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FOREWORD

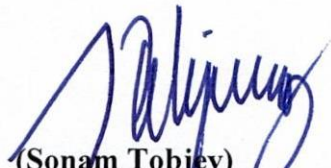
BPC is pleased to bring in the first edition of the Framework for Safety & Quality Division (SQD). The key objective of the Framework is to develop a culture that values safety, has a vision for creating an injury-free workplace, follows a strategy that ensures the accomplishment of that goal and to ensure the quality of services & infrastructures BPC owns or builds as per standards, guidelines and Standard Operating Procedures.

Towards achieving these objectives, the Framework lays down clear processes and procedures to carry out inspection, monitoring, auditing and reporting of Safety and Quality standards of BPC.

Further, in line with the Bhutan Electricity Authority's Safety Regulation 2008, the Framework also describes the processes and procedures to carry out the accident investigation, report accident incidents, come out with the accident Bulletin to raise safety awareness and introduce remedial and mitigating measures from the lessons learnt.

Lastly, I would like to put on record and commend the Quality and Safety Division of the Human Resource and Corporate Services for putting conscientious effort in coming out with the 1st edition 2020 of the Framework for Safety & Quality Division.

Tashi Delek!



(Sonam Tobjey)
Chief Executive Officer

INTRODUCTION

Bhutan Power Corporation Limited (BPC), since its corporatization on 1st July 2002, has been placing greater importance on to meet the highest safety standards, premium works/services quality and to comply with all relevant Standards under International Standard of Organizations (ISO).

BPC has always placed a great emphasis on ensuring safety, quality and integrity in delivering its services. Therefore, it is imperative for the company to uphold and enhance such standards to a greater height through a required Framework.

BPC being an ISO certified company for ISO 9001: 2015, ISO 14001: 2015 & ISO 18001: 2007, SQD is also mandated to ensure a strict compliance to Quality, Environment & Safety requirements to maintain and uphold Company's brand image.

This Framework is an effort to bring out uniformity and clear-cut steps in carrying out inspection / auditing of all works related to Safety and Quality. To this effect, the Framework describes the procedures starting right from developing annual audit plan, carrying out inspections and audits on Safety and Quality fronts, conducting exit meeting, issuing Non Conformity Reports (NCRs), requiring Action Taken reports (ATRs) followed by ATR verification, reviews and issuing acknowledgement confirmations on whether the NCRs are resolved or not resolved to close the loop. As an ISO certified, all the NCRs are to be closed / resolved within 90 days from last day of the audit.

For the timely reporting, investigation and raising rigorous safety awareness, the framework describes in detail the steps to be followed during the occurrence of accident incidences starting right from reporting, carrying out at site investigation, submitting the investigation reports and informing BPC employees through timely circulation of Accident Safety Bulletin. The Accident circulation Bulletin shall focus on type of accident, root causes of accidents, their severity, counter-measure, lessons learnt and advisory notes with the key objectives to educate our employees and create awareness on the common hazards leading to accidents at workplace or to the general public and their belongings.

The SQD through the Framework shall provide periodic feedbacks, suggestions, awareness information disseminations to BPC employees to uphold highest safety standard, premium work quality as well offer recommendations to the management on safety and quality fronts for deliberation and consideration for overall good of the company.

1. Objectives

The main objectives of this Framework are as outlined below:

1. To provide a basis and to serve as yardstick for SQD to function while discharging its roles and responsibilities.
2. To provide SQD with free and unhindered access to work sites and offices under all Services in the company while on duty.
3. To make the inspection / auditing process for safety, quality and ISO uniform in all the offices within the company.
4. To ensure compliance to safety, quality and ISO standards by all offices and to provide timely feedback with recommendations to the concerned offices or management in case of non-compliances.
5. To cover all aspect of operations such as technical, administrative, functional or operational processes / procedures, O&M works, deposit works, labor contracts, construction activities, customer services, etc.

2. Process on Safety, Quality & ISO Inspection and Auditing

It is very important to have the standard process for auditing safety, quality and ISO aspects for the offices and the infrastructures under respective jurisdictions, without which there will be lot of misapprehensions among the auditors and auditees.

Since the core function of Safety and Quality Division is to ensure compliance on safety, quality and ISO aspects of the offices in BPC, the auditing process will be same for all the three aspects.

The first and foremost activity required for carrying out any auditing is to have auditing plan proposed and approved by the Management. The SQD shall collect the list of all the plan, deposit, ad-hoc and project works by January of every year and develop a plan for carrying out the quality inspection during the construction phase. The Safety, Quality and ISO aspects will also be checked during the time of annual audit.

On the completion of the Safety, Quality and ISO auditing, the SQD team shall conduct an exit meeting with the Manager and concern team of the audited office. The exit meeting shall discuss on the Non-Conformity Reports (NCRs) findings, if any, known during the auditing and the deadline for submitting the Action Taken reports (ATR). SQD may also suggest the possible rectification solutions to address the identified NCRs in the exit meeting.

The SQD shall issue the Non-Conformity Reports (NCRs) on quality, safety and ISO related aspects through written to the concern offices with recommendations to rectify the NCRs within

the deadline. The ISO NCR shall be issued as per the ISO NCR format Annexure – III. All the NCRs are to be closed and resolved within 90 days from last day of the audit.

The concerned offices shall correct the NCRs within the deadline and apprise SQD through an Action Taken Reports (ATRs). The SQD shall then review the ATRs and accordingly acknowledge the offices. If necessary, the SQD shall visit the site and verify the corrected works as per the ATR. If the ATR is not acceptable and or not accurate upon verification at site, the NCRs continue to remain open. For such open ATRs, the SQD shall escalate such cases to Departmental General Manager (GM) and Services Director concern for intervention through Director, HR & Corporate Services for closing on priority.

If the concerned offices fail to submit the ATR within the given agreed deadline, the NCRs shall remain open. For such open ATRs, the SQD shall escalate such cases to Departmental General Manager (GM) and Services Director concern for intervention through Director, HR & Corporate Services for closing on priority.

For NCRs that continue to remain unresolved and open, SQD shall compile such lists for the year and submit to Management Representative (MR) / Director (HR & CS) for Management's intervention.

For ATRs that are found satisfactory and acceptable to SQD, the SQD shall issue the acknowledgement letter to convey the acceptance of the ATR as well as to close the NCRs.

The inspection and auditing process on safety, quality and ISO aspects is as shown in Figure 1 below.

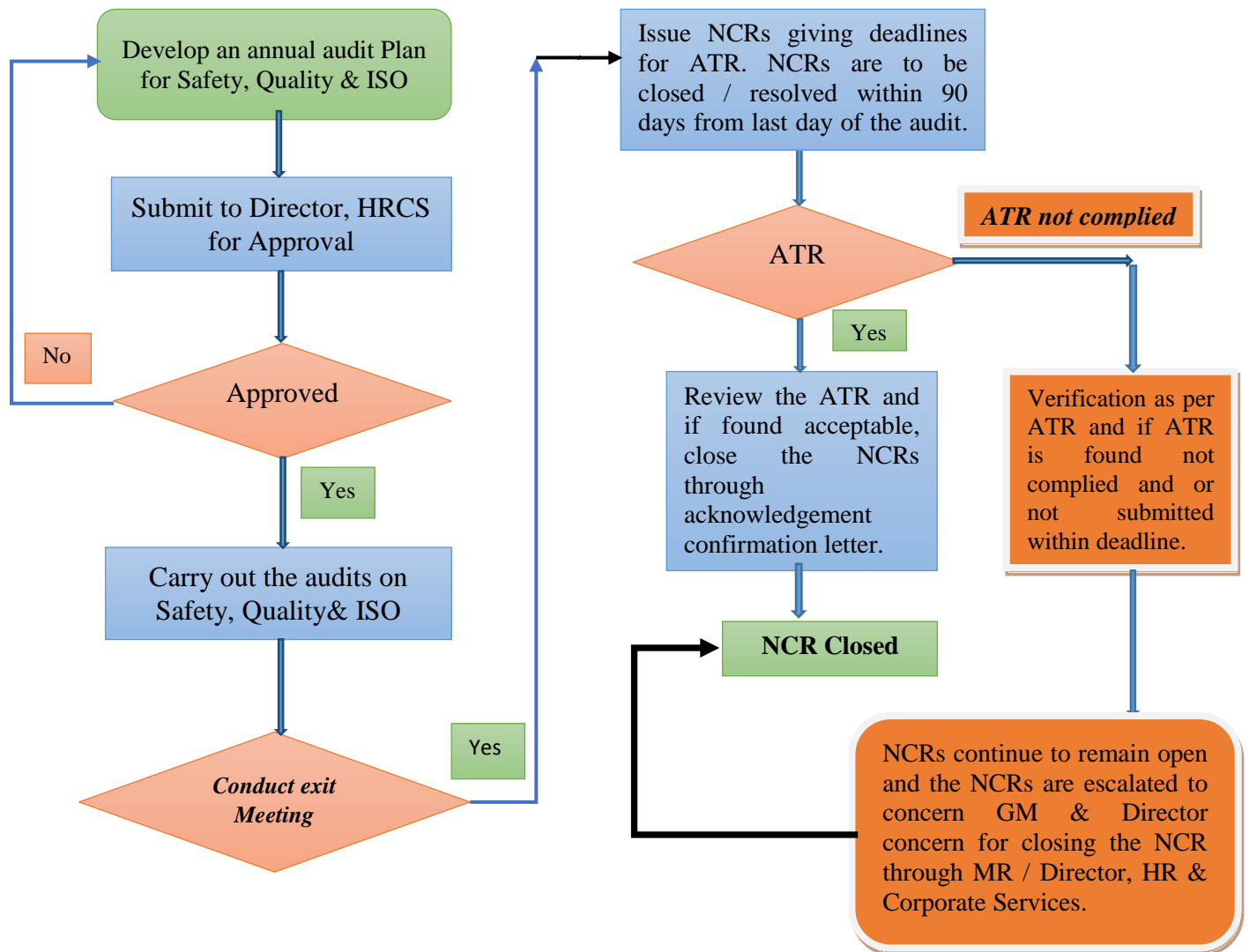


Figure 1 Inspection and Auditing Process on Safety, Quality & ISO

3. Frequency of Inspection / Auditing

The inspection / auditing on the aspects of safety, quality and ISO shall be carried out as per the approved audit plan for the year.

On exigency and criticality of the works / projects, SQD shall carry out the inspection / auditing apart from the approved audit plan.

4. Accident Reporting Process

Although, the reporting of any accidents / incidents is clearly spelt out in Bhutan Electricity Authority, Safety Regulation 2008, it is equally important to have a clear-cut reporting process

in this Framework to be followed uniformly by all the offices within the company during the time of accident / incident. All accidents / incidents have to be reported to SQD irrespective of the nature of the accident.

As per BEA Safety Regulation clause (11.1) “All Serious Safety Incidents shall be reported to the Authority no later than the end of the next “Business Day” following the occurrence of the Serious Safety Incident”.

For faster relaying of the accident report, the office concern shall first report the first-hand information of the accident to SQD via phone calls / email / short messaging services (SMS) to the concerned Director, General Manager and to the Chief Executive Officer. Subsequently the concerned BPC offices shall report any incident/accident to SDQ within 12 hours of its occurrence as per the standard format attached as per **Annexure-I**.

The SQD shall apprise concern GM / Directors and Director (HR & Corporate Services) and the Chief Executive Officer regarding the accident / incident reported in detail. Based on the nature and severity of the accident cases, SQD shall submit the preliminary report to the Bhutan Electricity Authority (BEA) & the Ministry of Labour and Human Resources.

5. Accident Investigation Process

Where the Serious Safety Incident results in a fatality, an investigation pursuant to Clause 11.2 of Bhutan Electricity Authority, Safety Regulation 2008 shall be carried out.

For the Serious Safety Incidents, the SQD shall constitute a team to investigate the serious safety Incidents. The SQD shall carry out the investigation to find out the root cause of the accident, people responsible for the lapses, the line of accountability for the serious accident reported. For a Serious Safety Incident of larger magnitude, the CEO shall institute a separate team to investigate the incident.

On the completion of the accident investigation, the investigation team shall conduct an exit meeting with the Manager and concern team of the office where the accident occurred. The exit meeting shall discuss on the investigation findings and lapses known during the investigation. The investigation team shall also suggest the possible remedial solutions to address the root cause of the accidents.

The investigation team upon completion of the investigation shall submit a written report to the management through Director, HR & Corporate Services. The report shall identify the probable cause of the Serious Safety Incident and shall make recommendations on corrective actions to be taken to reduce the risk of similar events occurring in the future to the extent that this is appropriate. The written report shall also include the lapses of officials responsible for the occurrence of the accidents.

Upon completion of the Serious Safety Incident investigation and to raise the safety awareness amongst BPC employees the SQD shall prepare and circulate the accident bulletin as per

Annexure-II within BPC employees clearly mentioning the root cause of the accident and its remedial measures to prevent recurrence of similar accidents in future. Such Safety Bulletin must also contain the lessons learnt and advisory notes for raising safety awareness.

The reporting of an accident and investigation process is as shown in Figure 2.0.

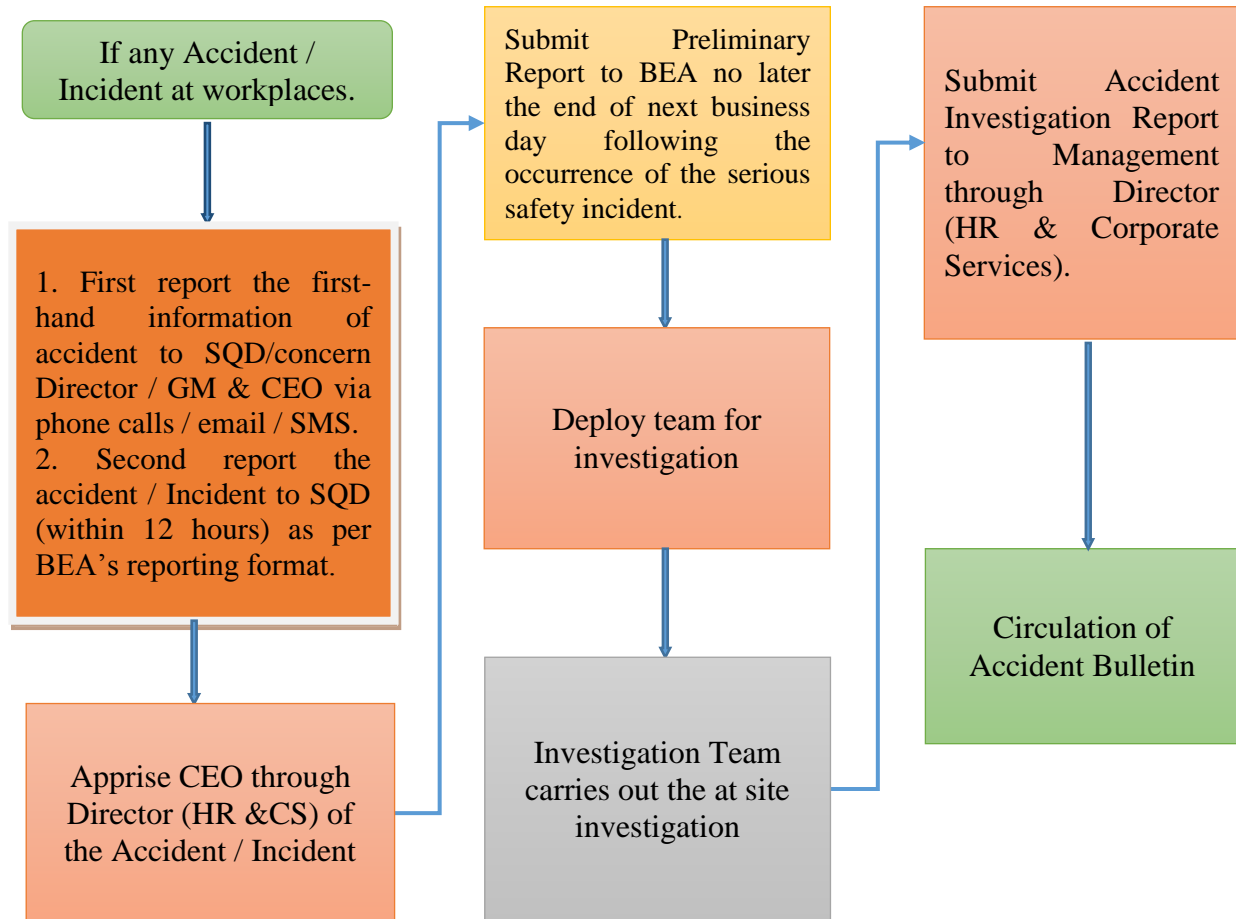


Figure 2.0 Accident Reporting and Investigation Process

6. Commencement and Amendment

The Framework shall come into force from the date of approval and signing by the Management. To keep pace with the changing time and need, the framework shall be reviewed and revised from time to time with due consent from the Management.



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འབྲུག་གློག་ཤུགས་དབང་འཛིན།
Royal Government of Bhutan
Bhutan Electricity Authority
Thimphu : Bhutan



ANNEXURE – I

INCIDENT/ACCIDENT REPORT FORM

Licenses shall report to the Authority on Serious Safety Incidents as per Section 11.1 of the Safety Regulation, 2008 using the reporting format below:

1) Licensee details

Name of Licensee:
Office of the Licensee:
Name of the Manager:
Phone No. & Email ID:

2) Victim(s) details

Full Name: Age: Sex:
CID No.: Designation:
Date of appointment: Date of last Transfer:
Name of Spouse:
No. of Children:

Address:-

Village:
Gewog:
Dzongkhag/Dungkhag:

3) Incident/Accident details

Date of accident: Time: Date Reported:
 Name of the Supervisor: Phone No.:
 Name of the Reporting Officer: Designation:
 Phone No. & Email Address:
 Location:

4) Nature of accident

- a) Fatal:
- b) Non-fatal:

5) Describe the events leading up to the incident and how the incident occurred.

| | | | | | | | | | | |
|----------------------------|--|-------------------------------------|------------------------------------|------------|------------------------|---------------|-----------------|----------------------------|---------------------|-------------------------------------|
| What caused the accident. | <table style="width: 100%; border: none;"> <tr> <td style="width: 33%;">1. Ineffective guarding</td> <td style="width: 33%;">2. Inadequate protective equipment</td> <td style="width: 33%;">3. Weather</td> </tr> <tr> <td>4. Lack of maintenance</td> <td>5. Misconduct</td> <td>6. Inexperience</td> </tr> <tr> <td>7. Unsafe work environment</td> <td>8. Miscommunication</td> <td>9. Other <i>(Please specify)</i></td> </tr> </table> | 1. Ineffective guarding | 2. Inadequate protective equipment | 3. Weather | 4. Lack of maintenance | 5. Misconduct | 6. Inexperience | 7. Unsafe work environment | 8. Miscommunication | 9. Other <i>(Please specify)</i> |
| 1. Ineffective guarding | 2. Inadequate protective equipment | 3. Weather | | | | | | | | |
| 4. Lack of maintenance | 5. Misconduct | 6. Inexperience | | | | | | | | |
| 7. Unsafe work environment | 8. Miscommunication | 9. Other <i>(Please specify)</i> | | | | | | | | |
| Elaborate. | | | | | | | | | | |

| | | | | | | | | | | |
|----------------------|---|--|---------|--|---------|--------|--------------|---------|--------|-------------------------------------|
| Part of body injured | <table style="width: 100%; border: none;"> <tr> <td style="width: 33%;">1. Head</td> <td style="width: 33%;">2. Nose</td> <td style="width: 33%;">3. Multiple <i>(Injured more than one part)</i></td> </tr> <tr> <td>4. Eyes</td> <td>5. Arm</td> <td>6. Skin burn</td> </tr> <tr> <td>7. Neck</td> <td>8. Leg</td> <td>9. Other <i>(Please specify)</i></td> </tr> </table> | 1. Head | 2. Nose | 3. Multiple <i>(Injured more than one part)</i> | 4. Eyes | 5. Arm | 6. Skin burn | 7. Neck | 8. Leg | 9. Other <i>(Please specify)</i> |
| 1. Head | 2. Nose | 3. Multiple <i>(Injured more than one part)</i> | | | | | | | | |
| 4. Eyes | 5. Arm | 6. Skin burn | | | | | | | | |
| 7. Neck | 8. Leg | 9. Other <i>(Please specify)</i> | | | | | | | | |

6) Copies of reports necessary to be attached

- a) Police Report (*As per the request of Authority*)
- b) Medical Report

7) Victim(s) or Witness(s) statement.

8) Work permit and test permit.

(The work permit/test permit should be attached along with the details of the person who is issuing the Work/Test Permit and the person who is receiving the Work/Test Permit.)

Annexure-II

No. 19/BPC/SQD/Vol-1/2020/

Date.....

ACCIDENT BULLETIN

This Accident Bulletin is being circulated within the BPC. It comprises of information on the recent accident that has taken place and it describes the type of accident, cause and their severity. Through this, it is aimed to educate our employees and create awareness on the common hazards leading to accidents at workplace or to the general public and their belongings. It is also aimed that this will lead to safer working practice and creates a better understanding of accidents; their cause and counter-measure.

The Accident Bulletin also features lessons from the accident. The lessons address the effective/possible methods for prevention/avoidance of accident.

All the concerned head of the Divisions/sub-divisions are instructed to read-out the bulletin to the field staff during the safety meetings and to the general public during the Safety Awareness Campaign in case of public accident.

- | | |
|--|--------------------------------------|
| 1. Office Location: | 2. Services/Department: |
| 3. Date & Time of Accident: | 4. Voltage level: |
| 5. Location of Accident: | 6. Fatal/Non-Fatal: |
| 7. Details of the Victim(s) | |
| a. Name : | |
| b. Age/sex: | |
| c. Village/Gewog: | |

8. **Cause of the Accident:**

9. **Effect of the Accident:**

10. **Lessons learnt/Advisory Notes:**

(Seal & Sign)
Safety & Quality Division
HR & Corporate Services



**NON-CONFORMITY
REPORT**

Form No.: ISO/IMS/BPC/FR/NCR
 Rev. No.: 0
 Issue No.: 0

| | | | |
|---|-------------------------------|--|-----------------------|
| ISO Standard | | Audit Date | |
| Audit Area | | Office | |
| Auditor(s) | | NCR No. | |
| Auditee | | <i>Circle the Correct one</i> Minor () Major () | |
| Description of Finding : [To be filled by Auditor(s)] | | | |
| Statement of NC: | | | |
| Requirement: | | | |
| Evidence: | | | |
| Auditee-Signature | | Auditor(s) - Signature | |
| Root Cause Analysis[to be filled by Auditee] | | | |
| Auditee – Signature | | | |
| Correction(s) Action [To be filled by Auditee] | | | |
| Auditee – Signature | | Verified by Auditor(S)- Signature | |
| Corrective Action(s)/Preventive Action (s): [To be filled by Auditee] | | | |
| Auditee- Signature | | | |
| Follow-up Audit: [To be filled by Auditor(s)] | | | |
| Corrective/ Preventive Action: <input type="checkbox"/> Completed <input type="checkbox"/> Open | | Non-Conformity Report: <input type="checkbox"/> Closed <input type="checkbox"/> Not Completed | |
| Verification Details: If NC opens, raise fresh NCR. New NCR No. : <i>reference to old NCR/New NCR number</i> | | | |
| Follow-up Audit Date: | Auditor(s) – Signature | | MR - Signature |

Note: NCRs are to be closed / resolved within 90 days from last day of the audit.