OCCUPATIONAL HEALTH & SAFETY POLICY

Shatabdi NetBiz (SNBiz)

Policy Reference: SNBiz-POL-OHS-001
Version: 1.0
Effective Date: Upon Management Approval
Policy Owner: Chief Executive Officer
Review Frequency: Annually

1. Policy Statement

Shatabdi NetBiz (SNBiz) is committed to providing and maintaining safe and healthy working conditions for the prevention of work-related injuries and ill health among employees, trainers, assessors, contractors, trainees, visitors, and other persons who may be affected by our activities.

As a professional training, competency assessment, and business support organization, we recognize that occupational health and safety is an essential component of operational excellence, professional responsibility, and sustainable business performance.

We are committed to eliminating hazards, reducing occupational health and safety risks, fulfilling applicable legal and other requirements, and continually improving our OH&S management practices.

Our Safety Commitment:
Developing Competency, Preventing Harm and Creating Safer Workplaces.

2. Policy Objectives

SNBiz is committed to:

- Preventing work-related injuries, illnesses, and dangerous occurrences.
- Identifying hazards and assessing risks before undertaking activities.
- Eliminating hazards and reducing risks through effective preventive and protective measures.
- Complying with applicable occupational health and safety laws, regulations, and relevant contractual obligations.
- Providing appropriate information, instruction, training, supervision, and resources.
- Ensuring that employees, trainers, assessors, and relevant personnel are competent to perform their assigned duties safely.
- Encouraging worker consultation, participation, and proactive reporting of safety concerns.
- Maintaining effective emergency preparedness and incident response arrangements.
- Monitoring safety performance and implementing corrective and preventive actions.
- Continually improving occupational health and safety performance.

3. Leadership & Management Commitment

SNBiz management accepts overall responsibility for promoting a positive occupational health and safety culture.

Management shall:

- Demonstrate visible leadership and commitment to workplace safety.
- Integrate OH&S considerations into business planning and operational decisions.
- Assign appropriate safety responsibilities and accountabilities.
- Provide resources reasonably necessary for effective risk control.
- Establish relevant OH&S objectives and review performance.
- Promote open communication and worker participation.
- Support the reporting of hazards, near misses, and incidents without retaliation for good-faith reporting.
- Ensure that safety requirements are considered when selecting contractors, equipment, training venues, and service providers.
- Safety shall be treated as an essential operational requirement rather than an optional activity.

4. Hazard Identification & Risk Management

SNBiz shall identify and assess occupational health and safety hazards associated with its activities, including:

- Office and administrative operations.
- Classroom and practical training sessions.
- Defensive driving and vehicle-based assessments.
- Forklift, MEWP, and other industrial equipment training.
- Visits to industrial facilities, warehouses, and client locations.
- Manual handling, slips, trips, and falls.
- Electrical, fire, mechanical, and environmental hazards.
- Ergonomic risks, fatigue, and other work-related health concerns.
- Risks shall be controlled using the Hierarchy of Controls, prioritizing:
    - ✓ Elimination.
    - ✓ Substitution.
    - ✓ Engineering controls.
    - ✓ Administrative controls.
    - ✓ Personal protective equipment (PPE).

PPE shall be used as a necessary protective measure, but not as a substitute for more effective controls where these are reasonably practicable.

Risk assessments shall be reviewed when significant changes occur, following incidents, or when existing controls are found to be inadequate.

5. Safe Training & Assessment Operations

SNBiz recognizes that practical training and competency assessment may expose participants and instructors to operational hazards.

Accordingly, we are committed to:

- ✓ Conducting appropriate risk assessments before practical activities.
- ✓ Verifying the suitability and condition of training equipment and facilities.
- ✓ Ensuring trainers and assessors possess relevant knowledge, experience, and competency.
- ✓ Providing clear safety instructions and operational briefings.
- ✓ Ensuring suitable supervision and safe participant-to-instructor arrangements.
- ✓ Using appropriate PPE and safety equipment where required.
- ✓ Establishing safe operating boundaries and exclusion zones.
- ✓ Suspending activities when unsafe conditions are identified.
- ✓ Coordinating safety arrangements with clients and site management.

No training or assessment objective shall justify exposing participants or others to unacceptable risks.

6. Road Safety & Vehicle Operations

As a provider of defensive driving and driver competency development, SNBiz places particular emphasis on road safety.

Our commitments include:

- ✓ Promoting defensive driving and responsible road-user behavior.
- ✓ Ensuring that drivers are appropriately licensed, competent, and fit for duty.
- ✓ Encouraging vehicle roadworthiness and pre-trip safety inspections.
- ✓ Promoting compliance with applicable traffic laws and road safety requirements.
- ✓ Discouraging speeding, distracted driving, impaired driving, and unsafe driving practices.
- ✓ Managing fatigue and journey-related risks.
- ✓ Encouraging timely defect reporting and appropriate vehicle maintenance.
- ✓ Considering the safety of passengers, pedestrians, and other road users.

7. Occupational Health & Well-being

SNBiz recognizes that workplace health extends beyond the prevention of physical injuries.

We shall seek to promote:

- ✓ Healthy and hygienic working environments.
- ✓ Appropriate sanitation and access to drinking water.
- ✓ Ergonomic working practices.
- ✓ Awareness of fatigue, heat stress, and work-related health risks.
- ✓ Reasonable measures to address workplace stress and psychosocial hazards.
- ✓ Fitness-for-duty considerations for safety-critical activities.
- ✓ Respectful working relationships and prevention of workplace harassment.
- ✓ Health-related information shall be handled with appropriate confidentiality.

8. Employee Responsibilities & Worker Participation

All employees, trainers, assessors, and relevant personnel are expected to contribute to maintaining a safe working environment.

They shall:

- ✓ Follow applicable safety rules, procedures, and instructions.
- ✓ Use equipment and PPE correctly.
- ✓ Report unsafe conditions, hazards, near misses, and incidents promptly.
- ✓ Participate in relevant safety training and briefings.
- ✓ Avoid actions that could endanger themselves or others.
- ✓ Cooperate with incident investigations and corrective actions.
- ✓ Stop or refrain from work where there is an imminent and serious danger, and promptly notify the responsible person.

SNBiz shall encourage consultation and participation in safety-related decisions and improvement initiatives.

9. Incident Reporting, Investigation & Corrective Action

All work-related incidents, injuries, near misses, and dangerous occurrences shall be reported through established organizational channels.

SNBiz shall seek to:

- Ensure immediate assistance and appropriate emergency response.
- Record and review reported incidents.
- Investigate incidents proportionate to their actual or potential severity.
- Identify underlying causes and contributing factors.
- Implement corrective and preventive actions.
- Share relevant lessons learned.
- Review the effectiveness of implemented controls.

Incident investigations shall prioritize prevention and learning rather than assigning blame.

10. Emergency Preparedness & Response

SNBiz shall establish appropriate emergency arrangements based on the nature and location of its activities.

These may include:

- Fire prevention and evacuation.
- Medical emergencies and first aid.
- Road traffic crashes during training or assessment.
- Equipment-related emergencies.
- Severe weather and other environmental emergencies.
- Communication and coordination with client emergency response teams.

Emergency arrangements shall be communicated to relevant personnel, and drills or practical reviews shall be conducted where appropriate.

11. Contractors, Suppliers & Client Locations

SNBiz recognizes the importance of coordinating occupational health and safety responsibilities with external stakeholders.

When operating at client or third-party locations, we shall:

- Understand and comply with applicable site safety requirements.
- Coordinate hazards, risks, and control measures with responsible site personnel.
- Ensure relevant personnel receive necessary site-specific information.
- Verify appropriate arrangements for equipment, facilities, and emergency response.
- Communicate safety concerns promptly.

Contractors and service providers shall be expected to comply with applicable safety requirements relevant to their work.

12. Legal Compliance & Applicable Standards

SNBiz is committed to fulfilling applicable occupational health and safety legal and other requirements, including relevant provisions of Bangladesh's labour and workplace safety framework.

Where applicable, SNBiz will also consider relevant international standards, recognized industry practices, and client-specific safety requirements.

Our OH&S management approach is informed by the principles of ISO 45001:2018 and relevant occupational safety guidance.

13. Performance Monitoring & Continual Improvement

SNBiz shall seek to evaluate occupational health and safety performance using relevant indicators, including:

- Hazard and near-miss reporting.
- Workplace incidents and injuries.
- Completion of risk assessments.
- Safety training and competency development.
- Implementation of corrective actions.
- Inspection findings and compliance observations.
- Employee safety participation and feedback.

Management shall review safety performance periodically, identify improvement opportunities, and establish appropriate corrective actions and objectives.

14. Policy Communication & Review

This policy shall be communicated to employees, trainers, assessors, and relevant stakeholders. It shall be made accessible to interested parties, including clients and visitors, as appropriate. The policy shall be reviewed at least annually, or earlier following significant organizational changes, serious incidents, or changes in applicable requirements.

15. Management Declaration

Shatabdi NetBiz believes that every work-related injury and illness deserves serious preventive attention and that effective safety management requires leadership, competency, accountability, and active participation.
We are committed to creating an organizational culture where safety is embedded in every activity, decision, and professional responsibility.
Our commitment is simple: Safe People, Safe Operations, Sustainable Performance.
For and on behalf of Shatabdi NetBiz (SNBiz)

Approved By: Chief Executive Officer
Signature: _____
Approval Date: _____
Next Review Date: _____

This policy becomes effective upon formal management approval and communication to relevant personnel.