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EHS – Virtusa Safety First Training

Training Guide v2.0



Course objectives

At the end of this course, you should be able to:

- Define what is Environment, Health, and Safety
- Define the EHS objectives
- Define how to act during a fire or any emergency
- Define good hygiene practices
- Define good ergonomic practices
- Define food safety best practices followed in office
- Recognize how to manage stress and maintain emotional well-being
- Define what “Code Green” is
- Know what is CDP and LEED
- Define your role as a Virtusan



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What is an Environment, Health and Safety Management System (EHS)?

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EHS is the Virtusa Integrated management system “Environment, Health & Safety” combining Occupational Health & Safety with Environment Management.

- To create awareness of the environmental impacts of the business to contribute to reduce detrimental effects.
- To create awareness of areas of importance regarding EHS and engage employees by training, getting their participation and get them to report EHS shortcomings.
- To implement and monitor industry best practices about EHS.

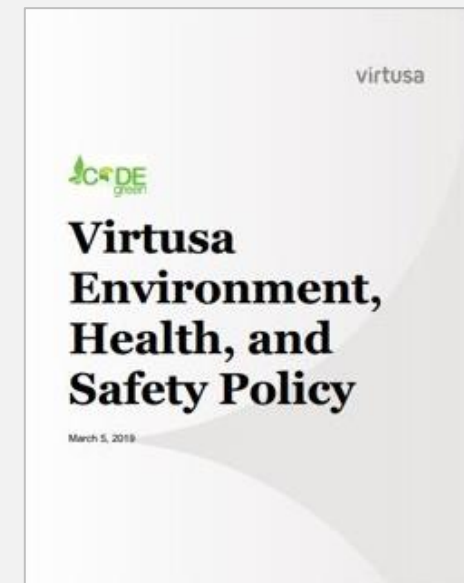
What are the relevant standards for the Integrated EHS Management System at Virtusa?

- **ISO 14001:2015** Environmental Management System
- **ISO 45001:2018** Health and Safety Management System

The EHS Policy sets out our commitment to providing a safe, clean, and healthy environment. It covers aspects including, ensuring the health and safety of each other, pollution prevention, compliance to standards, and demonstrating leadership in safety.

Every employee and contractor performing work on behalf of Virtusa or its subsidiaries carries the responsibility of executing the Policy.

Press Ctrl & Click the image below to open the Policy on a separate tab:



What is Environment Management System (EMS)?

EMS is the part of the management system that addresses the **environmental impacts** of a company's activities, services, and products on the environment. **ISO 14001** specifies the requirements for an EMS and supports environmental protection.

Why implement an EMS system?

- To be responsible for the environmental impacts of the business and to continually reduce detrimental effects.
- To implement and monitor industry best practices.

Aspect vs. Impact



Environmental Aspect (Cause)

Element of the organization's activities, products, or services that can interact with the environment.



Environmental Impact (Effect)

Any change to the environment, whether adverse or beneficial, wholly or partially resulting from an organization's environmental impact.

The relationship between aspect and impact is equivalent to cause and effect.

What is Occupational Health and Safety Management System (OH&S)?

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OH&S is part of the management system that addresses **health, safety, and welfare in the workplace**. **ISO 45001** specifies the requirements for OH&S and gives guidance for its use, to enable organizations to provide safe and healthy workplaces by preventing work-related injury and ill health, as well as by proactively improving its OH&S performance.

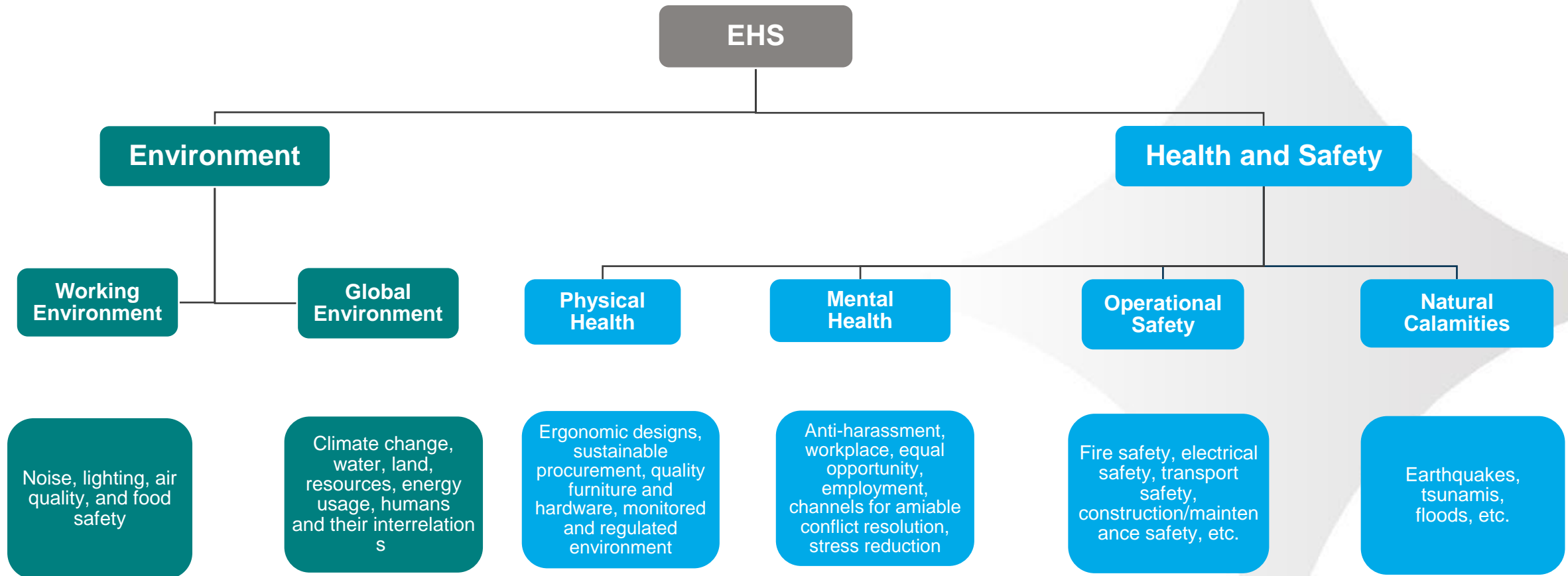
Why Occupational Health and Safety Regulations?

- To take precautions and provide a safe work environment in order to prevent people from being injured or becoming ill at work.
- To foster and promote a healthy work environment for all employees of the company.



What is the big picture?

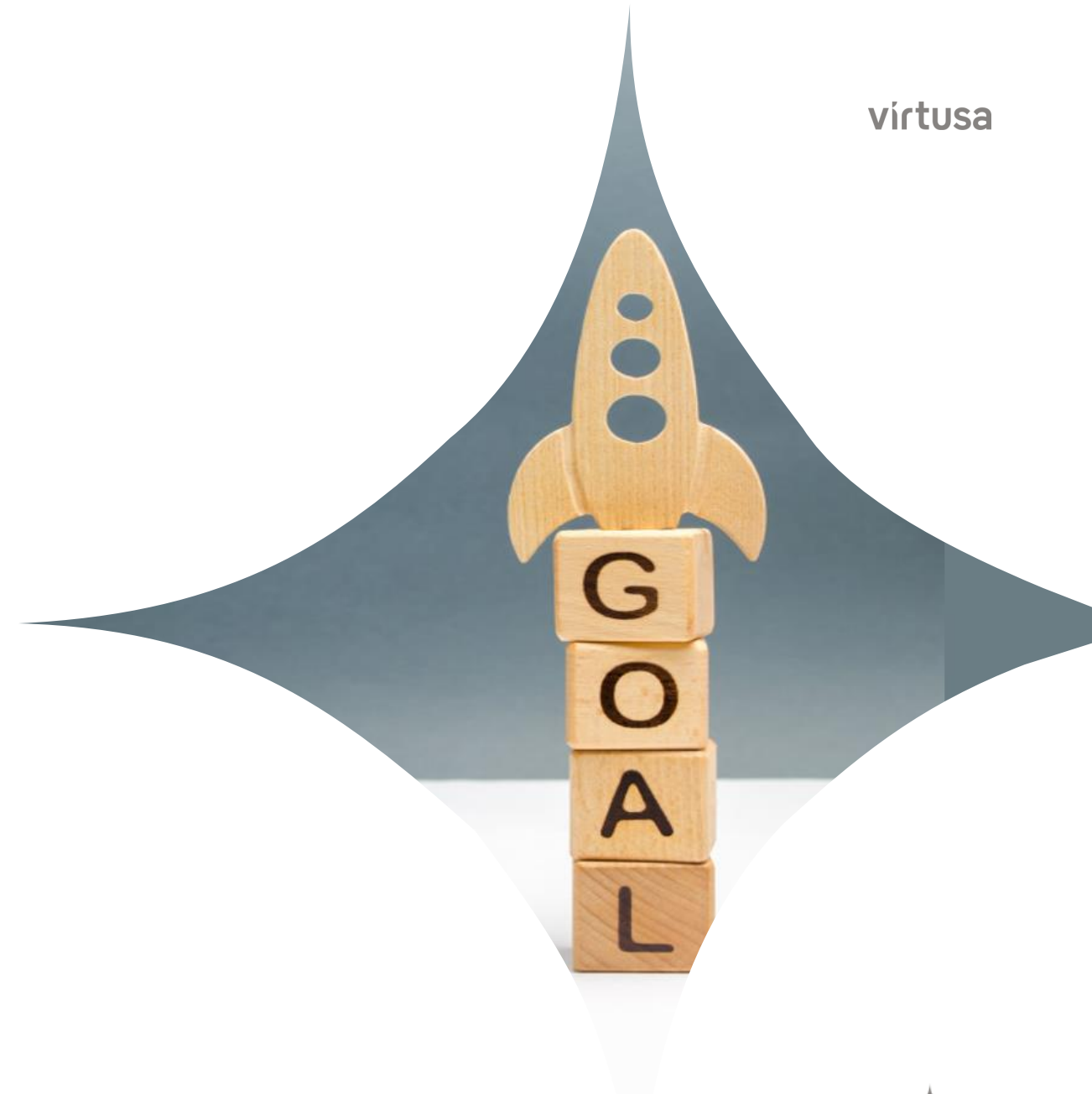
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EHS Objectives for FY21-22

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- Reduce Scopes 1 and 2 emissions per employee by 5%
- Reduce energy per employee by 8%
- Reduce paper consumption by 3%
- Increase renewable energy by 5%
- Increase recycled water to 60%
- Keep our facilities safe and infection free:
 - Improve safety leadership and ownership amongst management and leaders as per ISO 45001 protocol by 90%
 - Enhance awareness and personal ownership of safety for self-care and caring for others on COVID-19 mitigation by 100%
 - Strengthen ownership and collaboration for Business Continuity through Work From Home by 100%
- Safety Beyond Workplace -100%
- Vendor/Contractor Safety Management -100%



Environment



What is Code Green?

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- We seek to “Reduce, Reuse, and Recycle” materials used.
- Code Green is our environmental management system which encompasses measures to manage the environmental impact of our business operations. We monitor, measure and set targets to continuously improve our environmental footprint.
- We follow green procurement practices to evaluate environmental impact of products and services.

Green Facilities



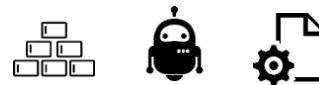
Reduce per employee:

- Emissions
- Energy
- Water
- Waste



Green Delivery

- DevOps Automation
- Digital Process Automation
- Low Code Engineering
- Code quality and reuse



Green Tech

- Green UI
- Virtualization
- Green IT architecture
- IoT
- Cloud technology



Joining the dots...

What is CDP?



Performance Band: B

- The Carbon Disclosure Project (CDP) enables businesses and cities to disclose their environmental impacts in the areas of climate change, water security and deforestation.
- Virtusa reports to the CDP Climate Change program.

Performance Band

Climate Change Program Score

Virtusa Corp.	B
Global Corporate Average	C

Supplier Engagement Score

Virtusa Corp.	A-
Global Corporate Average	C

Table: Score comparison (performance bands: A, A-, B, B- C, C-, D, D-)

Note: At present Virtusa’s performance is above the global average.

What is LEED?

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- Leadership in Energy and Environmental Design or LEED as it's commonly called, is a green building certification program. It includes rating systems for the design, construction, operation, and maintenance of green buildings.
- Four of our facilities (36% real estate) are LEED certified.

LEED Platinum



Chennai DLF

LEED Gold



Hyderabad
Campus and
Pune-EON

LEED Silver



5,000 sqft in Colombo

Protecting the environment – What's your role as a Virtusan?

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- Switch off lights before you leave work.
- Switch off the projector, lights, and A/C when leaving a meeting room.
- Keep your work area organized and tidy.
- Print only if required and whenever possible print on both sides of the paper.
- Review and proofread documents before printing to avoid wastage.
- Don't disturb others on your floor by making conference calls using the speaker phone, unless unavoidable.
- Use the appropriate bin on your floor to dispose waste.
- Use water responsibly.
- When using washrooms be mindful of keeping the washrooms clean, dry, and odorless.
 - Don't waste tissues.
- Keep the lunch area clean. Clean-up any droppings & cutlery used.
 - Leftovers, lunch sheets, plastics, and paper – dispose in the relevant bins.
- Segregate your waste—use designated bins for wet waste, glass, steel, paper, and plastic.



Health



What are good general health practices to follow while working?

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- Follow good ergonomic practices on seating, posture, and use of mouse and keyboard.
- Ensure you take a 5 minute break every hour.
- Minimize eye strain by following the 20/20/20 rule.
- Stay hydrated by drinking a minimum of 2 liters of water a day (increase intake based on weather or if you feel parched).
- Maintain good sanitary practices with emphasis on washing hands and sneezing etiquette.
- Manage stress efficiently through time management, healthy diet, exercise, and relaxation techniques.

What should you do to maintain good hygiene practices?

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- Avoid touching your nose, mouth, and eyes. Wash your hands frequently.
- Cover coughs or sneezes with a tissue or elbow and immediately discard the used tissues hygienically.
- Wash your hands or use a hand sanitizer after you cough, sneeze or blow your nose.
- If you are feeling unwell, don't shake hands and avoid any other close physical contact where possible.
- Use hand sanitizer when soap and water are not available, especially upon arriving at work, after touching door handles and other frequent touch points.

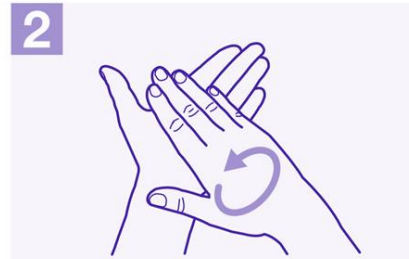


How to clean hands using hand sanitizer?

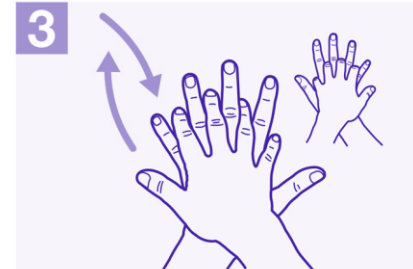
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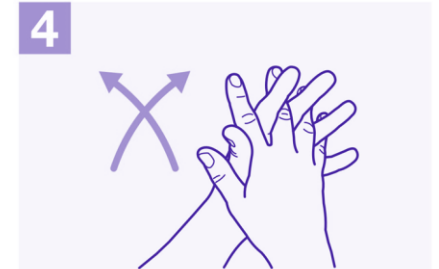
Apply a palmful of the product in a cupped hand, covering all surfaces;



Rub hands palm to palm;



Right palm over left dorsum with interlaced fingers and vice versa;



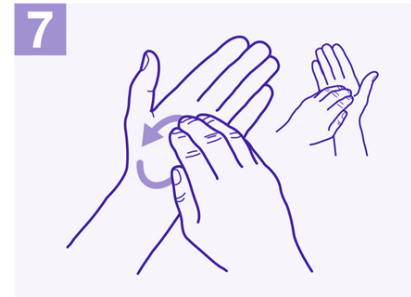
Palm to palm with fingers interlaced;



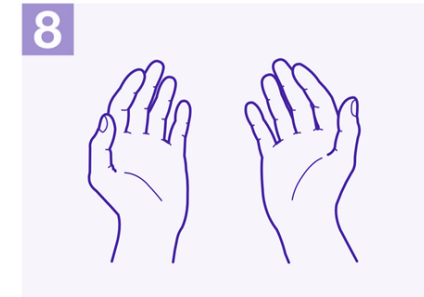
Backs of fingers to opposing palms with fingers interlocked;



Rotational rubbing of left thumb clasped in right palm and vice versa;



Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;

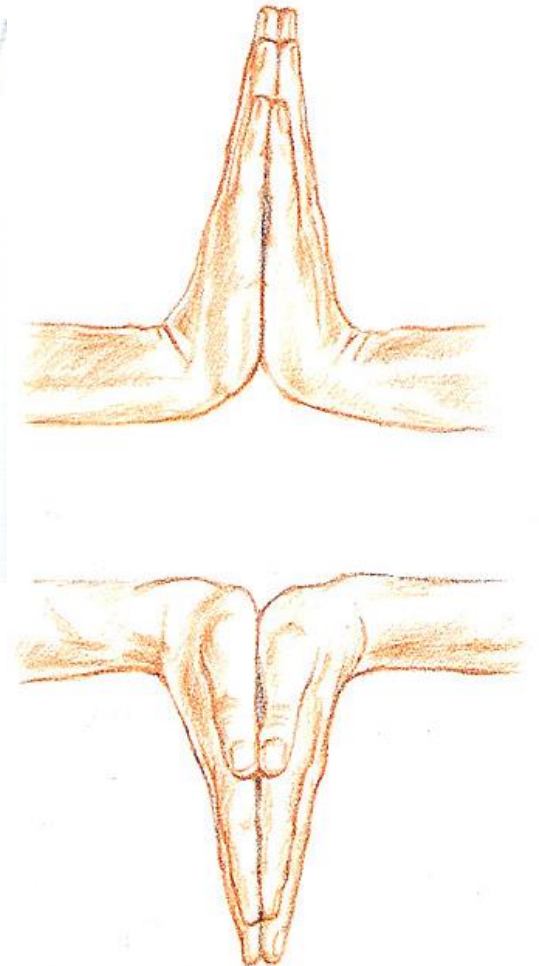


Once dry, your hands are safe.

Why is ergonomics important?

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- Well-designed workstations, work areas and meeting options provide a comfortable, stress free, productive work environment.
- Ergonomic design consideration are essential when combining furniture to reduce the risk of Repetitive Strain Injuries.
- Repetitive strain injuries develop over time and can lead to long term disability.
- Overcoming repetition:
 - Break the repetition! Take a deep breath or exhale.
 - Walk around to get water.
 - Do simple exercises for the neck and hands even at your seat.
 - Look up and look away periodically.



How can you avoid eye strain when using the computer?

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- Viewing distance recommended to be **20 to 40 inches**.
- Viewing angle recommended to be **15 to 20 degrees**.
- Set the brightness of the screen so as to minimize the contrast with the area behind it (background).
- Adjust font size and background color for visual comfort. Use dark text on light background, or 'night mode'; whatever is comfortable .
- **20/20/20 Rule** - Take a 20 second break every 20 minutes and look 20 feet away.
- **Blink frequently** – this helps lubricate the eyes.
- Set the refresh rate to at least 70Hz to minimize the flicker.

Viewing Distance



Viewing Angle



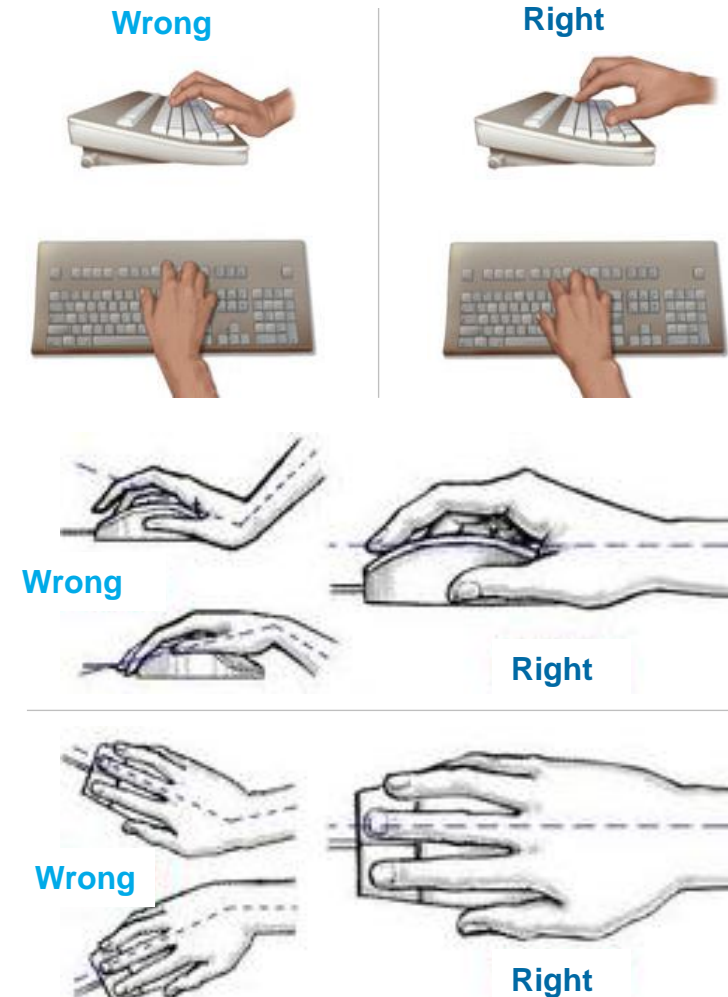
What are the best practices to follow when using the keyboard and mouse?

Keyboard - good practices

- Don't strike the keys too hard.
- Keep wrists neutral (not bent upwards or downwards) as shown in the image.
- Keep elbows at an 90 degree angle or greater.
- Keep shoulders relaxed.
- Stay centered with the letter keys, not the keyboard as a whole.
- Do not use wrist rests when typing, they are meant for resting wrists when not working.

Mouse - good practices

- Use elbow (not wrist) to move the mouse.
- Learn to use the mouse with the 'other' hand for 'load sharing'.
- Use keyboard shortcuts instead of using the mouse for quicker work and less strain on the wrist.
- Don't hold on to the mouse even when not using it.
- Don't use the mouse for too long, take breaks frequently.
- Keep wrists straight.



What are the signs of stress at work?

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Work-related stress can manifest itself into various symptoms. These symptoms can be physical, psychological, or behavioural.

Physical symptoms include:

- Fatigue
- Muscular tension or headaches
- Heart palpitations
- Sleeping difficulties, such as insomnia

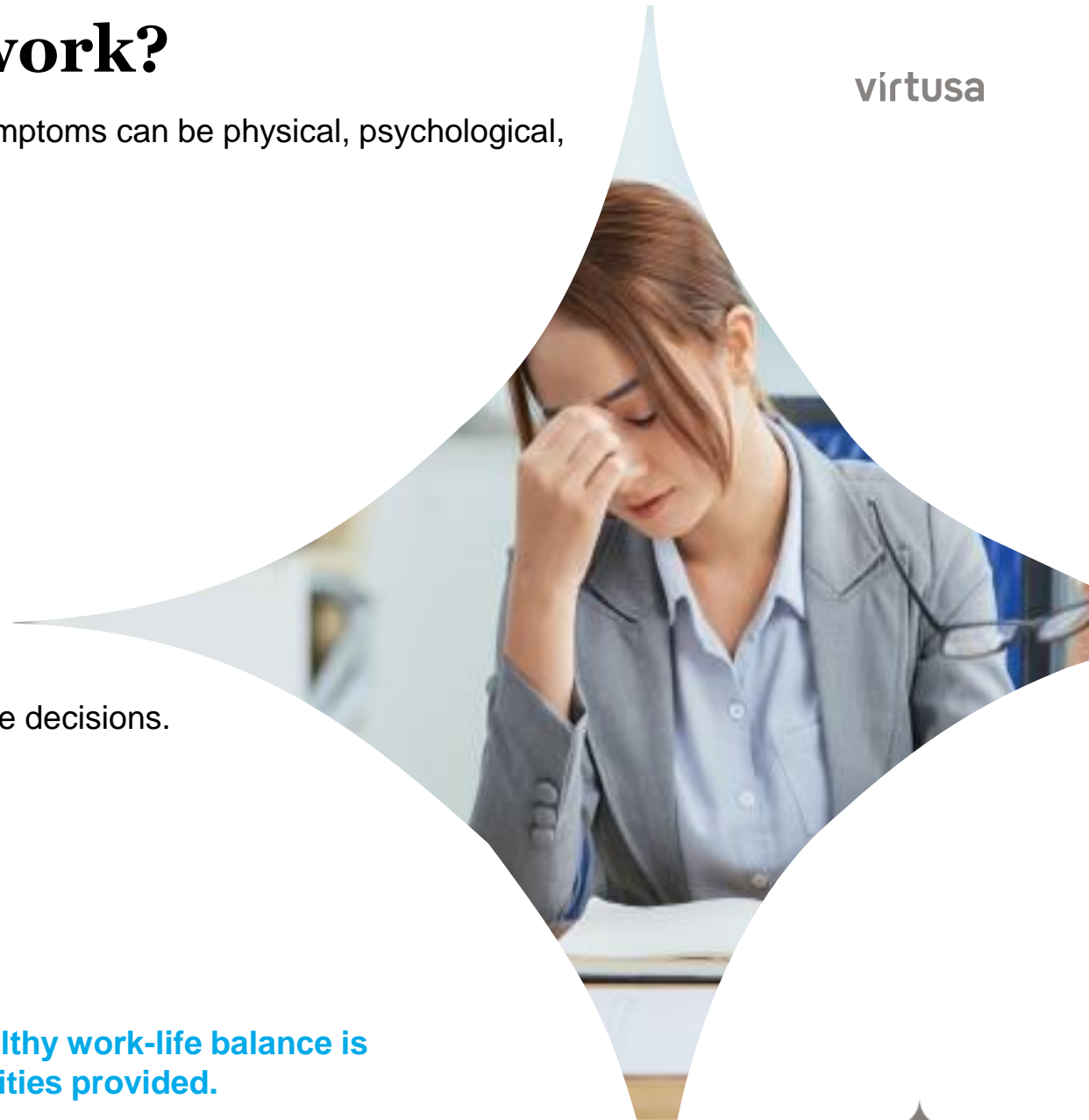
Psychological symptoms include:

- Depression, anxiety
- Irritability, pessimism
- Feelings of being overwhelmed and unable to cope
- Cognitive difficulties, such as a reduced ability to concentrate or make decisions.

Behavioural symptoms include:

- Aggression
- Diminished creativity and initiative, drop in work performance
- Problems with interpersonal relationships
- Disinterest or Isolation

Note: Virtusa's working hours are 45 hours (9hx5d) per week. A healthy work-life balance is recommended, taking advantage of the social and recreational facilities provided.



What can you do to relieve stress?

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- **Treat your body right:** Eat a balanced diet, get enough sleep and exercise regularly.
- **Encourage positive self-talk:** Use positive self-reinforcement affirmations, like "I can handle this, a step at a time." "Somehow as a team we will work this out".
- **Give positive reinforcement:** Be generous and do not hold-back telling people when they do a good job. Complement them on their neat offices or conscientious work habits.
- **Provide a sympathetic ear:** Fifteen minutes of a sympathetic active listening can offset many days of otherwise unproductive worry.
- **Always maintain a sense of humor:** It is contagious!
- **Good time-management:** Planning and scheduling important activities in advance, coordinating, following up with others, and keeping good records help people accomplish targets as a team.
- **Take short breaks after a particularly stressful event.**
- **Avoid back to back meetings:** Where you do not have an options on actioning the discussion.



What food safety best practices are followed in office?

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- All food service providers at the café are licensed under the Ministry of Health - Food Act through an annual licensing scheme administered by the local government, MOH, and Public Health Inspectors (PHIs).
 - The process requires that the food service handlers submit themselves for the medical examination, including testing of specimens by a medical practitioner.
 - Water and food samples are also checked as pre-requisites for licensing and renewal.
- Unannounced/random inspections and food sampling are also carried out by the PHI. On visits, hygiene, storage, and delivery are reviewed, and advised.
- If any contaminated food items are found, following any complaints or on a random sampling by the PHI, the offending service provider/establishment would be charged in court under the Food Safety Act.
- If you find the food contaminated, or feel unwell after consumption; immediately report as a food safety incident to the location specific facilities team.

Note: It is always important to obtain and retain your receipt of food purchase.



Safety



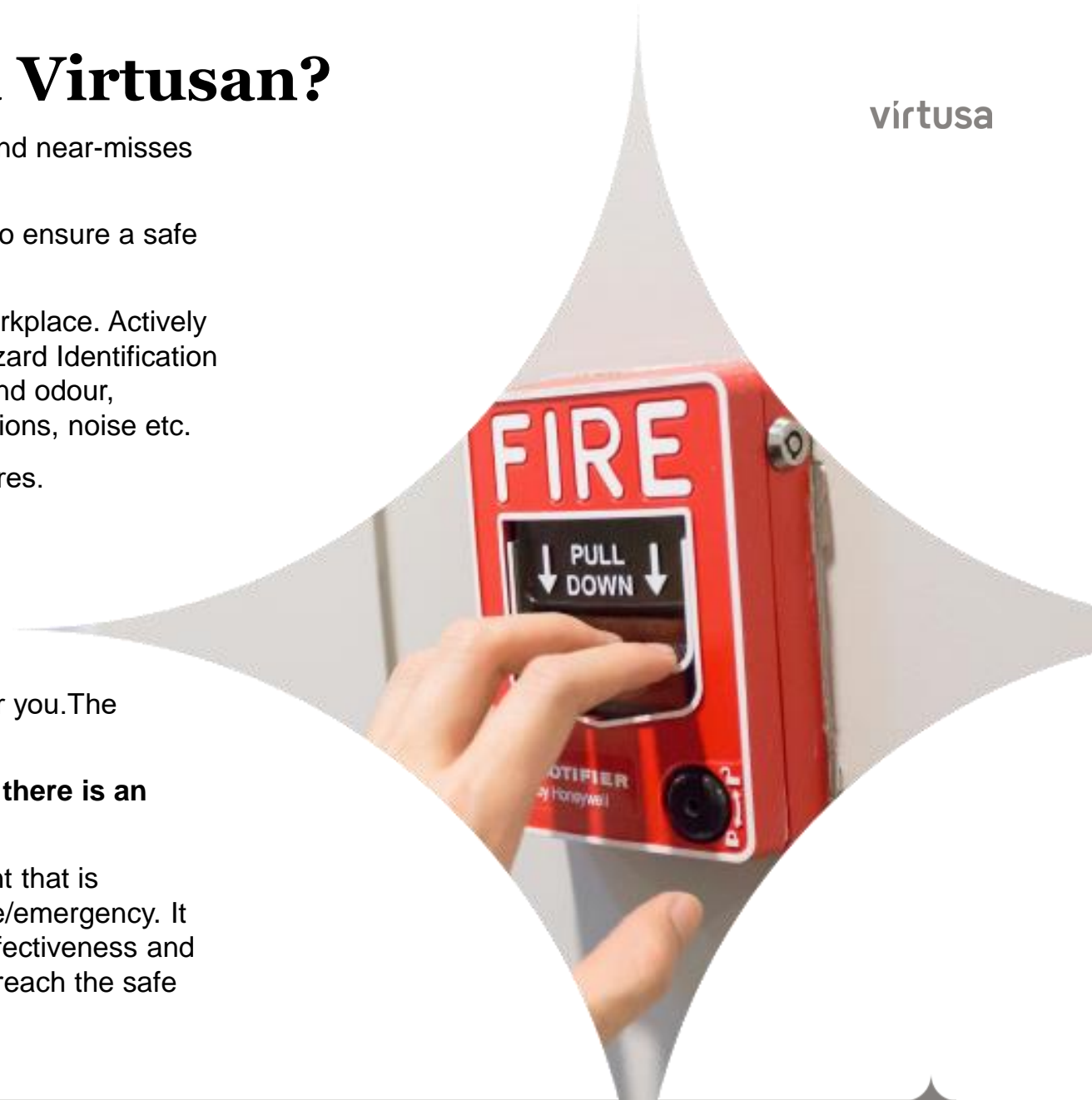
Safety – What's your role as a Virtusan?

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- Actively promote a safe workplace by reporting incidents, accidents and near-misses through email to your location specific facilities team.
- We actively monitor the following environmental parameters in order to ensure a safe workplace: noise levels, lighting levels, odours, and indoor air quality.
- Hazard identification is an integral part of maintaining safety in the workplace. Actively engage in spotting hazards and reporting same through Yammer (Hazard Identification Reporting – your location name). E.g. low lighting, indoor air quality and odour, temperature fluctuation, slip and trip hazards, loose electrical connections, noise etc.
- Promote a safe work environment by always following safety procedures.
- Ensure proper adherence to safety Signages such as: Caution- Wet Floor, Mind Your Head, etc.
- Be familiar with the fire alarm and the emergency response team (ERT) members on your floor.
- Be familiar with all exit routes to the safe assembly area applicable for you. The emergency evacuation plan is displayed on every floor in work areas.

Note: Emergency exits are allowed to be used by law only when there is an actual emergency.

- Actively participate in fire drills. Fire drills are a mandatory requirement that is conducted to orient employees on the mitigation plan during a real fire/emergency. It also allows all stakeholders to coordinate and test the functionality, effectiveness and practicality of all aspects of the maneuver including the time taken to reach the safe assembly area.
- Know the local Emergency Contact number for any emergency.



What should you do during a fire or an emergency?

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- In case of a fire - Raise the alarm - Activate a manual call point (MCP) / break glass
- Walk briskly towards the nearest exit and evacuate the facility using the stairs. **DO NOT** use the elevator under such circumstances, for your own safety. Access controlled doors will automatically unlock and should be kept open for easy egress.
- **DO NOT** carry your personal effects that will impede you and block others' movement.
- Encourage your co-workers to evacuate the facility.
- Walk down briskly in a single line to the right side of the staircase, allowing the left side to be used by the fire brigade or medical support team, to access the emergency area.
- Recoup at the designated 'safe assembly point', and identify anyone missing
- Managers shall perform a headcount of their team members and report any discrepancy to the Situation Commander or the Security or reception immediately.

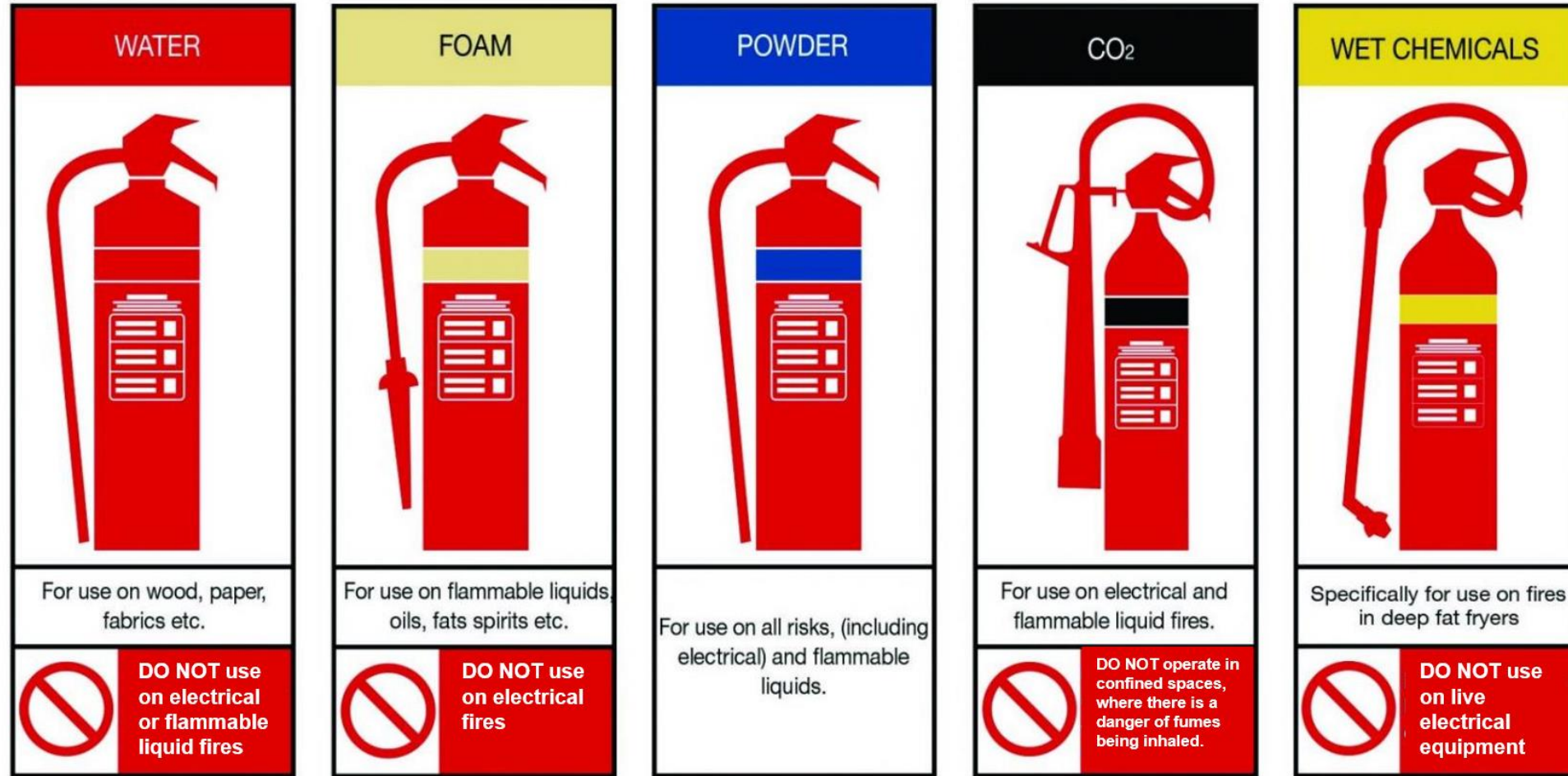
The procedures are the same, be it a real incident or a fire drill!



What are the types of extinguishers?

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Note: Fire extinguishers should be operated only by a trained employee such as an ERT member, unless a trained personnel is unavailable during the emergency and the situation calls for an immediate response.



What should you do during an earthquake?

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STEP 1

DROP down onto your hands and knees (before the earthquake knocks you down).

This position protects you from falling but allows you to still move if necessary.



STEP 2

COVER your head and neck (and your entire body if possible) under a sturdy table or desk.

If there is no shelter nearby, only then should you get down near an interior wall (or next to low-lying furniture that will not fall on you) and cover your head and neck with your arms and hands.



STEP 3

HOLD ON to your shelter (or to your head and neck) until the shaking stops. Move with your shelter if the shaking shifts it around.



What is an Emergency Response Team (ERT)?

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An emergency response team (ERT) is the safety backbone of an organization, consisting of a group of trained individuals who get mobilized whenever there is an emergency. An effective ERT team ensures the safe evacuation of the site to a safe assembly area within the target time.

You can identify the ERT members on your floor by the ERT dangler, pennant, or red-colored ceiling tile; or by asking your HR partner/team lead.

Roles in an ERT

- Fire Marshal/Warden
- Staircase Monitor
- Elevator Monitor
- Special Needs Assistant
- Rescuer
- First Aider

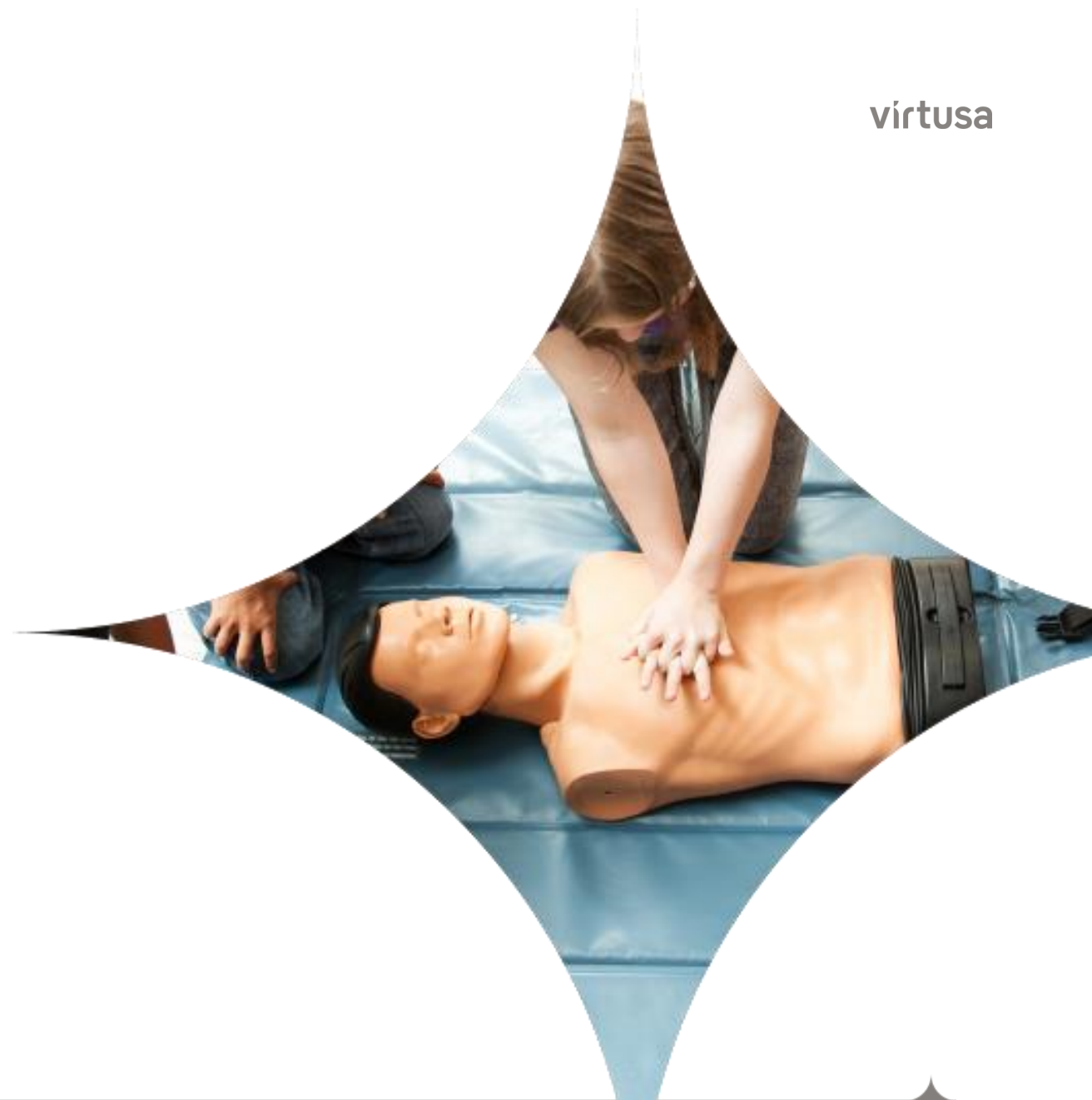


Why should you volunteer to be part of the ERT?

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ERT members are provided training by the best-in-class certification bodies on an array of interesting subjects, including how to handle various emergencies and disasters. You would walk away with basic life support skills, rescuing techniques, and first aid techniques, which would be invaluable in your day to day life.

Once certified as an ERT member, you would earn REP scores and badges on your achievement. In addition, your ERT membership will be denoted in your service letter.



Thank you.