



Ecofy Safety Policy
Version 1.0

“The document outlines the Safety Policy for Occupational Health and Safety aspects for Ecofy staff”

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This document was originally approved and issued by the Chief Operating Officer of Ecofy Finance Pvt. Ltd. on 28th April 2024, the World Day for Safety and Health at Work.

Version Control

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Background

Ecofy accords highest priority to the safety and wellbeing of its human resources involved in various business activities of the Company. Ecofy employees and contract personnel are collectively referred to as 'staff' in this document. As a non-banking financial corporation providing loans using fintech for marketing, processing and managing loans, Ecofy staff does variety of activities which primarily involves travel for business development and at times loan recovery, and office work sitting in front of the computer. Ecofy, has been consciously increasing diversity among its staff. Accordingly, significant number of Ecofy staff are women. Going beyond compliance with the legislation for prevention of sexual harassment, Ecofy appreciates the contribution a working woman does to the organization as well as to her own family. A section in this document has been dedicated to working women and their safety.

Accordingly, safety policy sections dedicated to different activities and occupational hazards are being issued by the Company as an advisory for its staff.

Purpose and Scope

This document has been prepared to define purpose and scope of Safety Policy for occupational health and safety aspects of various tasks and activities of Ecofy staff:

Purpose

- Communicate to the staff of Ecofy, the precautions they need to take to safeguard their health from the hazards caused by nature of work they do.
- To provide Do's and Don'ts for mitigating impacts of hazards associated with the work.
- To provide a framework of reporting an incidence if any occupational health and safety incidence takes place.

Scope

- This safety policy is dedicated to the health and safety hazards associated with all official activities and tasks undertaken by Ecofy staff.
- This policy is applicable to all offices of Ecofy and its subsidiaries where Ecofy has controlling stake.
- This policy is applicable irrespective of the geographic region or hierarchical level of Ecofy staff members.

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Section 1: Indoor Office Work

Hazards Associated with Indoor Office Work

Following are potential health hazards, Ecofy staff working in its offices may be exposed to:

Wrong Sitting Posture

When work involves sitting in one position for long hours, it poses posture hazard. Standing or sitting in the same position for an extended period is a common cause of back, neck and leg pain. Awkward posture often stresses the spine and causes muscle fatigue and pain. Vulnerable body parts may include palms, fingers, forearms, back, and calf muscle of legs.

Cut, Puncture, Slip, Trip and Fall Hazards

Paper cutter, clips, staplers, book binding machines, pins are used in office work have potential hazard to cause cut and puncture type injuries. Movement of staff and material within the office may be hazardous due to incidences of slip, trip and fall. Water or other liquid spilled on tiled floor, single use plastic bag, uneven or opened carpet or flooring, etc. may cause slip and trip in the office premises. Material stacked in the walkways and corridors may obstruct free movement of men and material causing trip and fall.

Screen Time Hazard

Working with screens of laptop computers, mobile phone, tabs, etc. may cause hazard to the eyes of the staff members. Symptoms include eye discomfort and fatigue, dry eye, blurry vision, and headaches. Excessive screen time can lead to depression, anxiety, and other mood disorders.

Indoor Air Pollution Hazards

Lack of adequate ventilation may deprive staff of fresh air causing nausea, more popularly known as 'Sick Building Syndrome'. Fresh paint, glue used for the carpet, polishes, varnishes on interior decoration emit volatile organic chemicals some of which may be harmful beyond certain concentrations. Dust mites and bacterial cells may get into indoor air from the HVAC ducting or from carpets causing bronchial ailments among occupants. Despite lower concentrations, long hours of exposure to indoor air pollutants could cause more impact.

Printer and photocopier with its ultraviolet light causing ozone formation in the indoor air of printer room could be a source of pollutants such as Ozone and Formaldehyde.

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Heating and consumption of food in an open pantry in office could be a source of organic fumes from food, waste food rotting in the dust beans could be a source of bad odour, bacterial contamination, and pest infection.

Smoking if allowed inside the office, may cause significant indoor air pollution causing health issues to both smoking and non-smoking staff.

Improper temperature of indoor air supplied by HVAC system could be hazardous to many people depending upon their physiological condition. Too low temperatures could cause cold and fever.

Fire Hazard

Stacking of combustible material such as paper, cardboard, etc. near electric meter room, inappropriate disposal of cigarette butts, and short circuit are the three main causes of fire in office environment. Pantry with electric hot plate, microwave, water heating kettle, etc. can cause electric shock or personal burn injuries if this equipment is not maintained and handled properly. More than burning injuries, breathing trouble due to smoke causes more damage.

Safety Guidelines to Prevent Hazards at Office Work

Ecofy staff working indoors at any of the offices of Ecofy shall observe the following safety guidelines.

Guidelines for Individuals

Various precautionary aspects indoor office working are as follow:

- a) Try to take a short break for the washroom or pantry once every 60 to 90 minutes such that you happen to take 60 to 90 steps in every break. Be watchful of objects, if any in the walkways, that may cause slip, trip or fall.
- b) Rule 20:20:20: Every 20 minutes, shift your eyes to look at an object at least 20 feet away, for at least 20 seconds.
- c) Your computer's keyboard should be in an area that is accessible and comfortable. Position the keyboard so that the angle between your forearm and upper arm is between 80 and 120 degrees.

- d) While working for long hours, adopt the correct sitting posture as shown in the picture below.



- e) Do not lean back in or climb on any office chair. Do not roll chairs over electrical cords. Ensure that your chair's back and seat height positions are comfortable.
- f) Power and data cables running under each desk should be properly tied and tucked in the tray. Loose hanging or laying of cables on floor should be avoided. Otherwise, staffers have risk of trip and fall.
- g) While walking in the office be attentive to the objects on floor that can cause slip, trip or fall.
- h) If you need to operate a machine that you are unfamiliar with, read the machine's instructions or ask for directions from a qualified colleague.
- i) Follow discipline of discarding degradable and non-degradable waste in respective bins while in office. Do not leave wrappers and packaging of bought out food on your desk. Do not smoke indoors.
- j) In case of headache due to obnoxious smell, pungent smell of paint and varnishes, or in case of suffocation due to inadequate ventilation, or in case of too cold or too hot indoor air temperature, immediately inform the administration department.
- k) It is the responsibility of individual staff members to find/ learn the location of Assembly Point in the office building premises, seriously participate in the fire and other drills. Cooperate with the building manager and Ecofy administrative team in volunteering as fire warden and in following their instructions.
- l) In case of burning smell, look around for any indication of short circuit. If any smoke or fire is detected, immediately inform the fire warden of the floor and alert floor security. Do not wait till the fire detector and sprinkler system gets activated.

Guidelines for Admin Team

- a) Admin team should coordinate with the building management team where Ecofy offices are located for fire safety, periodic cleaning of water purifiers and coolers, periodic sample collection and testing of drinking water.
- b) Admin team shall identify fire wardens for all offices of Ecofy. Low-risk workplaces should have one trained fire warden for every 50 employees. Medium-risk workplaces should have one trained fire warden for every 20 employees. High-risk workplaces should have one trained fire warden for every 15 employees.

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- c) If the office is in an A grade commercial building with centralized fire fighting system of fire hydrants and sprinklers, provision of two staircases and provision of fire elevator, a single fire warden should suffice. If the office is not located in an A grade commercial building but the office building has centralized automatic fire fighting system that is periodically checked, one warden for 20 staff should suffice.
- d) The administration department should maintain a first aid box at all offices of Ecofy. Ecofy offices, where more than 50 staff work in office at a time, Admin department should have one staff trained as a first aid giver.
- e) At all Ecofy offices, admin department should have tie up with a local doctor for on call service, should maintain an updated list of local ambulance providers and at least two local hospitals where group medical insurance taken by the company for the employees is acceptable. These contact numbers in laminated form should be available at the reception counter in each office of Ecofy.
- f) At all Ecofy offices, Admin department should obtain floor plan where Ecofy office is located, clearly mark escape route to the nearest staircase and prominently display the same or periodically distribute it among the staff members. Fire grade emergency exit signs should be displayed in conformance with the National building Code, 2016.
- g) Guidelines for avoiding posture related hazards common to men and women is covered in a separate safety policy document.
- h) To maintain indoor air quality, whenever staff members complain about nausea, get the building manager check ventilation rate for Ecofy office. Floors should be vacuumed daily and if carpets are provided for flooring, these carpets should be periodically shampooed.
- i) Suitable indoor plants should be planted to absorb indoor air pollutants such as Ozone, Formaldehyde, Ketones, and other volatile organic chemicals in indoor air. Wherever possible, display the name and cleansing characteristics of the plant in a small placard placed next to the tree.
- j) No materials and goods should be placed in the walkways. Fire escape route should be always clear. Admin department should ensure that building owner/ manager does not allow any other tenants to keep any material in staircases and common corridors that can obstruct movement of patient during a medical emergency or escape of people during fire.
- k) Admin department should coordinate with appropriate agencies to maintain indoor air temperature of 24 degree Celsius with average humidity of 60% inside all offices of Ecofy.
- l) Admin department should review and understand Emergency Preparedness Plan prepared by the building manager/ estate manager where Ecofy office is located and maintain preparations for emergency preparedness as expected by the building managers from the tenants/ occupiers. Admin department should have contact details of police control room, contact details of the Disaster Management Cell of the state or NDRF.

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Section 2: Business Travel

Identification of Travel Related Hazards

Corporate travelers are exposed to numerous variables and unpredictable risks. Though it is almost impossible to eliminate the risks, Ecofy staff can take effective precautions for risk mitigation. While on international and domestic travel, following are potential hazards Ecofy staff may be exposed to:

Health hazards

Health hazards may be caused due to consumption of unhygienic water or food, catching bacterial or viral infection due to contact with contaminated surfaces or breathing contaminated air.

Personal security hazards

During travel or in some cases during the meetings, Ecofy staff may interact with the unknown persons of unmatching temperament. This may cause conflict that can, in extreme case, lead to a verbal abuse or physical injury. Vehicular accident in transit could be other source of personal security hazard.

Political and cultural sensitivity linked hazards

Religious, cultural, and linguistic diversity in India creates specific political and cultural thinking in the society. Unintentional improper statement or gesture or behaviour may cause mob risk hazard to Ecofy staff in certain situations.

Natural disasters and extreme weather events

Natural disasters such as earthquake may happen in any location. Extreme weather events such as excessive rains, flash floods, heat wave, cold wave, thunderstorms, and droughts have become more common. Extreme weather events have become very common across India and meteorological department provides adequate weather warnings. These hazards may cause personal injury, hardship due to cancelled or delayed schedules of buses, trains, and flights.

Theft and cheating hazards

Theft of documents, currency, other valuable items can happen at any public place during the travel. This hazard will cause inconvenience, delays in schedule, as well as monetary loss. In new geographies, traveller needs to depend upon locals due to language barriers. This could lead to

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sharing some travel and belongings related information with strangers. This could be a source of theft and cheating hazard.

Animosity towards Recovery Agents

Ecofy staff approaching any client for recovery of dues may experience animosity. Such sentiments may result in quarrel, verbal abuse, or attack.

Travel Safety Guidelines

Using these travel safety guidelines the Ecofy staff can ensure the safety and wellbeing of their own and their colleagues during the travel.

Pre- trip planning and Preparation

Various aspects Ecofy traveler should consider at a preparatory stage prior to the travel are as follows:

- **Local regulation:** It is important to know local regulations such as public holidays, traffic rules, meaning of signages used in road furniture and airports, rules related to discarding and disposal of refuse/ waste.
- **Local customs and beliefs:** Certain societies may have customs and beliefs with which sentiments related to good or bad omen are linked. It is important for business travelers to know the customary ways of greetings using specific words in local language or gestures. In some societies, certain days or dates or months are not considered auspicious to start any new initiative.
- **Choice of vehicle for travel:** To the extent possible, Ecofy staff shall avoid traveling on two-wheeler on official duty. Use of two-wheeler for intercity or national highway travel for work by Ecofy staff should be approved by respective team lead/ Head of the department prior to the travel. During intra-city use of two-wheeler, Ecofy staff shall ensure that the driver has permanent driving license, both the driver and the pillion rider should wear helmet, avoid riding under the influence of alcohol, avoid riding without proper insurance, avoid overloading your bike, avoid exceeding speed limits stipulated by traffic police, avoid rash driving, and avoid jumping signal. During use of all other modes of transportation, as per eligibility at different levels of the organization, applicable rules and regulations should be followed by Ecofy staff.
- **Information on telephone and data connectivity:** Quick and clear communication is important to seek help when a traveler is at risk. Therefore, knowing availability and reliability of telephone and data connectivity at travel locations is an important part of travel planning.

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- **Sharing Travel Plan:** Once the travel plan is finalized, sharing the plan with colleagues and supervisors is important for quick response in case of emergency. Intimate supervisor in case of any change in the travel plan (mode of travel, change in timing, etc.).
- **Precautions for Recovery Agents:** Recovery agents (RA) approaching any defaulter client for recovery should be fully compliant with the Code of Conduct prescribed by the RBI as well as Ecofy for recovery agents. In addition, before going to any locality, RA should study majority of population in the area, history of any attacks on recovery agents in the past. Where appropriate, in addition to intimation to the local police station, RA should seek protection from local police stations.

Extreme Weather and Personal Protection

Changing climatic conditions has caused more frequent extreme weather events all over India. Therefore, Ecofy staff should pursue advice and instructions provided by the Indian Meteorological Department (IMD). Given below is a compilation of precautions to be taken in case Ecofy staff must travel to the geography affected or likely to be affected by extreme weather unit. Notwithstanding all the precautions taken by the traveling staff members, all staff in need of emergency assistance should call an emergency contact number (+91 9930140906) maintained by the HR department of Ecofy.

Extreme Weather Event	Safety Guidelines
Heat wave, excessively higher ambient temperatures	a) To the extent possible, prepare meeting schedule such that exposure to scorching heat or Loo is avoided b) Drink adequate water. Carry Oral Rehydration Solution (ORS) c) Use loose fitting full sleeves, cotton clothes (breathable) d) Carry and Use cap or umbrella
Cold wave, excessively lower ambient temperatures	a) To the extent possible, prepare meeting schedule such that exposure to cold winds is minimised b) Have adequate winter clothing. Multiple layers of clothing are useful. d) Drink hot water/ hot beverages/ hot drinks adequately to keep body warm e) Watch out for symptoms of frostbite like numbness, white or pale appearance on fingers, toes, ear lobes and the tip of the nose. Consult the doctor if symptoms are noticed.

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Excessively heavy rains, flash floods	<p>a) Before embarking upon the travel, check meteorological department's advisory, call colleagues from the affected area to assess risk.</p> <p>b) Stay away from power lines or electric wires.</p> <p>c) Avoid driving in heavy rain due to poor visibility.</p> <p>d) Do not try to drive across a flooded road. Water may be deeper and stronger than it appears.</p> <p>e) Avoid driving in heavy rain due to poor visibility.</p> <p>f) Avoid roadway underpasses, drainage ditches, low lying areas and areas where water collects.</p> <p>g) Carry raincoat, gum boots, spare food items, safe drinking water</p>
Tropical cyclone, excessively strong winds	<p>a) In case of cyclone warning by meteorological department, avoid travel to the affected area.</p> <p>b) Follow instructions of meteorological department in case if cyclone develops during the travel to the coastal area.</p> <p>C) Keep list of emergency phone numbers handy.</p> <p>d) Avoid standing below a tree or near standalone pole. Be vigilant about objects carried by heavy gushes of wind.</p> <p>e) Prefer tight fitting clothes.</p>

Inter-personal Conflicts

Interpersonal conflict with strangers is the most avoidable incidence for Ecofy business travelers. Ecofy staff should not indulge in conflict with unknown people. The following precautions should be taken.

- Ask for pardon in the beginning of conversation for lack of local language.
- Avoid use of improper language and physical touch to unknown person.
- Avoid verbal or physical conflict with members of local population.
- Avoid mediating in conflict between parties un-known to you.
- In case of conflict, immediately go away from area of trouble without allowing the conflict to flare up.
- In case of personal injury to any party (yourself or opponent), immediately inform your immediate supervisor who in turn will inform Head HRD. In consultation with Head HRD and Head legal, a decision should be taken about lodging a complaint with the local police station.

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Proper Documentation

In case of emergency, documentation is important for the identification of an individual and his belongings. The following precautions should be taken.

- Carry government approved identity proof in addition to company provided Identity Card
- International travel only with passport, valid visa and entry permits where applicable.
- Proof of purchase of international currency.
- Custom duty compliance on entry of each country visited or on return to India.
- Carry a printed copy of the relevant contact numbers including that of the consulate or embassy in case of overseas travel.

Keep Belongings Safe

Anytime an employee is traveling, they should stay on high alert. They should follow their gut and stay aware. Travelers should avoid unfamiliar or low-lit areas, especially at night. Always keep your documents and valuables in a secure place that is not obvious.

Safety Guidelines for Epidemic and other health hazards

- If any probable epidemic is suspected in area of travel, adequate vaccination should be taken by the staff members of Ecofy.
- Avoid traveling in crowds. Use face mask, use sanitizer. Due precautions should be taken by Ecofy staff to protect themselves from transmittable and communicable diseases while travelling in public. Maintain a minimum of one meter distance from the next person while traveling in public transport. When possible, open windows in your car, bus, or other vehicle to increase ventilation.
- Avoid unnecessary contact with surfaces such as handrails, table-tops, etc. at public places, frequently wash hands and face.
- Carry drinking water from a safe and known source.
- Do not travel if you're feeling unwell.

Section 3: Working Women

This section is dedicated to the safety aspects other than those covered under the Sexual Harassment of Women at Workplace (Prevention, Prohibition & Redressal) Act, 2013.

Identification of Hazards for Working Women

Women are exposed to peculiar hazards related to haste during commute, emotional stress, etc. due to the dual responsibility of work and family. Following are potential hazards, working women at Ecofy staff may be exposed to:

Daily Commute Related Hazards

Working women of Ecofy commute every day to and from home to workplace in variety of modes of transportation. Commute related hazard could happen to anybody irrespective of gender. However, in case of women, haste to reach office on time and then reach home as early as possible may expose women at higher risk of personal injury.

Maternal Mental Health Hazards

Working women may be exposed to the mental health hazards due to the demand on their time from their children. Sickness of children and their engagement in school and social activities may cause mental stresses, if woman staff could not spare time from the schedule of work. Stress may be even higher in case of single parent.

Menstrual Hygiene Related Hazards

Working women, especially while on travel may be exposed to hazards related to the menstrual hygiene. Lack of menstrual supplies, lack of availability of clean toilets poses these challenges.

Working Conditions Related Hazards

Nature of work and surrounding working conditions may pose gender specific hazards. Ergonomic postures during work, working with keyboard and mouse may cause physical hazard such as body pain. Women traveling on work could be more vulnerable compared to the men. Other work-related hazard includes higher screen time, and hazards related to prolonged standing or prolonged sitting for work.



Safety Guidelines for Working Women

Women staff across Ecofy shall follow following safety guidelines all the time. Admin and HR departments shall facilitate the same.

Commute Related

Various precautionary aspects working women of Ecofy should consider during commute to & from home to workplace are as follows:

- **Dressing:** Aspects to be considered in selection of dressing from safety perspective include comfort, seasonal variation in temperature and humidity, and mode of transportation. Choice of fabric will depend upon the seasonal variation. Mode of transport such as self-driven two-wheeler would necessitate avoiding clothes which may get mingled with wheel or cause obstacle to clear vision.
- **Time of Commute:** Ladies staff working at all offices of Ecofy should reach the office on time and leave the office by 6.30 pm. If any lady member of Ecofy staff is required to be in office premises beyond 7 pm, concerned team lead should inform the vertical Head.

If a lady staff is leaving Ecofy office any time after 8 pm, she should higher radio taxi from office to home and inform vehicle number, name, and contact number of the driver to her immediate supervisor. It would be the responsibility of the immediate supervisor of the lady staff to confirm that the lady staff has reached home safely. Ladies staff required to be in office till 8 pm will be entitled to claim amount paid for radio taxi by submitting appropriate bill duly approved by the team Lead/Head.

Notwithstanding all the precautions taken by the ladies' staff members, all staff in need of emergency assistance should call an emergency contact number (+91 9930140906) maintained by the HR department of Ecofy.

- **Pooled Travel:** Ladies members of the Ecofy team are encouraged to form a car-pool or cab pool for commuting. If some work time adjustment needs to be done to ensure pooled travel, all teams having ladies members should try and accommodate such time adjustments.

Physical and Mental Health Related

Various precautionary aspects working women of Ecofy should consider sustaining physical and mental health as follows:

- **Contact with family members:** While on duty, all staff in general and women members in particular are encouraged to call or contact family members during their lunch and tea breaks or as required.

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- **Sharing and Caring:** All staff members in general and women staff in particular are encouraged to speak their mind, if any issue or aspect related to work or personal life is persistently bothering them, they should confide and share with their colleagues and friends within or out of Ecofy community. If any Ecofy staff member approaches any colleague and shares her/ his concerns, depending upon seriousness of the matter, Ecofy staff without divulging the details of what has been shared, should alert Head HR regarding the mental health of the colleague. Head HR shall appropriately act in consultation with the management in confidence.
- **Physical health:** All women staff members shall be provided with the supplies related to menstrual health by administration department on demand if requirement arises while on duty. Women members should inform HR soon after they get to know if they have any women specific ailment or pregnancy which may need unexpected medical assistance.
- **Sexual Harassment:** There is a separate policy for compliance with the Sexual Harassment of Women at Workplace (Prevention, Prohibition & Redressal) Act, 2013. All Ecofy staff are encouraged to alert the management if they notice any unacceptable behavior of any staff member with their colleagues at workplace or within the zone of influence.

Working Conditions Related

- **Timing:** Notwithstanding exceptions, women members of Ecofy staff should not be working before 7 am and after 7 pm.
- **Posture:** You can improve your posture by choosing an ergonomic chair and strengthening your core. Adjust the seat height to suit your height such that the legs are well supported by the floor. Neck stretches and supportive shoes can also help support your spine and trunk. While standing, weight should be equally distributed on both legs.

Women are three times more likely to get Carpel Tunnel Syndrome. Using the hand or wrist in a repeated fashion – typically with the hand lower than wrist. This includes computer work, work with vibrating tools, and activities that requires a strong grip. Regularly do ‘four wrist physiotherapy exercise’. If pain persists, consult the doctor.

- **Screen time:** Research study at Columbia University, USA has revealed that longer screen time was associated with depression for women but not for men.

Looking at a screen for an extended time can cause “computer vision syndrome.” The symptoms include strained, dry eyes, blurred vision, and headaches. It also can lead to retina damage, which could permanently affect your sight. Use the 20-20-20 rule. For every 20 minutes of looking at a screen, take a 20-second break and look at something 20 feet away. This can help decrease the effects of prolonged screen time.

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Section 4: Incidence Reporting

Format for Reporting Serious OHS Incident

Provisions of the Occupational Safety, Health, and Working Conditions Code, 2020 and Workmen Compensation Act 1923 require that in case of any serious accident/incident¹ while on duty at the workplace or outside with the employees of any company, the same should be reported to the authorities immediately.

Whenever Ecofy staff is affected due to any safety incidence, it should be reported in following format:

Incident Report	
Date and time of incident	
Name of the affected Ecofy staff	
Name of the Business Group/ department	
Name of the Head of the Department	
A. Category of Incident	
a) Near miss vehicular accident without injury. b) Injury requiring first aid without loss of work time. c) Injury requiring visit to doctor with loss of work time. d) Injury requiring hospitalization. e) Serious injury with hospitalization. f) Death	
B. Details of the Incident (Write N.A if not applicable)	
Date & time of Report	

¹A **Serious Incident** is one of the following which affects any employee, customer, supplier, or other person who has dealings with, or is affected by the activities of Ecofy or which occur on or nearby any site, plant, equipment, or facility of the project Ecofy has invested:

- (a) an incident resulting in death or permanent injury to any person;
- (b) any other incident which has a material negative impact on the environment or the health, safety, and security situation (including without limitation any explosion, spill or workplace accident which results in death, serious or multiple injuries or material environmental contamination); and
- (c) any incident of a social nature (including without limitation any violent labour unrest or dispute with local communities, accident/incident to local person due to company related activity), which has or is reasonably likely to have a material negative effect on the social and cultural context.

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Description of the Incident <i>(Narrative and contextual information)</i>	
Apparent Causes of incident	
Involvement of third parties	Client/ Police/ Un-related public
Investigation status	
Ecofy's view of the incident. <i>(Degree of severity, possible uncertainties, or disputed facts to be investigated)</i>	
Immediate actions taken by the Company and other parties	
Further actions proposed to prevent re-occurrence of incident	
Monitoring/reporting arrangements agreed	
Results to date of actions taken	

Communication and Call in Distress

- All employees travelling on work should keep their immediate supervisors informed about all emergencies during travel. The intimation should be communicated up all the way to the head of the department. Depending upon the severity of the incidence, head of the department shall decide on intimating Head – HR, COO and CEO.
- There is SOS number (+91 9930140906) provided with Human Resources Department. Employees in distress can call this number anytime on duty to seek help in case of any emergency or distress.
- Human Resource Department shall maintain an updated list of at least two emergency contact numbers provided by an employee from his family and friends to whom HR representative can reach out to provide information or support.
- In case any member of Ecofy staff is injured, escalation metrics for intimation shall be as follows:

Sr. no.	Nature of injury	Intimation matrix and timeline
1	Near miss vehicular accident without injury	Staff to HOD within 24 hours HOD to HR within a week

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2	Injury requiring first aid without loss of work time	Staff to HOD within 4 hours HOD to HR within 24 hours
3	Injury requiring visit to doctor with loss of work time	Staff to HOD Immediately HOD to HR within 4 hours HR to COO/ CEO as appropriate
4	Injury requiring hospitalization	Staff to HOD immediately HOD to HR within 2 hours after collecting requisite facts of the situation. HR to COO/ CEO and ESG head as soon as possible
5	Serious injury with hospitalization	Staff to HOD immediately HOD to HR immediately with periodic updates HR to COO/ CEO immediately and ESG head as soon as possible
6	Death	Staff/ colleagues to HOD immediately HOD to HR immediately HR to COO/ CEO immediately and ESG head as soon as possible

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