

Ambuja Neotia NeoNews

MAY, 2020

Chairman's message

Rarely has the threat of a disease occupied so much of our thinking. But COVID-19 has taken our lives by storm. For weeks, almost every newspaper has stories about the coronavirus pandemic on its front page; radio and TV programmes have back-to-back coverage on the latest death tolls; and depending on who you follow, social media platforms are filled with frightening statistics or practical advice often laced with ironic humour. This constant bombardment of information has resulted in heightened anxiety among many and filled us with uncertainty and a sense of fear. Thus, our moral judgements have become harsher and our social attitudes more conservative. It is, indeed, a frightening time.

The virus has forced the cancellation of major events, postponed sports seasons, and sent many into self or government-imposed quarantine and lockdowns. For many people, the uncertainty surrounding coronavirus is the hardest thing to handle. We don't know how exactly we will be impacted or how bad things might get. And that makes it all too easy to spiral out into overwhelming dread and panic. We are in a time of massive upheaval. There are so many things outside our control, including how long the pandemic lasts, how other people behave, and what is going to happen to our colleagues and our

families. Yet, we cannot stop hoping for these indeterminate times to end; to see a silver lining surrounding the darkest of clouds.

Don't let coronavirus dominate every conversation. It is important to take breaks from stressful thoughts about the pandemic to simply enjoy the company of those who are close to you. Maintain a routine as best as you can. This can help you preserve a sense of normalcy. And read books that help guide you out of dark thoughts. Our ancient Books of Wisdom are a treasure trove of metaphysical and practical information. Our sages and philosophers have often reiterated that solutions come our way when we least expect them. Faith can conquer mountains. Our hardest times often lead to the greatest moments of our life. Keep the faith. It will all be worth it in the end. Let your faith be bigger than your fears. As Gandhiji had said, 'If patience is worth anything, it must endure to the end of time. And a living faith will last in the midst of the blackest storm.'

Many things have been cancelled because of the coronavirus. Faith is not one of them.

Pavithra Neotia



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Coronavirus

CCOVID-19 is an infectious disease caused by a newly discovered coronavirus.

Most people infected will experience mild to moderate respiratory illness and recover without requiring special treatment. Older people and those with underlying medical problems are more likely to be infected. The best way to prevent and slow down transmission is to be well informed. Protect yourself and others from infection by washing your hands or using an alcohol based rub frequently and not touching your face. The COVID-19 virus spreads primarily through droplets of saliva or discharge from the nose when an infected person coughs or sneezes, so it's important that you also practise respiratory etiquette (for example, by coughing into a flexed elbow).

Various initiatives have been taken across our healthcare verticals to include:

- Thermal screening in OPD and at all entry points to the hospitals
- Thermal screening in Emergency
- Social distancing followed in OPD during registration
- Social distancing in the Reception area
- PPE worn during surgery in operation theatres
- PPE worn during swab collection, before pre OT sample collection as a safety measure and during OPD and emergency consultations
- Frequent disinfection of hospital premises
- Strict use of masks, sanitizers and hand gloves
- Fever clinic launched at the hospital to screen vulnerable patients
- Online consultation launched for accessing our doctors from home through myhealthcare app started with NGHC



Doctors in PPE suits at Bhagirathi Neotia Woman & Child Care Centre, Rawdon Street



Surgeons, nurses and clinical associates wearing PPE in the OT at Neotia Getwel Healthcare Centre, Siliguri



Phlebotomist wearing PPE during swab collection at NGHC, Siliguri



Disinfecting stretchers at NGHC, Siliguri



Protective gear worn by hospital staff at BNWCCC, New Town



PPE worn by our consultant at the OPD at BNWCCC, New Town



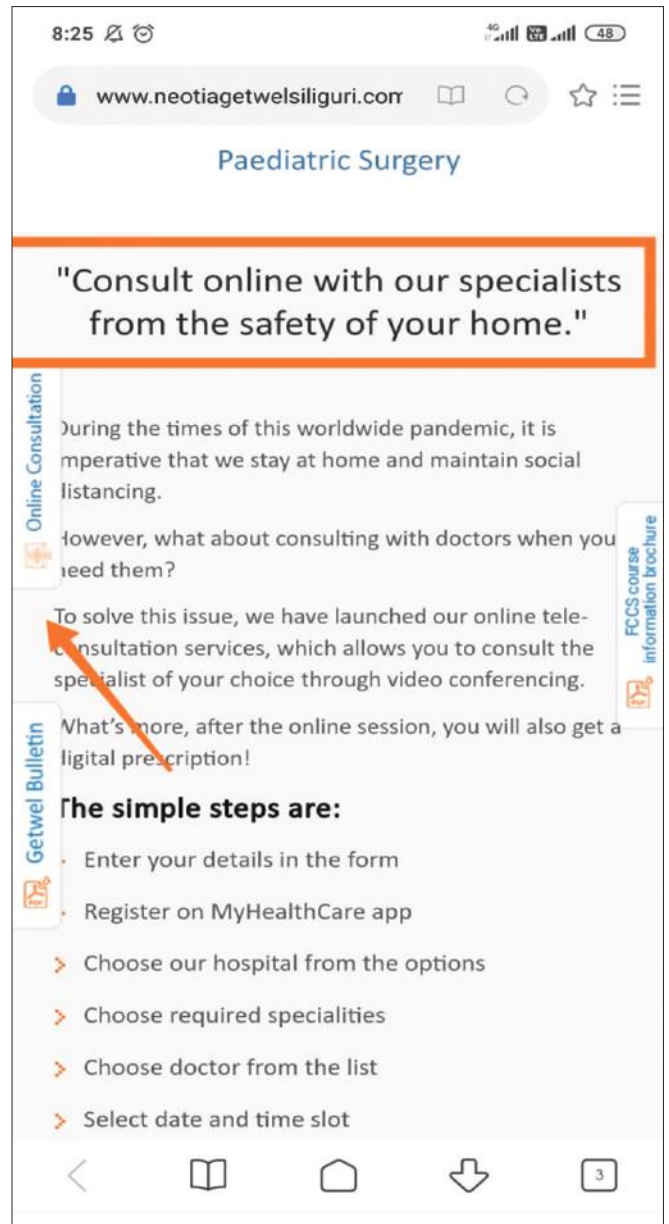
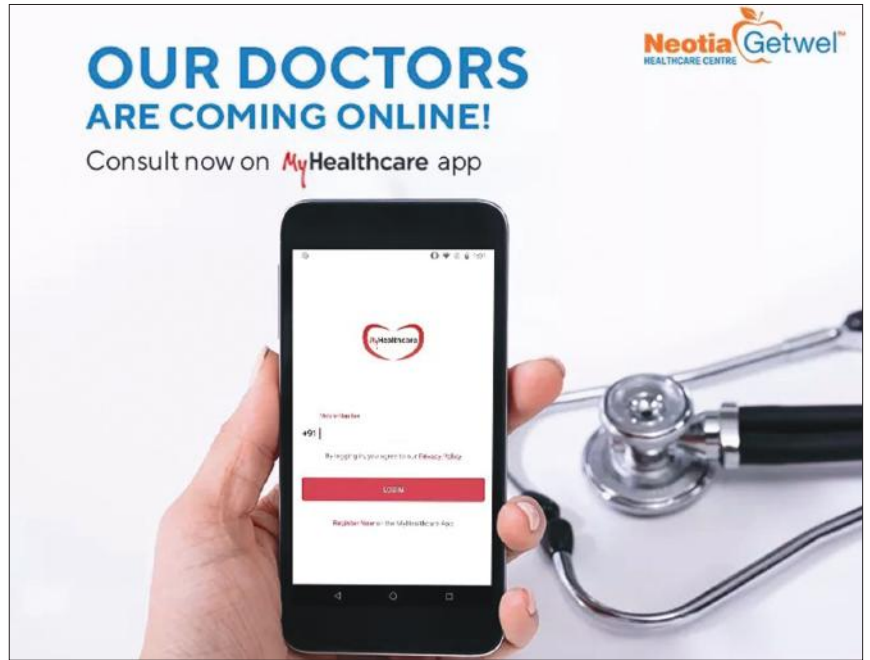
Social distancing is strictly followed during patients' registration at NGHC, Siliguri

Helpline

Doctors across our Healthcare vertical are now available online for medical consultations. This special app is available on IOS and Android devices. There are no issues too big or small to discuss with your doctor or therapist. The coronavirus pandemic is overwhelming, and one of the most excruciating parts for many people is the feeling of utter helplessness in the face of widespread suffering and hardship. Though staying indoors and staying healthy are the most crucial ways to stave off this outbreak, in case of any emergency you can now get support online.



BHAGIRATHI NEOTIA™
Woman & Child Care Centre



NeoProperties

Businesses and employers must play a significant role if we are to stop the spread of COVID-19. To stay safe and protected several hygienic measures are being taken across our commercial properties. Regular cleaning with disinfectants across all corners and frequent touch points like railings, handles and lift buttons are being strictly carried out along with fumigation every evening. Also, face masks are obligatory and not a replacement for established preventive practices, such as physical distancing, cough and sneeze etiquette, hand hygiene and avoiding face touching. It is essential that workers use face masks properly so that they are effective and safe. Thus it is compulsory to wear masks and gloves for all security and housekeeping staff. Masks are also a must for all visitors and employees as is sanitization and body screening at all entry points.



Cleaning lifts on a regular basis to counter any infection



Hand sanitizers are available with security staff at entry points



Door handles being made safe with regular cleaning with disinfectants



Fumigation for safety on outdoor premises and parking lots

NeoCare

Cleanliness is next to godliness and in these difficult times this proverb takes on fresh significance at all our clubs. We are in the midst of an unprecedented, worldwide pandemic, but it helps to know that we are all in this together. Therefore, we continue to put plans and procedures in place to minimise the impact and be able to continue to provide the highest quality of services you need. As the current scenario evolves and helps us to embrace the new 'normal' lifestyle and resume our daily routine, Ambuja Neotia has taken strict health and hygiene initiatives to keep the experience of customers and stakeholders intact but under proper safety measures. From wearing masks, using temperature guns, donning caps to using sanitized equipment, proper sanitation and fumigation at regular intervals, we have implemented all guidelines to ensure a safe and sound ecosystem around us along with the sacrosanct mantra of 'Social Distancing.' The Group has pledged to be responsible for the well-being and safety of every stakeholder, thus taking detailed care of work process and functioning of all its verticals.



The main gate at Club Verde is sanitised every day



All doors and handles are sanitized on a regular basis by inhouse staff



F&B service and production staff with masks and gloves



Housekeeping staff at Club Verde



AC Grills being cleaned and sanitised on an on-going basis



Disinfecting seating areas at The Conclave by our Housekeeping staff



Club Verde is making an all-out effort to keep its premises spotless



Maintenance staff are provided with mask and hand gloves



Maintenance staff are geared to tackle the virus



Social distancing is maintained at The Conclave kitchen



Vegetables are thoroughly cleaned at The Conclave kitchen