



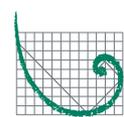
Bombay Chamber
of Commerce & Industry

THE NEW NORMAL OF WORKPLACE SAFETY, HEALTH AND ENVIRONMENT

A Compendium of Thought Leadership Insights and Best Practices from Bombay Chamber's 'Office Safety Awards 2018'



CREATING VALUE. MANAGING RISKS. ENHANCING IMPACT.



ERM Knowledge Partner

FOREWORD

Safety, Health and Environment at a workplace have a direct impact on a business' overall value proposition. A comprehensive approach involving the above subject is thus critical to organizations that seek to demonstrate that business responsibility is integral to their existence.

Globally, many organizations pursue a robust workplace safety, health and environment program for two key reasons are 1) Compliance 2) Operational Excellence. The end goal of such programs is the prevention of occupational injury and fatality, which also consequently help promote a culture of safety and well-being in the work environment.

In India, interestingly, data from applicants of Bombay Chamber's Office Safety Awards 2018 suggests that there is a significant increase in the number of responsible organizations that are progressing beyond traditional approaches involving for occupational safety and environmental management. Their strategies, engagement formats, execution approach and monitoring frameworks have begun to define the **'New Normal of Workplace Safety, Health and Environment'**.

In fact, it was with a view to better recognize this 'new normal' - that is being promoted by responsible business - that the **Bombay Chamber of Commerce and Industry launched the 'Office Safety Awards' in 2018**. This first-of-its-kind initiative was undertaken by the Bombay Chamber to felicitate organizations that place increased emphasis on employees' safety and well-being as key enablers for business continuity.

ERM - with Bombay Chamber's Knowledge Partner - helped develop this Compendium to capture thought leadership insights, best practices and state-of-the-art interventions that were distilled from the applications received.

We hope this compendium will encourage organisations to **re-imagine** the overall impact created by workplace safety, health and environment plans and practices and assist in examining new ways for enhancing business' value, within the ecosystem in which we are all an integral part...

Vijay Srirangan
Director General

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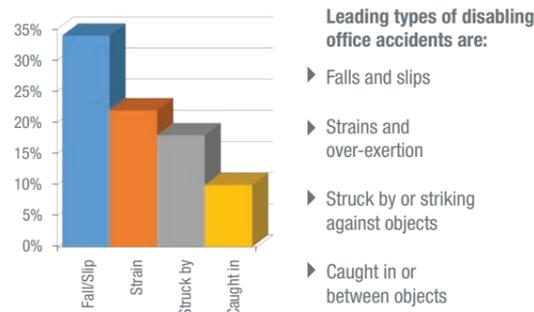
CONTEXT

Organizations across the globe are currently witnessing a radical shift in the workplace safety, health and environment aspects as part of the new normal towards business continuity. These aspects are becoming an integral part of the business operations driven by technological interventions, international benchmarks, evolving national legislative landscape and most importantly the overall value system of the organization.

From what we see in India, progressive organizations are now transcending the compliance boundaries and focusing on building a comprehensive workplace safety and health approach as a value driver towards business excellence. They are providing robust health and safety systems, processes, equipment and training, thus empowering their employees to perform in a more sustainable and responsible manner. By virtue of valuing their human capital, these organizations are investing in systems, technology, processes and culture that culminate in a safe, healthy and comfortable working environment. This improves the operational efficiency, accountability and retention thus adding to the business's overall performance excellence and reputation.

Often, organizations fail to realize that the impact of an unsafe working environment in an office premise is as significant as that of manufacturing facility or factory. Typically, the presence of top management poses as a condition to demonstrate workplace safety as a commitment towards employees. However, ad-hoc measures or engagement activities are not sufficient in transforming the overall safety culture of the organization. A holistic and proactive approach is the need of the hour, to ensure that the employees plan, execute and monitor their work in a safe and sustainable manner.

Data reveals that office-based staff sustain approximately 76,000 fractures, dislocations, sprains, strains and contusions annually.



Source: National Safety Council, Accident Prevention Manual, 2012

SCOPE

To address the core issues cited above, the Bombay Chamber of Commerce and Industry conceptualized and hosted the Office Safety Excellence Award 2018 to acknowledge organisations adopting best practices in their office safety, health and environment programs.

The applications were evaluated based on the following **6 pillars of Performance Excellence:**

6 PILLARS

WHAT IT COVERS:

MANAGEMENT COMMITMENT

EHS policy deployment plan, methods of communication of Safety Rules, safety inspection and its frequency, facility management, safety committee and its members, methods of reporting EHS incidents, appreciation policy to recognise employees for inculcating safety practices or incident reporting, certification of office (for BS OHSAS 18001: 2007, ISO) etc



LEGAL COMPLIANCE

List applicable safety, health and environmental legislation for your office location. This also include legislations pertaining to various potential risks identified based on the location of your office. (E.g. - flooding, natural/manmade calamities, structural stability, neighbouring industries, terrorist attacks, political unrest, social unrest etc.), emergency preparedness plan, structural stability certification, preventive maintenance program, energy meter, water meter, AC systems, facility for physically challenged, management of basement, Canteen, CCTV camera, office security and its availability, backup power facility (DG Set, inverter, UPS), Communication system during emergency situation etc



SAFE INFRASTRUCTURE

Office location based risks (flooding, natural/manmade calamities, structural stability), details of onsite emergency preparedness plan, preventive maintenance plan, energy meter, water meter, AC systems, facility of physically challenged, basement usage, CCTV, office security details, back-up power supply etc.



ENVIRONMENT

Source of water, rain water harvesting systems, STP, recycling of treated waste water, source of energy, energy conservation methods, air quality monitoring, paper disposal, segregation of waste, disposal of waste (hazardous, biomedical, e-waste, municipal waste, office energy consumption etc



HEALTH & WELLNESS

Wellness program details, workstation (ergonomic) design, health check up, vaccination program, awareness program on health and food, facilities for work-life balance (work from home, flexi working hours, maternity leave, paternity leaves, crèche facility, medical centre, availability of doctor, recreation centre, indoor air quality assessment etc.



SAFETY & EMERGENCY PREPAREDNESS

Emergency exits, emergency evacuation route, fire alarm system, conducting mock drills, tie up with medical facility, first aid kit, AED (Automatic External Defibrillator), office structure equipped for wheel chair and stretcher, high risk activities (confined space entry, work on heights, electrical lockout) etc



APPROACH



The following approach was adopted to invite applications from industries across the country



AWARD YEAR

2018



FREQUENCY

ANNUAL



ELIGIBILITY

Applicable only for rented or owned offices (stand-alone office building OR office in multi tenanted buildings, institutes and projects) located across the country



CATEGORIES

Based on the employee strength of participants' office premises, the applications were invited across three categories:

Below 100 employees

100-500 employees

500 & above employees

Projects & Institutions

Assessment Process (July-October 2018)

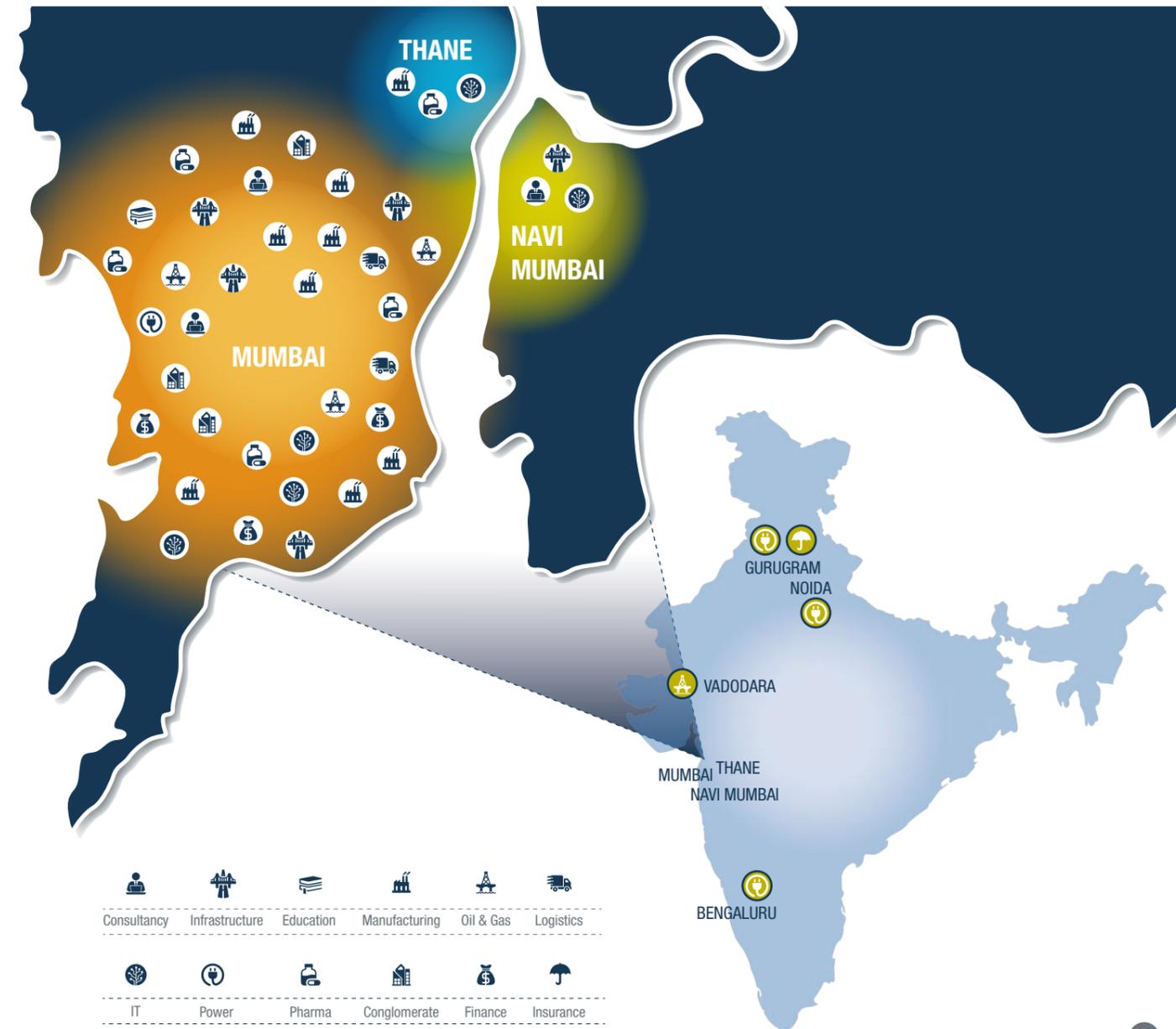
- ▶ Desk Scrutiny and short listing of the applications were done by Independent Experts
- ▶ Short listed applicants were invited for making Presentations
- ▶ Final Selection of the winners was done by the independent Jury Members

Date	Activity
June 29, 2018	Announced Office safety Awards 2018
August 3, 2018	Last date of receiving Applications
August 14, 2018	Desk Scrutiny
August 16-24, 2018	Short listing by Jury
September 28, 2018	Presentations by Shortlisted organisations
October 16, 2018	Announcement and Presentation of Awards

RESULTS



GEOGRAPHICAL DISTRIBUTION AND SECTORAL PROFILE OF PARTICIPANTS:



CHAMPIONS' STORIES



DOW CHEMICAL INTERNATIONAL PVT. LTD.

SCALE	SECTOR	LOCATION
100-500 Employees	Chemical	Vikhroli



Management Commitment:

- ▶ OHSAS 18001, ISO 14001 and ISO 9001 compliant.
- ▶ Committed to a vision of “Drive to Zero”—zero incidents, injuries, illnesses and zero environmental harm.
- ▶ EHS expectations set as performance goals with variable pay component.

Legal Compliance:

- ▶ Compliant with Safety standards according to Global ODMS (Operating Discipline Management System) requirements

Safe Infrastructure:

- ▶ LEED Gold Certified built environment
- ▶ Specialized provisions, compatible systems and emergency processes incorporated for specially-abled staff.

Environment:

- ▶ Robust waste management programs in place including food waste composting systems and upcycling of paper waste into stationery items for office use.

Health & Wellness:

- ▶ Physical fitness activities encouraged through reimbursement schemes
- ▶ Office premises well-equipped with fitness facilities like multi-gym and sport clubs like running, cricket, football, yoga and Zumba classes. Initiatives such as Monsoon Olympics introduced to encourage fitness activities during off seasons.
- ▶ Periodic Health Exam offered to all eligible employees.
- ▶ Comprehensive Ergonomics program implemented in office through mandatory trainings and workplace inspection audits based on using global tools & standards
- ▶ Healthy eating habits encouraged by providing complimentary healthy snacking options - Buttermilk, green tea, digestive biscuits, milk etc.
- ▶ 50% reimbursement schemes offered on tobacco cessation programs and counselling sessions.
- ▶ No cap on sick leaves.
- ▶ Stress management programs involves awareness sessions, mindful breathing and relaxation techniques, regular resiliency evaluations, and periodic stress reduction camps.

Employee Assistance Program (EAP) provides professional and confidential counselling on emotional, social and mental health issues for employees and dependents experiencing personal difficulties.

Safety & Emergency Preparedness:

- ▶ Collaboration with Topline for dealing with emergency situations.
- ▶ Provision of an internal Emergency Notification System (alert@dow), a global tool that enables quick notification to all office staff in case of an emergency, via phone call, text message and email
- ▶ Provision E-vac chair for the physically challenged is available for emergency evacuation.
- ▶ Specialised Fire lift with manual door release system is available for emergency situations.

BAYER CROPSCIENCE LTD.

SCALE	SECTOR	LOCATION
500 & Above Employees	Pharma	Thane



Management Commitment:

- ▶ HSE Policy and Principles integrated with business strategies and processes and in alignment with Responsible Care.
- ▶ Comprehensive approach used to identify, assess and HSE risks across the entire value chain
- ▶ Celebrates ‘Annual Safety Day’ every year in the month of September with the theme focusing on key HSE issues and opportunities.
- ▶ Felicitated with the Best Employer in India Award 2017 (by Research Consultancy Aon)
- ▶ Recognized in 2017 for being ‘One of the top 100 companies for Women to work in India’

Legal Compliance:

- ▶ Compliance Policy pivots around 4 main aspects : Product Safety, Environmental Protection, Process & Plant Safety and Transportation Safety. A systematic Compliance Management Tool is developed to align with All international and national legislative frameworks
- ▶ The Supplier Code of Conduct is in alignment with the Group Compliance Policy
- ▶ Human Rights Compliance policy adopted for both internal and external stakeholders.

Safe Infrastructure:

- ▶ State-of-the-art interventions deployed on aspects like Resource Conservation, Fire/Smoke Detection Systems, Power back-up systems, Facilities for Specially-abled staff, hygienic canteen facilities, Safe Work Permits etc.

Environment:

- ▶ Water conservation measures include 3-stage water purification system, fully-functional sewage treatment plant, UV filter for potable water purification.
- ▶ Basement Air quality: Stack parking provided in the basements for 296 cars along with CO sensors which are connected to the ventilation system. This consists of Jet fans which get activated automatically if the CO level reaches 25 ppm
- ▶ 30 bicycles with helmets (20 for males and 10 for females) provided in the office campus to promote eco-friendly commuting.
- ▶ The office premise is LEED Gold Certified (2014)
- ▶ Energy conservation measures include: 85% natural lighting system, 95% LED lights, Motion sensors linked with lights and AC installed across the office premises

Health & Wellness:

- ▶ In-house gym and wellness centres built for promoting good health amongst employees
- ▶ Fitness activities like First-aid training, blood donation camps, participation in marathon etc conducted at a regular basis
- ▶ Proper ergonomic facilities deployed in offices and warehouses; hygiene inspection drives carried out for food handlers.

Safety & Emergency Preparedness:

- ▶ HID Access control system with fail safe protection
- ▶ Fully integrated fire detection and control system with auto announcement facility to evacuate, in case of any emergency
- ▶ Information Security Sessions conducted on a regular basis

ST. FRANCIS INSTITUTE OF MANAGEMENT & RESEARCH

SCALE	SECTOR	LOCATION
Projects & Institutions	Educational services	Mumbai



Management Commitment:

- ▶ ISO 9001-2015 Certified and NAAC ‘A’ Grade Institute.
- ▶ A structured system deployed for safety and security, covering environmental, occupational health and the Infrastructural safety of its stakeholders.
- ▶ A risk register is maintained on a regular basis to conduct gap analyses and inspection drives.

Legal Compliance:

- ▶ 100% compliance with various academic regulatory compliances authorized by AICTE, DTE, Higher and Technical dept. of the State Govt., Mumbai University, UGC etc.
- ▶ Other regulatory compliances for safety and security include License under Shops and Establishment act, Medical Examination of Food handlers, Fire Safety Norms etc.

Safe Infrastructure:

- ▶ Risk identification initiatives carried out for high risk activities like confined space entry, work on heights, electrical lockout, etc.
- ▶ Safe Infrastructure facilities include preventive maintenance programs, energy conservation practices, office access for specially-abled staff, hygienic pantry, security, backup power system, etc.

Environment:

- ▶ Several resource conservation measures deployed at the institute's premises to reduce the overall sustainability footprint.
- ▶ Customized training modules are delivered to key stakeholders on the institute's green initiatives

Health & Wellness:

- ▶ Employee wellness program includes awareness sessions on ergonomics, preventative health check-up, health awareness programs, psychological counselling, vaccination program, health awareness programs, employee engagement, work-life balance (flexi working hours, work from home facilities instead of maternity leaves), medical centre, availability of doctor, recreation centre, awareness program on health
- ▶ Special/extended leaves are provided to employees for taking care of family members.

Safety & Emergency Preparedness:

- ▶ Emergency preparedness and communication plan includes clearly demarcated exits and evacuation routes, fire alarm system, medical emergency plan, first aid training and kits, medical tie-ups etc.

SIEMENS LTD

SCALE



100-500 Employees

SECTOR



IT

LOCATION



Kharghar

2

Management Commitment:

- ▶ EHS Policy signed by the CEO integrating the requirements of ISO 45001. Business divisions based in the office are certified for IMS.

Legal Compliance:

- ▶ Compliance to all legal requirements for offices and factories are covered by Komrisk tool. Additionally Legal Registers in line with OHSAS/ ISO 45001 is maintained to ensure compliance to legal requirements.

Safe Infrastructure:

- ▶ Braille-enabled signages to enable easy access within the office premises, mostly for specially-abled staff.

Environment:

- ▶ LEED Gold certification for the office integrating all the resource conservation measures.
- ▶ GEM 4 certification by ASSOCHAM
- ▶ PET bottle Shredder machine is used to convert plastic waste in reusable form
- ▶ Built environment architecture designed to receive maximum daylight.
- ▶ Electric Car charging station available in the office premises
- ▶ Provision of cycles stand to promote use amongst employees.
- ▶ Use of Company transportation/carpooling arrangements to reduce carbon emission
- ▶ Use of water conserving faucets and aerators in washrooms; drip & sprinkler system based on timer for gardening.
- ▶ Stainless steel water bottles provided to all employees to reduce plastic usage.

Health & Wellness:

- ▶ 3 minute long health breaks, aided by the PA system, are taken twice a day for stretching and ergonomic exercises.
- ▶ Provision of Ambulance for emergency situations.
- ▶ Personal counselling and Diet- consultation services available for employees
- ▶ Sanitary-pad disposal machines available in washrooms.
- ▶ Presence of Massage chair within office premises

Safety & Emergency Preparedness:

- ▶ One-point contact available for all emergency support (ext 8000)
- ▶ Regular Medical Check-Up facilities available for all employees and their family members

JOHNSON & JOHNSON PVT. LTD

SCALE



500 & above Employees

SECTOR



Pharmaceutical

LOCATION



Vikhroli

2

Management Commitment:

- ▶ Robust EHS Policy Framework encompassing major HSE issues material to the business.
- ▶ Self-Assessment exercises conducted by EHS&S Steering Committee with a MAP (Management Action Plan) on following pillars: EHS Management, Occupational Safety, Global Health, Environment & Emergency Planning. A rating score is given along with a MAP, which is actioned and reviewed from time to time by the Steering Committee.

Legal Compliance:

- ▶ Compliant to all national regulations and international standards applicable to the business.

Safe Infrastructure:

- ▶ Robust SAFE Fleet program includes Defensive Riding & Driving Training for two and four-wheeler drivers and effective communication plans emphasizing safe driving behaviours etc. These focus on attitudinal shift rather than skill-based training
- ▶ Systematic approach deployed for accident/incident/injury reporting. Significant initiatives include: An annual target on CPMM (Crashes Per Million Miles), celebration of National Road Safety Week, Drive Safe to Work Week, Mission Zero (Zero Accidents, Zero Incidents and Zero Fatalities) etc.

Environment:

- ▶ A recycling program has been deployed for paper, glass, cardboard, plastic, batteries and other recyclable materials.
- ▶ Established specific guidelines used for procuring eco-friendly paper (Forest Stewardship Council certified). Other sustainability initiatives include use of one-side printed paper, reduced plastic usage etc.

Health & Wellness:

- ▶ Global commitment towards becoming the world's healthiest workforce (direct alignment with business outcomes).
- ▶ Computer Workstation Assessment conducted to identify ergonomic risks and capacitate employees at periodic intervals on such aspects
- ▶ Sabbatical Policy introduced to support employees in taking time off from work for personal reasons (educational, social or health reasons)
- ▶ Nurturing Family Bonds Program designed to provide support and ongoing engagement during pregnancy.
- ▶ Technology-enabled tools use to garner a culture of good health and well-being amongst employees

Safety & Emergency Preparedness:

- ▶ Strong safety culture integration resulting in increased visibility, effective engagement, positive feedback and improved productivity.

JACOBS ENGINEERING INDIA PVT. LTD.

SCALE



500 & above Employees

SECTOR



Engineering

LOCATION



Mumbai

2

Management Commitment:

- ▶ EHS Policy focuses on the principle of 'Beyond Zero' to build a proactive culture of operational excellence
- ▶ Digitally enabled Safety Observation Reports available for leadership's decisions around EHS aspects. 5 of such reports released per 100 employees per Month
- ▶ Driving Safety Campaigns, various staff engagement activities and psychometry tests organized to drive awareness amongst employees
- ▶ Every year Safety Week is celebrated during the second week of May
- ▶ A comprehensive training schedule is practiced under the EHS policy

Legal Compliance:

- ▶ ICC (Internal Complaints Committee) is formed to address harassment cases. Details made available on website homepage and on notice boards.

Safe Infrastructure:

- ▶ Technological interventions like WorldCue and TRiPdeployed for travel, security and medical risk management services, 24-hours per day. Such systems provide augmented support to the Security, Travel, Safety, Global Risk and Human Resources functions with country risk ratings, security and medical briefings for operational support and location specific pre-travel security notices to travelers.
- ▶ Everbridge, a Mass Notification System is used to disseminate critical information during emergencies, operational issues and community engagement initiatives

Environment:

- ▶ JacobsValue+ is a program designed to enhance carbon savings across the business. VIA-GREEN INITIATIVE is one such practice deployed to reduce carbon footprint by recycling biodegradable waste. Other resource conservation initiatives include installation of water sensors on taps, usage of one-side printed paper in printers etc.
- ▶ Indoor air quality monitoring activities conducted on a regular basis.

Health & Wellness:

- ▶ Health sessions and awareness programs conducted on a regular basis
- ▶ Positive mental health promoted across the organization with the aid of identified champions.
- ▶ PRO-FIT Wellness Portal: Based on health risk assessments, employees can see their wellness summary, risk summary and other relevant health issues. Tools like BMI calculator, BMR calculator, Body Fat calculator, WHR Calculator and Vaccination tracker for kids (As per WHO Calendar) etc are integrated in this portal.
- ▶ Customized access created for all employees on Care@AllizHealth, a one-stop solution for all health needs.

Safety & Emergency Preparedness:

- ▶ Smart communication techniques used to sensitize employees to handle emergency situations
- ▶ Emergency Response Trainings, Regular mock drills and evacuation drills conducted in the office premises.

L&T STEC JV UGC-07

SCALE



Projects & Institutions

SECTOR



Infrastructure

LOCATION



Mumbai

2

Management Commitment:

- ▶ Obtained OHSAS 10081, ISO 45000 certification
- ▶ A EHS Mobile App has been developed as per corporate digitalization directive
- ▶ Felicitated by the British Safety Council Award
- ▶ Mandatory HSE training of 96 hours to be conducted for each employee

Legal Compliance:

- ▶ The organization has adopted international best practices like tunnel OHSE practices, project OHSE guidelines, rules & other international best practices.

Safe Infrastructure:

- ▶ Regular drives are conducted to identify high risk activities and control measures are developed for the same. List of such activities include – Work at height, Traffic management, Excavation & tunnels, Piling & drilling by rig machine and DTH machinery, Storage & handling of explosives, working with electricity, Confined space entry, working adjacent to or near public area, Temporary works & formwork system, Cranes & liftings, Vehicle and plant & equipment operation, Hot work and fire, Precast elements liftings, Working in & around underground and overhead, Assembly of TBM, Communication, Ergonomic work position, constrains, Emergency Planning, Operation and Maintenance of Gantry Crane at PC Yard, Labour Camp, Office, Stores operations, Quality lab activities

Environment:

- ▶ Utilizes renewable energy by using Solar Blinker in the site for traffic management to reduce use of electricity.
- ▶ 660 trees have been planted, of which 565 numbers of trees are well maintained. The projected amount of CO2 removal by newly planted trees is 472 tonnes of CO₂
- ▶ Concrete Slurry Waste Management System has been built at the Casting Yard
- ▶ A systematic composting process has been deployed for the biodegradable waste.
- ▶ COSHH Assessment has been conducted to regulate activities that may expose workers to construction dust

Health & Wellness:

- ▶ Open gym facilities provided for all employees

Safety & Emergency Preparedness:

- ▶ Emergency preparedness and communication plan includes exits and evacuation routes, fire alarm system, mock drills, first aid training and kits, AED (Automatic Electronic Defibrillator), etc., medical emergency plan etc

BEST PRACTICES ACROSS THE 6 PILLARS OF PERFORMANCE EXCELLENCE



MANAGEMENT COMMITMENT



The following practices were commonly observed across applications in all the categories:

Robust EHS Policy: One of the most common practices reported in this category by the applicants in the presence of a comprehensive Workplace Environmental, Health & Safety (EHS) policy demonstrating management commitment and its deployment.

H&S Committee: Most of the companies practice regular and system-enabled Office-Safety Inspection Programs in place in which employee participation via safety committee is assured via various methods. A set of guidelines, prepared and approved by the H&S Committee, is using for conducting such inspection programs. Some organisations have multiple levels of such committees from the top management to the contract workers whereas some have regional teams who drive employee participation to raise awareness and increase onus to the situations.

Incident Reporting: Incidents are mostly reported through online portals while some have registers too which are regularly checked. A few companies have reported that regular safety inspection programs enable them to keep a track of such incidents in the workplace. The usual frequency of such safety inspection programs varies from quarterly, biannually and annually depending on the organisation.

Recognition Programs: Rewards and recognition programs are common to some of the organizations in this category. The type of rewards vary from financial bonuses to company sponsored vacations and performance certificates. A few companies also recognize the efforts of individuals by felicitating them as 'Safety Champions'. These individuals are then requested to encourage other staff in the office to demonstrate safe and healthy behaviour.

Sensitization Drives: Awareness on the safety rules are done either through employee participation, making it available online or through billboards available. Some of the organisations have gone the extra mile to obtain OHSAS 18001 and ISO 14001 certification for their office premises.



100-500 employees

Variable Compensation Scheme based on EHS Compliance:

This is a practice followed by one of the applicants in which, a variable pay scheme has been introduced for employees, based the annual EHS goals. Each employee in this organization has clear EHS expectations set as a part of their goals, performance reviews on an annual basis. The variable pay is directly proportional to the extent of completion of the goals.



500 & Above employees

Certifications:

Certain organizations have gone the extra mile to obtain the following EHS certifications in addition to OHSAS 18001 and ISO 14001:

- ▶ ISO 22301 standard for Business Continuity Management
- ▶ ISO 9001 standard for Quality Management
- ▶ ISO 31000 standard for Enterprise Risk Management
- ▶ LEED/ IGBC Green Building certifications
- ▶ ISO 27001 standard for Information Security



500 & Above employees

Effective Communication to capacitate employees:

This is a practice followed by one of the applicants in which, external resources have been hired to conceptualize, develop and promote multimedia aided content (videos, applications) to sensitize employees on workplace health, safety and environmental aspects. These smart communication techniques also capacitate employees to act responsibly during emergency situations like Fire, earthquake etc. The roles and responsibilities of the Emergency Response Team (ERT) is clearly articulated in such communication pieces for the staff to understand who are the go-to resources in case of any emergency evacuation procedure.



Projects & Institutions

EHS parameters used as Vendor Screening Criteria:

This is a practice followed by one of the applicants in which, a comprehensive approach has been taken to structure the vendor selection process using environmental health, safety and environmental parameters as screening criteria. In addition to this, vendor evaluation processes are conducted semi-annually, in which the safety performance of vendors are systematically tracked.



BEST PRACTICES ACROSS THE 6 PILLARS OF PERFORMANCE EXCELLENCE



LEGAL COMPLIANCE



The following practices were commonly observed across applications in all the categories:

Compliant with applicable national legislations: Most of the applicants demonstrated legal compliances and adequate licenses to operate. This is being done either through technology-enabled platforms in collaboration with various service providers. Almost all office premises reported 100% compliance with the National Building Code of India guidelines 2016. More than 50% of the applicants had LOTO procedures in place and Permission to Work (PTW) for high risk activities such as work at height, confined spaces, Construction/Modifications, Painting/Chemical handling are maintained as per the operational framework of the organisation.

Incident Reporting: Incident Reporting is mostly done with the help of online system or an offline register or through regular internal audits.

Travel Risks: Most applicants use internal systems and procedures to minimize business travel related risks. A few applicants also work with third-party service providers to identify, diagnose and minimize the business travel related risks.



100-500 employees

Smart tools for ensuring compliance:

This is a practice followed by one of the applicants in which, a web-based platform has been deployed to send auto-reminders to stakeholders for the list of permits/license 60 days prior to the deadline. These reminders are sent out on a regular basis until the need is addressed.



500 & Above employees

Safe and Sustainable Built Environment:

Most of the applicants have opted for LEED certification in order to make their built environment safe, resource-efficient, sustainable and high-performing. These initiatives are mostly taken due to legislative drivers as well as the proven financial and productivity benefits of such buildings



Projects & Institutions

Smart tools for ensuring compliance:

This is a practice followed by one of the applicants in which, a smart, technology-enabled tool called 'Legatrix' is being used to monitor compliance with legal frameworks. 'Legatrix' is an IT-enabled legal support system relating to legal and regulatory compliances. It enables management with an one-stop view of the organization's compliances and control mechanism through comprehensive compliance dashboards

BEST PRACTICES ACROSS THE 6 PILLARS OF PERFORMANCE EXCELLENCE



SAFE INFRASTRUCTURE

The following practices were commonly observed across applications in all the categories:

Power back-up system: Most organizations reported a robust power back-up system in their office premises, using either DG sets or UPS (based on the scale of operations).

Resource Optimization: For those organizations that are LEED certified, resource conservation measures are primarily observed on a routine basis, either by internal administrative staff or building management facilities. Most organisations have energy and water meters installed within their premises wherein they monitor the usage patterns on a regular basis. The indoor air quality of such workplaces are also monitored on a regular basis and substantial measures are taken to ensure proper management of the same. Adequate measures are also taken for cleaning the ducts of HVAC systems so as to avoid bacterial contamination causing health-related risks for employees.

Ensuring appropriate security measures: Almost all organisations have proper security system involving 24X7 CCTV monitoring.

Office-access for specially-abled staff: Most of the offices which employ specially-abled staff, have created designated access routes for the same within the office premises. Other facilities include ramps near the walkways, provision of wheel-chairs and specially designed elevators. The potential workplace safety related risks that such employees may be subjected to, have been identified and integrated within the core EHS policy of the organization.

Cleanliness and hygiene of pantry areas: Most organizations ensure utmost cleanliness and hygiene in their pantry/canteen areas in conformance to internal food safety and hygiene policies under FSSAI.

Emergency preparedness plans integrated with facility management: Some of the organisations have identified geographical location based risks (flooding, natural/manmade calamities, structural stability). The Onsite emergency preparedness plan for such organizations are integrated with the building facility management schedule such that the eventualities during any emergency can be minimized.

Periodic Electrical Safety Audits: Most organizations conduct thermographic assessments for detecting electric power leaks and periodic electrical safety audits.



500 & Above employees

Automatic Fire-extinguishing aids:

Some organizations have introduced automatic Fire Fighting System within their office premises. A common one is the Quartzoid Bulb heat detection system, which is an automatic water sprinkler that detects fire, raises alarm and deploys relevant extinguishing units to quickly handle fire-related emergencies. These systems also have sufficient water storage for extinguishing local fire outbreaks (upto 4 hours) alongwith proper Gas Monitoring System to detect and send alarms for any leakage of LPG.



500 & Above employees

Earthquake resistant infrastructure:

Some organizations have developed proper infrastructure management systems to resist the impact of earthquakes, upto 10 Richter Scale. Seismic loadings are taken into account when designing earthquake-resistant structures especially for skyscrapers.



500 & Above employees

Building an inclusive work environment:

Some of the organizations have highlighted the inclusivity of their work infrastructure such that it enables staff with special abilities to perform equivalently. Such workplaces ensure the safety and well-being of these staff by incorporating the following measures:

- ▶ Braille signages from washrooms, meeting rooms and computers to support them in carrying out their daily work.
- ▶ State of the art acoustically-designed Emergency Control Center equipped with a Video Conferencing Facility.
- ▶ Provision of Stair climber wheel-chairs (Antano Italy make, LG 2004 Track type)
- ▶ Provision of Portable Ramps (Roll-A-Ramp, USA Make 30" width) to enable smooth access (entry and exit)
- ▶ Elevators powered with ARD (Auto rescue device) that provides enough power supply to stop at the nearest floor and open the doors for the occupants to get out safely.



BEST PRACTICES ACROSS THE 6 PILLARS OF PERFORMANCE EXCELLENCE



ENVIRONMENT



The following practices were commonly observed across applications in all the categories:

Water Conservation Measures: Organisations reported to use water either from municipality sources or from bore wells other than utilising water that was captured/recycled inside the organizational premises. Some organizations have also adopted state-of-the-art water treatment systems within their premises to promote optimized use of resources. Many organizations also have rainwater-harvesting pits to store and utilize the rainwater collected within their premises.

Wastewater treatment: In most organizations, wastewater is treated using Sewage Treatment Plants installed within their campuses. The recycled water is mostly reused for gardening purposes.

Energy Management: Energy is usually sourced from the grid and in some cases, certain organisations have gone an extra step to install solar panels in their campuses to reduce their dependency on non renewable sources. Most organizations have obtained LEED certification by virtue of which comprehensive systems, technology-enabled interventions and sustainable architectural designs have been deployed to reduce the overall energy footprint across value chain.

Reduced Paper Consumption: Most organizations have adopted an extensive approach to optimize the paper consumption for official purposes. This includes the use of one-side printed papers in printers as a default system, presence of paper shredders in office, use of sustainably sourced papers (FSC certified) and upcycling of paper waste into office stationery products.

Scientific Waste Management Techniques: Almost all organizations employ scientific waste segregation techniques prior to disposal. Waste segregation can be classified either based on the type of waste (hazardous/biomedical/electronic) or on the bio-degradability potential. Most organizations have deployed state-of-the-art waste disposal systems, managed mostly by third-party vendors. While some of the organisations have installed composting facilities in their campuses, a handful have gone an extra step to install degeneration machines for plastic bottles and bio wastes. Moreover, some organisations conduct waste collection drives, sensitization initiatives and trainings to capacitate employees.



100-500 employees

Raising awareness on significant days:

Some organizations, under their Sustainability Agenda, commemorate significant days of the year like World Environment Day, Earth Day, Water Day etc. to sensitize their employees on the nuances of responsible lifestyles at workplace and at their homes. Powerful, multimedia aided content and effective communication plans are deployed for such initiatives to capacitate the employees on the organization's overall sustainable development goals. Some organizations also practice daily awareness activities like switching off the monitors, desk lights, power systems etc during lunch hour. 'Sustainability Moments' are also conducted at the onset of business strategy meetings for some organizations.



100-500 employees

Green Office:

Some organizations have incorporated environmental conservation and sustainability measures within their built environment. They promote the usage of CRI™ (The Carpet and Rug Institute) certified polypropylene-based carpets, Zero/low VOC paints, sealants, and adhesive, GREENGUARD-compliant modular furniture and chairs etc. The pantries are also encouraged to reduce the consumption of paper/plastic based products.

In addition to this, some organisations have adopted a special initiative to remove dust-bins from the individual workstations. This has been done not only to reduce the quantum of daily waste generated from the campus, but also to help in effective segregation and encouraging staff to take brief breaks from work by taking a quick stroll.

A few others have also promoted the usage of PET bottle Shredder machines which is used to convert plastic in reusable form. Electric car-charging stations and bicycles are provided in some of the campuses for promoting low-carbon lifestyle measures.



500 & Above employees

Sparrow Conservation Programme:

In order to save the dwindling population of sparrows and help them restore their lost habitat in urban areas, a program has been launched by an organization, with the name 'Adopt a Nest'. Every person who wishes to adopt such a nest (made of recycled wood/clay), have been encouraged to design them or sign on the nest or name the nest in the name of their loved ones. These nests are typically installed at safe locations by these employees. The design has been done in such a way that only sparrows can enter them and stay safe from their predators. Also to further support the birds, some trees, bushes, ground covers and sand pits have been planted and recreated. This activity has won "Sparrow Friend" award from Plants and Animal welfare society.



500 & Above employees

Pollution Sensors:

Some of the organizations have installed carbon monoxide sensors in the stack car parking lots. These sensors are connected with the jet-fan based ventilation systems and get auto-activated if the carbon monoxide level reaches 25ppm.



Projects & Institutions

Urban Farming:

An organization has taken up waste composting measures and utilized them in urban farming. The internal and external stakeholders (employees and clients) are encouraged to partake in such farming drives and the produce is distributed to economically underprivileged communities.



BEST PRACTICES ACROSS THE 6 PILLARS OF PERFORMANCE EXCELLENCE



HEALTH & WELLNESS

The following practices were commonly observed across applications in all the categories:

Promoting mental health and wellness programs: Organisations promote wellness drives through spiritual talks, seminars, focused counselling sessions and by using dynamic content to inculcate healthy habits amongst employees

Workstation (ergonomic) design: Most of the organizations provide ergonomically compatible furniture to employees and promote awareness on utilizing the same. In some organizations, ergonomics is also promoted by individual trainings and workshops. A few others provide sit and stand work culture where in people can stand when they are bored of sitting and working. Moreover, some organizations also have auto-alerts set in their systems to encourage ergonomic breaks between hectic work schedules.

Routine Health check-up: Most of the organizations have routine health check-up drives organized for their employees on an annual basis. This is done through collaboration either with third party medical facilities or by in-house medical officers. Certain organizations also have tie-ups with certain mobile applications where medical specialists are available round the clock to help employees and their families during medical emergencies.

Vaccination programs: Some organizations conduct seasonal vaccination programmes (primarily during the monsoons) to improve the immunity conditions of employees towards microbial diseases. Moreover, most of the organizations have compulsory vaccination programs for first aid personnel.

Diet & Nutrition Counselling: In order to balance out the sedentary lifestyles and urban diseases, most organizations promote a thorough diet counselling and nutrition plan for employees. This is either done through in-house dieticians/nutrition specialists and sometimes in collaboration with authorized service providers. Anti-smoking initiatives are also covered under such sessions. Further, the employees can claim company reimbursements up to 50% of their total expenditures on good health and diet consultations.

Facilities for work-life balance (work from home, flexi working hours, maternity leave, paternity leaves, crèche facility): Some companies have flexible and employee friendly HR policies that allow employees to work from home and also have flexible working hours. Most of the organizations have maternity leaves (in compliance with the laws and international standards/corporate policies) and some promote paternity leaves. In-house or outsourced crèche facilities are available within some of the organizations.

Medical Supervision: Some of the organizations have medical centres (controlled by certified doctors) within their office premises while a few have gone to the extent of building hospitals in their campus for medical safety.

Recreation centres: Most of the organizations have recreation centres established within their office campuses including gymnasium facilities, yoga centres, badminton court, table tennis boards and so on. A few of these organizations also have tie up with various sports clubs to encourage fitness activities amongst employees.



500 & Above employees

Special Leave Allowances

The HR policies for some organizations allow special leaves to be taken over and above the approved annual leave calendar. One of such leaves is the Compassionate Leave (min 5 days duration) which can be taken by the employees in an unfortunate case of bereavement in the family.



500 & Above employees

Noise Cancellation Devices:

Some of the organizations have installed IRClass monitors to reduce noise levels such that the employees work in almost-zero external noise or disturbance working environment. Noise monitoring devices are installed at various locations of the facility to maintain a check on the ambient noise levels at the workplaces.



500 & Above employees

Wellness Scores:

Some organisations have customized portals to provide wellness scores based on HRA. Employees can login to such portals and calculate their wellness summary, Risk summary and gather information on critical health issues. Furthermore, these portals are furnished with tools like BMI calculator, BMR calculator, Body Fat calculator, WHR Calculator and Vaccination tracker for kids (As per WHO Calendar) that can be used by the employees for knowledge purposes. Some organizations also has a medical Wikipedia where employees can read about diseases, symptoms, tests and procedures and using web-chat tools to interact with medical officers.



500 & Above employees

Self-defense drives for women employees:

Some organizations provide training and consultation workshops for women staff on self defense and personal security both within and outside their respective workplaces. These organizations have received 94% Kanexa score depicting the safety quotient that has been achieved through these training and capacity building drives.



BEST PRACTICES ACROSS THE 6 PILLARS OF PERFORMANCE EXCELLENCE



SAFETY & EMERGENCY PREPAREDNESS

The following practices were commonly observed across applications in all the categories:

Emergency evacuation measures: Most of the organizations have clearly demarcated emergency exits that are visible to employees at all times (even in the absence of adequate lighting facilities). The emergency evacuation routes are designed by experts and displayed at prominent locations of the office campus, especially on the employee notice boards.

Fire alarm system: Automatic Fire Alarm Systems supported by automatic detectors, are available in almost all organizations.

Conducting mock drills: Most of the organizations conduct mock drills at regular intervals and ensure that all employees participate in the same.

First aid kit: Most of the organizations have proper first aid kits available in the office campus at prominent locations. Necessary first-aid trainings are also provided to the personnel for tackling immediate emergencies.

Office structure equipped for wheel chair and stretcher: Depending on the scale of operations, some of the organizations are equipped with wheel chair and stretchers for emergencies and some have kept ambulances to handle extreme conditions.



100-500 employees

Hazard Identification and Risk Assessment:

The HIRA (Hazards identification and Risk assessment) is conducted by a multidisciplinary trained team in certain organizations. Additionally, in order to transform the mindsets and attitudes of employees with respect to safety, Behavior based Safety Observation (BBS) are conducted by some organizations. The BBS reports are analyzed to develop corrective actions, ultimately leading to the onset of a Safe Working Culture within the organization.

Some organizations have a 'Safety wall' where family members' photos are displayed along with 'Safety first' slogans. The key intent of this initiative is to remind the staff of being safe for their family members.



500 & Above employees

Early Smoke Detection Systems:

Certain organizations have installed VESDA (Very Early Smoke Detection & Alert) while a few have automated mailing portals that alerts the designated control team before a fire outbreak. Some organizations also have HID Access control system with fail-safe protection controls. Moreover, to avoid spread of fire due to exposure hazards, automatic drenchers are installed in some of the organizations. Certain offices also have alternate contingency communication modes like licensed walkie-talkies which can be used during emergency situations.



WORKPLACE SAFETY, HEALTH AND ENVIRONMENT EXCELLENCE CHECKLIST



INSPECTION CHECKLIST	
Office location:	Areas inspected:
Inspected by:	Date of inspection:
No. of employees:	Emergency Contact/Fire Warden:
Office in-charge:	

ELEMENT	Y	N	HAZARDS/COMMENTS
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Section 1 Compliance

▶ Is the organization compliant with all applicable laws ?			
▶ Is the organisation compliant with International Standards and Management and is up to date?			
▶ Systems/certifications			
▶ Policy integration			
▶ Leadership involvement			

Section 2 Walking Surfaces

▶ Area is tidy and well kept?			
▶ Walkways free of obstacles?			
▶ Floor is free of obstructions?			
▶ Cords anchored or covered?			
▶ Floor coverings in good condition?			
▶ Signage posted if floors are wet?			
▶ Signage posted on floors to avoid tripping			

Section 3 Furniture & Office Equipment

▶ In a good mechanical condition?			
▶ Properly assembled and adjusted?			
▶ Items secured from tipping?			
▶ Free from sharp edges and corners?			
▶ Employees instructed in safe/proper use?			
▶ Drawers closed when not in use?			
▶ Material safely stacked and stored?			
▶ Heavier items between knuckle and shoulder height?			
▶ Step stools/ ladder available if needed?			

Section 4 Fire Prevention

▶ Extinguishers available & accessible?			
▶ Extinguishers tag dated monthly?			
▶ Fire exits easily accessible and clear of obstacles?			
▶ Emergency numbers close to all phones?			
▶ Fire exits with adequate lighting			
▶ Are Safe Assembly Point/s identified?			
▶ Are emergency exit plans put up at locations visible to all?			
▶ Are mock drills conducted at regular intervals?			
▶ Do employees get trainings for emergency situations?			

ELEMENT	Y	N	HAZARDS/COMMENTS
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Section 5 Security

▶ Visitors have read safety rules and safety induction has been provided by the front office staff?			
▶ Signed log book maintained for all visitors?			
▶ Adequate information provided to all visitors in case of any emergency (including details of nearest hospitals/ambulances/fire stations etc)			

Section 6 First Aid

▶ First aid kit available?			
▶ First aid kit checked monthly?			
▶ Certificates of First Aiders posted and updated?			
▶ First aid log sheets available and in use?			

Section 7 Posted Information

▶ Health and Safety Policy posted?			
▶ Workplace Violence Policy posted?			
▶ Emergency phone numbers (nearest Fire stations, hospitals, ambulance and police stations)?			
▶ Injury/Incident Summary?			
▶ Emergency Plans?			

Section 8 Training

▶ Employees aware of emergency procedures?			
▶ Employees aware of security procedures?			
▶ Employees provided information and instruction regarding hazards?			
▶ Staff training calendar updated and maintained on a regular basis?			

Section 9 Procedures

▶ Workstation ergonomically correct?			
▶ Correct workstation setup guide posted?			
▶ Emergency Procedures posted?			
▶ Are there weekly employee engagement sessions (safety moments) in place?			
▶ Are server rooms marked, locked and maintained regularly?			

Section 10 Substandard Acts/Conditions

▶ Contractor working safely?			
▶ Ask employees about "near misses"?			
▶ Chemicals near sink labelled correctly?			
▶ Ladder in good condition?			
▶ Ladder stored and secured correctly?			

WORKPLACE SAFETY, HEALTH AND ENVIRONMENT EXCELLENCE CHECKLIST



ELEMENT	Y	N	HAZARDS/COMMENTS
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Section 11 Electrical

▶ Electrical Outlets not overloaded?			
▶ Electrical cords in good condition?			
▶ Grounding pins on plugs are present?			
▶ Is access to electrical panels clear and unobstructed (36" minimum)?			
▶ Are breakers in the electrical panel properly labelled and legible?			
▶ Extension cords: not used in place of permanent wiring?			
▶ Electrical cords secure?			
▶ Faulty equipment is tagged out?			
▶ Electrical Faceplates secure?			

Section 12 Ergonomics

▶ Is the chair fully adjustable (seat and back)?			
▶ Is the monitor adjusted to the right height (Top of the screen should be at eye level)?			
▶ Are shoulders relaxed and forearms parallel with keyboard?			
▶ Is a footrest available if required?			
▶ Is a document holder available if required?			
▶ Is the chair set up height wise, so that the thighs are parallel to the floor?			
▶ Are frequently used items located within the person's primary zone?			

Section 13 Worker Awareness (include)

▶ Workers know how to report an accident or a hazard			
▶ Workers know the evacuation procedure and know where to gather outside			
▶ Workers know whom to contact for first aid assistance?			
▶ Workers know the location of fire extinguishers and how to use them?			

Section 14 Health

▶ Are there any Tieups with health insurance providers for all employees?			
▶ Are there any regular health checkups for all employees?			
▶ Does the organisation promotes Stress Management?			
▶ Does the organisation has any Fitness regimes and culture?			
▶ Does the organisation promotes Diet and Good Health practices?			

Section 15 Environmental Management (Air, Commute, Noise, Water, Energy, Waste)

Sub-section 15.1: Air

▶ Ventilation systems regularly inspected, tested and maintained?			
▶ Air inlets and exhaust free of accumulation of dust and mould?			

Sub-section 15.2: Commute

▶ Does the Organization promote carpooling?			
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Sub-section 15.3: Noise

▶ Has the Organization installed any noise cancellation technology or adopted any such technique?			
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Sub-section 15.4: Water

▶ Does the Organization follow WASH guidelines?			
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ELEMENT	Y	N	HAZARDS/COMMENTS
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Sub-section 15.5: Energy

▶ Does the Organization has any energy conservation techniques?			
▶ Does the organization			

Sub-section 15.6: Waste

▶ Does the Organization segregate waste?			
▶ Does the organization take any step to reduce waste generated?			
▶ Has the organization adopted any waste recycling measures?			
▶ Is there any waste recycling method in place?			

Section 16 Housekeeping

▶ Surface dust levels low?			
▶ Material neatly and safely piled?			
▶ Are waste containers overflowing?			

List of Participating Organizations across 4 categories



Below 100

- * Epoch Electric Private Limited
- * Mindspace Business Parks Pvt Ltd
- * Vishay Semiconductor India Pvt Ltd



100-500

- * Burns and McDonnell India
- * Carrier Airconditioning and Refrigeration Limited
- * Dow Chemical International Private Limited
- * Hindustan Petroleum Corporation Ltd. (Ballard Estate)
- * Huntsman International (India) Pvt. Ltd.
- * ITD Cementation India Limited
- * LANXESS India Private Limited
- * Lloyd's Register Asia
- * Siemens Limited (Khargar)
- * Siemens Limited (Worli)
- * The Tata Power Co. Ltd.



500 & Above

- * Bayer CropScience Limited
- * Black & Veatch Private Limited
- * GE T&D India Limited
- * Glenmark Pharmaceuticals Ltd
- * Godrej Industries Ltd.
- * Grant Thornton Advisory Pvt. Ltd.
- * Hindustan Petroleum Corporation Ltd. (Churchgate)
- * Indian Register Of Shipping
- * Jacobs Engineering India Pvt. Ltd.
- * Johnson & Johnson Private Limited
- * L&T Hydrocarbon Engineering Ltd
- * Larsen & Toubro Infotech Ltd (LTI)
- * Mahindra & Mahindra Ltd
- * Max Life Insurance Co. Ltd.
- * Petrofac Engineering India Pvt. Ltd.
- * Piramal Enterprises Limited
- * Rashtriya Chemicals & Fertilizers Limited
- * Sanofi India Ltd
- * SBI Life Insurance Co Ltd
- * Schindler India Private Limited
- * Tata Capital Financial Services Limited
- * Tata Consultancy Services Ltd. Yantra Park Office
- * Texas Instruments (India) Pvt Ltd



Projects & Institutions

- * L&T STEC JV UGC-07
- * St. Francis Institute of Management & Research





Bombay Chamber of Commerce & Industry

Bombay Chamber's activities and its role in the commercial history of India

The Chamber provides a forum for interaction of its members and formation of considered industry opinions and viewpoints. The Chamber provides services to its members through dissemination of information, publications, special studies and through activities like organizing business delegations, seminars and training programmes. The Chamber also provides labour advisory and mediation services for its members. Other services include visa facilitation services to its members and issue of non-preferential certificates of origin.

The role of the Chamber in the development of the city and the region is of particular significance. It was largely responsible for the first railway built in India-The Bombay-Thana railway completed in 1853. The Chamber has been represented on the Port Trust and intimately connected with it since its inauguration in 1873. The Chamber initiated a scheme for collecting port statistics and in 1860 and was placed in sole charge of all returns concerning external trade of the Bombay Port, such as import-export manifests and daily arrival returns. The Chamber was also instrumental in obtaining Government sanction for the construction of wind and current charts of Indian seas.

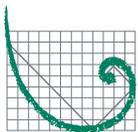
The Chamber's relentless advocacy of an efficient nationwide postal system and standardized postal rates led to the passing of the India Postage Act of 1854. The Chamber opened a weight and measurement department in 1870. The Chamber advocated and petitioned the government relentlessly for standardization of weights and measures, until in 1932, the Bombay Weights and Measures Act was passed. It set up machinery for arbitration of commercial disputes in 1880, established customs of trade and gave decisions regarding weather-working days at the Bombay Port, a function that it carries out even to this day.

The Chamber's internal governance practices have always been open and inclusive. The practice of making a detailed Presidential address at annual meetings was introduced in the Bombay Chamber in October 1870. The presentation of Accounts in a published form was also done first by the Bombay Chamber in 1860-61 and the Bombay Chamber was the first organization in the country to have its annual accounts audited by a professional firm of auditors in 1881-82.

The Bombay Chamber of Commerce & Industry was established in 1836 and has achieved the distinction of being India's oldest Chamber of Commerce to serve its members without a break for 182 years.

The Chamber can boast not only of its longevity but also of its impeccable lineage. With more than 3500 prime companies as its members, the Chamber represents the cream of Indian Industry, Commerce and Services. The Chamber uniquely represents large and medium sized corporations, banking and financial institutions, professional consulting companies and a large number of multinationals. While the name 'Bombay Chamber' conjures images of an organization representing exclusively a city-based membership, in reality it represents a wide spectrum of highly reputed and professionally run companies which are based in the city of Mumbai, but whose manufacturing facilities and commercial influence spread not only all over India but also internationally.

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