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Health & Safety Handbook

PREPARED FOR HUMAN RESOURCES

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Objective

Acuity considers the health and safety of all its employees as one of its primary concerns. This handbook has been prepared to provide some useful practical guidance and basic information on workplace safety and responses to the different types of office emergencies, and natural threats. In case of an unforeseen incident/emergency, follow the advice given by the local authorities.

For further, detailed safety-related information, please consult your local administration coordinator/staff.

Before an Emergency Occurs

Few steps to improving your safety.

The bullet points below can be first steps to help you to get to safety in case of an emergency

- » KNOW the established emergency procedure for your building and work area.
- » KNOW the emergency telephone numbers of your workplace
- » KNOW the nearest exit route from your work area
- » KNOW the locations of fire alarm device and the locations of portable fire extinguishers and how to use them
- » KNOW the location of the nearest first-aid kit

Safety Measures

- » Fire
- » KNOW the location of the nearest first-aid kit

a) Fire Prevention

Please make yourself familiar with the location of fire-alarm call points, exit/escape routes, assembly points and fire extinguishers for the building and work area.

All staff must help to ensure safety (e.g. prevent fires) in the office by observing the following:

- » Ensure that all exit/escape routes are free of obstacles at all times.
- » Always keep fire exits closed as this can prevent the spread of smoke, heat and fire into the escape routes and other areas.
- » Report any electrical appliances brought with you to your respective office admin coordinator.
- » Know the local person to contact in the department or floor area

Do Not:

- Use candles, matches or other naked flames inside the office premises (Smoking is banned)
- Stack/accumulate unwanted papers in the office as this is a potential fire hazard.
- Place papers or combustible material on ventilation apertures.
- Overload electrical points.
- Use private electrical equipment.
- Return used fire extinguishers to its cabinet or bracket; call your respective Administration/Facilities management Coordinator to replace them.

b) Accident Prevention

It is the responsibility of every staff member to ensure that necessary precautions are taken to prevent accidents in the office.

Electrical cables and equipment should be kept in good condition.

Protective devices on equipment and technical appliances must not be removed.

Never attempt to rectify an electrical problem by yourself when you do not have sufficient knowledge, training and required tools.

Report to your admin coordinator if you detect any problems or damages in the workplace. Hazards could include any unattended wire connections or extension leads.

c) First Aid

Please familiarize yourself with the emergency contact numbers in your workplace

If emergency occurs:

- Remain calm.
- Call the nominated persons who have been trained in first aid.
- For staff who require medical attention, please contact your local admin coordinator or emergency ambulance services (refer annexure 1).

First aid kit and equipment are available in the front office, to be used in case of minor injuries or mild illness. Please check with them in your local workplace/building (e.g. reception, admin coordinator in each office).

Emergencies

a) Evacuation Procedures

It is important that Staff should always familiarize themselves with local building evacuation procedures. In the event of building evacuation staff should follow the local building evacuation procedures.

- **REMAIN CALM.** It is difficult to think clearly and act correctly if you panic.
- **LISTEN.** Never disregard an evacuation fire alarm on your floor and listen carefully to the message that follows.
- **KEEP LOW.** In smoky conditions, stay low as smoke rises.
- **AVIOD ELEVATORS.** Never use an elevator unless directed to do so by a public address (PA) announcement.
- **JUST MOVE.** In the event of an evacuation, do not delay or stop to retrieve possessions. Just go. Walk quickly, in an orderly manner, to the nearest exit and to the assembly point. Provide assistance in case you find handicapped or pregnant employees. Do not re-enter the building unless it has been declared safe do so. Remain calm and wait for instructions from the authorities.
- **PLAN YOUR ROUTE NOW.** Take the time to know your floor's layout especially the stairway that will serve as a secondary means of evacuation

b) What to do when you discover a fire

- Remain calm. Inform the local admin coordinator.
- Save lives before saving property.

- If you discover a fire, an explosion, or smoke in a building, activate the nearest fire alarm system immediately.
- After sounding the fire alarm, reach a safe location and then call the fire department/brigade. Provide the building name, floor, room number and any known special hazards at the location. Do not assume that someone else has called.
- If the fire is in an unoccupied room, try to close the door to retard the spread of smoke and heat but not take any unnecessary risk in doing this.
- Only if the fire is small should you attempt to extinguish it, but do not take any unnecessary risk in doing so

c) Clothing Fire

If your clothing is on fire:

- The universal instruction is STOP, DROP, and ROLL (i.e. immediately drop on the floor and roll repeatedly to extinguish the flames, holding your hands over your face to protect it from flames.) Do not run or panic

d) Elevator Trouble

If you are trapped in an elevator:

- Remain calm.
- Most elevators are equipped with an emergency telephone and siren that is directly connected to an emergency aid.
- Enable (e.g. pick up) the emergency telephone/siren. In most cases you do not need to dial; it will ring automatically at the emergency aid.
- All the elevator cabs have been numbered and the number is located on the panel nearby the telephone. To help the rescuers locate you easily, notify them through the emergency phone. If an elevator does not seem to be operating properly, call your respective admin coordinator or someone you can contact quickly asking them to inform the building engineer on duty

Civil Unrest (Riots)

Political and social unrest is fuelled by human emotions. Hence, riots are very unpredictable and more often than not, the reason behind the act itself is forgotten in the barrage of emotions. As such, the actual target of the riot becomes lost and anyone can become a target of the riot crowd

What to do if the office is in the midst of the riot:

- Remain calm.
- Wait for instructions from the authorities.
- Start evacuation immediately upon receiving instructions. Look for your fire warden, or local authority with similar function, for guidance.

What to do when you are outdoors during riots:

- Remain calm.
- Leave the vicinity of the riot if possible. If not, head for the nearest shelter.
- If you are driving and the vehicle stalls, abandon it immediately and seek shelter

What to do after a riot

- Report all damages to your respective admin coordinator.
- Report any casualties, hazardous situations or potential dangers to corporate security.
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Natural Disasters

a) Earthquake

What to do in the office during earthquake tremors:

- Remain calm; stay where you are. Most injuries occur when people are entering or leaving the building
- Do not rush to the exit as this may start a stampede.
- Do not use the lifts.
- Take cover under a table or against interior walls.
- Stay away from glass surface, windows, outside doors walls display shelves and anything that could fall and hurt you (e.g. Lighting, furniture and fixtures).
- Do not use candles, matches or other naked flames during and after the tremors as there may be a gas leak.
- Follow the instructions given over the public address systems.
- Do not re-enter the building after evacuation unless it has been declared safe to do so. Remain calm and wait for instructions from the authorities.

What to do when you are outdoors during earthquake tremor:

- Remain calm.
- Stay away from buildings and overhead electrical cables. Remain in the open until tremors stop.
- If you are driving, stop as quickly as safety permits, but stay in your vehicle.
- Avoid stopping on or under bridges, overpasses or overhead electrical cables and high rise buildings.
- Turn on your car radio and follow instructions given by the authorities

b) Floods

Be Prepared

- Know the safest evacuation route from the office and the safe areas during floods.
- Keep a battery operated portable radio, a mobile phone with spare batteries and flashlight in case of emergency

What to do in the office during floods:

- Remain calm.
- Be alert to instructions given by the authorities.
- If an evacuation is ordered, follow the instructions of the fire warden or local authority with similar function.
- Head for high ground and stay away from water.
- If possible and without incurring personal risk, keep all important documents in a water-proof cabinet, or bring them to higher floors and shut down all electrical equipment.
- Board up windows or protect them with storm shutters or tape to prevent flying glass.
- Use the phone only to report dangerous situations or emergencies.

What to do when you are outdoors during floods:

- Remain calm.
- Head for the nearest safe area for shelter (e.g. higher ground)
- If you are driving and the vehicle stalls, abandon it immediately and seek higher ground. Rapid rising water may engulf the vehicle and its occupants and sweep them away.
- Do not attempt to drive on a flooded road- you can be stranded or trapped. The depth of the water is not always obvious.

What to do after the floods:

- Stay out of the flooded area until the authorities declare that it is safe to return.
- Use flashlights when checking the offices, not lanterns or matches, as there might be flammable material around.
- Do not handle live electrical wires. Contact your respective admin coordinator.

c) Typhoons

What to do in the office during typhoons:

- Remain calm.
- Wait for instructions given by the authorities.
- Shut down all the electrical equipment.
- Close windows or protect them with storm shutters or tape to prevent flying glass.
- Stay away from glass surfaces, windows, doors, walls and shelves.
- Use phone only to report dangerous situations or emergencies.
- Turn on a portable battery-operated radio to listen to typhoons progress reports.
- If evacuation is necessary, leave as soon as possible

Threats

a) Bombs

What to do when you receive a bomb threat on the telephone:

- Remain calm.
- Listen carefully to the caller and do not interrupt him; if possible record the call.
- Note all the information given by the caller. Ensure to have the exact wording of the call.
- If possible, have another colleague inform the switchboard operator to trace the call.
- Inform your Admin coordinator, HR manager and the Country head immediately and pass over all the information recorded.
- Evacuate immediately after receiving the order from the appropriate official.
- Do not speak to the press- direct all media enquiries to the members of senior management.

b) Suspicious activity/Persons

- Suspicious persons seen inside/in front of the building or on the property should be reported immediately to local admin/security coordinator and your reporting manager
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- The reporting person should give the last known location of the suspicious person, a complete description, what the person was doing at the time and where the person was heading, if known
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Conclusions

While no handbook can guarantee the health and safety needs of individuals, the intention of this book is to provide some basic information on workplace safety and immediate responses to the different types of office emergencies and natural threats.

It addresses issues that merit attention and thoughtful judgment. Although it addresses guidance and general framework, it cannot possibly give solutions to specific situations that may occur. Therefore, as any such situations arise, those involved must also rely upon their collective experience and judgment, while considering the unique circumstances of each situation.

Annexure – 1

Location	Admin/Facility Coordinator	First AID	Nearest Ambulance Service	Nearest Police Station	Nearest Fire Brigade
BANGALORE	<p>EC Office Mr Suresh <u>Jatalingapa</u> <u>+91.080.61133092</u> Mobile +91 <u>9739913263</u></p> <p>ETV Office Mr Kumara Sankara Tel <u>+91.080.6113.4001</u> Mobile <u>+91.973.991.3264</u></p>	<p>EC Office Mr Suresh <u>Jatalingapa</u> <u>+91.080.61133092</u> Mobile +91 <u>9739913263</u></p> <p>ETV Office Mr Kumara Sankara Tel <u>+91.080.6113.4001</u> Mobile <u>+91.973.991.3264</u></p>	<p>EC Office Mallya Hospital : 080- 22277979; 22277990</p> <p>Fortis Hospital: 080- 66239958; 69999999</p> <p>ETV Office VIMS Hospital: 080- 42698000; 9972575503</p> <p>Yashomati Hospital: 080- 43221000; 43221122</p>	<p>EC Office Cubbon Park Sub Division: 080-22942579; 22942167</p> <p>Commercial Street Police Station 080-22942549</p> <p>ETV Office Indiranagar Police Station: 080-22942541</p> <p>HAL: 080-22942542</p>	<p>EC Office Central Fire Control Roo & Ambulance: 101/08022971500/550/600</p> <p>Vidhana Soudha Fi Protection Squad: 080-22971546</p> <p>ETV Office Central Fire Control Roo & Ambulance: 101/080- 22971500/550/600</p> <p>Whitefield Fire Station: 080-28512101</p>

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