

International Council For Industrial Security & Safety Management



Newsletter: March 2013

Let's professionalize the professionals...

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The two-day Bharat bandh (20-21 Feb. 13) called by 11 major trade unions paralyzed banking services across the country and shut down public transport in cities. Industry body ASSOCHAM said that the loss to GDP could be about Rs. 26,000 crores, higher than its initial estimate of Rs. 15,000-20,000 crores. Factories in Noida came under attack and a trade union activist died in violence in Ambala. 14 people were arrested for the violence.

During the bandh, factories in a hosiery complex in Noida's phase 2 were targeted and vehicles vandalized and set on fire. Factory owners told that almost all building and warehouses in the complex were found vandalized, with glass on facades found broken. Public transport was the biggest casualty of the strike in Delhi. The unions have put forward 10 demands, which mainly relate to checking price rise, creating jobs, halting disinvestment in public sector enterprises and implementing labor laws. The government issued a no-work-no-pay warning for its employees, which was largely ignored. Private offices reported thin attendance. Universities cancelled examinations. Passengers arriving at the train station and airport were given lifts in police vans.

While all above demands seen aimed towards general benefit of working classes, the unions are unmindful that no benefit has ever been drawn or will be drawn by these strikes and bandh as these surely disturb the masses and common people get alienated from such actions which cause harassments, inconvenience and miseries all around. At a time when the country was gearing-up for an all-India trade bandh on February 20 and 21, former police commissioner Julio Ribeiro was readying to file a petition in the Bombay high court, seeking recovery of damages and prosecution of offenders involved in violence during the last such bandh in May 2012. While citizens have a right to protest, forced shutdowns and violent incidents during strikes have been declared illegal by court orders. Incidentally, Ribeiro was one of the petitioners in an HC case in 2004 which resulted in a landmark judgment directing the Shiv Sena and BJP to pay Rs 20 lakh each for violence by their party workers during a bandh.

During all such Bandh, if you have noticed, the banking employees participate with gusto! Besides their own strikes which are very frequent, they jump-in to lend their support to other sectors' striking employees and even their officers piggy-back these strikes and enjoy holidays with full salaries. No one even opens the shutters of the bank-branches. Obviously, the banking sector management is oblivious of inconvenience and harassment caused to common people by frequent strikes; it also is tolerant to productivity and revenue losses!

It is high time that bandh, strikes and demonstrations are declared illegal and heavy penalties are levied on the organizers and participants of such activities.

**Capt S B Tyagi
For ICISS**

Women Security in Corporate World

While the entire nation still reels under the shock of heinous crime against a young girl on Dec 16, 2012, one thing that every Indian will applaud is the timely submission of Justice J S Verma Committee Report. Justice Verma Committee took just 30 days to submit its recommendations for strengthening laws to curb sexual offences. Those who had been

**NO WOMEN
NO PEACE.**

demanding capital punishment for rapists are clearly disappointed as the committee ruled out death penalty but instead advocates increasing the sentence term. The panel has widened the scope of sexual offenses including but not limited to touch, advances, and

disrobing, stalking, voyeurism and has suggested various jail terms for such offenses. This indeed is a welcome suggestion as it will force the culprits to think twice before committing the so called “not so serious” crime.

Justice Verma Committee has also recommended some amendments to the “Protection of Woman against Sexual Harassment at Workplace (Prevention, Prohibition and Redressal) Bill, 2012”. This bill aims to protect women at workplace and is currently pending passage in Rajya Sabha. As always and more so, in the current scenario, business organizations increasingly keen towards safety and security of employees, particularly women. The shameful incident has in fact, forced corporates to relook HR policies & guidelines on safe and secure working environment for women. However, with reference to the suggestions submitted by Justice Verma Committee to bill, there are mixed reactions from corporates.

The most controversial suggestion is the amendment of Section 14 of the Sexual Harassment Bill, 2012. Section 14 advocates to penalize a woman for filing a false complaint. The committee however favors removing the clause and suggests no action against a woman, if the complaint is later found to be false.

However, not many HR heads would appreciate this clause. A mechanism to keep a check on false allegations is necessary. There could be various reasons for such a malafide intention. Various nuances to



corporate dynamics – jealousy, personal rivalry, denial of promotion etc. can trigger such accusation. If the complainant is assured that she will not face action for her false allegations, the person may be encouraged to take this step. This will result not only in wastage of time and resources but will also lead to unnecessary tarnishing of the image of the accused.

According to a report in the Economic Times, to ensure women employees feel secure India Inc. is doing all it can like organizing escorts to take them home safe, holding self-defence workshops and even allowing them to leave early.

The Delhi gang rape has left the entire nation in shock, including corporate India which is now beefing up safety for women employees with more mass pepper spray supply, gizmos, 24x7 helplines etc. Companies are also giving karate classes to female staff, as part of the empowerment drive. As part of annual training schedules, both HCL Tech and Aegis are conducting workshops in self-defence, while administrative teams have opened shops in office premises to facilitate the sale of pepper spray. While ICICI Bank has conducted several meetings to figure out ways of assuring the safety of their women, female employees at Maruti's Gurgaon office have come together to share their safety concerns.

After the infamous gang-rape and murder, of Wipro BPO employee, Jyotikumari Choudhary back in November 2007, the company developed multi-level safety measures in order to achieve absolute protection for their female employees. Wipro now runs late night cabs only at scheduled timings. Each cab and the routes they take are registered with the transport department. A security guard is also hired to sit in every cab to accompany the female employee to the doorstep. The company is also equipped with a vehicle-tracking system that enables company's security officials to track the location of vehicles ferrying employees. Wipro has also introduced a 24X7 toll-free support number from which employees can report, if at all there is an emergency.



Organizations such as Cognizant, Infosys, HCL, TCS and Wipro enforce strict rules which also include sacking people who are caught harassing women at the workplace. Companies now also enforce rules against, 'textual harassing', under which a female employee can report to authority if a male colleague sends her lewd messages.

HCL Technologies constantly monitors all employee cab services from its base stations. In case of any emergency, it's SPOCs (single point of contacts) manning the base station can connect immediately with local police stations and patrolling units. Each employee also has on hand contact details of transport SPOCs, who can in turn mobilize necessary assistance in case of emergencies.

"All women employees have to call the transport desk to report safe arrival at home. In case they don't, the transport desk calls up the employee at the estimated time of reaching home on her mobile or home number for confirmation. This is compiled as a daily safe arrival report and subjected to internal audit," said VP and global head - HR, business services, HCL Technologies.

Besides, companies like Infosys and HCL are conducting self-defence classes to empower its women. To take the self-defence aspect a notch up, companies like HCL have set up shops within their office premises to facilitate the sale of pepper spray. HCL also has a stringent pre-engagement screening process of its transport vendors by sharing records with the police. The company has created a common database of blacklisted vendors/drivers, which is updated and distributed regularly.

Companies across the country have taken stock of the situation and the risks that their female employees can be subject to. The first step has been to collate data on areas the women

workforce come from. Many are also looking at drawing up a policy for seasonal tasks that require late hours from women. They could be account staff during annual audits, HR professionals during appraisals, the marketing managers during product launches and the payroll team during tax filing etc. says Kamal Karanth of Kelly Services India.

At Hyundai Construction Equipment India Pvt. Ltd, which has 5% women on the rolls, a woman has been included in its ethics committee to ensure that other women are comfortable sharing their problems. "We have made sure that none of the chartered buses ferrying our employees has tinted glasses. The company has also decided not to continue with the practice of calling women staff over the weekend for audit work. They will now attend office only during regular hours from 8.15am to 5.45pm. Also, the employee to be dropped last will be a male and not a female," says Dixon Jose|, head, HR and administration, adding that women employees have also been given a single-digit emergency number in their mobiles to seek help in case of emergency.

Dell India, where employees work 24x7, already has a policy in place to ensure that women travelling from home to office and back, and those travelling on business outside of their usual locations are mandatorily provided a secure form of transportation at night.

Nowadays women are giving stiff competition to men and dominating all areas earlier thought to be the stronghold of men. But, as the common perception goes, the corporate world can be quite ruthless for women and they may have to go through a host of trials and tribulations to get to the top of their career. However, being familiar with the difficulties of office life can help prepare a woman and instill survival instincts that can also keep her safe in tough and stressful times. Below are mentioned some safety tips that can help keep you secure while building your corporate career:



General Safety Tips:

- Conduct a thorough research of a company's background before you apply for it. Its policies should be carefully examined in order to determine whether women are given adequate positions and scope for career improvement. Some traditional minded companies may be of the view that only men should get coveted positions where leadership is of prime importance. Such places should be carefully avoided and only companies with a more modern and progressive outlook should be applied to for career fulfillment.
- It is easy to fall prey to such crimes when you are working under someone who is possibly in a position of authority and power over you. So, the best thing to do is to avoid such people in the first place. If there have been cases of sexual harassment against your future boss, you should immediately back out and consider some other place of employment as you could easily be the next victim.
- It is best to stick to smart, formal office oriented attire. Without appearing to be gender biased best advice is that one should stick to formal attire with minimal skin display in order to come across as a no nonsense person. Wearing short skirts or showcasing

cleavage in the workplace is sure to make one come across as someone who is forward and can attract unwanted attention from male co-workers.

- Corporate jobs usually require you to work late nights and sometimes pull all-nighters. Your safety in such situations is of primary importance and must not be neglected. If your job required you to come home late at night, you should consider carpooling with someone or ask a family member or friend to pick you up from work and accompany you home. You should not venture out alone and use public transport at late hours of the night.
- If someone tries to molest or harass you sexually in anyway, do not keep mum about it or wait for the person to back off. You should immediately approach the human resources department and file a formal, written complaint so that you set an example and strict action is taken against the perpetrator. If you do nothing about it, you are sure to be targeted again and again as you are likely to be seen as an easy victim.

When commuting to and from work:

- Stay alert: Don't let your guard down. If something makes you worry even slightly about your safety, get out of that place immediately.
- Please trust and make good use of your 'gut feel' or 'intuition' or 'sixth sense': There will invariably be signs, however small or seemingly insignificant, that warn you that all is just not OK. Make it a habit to read and notice these warning signs and go with your intuition to quickly retract yourself, move out or immediately get away from potentially unsafe situations
- Don't take any remark/act lightly: In case of trouble, respond with a stern voice and threaten to take a picture which might scare away the attacker. If it doesn't, raise your voice immediately to gather a crowd. Don't be afraid to hit the culprit.
- Shun public transport at night: As much as possible, avoid late night travel using public transport. If that's not possible then be sure to travel only in a crowded bus
- Park safely: Avoid parking your car in a desolate area. Lock the doors immediately after entering the car. Take known routes and no short cuts you don't know much about
- Phone alert: While travelling at night, don't keep your phone in your hand. Remember, the phone is the first thing your attacker will throw away. Activate your speed dials



which can be used to dial numbers in emergencies. Keep it in your pocket or at a place from where you can easily take it out, dial a number and leave it on. If you have a smartphone, then install emergency apps which can send texts to known people and can even dial the police number in case of emergency

The above mentioned tips can help safeguard your life when you are working at a corporate company and also provide you with some peace of mind. While competent authorities are addressing all this, we must not forget that the quest to create a safe & secure environment for women begins at home.

We must inculcate the values of respecting women amongst our children right from the early



age. What is being preached should also be reflected in our behavior so as to set right role models. Small little things like offering seats to fellow female passengers in public transport will be of tremendous help in creating right kind of attitude amongst children. Parents must sensitize their children about advances which are of sexual nature and related misdeeds.

It is strongly urged to all women that they must not tolerate any kind of atrocities being committed at home either to them or their children and blow the whistle irrespective of who so ever is the culprit. If committing a crime is sin, enduring the same is even bigger. We have had enough of hypocritical patriarchal society and it's high time we break those shackles.

10 Tips to Keep Your Smartphone's Battery Long Lasting

Since our smartphones seem to be feature-packed and more powerful which provides audio/video playback, access to internet, Global Positioning Systems (GPS), Wi-Fi, 3G or 4G connectivity, access to apps and much more that contribute to draining the smartphone's battery. So, here we have collected few tips to keep your battery life of your smart phone last longing.

1. Switch off Mobile:

This is most effective way to keep your mobile battery healthy. If you are not going to use your mobile while sleeping or traveling Turn it off. You can do the same if you are somewhere with no network, especially during no coverage device searching for network and battery consumption will be much higher

2. Switch off phone's backlight:

The back light is what makes the phone easier to read in bright light or outside. This light also uses battery power.

3. Don't use vibration function:

This 'vibrate' function uses additional battery power. Also keep the ring tone volume as low as possible.

4. Avoid using extra / unnecessary features & applications:

If you know your battery is running low, don't use the camera or don't connect to Internet. Photo using flash will drain your battery very fast.



5. Talk less:

Lots of time we heard people say, "I think my battery's going down," and still continue their talk for few more minutes? Of course, sometime it's an excuse to get off the phone (and a good one), but if you really need to conserve the battery, limit your talk time.

6. Switch off Bluetooth:

Bluetooth always ON will drain your battery very quickly, keep it switched off whenever not required.

7. Switch off WIFI, GPS, and infrared capabilities:

If your phone has these features built in. Keep them off and turn it on only when you need them.

8. Avoid using animated pictures or videos for your background:

Usage of animated wallpapers on your device will consume more power and drain the battery faster. Try to turn off the animations on background, instead opt for static backgrounds which

will help in reducing the consumption of more power.

9. Remove Unnecessary apps:

If there are several apps running in the background of the device it will rapidly drain the battery. A smartphone is an expert in running multiple tasks at a time. By killing the unnecessary apps you can reduce power consumption.

10. Set your device to power-saving mode:

Using your device in power-saving mode is a major step towards extending its battery life.

Credit Card Scams

Very Important Mail for those who are using Credit-card/ ATM Card different ways you can get ripped off using your credit card.

New way of stealing...especially look at scene three...
Be sure to read Scene 3. Quite interesting! People sure stay busy trying to cheat us, don't they?

SCENE 1

A friend went to the local gym and placed his belongings in the locker. After the workout and a shower, he came out, saw the locker open, and thought to himself, 'Funny, I thought I locked the locker...

Hmm, 'He dressed and just flipped the wallet to make sure all was in order. Everything looked okay - all cards were in place...

A few weeks later his credit card bill came - a whopping bill of ₹ 14,000!

He called the credit card company and started yelling at them, saying that he did not make the transactions. Customer care personnel verified that there was no mistake in the system and asked if his card had been stolen...

'No,' he said, but then took out his wallet, pulled out the credit card, and yep - you guessed it - a switch had been made. An expired similar credit card from the same bank was in the wallet.

The thief broke into his locker at the gym and switched cards.



Verdict: The credit card issuer said since he did not report the card missing earlier, he would have to pay the amount owed to them.

How much did he have to pay for items he did not buy? \$9,000! Why were there no calls made to verify the amount swiped? Small amounts rarely trigger a 'warning bell' with some credit card companies. It just so happens that all the small amounts added up to big one!

SCENE 2

A man at a local restaurant paid for his meal with his credit card. The bill for the meal came, he signed it and the waitress folded the receipt and passed the credit card along.

Usually, he would just take it and place it in his wallet or pocket. Funny enough, though, he actually took a look at the card and, lo and behold, it was the expired card of another person.

He called the waitress and she looked perplexed. She took it back, apologized, and hurried back to the counter under the watchful eye of the man. All the waitress did while walking to the counter was wave the wrong expired card to the counter cashier, and the counter cashier immediately looked down and took out the real card. No exchange of words --- nothing! She took it and came back to the man with an apology. This scenario actually happened at a local restaurant- between the waitress and the front desk cashier.)

Verdict: Make sure the credit cards in your wallet are yours. Check the name on the card every time you sign for something and/or the card is taken away for even a short period of time. Many people just take back the credit card without even looking at it, 'assuming' that it has to be theirs.

For your own sake, develop the habit of checking your credit card each time it is returned to you after a transaction!

SCENE 3

Few days back I went into a pizza restaurant to pick up an order that I had called in. I paid by using my Visa Check Card which, of course, is linked directly to my checking Account. The young man behind the counter took my card, swiped it, and then laid it on the counter as he waited for the approval, which is pretty standard procedure.



While he waited, he picked up his cell phone and started dialing. I noticed the phone because it is the same model I have, but nothing seemed out of the ordinary. Then I heard a click that sounded like my phone sounds when I take a picture.

He then gave me back my card but kept the phone in his hand as if he was still pressing buttons. Meanwhile, I'm thinking: I wonder what he is taking a picture of, oblivious to what was really going on. It then dawned on me: the only thing there was my credit card, so now I'm paying close attention to what he is doing. He set his phone on the counter, leaving it open. About five seconds later, I heard the chime that tells you that the picture has been saved. Now I'm standing there struggling with the fact that this boy just took a picture of my credit card.

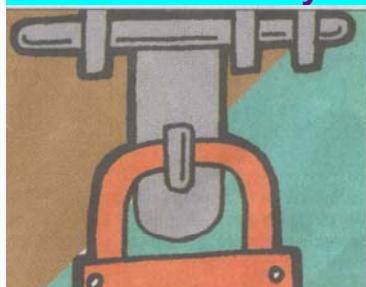
Yes, he played it off well, because had we not had the same kind of phone, I probably would never have known what happened. Needless to say, I immediately canceled that card as I was walking out of the pizza parlor.

All I am saying is - be aware of your surroundings at all times. Whenever you are using your credit card take caution and don't be careless. Notice who is standing near you and what they are doing when you use your card. Be aware of phones, because many have a camera phone these days. Never let your card out of your sight ... check and check again!

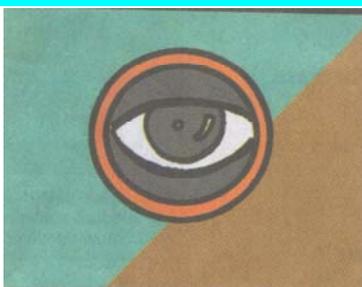
Women at home...

Every city's crime graph is up and rising. Before the ink is dry, there comes another report of rape! Before one murder is solved, another takes place! We feel if the residents follow some simple and effective steps, they can beat criminals and rid the society of its 'unsafe' character.

Here's to a safer you at home



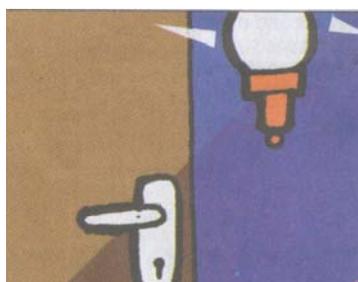
Always keep the doors locked
Even if you are inside or if you
Leave the house for just a few
Minutes.



**Never answer the door bell with-
out identifying the person. Peep -
Hole (Magic Eye) is must. They
are found simple but effective.**



**Always keep the light switched
on at night. Have keys ready so
that the door may be opened
immediately.**



**Have grills on your doors and
windows, use strong locks &
always inform your neighbors
before going out.**



**Always get your servant verified
by the police – it's free!**



**On returning home, if you find
evidence of house-break, don't
wait there. Go to your
Neighbors, call 100 at once.**

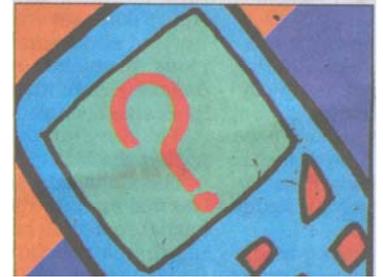
When venturing out



After break-down if a stranger offers help - refuse. Ask him to emergency service instead.



If car breaks-down in lonely spot, lock all doors & roll-up windows. Stay inside till help arrives.



Make sure your mobile phone has enough credit and call Batteries are fully charged.



In a hierarchy, every employee tends to rise to his level of incompetence. Work is accomplished by those employees who have not reached their level of incompetence.

In lighter veins



Suggestions & feedback may be sent to us on e-mail: sbtyagi1958@gmail.com

P.S. - If you don't like to receive our newsletter, we apologize for bothering you. Please let us know your mail address and we will move it out from our contact list, thank you!