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STANDARD OPERATING PROCEDURES (SOPs)

Disclaimer

The procedures and other related documents are prepared to the best of our judgement and for the guidance of the users. Please note that these are prepared keeping in view the general requirements of the standard. The user is advised to look at his processes, products, services, customer requirements and other regulatory requirements while preparing his procedures and other documents. The requirements of the standard will be under constant revision and the user is advised to go through the latest standard and visit the standard owner site www.rainforest-alliance.org for updates

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SOP FOR TRANSPORT OF AGROCHEMICALS AND FUEL

Safe transport of agrochemicals and fuel from Central Store (CS) to the Division Chemical Stores and transport of fuel to the Factories shall ensure that:

1. Only products labelled, sealed, and in original containers shall be accepted from CS.
2. A package or container shall be handled in a safe manner. Collisions and falls which may weaken the container shall be avoided at any cost.
3. Dispatch advice shall accompany all transported chemicals.
4. Stacking of agrochemicals containers shall be avoided during transport and liquid products shall be transported top-side up.
5. Paper packaged products shall be protected from bad weather.
6. Agrochemicals shall not be carried alongside the driver in either a vehicle or a tractor cab.
7. Transporting other materials with agrochemicals shall be avoided.
8. Driver / person accompanying him shall be competent to take suitable precautions to contain any spillage.
9. Safe distance shall be maintained between vehicles.
10. In case of any spillage, the spillage shall be shut off immediately, and concerned authorities notified. Public shall be kept away from the spill sight and all sources of ignition shall be eliminated. The spillage shall be prevented from entering the sewers.
11. Physical contact with contents shall be avoided. In case of skin contact, the area shall be flushed with fresh water, and the contaminant clothing removed immediately.
12. If case of ingestion, water shall be given to drink; vomiting shall not be induced.
13. In case of excessive inhalation, the victim shall be moved to fresh air. If the victim suffers from breathing difficulty, artificial respiration shall be given and the necessary medical attention obtained immediately.

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SOP FOR HANDLING AGROCHEMICALS AND FUEL

1. PPEs including respirator, gloves and goggles shall be worn before handling or opening a agrochemicals container.
2. Eating, drinking or smoking shall be avoided while handling agrochemicals.
3. There shall be adequate ventilation and light. A supply of clean water and soap shall be made available. If possible, working alone shall be avoided.
4. Paper containers shall not be torn to open them.
5. When pouring from a container, the container shall be kept below eye level and splashing or spilling on face or protective clothing shall be avoided.
6. If an accident occurs, MSDS shall be followed and the person(s) / site attended to immediately.
7. Measure accurately, follow label instructions and use only the amount necessary.
8. Where it is necessary to transfer agrochemicals from one container to another, the receiving container shall be:
 - a. Properly labelled or marked.
 - b. Completely clean and empty.
 - c. Not over-filled.
9. Precautionary measures shall be observed when agrochemicals are transferred. Particular attention shall be paid to:
 - a. Protective clothing
 - b. Personal Hygiene
 - c. Avoidance of contamination of any foodstuff
10. Never leave containers open and containers or application equipment unattended.
11. If spillage occurs only authorized persons shall clean the area, using absorbent materials such as sand or sawdust, and the same shall be disposed safely.
12. Ensure that spill or overflow does not get into water sources.

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13. Ensure that the user is competent and trained in application techniques and the precautions to be observed.
14. Application equipment shall be checked to ensure that it operates satisfactorily.
15. SOP for spraying, PPE use, and preparation of mother solution and disposal of empty containers shall be followed.
16. Spill trays shall be made readily available for transferring agrochemicals from original containers.

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SOP FOR STORAGE OF AGROCHEMICALS

1. All agrochemicals shall be stored in their original containers.
2. When in exceptional circumstances it is necessary to transfer agrochemicals from the original container, the receiving container shall be
 - a. Properly labelled and marked; if possible, the original label shall be retained.
 - b. Completely clean and empty.
 - c. Not over-filled.
3. Agrochemical containers shall not be stored open at any given point.
4. While storing agrochemicals on shelves, the liquids shall be stored on the bottom and powders stored on top racks of the shelves.
5. No other material shall be stored in the same room as agrochemicals.
6. The agrochemicals storage rooms shall have a containment wall to arrest unwanted spillage of contents into other areas, in the event of a spillage occurring.
7. First Aid Box shall be made readily available.
8. MSDS shall be displayed along with the agrochemicals.
9. Only authorized person(s) shall handle agrochemicals.

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SOP FOR STORAGE OF FUEL

1. Fuel shall be stored in a segregated and approved area.
2. The storage area shall be free from all sources of ignitions.
3. Proper ventilation shall be provided.
4. The fuel container shall be properly grounded to avoid danger from static electricity.
5. Appropriate fire extinguishers shall be installed at the site.
6. Heat / direct sunlight shall be avoided in the storing area.
7. The fuel shall not be stored in the plastic bottles used for soft drinks / mineral water.
8. Appropriate PPE shall be used while handling the fuel.
9. Smoking shall be avoided while handling fuel;
10. If an accident occurs, MSDS shall be followed and the person(s) / site attended to immediately.
11. Cross-contamination shall be avoided by using the same cans for collecting the same kind of fuel.

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SOP FOR CHECKS ON RESPIRATORS ISSUED TO SPRAYING WORKERS

1. All workers undertaking motorized mist blowing operations shall be issued with an effective respirator.
2. It shall be the responsibility of the worker to use the given protective equipment.
3. The worker shall be adequately trained in its use and this training process shall be documented along with the training being imparted on SOPs of power spraying.
4. All such respirators issued to the workers shall be replaced as and when required.
5. The respirators with filters shall be checked for efficacy once every month, which shall be undertaken by the Field staff in charge of each Division.
6. This check shall be documented in a book and duly signed by the person concerned.
7. Respirators without filters shall be checked for damages/tear and shall be replaced immediately. This shall also be documented in the same book, as mentioned in Point 6 above.

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SOP FOR SPRAYING WORKERS

1. Workers must be aware of the agrochemicals they are using. MSDS sheets of respective chemicals must be available.
2. Personnel Protective Equipment's must be used while spraying and they have to be cleaned/serviced/replaced as and when required.
3. Wash thoroughly with soap provided, at the facility provided at the muster after completing the spraying. Also wash hands thoroughly with soap before eating/drinking. Do not eat/drink/smoke/chew while spraying.
4. Do not mix chemicals close to water source. Mother solution must be prepared at designated place or at Muster only.
5. Do not attempt to blow clean any clogged nozzles. Agrochemicals must not come in contact with bare skin, mouth or eyes. Also do not inhale them while mixing or otherwise handling.
6. Do not leave fuel or other agrochemical unattended in the fields. They must be kept inside spill trays in the field to avoid soil contamination.
7. For the last trip of spraying, the containers must be washed and wash water has to be mixed with the last trip spray solution, and the containers must be returned to the muster. No containers/packets etc to be discarded in the field, even if they are damaged.
8. PPE used shall be kept in the musters at their designated place and shall not be taken to homes.
9. Empty agrochemical containers/caps or any such thing which has come in contact with agrochemical is a hazardous waste and has to be treated as per the SOP. They must not be used for any other purpose.

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SOP FOR MAINTENANCE OF / SPRAYING IN BUFFER ZONES

1. Buffer zones shall be demarcated as a lane cut along public roads, around dwelling places or other such areas of human activity and water bodies.
2. Controlled spraying operations may be undertaken in such zones if there is a disease infection/pest infestation/excessive weed growth is noticed or is threatened by such conditions.
3. If any spraying is undertaken in buffer zones, the following precautions shall be maintained:
 - a. While spraying the Supervisor shall monitor any human activity. Spraying shall be done only when people are not present in the vicinity so as to reduce any effect of the drift.
 - b. While spraying close to roads open to thoroughfare / habitation, spraying shall be completed by 8 am near the road sides.
 - c. In areas of human activity / water bodies, direction of spray shall be in opposite direction from such areas.

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SOP FOR HANDLING OF SPRAYING COATS/PEE OF SPRAYING WORKERS

1. The following PPEs shall be provided to all employee involved in spraying, including supervisors
 - a. Spraying coats made out of appropriate material
 - b. Gloves for protecting the hands
 - c. Masks to prevent inhalation
 - d. Goggles to protect eyes
 - e. Caps to protect head
 - f. Shoes to protect feet
2. The PPEs shall be replaced as and when required after thorough examination.
3. Torn / discarded PPE shall be collected back from the employees and kept in the 'Hazardous Waste Bin' at the chemical store in the muster.
4. All hazardous waste items shall be sent to the Group Store along with appropriate dispatch note for safe disposal.

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SOP FOR HANDLING OF HAZARDOUS WASTE FROM MUSTERS

1. All 'Hazardous wastes' such as used PPEs, measuring vessels, which has come in contact with agrochemicals shall be discarded using appropriate methods.
2. The empty agrochemical containers and fuel containers shall be destroyed using following 'triple rinse' technique.
 - a. The triple rinse procedure shall be carried out in the designated location of the muster
 - b. Pour clean water into the container to one third volume, shake well and dispose the rinse water into the pesticide disposal pit near to the store.
 - c. Repeat the above step for 3 times.
 - d. Puncture the container using nail and hammer.
 - e. Store the punctured containers in the dedicated hazardous waste collection area, properly marked.
3. Hazardous wastes such as damaged PPEs, respirator filters and measuring vessels etc. shall be collected and stored in the dedicated hazardous waste bin.
4. During last week of every month, the hazardous containers with appropriate dispatch note shall be sent to the Group stores for disposal.

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SOP FOR SAND IN SPILL TRAYS

1. Each Chemical Store and spraying gang shall have a dedicated spill tray properly marked and identified.
2. The spill trays shall be preferably made out of metal.
3. The spill trays shall be used while transferring agrochemicals / fuel from one container to other and during spraying.
4. If sand is used in block compartments storing the chemical, the sand shall be replaced, depending on the level of contamination.
5. The contaminated sand shall be deposited in the dedicated pesticide disposal pit near the Chemical Store.
6. At no cost shall contaminated sand be disposed in the tea fields, water bodies and / or near human habitation areas.

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SOP FOR OPERATING POWER SPRAYERS AND OTHER SPRAYERS

1. The machine shall be checked for any damages / irregularities, before spraying.
2. Any damage to the machine must be immediately communicated to the Spraying Supervisor or the Field Staff present in the field.
3. At the start of spraying, each employee shall be allotted with a machine and same machine is to be used by him till completion of spraying.
4. Petrol/Kerosene shall be filled in the machine outside the Chemical Store and in any open area before starting spraying.
5. While filling fuel, the machines shall be switched off to prevent accidents.
6. The use of any tobacco, matches, open flame etc. shall not be permitted under any circumstances while filling petrol/kerosene, or at the work spot.
7. All PPEs shall be worn by the employee involved in spraying before starting the operations.
8. Only the mixed form of the stock solution/chemical shall be permitted to be taken to the Field by the employees.
9. Gloves shall be used for mixing by the mixing employee in the case of power spraying, and by the designated employee for Backpack / Knapsack spraying.
10. The chemical shall not be ingested, inhaled or come in contact with the eyes or skin under any circumstances.
11. In case of contact of chemicals the Estate Dispensary shall be informed and the employee shifted to there.
12. First aid / antidote shall be administered as recommended for the specific chemical. A copy of the antidote for all chemicals shall be made available at the Chemical Store.
13. Only the mixing employee shall carry out chemical mixing, and all containers / cartons and chemical shall be brought back from the field after work is completed.
14. While starting the machine, the nozzle shall face away from the rest of the employees.

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15. In case of filling of petrol / kerosene / spraying chemicals, or if the machine stops running, the employee shall place the machine on the ground to fill petrol / kerosene / spraying chemical, or to restart the machine.
16. In case the machine cannot be started by the employee after repeated attempts, he shall then call the mechanic to start it.
17. Hands / other parts of the body must not be placed anywhere near the starting pulley, exhaust or engine for any reasons to prevent accidents.

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SOP FOR MECHANICAL PRUNING

1. Before starting pruning the machines shall be checked for any damages, irregularities and correct functioning.
2. The blades shall be checked for any crack / damages.
3. In case of any damage / irregularities, the Spraying Supervisor / Field Staff present on site must be immediately informed.
4. A specific pruning machine shall be allotted to a pruning employee, and the same machine shall be used by him until the completion of pruning.
5. Petrol shall be filled in the machines outside the Chemical Store and in an open area before starting pruning.
6. The pruning employees shall wear appropriate safety equipment such as pruning coat, goggles, head gear, shoes etc.
7. While starting the machine, the blade shall be positioned 1 ft above the ground and shall be facing away from the other employees.
8. Talking shall be avoided, and a safe distance shall be maintained from other employees, to prevent accidents.
9. Separate rows shall be allocated to each pruning persons, and a minimum gap of 4 rows or 16 ft shall be maintained between two persons.
10. While starting, refueling and restarting, the machine shall be placed on the ground and then the operations carried out.
11. While operating the pruning machine, the movement of blade or the cutting motion shall be from 'right to left'.
12. The hand or any other parts of the body must not be put anywhere near the blade for any reason whatsoever.
13. In case of machinery malfunction, the pruning employee shall request assistance of the mechanic and shall not allow any fellow employee to start the machine.
14. The above instructions shall be strictly adhered at all time to ensure effectiveness and to prevent accidents.

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SOP FOR LATHE OPERATOR

1. Before starting the work, the following shall be adhered to:
 - a. The late and surrounding area shall be cleaned
 - b. All guarding shall be put in place
 - c. All protective equipment's are in place
 - d. Emergency stop switch is operational
2. Proper lighting shall be made available while operating the machine.
3. The coolant level should be maintained at the correct level.
4. Ensure half-sleeve shirt is used.
5. Chuck, cutting tool and work shall be secure and the chuck key shall be removed before starting the work.
6. The machine shall be switched off and all parts allowed to come to a stop before making any alterations.
7. The machine shall be switched off and all parts allowed to come to a stop at completion of work.
8. The swarf (SS turnings) shall be collected and carefully stored safely in its place.
9. Proper hand gloves shall be used while collecting the swarf.

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SOP FOR PROTECTION OF ENDANGERED SPECIES FOUND WITHIN COMPANY PREMISES

1. Information regarding all wild animals / endangered species found within company premises shall be conveyed to the immediate superior with the photograph of the same if possible, ensuring that no harm is caused for self as well as the animal / species found.
2. Concerned Field staff to inform Estate Manager, who shall in turn inform the Chairman, HRW&ERPA.
3. On confirmation of information, the Chairman, HRW&EPA shall inform the state Forest Department officials and provide adequate support in protecting the said animal / species.

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SOP FOR FIRE IN FACTORY

FIRE RESPONSE

Identify location of fire extinguishers
 Know how to use it
 Contact emergency numbers

ACCIDENT RESPONSE

Call for professional help/inform chain of command
 Have trained staff to administer first aid
 Report incident and cooperate with investigation

EVACUATION PROCEDURE

Recognise emergency signal
 Shut down equipment
 Follow nearest safe exit route
 Proceed to assembly area

ACCIDENT PREVENTION

Use of PPEs – wear required PPE, inspect, maintain and store PPE properly
 Electrical Hazards
 Check of wires and insulation
 Keep all flammables away from outlets
 Keep clear all access to electrical boxes
 Don't overload outlets, touch cords with wet hands, run the cords through water

HAZARDOUS CHEMICALS

Maintain a hazardous chemical list
 Label all chemicals
 Follow the MSDS
 Report chemical spills, secure the area
 Follow chemical disposal requirements
 Only authorised people will handle spills
 Minimise damage and stop further contamination
 Keep absorbent material like sand available for cleanups

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SOP FOR PPE USE IN FACTORY

1. All employees shall work with company provided protective equipment's.
2. All employees working in the following areas shall wear Dust Protection Masks:
CTC Factories – CTC Room / Pulverize Room
Orthodox / Green Tea / TSS – Shifting and Drying Room
3. Moving machinery parts, such as conveyors, CTC, etc shall be cleaned only after the machine comes to a complete stop.
4. The Emergency Stop button shall be operational.
5. Loose clothes shall not be used while working near the moving machinery parts.
6. Proper head protection shall be worn while working near the moving machinery parts.
7. There shall be enough clear space for free working.
8. Tea bags shall be placed in the demarcated areas on the shop floor.
9. People shall be moved around through the walk way.
10. First Aid Box shall be equipped with the listed medicines, and the contents of the FAB verified and signed by the Estate Medical Officer periodically.
11. There shall be clear access to the fire extinguishers.
12. All power supply panels shall be in closed condition.
13. All safety accessories shall be in place and in good working condition.
14. All incidents / accidents occurring in the factory shall be reported within the stipulated time.
15. All suggestions for improving safety shall be reported through the Section Head.
16. The power supply shall be isolated and the fuse removed while working on electrical equipment's.

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SOP FOR FIREWOOD SHED

1. The road to the firewood shed shall be accessible at all times.
2. Proper lighting shall be made available inside the firewood shed.
3. The firewood shall be stacked in a neat manner, only to the appropriate height.
4. The roof of the firewood shed shall be free from leakage.
5. Regular maintenance shall be carried out to the structure. Any damage to the foundation / structure shall be intimated to the officials, immediately.
6. Any slush in the firewood shed shall be cleaned periodically.
7. The fire boundary shall be maintained properly.
8. The electric connection to the firewood shed shall be maintained properly.
9. Proper care shall be taken while loading / unloading / staking firewood in the shed.
10. A minimum of two employees shall be employed at one time.

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SOP FOR GENSET ROOM

1. It shall be ensured that there is no spillage of diesel, oil, coolant, etc. on the floor;
2. For safety purposes, a containment wall of one-brick height shall be constructed around the Genset, and filled with clean river sand.
3. Adequate numbers of fire extinguishers (Foam, DCP, Sand & Co2) shall be installed in the Fuel/Genset Room.
4. Proper ventilation shall be provided in the Fuel/Genset Room.
5. The exhaust pipe shall be installed as per the Pollution Control Board specification; for heat protection, proper insulation shall be made with asbestos rope;
6. Periodic inspection shall be undertaken of the Genset room / Genset;
7. Artificial Respiration Diagram shall be kept in the Genset Room and the operator shall be given proper training on the same.
8. Adequate Rubber Mats shall be placed in front of the Control Panels.
9. The batteries shall be maintained properly at all times; water level shall be maintained correctly, and routine maintenance shall be carried out.
10. Fuel / other materials shall not be stored in the Genset room.
11. The storage area shall be free from all sources of ignitions.
12. The Genset shall be operated with trained technicians only.
13. Oil shall be changed in regular intervals.
14. Periodic upkeep works shall be undertaken.
15. All the meters shall be in working condition.
16. All the relays and the circuit breakers shall be in working condition, always
17. The tripping and alarming mechanism shall be in working condition, always.
18. Proper earthing shall be done on the Genset.

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SOP FOR INTERNAL INSPECTION

- Internal inspection covers all farms, sub-contractors , intermediaries.
- Internal inspectors to be qualified and competent to do inspections and have acquired Skills for performing the inspections.
- The ration between the number of internal inspectors and farms shall be at least one inspector to 250 farms
- Internal inspection to be done at least once in a year.
- An internal inspector cannot perform maximum 6 farms per day.
- Internal inspection details are maintained through digital format.