



HEALTH & SAFETY POLICY

(Approved by Board of Directors in its 135th Board Meeting held on 18th March 2024)

HEALTH & SAFTY POLICY

1. Introduction

The Indian Railway Catering and Tourism Corporation Ltd (the "Company" or "IRCTC") puts the safety and security of its employees at the forefront of everything it does. We are committed to creating and maintaining a safe, healthy, and well-protected work environment that complies with and exceeds all applicable codes and standards.

2. Purpose and Scope of the Policy

We strive to continuously improve our performance, and we will regularly measure compliance with these standards and set performance objectives to ensure that our employees, volunteers, contractors, consultants, value chain partners and anyone who works with us is safe.

3. Policy Objectives

- 3.1 To ensure that no employee, consumer, or contractor is injured and to analyse the root cause of all serious incidents and near misses;
- 3.2 Ensure to regularly assess operational risk and prevent unsafe work;
- 3.3 To ensure that every employee is properly trained to safely perform at work.

4. Definitions

- i. **Corrective Action:** Action taken to eliminate the cause of a detected non-conformity or other undesirable situation
- ii. **Hazard:** A source, situation, or act with the potential to cause harm in terms of injury or ill health.
- iii. **Occupational Health and Safety (OH&S) Performance:** This relates to an organization's performance in safeguarding the health and safety of workers and others affected by its activities.
- iv. **Preventive Action:** Action taken to eliminate the cause of a potential nonconformity or other undesirable situation to prevent its occurrence.
- v. **Psychological hazards** refer to aspects of the work environment, work design, and job content that have the potential to cause psychological or physical harm to employees. These hazards may include factors such as excessive work-related stress, bullying, harassment, and exposure to traumatic events.
- vi. **Risk:** The combination of the likelihood of an occurrence of a hazardous event and the severity of injury or ill health that can be caused by the event.
- vii. **Work-life balance** refers to the equilibrium an individual seeks to maintain between their work commitments and personal life, including family, leisure, and personal development

- viii. **Worker:** The term "worker" to encompass all individuals working for the organization, including employees, temporary workers, contractors, and subcontractors.

5. Policy Statements

5.1 Health and Safety Management System

- a) IRCTC shall proactively manage health and safety risks by continuously analysing, controlling, and assessing hazards in its operations and activities.
- b) Regular assurance programs shall be conducted, and corrective actions resulting from these assessments shall be promptly implemented to ensure a safe and secure working environment.

5.2 Incident Reporting and Prevention

- a) The company shall record all occurrences and concerns with health and safety and investigate them in order to minimize or eliminate them.
- b) The company shall establish systems and practices, including preventive actions, to prevent recurrences and report incidents.

5.3 Training and Safety Measures

- a) Information, instructions, training, and supervision are provided to employees and service providers in order for them to perform their tasks safely.
- b) The company understand and use health and safety management principles, such as the hierarchy of controls, which includes elimination, substitution, engineering controls, administrative controls, work processes, and personal protective equipment.
- c) IRCTC addresses concerns related to occupational safety and health (OSH) risks affecting women (including those who are pregnant, have recently given birth, or are breastfeeding), men, and workers in specific situations, such as those with disabilities, inexperienced individuals, or younger workers.

5.4 Integration of HS Requirements

- a) Health & Safety requirements should be integrated into the IRCTC's business operations and decisions with adequate resources, support, and integration.
- b) IRCTC shall provide the necessary safety equipment, such as personal protective equipment, to prevent workplace injuries, illness, and accidents, as well as to respond to any crises arising immediately.
- c) IRCTC shall ensure that employees are communicated with, consulted and engaged in matters of their health and safety and that improvements are made on that basis.

5.5 Psychosocial Hazards and Work-Life Balance

- a) IRCTC endeavour to eliminate psychosocial hazards in the work environment which may contribute to stress or illness.
- b) We do not expect any monetary expenditures from workers for their health and safety measures
- c) We endeavour to provide work-life balance support for all employees by implementing systems and processes

5.6 Employee/Worker Engagement and Rights

The company's health and safety systems prioritize worker engagement and uphold workers' rights. Workers shall have the right to:

- a) Receive timely, comprehensive, and accurate information regarding health and safety hazards, along with the most effective methods for managing these risks.
- b) Freely inquire about and consult with the company on all matters pertaining to their health and safety in relation to their work.
- c) Refuse tasks that genuinely pose imminent or severe risks to their life, health, or the well-being of others.
- d) Seek external guidance from workers' and employers' organizations and experts without any fear of reprisals for exercising these rights.

6. Communication

All individuals affiliated with the company, including prospective and current employees, volunteers, contractors, consultants, and value chain partners, are obligated to adhere to this Occupational/Workplace Health and Safety Policy. It will be accessible to all and prominently displayed on the company website for easy reference.

7. Amendment

CMD will be the Competent Authority to interpret the policy or any provision thereof, this Policy can be changed, modified, or abrogated at any time by the Board of Directors of the Company.

8. Complaints/ Grievances

Any complaints about any aspect of the policy may be delivered at any time to the competent Authority. The recipient shall promptly and satisfactorily resolve all complaints in order to promote an open, fair, and transparent manner.

9. Monitoring and Evaluation

The Competent Authority may decide the method, mode, and frequency of the monitoring and evaluation of this policy if he so chooses.
