

White paper on safety trainings at IT / ITES / BPO organization

Safety policies of every IT Company focus on protection of tangible & intangible assets in the organization. Though it is humanly impossible to avoid various threats against safety, preparedness through training is the best way forward. Hence various security standards like ISO 27001:2005; OSHAS 18000 have emphasized the need for training all the stakeholders for safer organization.

Recent incidences with female employees in BPOs and the subsequent legal implications involving the top management, calls for streamlining safety training procedures and maintenance of relevant documentation. This can help in proving the organization's determination & pro-activeness towards safety initiatives.

Safety Training Matrix

Employee	Type of training	Periodicity
New Joinees	Data Safety	Once during joining
	Privacy Issues	
	Fire Safety	
	Access Control	
Female Employees	Sexual Abuse Rights	Once during joining
House Keeping Staff	Procedures	Once during joining
	Tools Safety	
	Accidental destruction of data / papers	
Drivers	Procedures	Once during joining
	Legal consequences	
Security Staff	Procedures	Once during joining
Employees	Data Safety	Once a year
	Email Safety	
	Privacy Issues	
	Sexual Abuse rights	
Visitors	Access Control	During the first visit
	Fire Safety	

Documentation in safety training:

Documentation is an important step in the safety training process.

Evaluation of safety training: providing a quiz, which will cover various aspects of the safety training, can do Evaluation of safety training. A Completion certificate can be issued only after scoring a minimum score. The certification of evaluation should have an expiry. Continual training is an important aspect of safety training.

Training Reports: Various reports should be maintained with details about the individuals who has undergone the training, score etc.



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