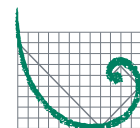# THE NEW NORMAL OF WORKPLACE SAFETY, HEALTH AND ENVIRONMENT

A Compendium of Thought Leadership Insights and Best Practices from Bombay Chamber's 'Workplace Safety Awards 2019'

SAFETY ISN'T EXPENSIVE, IT'S PRICELESS !

BOMBAY CHAMBER
Bombay Chamber of Commerce & Industry

Godrej interio

ERM Knowledge Partner

FOREWORD

Many organizations pursue a robust workplace safety, health and environment program across the globe for two key reasons: Compliance and Operational Excellence. The end goals of such programs is the prevention of occupational injury and fatality and promote a culture of safety and well-being in the work environment.

In India, data from applicants of Bombay Chamber's Office / Workplace Safety Awards 2018 and 2019 suggests that there is a *significant increase in the number of responsible organizations that are progressing beyond traditional approaches with regard to occupational safety and environmental management.* Their strategies, engagement formats, execution approach and monitoring frameworks have now begun to define the **'New Normal of Workplace Safety, Health and Environment'.**

Better recognition of this 'new normal' that is being promoted by responsible business continues to form the basis of **Bombay Chamber's 'Workplace Safety Awards' in 2019.** This first-of-its-kind initiative started in 2018 to felicitate organizations that place increased emphasis on employees' safety and well-being, as key enablers of business continuity.

ERM, as Bombay Chamber's Knowledge Partner, helped develop this Compendium which captures thought leadership insights, best practices and state-of-the-art interventions that were distilled from the applications received; Godrej Interio supported this initiative.

We hope this Compendium will encourage organisations to **re-imagine** the overall impact created by workplace safety, health and environment plans and practices, and assist in examining new ways to enhance business' value, within the ecosystem in which we all are an integral part…

Vijay Srirangan

Director General

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CONTEXT

Organizations across the globe are currently witnessing a radical shift in the workplace safety, health and environment aspects as part of the new normal towards business continuity. These aspects are becoming an integral part of the business operations driven by technological interventions, international benchmarks, evolving national legislative landscape and most importantly the overall value system of the organization.

From what we see in India, progressive organizations are now transcending the compliance boundaries and focusing on building a comprehensive workplace safety and health approach as a value driver towards business excellence. They are providing robust health and safety systems, processes, equipment and training, thus empowering their employees to perform in a more sustainable and responsible manner. By virtue of valuing their human capital, these organizations are investing in systems, technology, processes and culture that culminate in a safe, healthy and comfortable working environment. This improves the operational efficiency, accountability and retention thus adding to the business's overall performance excellence and reputation.

Often, organizations fail to realize that the impact of an unsafe working environment in an office premise is as significant as that of manufacturing facility or factory. Typically, the presence of top management poses as a condition to demonstrate workplace safety as a commitment towards employees. However, ad-hoc measures or engagement activities are not sufficient in transforming the overall safety culture of the organization. A holistic and proactive approach is the need of the hour, to ensure that the employees plan, execute and monitor their work in a safe and sustainable manner.

SCOPE

To address the core issues cited above, the Bombay Chamber of Commerce and Industry conceptualized and hosted the Office Safety Excellence Award 2019 to acknowledge organisations adopting best practices in their office safety, health and environment programs.

The applications were evaluated based on the following **6 pillars of Performance Excellence:**

Alarming Health Statistics* on office workers in India

70%
of workforce spend around 8.5 hours sitting at their desk.

56%
spend more than 3 hours in a static or awkward posture at a stretch.

50%
use laptop more than 6-7 hours a day

56%
complain of multiple pain problems

Source: Research done by Godrej Interio's Workspace and Ergonomic Research Cell.

6 PILLARS

WHAT IT COVERS:

MANAGEMENT COMMITTMENT
EHS policy deployment plan, methods of communication of safety rules, safety inspection and its frequency, facility management, safety committee and its members, methods of reporting EHS incidents, appreciation policy to recognise employees for inculcating safety practices or incident reporting, certification of office (for BS OHSAS 18001: 2007, ISO) etc

RESOURCE CONSERVATION
Source of water, rain water harvesting systems, STP, recycling of treated waste water, source of energy, energy conservation methods, air quality monitoring, paper disposal, segregation of waste, disposal of waste (hazardous, biomedical, e-waste, municipal waste, office energy consumption etc

HEALTH & WELLNESS
Wellness program details, workstation (ergonomic) design, health check up, vaccination program, awareness program on health and food, facilities for work-life balance (work from home, flexi working hours, maternity leave, paternity leaves, crèche facility, medical centre, availability of doctor, recreation centre, indoor air quality assessment etc.

SAFE INFRASTRUCTURE
Office location based risks (flooding, natural/manmade calamities, structural stability), details of onsite emergency preparedness plan, preventive maintenance plan, energy meter, water meter, cooling systems, facility of physically challenged, basement usage, CCTV, office security details, back-up power supply etc.

SAFETY & EMERGENCY PREPAREDNESS
Emergency exits, emergency evacuation route, fire alarm system, conducting mock drills, tie up with medical facility, first aid kit, AED (Automatic External Defibrillator), office structure equipped for wheel chair and stretcher, high risk activities (confined space entry, work on heights, electrical lockout) etc

COMMUNITY INITIATIVES
Initiatives taken up by the particular company location like training programs, green initiatives, employee engagement initiatives towards safety and wellness, CSR activities involving employees etc.

APPROACH

The following approach was adopted to invite applications from industries across the country

AWARD YEAR
2019

FREQUENCY
ANNUAL

ELIGIBILITY
Applicable only for rented or owned offices (stand-alone office building OR office in multi tenanted buildings, institutes and projects) located across the country

CATEGORIES
Based on the employee strength of participants' office premises, the applications were invited across four categories:

Below 100 employees	100-500 employees	500 & above employees	Projects & Institutions

Assessment Process (June - October 2019)

▸ Desk Scrutiny and short listing of the applications were done by Independent Experts

▸ Short listed applicants were invited for making Presentations

▸ Final Selection of the winners was done by the independent Jury Members

Date	Activity
October 16, 2018	Announced Office safety Awards 2018
June 25, 2019	Last date of receiving Applications
August 5-10, 2019	Desk Scrutiny
August 13, 2019	Short listing by Jury
September 20, 2019	Presentations by Shortlisted organisations
October 24, 2019	Announcement and Presentation of Awards

PARTICIPATION PROFILE

Total Number of Applications received:
28

Total Number of Shortlisted Participants:
14

GEOGRAPHICAL DISTRIBUTION AND SECTORAL PROFILE OF PARTICIPANTS:

THANE

NAVI MUMBAI

MUMBAI

GURUGRAM
NOIDA

KOLKATA

MUMBAI
THANE
NAVI MUMBAI
PUNE
RAIGAD
HYDERABAD
BENGALURU
CHENNAI

Consultancy	Infrastructure	Education	Manufacturing	Oil & Gas	Logistics

IT	Power	Pharma	Conglomerate	Finance	Insurance

CHAMPIONS' STORIES

UNITED STATES PHARMACOPEIA - INDIA PRIVATE LIMITED

SCALE	SECTOR	LOCATION
100-500 Employees	Pharma	Hyderabad

1

Management Commitment:
▶ Stringent compliance framework which is set out in its Core Values, Code of Ethics and its internal policies
▶ Safety Committee consists of all the stake holders with an EHS Sub Committee where the Lab Scientists are being involved actively

Community Initiatives:
▶ Adopted three schools to provide RO purified clean drinking water
▶ Adopted a fire station and helped them in building the infrastructure

Safe Infrastructure:
▶ "GOLD" certified green building from LEED-USGBC
▶ Very Early Smoke Detection Apparatus (VESDAS) at IT server room

Resource Conservation:
▶ Common sewage treatment plant (STP) at premises where domestic effluent is sent to STP and the treated can be utilized for maintaining the garden
▶ All CFL lamps are replaced with LED lights and have 5 KW solar power generation system along with all solar street lights
▶ Aerators have been installed at each and every wash basin, which provides the ability to save ~1KL/day consumption

Health & Wellness:
▶ Free nutritious lunch to all it's employees
▶ Women employees are not allowed to work alone after office hours and always accompanied by a buddy, if required to work
▶ Successfully implemented a GPS tracking system in all its staff shuttle services hired from third party vendor. This system features vehicle tracking, SOS Alert, speeding alert, geofence & others
▶ EHS team is trained in the ergonomics at international level and performs the ergonomics audits at site and suggests the staff on their comfort levels

Safety & Emergency Preparedness:
▶ Quarterly Mock Drills for cause and action
▶ Entire facility is covered by addressable fire alarm and detection system

ANZ SUPPORT SERVICES PVT LTD

SCALE	SECTOR	LOCATION
500 & Above Employees	Service	Bengaluru

1

Management Commitment:
▶ Health Safety and Wellbeing Forum that has representation from India Management Team meets every month to identify areas of improvement, find solutions and visit new ideas that can better employee experience. Safety Committee consists of all the stakeholders with an EHS Sub Committee where the Lab Scientists are being involved actively
▶ A dedicated Health Safety and Wellness function reporting to the Chief Operating Officer

Community Initiatives:
▶ Various staff engagement groups - Love your campus (LYC), Green Ambassadors
▶ Event related to Green Ambassadors Initiative; #Mission 1000 Initiative – With a mission of providing 1000 opportunities to persons with disability. (Provided 1801 opportunities, impacting 1191 lives)
▶ Construction of new government school buildings (Kannada medium school and Urdu medium school)
▶ Defensive driving training, counselling, wellness session for drivers, Weekly safety briefing/New driver EBV (employee background verification), induction and compulsory medical check-up at our health centre (including vision test)

Safe Infrastructure:
▶ Critical staff are provided with laptops so that in case of any calamity they are able to login from home. In case of a calamity in the city/country, the operation is shifted to Manila/ Chendgu
▶ LEED Platinum Certified building and providing National Building Code of India (NBCI) fire safety provisions
▶ FSSAI - Food Safety Licence and Food service provider on-boarding

Resource Conservation:
▶ Power/Fuel conservation efforts by introducing 30 electrical vehicles for employee transport
▶ 70% green power (solar power) for 2 office buildings
▶ Water conservation efforts using water from 100% sewage water treatment plants

Health & Wellness:
▶ EAP mobile App – Access to Support materials / Assessments, articles, appointment with wellness coaches, 24/7 toll free helpline (for self and family)
▶ Transport mobile App – Real time cab tracking, SOS option, Number masking, IVR call option etc.

Safety & Emergency Preparedness:
▶ Trained Emergency response team; Fire safety training for floor wardens, trained first responders
▶ Emergency preparedness procedure flip charts on every desk and meeting rooms

PILLAI HOC COLLEGE OF ENGINEERING AND TECHNOLOGY

SCALE	SECTOR	LOCATION
Projects & Institutions	Educational services	Raigad

1

Management Commitment:
▶ PHCET is accredited with an 'A' Grade by National Assessment and Accreditation
▶ Council (NAAC); has ISO 9001:2015 Certification and NBA accreditation for two of its programs

Community Initiatives:
▶ A 'Community Service Day', is observed every year where NGOs are invited to participate, with an objective is to expose young orphans to healthy and happy environments.
▶ Digital programs on Awareness of Cashless Transactions called 'Vittiya Saksharata Abhiyan (VISAKA)' are conducted in villages, to make villagers aware of modern transaction processes and empower them to start cashless transactions.
▶ 'Traffic Mitra' is a program to help Navi Mumbai Traffic Police during Ganpati festival with students and faculty volunteering for crowd control and disaster management
▶ Robogiria – is a Robotics workshop for students from schools of neighbouring towns and villages and faraway places such as Pen, Alibag, Khopoli, etc., to instill excitement about STEM (Science, Technology, Engineering and Mathematics) education

Safe Infrastructure:
▶ A Safety and Security Cell (SSC) has been established that aims at anticipating exigencies, takes precautionary measures, and tries to prevent occurrences of disasters due to the large number of workshops and laboratories
▶ Chemical labs and the canteen kitchen have flame-proof exhaust fans

Resource Conservation:
▶ Rainwater harvesting for gardening, flushing and for fire hydrants
▶ Waste management and E-waste management
▶ Plastic bottle recycle machine
▶ Solar Powered street lights

Health & Wellness:
▶ Workstations, classroom and office furniture are ergonomic and meet the best in class standards in design, functionality and aesthetics
▶ Wellness programs, talks and interaction with expert nutritionists on health and food, yoga classes, women safety programs, etc., are a routine

Safety & Emergency Preparedness:
▶ 13 overhead and 3 underground water storage tanks for fire-fighting with total capacity of 575 KL
▶ Special bells for alerting the students and staff in case of an emergency

SODEXO FOOD SOLUTIONS INDIA PVT LTD

SCALE: 100-500 Employees
SECTOR: Service
LOCATION: Mumbai

(Medal: 2)

Management Commitment:
- Sodexo Safety Committee comprising of senior leaders from across functions, meets periodically to discuss and review safety related issues
- Mobile app to record safety walks and HSE platform for incident reporting

Community Initiatives:
- Joined hands with 'Feeding India' to reduce food waste and feed the hungry
- Initiatives like WasteLESS Week and Servathon, helps in engaging and empowering its clients, consumers, and its employees to waste less and, ultimately, improve quality of life of individuals, while reducing environmental impact and creating social impact for communities

Safe Infrastructure:
- Outsourced AMC (Annual Maintenance Contract) to third party vendor to carry out all preventive maintenance of office. The work is carried out with appropriate PTW (permit to work) and under supervision
- Investigate all HSE incidents & near misses – communicate promptly and implement resolutions

Resource Conservation:
- Electronic waste such as – batteries, laptops, monitors, keyboards, mouse etc. are collected and stored before handing over for disposal to government authorized agencies.
- By implementing a robust energy management framework, installing appropriate tracking devices, predictive maintenance is undertaken thereby saving energy costs

Health & Wellness:
- Ergonomically safe practices are established and communicated to all personnel
- Flexible work arrangements
- A dedicated team to manage wellness initiatives and employee engagement programs

Safety & Emergency Preparedness:
- Constant engagement with teams and people for ERT /and or emergency rescue programs
- Dedicated HSE team ensures diligent implementation of emergency procedures across locations

SIEMENS LIMITED

SCALE: 500 & above Employees
SECTOR: Technology
LOCATION: Pune

(Medal: 2)

Management Commitment:
- A dedicated country level Corporate EHS vertical reporting directly into the CEO
- 10 point safety program initiated from division CEO of Siemen's Real Estate

Community Initiatives:
- Road outside are premises is developed by the campus
- At the Balewadi facility, management contract staff is hired from local community and on job training and safety trainings are being given on site.

Safe Infrastructure:
- Campus is LEED GOLD certified
- Installation of Lux Meter for periodic checking of lux levels
- Availability of specially designed cage ladders for work at height

Resource Conservation:
- Paper shredder machine is available on site and plastic is shredded to reuse plastic waste
- Provision of cycles stand and changing room to promote use amongst employees
- Company transport available as a means to reduce carbon emission
- Waterless urinals are being installed

Health & Wellness:
- Special focus on ergonomics such as footrests at all workstations
- In-house gymnasium and yoga room for employees

Safety & Emergency Preparedness:
- Evacuation chair for use in staircase
- Common emergency no. (Ext-3333)

TATA AIG GENERAL INSURANCE CO LTD

SCALE: 100-500 Employees
SECTOR: Insurance
LOCATION: Mumbai

(Medal: 3)

Management Commitment:
- Active consultation with employees on health and safety parameters through different channels, including online feedback
- Online quiz for employee's participation on safety awareness

Community Initiatives:
- Driver Training program arranged for contract drivers with a focus on defensive driving and basic etiquettes in accordance with Road safety initiatives

Safe Infrastructure:
- Alarm systems are provided at the exit doors, to restrict unauthorized entry during office hours
- Management of risks and hazards is tracked through the responses against Safety self-audit checklists; complimented by periodic physical audits conducted the facilities teams

Resource Conservation:
- Usage of energy efficient hand dryers instead of Tissue paper and napkins

Health & Wellness:
- Pharmacy discounts are provided to all employees
- A monthly safety checklist, where facility managers can highlight any potential issues detected, or suggest improvements
- A monthly safety checklist is maintained where employees can highlight any potential issues detected, or suggest improvements

Safety & Emergency Preparedness:
- Late night drop facility for female staff
- Incident reporting to Sr. Management and corrective measures to avoid re-occurrence
- Provisioning of dry ration for any emergency situation

JOHNSON & JOHNSON PRIVATE LIMITED

SCALE: 500 & above Employees
SECTOR: Conglomerate
LOCATION: Mumbai

(Medal: 3)

Management Commitment:
- An active EHS & Steering Committee with representation from various functions and businesses is responsible for the smooth and efficient management
- Slip, Trip, Fall Assessment – done by Steering Committee

Community Initiatives:
- Road Safety for School children

Safe Infrastructure:
- The facility has a provision of 600 KVA DG for backup power system for all business-critical equipment

Resource Conservation:
- Projects like -Motion sensor-based workstation LED task lights, Monitoring on-off schedule of HVAC system, kitchen equipment etc. have helped reduce energy consumption
- Green cleaning agents are used for cleaning the office area
- RWHT help in improving water table

Health & Wellness:
- Adoption Leave: Parent (Main Carer) of an adopted child aged less than six months is entitled to 26 continuous weeks of paid Parental Leave
- A Sabbatical policy has been introduced to help support employees in taking time off from work
- To help employees make healthy choice, the calorie content of each food item being served is displayed. The plate and bowl size is selected in a way that the portion size is controlled

Safety & Emergency Preparedness:
- First Aiders team is in place comprising of 35 members certified by St. John Ambulance

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SPECIAL RECOGNITION

HPCL
Location - Mumbai
100-500 Employees
Unique emergency preparedness infrastructure

International Cargo Terminal Private Limited
Location - Navi Mumbai
100-500 Employees
Energy conservation efforts by an SME

TATA Consultancy Services Ltd.
Location - Mumbai
500 & above Employees
Employee transport solution

Mahindra & Mahindra Ltd.
Location - Mumbai
500 & above Employees
Excellence in Ergonomics

BEST PRACTICES ACROSS THE
6 PILLARS OF PERFORMANCE EXCELLENCE

MANAGEMENT COMMITTMENT

The following practices were commonly observed across applications in all the categories:

Robust EHS Policy: One of the most common practices reported in this category by the applicants in the presence of a comprehensive Workplace Environmental, Health & Safety (EHS) policy demonstrating management commitment and its deployment.

H&S Committee: Most of the companies practice regular and system-enabled Office-Safety Inspection Programs in place in which employee participation via safety committee is assured via various methods. A set of guidelines, prepared and approved by the H&S Committee, is using for conducting such inspection programs. Some organisations have multiple levels of such committees from the top management to the contract workers whereas some have regional teams who drive employee participation to raise awareness and increase onus to the situations.

Incident Reporting: Incidents are mostly reported through online portals while some have registers too which are regularly checked. A few companies have reported that regular safety inspection programs enable them to keep track of such incidents in the workplace. The usual frequency of such safety inspection programs varies from quarterly, biannually and annually depending on the organisation.

Recognition Programs: Rewards and recognition programs are common to some of the organizations in this category. The type of rewards vary from financial bonuses to company sponsored vacations and performance certificates. A few companies also recognize the efforts of individuals by felicitating them as 'Safety Champions'. These individuals are then requested to encourage other staff in the office to demonstrate safe and healthy behaviour.

Sensitization Drives: Awareness on the safety rules are done either through employee participation, making it available online or through billboards available. Some of the organisations have gone the extra mile to obtain OHSAS 18001 and ISO 14001 certification for their office premises.

Variable Compensation Scheme based on EHS Compliance:

This is a practice followed by one of the applicants in which, a variable pay scheme has been introduced for employees, based the annual EHS goals. Each employee in this organization has clear EHS expectations set as a part of their goals, performance reviews on an annual basis. The variable pay is directly proportional to the extent of completion of the goals.

Certifications:

Certain organizations have gone the extra mile to obtain the following EHS certifications in addition to OHSAS 18001 and ISO 14001:

- ISO 22301 standard for Business Continuity Management
- ISO 31000 standard for Enterprise Risk Management
- ISO 27001 standard for Information Security
- ISO 9001 standard for Quality Management
- LEED/ IGBC Green Building certifications

Effective Communication to capacitate employees:

This is a practice followed by one of the applicants in which, external resources have been hired to conceptualize, develop and promote multimedia aided content (videos, applications) to sensitize employees on workplace health, safety and environmental aspects. These smart communication techniques also capacitate employees to act responsibly during emergency situations like Fire, earthquake etc. The roles and responsibilities of the Emergency Response Team (ERT) is clearly articulated in such communication pieces for the staff to understand who are the go-to resources in case of any emergency evacuation procedure.

EHS parameters used as Vendor Screening Criteria:

This is a practice followed by one of the applicants in which, a comprehensive approach has been taken to structure the vendor selection process using environmental health, safety and environmental parameters as screening criteria. In addition to this, vendor evaluation processes are conducted semi-annually, in which the safety performance of vendors are systematically tracked.

BEST PRACTICES ACROSS THE
6 PILLARS OF PERFORMANCE EXCELLENCE

SAFE INFRASTRUCTURE

The following practices were commonly observed across applications in all the categories:

Technology for communication: A few organizations are using technological interventions such as WorldDue & TRiPDeployed for travel, security and medical risk management services.

Power back-up system: Most organizations reported a robust power back-up system in their office premises, using either DG sets or UPS (based on the scale of operations).

Resource Optimization: For those organizations that are LEED certified, resource conservation measures are primarily observed on a routine basis, either by internal administrative staff or building management facilities. Most organisations have energy and water meters installed within their premises wherein they monitor the usage patterns on a regular basis. The indoor air quality of such workplaces are also monitored on a regular basis and substantial measures are taken to ensure proper management of the same. Adequate measures are also taken for cleaning the ducts of HVAC systems so as to avoid bacterial contamination causing health-related risks for employees.

Ensuring appropriate security measures: Almost all organisations have proper security system involving 24X7 CCTV monitoring.

Office-access for specially-abled staff: Most of the offices which employ specially-abled staff, have created designated access routes for the same within the office premises. Other facilities include ramps near the walkways, provision of wheel-chairs and specially designed elevators. The potential workplace safety related risks that such employees may be subjected to, have been identified and integrated within the core EHS policy of the organization.

Cleanliness and hygiene of pantry areas: Most organizations ensure utmost cleanliness and hygiene in their pantry/canteen areas in conformance to internal food safety and hygiene policies under FSSAI.

Emergency preparedness plans integrated with facility management: Some of the organisations have identified geographical location based risks (flooding, natural/manmade calamities, structural stability). The Onsite emergency preparedness plan for such organizations are integrated with the building facility management schedule such that the eventualities during any emergency can be minimized.

Periodic Electrical Safety Audits: Most organizations conduct thermographic assessments for detecting electric power leaks and periodic electrical safety audits.

Automatic Fire-extinguishing aids:

Some organizations have introduced automatic Fire Fighting System within their office premises. A common one is the Quartzoid Bulb heat detection system, which is an automatic water sprinkler that detects fire, raises alarm and deploys relevant extinguishing units to quickly handle fire-related emergencies. These systems also have sufficient water storage for extinguishing local fire outbreaks (upto 4 hours) alongwith proper Gas Monitoring System to detect and send alarms for any leakage of LPG.

Earthquake resistant infrastructure:

Some organizations have developed proper infrastructure management systems to resist the impact of earthquakes, upto 10 Richter Scale. Seismic loadings are taken into account when designing earthquake-resistant structures especially for skyscrapers.

Building an inclusive work environment:

Some of the organizations have highlighted the inclusivity of their work infrastructure such that it enables staff with special abilities to perform equivalently. Such workplaces ensure the safety and well-being of these staff by incorporating the following measures:

▶ Braille signages from washrooms, meeting rooms and computers to support them in carrying out their daily work.

▶ State of the art acoustically-designed Emergency Control Center equipped with a Video Conferencing Facility.

▶ Provision of Stair climber wheel-chairs (Antano Italy make, LG 2004 Track type)

▶ Provision of Portable Ramps (Roll-A-Ramp, USA Make 30" width) to enable smooth access (entry and exit)

▶ Elevators powered with ARD (Auto rescue device) that provides enough power supply to stop at the nearest floor and open the doors for the occupants to get out safely.

BEST PRACTICES ACROSS THE 6 PILLARS OF PERFORMANCE EXCELLENCE

RESOURCE CONSERVATION

The following practices were commonly observed across applications in all the categories:

Water Conservation Measures: Organisations reported to use water either from municipality sources or from bore wells other than utilising water that was captured/recycled inside the organizational premises. Some organizations have also adopted state-of-the-art water treatment systems within their premises to promote optimized use of resources. Many organizations also have rainwater-harvesting pits to store and utilize the rainwater collected within their premises.

Wastewater treatment: In most organizations, wastewater is treated using Sewage Treatment Plants installed within their campuses. The recycled water is mostly reused for gardening purposes.

Energy Management: Energy is usually sourced from the grid and in some cases, certain organisations have gone an extra step to install solar panels in their campuses to reduce their dependency on non renewable sources. Most organizations have obtained LEED certification by virtue of which comprehensive systems, technology-enabled interventions and sustainable architectural designs have been deployed to reduce the overall energy footprint across value chain.

Reduced Paper Consumption: Most organizations have adopted an extensive approach to optimize the paper consumption for official purposes. This includes the use of one-side printed papers in printers as a default system, presence of paper shredders in office, use of sustainably sourced papers (FSC certified) and upcycling of paper waste into office stationery products.

Scientific Waste Management Techniques: Almost all organizations employ scientific waste segregation techniques prior to disposal. Waste segregation can be classified either based on the type of waste (hazardous/biomedical/electronic) or on the bio-degradability potential. Most organizations have deployed state-of-the-art waste disposal systems, managed mostly by third-party vendors. While some of the organisations have installed composting facilities in their campuses, a handful have gone an extra step to install degeneration machines for plastic bottles and bio wastes. Moreover, some organisations conduct waste collection drives, sensitization initiatives and trainings to capacitate employees.

Raising awareness on significant days:

Some organizations, under their Sustainability Agenda, commemorate significant days of the year like World Environment Day, Earth Day, Water Day etc. to sensitize their employees on the nuances of responsible lifestyles at workplace and at their homes. Powerful, multimedia aided content and effective communication plans are deployed for such initiatives to capacitate the employees on the organization's overall sustainable development goals. Some organizations also practice daily awareness activities like switching off the monitors, desk lights, power systems etc during lunch hour. 'Sustainability Moments' are also conducted at the onset of business strategy meetings for some organizations.

Green Office:

Some organizations have incorporated environmental conservation and sustainability measures within their built environment. They promote the usage of CRI™ (The Carpet and Rug Institute) certified polypropylene-based carpets, Zero/low VOC paints, sealants, and adhesive, GREENGUARD-compliant modular furniture and chairs etc. The pantries are also encouraged to reduce the consumption of paper/plastic based products.

In addition to this, some organisations have adopted a special initiative to remove dust-bins from the individual workstations. This has been done not only to reduce the quantum of daily waste generated from the campus, but also to help in effective segregation and encouraging staff to take brief breaks from work by taking a quick stroll.

A few others have also promoted the usage of PET bottle Shredder machines which is used to convert plastic in reusable form.

Electric car-charging stations and bicycles are provided in some of the campuses for promoting low-carbon lifestyle measures.

Air Quality Assessment:

Along with assessing outdoor pollution levels, organizations are also focusing on examining indoor air quality to improve the overall health and working environment for employees.

Pollution Sensors:

Some of the organizations have installed carbon monoxide sensors in the stack car parking lots. These sensors are connected with the jet-fan based ventilation systems and get auto-activated if the carbon monoxide level reaches 25ppm.

Urban Farming:

An organization has taken up waste composting measures and utilized them in urban farming. The internal and external stakeholders (employees and clients) are encouraged to partake in such farming drives and the produce is distributed to economically underprivileged communities.

BEST PRACTICES ACROSS THE 6 PILLARS OF PERFORMANCE EXCELLENCE

HEALTH & WELLNESS

The following practices were commonly observed across applications in all the categories:

Promoting mental health and wellness programs: Organisations promote wellness drives through spiritual talks, seminars, focused counselling sessions and by using dynamic content to inculcate healthy habits amongst employees

Workstation (ergonomic) design: Most of the organizations provide ergonomically compatible furniture to employees and promote awareness on utilizing the same. In some organizations, ergonomics is also promoted by individual trainings and workshops. A few others provide sit and stand work culture where in people can stand when they are bored of sitting and working. Moreover, some organizations also have auto-alerts set in their systems to encourage ergonomic breaks between hectic work schedules.

Routine Health check-up: Most of the organizations have routine health check-up drives organized for their employees on an annual basis. This is done through collaboration either with third party medical facilities or by in-house medical officers. Certain organizations also have tie-ups with certain mobile applications where medical specialists are available round the clock to help employees and their families during medical emergencies.

Vaccination programs: Some organizations conduct seasonal vaccination programmes (primarily during the monsoons) to improve the immunity conditions of employees towards microbial diseases. Moreover, most of the organizations have compulsory vaccination programs for first aid personnel.

Diet & Nutrition Counselling: In order to balance out the sedentary lifestyles and urban diseases, most organizations promote a thorough diet counselling and nutrition plan for employees. This is either done through in-house dieticians/nutrition specialists and sometimes in collaboration with authorized service providers. Anti-smoking initiatives are also covered under such sessions. Further, the employees can claim company reimbursements up to 50% of their total expenditures on good health and diet consultations.

Facilities for work-life balance (work from home, flexi working hours, maternity leave, paternity leaves, crèche facility): Some companies have flexible and employee friendly HR policies that allow employees to work from home and also have flexible working hours. Most of the organizations have maternity leaves (in compliance with the laws and international standards/corporate policies) and some promote paternity leaves. In-house or outsourced crèche facilities are available within some of the organizations.

Medical Supervision: Some of the organizations have medical centres (controlled by certified doctors) within their office premises while a few have gone to the extent of building hospitals in their campus for medical safety.

Recreation centres: Most of the organizations have recreation centres established within their office campuses including gymnasium facilities, yoga centres, badminton court, table tennis boards and so on. A few of these organizations also have tie up with various sports clubs to encourage fitness activities amongst employees.

Special Leave Allowances

The HR policies for some organizations allow special leaves to be taken over and above the approved annual leave calendar. Few of such leaves are the Compassionate Leave (min 5 days duration) which can be taken by the employees in an unfortunate case of bereavement in the family and Adoption Leave (Parent or primary caregiver of an adopted child aged less than six months is entitled to 26 continuous weeks of paid Parental Leave).

Noise Cancellation Devices:

Some of the organizations have installed IRClass monitors to reduce noise levels such that the employees work in almost-zero external noise or disturbance working environment. Noise monitoring devices are installed at various locations of the facility to maintain a check on the ambient noise levels at the workplaces.

Wellness Scores:

Some organisations have customized portals to provide wellness scores based on HRA. Employees can login to such portals and calculate their wellness summary, Risk summary and gather information on critical health issues. Furthermore, these portals are furnished with tools like BMI calculator, BMR calculator, Body Fat calculator, WHR Calculator and Vaccination tracker for kids (As per WHO Calendar) that can be used by the employees for knowledge purposes. Some organizations also has a medical Wikipedia where employees can read about diseases, symptoms, tests and procedures and using web-chat tools to interact with medical officers.

Self-defense drives for women employees:

Some organizations provide training and consultation workshops for women staff on self defense and personal security both within and outside their respective workplaces. These organizations have received 94% Kanexa score depicting the safety quotient that has been achieved through these training and capacity building drives.

BEST PRACTICES ACROSS THE
6 PILLARS OF PERFORMANCE EXCELLENCE

SAFETY & EMERGENCY PREPAREDNESS

The following practices were commonly observed across applications in all the categories:

Emergency evacuation measures: Most of the organizations have clearly demarcated emergency exits that are visible to employees at all times (even in the absence of adequate lighting facilities). The emergency evacuation routes are designed by experts and displayed at prominent locations of the office campus, especially on the employee notice boards.

Fire alarm system: Automatic Fire Alarm Systems supported by automatic detectors, are available in almost all organizations.

Conducting mock drills: Most of the organizations conduct mock drills at regular intervals and ensure that all employees participate in the same.

First aid kit: Most of the organizations have proper first aid kits available in the office campus at prominent locations. Necessary first-aid trainings are also provided to the personnel for tackling immediate emergencies.

Office structure equipped for wheel chair and stretcher: Depending on the scale of operations, some of the organizations are equipped with wheel chair and stretchers for emergencies and some have kept ambulances to handle extreme conditions.

Hazard Identification and Risk Assessment:

The HIRA (Hazards identification and Risk assessment) is conducted by a multidisciplinary trained team in certain organizations.

Additionally, in order to transform the mindsets and attitudes of employees with respect to safety, Behavior based Safety Observation (BBS) are conducted by some organizations. The BBS reports are analyzed to develop corrective actions, ultimately leading to the onset of a Safe Working Culture within the organization.

Some organizations have a 'Safety wall' where family members' photos are displayed along with 'Safety first' slogans. The key intent of this initiative is to reminds the staff of being safe for their family members.

Early Smoke Detection Systems:

Certain organizations have installed VESDA (Very Early Smoke Detection & Alert) while a few have automated mailing portals that alerts the designated control team before a fire outbreak. Some organizations also have HID Access control system with fail-safe protection controls. Moreover, to avoid spread of fire due to exposure hazards, automatic drenchers are installed in some of the organizations. Certain offices also have alternate contingency communication modes like licensed walkie-talkies which can be used during emergency situations.

Emergency Exit Chute:

For safe evacuation of occupants from terrace if employees are trapped in between the floors and cannot reach the ground.

Special Emergency Response Team:

Companies are forming an emergency response team that comprises of employees trained in various rescue functions along with the fire, ambulance and police departments in the area and is the first point of contact during an emergency for employees and external safety entities.

BEST PRACTICES ACROSS THE
6 PILLARS OF PERFORMANCE EXCELLENCE

COMMUNITY INITIATIVES

Adopt-a-school/village – develop infrastructure and organize health and safety programs

Organizations are adopting schools to either develop their infrastructure or impart health and safety programs like road safety, hygiene, digital safety etc. where employees volunteer periodically to conduct these programs and increase awareness among the vulnerable.

Organization specific Apps to track and secure employee travel

Organizations are developing mobile apps to ensure employees always travel safely. Initiatives include 'pink alert' where a vehicle is marked pink indicating travel by a female employee and thus monitored closely; safety and security features -Seat belt prompt voice message, SOS button, GPS tracking of vehicle etc.

The following practices were commonly observed across applications in all the categories:

Adoption of government buildings: More and more companies are getting involved in adopting various government buildings like schools, fire stations, hospitals etc. and developing them through employees while fulfilling the needs of infrastructure and sanitation.

Road Safety: In the wake of increased frequency in road-related fatalities, companies are designing initiatives based on providing road safety training to their employees, transport functions and school children. Some companies even provide traffic control support during festivals like Ganesh Chaturthi etc.

Digitalization: A few organizations are driving villages with internet facilities towards adopting digital money transfer and contributing to the nation's goal of digitization.

ANNEXURE A -

INSPECTION CHECKLIST

Office location:		Areas inspected:	
Inspected by:		Date of inspection:	
No. of employees:		Emergency Contact/Fire Warden:	
Office in-charge:			

ELEMENT	Y	N	HAZARDS/COMMENTS
Section 1 Compliance			
Is the organization compliant with all applicable laws ?			
Is the organisation compliant with International Standards and Management and is up to date?			
Systems/certifications			
Policy integration			
Leadership involvement			
Section 2 Walking Surfaces			
Area is tidy and well kept?			
Walkways free of obstacles?			
Floor is free of obstructions?			
Cords anchored or covered?			
Floor coverings in good condition?			
Signage posted if floors are wet?			
Signage posted on floors to avoid tripping			
Section 3 Furniture & Office Equipment			
In a good mechanical condition?			
Properly assembled and adjusted?			
Items secured from tipping?			
Free from sharp edges and corners?			
Employees instructed in safe/proper use?			
Drawers closed when not in use?			
Material safely stacked and stored?			
Heavier items between knuckle and shoulder height?			
Step stools/ ladder available if needed?			
Section 4 Fire Prevention			
Extinguishers available & accessible?			
Extinguishers tag dated monthly?			
Fire exits easily accessible and clear of obstacles?			
Emergency numbers close to all phones?			
Fire exits with adequate lighting			
Are Safe Assembly Point/s identified?			
Are emergency exit plans put up at locations visible to all?			
Are mock drills conducted at regular intervals?			
Do employees get trainings for emergency situations?			

ELEMENT	Y	N	HAZARDS/COMMENTS
Section 5 Security			
Visitors have read safety rules and safety induction has been provided by the front office staff?			
Signed log book maintained for all visitors?			
Adequate information provided to all visitors in case of any emergency (including details of nearest hospitals/ambulances/fire stations etc)			
Section 6 First Aid			
First aid kit available?			
First aid kit checked monthly?			
Certificates of First Aiders posted and updated?			
First aid log sheets available and in use?			
Section 7 Posted Information			
Health and Safety Policy posted?			
Workplace Violence Policy posted?			
Emergency phone numbers (nearest Fire stations, hospitals, ambulance and police stations)?			
Injury/Incident Summary?			
Emergency Plans?			
Section 8 Training			
Employees aware of emergency procedures?			
Employees aware of security procedures?			
Employees provided information and instruction regarding hazards?			
Staff training calendar updated and maintained on a regular basis?			
Section 9 Procedures			
Workstation ergonomically correct?			
Correct workstation setup guide posted?			
Emergency Procedures posted?			
Are there weekly employee engagement sessions (safety moments) in place?			
Are server rooms marked, locked and maintained regularly?			
Section 10 Substandard Acts/Conditions			
Contractor working safely?			
Ask employees about "near misses"?			
Chemicals near sink labelled correctly?			
Ladder in good condition?			
Ladder stored and secured correctly?			

ANNEXURE A -

ELEMENT	Y	N	HAZARDS/COMMENTS
Section 11 Electrical			
▸ Electrical Outlets not overloaded?			
▸ Electrical cords in good condition?			
▸ Grounding pins on plugs are present?			
▸ Is access to electrical panels clear and unobstructed (36" minimum)?			
▸ Are breakers in the electrical panel properly labelled and legible?			
▸ Extension cords: not used in place of permanent wiring?			
▸ Electrical cords secure?			
▸ Faulty equipment is tagged out?			
▸ Electrical Faceplates secure?			
Section 12 Ergonomics			
▸ Is the chair fully adjustable (seat and back)?			
▸ Is the monitor adjusted to the right height (Top of the screen should be at eye level)?			
▸ Are shoulders relaxed and forearms parallel with keyboard?			
▸ Is a footrest available if required?			
▸ Is a document holder available if required?			
▸ Is the chair set up height wise, so that the thighs are parallel to the floor?			
▸ Are frequently used items located withinthe person's primary zone?			
Section 13 Worker Awareness (include)			
▸ Workers know how to report an accident or a hazard			
▸ Workers know the evacuation procedure and know where to gather outside			
▸ Workers know whom to contact for first aid assistance?			
▸ Workers know the location of fire extinguishers and how to use them?			
Section 14 Health			
▸ Are there any Tieups with health insurance providers for all employees?			
▸ Are there any regular health checkups for all employees?			
▸ Does the organisation promotes Stress Management?			
▸ Does the organisation has any Fitness regimes and culture?			
▸ Does the organisation promotes Diet and Good Health practices?			
Section 15 Environmental Management (Air, Commute, Noise, Water, Energy, Waste)			
Sub-section 15.1: Air			
▸ Ventilation systems regularly inspected, tested and maintained?			
▸ Air inlets and exhaust free of accumulation of dust and mould?			
Sub-section 15.2: Commute			
▸ Does the Organization promote carpooling?			
Sub-section 15.3: Noise			
▸ Has the Organization installed any noise cancellation technology or adopted any such technique?			
Sub-section 15.4: Water			
▸ Does the Organization follow WASH guidelines?			

ELEMENT	Y	N	HAZARDS/COMMENTS
Sub-section 15.5: Energy			
▸ Does the Organization has any energy conservation techniques?			
▸ Does the organization			
Sub-section 15.6: Waste			
▸ Does the Organization segregate waste?			
▸ Does the organization take any step to reduce waste generated?			
▸ Has the organization adopted any waste recycling measures?			
▸ Is there any waste recycling method in place?			
Section 16 Housekeeping			
▸ Surface dust levels low?			
▸ Material neatly and safely piled?			
▸ Are waste containers overflowing?			

ANNEXURE B -

List of Participating Organizations across 4 categories

Below 100

★ Mody Pumps (I) Pvt. Ltd.
★ ACG Pam Pharma Technologies Ltd.
★ Miraj Instrumentation Services (I) Pvt Ltd
★ International Cargo Terminal Pvt Ltd

100-500

★ HPCL
★ United States Pharmacopeia India Private Limited
★ Bennett Coleman & Co Ltd, Kolkata
★ Bennett Coleman & Co Ltd, Chennai
★ IndusInd Bank
★ ACG Pharma Technologies Pvt.Ltd
★ TATA AIG General Insurance Co Ltd
★ Sodexo Food Solutions India Pvt Ltd
★ Siemens Healthcare Pvt Ltd
★ MSD Pharmaceuticals Pvt Ltd
★ Huntsman International India Pvt Ltd
★ Brinks India Pvt Ltd

500 & Above

★ Exide Industries Limited
★ Johnson and Johnson Pvt Ltd.
★ Siemens Limited
★ TATA Consultancy Services Ltd.
★ Bennett Coleman & Co Ltd, Noida
★ Bennett Coleman & Co Ltd, Gurgaon
★ Godrej Industries Limited
★ Mahindra & Mahindra Ltd.
★ L&T Hydrocarbon Engineering
★ ANZ Support Services India Pvt Ltd - Bengaluru

Projects & Institutions

★ Pillai HOC College of Engineering and Technology (PHCET), Rasayani
★ L&T STEC JV Mumbai, UGC 07

ANNEXURE C -

2018 Winners

|		
100-500	Dow Chemical International Pvt. Ltd.	1
Above 500	Bayer Cropscience Ltd.	1
Projects & Institutions	St. Francis Institute Of Management & Research	1
100-500	Siemens Ltd	2
Above 500	Johnson & Johnson Pvt Ltd	2
Above 500	Jacobs Engineering India Pvt. Ltd.	2
Projects & Institutions	L&T STEC JV UGC-07	2

Bombay Chamber of Commerce & Industry

Bombay Chamber's activities and its role in the commercial history of India

The Bombay Chamber Of Commerce and Industry is the oldest operating chamber of commerce in India serving Indian commercial organizations for the past 184 years. The Chamber has several thousand members from large, medium and small companies. Members of the Chamber contribute very significantly to the Gross Domestic Product (GDP) of the country. The Board of the Chamber includes top professionals from industry, banking, and finance. It has its headquarters in Mumbai, the commercial capital of India and home to many, if not most, multinationals, banks and financial institutions in the country, the majority of whom are its members.

Administrative Office: 'The Ruby', NW, 4th Floor, 29, Senapati Bapat Marg (Tulsi Pipe Road), Dadar (W), Mumbai 400 028. Tel.: +91-22 6120 0200 Fax: +91-22 6120 0213 E-mail: bcci@bombaychamber.com URL: www.bombaychamber.com
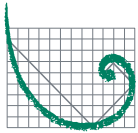
ERM Environmental Resources Management

Environmental Resources Management (ERM) is a leading global provider of environmental, health, safety, risk, social consulting services and sustainability related services. With 160 offices in over 40 countries and territories employing more than 5,000 people who work on projects around the world, ERM is committed to providing a service that is consistent, professional and of the highest quality to create value for our clients. For over 40 years, ERM has been working with clients around the world and in diverse industry sectors to enable them in addressing their environmental, health, safety, risk and social impacts.

ERM has had a presence in India since 1995 and today is the leading provider of environmental, health & safety, risk and social consulting services in the Indian market. With over 170 full time staff working out of offices in New Delhi/ Gurgaon, Mumbai, Ahmedabad, Bengaluru and Kolkata, ERM has unparalleled capacity and reach in the region.

www.erm.com

Godrej interio

Godrej Interio is India's largest furniture brand. From manufacturing the humble Storwel cupboard 80 years back to being a vibrant, innovative brand with a diverse portfolio – it's been a brilliant, exciting journey for us.

True to the Godrej mission to conserve the environment, we design products, set up processes and use raw materials that are eco-friendly to do our bit to preserve natural resources.

We offer our customers home and office furniture, along with solutions for laboratories, hospitals and healthcare establishments, education and training institutes, shipyards and navy, auditoriums and stadiums. We are present across India through our 50 exclusive showrooms in 18 cities and through 800 dealer outlets.

Godrej Interio is a business unit of Godrej & Boyce Mfg. Co. Ltd. - part of the Godrej Group, one of India's largest engineering and consumer product groups.

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