



Health & Safety Manual

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S E C T I O N - 1

Health & Safety Policy

1.1 Introduction

In order to improve job satisfaction of the workforce, ensuring a safe and secure environment for employees is always considered important for any organization. To improve the safety and health conditions on an on-going basis, it is necessary to continuously monitor the health and safety issues in the environment and update the current procedures accordingly.

Commonsense and basic good housekeeping are the predominant factors influencing the maintenance of high standards of health and safety in offices and staff should always be conscious of dangers to themselves and their colleagues, presented by their working environment and activities.

Any unsafe conditions, e.g. faulty lifts, faulty fire doors, missing fire extinguishers, missing Fire Notices, defective equipment (particularly defective gas connections), poor lighting, damaged floor coverings, unsafe furniture and so on, should be reported at once to immediate supervisor, admin officer or safety officer so that necessary remedial action can be taken.

Recognizing the importance of employee health and safety, the Company is committed to ensure that employees must know and follow all health and safety requirements of their specific job requirement.

The following items are considered for incorporation in these guidelines:

- Health and safety are to be given equal consideration with all other business functions.
- Health and safety are everyone's responsibility. Employees shall actively participate in all elements of the Health & Safety program.
- The organization is committed to comply with all corporate policies, procedures and applicable legislation.
- Health and safety are among our highest values and a key indicator of organizational excellence.
- All work-related injuries and illness are preventable by identifying and controlling risks.
- Hazard identification, risk assessment and risk control represent the foundation of a successful Health & Safety management system.
- Our Health & Safety management system is based on continuous improvement.

1.1.1 Potential Hazards in the Workplace

Following are the potential hazards in the Company's premises: -

- Portable and fixed electrical appliances
- Office equipments, computers etc.
- Trailing cables

- Stairs, stairways & lifts
- Congested walkways and corridors
- Access and egress
- Seating, workstations including furniture & fixtures
- Heating and ventilation
- Lighting levels (low/insufficient)
- Cleanliness and waste materials
- Sanitary conveniences
- Dusts, powders, chemicals/lubricants & fumigation
- Working alone
- Damaged building or substandard construction, false ceiling, and work under progress areas.
- Workplace violence (physical or verbal)

1.1.2. People Affected By Hazards

People affected by above mentioned hazard could be any of the followings:-

- Company Employees
- Visitors/customers
- Contractors & maintenance staff

This document covers following guidelines: -

1. Health & Safety Guidelines
2. Safety Precautions
3. First Aid Guidelines

1.2 Guidelines

1.2.1. General

1. It is the policy of the Company to ensure that all activities carried out on its offices/branches or undertaken by its employees are managed in such a manner so as to avoid, reduce, or control, through proper implementation of all relevant safety procedures all foreseeable risks to the health & safety of any person(s) who may be affected by such activities to a tolerable level.
2. It is also the policy of the Company that these procedures are communicated to all employees, visitors, customers, and those who are impacted by their implementation.
3. It is the policy of Company to ensure provision of:
 - A safe place in which to work with safe means of access;
 - Suitable and sufficient information, instruction, training and supervision to enable all employees to comply with the Company's Health & Safety Guidelines;

- Appropriate arrangements to access and control the risks associated with work activities undertaken at the Company or by our employees.
- 4. All members of staff will receive a copy of the Health & Safety Manual and will be required to acknowledge to state that they have read and understood it. New members of staff will be required to read and sign a copy of this policy before they start work and their manager will familiarize, explain and assist them to begin work in a safe manner.
- 5. All workplace incidents/accidents must be reported to the Administration department through department heads with complete details and action taken as soon as possible.
- 6. All expenses on medical treatment, rehabilitation etc. of employees who are injured in a workplace incident, while on duty, shall be borne by the Company.

1.2.2. Fire Safety

1. The Company will provide the necessary firefighting equipment at all locations of its operation.
2. All employees are required to familiarize themselves with the fire drill procedure as mentioned in the Manual.
3. Existing firefighting equipment will be inspected and its health recorded by the employee responsible for general administration of the office on quarterly basis.
4. Fire extinguishers should only be removed from their wall brackets in an emergency. The removal of fire extinguishers in other cases without good reason will be considered as misconduct.
5. Fire exits will be provided at all locations/buildings, wherever required. Red color signs board indicating fire “exits” will be visibly placed. Fire exits must be kept clear at all times.
6. Emergency phone numbers of police, fire brigade, hospitals etc. shall be displayed at the notice board of each location.
7. A signboard with a map of all exits to the premises and necessary evacuation instructions will be prominently displayed at all premises.
8. Fire & smoke detection alarms will be installed at all locations and tested by Admin officer on regular basis.
9. All premises of the company will be no smoking areas. No smoking signs will be placed prominently. Smoking in all premises will be considered as misconduct.

1.2.3. Electrical/Mechanical Safety

1. Changes to the electrical system (including new plugs) will only be undertaken by competent persons who have been hired for such work.
2. Work on 3 phase electrical systems will never be undertaken by unqualified personnel. Only trained personnel will handle the electrical and mechanical equipments.

3. Protective clothing/accessories will be provided to all staff working on electrical/mechanical equipment such as gloves, helmet etc. Protective clothing's must be worn before commencing any hazardous activity. Failure to do so will be considered as misconduct.

1.2.4. First Aid & First Aid Box

1. The Company will provide first aid facility at all its locations.
2. First aid box containing necessary items shall be provided at each location.

1.2.5 General Safety

1. Since good housekeeping in all areas is an essential feature of safety and the prevention of accidents, Company will ensure proper maintenance of office premises to ensure clean and safe environment.
2. Company will also ensure to control the use, disposal and transportation of all waste/hazardous materials including sanitary, garbage etc. This shall normally be done after regular working hours.
3. Fumigation of office premises shall be carried out regularly. Fumigation will only be carried out on weekends or after office hours when all the employees have left the premises.
4. Company will ensure supply of clean and safe drinking water, free of any contamination at all its locations either by installing water filters or purchasing mineral water.

1.3 Scope

These Health & Safety guidelines are applicable to all employees, customers, as well as any external visitors including service/maintenance contractors.

1.4 Responsibilities

It will be responsibility of EVERY employee to ensure proper implementation of Health & Safety guidelines; however, prime responsibility rests with the following.

1.4.1. In-charge Admin/ Administration Department

It shall be the responsibility of the in-charge Admin/ Administration department to:

1. Devise strategy and plan to implement these guidelines throughout the Company on annual basis.
2. Ensure implementation and monitoring of these guidelines.
3. Audit the health, safety and environment performance of the Company and prepare annual report for review of the management.
4. Investigate accident and take appropriate action on the findings.

5. Nominate and update, as and when required, the list of safety officers.

1.4.2. Safety Officer

It shall be the responsibility of the Safety Officer to:

1. Participate in courses on fire safety, first aid etc. being organized from time to time.
2. Ensure proper implementation of these guidelines in their premises.
3. Ensure that new employee understands the content of this guidelines by giving them short briefing.
4. Carry out the risk assessment prior to any work activity to be undertaken.

1.4.3. Employees

It shall be responsibility of all the employees of the Company to:

1. Read, understand and adhere to all health, safety & environment related risks, procedures mentioned in these guidelines and keep them abreast with the latest information being issued from the Admin Department.
2. Participate in regular fire drill being held at their office.
3. Understand the location of fire alarm, fire extinguishers, first aid box, emergency exits and important emergency telephone number.
4. In case of emergency evacuation of the premises, ensure safety of important office documents, without endangering their life.
5. Switch off all the electrical, mechanical and electronic equipment under their use while leaving the office.

1.4.4. Human Resource Department

It shall be responsibility of Human Resource Department to:

1. Review and update these guidelines, on regular basis, in line with the recommendations of Administration department and with the Company's overall strategy on Health, Safety & Environment.
2. Conduct regular courses for admin officers on fire fighting and first aid in coordination with Group's Administration department.

1.5 Environment

The Company's would not undertake any activity that can damage the environment in which it is operating. However, the general environmental duty requires all the employees to take reasonable steps to prevent or minimize any environmental harm their actions may cause.

The Company will continue to improve its image as socially responsible corporate citizen by sponsoring/financing projects (subject to other terms and conditions as per Company guidelines) such as development of parks, roundabouts, tree plantations, tourism, festivals etc. Furthermore, the Company will continue to work with NGOs working for the improvement of environment of the society.

1.6 Company's Health & Safety Strategy

Administration department shall have overall responsibility for implementation of these guidelines. The terms of reference for Administration department for smooth implementation of above strategy, are:

1. To advise the Company & employees on the Health, Safety and Environment Guidelines;
2. To act as the consultative body of the Company on health, safety and environmental issues;
3. To investigate accident & incident and take appropriate action on the findings;
4. To audit the health, safety and environmental performance of the Company;
5. To provide assurance that the Company is meeting its obligations in matters of health, safety and environment.
6. To co-ordinate and review the Company's Health, Safety and Environment Management systems;
7. To facilitate the implementation of the Company's Health, Safety and Environment Plans;
8. To monitor and administer actions arising from the Health, Safety and Environment guidelines and strategy;
9. To liaise with external authorities on matters of Health, Safety and Environment.

S E C T I O N - 2

Health & Safety Procedure

2.1 Procedure

2.1.1 Fire Safety

Admin officer is responsible for maintaining the fire safety at the office.

2.1.1.1. General Fire Prevention

Fire is probably the most serious danger which most Company personnel will ever have to face. It can break out almost anywhere and can affect everyone. Two types of fire can break out in the premises of the Company 1) Electrical fire and 2) general fire due to wooden items, paper and other combustible material.

Regular fire prevention routines are one of the simplest and most efficient means of preventing fire. The value of the nightly routine of switching off and unplugging electrical equipment (unless the equipment concerned is designed to run continuously), checking that gas fires and gas taps are turned off, and closing the doors to all rooms and staircase enclosures, cannot be over-stressed.

2.1.1.2. Fire Routine Procedure

Admin Officer must ensure that all members of staff are instructed in the action to be taken should a fire break out. This is most conveniently done by giving each member of staff written instructions in the form of a Fire Routine Procedure which will be developed by admin officer under the guidance of external consultant /Group's administration department.

2.1.1.3. On Discovering a Fire

If you discover a fire:

- Operate the nearest fire alarm. If no fire alarm is provided, shout "Fire".
- On hearing the fire alarm, calmly leave the building immediately by the nearest available exit. If time permits without endangering your life, secure important documents, cash, shut down company IT and other related systems.
- Lifts must NOT be used. Help any injured, aged, disabled person to evacuate the premises.
- Assemble at a safe place for headcount/attendance.
- Ensure that the emergency department such as fire brigade, police, hospitals etc. has been informed of the location of the fire. Also inform security officer about the incident.

2.1.1.4. Means of Escape (Fire Exits)

It is essential that the means of escape from an office should function efficiently. Exit doors should be fastened so that they can be easily and immediately opened from the inside without the use of keys. Exit routes must not be obstructed or used as storage areas.

2.1.1.5. Fire Fighting Equipment

Generally, two to four types of fire extinguishers are provided in Company premises. Each has a specific range of use and each is located adjacent to the related fire risk. The extinguishing media used are: water, carbon dioxide, vaporizing liquid and dry powder. The external appearance of each type of extinguisher maybe different and each carries its own instructions for use. In certain buildings, hose reels are also provided. Fire blankets are provided in many locations and should be used for smothering fires involving flammable liquids or burning clothing.

Company's personnel are well advised to know the location of the firefighting equipment in their area of work, to know on what type of fire each piece of equipment can be used and how each should be used. Instructions for the use of fire extinguishers can be obtained from the Company Admin Officer.

Whenever firefighting equipment has been used, an immediate report must be made to the Admin Officer, so that the equipment may be recharged or replaced.

2.1.1.6. Fire Fighting

In office protection of human life must take priority over fighting fires. The person discovering a fire must promptly initiate the emergency procedures listed above, unless they are entirely confident that they can extinguish the fire immediately, using an appropriate fire extinguisher, fire blanket, etc. Delay can be fatal as, once a fire is out of control, it can spread rapidly and cut off escape routes.

If possible, and without endangering personal safety, attempts can be made to contain and control a fire until the Fire Brigade arrives. Make sure that you use the correct type of fire extinguisher. The wrong choice can turn a minor incident into a major event. Always remember to take a position between the fire and the exit so that your escape route cannot be cut off. Be aware of what is happening in the surrounding area and take account of your own limitations. If possible, always make sure that someone else knows that you are tackling the fire.

2.1.1.7. After a Fire

Even if a fire appears to have been successfully extinguished it will still be necessary to ask the Fire Brigade to check that the fire has not unknowingly spread, and that materials or the building fabric cannot reignite.

Headcount of all the employees should be carried out by admin officer to ascertain any missing personnel. For this purpose all employees should gather at a nearby location (already identified by Admin Officer) and attendance should be carried out to match with office attendance log.

Admin Officer must ensure that all fires within the office are recorded and reported to the Group's Administration Department through proper channel.

2.1.2. Fire Drills

It is essential that the fire alarm system and a pre-arranged plan specific for the evacuation of office should be tested regularly.

As soon as you hear the fire alarm, prepare to evacuate the premises and follow the procedure described in para 2.1.3 above.

2.1.3. First Aid

2.1.3.1 First Aid General

The guidance given in this section is the simplest instruction in First Aid. If you have not learned basic First Aid measures, or have not been trained in First Aid, you must familiarize yourself with the name(s) and location(s) of your nearest qualified First Aider(s)/ Admin Officer. It will be too late to try to find this information once an accident has happened.

Notices giving the names, telephone numbers and locations of persons qualified in First Aid and the location of the nearest First Aid equipment must be prominently displayed in the office.

2.1.3.2. Principles of First Aid

First Aid is the skilled provision of treatment for a casualty or any person suddenly taken ill, using the facilities and materials available at the time, to save life and to prevent any deterioration in the condition of that person while awaiting the arrival of qualified medical assistance (usually an ambulance). First Aid boxes are provided in each area or building and these boxes should be placed at a prominent place.

2.1.3.3. First Aid Immediate Action

If an accident occurs, you should do the following: -

- Check your own safety! You are of no use if you become a second casualty. Use protective clothing and equipment where necessary. Identify the cause, nature of injury and respond accordingly. Casualties should be seated or reclined when being treated, as appropriate.
- Keep calm - assess the situation - reassure the casualty
- Speaking calmly to the casualty establishes consciousness and may provide useful information about the accident and assist in eliminating continuing danger. If immediate danger threatens, remove the casualty carefully to a safe place without endangering yourself. If the person's clothing is on fire, roll the casualty on the ground in a coat or fire blanket, etc.
- Get help at once if the injuries appear serious by calling a qualified First Aider. Delegate a person nearby to call an ambulance, if one is required.

2.1.3.4. First Aid First Priorities

Breathing & Heart Beating:

- If the casualty is not breathing, start mouth-to-mouth respiration at once (see method below).
- If the casualty heart is not working, start CPR as per method below. Remember, the first minutes are vital.

Bleeding:

- If bleeding is severe, apply firm direct pressure on the wound to stop the bleeding, using hands, pads, dressings, etc. Maintain pressure until professional help is available.
- If the bleeding is from a limb, elevate it 10" to 12" to reduce the blood flow.
- Do NOT use a tourniquet.

Trauma or Fluid Loss:

- Keep the casualty quiet, reassured and comfortable.
- Keep the casualty warm by a light covering but do not overheat.
- Do NOT give anything to eat or drink to the casualty as this may cause complications if medical attention is required.

First Aid Electric Shock:

- Do NOT touch the casualty until the current is switched off. If the current cannot be switched off, stand on some dry insulating material and use a wooden or plastic implement to free the casualty from the electrical source.
- If breathing has stopped, start mouth-to-mouth respiration and continue until the casualty starts to breathe or until medical help arrives.

2.1.3.5. Mouth-to-Mouth Respiration/CPR

CPR is most successful when administered as quickly as possible, but you must first determine if it is necessary. It should only be performed when a person is not breathing or circulating blood adequately.

Quickly evaluate whether the person is responsive. Look for things like eye opening, sounds from the mouth, or other signs of life like movement of the arms and legs. In infants and younger children, rubbing the chest (over the breastbone) can help determine if there is any level of responsiveness. In older children and adults, this can also be done by gently shaking the shoulders and asking if they are all right.

The next step is to check if the victim is breathing. You can determine this by watching the person's chest for the rise and fall of breaths and listening for the sound of air going in and out of the lungs. If you can not determine whether someone is breathing, you should begin CPR as mentioned below and continue until help arrives.

- Lay the casualty flat if possible.
- Ensure no obstructions are in the mouth (remove dentures, etc.).

- Ease constrictions at the neck, chest and waist.
- Place a rolled jacket or pad under the shoulders to arch the neck.
- Pinch the casualty's nostrils and draw the chin forward to open the mouth.
- Take a moderately deep breath and breathe steadily into the casualty's mouth (chest will rise).
- Lift your own head and allow the casualty to exhale (see chest deflate).
- Repeat this cycle at a rate of 6 to 8 per minute.
- Continue until the casualty resumes breathing unaided or until qualified medical services take over, however long this takes.
- In case casualty's heart beat is stopped, you should give two rescue breaths followed immediately by cycles of 30 chest compressions and 2 rescue breaths. This procedure involves pushing on the chest to help circulate blood and maintain blood flow to major organs.
- If breathing resumes, place the casualty in the Open Airway (Recovery) Position and treat as an unconscious casualty.

Open Airway (Recovery) Position



2.1.3.6. Burns and Scalds

Burns and scalds, however large or small and from whatever cause (including chemicals) should be cooled by flushing with copious amounts of cold water for at least 10 - 15 minutes (longer if necessary). The affected area should then be covered with a dry sterile dressing. Never apply any lotions, ointments or anything similar to a burn or scald. COLD WATER ONLY.

Do NOT burst blisters or attempt to remove charred materials from a burn. Always obtain medical attention.

2.1.3.7. Eyes

Foreign bodies (including chemicals) in the eye should be flushed out using clean cool water for at least 10 - 15 minutes. Sterile eye wash bottles of the sealed cap type may be used if tap water is not immediately available. Casualties with eye injuries should always be sent to the hospital with the eye covered by a pad.

2.1.5. Risk Assessment

Risk assessment exercise will be carried out by Admin Officer prior to any work activity to be undertaken. The assessment must be carried out in consultation with those who will undertake the work. A written

statement of the assessment identifying any significant hazards must be completed and provided to those undertaking the work. The assessment should describe the preventative and protective measures required to avoid, eliminate, reduce or control the risks identified to a tolerable level.

2.2 Conclusion

A safe and healthy environment in the Company can only be possible if we understand the importance of it and act together to make the Company a safer place to work. Good housekeeping can prevent most of the accident from happening. Prevention is always better than cure.