

**ENVIRONMENT / HEALTH & SAFETY / SOCIAL COMPLIANCE GUIDELINE FOR THE
EXTERNAL SERVICE PROVIDER****1. Purpose:**

To develop and communicate EHS compliance guidelines for external service providers of goods and services with unacceptable environmental aspects, occupational health and safety risks and social impacts. This is an agreement between **INTEGRA Engineering India Ltd** (INTEGRA) and the service providers for sustainable development.

2. Scope:

This guideline is applicable for key external service provider like raw materials, packing materials, chemical service providers, service providers like contractors including security, manpower etc.

- Suppliers of capital equipments and machinery
- Suppliers of hazardous chemicals / inflammable chemicals
- Incoming / outgoing transporters
- Supply of Gas cylinders
- Electrical, civil, mechanical contractors
- Waste disposal service providers
- Other Contractors

3. Responsibility:

Purchase team communicates this guideline to approved external service Providers

4. Description:

To develop EHS guidelines for communication to external service providers of goods and services as mentioned in the scope of work

EHS guidelines for communication shall be given as below:**A) External Service Providers of capital equipment & machinery**

- Provide consumption benchmarks related to output, key input resources (energy / fuel / chemicals as applicable).
- Strive to supply energy-efficient products/services.
- Cooperate in data sharing related to energy consumption (if applicable).
- Supply energy-efficient equipment (star-rated or with energy label).
- Competence / maintenance / calibration requirement if any.
- Comply with applicable EHS and Energy related legislation.
- Providing an Operational Manual with respective of EHS and Energy.
- Offer training to operating personnel on energy-efficient usage.
- Support in timely maintenance and services of machines or equipments against warranty or guaranty
- Equipment must meet or exceed specified **energy efficiency ratings** (e.g., IE3/IE4 motors, high-efficiency transformers).
- Include **specific performance indicators (EnPIs)** such as kWh/unit, efficiency %, etc.
- Suppliers must provide performance test report where applicable
- End-of-life management and recycling commitments.
- Binding agreement that the energy performance will not deviate by more than $\pm 5\%$ from stated specs.

**ENVIRONMENT / HEALTH & SAFETY / SOCIAL COMPLIANCE GUIDELINE FOR THE
EXTERNAL SERVICE PROVIDER**

- Monetary penalty or return clause if equipment does not meet efficiency benchmarks.

B) Suppliers of Chemicals

- To comply with applicable EHS legislation for manufacture, storage, transportation, and possession of hazardous chemicals / Inflammable liquids / Toxic chemicals etc.
- MSDS guidelines shall be followed by organization for proper storage, transportation of hazardous material / gases and others as applicable.
- Provide MSDS at the time of first consignment or whenever any update is there to the company.
- Provide disposal guidelines if the product is expired in an environmentally friendly manner.
- Fire extinguisher to be maintained in working condition in transportation facilities.
- Avoid leakage or spillage of material.
- Providing appropriate PPEs to drivers or respective people.
- Submission of REACH/ROHS compliances if applicable.

C) Suppliers of Gase cylinders

- To comply with applicable EHS legislation for manufacture, storage, transportation, and possession of Gas cylinders rules.
- MSDS guidelines shall be followed by the organization for proper storage, transportation of gases and others as applicable.
- Provide MSDS at the time of first consignment or whenever any update is there to the company.
- Fire extinguisher to be maintained in working conditions.
- Avoid leakage of gases
- Gas cylinders should be hydrotested as per rules and regulations applicable. Hydrotest report should be provided at the time of delivery.
- Safety caps should be on gas cylinders; color coding should be as per gas cylinder rules.
- Corrosive gas cylinders are not accepted.

D) Incoming / outgoing Vehicles Condition Requirements (Transporters)

- To comply with applicable provisions of the Central Motor Vehicles Rules
- To maintain valid PUC certificates and produce while the vehicle is on this company premises.
- To make concerned drivers aware of hazardous material
- To train drivers to handle emergencies during transportation.
- To maintain the vehicle as per users' instruction and ensure that no leaking oil or diesel is there when the vehicle is entering the premises.
- No overload material unload in vehicle, Size of vehicle as per material
- Speed of Vehicle shall mention and maintain by driver.
- Fire extinguishers and first aid kits shall be mandatory in vehicles.
- A vehicle should fit in all conditions.
- Transporters are liable if damage property of **INTEGRA**.
- Transporter use (if possible) EV vehicles, to support reduce carbon emissions.

**ENVIRONMENT / HEALTH & SAFETY / SOCIAL COMPLIANCE GUIDELINE FOR THE
EXTERNAL SERVICE PROVIDER****E) Electrical, Civil and Mechanical Contractors**

- To ensure use of energy efficient equipments
- People shall well competent, trained, and aware about their work
- Generated hazardous waste / E-waste / Plastic waste / scrapped Battery etc. shall be collected from the premises and disposed of as per state or country legal procedures applicable.
- To use the appropriate personnel protective equipment and follow safe work procedures as specified by the company.
- Taking a work permit when working in **INTEGRA** premises.
- To strictly follow the electrical isolations as informed by the company personnel during the maintenance.
- Contractors explain to their workers about potential hazards, accidents, emergencies, environmental impact and explain to them all the precautions to be taken.
- To maintain fire extinguishers / protection systems in working condition
- To ensure that the testing certificate of the lifting tools and tackles are brought by the contractors in case the contractors are using any lifting tools and tackles of their own.
- To ensure that the welding machines are in proper condition in case the same is brought by the contractors.
- To ensure that all the ladders are in proper condition in case the same is brought by the contractors.
- Use of applicable personal protective equipment (PPE's) as per your equipment or working conditions, our work-related required PPE's will provided from here.

F) Hazardous waste and other waste service providers

- To obtain authorization as applicable for the hazardous waste from the state pollution control board and maintain record accordingly as applicable
- To ensure environmentally safe disposal / reuse of waste lifted by them such as misc scrap, waste oil / coolant lead acid batteries, etc
- To ensure that waste oil / coolant, chemicals and other substances are stored, handled and disposed properly so that they do not find their way into the industrial drain or the atmosphere
- Using the MSDS guidelines for storage, handling, transportation of hazardous material as applicable
- To explain about potential hazards, accidents, emergencies, EHS impacts, and explain to all precautions to be taken to working personnel
- To ensure proper awareness of workers to maintain, improve and ensure no damage to the green / clean environment at any location.
- To maintain fire extinguishers / protection systems in working conditions.
- Battery waste service providers should buy back of batteries.
- Service providers should have valid and authentic vehicles for waste handling and storage as per government guidelines.

G) Contractor of Manpower: -

- Contractor shall obtain labour license if manpower more than 50nos
- Contractor should follow and comply applicable state rules and regulation related to social compliances like wages act, remuneration act, leave act etc.

**ENVIRONMENT / HEALTH & SAFETY / SOCIAL COMPLIANCE GUIDELINE FOR THE
EXTERNAL SERVICE PROVIDER**

- Contractor should submit deputed manpower details like Adhar card, pan card, WC policy and other required manpower personal details
- Contractors should ensure deputed manpower are not engaged in any criminal activities and follow the organization ethics rules regulation
- Contractors should deputed competent and trained manpower as per requirements of the organization
- Contract people should follow the EHS guidelines as suggested and trained by them
- Peoples can raise the complaint to HR person if any violation or harassment found in the organization

H) ANTI-BRIBERY:

- i) Supplier represents and warrants that neither it nor any of Supplier's personnel are officials, agents, representatives or employees of any government or political party or any international public organization where you / they may be in a position of official government authority able to use that position to help Supplier obtain or maintain business or obtain a business advantage.
- ii) Supplier further represents and warrants that it has not made and agree that it shall not make any payment or any offer or promise for payment, either directly or indirectly, of money or other assets, or transfer anything of value, to government or political party officials, officials of international organizations, candidates for public office, or representatives of other businesses or persons acting on behalf of any of the foregoing for the purpose of influencing decisions or actions or where such payment or advantage would constitute violation of any applicable anti-bribery legislation, regulations and/or codes, both Local and State and/or national and foreign Act (hereinafter and above designated by "Anti-Bribery Provisions").
- iii) Supplier further represents and warrants that it has not accepted nor been offered any payment of money or other assets, or anything of value, for the purpose of influencing decisions or actions to help Supplier obtain or maintain business or obtain a business advantage where such payment or advantage would constitute violation of any applicable Anti-Bribery Provisions.
- iv) The Supplier is forbidden to offer any commission, brokerage or other gratification to any company employees. This Order shall be governed and construed in accordance with the Laws of India.

I) INFORMATION SECURITY:**Definitions:**

"Confidential Information" means any data, documents, or materials disclosed by Company to Supplier, whether oral, written, or electronic, including personal data, business plans, technical information, and trade secrets.

"Personal Data" means any information relating to an identified or identifiable natural person.

"Information Security Incident" means any actual or suspected unauthorized access, disclosure, alteration, or destruction of Company data.

Information Security Obligations

Supplier shall:

1. **Implement Security Controls:** Maintain administrative, technical, and physical safeguards consistent with ISO/IEC 27001 or equivalent standards.

**ENVIRONMENT / HEALTH & SAFETY / SOCIAL COMPLIANCE GUIDELINE FOR THE
EXTERNAL SERVICE PROVIDER**

2. **Access Control:** Limit access to Company data to authorized personnel only, based on the principle of least privilege.
3. **Encryption:** Encrypt Company data in transit and at rest using industry-standard encryption protocols.
4. **System Security:** Maintain up-to-date antivirus protection, firewalls, and security patches on all systems used to process Company data.
5. **Personnel Security:** Ensure all employees and subcontractors handling Company data receive information security and confidentiality training.
6. **Third Parties:** Obtain Company's prior written approval before subcontracting any services involving Company data. Subcontractors must agree in writing to equivalent security obligations.

Incident Management

Supplier must:

1. Notify Company **within 24 hours** of discovering an Information Security Incident.
2. Provide details including the nature of the incident, affected data, impact, and mitigation steps.
3. Fully cooperate with Company's investigation and remediation efforts.

Data Retention and Destruction

Supplier shall retain Company data only as long as necessary to fulfil contractual obligations and must securely delete or return all data upon termination of the contract or at Company's request.

Confidentiality

Supplier shall maintain all Confidential Information in strict confidence and shall not disclose it to any third party except as authorized in writing by Company.

General Terms and condition: -

- Follow the **INTEGRA Engineering India Ltd.** emergency rules and regulation like emergency siren code, emergency evacuation plan, assemble at the emergency point at the time of emergency; this all rules and regulation are guided by the security or safety person at the time of enter in premises
- Follow the visitor safety guideline
- Taking safety work permit from the maintenance people if work perform like height at work, confined space work, hot work, electrical work etc.; without permit people should not start the work otherwise it shall be punishable.
- People should come with PPE's if any special PPE requirements with the work perform
- External service providers should not engage and deputed child labour in the premises, no forced labour.
- People shall report to safety person if any environment and safety incident identified in during the work

**ENVIRONMENT / HEALTH & SAFETY / SOCIAL COMPLIANCE GUIDELINE FOR THE
EXTERNAL SERVICE PROVIDER****Supplier Grievance Procedure:**

The purpose of this procedure is to provide a transparent, fair, and accessible process for suppliers and their employees to raise concerns or complaints ("grievances") related to their relationship with **M/s INTEGRA Engineering India Ltd**, including but not limited to:

- Breaches of contract or unfair treatment.
- Health, safety, or labor rights violations.
- Environmental or ethical concerns.
- Information security or data protection breaches.
- Corruption, fraud, or unethical conduct.

This procedure ensures grievances are addressed promptly and effectively while maintaining confidentiality and protecting all parties from retaliation.

Guiding Principles

- **Confidentiality:** All grievances will be handled confidentially to the extent possible.
- **Non-Retaliation:** No supplier or individual will face retaliation or discrimination for raising a grievance in good faith.
- **Transparency:** The process and outcomes will be clearly communicated to the complainant.
- **Timeliness:** Grievances will be acknowledged and resolved within a reasonable timeframe.
- **Fairness:** Each case will be reviewed impartially and objectively.

Grievances should include:

- Supplier name and contact details (unless reporting anonymously).
- Description of the issue, including relevant dates, people involved, and evidence (if available).
- Any steps already taken to resolve the issue.

If supplier has any grievance related to above clauses they can contact to

Email : Jignesh.chaudhari@integraengineering.in or bhavin.kariya@integraengineering.com

Contact Details: Jignesh Chaudhari (Purchase Head): +91 96876 03665
Bhavin Kariya (CEO) : +91 97370 41565

**ENVIRONMENT / HEALTH & SAFETY / SOCIAL COMPLIANCE GUIDELINE FOR THE
EXTERNAL SERVICE PROVIDER****SUPPLIER ACKNOWLEDGEMENT**

I accept the supplier guidelines terms and condition of INTEGRA Engineering India Limited. I have read and understood the guide contained therein. I assure you that I will follow the guidelines of INTEGRA Engineering India Ltd.

Company Name:

Company Stamp:

Authorized Person Sign:

Date: