enormous challenge. Implementing these surely means a change in our way-of-life. Changes in how we walk, talk and even breathe. How we keep ourselves safe and also ensure safety of other human beings will decide how soon we win this battle.



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To facilitate this change, our COVID-19 Task Force, under guidance of management, has worked out a detailed SOP for safe start of operations. Each element of this plan integrates YOUR SAFETY at the core.

Guidelines include starting from home to going back safely. Aspects like behavior at workplace, usage of canteen and other common facilities, guidelines in case of sickness and health emergency are explained in detail.

Any changes in Government's guidelines to align with advices from WHO and medical fraternity will be communicated separately by the COVID 19 CFT. In addition, the 'Wellness Mitra' mobile app for Maruti Suzuki family, will help you to stay connected and updated about developments related to COVID-19. Please keep a close watch for such updates.

You may note COVID-19 has brought several economies to a standstill. Businesses, large, medium, small and micro have been severely impacted. Several of them today are facing the challenge of their existence. As such the situation may not improve instantly, however, I am sure that our solidarity as a Nation will defeat this invisible enemy and we will emerge stronger.

I am confident that "Team Maruti Suzuki" will show the right spirit of being safe towards this challenge.

Stay safe. Stay positive.

Kenichi Ayukawa

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MSIL CARES



Extending support to Government:

- MSIL has entered into an agreement with **AgVa Healthcare** to rapidly scale up production of ventilators for the Government
- Our joint ventures, **Krishna Maruti Limited** and **Bharat Seats Limited** have also committed to support the Government with production of face masks and protective clothing respectively.



Care for people and community

- Each day over 7000 meals are prepared in MSIL canteens in Gurugram and Manesar, and distributed to colleagues living close to the plants
- More than 500 Dry Ration kits are distributed everyday to the villages in vicinity of our plants in Gurugram and Manesar





ORGANIZATIONAL STRATEGY

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STRATEGY FOR COVID-19

Facilitated through COVID-19 Task Force



SOCIAL DISTANCING

- Working with not more than 50 % manpower
- Markings at all crowd gathering places to facilitate social distancing



B

SCREENING & MONITORING

- Usage of Aarogya-Setu by all
- Continuous monitoring of Employee health through an in-house app Wellness-Mitra
- Mandatory noncontact body temperature scanning

DISINFECTION & SANITIZATION

- Regular Sanitization of all common / large areas, touch prone areas
- Disinfection
 Tunnels at Entry
- Use of Automated Sanitizer Dispensers



CONTAINMENT PLAN

- Isolation areas near entry gates
- Quarantine rooms for suspected cases



PREVENTION & AWARENESS

- Masks for all employees
- Hazmat suits &
 PPE for all staff
 dealing with
 multiple people
- Awareness through Trainings, OHC Doctors



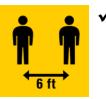
SOCIAL DISTANCING



- **Office Employees**: Not more than 50% employees at any given point of time. Employees to be divided in shifts and alternate day rosters
- Staggered shift start and end timings



- Production Employees: To be called as per government guidelines
 - Shorter shifts for Production employees, no overlap between shifts providing a cushion of almost 1 hour for disinfection



 Social Distancing Markings: To ensure a distance of 2 m at all crowded areas like Entry Gate, Bus Stops, Water Coolers, Canteens etc.



Rules & Guidelines: Detailed Social distancing guidelines laid out for all activities carried out from commuting to and working in office









SCREENING & MONITORING

PHYSICAL MONITORING



Mandatory Thermal Screening pan India including Plants, HO, ZO/ROs, R&D

Company Transport Users to be screened before boarding the bus





Advisory for employees to use Aarogya Setu App



'Wellness-Mitra' app to monitor employee health



DISINFECTION & SANITIZATION



Decontamination of Common Use Areas in every shift

OUCH-PRONE AREAS



Frequent Disinfection / Sanitization of all touch points



Every entrant must pass through tunnels spraying disinfectant mist of Sodium Hypochlorite





In-house designed Auto-Dispensing Sanitizers placed at accessible points



CONTAINMENT PLAN





Separate Isolation area near Entry gate for people showing symptoms



OHC at each plant would have a temporary quarantine room



PREVENTION & AWARENESS



 Masks for All Employees: Compulsory once out of the house



- ✓ PPE for all staff: All our security guards, Canteen & Pantry Staff, Housekeeping, OHC & Transport staff to be provided with PPEs.
- ✓ Hazmat Suits for all staff dealing with multiple interactions



- ✓ Awareness & Education: To be driven by COVID-19 Task Force through Mailers, Posters & Digital Sessions
- Maruti Suzuki Training Academy (MSTA) led awareness sessions





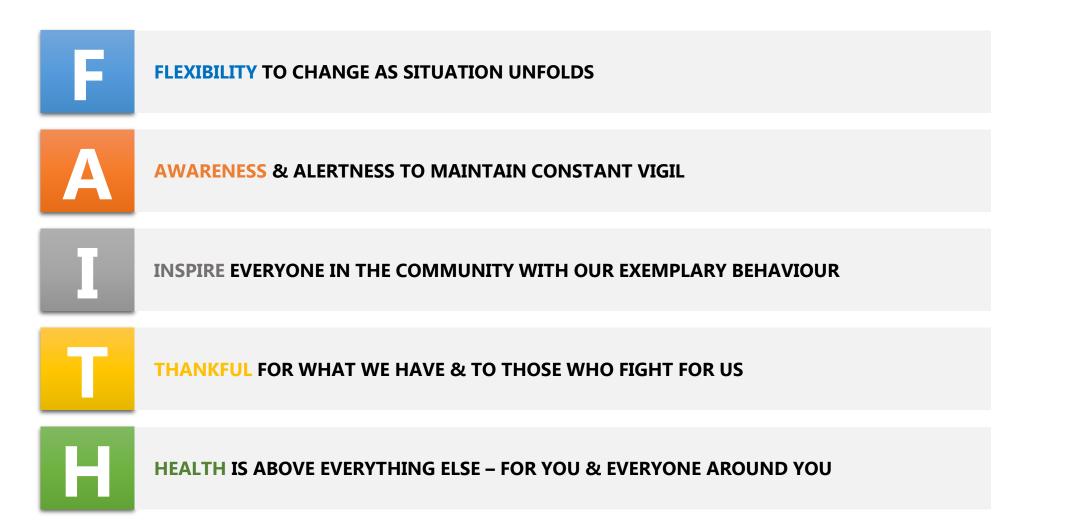
 $\checkmark\,$ Training by in-house Medical Staff

THE NEW WAY OF LIFE FOR MARUTIANS



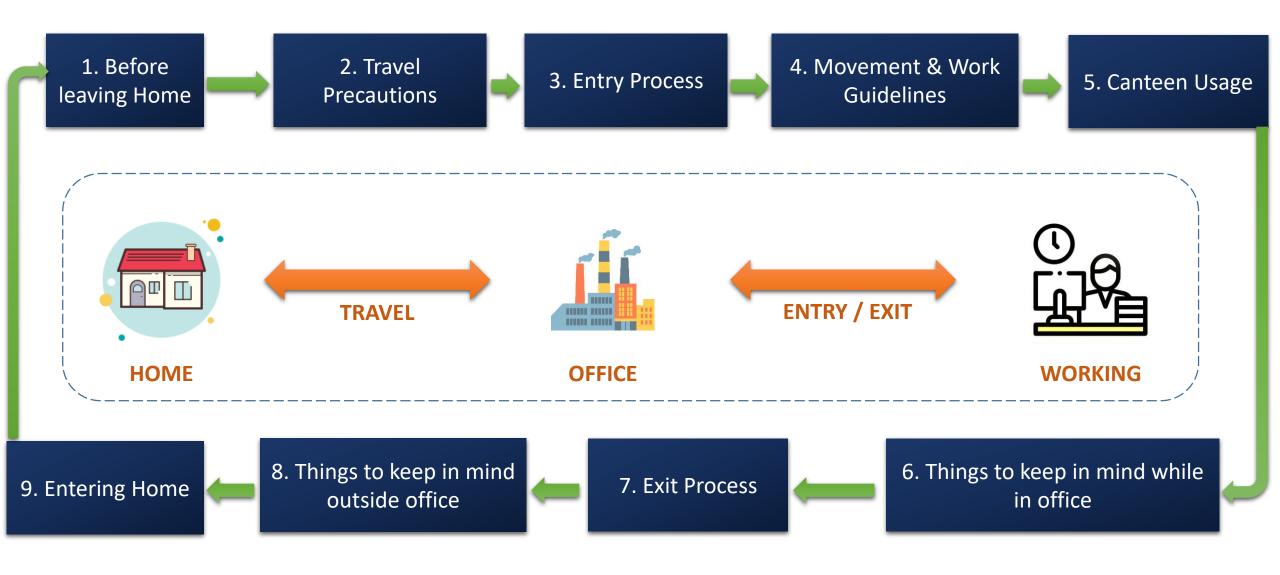
EMPLOYEE BEHAVIORAL FRAMEWORK

ALL MARUTIANS ARE TOGETHER IN THIS HOUR WITH UNFLINCHING FAITH





EMPLOYEE ACTION FRAMEWORK





WHEN AT HOME

Monitor Health

Before Leaving

- Check your temperature & fill the Health Check-Sheet
- Update Self Declaration Form / Wellness Mitra App

Wear a Mask

- Wear a mask at all times outside home
 - Carry a spare mask

Always Carry

- Small Sanitizer Bottle
 - Handkerchief
 - Paper Soap



After Reaching

Ask the Door to be kept open

- Don't touch your door or door handle
- Inform your family in advance to leave the door open

Sanitize before Entering

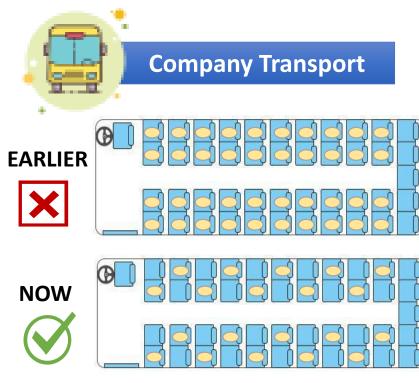
- Leave your shoes outside
- Wash your hands and sanitize your belongings

Take a bath & Give clothes in Laundry

- Give your clothes for laundry
- Take a bath



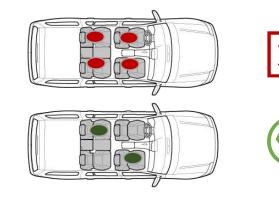
TRAVELLING



- ✓ Bus Capacity reduced to 50%
- ✓ Maintain Social Distance while boarding
- ✓ De-boarding for each bus to be done one by one, keep sitting until instructed



- ✓ Use of Self-Transport is highly recommended
- ✓ If using a 2-wheeler, wear proper gear including Helmet & Gloves
- ✓ For refueling, use e-Payments or give exact amount of cash (No return change)
- ✓ Avoid Car-Pooling, if no option then not more than 2 people.





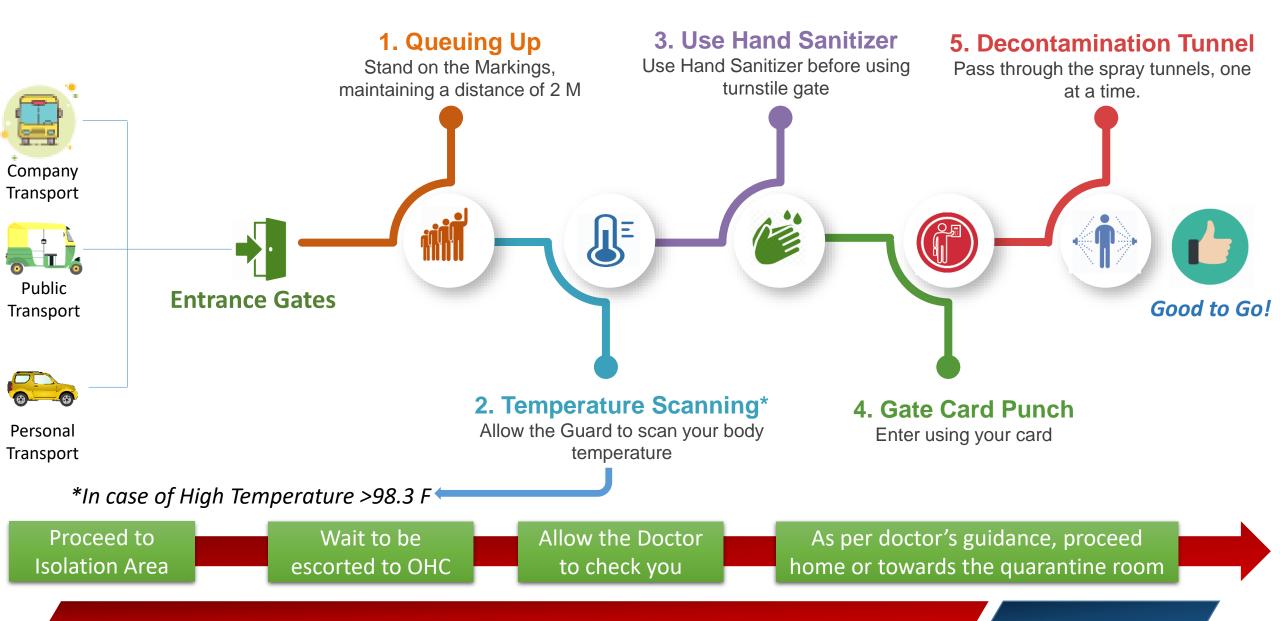
- ✓ Preferably, avoid Public Transport
- In case unavoidable take care of following:
 - ✓ Mandatory use of Masks & Gloves
 - $\checkmark\,$ Avoid touching anything
 - ✓ Don't use shared autos & cabs
 - ✓ Practice social distancing
 - ✓ Immediately use a sanitizer once your journey is complete





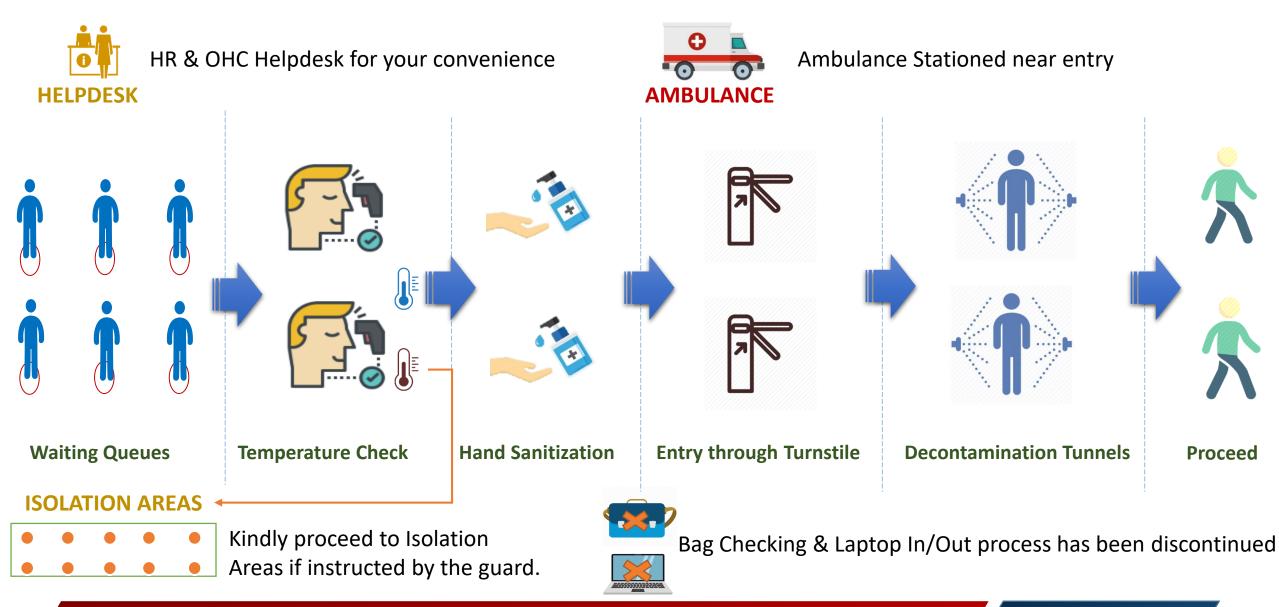


ENTRY IN THE COMPANY – SOP & PROCESS





ENTRY IN THE COMPANY - ILLUSTRATION





GUIDELINES for Movement Within Company

| WALKWAYS | | Do not walk in groups & Maintain Social Distancing of 2 meters Security, Safety & Volunteers to point out if crowding (Roko-Toko) | |
|--------------------|----|--|--|
| ATTENDANCE PUNCHIN | IG | Biometric has been disabled - Use cards without contact Follow markings while in the queue | |
| OFFICE WORKING | | Follow new seating plan with social distancing Use digital medium / phones for interaction in place of physical mediums | |
| SHOPFLOOR WORKING | | Adequate partitions to avoid social distancing 100 % adherence to safety norms | |
| TEA-BREAKS | | Dry Snacks, Serving to be done by single Volunteer / Pantry Staff Employees coming to Tea-point to follow distancing norms Increased no. of Tea-Points & Deferred tea-breaks | |
| USING WASHROOMS | | Distancing norms while using restrooms Clean Taps before & after use Avoid spitting in the urinals | |



UTILIZATION OF CANTEEN FACILITIES

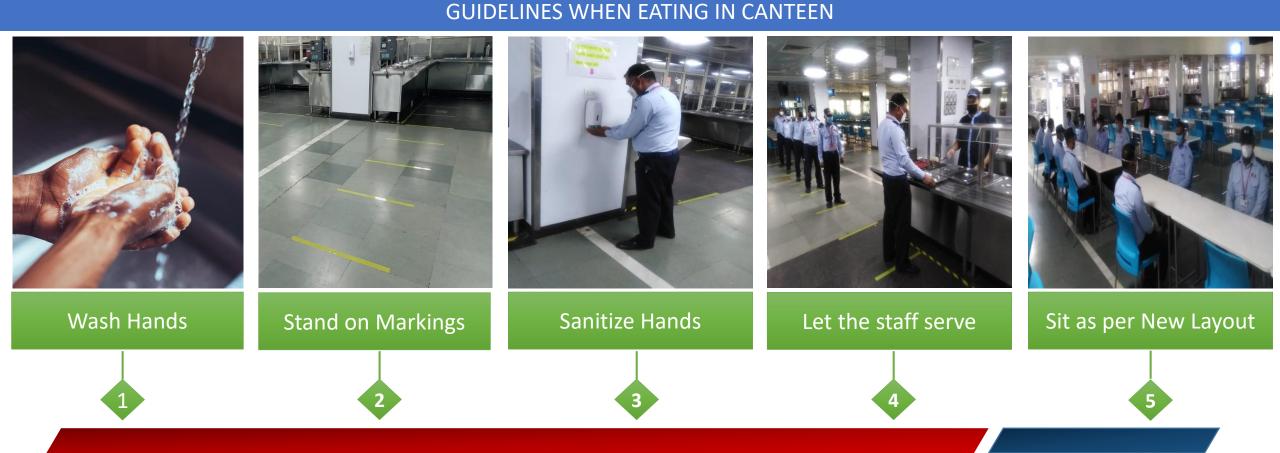




Location wise different Entry/Exit Points



Limited Food Menu





THINGS TO KEEP IN MIND WHEN IN OFFICE

Meeting Room Usage

- Avoid Physical Meetings
- If unavoidable, attendees to follow social distancing norms
- Meeting rooms may be converted for work stations

Work Area Rules

- No Handshakes, Greet your hands in Namaste
- Define your chair, don't use anyone else's chair
- Don't share food or snacks on the desks
- Keep sanitizing / washing your hands every few hours
- Sanitize your laptops, mobiles and desks twice daily



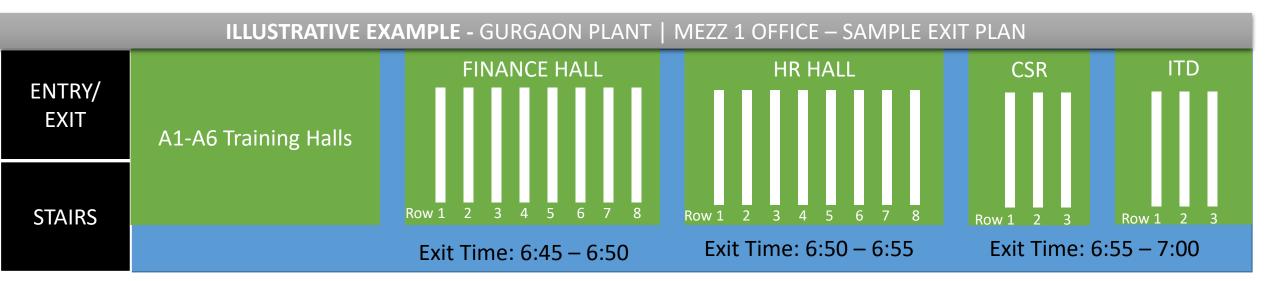


PROCESS FOR EXITING COMPANY PREMISES

✓ Floor Coordinators for every office area

Floor Coordinator to orchestrate
 Employee Exit in Staggered Manner

✓ Avoid Bunching Up



- In the above illustration, each of the major office area has a pre-defined exit time window
- Coordinator to regulate exit, only two rows allowed to exit at a time in a sequential manner. Eg: Starting with Finance Hall, Row 1-2 will exit first, followed by Row 3-4 and so on



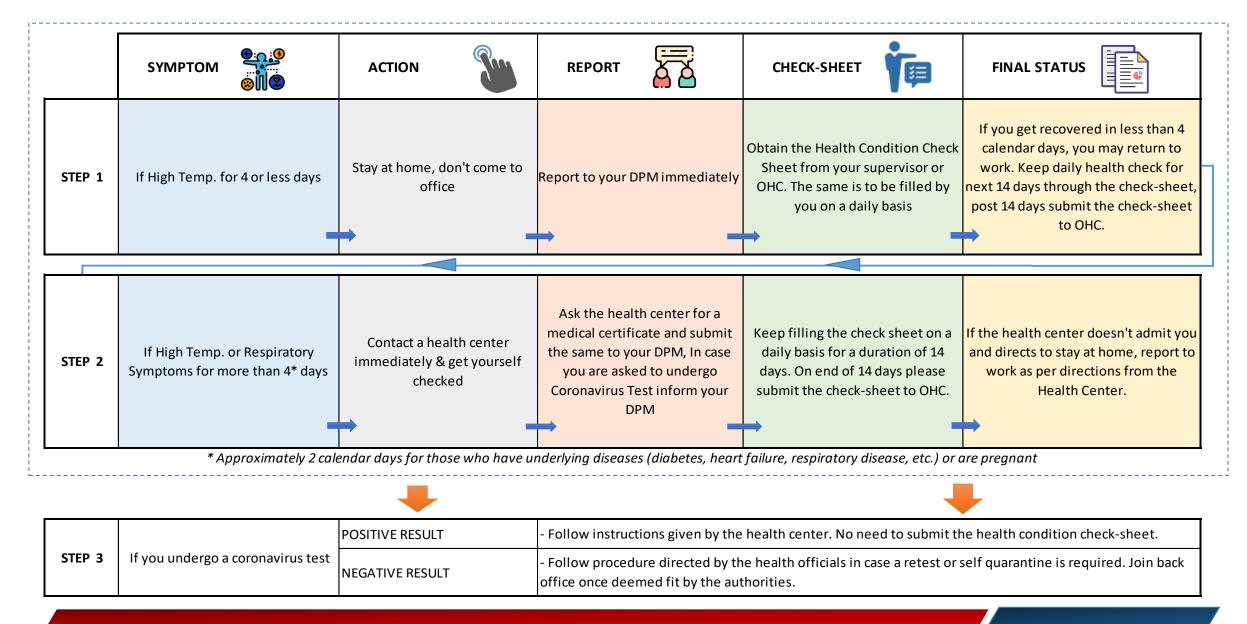
THINGS TO KEEP IN MIND WHEN RETURNING HOME



GUIDELINES IN CASE OF SICKNESS

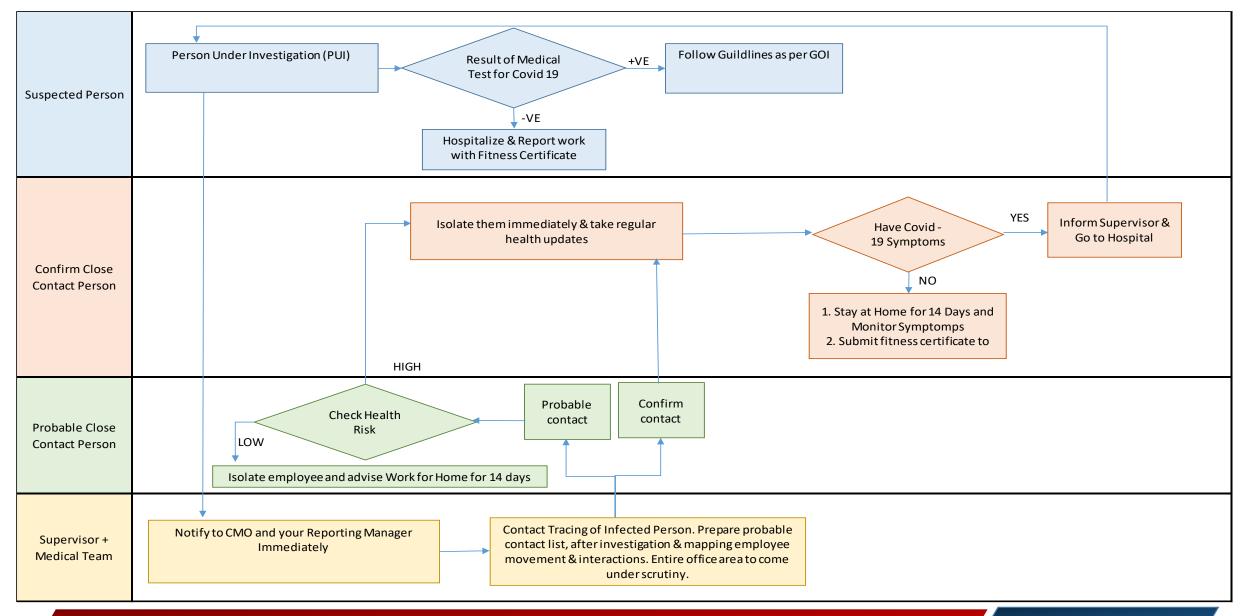


SELF SICKNESS





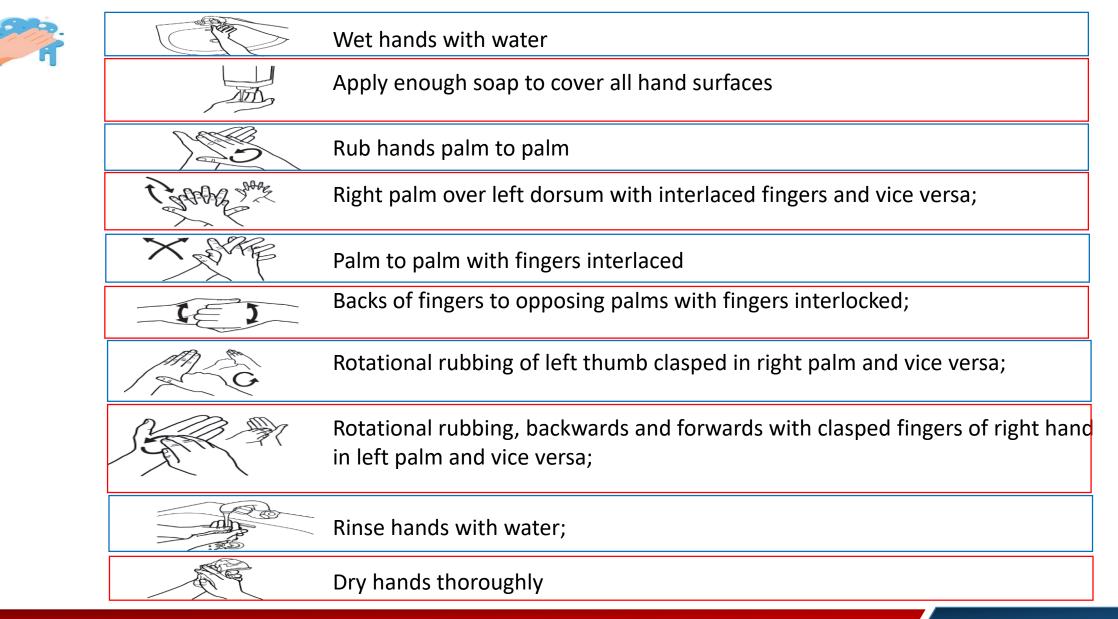
SUSPECTED POSITIVE CASE IN MSIL



GENERAL HEALTH ADVISORY



WASHING HANDS





SANITIZATION & MASKS

SANITIZE YOUR HAND



Washing hands with soap and water is the best way to get rid of germs in most situations. If soap and water are not readily available, you can use an alcohol-based hand sanitizer that contains at least 60% alcohol





RUB HANDS TOGETHER

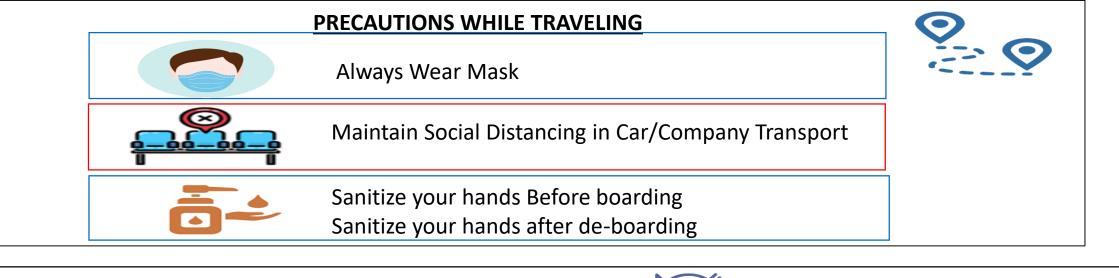


(20 SEC)

| ADVISORY ON MASK | | | | |
|------------------|---|--|--|--|
| Star Barrier | Before putting on a mask clean hands with sanitized or wash them with soap | | | |
| | $\frac{1}{2}$ Cover mouth and nose with mask and make sure there are no gaps between your face and the mask | | | |
| \mathbf{C} | Replace the mask as soon as it is damp | | | |
| Power Tower | Avoid touching the mask while using it | | | |
| \bigotimes | Do not reuse a single use mask | | | |
| S | To remove the mask: remove it from behind | | | |

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WHEN OUTSIDE

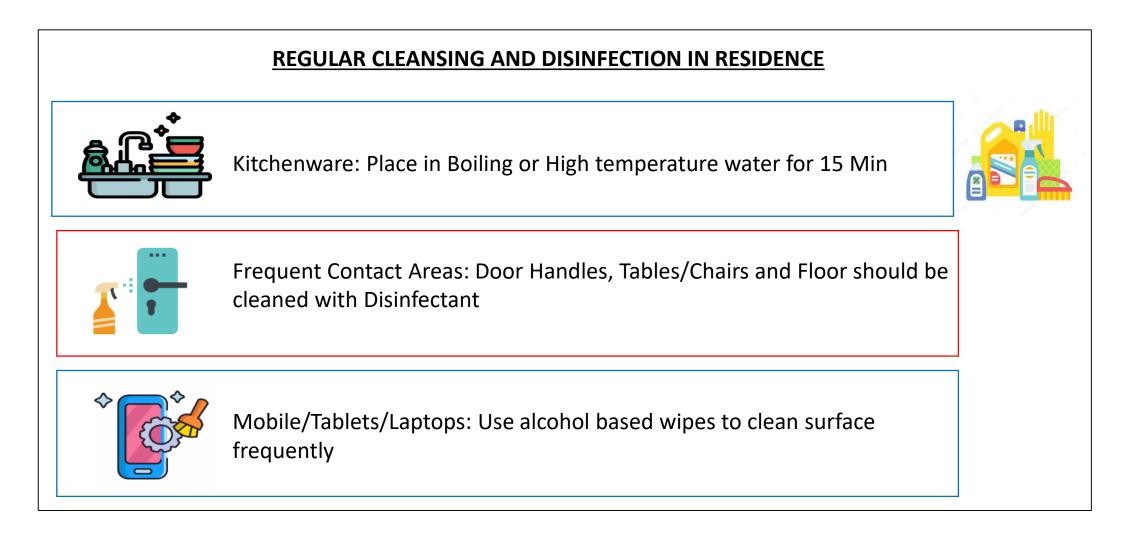


WHEN EATING IN COMMON PLACES Maintain social distancing while queuing Don't Spit out food on tables and trays and seating Wash or Sanitize your hands before and after Use tissues and dump the tissues in Close lid eating **Dustbins Avoid Sharing Utensils**

Avoid talking during meal



DISINFECTING RESIDENCE





CARE FOR YOUR LOVED ONES

TAKING CARE IF YOU HAVE ELDERLY AT HOME



Spending time with family & connecting to loved ones



Cut down on listening to news



Getting them involved in recreational and daily activities

Iderly



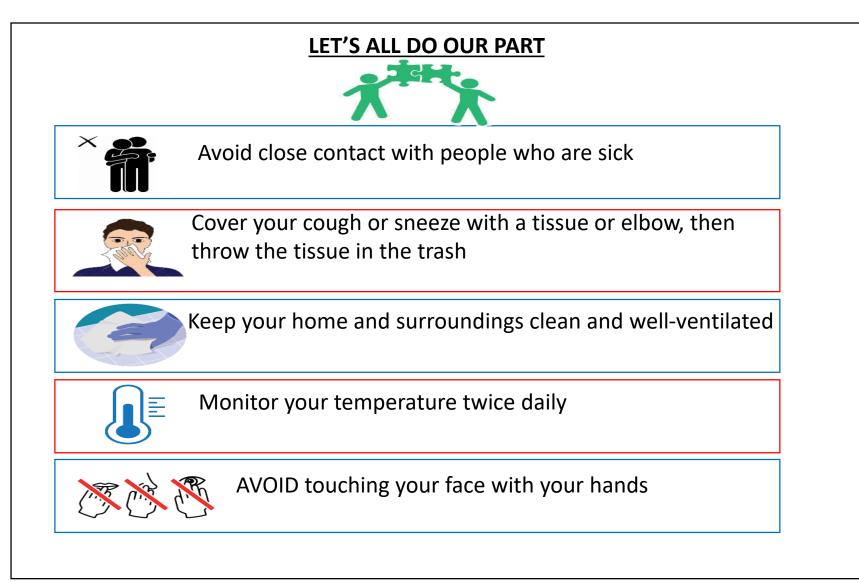
Make some time for exercise

Elderly with chronic conditions should monitor and consume medicine daily

| TAKING CARE IF YOU HAVE KIDS AT HOME | | | | | | | |
|--|---|--|--|--|--|--|--|
| Disinfect/Sanitize Toys Frequently | Do not blow on Baby's Food | | | | | | |
| Wash your hands once arrived home before carrying kids | Teach and reinforce everyday preventive actions | | | | | | |
| Avoid bringing Kids out and help them stay active | Do not share utensils | | | | | | |



PRECAUTIONS FOR SELF



Lastly, Remember as directed by MD San





In case of any clarifications/ consultations do reach out to us



Covid19.helpdesk@maruti.co.in

0124 - 4393514

The MSIL COVID19 Task Force is there to help you. Details have already been circulated to you vide our COVID Advisory Number 5





POLICY GUIDELINES FOR POST LOCK DOWN RESUMPTION OF WORK

Version 1 Date of Issue: 12.04.20 HR DIVISION



As we start preparing for restarting our operations after a Lockdown, there is still a lot of ambiguity regarding the way forward. We expect that in the coming days, this scenarios will become clear with Government announcing specific measures and directions.

Whenever we resume our operations after the lockdown, the risk of COVID 19 infections will remain and if we don't take stringent precautions it still can come into our homes and workplaces as well.

Our employees have been showing exemplary courage, resilience and putting in their best efforts for business continuity during this lockdown period, despite facing challenges of resources and mobility. They are following the guidelines of the government and also our internal ones, thereby preventing any one of us or our family members getting effected by this infection till now.

In order to prevent the spread of this infection as and when we restart, we are issuing/ refreshing our earlier guidelines for restating our work post lockdown.

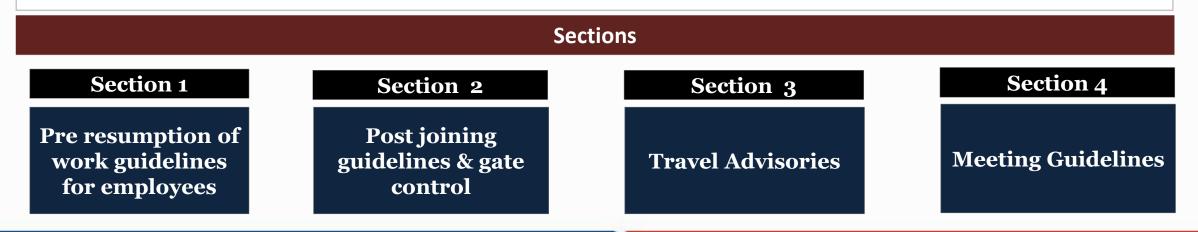


Objective

To endure the Safety & wellness of our employees, their families so that COVID 19 infections are prevented from entry into our workplaces, homes & the community in which we live while ensuring our business continuity

Guiding principles

- Safety and health of our employees will of prime importance.
- All Central and State government directions will be adhered to at all times.
- Social distancing practices will be enforced and emphasized.
- Daily health monitoring and check procedures at workplaces to be strengthened.
- Visitor controls and checks to continue
- Travel restrictions to continue.
- Quarantine practices to continue for health and high risk cases



Pre Resumption of Work Guidelines for Employees



for employees

Need to check the health Conditions of the employee & Travel history of our employees. Hence, we request you all to follow the following:

| CONTROL AREA | KEY DIRECTION | INSTRUCTIONS FOR EMPLOYEES | |
|----------------------------------|--|---|--|
| Pre Joining Health Monitoring | Monitor temperature daily Keep track of cough and cold like symptom To start monitoring minimum 3 days before start of attending office Daily reporting of health in App – WELLNESS MITRA Download the app on your MOBILE from : https://msilappstore.com/WellnessMitra/ | Fever during last 3 days → Quarantine at home for next 7 days from the day of fever. If fever persists → Get in touch with Company doctor immediately. Inform DPM/ HRBP Report between 7 PM to 7 AM daily Instructions of downloading to your MOBILE in Annexure 1 Android Version Available. iOS version to be notified later | |
| Travel History Reporting | Report about your movement to other States/ locations other than home Report in Google Form Link: <u>https://forms.gle/Gg7EXZT7XQHcKHxBA</u> | Based on your health conditions, destination etc. you will be advised for your rejoining procedure Report 2 days before restart. See instruction in Annexure 2 Pre resumption of work guidelines | |

Post Joining Guidelines

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control

Once you have joined back , MAINTAIN SOCIAL DISTANCING at workplaces . We will ensure that you keep safe and sound . Self discipline & caution will always be the key.

| CONTROL AREA | KEY DIRECTION | INSTRUCTIONS FOR EMPLOYEES | |
|--------------------------------------|--|---|--|
| Staggered working in Office Areas | Limit the number of employees in our work areas Upto a max. 50% of employees on any given day in office areas | Depending on the decision of the Vertical heads: Staggered day wise working Shift working (Group 1→ 8.00 AM to 1 PM, Group 2 → 1.30 PM to 6.30 PM) Alternate location working will be informed to some. Other employees will work from home as per the guidelines for WFH. Duty roster to be based on work requirement, possibility from home will be informed by respective division/ Vertical data and the second secon | |
| | • Employees Returning from Japan after their training/ deputation to self quarantine | 14 days mandatory quarantine at home or as directed by government subsequently Section 2 Post joining guidelines & gate | |

Post Joining Guidelines

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Once you have joined back the office , MAINTAIN SOCIAL DISTANCING . We will ensure that you keep safe and sound . Self discipline & caution will always be the key.

| INSTRUCTIONS FOR EMPLOYEES | KEY DIRECTION | CONTROL AREA |
|---|---|---|
| oyees can carry their own masks. We will also issue a for which suitable arrangements will be made sanitizers available at various locations depending on eed. | Mandatory wearing of masks at all times. Frequent cleaning of hands by sanitizers, soap etc. | Strict Hygiene at All Times |
| oyees may also carry their own personal nometers for daily self checking if required. Sing thru non contact thermometers at gate er, can be asked to return back. Oyees to cooperate with the security/ OHC employees e gate. Section 2 | | All employees attending office will be required to maintain high standards of personal hygiene |
| | | |

Post joining guidelines & gate control

Post Joining Guidelines

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control

Once you have joined back the office , MAINTAIN SOCIAL DISTANCING . We will ensure that you keep safe and sound . Self discipline & caution will always be the key.

| CONTROL AREA | KEY DIRECTION | INSTRUCTIONS FOR EMPLOYEES |
|---|--|---|
| | High risk employees to continue remote working | Pregnant women, employees in higher age brackets with previous medical history of chronic respiratory diseases, acute diabetes etc. To be approved by the company doctor and respective DVM |
| Strict Hygiene at All Times All employees attending office will be required to maintain high standards of personal hygiene | Avoid Public Transport Employees to use their own transport for commuting to work | No pillion rider for two wheelers. Max. 2 persons in a passenger car (one in front seat, one back) Please pool & support colleagues |
| | Avoid touching common articles in office & and practice social distancing Crèche, gyms and play areas | Don't touch any objects other than your own laptop, mobile, chair, table, water-glass/bottles etc. Avoid going in groups to tea points, water coolers, canteen etc. Carry own water bottles and lunch to support in social distancing in conteneed. |
| | to remain closed. | canteens. Canteen usage guidelines to be notified Post joining guidelines & gate |

Travel Advisories



Strict Control on travel. Avoid all forms of travel except business/ personal emergency.

| CONTROL AREA | KEY DIRECTION | INSTRUCTION FOR EMPLOYEES | |
|----------------------|--|---|--|
| International Travel | No International travel | If travel restrictions lifted by Government for certain countries, we will need level 1 Ringi approval for the same. Such information will be shared by HR from time to time | |
| Domestic Travel | Avoid inter-state travel We strongly recommend not to undertake domestic travel till further notice | In cases of unavoidable reasons like supplier visits etc., prior approvals to be taken from Vertical Head Employees to follow all precautions of social distancing like limiting of multiple people going to same location, avoid travel of more than 2 persons per car, wearing of masks at all times, avoid going to vendors/ suppliers canteen, conference halls with more than 10 people in a room, frequent hand sanitization and other such precautions. | |
| Private Travel | Avoid all overseas private travel. | Report to the respective DVM prior to travel. Self- quarantine for 14 days on return Section 3 | |
| | # SOCIAL DISTANCING # SELF DISCIPLINE | # TOGETHER WE DEFEAT COVID19 | |

Meeting Guidelines

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Avoid face to face meeting of more than 10 peoples. Use electronic media tools for conducting meetings. Non essential meetings/ vistors not to be called to work places.

| CONTROL AREA | KEY DIRECTION | INSTRUCTION FOR EMPLOYEES |
|--|--|---|
| Meeting Guidelines | Avoid all meetings, conferences, events, training programs | Maximize the usage of Webex, VC etc. for meetings within and outside MSIL. Not more than 10 members in meeting. Avoid sitting face to face |
| Visitor/Non essential staff guidelines | Strict control on visitors, vendors and other service provider employees. All non -essential visitors like summer trainees etc. will not be allowed | Avoid calling them to our work locations. In case necessity, visitors to give a self -declaration about their health and travel history to security at gate Mandatory temperature checking at gate. |

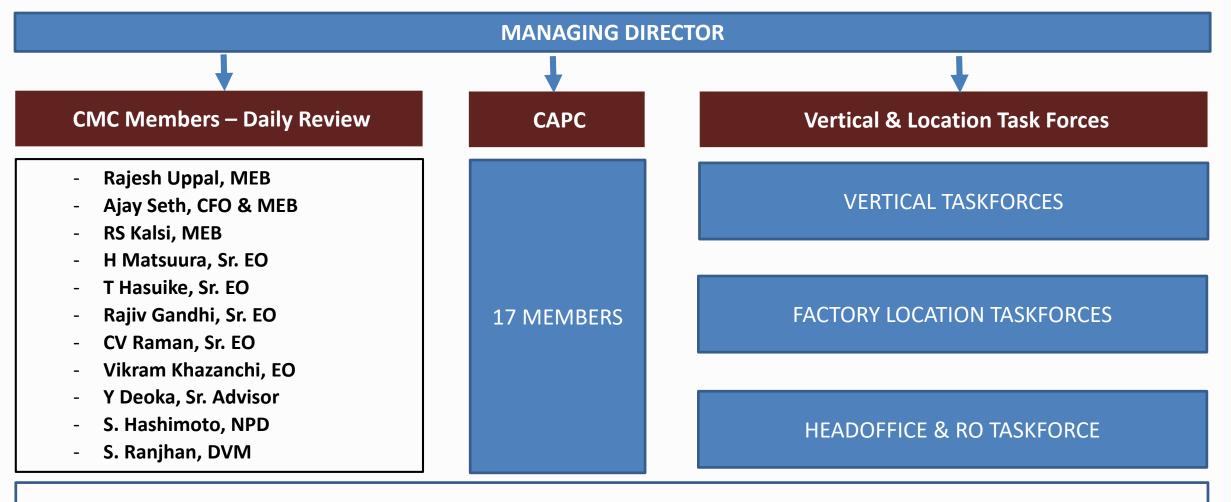
These guidelines will be subject to all applicable notifications/orders/guidelines of the Government that may be issued in respective of any lifting off the lockdown and reopening of offices, factories etc. <u>Section 4</u>

Meeting Guidelines

COVID19 Monitoring Committee

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COVID19 Monitoring Committee (CMC) & Action Plan Committee (CAPC) under Col. Mahendra Singh to continue daily Monitoring, Review & evaluate the horizontal deployment of Action Plans



For any queries & concerns regarding COVID19 Virus, please reachout to email corona19.Helpline@maruti.co.in

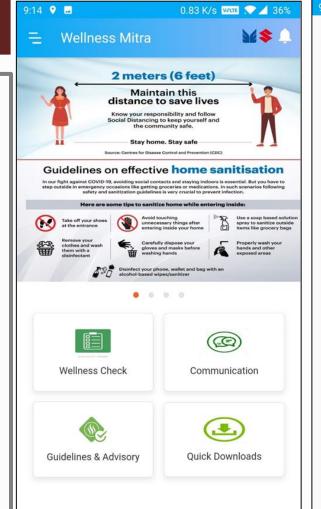
Annexure 1 \rightarrow WELLNESS MITRA

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Daily Health & Wellness reporting in this App by all employees Important communication tool & information medium

WELLNESS MITRA

- Download the app from the link <u>https://msilappstore.com/WellnessMitra/</u>
- You can copy/ type above link in the Google Search bar in your mobile
- Click on Install option and allow Install from Unknown sources in Setting
- Login the App using your Staff ID as username and DOB in (dd/mm/yyyy) format as your password
- Submit your Health Status "DAILY" in the Wellness Update tile between 7 PM to & 7 AM
- Make sure you fill up the mandatory field i.e.
 "Current State" and "Current District" where you are presently residing at



0.06 K/s 🚾 💎 🖊 36%

Safety & Health of our employees & their family remains paramount always. In this regards, you are requested to update your health status by answering following questions on DAILY BASIS !

Current staying state/ वर्तमान में रहने की राज्य*

9:14 🕓 🗔

Current staying district/वर्तमान में रहने वाला जिला*

Do you have fever (greater than 37.2C or 99F ?) (क्या आपको 37.2 डिग्री सेल्सियस या अधिक का ज्वर (बुखार) है ?)*

Do you have any other suspected symptoms such as cough, difficulty in breathing ? (इनमे से कोई लक्षण (खांसी, साँस लेने में तकलीफ़ ?)*

Any family member or close contact have any suspected symptoms such as fever, cough, or poor breathing ? (परिवार के किसी सदस्य या नजदीकी परिजन को इनमे से कोई लक्षण (बुखार, खांसी, साँस लेने में तकलीफ़ ?)*

Do you find any Covid-19 positive case in your neighbourhood ? (नजदीकी क्षेत्र में कोई भी कोविड-१९ का

Annexure 2 \rightarrow Google Form for reporting travel



Only those employees who have travelled out of the base locations to fill this form Mandatory to report latest 2 days BEFORE ATTENDING OFFICE

GOOGLE FORM FOR REPORTING TRAVEL

- Click on the google from link <u>https://forms.gle/Gg7EXZT7XQH</u> <u>cKHxBA</u>
- Can be downloaded on PC/ Mobile
- Login the App using your Staff ID and fill all the mandatory fields
- Fill this form only once & only by those people who have traveled outside their base locations

| The safety of our employ MSIL's top Priority. As the | TRAVELLING OUTSIDE HOME LOCATION The safety of our employees, supplier partners, customers, families and visitors remain MSIL's top Priority. As the corona virus disease 2019 (COVID-19) outbreak continues to spread, it is necessary for all of us to take all precautions to prevent its entry in our homes and workplace. | | |
|---|--|--|--|
| HAVE TRAVELLED TO 01 past 21 days before 15 A | This form is a self-declaration form which is ONLY TO BE FILLED BY EMPLOYEES WHO HAVE TRAVELLED TO OTHER LOCATION OUTSIDE THEIR NORMAL LOCATION OF STAY in past 21 days before 15 April 2020 | | |
| * Required | SELF-DECLAR | ATION : EMPLOYE | E'S |
| Personal Informatio | TRAVELLING C | OUTSIDE HOME LC | DCATION |
| Employee Name * | Travel History | le contraction de la contracti | |
| Your answer | Kindly mention the details of your trav | SELF-DECLARATION : EMPLOYEE'S TRAVELLING OUTSIDE HOME LOCATION | |
| | State Of Travel * | * Required | |
| | Choose | Travel History | City of Travel * |
| · · · · · · · · · · · · · · · · · · · | District Of travel * | Kindly notify if you have travelled in las | |
| | Choose | | Address of Place visited * |
| L | | Any travel undertaken to othe | ier Ic NA |
| | | O Yes | |
| | | O No | Is your place of stay declared as a COVID-19 Hotspot |
| | | Back Next | ○ No |
| | | | Date of Travel * Date ddyyyy |

General Instructions

MARUTI 1 SUZUKI

Way of Life!

 These guidelines will be subject to all applicable notifications/orders/guidelines of the Government that may be issued in respective of any lifting off the lockdown and reopening of offices, factories etc.

 Each location/ Vertical can suitably modify/ add additional precautionary steps while being within the policy guidelines issued

 For any clarifications, doubts, suggestions please get in touch with the respective HRBPs / Location HR Heads/ DVM CTHR

 While these are indicative guidelines and will be subject to overall rules & regulations of the Company. Some deviations have been permitted in our policies keeping the severity of the situation and ONLY for the duration till the situation normalizes.

Thank You