



**ASHIRVAD INFRATECH**™  
HOSPITALITY SERVICES, ENGINEERING & MECHANICAL SOLUTIONS

# safety manual



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## BRIEF PROFILE

M/s. Ashirvad Infratech was founded with the modus operandi to render and persuade a new level of services for a better tomorrow with a strong commitment to righteousness and pre-eminence. Ashirvad Infratech has been engaged in providing services which include Hospitality, House-keeping, Messing and Canteen facilities, Ship repair, Mechanical, Hydraulic, Electrical engineering services. It has also expertise in Loco maintenance, Fabrication & Erection and contractor's general order supplier. Ashirvad Infratech has got two units i.e. Hospitality and House-keeping Services which compromises of Catering, Guest House and House-keeping Management and the other unit is the maintenance unit consisting of Electrical, Mechanical, Ship repair, Hydraulic, Fabrication, Loco maintenance etc.



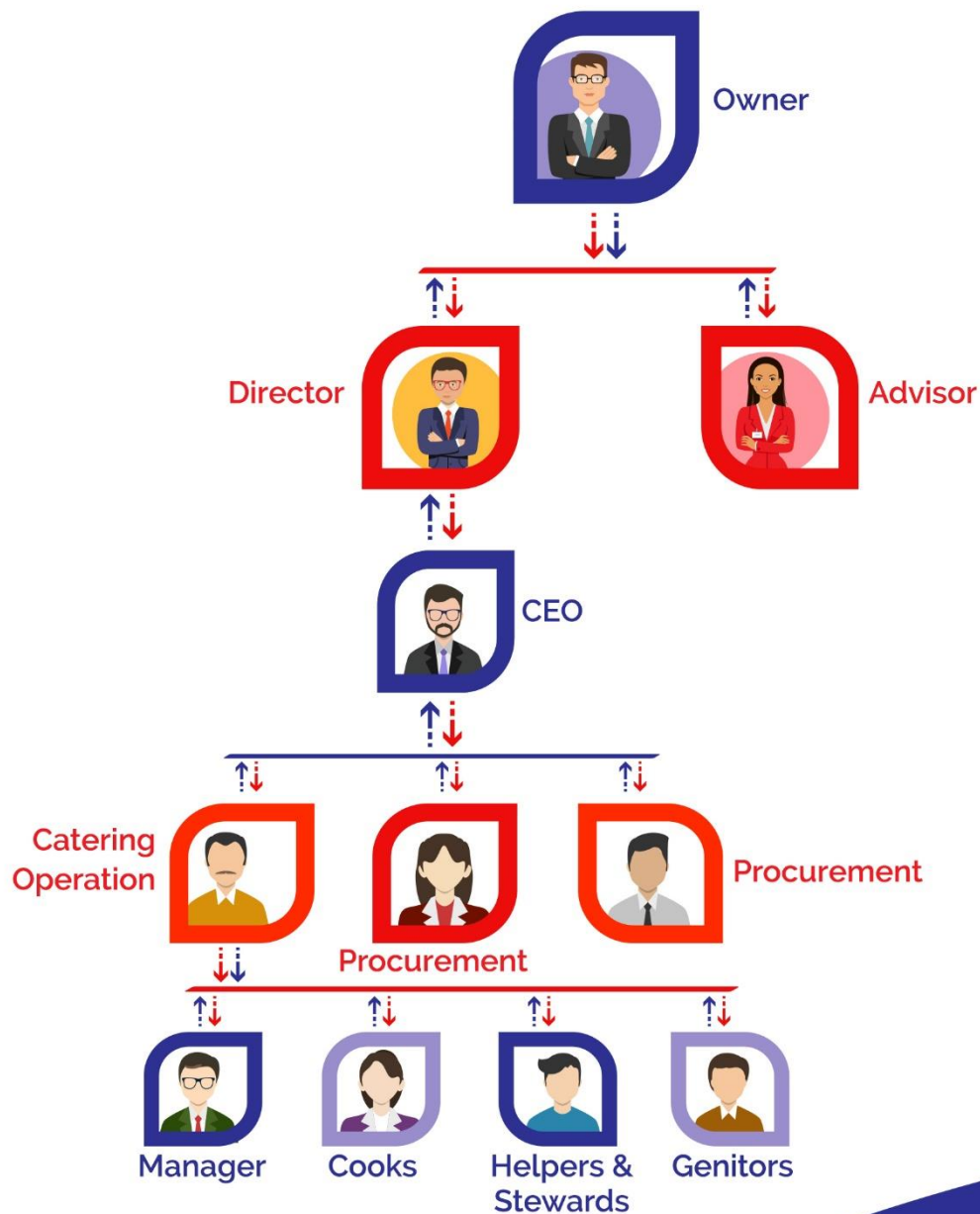
## Vision

To emerge as service provider to meet the expectation of the clients and remain ahead of times with adequate infrastructure and change in technology.

## Mission

To establish the services of trust and openness which takes care all needs of client. To work with commitment and comply with all legal and statutory requirements.

## Organizational Structure



## 1.1 SAFETY AND HEALTH MANAGEMENT SYSTEM

### Health Safety and Environment Policy

Ashirvad Infratech aspires to become an organisation which is adequately manned and capable of meeting the expectations of the clients in House-keeping, Catering, Hospitality and other services ethically and legally. Ashirvad Infratech firmly believes that all incidents, accidents and injuries can be prevented by compliance of the safety rules.

*Signature of the Owner*



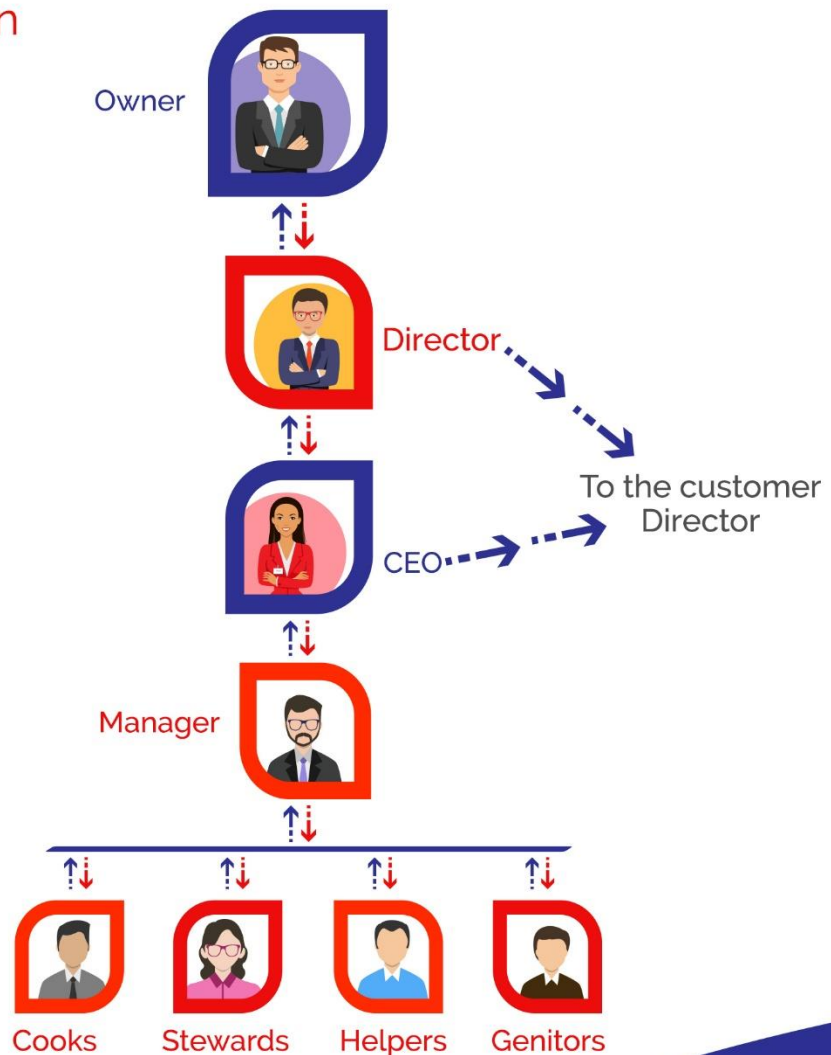
## 1.1 SAFETY AND HEALTH MANAGEMENT SYSTEM

**Safety Principles:** Our Organisation firmly believes that safety of people, work-place, property and environment is of paramount importance and it is our collective responsibility to ensure to prevent any incident and accident. The organization believes in providing clean and hygienic services complying with all regulations as laid down by Food Safety and Standards Authority of India (FSSAI).

### The core safety principles of our organisation are

- Involvement of all in the organization and services rendered
- Identification of hazards and its elimination
- Providing all services with care and affection

### Safety Organisation



## 1.1 SAFETY AND HEALTH MANAGEMENT SYSTEM

### HIRA / JHA

Organisation has identified the hazards related to the preservation of all kind of food products and infections which may arise out of wrong procedure of preservation and storage. Organization endeavours to provide fresh foods which are healthy, nutritious and has adequate calories. It follows the guidelines given in terms of menu by the client on various days. It has established procedures of collection of food waste and other wastes generated during the cooking for disposal. It uses commercial gas cylinders for cooking. It has also hot water system for keeping the food hot during serving.

### Legal Compliance

Organisation has all statutory certification for Food license, Labour license, Trade License, EPF, ESIC, legal requirements related to House-keeping, Hospitality and Catering facilities. All equipments & instruments needing calibration are calibrated maintained and monitored as per the requirement. Calibration is done as per the OEM instruction. List of all the equipments needing calibration are maintained. Sticker is also pasted on the equipment and instrument the date of calibration and due date of calibration.

### Safety Standards

Organisation follows the safety standards as directed by the Principal employer as well as FSSAI such as

- Preservation of non-veg items (fish, chicken, mutton, egg etc.)
- Preservation of confectionery and milk items (butter, curd, ghee, bread, loaf etc.)
- Preservation of dry rations (rice, pulses, flour, condiments, spices etc.)
- Storage of perishable vegetables including potato & onion
- Storage of those items which can get infected
- Storage of cooking oil
- Personal protective equipments
- Fire precautions during cooking
- Injury classification (slip & trip)
- Head, eye, hand and foot protection

Organisation has the updated version of above safety standard from the Principal employer & FSSAI.





## 1.1 SAFETY AND HEALTH MANAGEMENT SYSTEM

### Emergency Planning

Potential emergencies are envisaged i.e. fire, medical emergencies, burn injury due to cooking gas and electrical appliances have been identified as the potential emergencies. Do's & Don'ts are also explained. In case of any emergency Manager & Cooks or any worker informs simultaneously to the department head as well as to CEO and isolate the place by putting off all the ovens and electrical/ induction plates. In case of any injury victim's kith & kin is also informed immediately. There is a standard reporting procedure for medical assistance to be provided to the victim. Emergency contact numbers are displayed at conspicuous places and communicated. The list of Hospitals, Nursing homes with their contact numbers are displayed on the notice board so that during any emergency they can be contacted.



## 1.1 SAFETY AND HEALTH MANAGEMENT SYSTEM

### Safety Dashboard

The formats for safety dash board is given below. The safety dash board is displayed at the site office.

	Evaluation Criteria	For the year 2018											
		Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec
1	Zero Lost time injury/ permanent disability/ serious injury												
2	Zero First aid case (FAC)												
3	Zero Dangerous oc- currence (non injury cases)												
4	Severity Index of con- tractors safety audit												
5	Safety violation of po- tential of severity 4 & 5 during safety audit												
6	Fatality												

N. B. It is the endeavour of the organisation to maintain zero for all the six items.

*Signature*

## 1.1 SAFETY AND HEALTH MANAGEMENT SYSTEM

### Safety Audit

Safety audit is carried by Manager once in a week in areas of food preservation, storage, electrical appliances, aquaguard. The audit is also done towards cleanness and hygienic system adopted by the organization. Monthly audit is carried out by the CEO on all activities. Monthly mass meeting is held every first Wednesday of the month under the Chairmanship of CEO. CEO inspect the entire infrastructure from receipt, storage, preservation, cooking, serving & disposal of food waste and related wastes. The inspection findings are discussed and the reviews undertaken. Internal audits are also conducted every six months by third party. Yearly audits are conducted by the certification bodies.



### Audit plan

Designation	Frequency	Remarks
Manager	Weekly	The findings are discussed and reviewed in the mass meeting and tool box meeting
CEO	Monthly	

### Self-Safety Audit plan

Frequency	Area	Responsibility
Weekly	Canteen & Hospitality	Manager
Monthly	Do	CEO

## 1.1 SAFETY AND HEALTH MANAGEMENT SYSTEM

### Format of Monthly Inspection of entire area

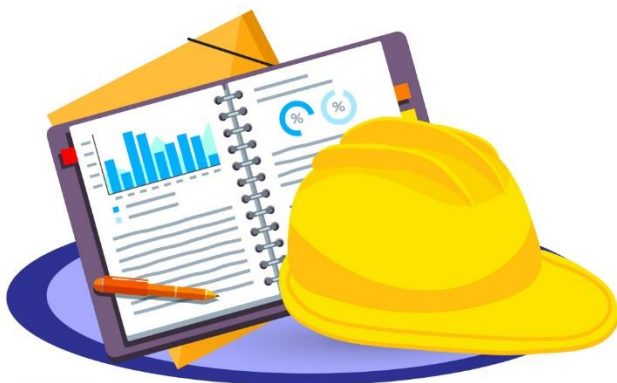
Members interacted:

Date:

Report :

Sl. No.	Deficiencies observed/ OFI	Responsibilities for correction and corrective action	Time by when to be completed	Remarks (Some extra ordinary strength/ good behavior observed)

All deficiencies observed must be discussed in details along with their corrective and preventive action in monthly mass meeting.



*Signature*

## 1.1 SAFETY AND HEALTH MANAGEMENT SYSTEM

### List of Equipments

The list of equipments and apparatus are as under

- INDUSTRIAL FRIDGE - 2 NOS.
- CHIMNEY - 3 NOS.
- BURNER WITH STOVE – 3 NOS.
- ROTI TAVA - 1 NO.
- RICE COOKER - 1 NO.
- MIXER GRINDER - 1 NO.
- IDLI MAKER - 1 NO.
- GEASER - 1 NO.
- INDUSTRIAL R.O. AQUAGUARD - 1 NO.
- ELECTRIC AIR CURTAIN - 3 NOS.
- FIRE EXTINGUISHER – 1 NO.
- BENMERRY – 1 NO



All the equipments and apparatus are maintained as per OEM instructions. Operational checklists are followed before the operation of all the apparatus.

## 1.2 PREQUALIFICATION, ASSESSMENT AND SELECTION PROCEDURE

We have huge pool of manpower currently required for the operations in which we are engaged. We recruit on the basis of minimum educational qualification, skill, training, experience and age.

The criteria for different position is given below on which the selection is made:

Sl. No.	Designation	Min. Educational Qualification	Preferable attributes	Experience
01	Manager	10 <sup>th</sup> standard preferable	Catering preferable	Min. 2 years in relevant job
02	Cook	No formal qualification is required	Cooking experience	Min. 2 years in relevant job

### Selection Procedure

- Eligibility criteria in terms of academic, skill, experience and age is determined as per the guidelines before any selection is done. Normally higher standard is kept as desirable level.
- Verification of all documents with originals
- Medical fitness certificate
- After verification and scrutiny interview / and on site test for skill
- After selection the individual appointment letter is issued with all details
- Induction training is given after appointment



## 1.2 PREQUALIFICATION, ASSESSMENT AND SELECTION PROCEDURE

### Responsibilities

#### RESPONSIBILITIES OF Owner/ Proprietor:

- Our Owner/ Proprietor control the company
- He looks after the entire activities of the company
- He is in charge of hiring and monitoring the work schedules
- He chairs the meetings for the betterment of the company
- He is responsible for financial security in the company
- He leads the safety culture
- He ensures that all the raw materials which are procured are of good quality and supplied in time



#### RESPONSIBILITIES OF Chief Executive Officer (CEO):

Chief Executive Officer (CEO) is the highest-ranking executive in a company, and his primary responsibilities are:-

- To make major corporate decisions
- To manage the overall operations and resources of a company
- To act as the main point of communication between the Owner and the Principal employer.
- To ensure that operations are carried in accordance with the quality procedure.
- To communicate with all statutory offices on behalf of company.
- He leads the safety culture
- He ensures that all the raw materials which are procured are of good quality and supplied in time

## 1.2 PREQUALIFICATION, ASSESSMENT AND SELECTION PROCEDURE

### RESPONSIBILITIES OF Manager:

- Carrying out all activities under their control safely and do not expose any employee to risk of injury
- Providing maintained and safe equipments & apparatus
- Providing right and standard PPE and monitor their proper usage
- Conducting regular inspection towards cooking, preservation and storage
- Conducting staff meeting
- Taking necessary actions on feedback received from the workforce
- Ensuring competent supervision at all stages
- They are the main link between Principal Employer contract administrator/ contract owner and contractor employees
- Responsible for coordination of work
- Monitor and supervision of entire activities
- Ensuring the proper identification of hazards and elimination of unsafe conditions
- Inspection of equipments and apparatus
- Correct all unsafe conditions
- Reporting of incident, near miss and accident
- Investigation of all incident and near miss etc.
- Responsible for maintaining the area clean and tidy and its housekeeping
- Responsible for proper segregation of garbage and their disposal





## 1.3 SAFETY PLANNING PROCESS

Before embarking of any job the following procedures to be complied.

- Inspect the work site, identify the hazards, six directional hazards and risks
- Obtaining written work permit from the concerned Incharge of the department. Inspect the work site, identify the hazards and prepare the risk assessment.
- Explain SOP and HIRA to the workforce
- Elimination of unsafe conditions and mitigation of hazards with various methods/ option available
- Ensuring that the work area is clean and accessible at all times
- Ensuring use of only certified tools, tackles and equipments
- Continuous and constant monitoring and supervision
- Maintaining communication with contract administrator and contractor owner
- Reporting any difficulty in compliance
- Debriefing after completion of jobs and lesson learnt if any
- Discussion on hazardous occurrence and corrective for preventing them
- Sharing of experiences in tool box and mass meeting



## 1.3 SAFETY PLANNING PROCESS

Planning for Safe execution of jobs

	Self-safety audit		Monthly mass meeting / line walk		Audit Plan		Safety awareness programme		SOP Training		HIRA/JHA Training	
	P	A	P	A	P	A	P	A	P	A	P	A
Jan												
Feb												
Mar												
Apr												
May												
June												
July												
Aug												
Sep												
Oct												
Nov												
Dec												



## 1.4 SYSTEM AND PROCESS FOR TRAINING AND COMMUNICATION

It is the policy of the organisation to ensure that any employee before getting deployed in the job is adequately trained. The training depends upon the designation/ educational qualification/ and skill of the person. In any engagement safety training should be one of the main criteria. A training calendar for the year is prepared in advance. The training sessions are held as per the training calendar without affecting the work schedule. The training is held inhouse as well as from the external industry people. It is the endeavour of the organisation to ensure that the employees are adequately trained and remain aware about the expectation of the industry.

The training/Orientation programme covers the general safety, job specific safety training, emergency response and preparedness training. In addition to this supplemental safety skill training is held if some gap is noticed in the job execution.

Communication plays a significant role in effective training. Company endeavours to conduct the training in regional languages and prepares the documents in the regional language in phased manner.

### Records:

- Training Calendar
- Records of Training held
- Records of Tool Box and Mass Meeting

Site supervisor and safety supervisor are sent to other organisation for additional training.

External agencies and experts are called to give talks on safety related topics.



## 1.5 SYSTEM FOR TWO-WAY COMMUNICATION

Effective communication with the top management and the workforce is of paramount importance. It is ensure that the workforce conveys their opinions to the site supervisor/ safety supervisor either in tool box meeting or separately. Site supervisor then verifies and reports to the site in-charge for corrective action.

Top-down communication is mainly in terms of monthly meeting held by the CEO. CEO takes also the line walk and identifies the deficiencies and the strength for enhancing the operation. Monthly meeting helps in taking the decision at the spot and sorting out any pending issues. It also tones up the administration. It takes care of indiscipline and constant supervision. It also helps us in formation of bond between the management and the workforce and increases the productivity. In the meeting different case studies are discussed and lessons learnt. It gives the opportunity for inspection of site, documents and address all the safety related issues.

Minutes of the meetings are circulated to all employees and action taken are discussed in the next meeting. MOM is displayed on the notice board for information of all.

Specific instructions are issued through circulars, displayed at the notice board. Safety bulletins are also displayed at notice board for the information of all the employees.

Line walk is held in the first week of every month. Deficiencies and OFIs are prepared and discussed in safety meeting.

### Records:

- Tool Box Meeting
- Minutes of the Monthly Meeting
- Testing of food for quality and quantity by the third party/ owner



## 1.6 ANNUAL ASSESSMENT OF SAFETY MANAGEMENT SYSTEM

Organisation is planning to have ISO 9001:2015 QMS and OHSAS 18001:2007. The self safety is carried out by the organization in periodical interval along with the representative of the client.

Records:

Self-Safety Audit report and analysis

## 2.1 CAPABILITY OF WORKFORCE

Organisation has documented selection procedure for various categories. During the selection the person with safety training is given preference having same qualification. It is the endeavour of the organisation that all employees are trained and capable of executing the jobs. The workforce are supervised and monitored by the supervisor and site safety supervisor. There is a system of feedback by the employees for changes. Capable and competent workforce are promoted and sponsorship is provided for skill development and education. Annual increment and seniority with merit is maintained throughout.

Organisation maintains the updated list of apparatus and equipments for the catering. It has also standard operating procedure for operating the apparatus and the equipments. Annual maintenance of different apparatus for their genuine operations are done by the OEM/ Service provider in this region or their representative.

Records:

- List of employees with their age, qualification, experience and other necessary details
- List of apparatus and equipments
- Operating procedure for equipments



## 2.2 CONDUCTING TOOL BOX MEETING AND MASS MEETING

Organisation ensures that tool box meeting is held daily. The records are maintained properly. The near miss situations are discussed. All the actions arising out of the tool box meeting are to be complied in time bound manner. Tool box meeting also is a feed back which helps us in improving the system. CAPA is also prepared from the feedback received in the tool box meeting. SOP training is imparted to all the workforce connected with SOPs. Monthly mass meeting is held on 1st Wednesday of the month. After the mass meeting line walk is conducted to review the system. During the mass meeting discussions takes place on safety information, safety bulletins, hazards and work instructions.

### Records:

- Tool Box Meeting
- Mass Meeting
- Self-Safety Audit
- Feedback



## 2.3 PROVIDING & ENSURING USAGE OF STANDARD (IS/EN) AND RIGHT PPEs

The organisation follows the PPE guidelines as stated in SOP for different activities. Manager ensures that workforce are using right PPE during the job execution. The briefing and training on correct usage of PPEs is given regularly. Organisation maintains a record of list of PPEs given to its employees. In case of defective PPEs it is replaced immediately. The standard PPE are given to the workforce as per the guidelines of the Principal Employer. Inventory of PPEs are maintained. 50% of the spare PPEs are maintained at all times in the store. PPEs are ordered from time to time to keep the inventory at the minimum level of 50% at all times.

### Records:

Issue of PPE



## 2.4 PROVIDING AND ENSURING SAFE USE OF STANDARD CERTIFIED AND RIGHT TOOLS AND TACKLES, EQUIPMENTS AND CALIBRATED SAFETY GADGETS.

The organisation follows the PPE guidelines as stated in SOP for different activities. Manager ensures that workforce are using right PPE during the job execution. The briefing and training on correct usage of PPEs is given regularly. Organisation maintains a record of list of PPEs given to its employees. In case of defective PPEs it is replaced immediately. The standard PPE are given to the workforce as per the guidelines of the Principal Employer. Inventory of PPEs are maintained. 50% of the spare PPEs are maintained at all times in the store. PPEs are ordered from time to time to keep the inventory at the minimum level of 50% at all times.

## 2.5 ENSURING A GOOD HOUSEKEEPING

For any quality system to achieve its desired output housekeeping is mandatory ingredient. Organization ensures that the canteen area is clean and hygienic and maintains good housekeeping so that it is free from slip, trip, fall etc. Dressing area, remnants from vegetables and other items are segregated and disposed separately. Plastic items are disposed separately as per the garbage plan. The canteen is placed with various posters, emphasizing that no food should be wasted. The menu charts are displayed at conspicuous places for the information of the client employees. Calories chart has been displayed alongside of the menu. Monthly campaigns on any hazards are taken and awareness is enhanced. The canteen area has various display and visuals to impress upon the workforce regarding hazards of bad housekeeping. Regular audits are done to ensure that the housekeeping is maintained upto the standard. Canteen area is accessible during the designated times as stated by the client. There is no clutter of unwanted materials. All the food items are stored in proper storage conditions. The dry ration store is secured. The canteen has got two closed dustbin for bio-degradable and non-biodegradable items. It has also electrical insect repellent.

For achieving above every employee is personally responsible to ensure that

- His work area is neat, clean and safe
- Keeping floors, passages and stairways clean and uncluttered
- Keeping apparatus, equipments and other accessories in the assigned place
- Report against any malfunctioning of apparatus and equipments
- All the food items should be well covered
- All the spices and other condiments are kept in plastic or tin covered and secured properly

## 2.6 SELF-SAFETY INITIATIVE / PROJECT BY CONTRACTOR FOR SAFETY IMPROVEMENT

The organisation has time bound self-safety improvement initiative with clear target date. Most of the self-safety improvement initiative are based on the CAPA and feedback received during Tool Box Meeting, monthly Mass Meeting. And feedback received from the customer.

Organisation's safety improvement initiative for 2018 is given below:

### Safety Improvement Initiative

Sl. No.	KPI	Time	Target	Compliance
1	Menu and the calories chart to be translated to in Bengali	June'18	100%	Inhouse
2	Display of safety posters and other awareness posters for motivation of the customers	October'18	100%	Inhouse
3	Motivational quotes by various dignitaries to be displayed	October'18	100%	Inhouse
4	Standard of cleanliness and hygiene of the work area to be raised	October'18	Segregation of all items, proper storage, marking, labeling	Inhouse
5	Self-Safety audit	June'18	To be done weekly by the Manager	Inhouse





## 3.1 SELF SAFETY AUDIT

Self safety audit in the format shall be conducted once in a week by Manager. Self-Safety audit is also conducted by CEO every six months. There is audit plan in place as per clause 1.1. Audit finding and review is done during the monthly mass meeting. Severity index as determined is discussed in monthly Mass meeting. It is the endeavour of the organisation to maintain the severity index below 2.5 at all times. Perpetual violator needs to be mentored and monitored. Consequence management is maintained by issuing letters, warnings and extra training in case of identified need. Those performance are extraordinary are awarded by giving cash prizes, sponsorship and others.

## 3.2 CORRECTIVE AND PREVENTIVE ACTION ON SELF SAFETY AUDIT REPORT SPECIALLY ON 4 AND 5 SEVERITY POTENTIAL

Corrective and preventive actions are taken subsequent to the report of self-safety Audit and Minutes of meeting of Monthly mass meeting. Organization follows the procedures as given by the Principal Company for identifying assessing and eliminating or minimising the risks associated with hazards. Significations of CAPA are explained during various training sessions. Standard formats of CAPA to be only used. Non-conformance can be from any one of the following.

- Hazard
- Accident and incident reporting
- Inspection of Work area.
- Self-safety Audit.
- Mass Monthly meeting
- Safety Audit

### Records:

- Hazards occurrence Reports
- Inspection of Canteen Area
- Hazards/Accident/Incident investigation report.
- All employees are responsible for reporting any deviation, incidents, accidents, hazards, Near miss to their Manager.



## 3.3 COMPLIANCE TO GENERIC AND SPECIFIC SAFETY CLAUSES

Organisation only engages those workforce which are adequately trained and are aware of safety aspects.

All jobs are executed under constant supervision by the Manager. Safety aspect is taken care by the Manager. List of entire workforce with their experience qualification is submitted regularly to the company. All employees are encouraged to remain clean and hygienic at all times so that there is no infection. All employees are also encouraged to follow the clean and safe and remain well shaved at all times. All employees are covered under ESI scheme. All PPES are to be procured through Tata empanelled vendors having IS/EN standard. All safety information and contract clauses are explained to workforce. All Employees are responsible for keeping the canteen area clean and in hygienic condition.

## 4.1 REPORTING, INVESTIGATION OF ALL INCIDENT / ACCIDENT AND OCCUPATIONAL DISEASE AND IMPLEMENTATION.

Manager is responsible for all reporting of any incident, accident and near miss. Format issued by Principal employer for Near miss shall be used for any near miss reporting.

All incidents and deviations have to be investigated by the manager and to be submitted to contract Administrator.

Report of investigation, cause of incident and lesson learnt is discussed in Toolbox meeting as well as Monthly Mass meeting. An incident or near miss report should contain information that answers the questions who, where, when, what, why and How.

**Who** - Name of injured person .witness, person carrying out investigation.

**Where** - Place, Location

**When** - Date, Time

**What** - Brief description. Sequence of event leading to what happened, what process, What Hazards, What personal factors contributing to incident.



## 4.2 NEAR MISS AND UNSAFE CONDITION REPORTING, INVESTIGATION AND CORRECTIVE ACTIONS.

All incidents and Near misses are caused by unsafe acts, unsafe conditions violation of SOP and personal factors.

Unsafe Act.- Is a specific action or lack of action by an employee that is under his control. Examples are improper PPE, Failure to tag out/Lock out, operating without work permit and authorization, operating equipment at unsafe speed, defective equipment, Not using proper tools/tackles etc.

Unsafe condition- It is a condition in the work place that is likely to cause minor or serious injury / illness, property or environmental damage. Some of the examples are.

- Defective tools
- Inadequate supports /Guards.
- Congestion
- Inadequate working system
- Presence of explosive material
- Poor House Keeping
- Excessive Noise
- Infected materials
- Stale food
- Improper stowage of raw materials and fresh materials

**Personal factors** - Is a deficiency in skill or ability, a physical condition or a mental attitude.

Examples are

- Fatigue
- Insufficient rest
- Influence of drugs
- Allergic reaction

Investigation report should recommend for corrections, corrective actions so that similar accidents are prevented. Organisation aim is to prevent similar incidents from occurring in future.

## 4.3 SKILL RETENTION, AMENITIES EMPLOYEES, LIABILITY ETC.

Organisation aims to attract and retain skilled employees. Loosing skilled employees result in two-fold loss one loosing expertise and affecting sustainability of the organisation.

### Retaining work force with skill

- Rewards are given annually to employees for their performance.
- Employees are encouraged to give their opinion and feedback so that organisation grows with employees.
- Additional benefits with Minimum wages.
- Facilities like Canteen, Restrooms, Wage slips, regular Bonus are to be provided.

## 4.4 CAMPAIGN (SAFETY QUIZ, SAFETY SKID) TO DEVELOP SAFETY CULTURE.

Organisation organises safety Quiz, Safety play, skid annually to develop safety culture. Whoever performs in these events is given prizes and certificates to motivate them and inculcate safety culture.

## 4.5 REWARD/RECOGNITION AND CONSEQUENCE MANAGEMENT SYSTEM.

Awards and rewards play important role in motivating the employee. It also strengthens the bond between organisation and employee. It also motivates the employee to prove their competence. Employees also feel that they are the part of growth story. We always set the challenging targets which need to be achieved for awards/ rewards. It helps in broadening the creativity.

