TATA POWER OFFICE SAFETY PROCEDURE

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1.0	**INTRODUCTION & OBJECTIVE**	
	The Tata Power recognizes that during everyday work at office, employees, business associates and visitors required to take appropriate controls to avoid unsafe conditions or situations, to eliminate hazards.	
	Office Safety procedure aims to set up common expectations on safety standards for all offices in the Tata Power, irrespective of whether offices are standalone, part of divisions or within premise of transmission and distribution divisions and project offices.	
	The objective is to provide a safe working environment to those working in office premise, who may be exposed to emergency situations and other chronic / cumulative risks that may arise due to various reasons of unsafe act, unsafe condition, fire and or pandemic crisis like COVID-19 etc.	
	This document provides information about office safety rules, risks in the office premises, establishes the minimum acceptable mandatory requirements while designing of new office or while modification of the existing office and recommended guidelines to employees to develop and maintain safe offices and raise the level of safety appropriate for achieving the aspiration of injury & illness free work place.	
	This document is henceforth referred to as **Office Safety Procedure**.	
2.0	**SCOPE**	
	Office safety procedure is applicable to	
	1	Offices located within the divisions of Generation, Transmission, Distribution, Renewables and new businesses. Offices of corporate functions (Identified in Office safety governance structure) , construction sites and standalone office such as NOIDA.
	Each location needs to ensure that this office safety procedure is implemented in conjunction with local laws & regulations.	
3.0	**EXPECTED RESULTS**	
	1	Manage Office premises and buildings for safe work environment.
	2	Control of occupation Illness & Injury incidents of employees working in the offices.
	3	Compliance to Regulatory requirements applicable to office building.
4.0	**DEFINATIONS:**	
	Establishment Custodian: Establishment custodians is nominated senior employee at the respective office location who will be in-charge for that location for improvement of the safety and handling of emergency situation in that office premise.	
	SPOC: Single Point of Contact: Nominated ES & A representative of that location/building is Single Point of Contact (SPOC).	

	Procurement Team: Contract team involved in procurement of material/services for offices.	
	Project Team: Team involved in execution of new projects	
	Civil Team: Team involved in modification of existing offices and or making of new offices.	
	Infrastructure Team: Team involved in repair and maintenance of offices and modification of offices.	
	Safety Team: Team comprises of safety officers of that location, ES & A safety officers and corporate safety officers.	
	Security Officer: Designated security officer for the respective location to take care of matters related to security.	
	Senior Leadership: Senior leadership is level MC and above.	
	Employees in the offices are accountable as well as responsible to follow the guidelines recommended in the office safety procedure.	
5	**KEY PRINCIPLES**	
	1	Due diligence (including regulatory requirements) needs to be undertaken before designing / leasing new offices.
	2	Integrating safety considerations into the design stage helps in improving safety & prevents time & cost overruns.
	3	Understanding of hazards & risks typical to offices such as fire, electrical, lift, slip, trip, falls, health risks, Ergonomics, Psychosocial hazards and IAQ (Indoor Air Quality) etc. It is essential to carry out formal risk assessment in offices.
	4	Appropriate training for employees / contract workers needs to be carried out to enhance safety in the offices.
	5	Regular Safety walkthrough/ safety audits need to be carried out at specified frequency to assure compliance to set standards.
	6	Emergency Preparedness Plans for various scenarios must be identified & documented.
	7	Mock drills need to be conducted on various scenarios at specified frequency complete with post-drill meeting to identify improvement areas.
	8	Emergency contact numbers such as medical support, security, ambulance, nearby hospital, fire brigade, police station and administration, locational safety officer etc. must be displayed at prominent places. All occupants within the office premise must have quick access to support systems in case of any emergency.
	9	Office Safety Committee helps in addressing safety issues and focusing on 5S implementation at office premises.

	10	Leaderships' involvement in office safety affairs including participation in safety committee, safety walk through, Hight Visibility Safety Tour, helps in elevating safety.
	11	Preventive & Predictive maintenance of office assets & infrastructure helps in preventing incidents.
	12	Contractor Safety Code of Conduct needs to be followed by contractor and workers deployed for outsourced activities in the office.

6	**ACCOUNTABILITY AND ROLES & RESPONSIBILTIES**		
	The overall accountability to implement these standard remains with Office Establishment Custodian and respective division head. However, the responsibility of other team members, support services is given below:		
	1	Establishment Custodian	
		Accountability of the office safety procedure is belonging to Concerned Establishment Custodian	
	2	**Site/Location Admin Head (ES & A)**	
		The Site Admin Head is responsible for ensuring that	
		a	The requirement of office safety procedure is implemented
		b	Coordinate with establishment custodian (chairman) of the office safety committee and floor safety wardens to conduct monthly meeting of locational office safety committee
		c	Ensure all high-risk jobs which are carried out within office premise shall follow permit to work procedure of Tata Power as applicable
		d	Ensure implementation of annual safety targets of office premises.
		e	Carry out monthly safety walkthrough by self as per the checklist and take corrective actions on the opportunity for improvement (OFI). Walkthrough checklist is provided as Annexure II.
		f	Carry out six monthly safety audits through corporate safety team at the respective location and take corrective action on the opportunity for improvement (OFI).
		g	Present the progress report periodically to the corporate level office safety committee.
		h	Provide resources to the other corporate functions for implementation of 5S in the office

			premises.
		i	Document any modification/renovation in the officer premise in line with Management of Change procedure (MoC)
		j	Conduct mock drills once in a six month in office premises with the help of divisional team and safety team.
		K	Ensure availability of all legal requirements such as No Objection Certificate (NOC), Occupational Certificate (OC) and Fire Certification as applicable. If divisions are owners of these legal requirement, maintain a copy with ES & A team.
	3		**Procurement / Projects / Design /Civil /Infrastructure Teams**
			The Procurement / Projects / Design / Civil / Infrastructure Teams are responsible for ensuring that safety requirements are taken into consideration while leasing or designing new offices or while carrying out modification in the existing office. Checklist for safety requirement of new offices or modification in the existing offices is provided in this document as **Annexure I**.
	4	**Safety Team**	
		a	To provide technical expertise for implementations of Office Safety Procedure.
		b	Conduct training & audits in collaboration with the admin (ES & A) team on matter of safety.
		c	Support ES & A team for awareness campaign during electrical safety week, observance of fire service week, national safety day celebration, disaster mitigation week, safety themes etc.
	5	**Floor Safety Warden**	
		Floor safety wardens are nominated employees of the department who are members of the office safety committee.	
		Details of roles and responsibilities of Floor Safety Warden is given in the document as **Annexure III**	
	6	**All employees / associates / contractors based out of office**	
		a	To follow office safety procedure.
		b	Volunteer to attend training programs.

		c	To report safety observations.
	7	**Security Officer**	
		a	Be the focal point in handling the information. Act according with the procedures given in Disaster Management Plan (DMP).
		b	Organize - when, how & what action to be taken in accordance with standard procedures and instructions.
		c	Immediately contact ES & A and give brief report with relevant and critical details
		d	Coordinate/ team up with personnel to extinguish the fire.
		e	Have the access to the keys of restricted entry areas. Disable the automatic access control system in case of emergency
	8	**Senior leadership**	
		a	Establish and encourage a safety culture through actions and deeds. Actively support all issues for improvement in Safety and assume responsibility
	9	**Employees**	
		a	Should follow the office safety procedure while at work so as to make the office environment free of hazards.
		b	Be alert to unsafe conditions and report it SAP ESHM or through SURAKSHA mobile app.
		c	Do not use narcotics & alcohol in the office and do not bring any life-threatening items like firearms, explosives & knives etc. to the office.
		d	Make effort to ensure the safety of his/ her colleagues.
7	**OFFICE SAFETY RULES**		
	1	Report unsafe conditions, unsafe acts, injuries, accidents, and near miss situation in office premise through SAP- EHSM or through Mobile app.	
	2	Never bypass safety to get a job done. Never remove or disable any safety device.	

	3	Practice ergonomics at workplace. Take breaks after every 30 minutes. Don't multitask	
	4	Use the handrails on steps and other elevated areas. Don't take shortcuts such as jumping of steps. Exemption: During pandemic situation like COVID-19, avoid touch points unless it is necessary.	
	5	Avoid use of mobile phones while ascending or descending on steps. Take only one step at a time never run on stairs.	
	6	Maintain good housekeeping and adopt 5S practices in all work areas/ office premises.	
	7	Check electrical fittings, electrical appliances at regular interval through authorized person.	
	8	Obey warning signs and tags. They are posted to point out hazards. Stay away from barricaded area.	

	9	Follow emergency evacuation plan in case of fire or any other emergency.	
	10	Working under the influence of alcohol/illegal drugs, smoking at workplace is prohibited.	
	11	Don't cut corners such as throwing objects from distance or jumping from height or playing with objects.	
	12	Don't hurry, walk slow on wet floor during monsoon. Don't take big steps while walking.	
	13	Don't go alone in unknown area and avoid lone working.	

8 HAZARDS AT OFFICE PREMISES

Despite common beliefs that the office provides a safe environment to work, still many hazards exists, which is cause of injuries and health problems among the office workers. Even low rates of work-related injuries and illnesses can have an immense impact on employee safety & health and on the Organization. Like operation area in the plant, the offices also require a few preventive measures to ensure a safe and healthful environment.

Before proceeding to know hazards at office premise let us understand what unsafe act and unsafe condition, near miss and safety hazard.

Unsafe Act - Performance of a task or other activity that is conducted in a manner that may threaten the health and/or safety of workers.

For example: Lack of or improper use of PPE, Failure to tagout/lockout, Operating equipment at unsafe speed, Failure to warn people in the area of work activity, Bypass or removal of safety devices, Using defective equipment, Use of tools for other than their intended purpose, Working in hazardous locations without adequate protection or warning and Improper repair of equipment.

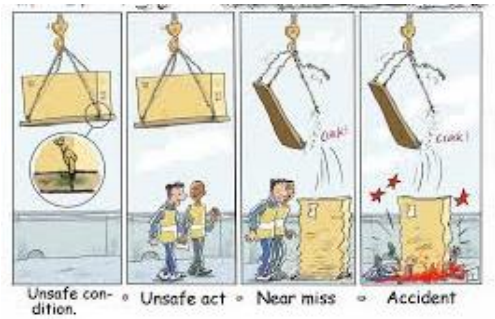
Unsafe Condition - A condition in the workplace that is likely to cause property damage or injury to

person.

For example: Defective tools, equipment, or supplies, Inadequate supports or guards, Inadequate warning systems, Fire and explosion hazards, Poor housekeeping, Uneven walking surfaces, Excessive noise, Poor ventilation.

Near Miss- A Near Miss is an unplanned event that did not result in injury, illness, or damage – but had the potential to do so. Only a fortunate break in the chain of events prevented an injury, fatality or damage.

Safety Hazard: Any unsafe act or condition that could lead to an injury of a person or property damage if the act or condition is not corrected.



1 Common hazards & Risks at office premise

A **Slip, trip, and fall hazards**

It is one of the leading causes of injuries in the workplace. Main reason it due to eye not on task, mind not on task, rush and complacency.

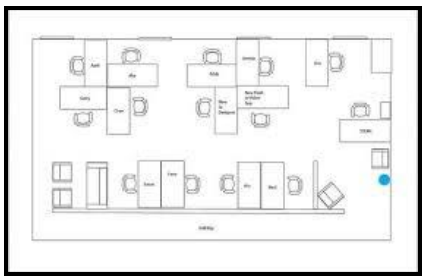
b **Poor Housekeeping.**

Obstruction on floor, unclean office, things kept scattered way and things not at its place, overfilling of dustbin makes housekeeping very poor.

It is one of the main tripping hazards and makes unsafe work environment

c **Dangerous electrical wiring & other electrical hazards.**

Electrical cords can pose a hazard if they are damaged or frayed. It is also one of the major causes for fire in office premises.

		d	**Improper office layout and arrangement.** Furniture and the layout of the furniture can pose a hazard if not properly placed or arranged. Problems that furniture can cause are blocked or difficult means of exit, and tripping hazards;	
		e	**Office equipment hazards.** Office equipment (copiers, paper cutters, shredders, Lan setting box) can pose a real hazard if you are not trained on how to use and maintain the equipment. Examples of hazards that office equipment can pose are hot surfaces, sharp parts, and pinch points (areas were body parts can caught).	
		f	**Improper lifting and handling of material.** Lifting and shifting of material is common cause of back pain.	
		g	**Exposure to chemicals.** Chemicals are used in every aspect for a workplace for cleaning, sanitization etc. If workers are not trained on proper usage, storage and safety procedures for chemicals, then we are putting us in danger. Unlabeled chemical bottles also common hazard in office premise.	
		h	**Office Ergonomic** Factors such as Temperature, Lighting, ventilation, Workstation setup etc. are Ergonomic issues which can exist at workstations if proper adjusting has not been completed. Items like chair, keyboard, mouse, monitor, etc. can potentially cause harm if the task is not fitted to the user. Improper ventilation and poor illumination in office premise may cause effects like discomfort and headache.	

		i	**Horseplay, Rumormongering.** Workplace violence can take place in any department or office at any time. This violence can be physical or verbal and can be of different extremes. Refer any perceived violence to your supervisor.	
		j	**Office equipment.** Heat-generating sources such as toaster, electric kettle, microwave oven, can be a fire hazard if they are not properly maintained. Never store combustible or flammable material near heat generating equipment.	
		k	**Fire & Explosion.** Fire and explosion hazards can exist at any location with storage of large amount of combustibles, flammable solids or liquids and explosive material.	
		l	**Hand tools/ Power tools.** Hand powered tools and equipment can pose many hazards if not used properly. These types of tools can cause pinch hazards, lacerations, punctures, and contusions if not used correctly.	
		m	**Broken Furniture /Broken wires /Broken Plugs** Use of broken chair, broken table, broken wires and broken plugs can cause injury to employees.	
		n	**Transparent Glass Partition and Glass doors** Transparent glass partition and glass doors	

			can lead to head on collision of proper attention is not given.	
		o	**Traffic etiquettes.** Motor vehicle accidents happen in the office premise due to not aware about surroundings, not following speed limit, not wearing seat belt, not following reverse parking method.	
	2	**Common injuries of Office Hazards**		
9	**OFFICE SAFETY PROCEDURE REQUIREMENT**			
	The Office Safety Procedure Requirement is classified into the following 4 Key areas:			
	1	Design / Due Diligence for new office Premises		
	2	Managing Risks in existing offices		
	3	Emergency Preparedness & Response		
	4	Proactive Safety		
	9.1	**DUE DELIGENCE IN SELECTING OFFICE PREMISES**		
		Office buildings which are in shared facilities or commercial premises, factory premises shall be selected subject to fulfilling the following minimum requirements		
		a	All relevant Safety, Health & Environment clearances required as per local regulations shall be in place and valid.	
		b	The building shall have a valid No Objection Certificate from Fire department (similar certificate as applicable in other countries) duly kept renewed as per the local regulations	
		c	The lifts shall have the lift license from electrical / lift inspectorate or as per local regulations.	
		d	Lifts should be maintained as per OEM specifications.	

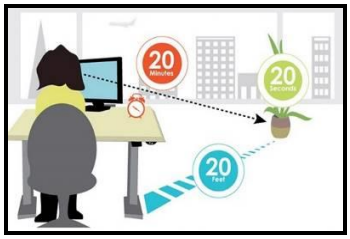
		e		Lift license should be displayed on lift.
		f		In earthquake prone area, need to ensure that the buildings are designed as per the Earthquake zone of the area
		g		In earthquake prone area, need to ensure that the buildings are designed as per the Earthquake zone of the area.
		h		Risk posed by hazards in proximity of the building needs to be analysed before site selection / Risk include nearby facilities such as Fuel refilling stations, warehouses, motor vehicle garages, electrical substations, Chemical/fuel bulk storage tanks, shall be done.
		I		During Design / Lease stage special consideration must be given to passive & active fire protection systems such as fire compartmentation, fire retardant doors etc.
		j		All new offices must have emergency exit in addition to normal entry / exit.
	9.2	**MANAGING THE RISK IN EXISTING PREMISES**		
		9.2.1	**Fire Safety**	
		A	**Mandatory Requirements**	
			1	All buildings shall be fire compliance as per the legal requirement.
			2	All workplaces shall maintain fire prevention and protection systems as per regional legal requirements with necessary statutory approvals.
			3	Access control wherever provided shall be linked with the fire alarm system to deactivate in case of any fire event.
			4	Lifts in the building shall preferably be deactivated in case of any fire emergency, with access only to fire men (only in case lift is a fire lift).
			5	For a centralized system, the HVAC (Heating, Ventilation & air Conditioning) system fresh air supply to any affected area shall preferably be interconnected to the fire alarm system, to shut down and isolated by means of auto closing fire dampers.
			6	High Rise buildings with offices shall be provided with smoke exhaust systems which activates automatically in case of a fire event.
			7	Smoke detection and alarm system shall be provided for all offices. These should be integrated with the building's fire detection and alarm system wherever feasible (in case of multi-occupancy buildings).

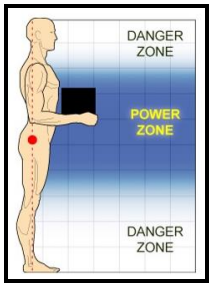
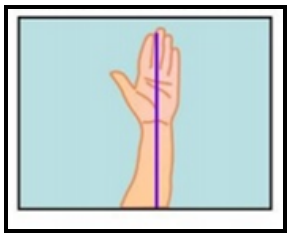
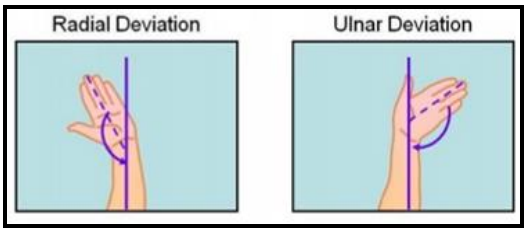
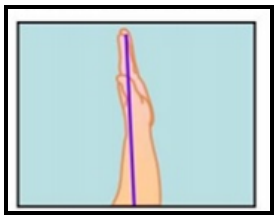
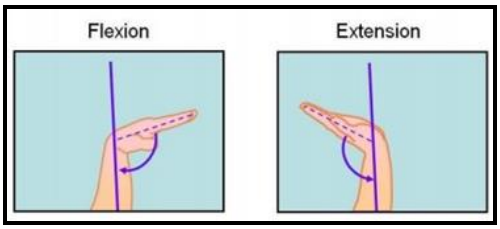
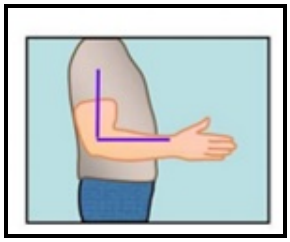
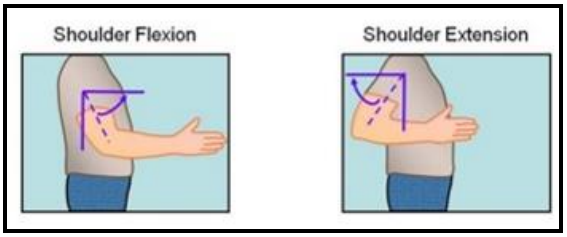
		B	**Guidelines for Employees**		
			1	Fire protection system in office premises consists of fire extinguishers, fire detector, fire alarm system, fire hydrant system Employees should make themselves familiar with the location of fire alarm activation points, fire protection equipment and escape routes in their working areas and office premises.	Fire Extinguisher Fire Alarm Fire Hydrant
			2	It is the responsibility of all employees to ensure that escape routes and emergency exits in their working area are kept free from obstruction.	
			3	Flammable materials storage should be avoided in the office premises.	
			4	Maintain good housekeeping at workplace. Maintain 5S in office premises.	

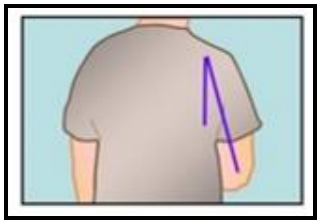
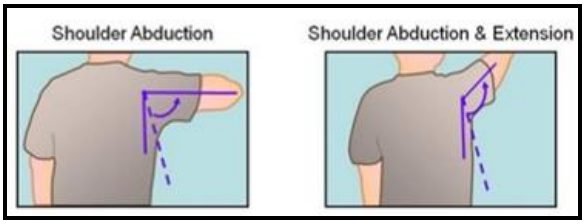
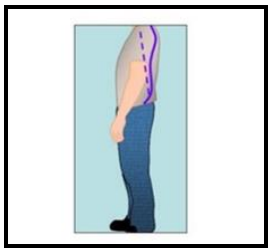
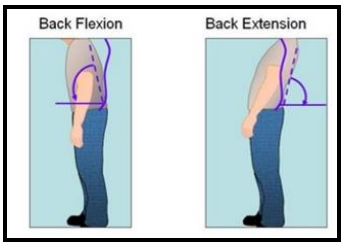
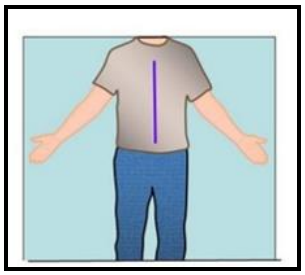
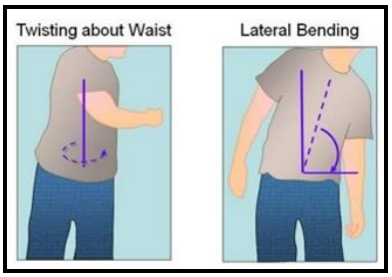
			5	Litter of combustible /hazardous liquid material on floor shall be avoided.	
			6	It is prohibited to disengage a fire detection device or remove a fire extinguisher from its designated location without the express permission of fire department/control room.	
			7	Employees must train themselves to fight workplace fires. It is recommended to handle firefighting devices only when you are trained to do so and it is safe to do so.	
			8	Participate in fire safety trainings and evacuation drills.	
		9.2.2	**Ergonomics and Work Environment**		
		A	**Mandatory Requirements**		
			1	**Selection of Chair**	
			i	When procuring chairs for office; procure fully ergonomic chairs (with adjustable type armrest + seat back + seat height). The chairs (with fixed / non-adjustable armrest) in good condition can be	

				used for the meeting rooms or for visitors.	
			Ii	Procure fully ergonomic (panel operators) chairs (of adequate physical strength & having adjustable armrest + back rest + height + head rest) for the panel operators in control room.	
			Detailed specification for selection of chair for office is given in **Annexure-IV**.		
			2	**Procurement of Laptop and Desktop**	
			i	Procure / provide docking enabled laptop + docking station + monitor + keyboard & mouse for all the laptop users across the company. In this case, the new / docking enable laptop with these peripheral items shall be used just as a hard disk.	
			3	**Lighting /Illumination**	
			I	Illumination level of 300-400 lux is required for workstation and shall be ensured during planning of layout of the workstation.	
			Ii	Appropriate illumination levels for other areas like passages, common areas, parking areas may be ascertained.	
			iii	Lighting should be designed in a way to avoid glare.	
			Iv	Whenever possible, office workers should face right angle to windows, unshielded lamps, or other sources of glare.	
			4	**Work Temperature and Humidity**	
			I	A comfortable temperature range for sedentary work should be between 24 +/-1° C or as per local regulations. Procedure should exist to periodically monitor and record temperature and humidity for larger offices (more than 50 occupancy).	
			Ii	Avoid locating workstations directly in front or below air conditioning outlet	
			Iii	Avoid direct sunlight inside the office premise	

			5	**Indoor Air Quality**	
			I	To prevent harmful accumulation of airborne contaminants and CO2 (by-product of human respiration) within work areas, (Indoor air quality CO2 level shall be between 400-1000 ppm) an adequate supply of fresh air should be provided (for example 550L /min for each person) and circulation to prevent the formation of "dead areas". Climate control systems should be designed and operated to specifications that will achieve optimal make-up of fresh air. This is particularly important where there is seasonal variability in outdoor temperatures.	
			Ii	For offices with centralized HVAC units and Air Handling Units (AHU), provision of online CO2 monitors in the return air flow path shall be made. It shall be linked to the fresh air intakes to allow automatic regulation of fresh air intake based on the permissible CO2 limits shall be considered. Where split / window / cassette type ACs are provided, provision for manual monitoring of CO2 level shall be made.	
			iii	Provision for measurement of following parameters of indoor air quality shall be made	
				a	Measurements of Volatile Organic Compounds (VOC) and carbon dioxide levels and other indoor air-quality parameters
				b	Measurement of room temperature
				c	Measurement of humidity
			Iv	Provision for microbial control in AC shall be made.	
			6	**Architectural Glass Safety**	
			I	Use nontransparent glass for partition and doors.	
			Ii	If it is compulsory to use transparent glass provide stickers/indicative signage at eye level.	
			iii	Periodically inspect fittings of glass including stickers/indicative signage.	
			7	**Manual Material Handling**	
			I	Risk Assessment must be carried out for handling of materials.	
			Ii	General instructions for handling material and safe posture while handling material shall be prepared for support staff and training provided.	
			iii	Lifting and carrying tools and equipment shall be provided. These tools &	

				equipment are to be regularly inspected & certified.	
			Iv	Appropriate Personal Protective Equipment (PPE) shall be given while manual handling.	
			V	All the equipment used for pushing, pulling, carrying the load such as trolleys, pallets shall be inspected before every use and shall be tested according to defined frequency as per OEM recommendation.	
			8	**Communication &Training**	
			I	Communication & Training Programs must be undertaken for occupants of buildings on ergonomic aspects covering elements such as proper use of workstation equipment's, breaks, fitness etc.	
		B	**General Guidelines on Ergonomics**		
			1	Sitting Posture	
				 Sit in 90,90,90 posture.	 DO not hunch over laptop
				 **Follow the 20/20/20 rule**	Don't sit at once place for prolonged time with same posture.
			2	**Work in the Power / Comfort Zone**	

				The power zone for lifting is close to the body, between mid-thigh and mid-chest height. This zone is where the arms and back can lift the most with the least amount of effort. This can also be called the "handshake zone" or "comfort zone."	
			3	**Maintain Natural Posture**	
				Neutral postures are postures where the body is aligned and balanced while either sitting or standing, placing minimal stress on the body and keeping joints aligned. The opposite of a neutral posture is an "awkward posture." Awkward postures move away from the neutral posture toward the extremes in range of motion. This puts more stress on the worker's musculoskeletal system, is a contributing risk factor for Musculoskeletal Disorders (MSDs), and should be avoided.	
				Natural Posture	Awkward Posture
					
					
					

					
					
					
			4	**Reduce Excessive Force**	
				Excessive force is one of the primary ergonomic risk factors. Many work tasks require high force loads on the human body. Muscle effort increases in response to high force requirements which increases fatigue and risk of an MSD. There are numerous conditions that affect force, but the idea is to recognize when a job or task requires excessive force and then find ways to reduce that force. Eliminating excessive force requirements will reduce worker fatigue and the risk of MSD formation in most workers. Using mechanical assists, counterbalance systems, adjustable height lift tables and workstations, powered equipment and ergonomic tools will reduce work effort and muscle exertions.	
			5	**Reduce Excessive Motions**	
				Repetitive motion is another one of the primary ergonomic risk factors. Many work tasks and cycles are repetitive in nature and are frequently controlled by hourly or daily production targets and work processes. High task repetition,	

				when combined with other risks factors such high force and/or awkward postures, can contribute to the formation of MSD. A job is considered highly repetitive if the cycle time is 30 seconds or less. Excessive or unnecessary motions should be reduced if at all possible. In situations where this is not possible, it is important to eliminate excessive force requirements and awkward postures. Other control methods to consider are Job enlargement, job rotation and counteractive stretch breaks.
			6	Manual Material Handling
				Proper lifting techniques are critical to back safety, but perhaps more important is proper planning. Before you lift a box, or tool, or piece of equipment, take a moment to consider your action
				• Do you need to lift the item manually? • How heavy is it? • Where are you moving the item from? • Where are you moving it to? • What route do you have to follow?
				Consider using mechanical equipment's such as trolly, hand cart, forklift wherever possible. If the item needs to be moved manually, and it is heavy and/or awkward, ask for help.
				When using mechanical help, remember to push, do not pull. While manually handling or transporting any item / equipment, be sure to position yourself as close to the load as possible. Slide it out to get it closer and be sure that you have adequate room for your hands and arms. Be aware of adjacent obstructions, on either side, above and below the load. Think about where the item will be placed once you've lifted it – remember plan ahead.
				Try to allow yourself as much room as possible to set the load down. You can always shift it a little later. Check your path from start to finish - remove tripping hazards, protect openings, and get help if you need to get heavy materials up a ladder.
				Make sure that the lighting is sufficient to see where you are going. Stabilize uneven or lose ground or choose an alternate route. The shortest route isn't always the fastest, or the safest. Most back injuries are avoidable if employees make the correct lifting choices.
				Moderation and balance are important considerations in care and maintenance of back. By correcting proportions of strength, flexibility, and overall quality of life, it is possible to eliminate or minimize back injuries. It is needed to exercise, eat right, and stretch as often as possible to help prevent injuries, and to recover more quickly if you do get injured.
				Remember that most back injuries can be attributed to one of these five

				causes: • Posture. • Body mechanics/work habits. • Stressful living. • Loss of flexibility. • Poor conditioning.
				Use Proper Lifting Techniques
				Also consider that not all back injuries are a result of sudden trauma - most are cumulative in nature, where a repeated minor injury has flared up, or continued use of a heavy tool in the same position has caused pain, or a great deal of time is spent in the same position. Familiarize yourself with, and practice these techniques when lifting items on the job and at home: • Plan your lift. • Stand with your feet apart, alongside the object to be lifted. • Squat down, getting as close to the load as possible. • Get a good grip on the object. • Lift with your legs, not your back. • Keep the object close to your body. • Center the weight over your feet. • Avoid twisting.
		9.2.3	**Slip, Trip and Fall hazards**	
		A	**Mandatory Requirements**	
			1	Equipment and furniture layout shall be done in such a way as to minimize

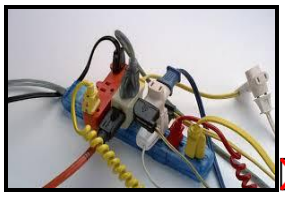
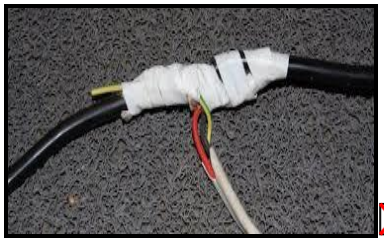
				slip, trip and fall hazards. A risk assessment is carried out for slip & trip hazards.	
			2	Floor ceramic tiles or other flooring material shall be slip resistant.	
			3	All sudden changes in flooring shall be avoided and where they exist level difference shall be marked with reflective strips.	
			4	Handrails shall be provided on both sides of stairs & the edges of stairs should have slip resistant strip / grooves.	
			5	Caution boards shall be placed to warn pedestrians of floor wet cleaning activity.	
		B	Guidelines to Employees		
				Hazard	**Prevention**
			1	Curbs, planters, speed bumps and other protrusions on level surface at your office premises.	Keep eye on the task and mind on the task while walking near by these obstructions.

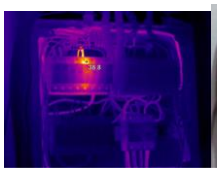
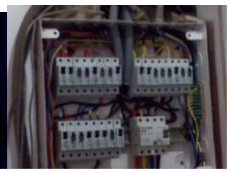
			2	Electrical cords, furniture, chairs, boxes and other miscellaneous items are tripping hazards	Maintain Good Housekeeping. Implement 5S in office premise. Keep all the cords/wires counselled.

			3	Wet surfaces in monsoon, during housekeeping, are slip hazards	Walk with caution on wet surfaces during housekeeping. Make your shoes clean and dry before entering office premise during monsoon season. Regularly Mop floor with dry cloth during monsoon
			4	Ascending and descending stairs without holding handrails while carrying material in hand and using mobile on stairs are fall hazards on stairs.	Use the handrail to help maintain balance while both ascending and descending stairs. Avoid use of mobile on stairs. (Exception: During Pandemic like COVID-19, in order to minimize touch points, holding of handrail is exempted. It can be as per need basis)
			5	Use of non-approved method to carry out work at height are fall hazards.	Use approved step stools and ladders in the workplace. If the ladder seems damaged or does not fit the task at hand, don't attempt to do the task until you have located a different ladder. Report all unsafe ladders to your supervisor

			6	Spills on the floor are slip hazards.	Wipe up spills as soon as they are noticed. If you are required to leave the area to get supplies or call for additional help, attempt to block off the area to prevent others from entering the area;
				Additional Prevention methods from Slip, Trip and Fall	
			7	Hold on to something solid when attempting to sit or while you stand from a sitting position.	
			8	Wear the most appropriate shoes for your work environment.	
			9	Always walk, don’t run. Awareness is the key to preventing injuries.	
			10	Report unsafe conditions to your supervisor or EH&S as soon as they are noticed. Don't assume that just because you saw it and did not get hurt, that someone else will have the same luck	
			11	Be watchful and careful at parking lot having curbs, parking wheel stops, oil patches, and loose gravel or asphalt.	
		9.2.4	**Electrical Safety**		
		A	**Mandatory Requirements**		
			1	Tata Power Electrical Safety Procedure shall be followed while carrying out electrical work in office premises.	
			2	All electrical fittings shall be routed through Earth Leakage Circuit Breakers with 30 mA trip current or other residual current devices to prevent against electrocution.	

			3	All electrical equipment must be checked and cleared by competent (certified) electrician before connecting to office electrical circuit. This also applies to portable electrical equipment like pedestal fans, room heaters, etc. Periodic inspection and certification of fitness to be done.	
			4	Extension boards with ELCB should only be used. No two boards shall be connected in series.	
			5	Electrically insulating mat confirming to the local regulations shall be placed in front of all electrical panels.	
			6	All Electrical maintenance activities shall be done subjected to Work Permit and Lock- Out /Tag- Out (LOTO) for energy Isolation procedures as mentioned in Tata Group Electrical Safety & Lockout Tagout procedure.	
			7	Avoid use of electrical panel rooms for storage of material.	
			8	All UPS (Uninterrupted Power Supply) battery rooms shall be designed to have proper ventilation to avoid build-up of hydrogen gas evolved during charging of batteries.	
			9	Smoke detectors shall be provided in electrical panel & server rooms and shall be connected to the fire alarm system for the office space / building.	
		B	**Guidelines to Employees**		
			1	Turn off all electrical equipment when not in use	
			2	Electrical cords should be visually inspected on a periodic basis through authorized person to identify frayed and worn cords. Cords must be properly equipped with grounding prongs.	
			3	Keep all electrical cords out of walkways and passageways. Extension cords are not permitted for continuous use	

			4	Use approved surge protectors. Never plug extension cords into surge protectors or “daisy chain” surge protectors (surge protectors plugged into each other).	
			5	Don’t overload or split outlets and surge protectors	
			6	Avoid storage of combustible material, such as paper in close proximity to electrical outlets and connections	
			7	Damaged cables, sockets and plugs must be removed from service immediately.	
			8	Under no circumstances must insulation tape be used to protect any repair or join in extension cables	
			9	Electrical equipment must not be pulled or lifted by the cable, the connections may become broken and create a hazard. The mains power supply must be disconnected before attempting to move electrical equipment.	

			10	Only CO2 or dry powder fire extinguishers can be used to fight electrical fires	
			11	Do not pull cables from the plug directly	
			12	Conduct thermo scanning of the electrical panels once in a six month.	 
			13	In the event of an electrocution avoid touching the victim until the power supply has been disconnected. Alternately the victim and the power supply may be separated by using an insulating rod, i.e. a wooden pole. All electric shocks, no matter how small, must be reported immediately.	
		9.2.5	**Chemicals used for Housekeeping - Storage and Handling**		
		A	**Mandatory Requirements**		
			1	Eco-friendly / non-toxic cleaning and housekeeping chemicals should be procured.	
			2	Any material stored in office premises shall be with appropriate label from the manufacturer.	
			3	Material Safety Data Sheet (MSDS) from the manufacturer shall be obtained.	
			4	All users shall be given adequate training on handling, storage, disposal of waste and emergency care in case of contact with a chemical.	
			5	A procedure for chemical inventory management shall be documented to ensure.	
				a	Avoid orders for chemicals beyond a reasonable quantity for short term use.
				b	Chemicals issued to trained users after due authorization
				c	Monthly check on quantity in inventory is taken.

				d	Personal Protective Equipment are available.
				e	First aid provisions are available.
				f	Disposal of waste happens in approved manner only.
			6	Avoid storage of pressurized aerosol cans near ignition sources.	
			7	Isolated place for storage of chemicals shall be demarcated.	
		B	**Guidelines to Employees**		
			1	Office staff must observe good hygiene practices at all times. Persons should always wash their hands after changing toner or print cartridges, using cleaning agents or handling inks and correction fluids.	
			2	If required gloves should be worn when handling these agents.	
			3	Any employee who develops a reaction to a substance at work, e.g. skin irritation, or experiences breathing difficulties, etc., must stop immediately from using that substance and inform their manager.	
			4	Chemicals used for cleaning purpose shall be eco-friendly and be less harmful to the human being.	
		9.2.6	**Food Safety in Canteen or at Eating places**		
		A	**Mandatory Requirement**		
			1	Standards are set to prevent food degradation / contamination that can lead to transmission of food-borne diseases and food poisoning where canteen is operated. This could be based on Food safety standards applicable under local regulations, Hazard Analysis and Critical Control Points (HACCP) or ISO 22000 (Food Safety Management System) as deemed fit for purpose.	
			2	Ensure safety of building occupants, canteen staff and property by adopting suggestion given below	
			a	Follow all safety related operating procedures and practices, including maintenance, inspection and testing of all equipment and systems (LPG manifolds, Geysers, heaters etc)	
			b	Proper arrangement for storage of food stuff in specified temperatures.	
			c	Medical examination of personnel involved in food handling at specified frequency. Ensure medical fitness tests (e.g. bacteriological testing of faces & urine for germs of dysentery & typhoid fever stool test) for all the food handlers are followed every six months or minimum annually.	

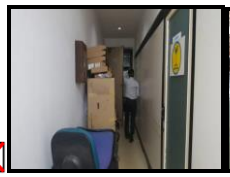
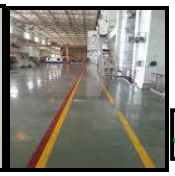
			d	Food handler suffering from skin inflammation, vomiting, diarrhea, fever or sore throat, eye, nasal or ear discharge (or illnesses that can be passed on through food) Must be kept away from food cooking & handling area until he gets clearance from the medical practitioner.	
			f	Start retaining food samples (100 gms) for cooked food items from all meals. Collect food samples before serving & keep them in a freezer for 96 hours. Label & record (date / time) on all food samples. Periodic testing of food samples for microbiological & chemical contamination as per local regulations as applicable for cooked and ready to eat food at specified frequency.	
			g	Ensure training and awareness sessions are conducted for the canteen staff on food hygiene, personal hygiene and safety practices to be adopted.	
			h	Periodic Inspection of food preparation, serving and dining areas is undertaken irrespective of whether the cooking is done in house or at an external central kitchen.	
			i	Ensuring quality of drinking water supplied at the premises by periodic monitoring of parameters laid out in local regulations. (E.g. Monitoring of microbiological parameters, annual testing etc).	
			j	Fix air curtains for all of the external doors to (dining room & kitchen or store) to prevent entry of flying insects.	
			k	Provide sealing (using rubber gaskets) around all the external doors from the kitchen areas & dining hall. Fix wire brush at bottom of the doors	
			l	Have regular cleaning schedule & replace UV (blue) tube (annually) for all fly killers. Repair / replace non-working fly killer. Ensure fly killers are hanged at appropriate places (not above cooked food storage & dining area // rather near external doors // inside kitchen, store & dining area).	
			m	Implement use of color-coded cutting board & knives to prevent cross contamination. Implement sanitizing practice (e.g. using chlorine tablets) for all (proposed) cutting boards & tools / knives; preparation / cutting surfaces; washing of fruits / vegetables; serving tables & the dining tables.	

			n	Provide minimum two digital food thermometers (+ one standby). Implement measurement & recording of temperatures (on a separate log form) for food (especially non-veg items) under cooking (must be ≥ 70°C) & for hot holding / bain-marie (≥ 60°C) serving counters. Ensure the food thermometers are calibrated, minimum annually.	
			o	Implement evident FIFO (fist in - first out) system for the (dry & cold) food storage areas.	
			p	Prepare, display & follow area specific cleaning schedule / log forms covering all major areas / equipment (e.g. used in store, food cooking, serving & dining & washing area). Specify items requiring periodic deep cleaning, separately, in the same form.	
			q	The following parameters shall be analyzed to check whether the food meets the desired standards for human consumption.	
				i	Aerobic Colony Count
				ii	Escherichia coli (E. coli)
				iii	Staphylococcus aureus
				iv	Clostridium perfringens
				v	Bacillus cereus
				vi	Salmonella
				Vii	Ensure training and awareness sessions are conducted for the canteen staff on food hygiene, personal hygiene and safety practices to be adopted
			r	Periodic Inspection of food preparation, serving and dining areas.	
			s	Where a central kitchen is used to prepare food and carry to a serving area in office premises.	
				i	Inspection of vendor
				Ii	Ensuring hygienic condition of vessels and vehicles to transfer food from central kitchen.

				Iii	Process to avoid contamination while transfer.
				iv	Provision to maintain proper temperature till the food is served.
				V	Ensure segregation of waste and appropriate handling and disposal of wet and dry wastes.
				Vi	Audit process to ensure that the process is implemented and continually improved.
				Vii	Ensuring quality of drinking water supplied at the premises by periodic monitoring of parameters laid out in local regulations. (E.g. monthly monitoring of microbiological parameters, annual testing as per IS-10500 in India or as applicable in other geographies).
				Viii	Package drinking shall be as per applicable local regulations and standards (E.g. IS 14543 for packaged drinking water in India)
		9.2.7	**Electronic Equipment Hazards**		
		A	**Guidelines**		
			1	**Unsafe/Non-Approved Equipment** Poorly maintained or unsafe, poor quality, non-rated coffee makers, lamps, space heaters, etc. (often brought in or provided by employees) shall not be used in the office. Such appliances can develop electrical short circuit creating fire and/or shock hazards. Equipment and cords should be inspected regularly, and a qualified individual should make repairs.	
			2	**Live Parts Unguarded** Wall receptacles should be designed and installed so that no current-carrying parts will be exposed. All receptacle cover plates should be kept tight to eliminate the possibility of shock. All broken and/or cracked cover plates, as well as any unsafe electrical conditions should be reported to supervisor	
			3	**Working on "Live Equipment"** Disconnect electrical equipment before cleaning, adjusting, or applying flammable solutions. If a guard is removed to clean or repair parts, replace it before testing the equipment and returning the equipment to service.	
			4	**Heat Generating Equipment**	

				Heat generating equipment such as Coffee pot, Cooling fans, Heaters, Microwave, Toaster oven, Air conditioning Units, Other electrical equipment can be very unsafe safe if not maintained correctly. Improper proper care, storage, or placement of any type of equipment that generates heat can cause a fire, bodily injury, or even death. All these equipment needs to be checked and inspected at regular interval.	
			5	**Blocking Electrical Panel Doors** If an electrical malfunction should occur, the panel door, and anything else in front of the door will become very hot. Electrical panel doors should always be kept closed; to prevent “electrical flashover” in the event of an electrical malfunction and nothing can be stored close to panels.	
			6	**Safety Tips for Photocopier** In case of a paper jams in a photocopier. Reaching into a copier to retrieve a piece of jammed paper can result in burns or even electrocution. Following must adhere to	
				a	Photocopiers must be positioned in adequately ventilated areas.
				b	The photocopier should not be used when the lid is open.
				c	When opening the copier doors to clear a paper jam be aware that there are hot surfaces inside the machine.
				d	If a paper jam requires to you place your hands deep into the machine, then the power must be turned off and the machine allowed to cool.
				e	Do not try to maneuver a photocopier on your own.
				f	At the end of the day, be sure to power down all electrical equipment.
				g	The names/phone numbers of repair or service providers should be posted prominently near the copier, fax or other equipment
				h	When in doubt, contact the vendor or repair professional for assistance
			7	**Safety Tips for Shredder**	
				1	Do not place fingers inside the shredder.
				2	Turn off the power supply when clearing blockages or emptying bags
				3	Be aware that loose clothing can catch in the shredder, be especially careful of ties and loose sleeves
		9.2.8	**Housekeeping**		
		A	Mandatory Requirements		

			1	Every office shall have sufficient storage facility for files and office material.	
			2	Passage shall be minimum 900 mm wide	
			3	Printer and scanner shall be located at isolated place or at the corner.	
		B	**Guidelines to Employees**		
			1	Every floor, work area, and passageway should be kept clear of obstructions that protrude into the walkway or have the potential to result in unsure footing, such as loose parts, boxes, packing material, or tools	
			2	Keep stairwells clear at all times. Avoid storage of boxes, files, or other debris in the stairwells or landings	
			3	Pick up dropped pencils, paper clips, and rubber bands that can cause you or a co-worker to slip	
			4	Contact housekeeping staff if you see common areas that are cluttered with rubbish	
			5	Wipe up spills immediately. If a spill is too large to clean up quickly, contact housekeeping staff.	
			6	Report uneven, defective flooring, worn spots in carpets, chipped tiles, and worn stair treads as unsafe condition.	

			7	Avoid overfilling wastebaskets and dumpsters	
			8	Avoid dust accumulations	
			9	Maintain clean and organized conditions of office equipment, storage, and work areas	
			10	Emergency exits and passageways must be kept clear and free of any obstructions at all times;	
			11	Avoid storage of Chairs and equipment in walkways	 
			12	Close cabinet doors, desk drawers in closed position.	
			14	Furniture and equipment should be arranged, so as to keep the walkway free of any obstruction. No obstructions are created that block the view around corners or partitions	
			15	**Benefits of housekeeping:**	

- Fewer tripping and slipping incidents in clutter free and spill free work area.
- Reduction in fire hazards
- Reduced exposure to hazardous products (i.e. dusts, vapors)
- Better hygienic condition leading to improved health.
- More efficient use of space and time saving due to orderly arrangement.
- Reduced property damage by improving preventive maintenance.

Better control of tools and material including inventory and supplies

9.2.9 **LIFT / ELEVATOR - SAFETY TIPS**

1 **Approaching elevators**

Approaching elevators

1)Know your destination. Push the elevator call button once for the direction you want to go. Use disposable paper or newspaper cutting for pushing the button and through it in dust bin after one time use.

2)Look or listen for the signal announcing lifts arrival.

3)Stand aside for exiting passengers. Wait for the next turn if the arriving elevator is full.

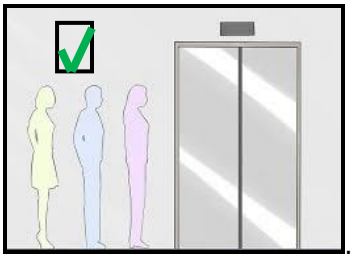
4)Don't try to stop closing doors with anything, including hands, feet, canes, etc. Wait for the next elevator.

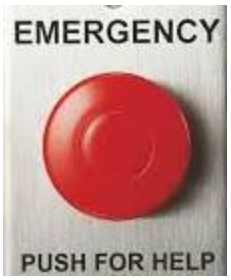
5)Take the stairs if there is a fire or other situation that could lead to a disruption in electrical service.

Press ↑ if going on upper floor.

Press ↓ if going on Lower floor.

Avoid holding of lift door with hands.

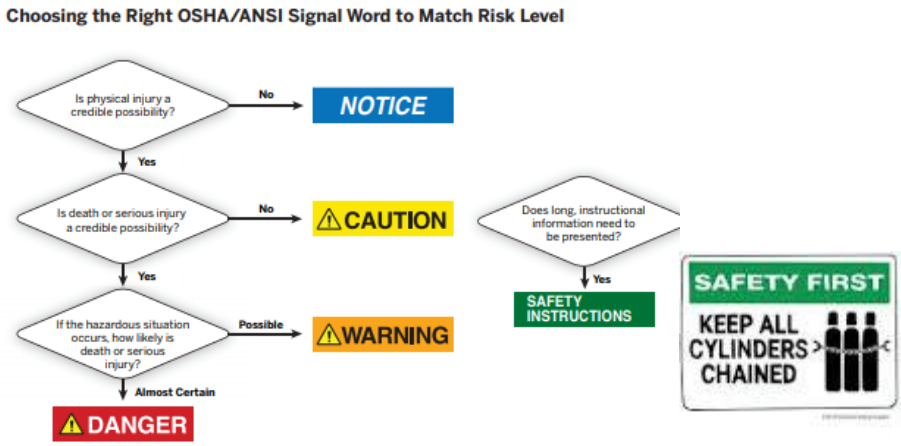
			2	**Entering and exiting elevators** 1)Enter and exit carefully. Passengers nearest the doors should move first.	
				2)Once on board, quickly press the button for your floor, and move to the back of the car to make room for other passengers. Use disposal paper for pushing the button.	
					Passengers nearest the doors should move first
				3)Stand clear of the doors, keeping clothes and carry-ons away from the opening.	
			3	**Riding on elevators** 1)Stand back from the doors. 2) Avoid touching handrail. 3)Pay attention to the floor	 Hold side rails to Balance.

				indicators and be prepared to exit at your destination. 4)If the doors do not open when the elevator stops, use your mobile to call for emergency. Wait until qualified people can assist you.	
			4	**Protect yourself if the elevator stops between floors** 1)Avoid force to open the elevator door. Avoid attempt to leave the elevator. 2) Push or pull the ALARM button using waste paper to call for assistance. 3) Use your mobile Phone to call for help. 4) Be patient—help is on the way. You are safe and there is plenty of air. So, relax and wait for help	
			5	**Lift Maintenance** During lift inspection and maintenance follow the instruction of maintenance engineer. Do not put your head into lift well from open door during maintenance. It can be fatal.	
		9.2.10	**BASICS OF FIRST AID**		
			1	First aid is medical attention that is typically administered immediately after an injury or illness occurs. It usually consists of one-time, short term treatment, such as cleaning minor cuts, treating minor burns, applying bandages and using nonprescription medicines, restart breathing and blood circulation.	
		Golden Rules of First		Keep following things ready	While calling medical help remember

		Aid		to tell following on phone
		• Your safety comes first. • Calm & compose. • Remove the crowd • Always keep first aid kit ready • Provide comfort and emotional support • Artificial respiration • Stop bleeding • Inform relatives • Send to hospital	• Know who is the certified first aider on the floor • Check content of first aid box • Periodically inspect first aid box • Avoid tampering with first aid kit/box • Keep first aid box at visible place Keep ready medical center number /ambulance number	• Your Location from where you are calling and location of emergency case. • What happened to victim • How many people are involved and what is being done • Wait for closing of call from other side.

		Call Medical Help in Case of the Following			
		Unconcious	bleeding severely	Chest Pain	Has trouble breathing
		Vomiting or passing blood	Has seizures, a severe headache	Appears to have been poisioned	Has injured to the head, neck or back

				Has possibiliy broken bones	Victim can not be moved easily	
			2	First Aid Box		
			First aid boxes (General Use) should be provided at each office floor. The first aid box shall be easily accessible to all occupants, preferably at similar location at each floor. A standard list of contents of the first aid box shall be kept in the box itself as per Tata Power Medical department guidelines and a monthly verification of first aid box contents shall be done, including any date expired or damaged contents. Contents of first aid box should be in line with the requirements stated in latest revision of IS 13115:1991 for India geography or BS 8599-1 where no local regulations exist. Medicines shall not be a part of First aid box.				
			3	Medical Service		
			In case any employee is injured in the office during normal working hours or during emergency situation, he /she should receive First Aid immediately.			
			a	The employee should not leave the injury unattended whether it is minor or major.		
			b	He/ she should receive first aid through any of the listed First Aiders. The First Aid box is available at Receptions/Every department.		
			c	Any medical emergency should be immediately reported to OHC/Reception		
			d	A First Aider/Doctor is to be called to attend the person immediately.		
			e	List of First Aiders shall be displayed in each floor. The Administration will arrange the transportation of the person to the hospital for further treatment if required.		
		9.2.11	**Provision for People with Disabilities (PwD)**			
			1	A Disability refers to a physical & sensory limitation that interferes with a person's ability to move, see, hear or learn.		

			2	Where Offices buildings are acquired or built, and are intended to be used by People with Disabilities (PwD), the following are the areas requiring attention	
				a	Obstructions – The office is free from obstructions for PwD
				b	Signage – There is appropriate signage installed
				c	Pathways – There are additional pathways installed for ease of access
				d	Curb ramps – There are curb ramps for ease of access to wheelchairs
				e	Pedestrian crossings – The pedestrian crossing is access friendly
				f	Parking – Parking is allotted close to exit points
				g	Emergency communication systems – Emergency communication systems are installed with considerations for PwD
				h	Evacuation priority – Evacuation priority is given for people with disabilities in emergency plans
				i	Washrooms – Specific accessible washrooms are installed for PwD
				j	The infrastructure shall be in line with the local regulations & best in class design practices.
		9.2.12	**Exit and Safety Signage**		
			Exit Signs: Signs shall be posted to indicate the ways to emergency exits, especially at corridors, exits and wherever there is a change in direction. Sizes and type of signage shall be as per the local requirement. Floor signs can be glow back (photo luminescent) type or back lit type.		
					

			Sample Signs		
			Danger Sign Board	Caution Sign Board	Warning Sign Board	Notice Sign Board

9.3 **EMERGENCY PREPAREDNESS & RESPONSE (BCDMP)**

A Mandatory Requirement

All office premises shall have BCDMP foreseeable emergencies, These include but not limited to Fire, Medical Emergency, Natural calamities (like flood, cyclones, earthquakes), industrial disasters, building collapse (off site chemical emergencies, gas leak etc), industrial incidents (like electric shock, LPG leak etc) and pandemic crisis like COVID-19 . Procedures shall include but not limited to following

1 The Emergency Preparedness Plan shall be prepared under BCDMP for all offices and kept updated with the following minimum requirements:

a Steps to be taken in case of different type of emergency - for employees, contractors, visitors and Emergency response team

b Emergency contact numbers-Internal and external

c Details of Floor plans with location of emergency equipment, such as fire extinguishers, exits, manual call points, hose reels, assembly points etc as applicable

d Training frequency

e Emergency drill plans

f Dedicated floor safety wardens are identified with clear responsibilities defined. They are trained on their roles & responsibilities

g The list of trained floor safety wardens & first aiders is displayed in strategic places

h Emergency drills are to be conducted at a predefined frequency (minimum once a year per office)

I Provision for emergency lighting shall be provided in case of blackout during power failure during emergency. This includes work areas, washrooms and all exit routes and staircases

J Feedback mechanism on effectiveness of emergency response infrastructure identified (e.g. hardware, evacuation sequence, administrative controls, controls for people with special needs (Pregnant ladies, Persons with disability), time taken for evacuation) and effective closure of action items identified for resolving such feedback.

2 Floor Safety Wardens and First Aiders

Each office location should have Floor Safety wardens identified - floor wise or as per office area & number of occupants.

a In large offices where occupancy is more than 60-80 persons any time per floor there should have three floor safety wardens for every floor, one of them should be Female member.

b At least one person (for every 100 office occupants) trained in Basic First aid shall be available at all offices for emergency response. The number may increase based on the occupants, preferably one per 50 persons on each floor.

c First aiders should also attend refresher training within 3 years of obtaining their initial qualification.

d Floor Safety Wardens names with their contact numbers & their availability shall be displayed prominently at respective floors / locations.

e First aiders list along with their contact numbers (and photographs if possible- for easy identification and motivation) shall be displayed at conspicuous locations.

3 Floor Safety Wardens Selection

Floor Safety Wardens shall be selected by the Functional heads occupying the respective office floors. If more than one function is located at same floor, each

function should have minimum one floor warden selected from the team. Responsibility as a Floor Safety Warden should be rotated on every three years. Respective Functional head ultimately decide the period.

a Must have good knowledge of the Office Premise & Layout

b Willingness to assist people in the event of an emergency

c Enthusiasm and willingness to act in this role

d Ability to act calmly and take charge in an emergency

e Ability to make a good assessment of a situation

f In good physical health, sufficient to be able to discharge their responsibilities

g Has completed the required training or is capable of undertaking the required training. (Trainings Required are Office safety, Basic Fire Safety, Basic First Aid & Evacuation Techniques, BCDMP awareness)

B Guidelines to Employees

Tata Power has business continuity and Disaster Management Plan (BCDMP) in place. Employees are required to get familiarized with emergency preparedness and safe evacuation procedures of your work premises.

Possible causes of emergencies in office premises includes fire, explosion, toxic gas release, natural calamities and medical emergencies etc.

Based on nature emergency, alarm sound will be given, and announcement will be made to evacuate the building. All persons should prepare to evacuate the building and must leave the premises immediately. Assemble at designated safe assembly area till further instruction. Floor safety warden of the respective area shall act decisively in case of emergency situation.

Employees shall ensure following guidelines while handling the emergency situation.

1 Know safe evacuation plan of your area office premise.

2 Know emergency contact numbers such as fire, security, ambulance and medical.

3 Know who is first aider and who is floor safety warden of your area/office premise.

4 Avoid blocking of fire extinguisher, first aid box, stretcher, emergency exit, rescue kit.

5 Employees must adhere to instructions given by floor safety warden in the event of an emergency.

6 Floor safety warden of respective floor will guide the people to evacuate the

building. Cooperate with him.

7 Ensure assistance is provided for disabled persons or venerable persons and visitors.

8 Leave the building or work area and go directly to the agreed assembly point. Using the “nearest and shortest safe” exit.

9 Avoid use lift/elevator while evacuation of the building, use staircase. Walk on left side keeping space on right side for rescue team.

10 Avoid re-enter the building or area while the fire or emergency situation still stands for taking out belongings.

11 Follow the instructions of the coordinator at the assembly point.

12 Avoid leaving the assembly point or return to the building unless instructed to do so.

13 Also remember

a Check door handle for heat before opening. Leave it open for others, on your exit.

b Stay low to the ground to avoid breathing smoke

c If anything on your personal belongings catches fire, STOP DROP and ROLL.

d Resist panic and move to Safety Assembly Point.

e After you get out, inform the fire department/Safety wardens.

f Memorize and practice your escape plan

Individuals who fail to co operate in any Emergency Response may be placing persons at risk if a real-life event. **“THINK” - & DON’T LET THIS BE YOU.**

9.4 Proactive Safety

1 **Training :** There are few basic trainings recommended for the office employees such as training on office safety, safety induction, firefighting and first aid etc. If employees are trained in these basic trainings, they will remain alert all the time to eliminate any time of hazard exist in the office premise. They will act very quickly in case it is required to handle any emergency situation. Which employees can undergo these training is summarized in the following sub section.

a Employees Safety Induction :- For all new employees of the office

b Office Safety:- All employees shall undergo e learning module of office safety. Apart from office safety, office employees shall complete e learning module on safety induction, defensive driving and fire safety. Office safety module will enhance knowledge of employees for identification of hazards. Elimination of hazards and upkeeping of the office premise

c Floor Safety Warden Training – Training for identified Floor Safety Wardens

d First Aid Training :- First Aid training shall be provided to selected employees who shall be designated as first aiders. At least 10% of office employees shall undergo first aid training.

Names telephone numbers along with photograph of the first aiders shall be displayed on the display board for ready reference.

e Fire Fighting : - All first aiders and other interested/ potential employees and security staff shall get a briefing on how to use the firefighting equipment. Awareness about firefighting equipment and knowledge of operation of the fire extinguisher can help in extinguishing the small fires which if not attended can become major fires. This will minimize the damage which likely to be cause due to small fires.

f COVID-19 awareness:- By All Employees

It is expected that, apart from the training which are mentioned above, Mock drills, demos are conducted as per planned schedules in every office to train the employees in handling emergency situations. It is expected from all the employees to participate in such mock drills which can train them to handle real emergency situation.

Floor safety wardens shall ensure emergency services contact numbers for that particular Divisions / Locations are displayed prominently in every Office Buildings.

Thus, preparation on training and awareness can help employees to identify hazards, eliminate them at right time. In case of emergency situation, they can handle it with confidence to minimize the risk to human being and property.

2 Auditing

Office safety audits shall be conducted for ensuring that systems are in place to identify, provide, and maintain the basic requirements office safety with the following frequency:

a Self-Assessment check: Self-Assessment checks are to be carried out by HOD of the department along with floor safety warden once in a month.

b Self-Assessment Audit: Self-Assessment audits are to be carried out by the site admin heads once a quarter for each office;

c Office Safety Audit: Office Safety Audits are to be carried out in each office by trained office safety auditors or through corporate safety team once in 6 months;

d Safety Walk Through (High Visibility Safety Tour) – shall be done by Senior management along with Floor Safety Wardens. This process will ensure the involvement / commitment of Senior Management and people participation.

3 **Risk Assessment**

All hazards in the office needs to be identified and risk assessed in a formal manner and documented appropriately.

Note: Post Risk Assessment if it is found that the risks in the building are high and do not meet the requirements of the standard, then there must be a plan to move from the existing building to a new building. In the interim additional control measures including more frequent mock drills and higher level of training & awareness needs to be undertaken.

10 INTRODUCTION TO 5S

5S is a systematic and rational approach to workplace management with a sense of purpose. Brief introduction of 5S is given in the table below.

Level	Meaning	Requirement
1S	Sorting	1) Segregate wanted and unwanted items (soft documents, files, papers) 2) Use red tag area (folders) to keep unwanted items 3) Dispose off unwanted items are regular interval and clear off walkways (clean laptop memory)
2S	Set in Order	1) Keep wanted items at designated place. i.e. place for everything and everything at its place. 2) Keep accessibility as easy as possible 3) Use digitalization facility for storage of document
3S	Shine	1) Clean up workplace, laptop, desktop after use 2) Eliminate waste material, dirt, foreign material from workplace and surrounding.
4S	Standardize	1) Create standards and safe operating procedures 2) Visual management
5S	Self-Discipline	1) Create general awareness about 5S

2) Training to everyone.
3) Share success to get more enthusiasm

Benefits of 5S

Following are some of the benefits of 5S.

1) Everybody feels good if the workplace is clean
2) No waste of time to search objects/material.
3) Makes workplace more usable.
4) Abnormalities are notices at a glance.
5) Eliminates accidents.
6) Makes workplace fire safe.
7) Time wasted in handling is reduced.

11 INCIDENT REPORTING AND INVESTIGATION

1 All incident reporting shall be done as per Tata Power Incident reporting & Investigation procedure through mobile SURAKSHA app or through SAP ESHM

2 The injured person should report the incident immediately to respective administrator/ Department Head/ ES & A In-charge at office location.

3 He is expected to co-operate with Medical Officer / First Aid specialist for necessary first aid / treatment.

4 The advice of Medical Officer / First Aid Specialist is binding on all concerned personnel.

5 After notifying the Medical Officer / First Aid Specialist, ES & A incharge must ensure the shifting of the injured to Occupational Health Centre / Dispensary / external hospital either using the ambulance / vehicle or with the help of co-workers of the injured employee. He should report the incident to the management immediately.

12 ENGAGEMENT / COMMUNICATION / SAFETY CULTURE PROMOTION

At Tata Power safety communication is made through Sangam portal. Safety campaigns are organized on different occasions. Fire safety week, electrical safety week, safety week are celebrated in the company across the divisions.

Dedicated page is available on Sangam on safety in which access to given to all the employees of Tata Power.

In quarterly communication MD gives message on safety.

Monthly safety maestro award, quarterly safety award and annual safety awards are declared to encourage employees to participate in developing the safety culture.

13 EXCEPTION

Any Exception to this standard shall only be done with approval of CHRO/ Chief-Corporate Safety and Environment.

14 RECORDS

Records of documents related to office safety standard shall be maintained for the minimum period of three years either in soft copy or in hard copy form.

15 REFERENCES

Tata Group Office Safety Standard

16. REVIEW:

12.1. Review of this procedure shall be done as and when but not later than once in every three (03) years. Typical Factors like Changes in legislation, Review of Incident Reports, Inspection & Audit findings, Feedback from users, Recommendations in Incident investigation reports may be inputs for the review and revision of the procedure.

12.2. In case release of revised procedure gets delay due to obtaining feedback or any other reasons, safety advisory may be issued immediately to take precautions for the proposed changes in the procedure and revised procedure should be released subsequently.

17: ABBRAVATIONS

COVID- 19: CORONA VIROUS FOUND IN DECEMBER 2019

SPOC: Single point of Contact

HOD: Head of the Department

MOC: Management of Change

NOC: No Objection Certificate

OC: Occupational Certificate

BCDMP: Business Continuity and Disaster Management Plan

SAP- EHSM : Environment Health Safety Management System

PPE: Personal Protection Equipment

OEM: Original Equipment Manufacturer

HVAC: Heating, Ventilation and Air Conditioning

CO_2: Carbon Di Oxide

AHU: Air Handling Unit

MSD: Musculoskeletal Disorder

ELCB: Earth Leakage Circuit Board

LOTO : Lockout Tagout

UPS: Uninterrupted Power Supply

MSDS: Material Safety Data Sheet

HACCP: Hazard Analysis and Critical Control Points

LPG: Liquified Petroleum Gas

UV: Ultra Violet

FIFO: First In First Out

OHC : Occupational Health Centre

PwD: People with Disabilities

In case of any queries / clarifications on these standards, please get in touch with corporate safety team at CorporateSAfetyTeam@tatapower.com

18: Annexure

Annexure I- Safety Checklist for modification of existing offices and selection of new offices (Attached Separately)

Annexure-II Monthly Office Safety Walk Through Checklist

Annexure III Roles and Responsibilities of Floor Safety Warden

Annexure – IV Guidelines For Selection of Chair

Annexure – V Chair Evaluation Checklist

Annexure II

Monthly Office Safety Walk Through Checklist				
Date:			**Location:**	
S. No	**Check list Points**	**Location**	**Observations**	**Action to be taken by & Date**
I.	**General**			
1	All aisles, corridors and doorways are free from obstruction	Entire floor		
2	All staircases have handrails on both sides & in good safe condition	As applicable		
3	Are the file cabinets, storage cabinets, bookshelves and other storage items not overloaded	Entire floor		
4	Documents / other materials are not stacked underneath and /or above worktables. Carpets do not have bulges or broken seams.	Entire floor		
5	Housekeeping- General cleanliness is maintained regularly	Entire floor		
6	Are the floors free of loose tiles and projections that create a tripping hazard? Carpets do not have bulges or broken seams.	Entire floor		
7	Do the temporary electrical chords and telephone cables not cross the aisles?	Entire floor		
8	Electrical panel room /meter room/UPS	As applicable		

	room/battery room -free of storage/ clutter			
9	In the office area, are all the electric and electronic appliances earthed and insulated properly? Are circuit breakers / ELCB's installed as required?	As applicable		
10	Are emergency numbers prominently posted?	Entire Office		
11	Is the lift testing and the maintenance done on periodic basis?	Entire Office		
12	Are the faulty / broken desks, chairs, or other office equipment which needs repairs are in use?	Entire floor		
13	Transparent glass doors, partitions are marked appropriately	As applicable		
II.	**Pantry, Washrooms**			
1	Sufficient & clean water available	Pantry		
2	General Cleanliness is maintained	Pantry		
3	Waste receptacles-Are provided with lids and disposable bags	Pantry		
4	Electrical Appliances are as per standard practice.	Pantry		
5	Are all toilets and washing facilities clean and sanitary?	Wash Rooms		
III.	**Emergency**			

1	Evacuation route - Walk over from floor to assembly area is clear	All exits		
2	Emergency exits are free from obstructions	All exits		
3	Fire extinguishers are checked as per schedule & available at designated places.	All locations		
4	Emergency Instruction, Exit signage are displayed & in good condition	All exits		
5	Hose reel is easily accessible at all times (if applicable)	Floor		
6	Are the employees aware of the emergency procedures to be followed in case of an emergency?	Floor		
IV.	**Display- lists/ names/ signage's**			
1	Floor safety wardens list is displayed	Floor		
2	Emergency escape route plan is displayed	Floor		
3	Emergency phone numbers are displayed	Floor		
4	Floor signages are displayed at reception	Floor		
5	Are the alarm and intercom systems in working condition?	Floor		
V.	**First Aid**			
1	Are there sufficient number of employees trained in administering first aid?	Entire Office		

2	Are the constituents of the First Aid Box adequate as per the Medical dept. Guidelines?	First Aid Kit Station at floor		

Annexure III

Roles and Responsibilities of Floor Safety Warden

CONTENT

Sr No	Description	Page Number
1	Floor Safety Warden	
2	Roles and Responsibilities of Floor Safety Warden	
A	During Normal Working Days	
B	During Emergency	
3	Additional Roles and Responsibilities during Pandemic situation like COVID-19 crisis.	

1) Floor Safety Warden:

Floor Safety Wardens Selection: Floor Safety Wardens shall be selected by the Functional heads occupying the respective office floors. If more than one function is located at same floor, each function should have minimum one floor warden selected from the team. Responsibility as a Floor Safety Warden should be rotated on every three years. Respective Functional head ultimately decide the period.

i) **Office Premises**: Designated employee of the department nominated by the HOD to look into all safety matters for area assigned.

ii) **Plant Premises**: 5S Gemba Owner of designated area in the plant.

iii) **No-Man's Land**: An employee nominated by Plant Head/ Office custodian/HOD for the area that is not covered in i & ii above.

2) **Roles and responsibilities of the floor safety warden**

A) During Normal Working Days

i) Be familiar with the safety plan of the office and premises.

ii) Know the emergency evacuation routes and exits for the building.

iii) Know the location of fire extinguishers and how the fire alarm system works.

iv) Know emergency numbers such as medical, security, control room, ES & A and Business HR.

v) Ensure Emergency exit layout is displayed at prominent location in the office.

vi) Ensure names of Floor Safety Wardens with their contact numbers & their availability are displayed prominently at respective floors / locations.

vii) Ensure First aiders list along with their contact number and photograph is displayed at prominent locations.

viii) Maintain First Aid Box in the office and update contents of the box once in a month.

ix) Ensure that rescue chairs are available in good condition at the designated location.

x) Member of Office Safety committees established under the chairmanship of Office custodians.

xi) Participate with other floor safety wardens and ES & A team in preparing, scheduling, and conducting evacuation exercises/mock drills.

xii) Get trained in first-aid, basic firefighting and rescue techniques.

xiii) Ensure all office employees including new joinees have undergone e-learning modules of office safety and fire safety.

xiv) Actively participate in various initiatives for enhancing office safety culture innovatively to create mass awareness.

xv) Coordinate and monitor office safety inspections in allocated area as per the checklist.

xvi) Carry out office safety audit through internal auditor from other department once in six months in consultation with corporate safety team and ES & A Team.

xvii) Accompany senior management team during High Visibility Safety Tour of Office Premises. Note observations and ensure implementation of corrective actions and suggestions.

xviii) Provide data to safety officer to prepare monthly MIS.

xix) Encourage employees to report safety observations through SAP EHSM or SURAKHSA Mobile app & ensure closure within agreed timelines in coordination with ES& A team.

B) During Emergency

i) Act decisively.

ii) Put on fluorescent jacket and guide/issue instructions.

iii) Ensure that emergency instructions are followed by floor occupants and nobody is left in the office.

iv) In case any person is missing or trapped in the office, inform fire/operation control room for rescue.

v) Knock on bathrooms on the way out and announce the emergency. Close doors on the way out.

vi) Pay special attention to physically challenged persons in the office and evacuate them safely.

vii) Note any pertinent observations on the way out of the building (smoke, people not leaving, etc.) and report to the Safety/Security Officer/Maintenance Department as applicable.

viii) Lead floor occupants out of the building to Safe Assembly Area / Shelter.

ix) Take head count of occupants after assembling at safe assembly area and report to security person/coordinator.

Floor safety warden is one of the important single point contact person to implement pandemic like COVID-19 SOP in the office/Plant premises. Some additional roles and responsibilities during pandemic situation are detailed as below.

Additional Roles and responsibilities of the floor safety warden during crisis.

x) Thoroughly understand the SOP & other guidelines related to crisis issued from time to time.

xi) Put on fluorescent jacket in the office/plant premises for ease of identification.

xii) Ensure all the people in the office/respective Gemba area are following the guidelines issued from time to time on particular crisis.

xiii) Encourage all employees are maintaining the hygienic.

xiv) Check if any employee/business associates employee in the office/respective Gemba is showing symptoms of illness. Refer such employee to company Doctor or nearest authorized hospital for further action.

xv) Maintain a daily checklist recommended in SOP.

xvi) In case of any deviation/ abnormality report to concerned HOD/Office custodian without delay.

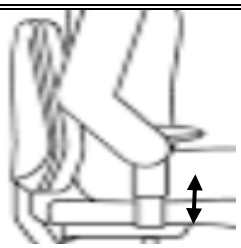
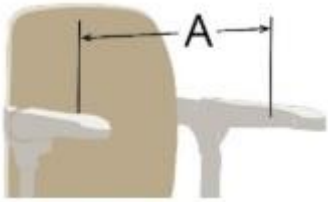
xvii) Be in touch with local office safety coordinator, ES & A, HR representative & Medical for any important instructions/messages to be conveyed to office employees.

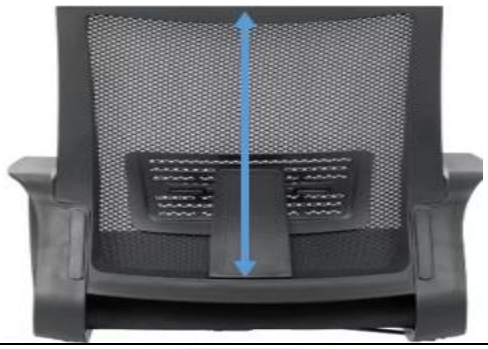
Annexure – IV

Guidelines For Selection of Chair

Sr No	Requirement	Pictorial View
1	Chair Selection	
	Maintaining a neutral body position while sitting and working was essential for proper body posture. A neutral position includes: • The back is supported by the chair • Ear, shoulders, elbows, and hips are vertically aligned • The screen should be at or just below eye level • Knees and hips should be bent at 90 to 105 degrees • Feet are flat on the floor A chair which helps the body stay in a neutral position is essential to prevent musculoskeletal disorders at work.	
2	**Setting minimum expectations**	
	The following are the minimum expectations required by the company • The chair must have five-point support with casters that roll freely on a carpeted surface without pulling the carpet with it. The casters should be large enough to require a minimum effort to move the chair	

	• The seat pan must be adjustable at forward and backward tilt angles, independent of back support adjustments. The dimensions of the seat pan must be 390-450mm deep and a minimum of 450mm wide as measured from the front of the seat pan and from one side to the other	
	• The front leading edge of the seat pan should have a rounded edge that has a downward sloping angle. The overall shape of the seat pan should have a concave contour for even weight distribution. The cushion deformation measured at the centre of the seat pan shall be no more than 25.4mm as measured from the plane formed by a straight edge laid across the top of the seat of the pan	
	• The backrest must be contoured to provide lumbar support and should be adjustable according to the height and angles (ranging from behind to forward of the vertical position) with locking features at three angles. The backrest should have a vertical height adjustment of at least 50mm	

	• Arm supports must be adjustable according to the height and should be removable. It should have soft cushioning at the forearm contact region. The height adjustment must be a minimum of 50mm as measured from the lowest position of the armrest to the full-extended position of the armrest	
	• The arm supports must be adjustable according to the width, and the inside distance between the armrests should be a minimum of 440mm	
	• The length of the armrest should allow the users to sit close to the work surface to perform their tasks while maintaining contact with the backrest	
	• The entire chair assembly should rotate 360 degrees	
	• The chair's height should be adjustable at a minimum of 105mm and the minimum height measured from the floor should be no less than 390mm	

	• The width of the backrest especially at the lumbar support area should be between 360 to 420mm	
	• The height of the backrest should be between 310 to 560mm as measured from the bottom to the top of the backrest	
	• The horizontal curvature of the lumber support should be between 400 to 450mm	
	• All adjustment mechanisms must be readily operable and within easy reach of the user of the chair. Adjustments must be possible without the use of tools. It is preferred that the adjustment mechanisms are provided with labels that mark their functions. It is also preferable that the adjustments be fluid instead of being at fixed intervals	YES/NO

	• The chair must be tested for its performance according to the ANSI/BIFMA X5.1 -2011 Office Seating standards for back pull, unit base, seat drop, swivel cycling, tilt mechanism, seating impact, stability, arm strength, back durability, caster durability, caster swivel, caster rolling, and foot-ring durability from a BIFMA (Business and Industrial Furniture Manufacturers Association) accredited laboratory. The BIFMA certificate and report should be in the name of the manufacturer/ supplier who intends to supply these chairs to The company	 Certificate NFI Verification of Compliance of BIFMA Level 1 ABC COMPNAY address Sample Address Product Sample Scope Has been assessed and registered as meeting the requirements of Compliance of sustainability standard BIFMA E3-2014 Certificate No.: Sample copy Validity of this certificate can be verified at www.nficertifications.co.uk/verify Date of initial registration 27th September 2018 Date of this Certificate 27th September 2018 Certificate Expiry 26th September 2021 Recertification Due 26th September 2021 Authorised Signatory
	• The material of construction should be fire-retardant and should conform to IS 15768:2008	YES/NO
	• Other additional features offered in the suggested product(s) should be included as a standard feature, which has significant contribution towards ergonomics	
	• All additional information/ certificates should be provided	
	• All chairs sent by vendors were evaluated against these preliminary specifications. The chairs which complied with all these features	

	qualified for the second stage of evaluation which comprised of:	
	• Checks conducted using a detailed checklist (separate list is given below)	
	• User trials done to evaluate user friendliness, comfort, and ergonomic features	

Upkeep and maintenance of chairs

The administration department conducts routine inspection and maintenance of chairs through the facility management team.

Annexure – V

Chair Evaluation Checklist

S/No	Specifications	Chair No
	Chair seat	
1	Does the seat pan have a waterfall front edge?	
2	Is there deformation in the seat when the load is 26+/- 25%mm?	
3	Does the seat have a concave contour for uniform weight adjustment?	
4	Is there a 390mm distance between the floor and seat pan when the chair is at the lowermost position?	
5	Does the chair have 105+50%mm seat height adjustment?	
6	Is the seat more than 460+/-10mm when measured midway?	
7	Is the seat 420+/-30mm deep?	
8	Is there at least a 26mm clearance between your calf and the leading edge of seat while seated at the backmost position?	
	Backrest	
9	Does the backrest to seat pan angle allow 90° or greater torso to thigh angle?	
10	Does the chair have a seat pan lift feature when the backrest is tilted backwards? (Synchro mechanism)	
11	Does the chair have multiple backrest tilt locking positions?	
12	Does the lumber support have adequate curvature to contact the lower back while seated?	
13	Is the backrest height at least 560+/-30mm (from the bottom to top edge)?	
14	Is the backrest width at the lumbar support region 425+/-25mm?	
15	Is the backrest height more than 460mm from the seat plane when the backrest is at the lowermost position?	
16	Is the height of the front-most point of the lumbar support 150+/-10mm when measured from the seat plane when the backrest is at the lowermost position?	
17	Does the backrest have a minimum of 60+/-10mm height adjustment?	
18	Does the mesh back have adequate tension to support the back?	
19	Does the mesh back have adjustable lumber support?	
20	Is the height of the lumbar support 150+/-10mm when measured from the seat plane?	
21	Does the lumbar support have a minimum of 50mm vertical adjustment?	
22	Does the chair have an adjustable forward tilt (the backrest and seat pan move together to support your back when the chair is adjusted for forward tilt)?	
	Armrest	
23	At the lowermost position, is the armrest height 170mm when measured from the centre of the seat?	
24	Does the armrest have a minimum 50mm height adjustment?	
25	Is the distance between the armrests more than the seat width?	
26	Does the armrest have width adjustment?	
27	Does the armrest have a firm forearm support cushion?	

28	Does the armrest have a forward slide?	
29	Does the armrest have an inward and outward position adjustment?	
	Sturdiness	
30	Is the chair stable enough in every backrest tilt position?	
31	Can the chair be rotated 360 degrees?	
32	Does the chair move easily on the carpet?	
33	Does the chair have a five-point chair support system?	
34	Do the casters have a minimum diameter of 50mm?	
35	Are the casters made of durable material?	
36	Does the caster have guards (to prevent the clothing from getting caught)?	
	Controls	
37	Does the chair have separate seat height adjustment controls?	
38	Is the height adjustment control easy to operate while seated?	
39	Is the height adjustment control intuitive enough to locate and operate?	
40	Does the chair have a separate backrest tilt adjustment control?	
41	Is the backrest tilt adjustment easy to operate while seated?	
42	Is the backrest tilt adjustment control intuitive enough to locate and operate?	
43	Does the chair have a separate lumber support adjustment control apart from backrest height adjustment?	
44	Is the lumber support control easy to operate while seated?	
45	Is the lumber support control intuitive enough to identify and operate?	
46	Does the chair have a backrest tilt tension adjustment control?	
47	Is the tension adjustment control easy to operate while seated?	
48	Is the tension adjustment control intuitive enough to identify and operate?	
	Material of construction	
49	Does the chair have a minimum 30-minute fire rating?	
50	Does the chair have a water-based adhesive/no adhesive in its construction?	
51	Are the cushions made of breathable material?	
52	Any additional special features	