

**TENDER DOCUMENT FOR CONTRACT OF BTAP  
ESCORTING UP TO BALCO PLANT, RAILWAY CO-  
ORDINATION, ALUMINA SAMPLING INSIDE PLANT, TIME  
KEEPING OF BTAP RAKES AT BALCO PLANT**

**TENDER DOCUMENT –  
BALCO/COMM/CONTRACT/BTAP CONTRACT BALCO/17-18  
BIDS SHALL REACH US WITHIN 07 DAYS OF THIS  
ADVERTISEMENT**

**Head Commercial**  
**Bharat Aluminium Company Ltd.**  
Commercial Office  
Admin Building  
BALCO NAGAR  
Korba – 495684  
**E-mail: tender.korba@vedanta.co.in**

**TENDER NO: BALCO/COMM/CONTRACT/BTAP/001**

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## **1. INSTRUCTION OF BIDDERS**

**Vedanta Resources plc (“Vedanta”)** is a LSE listed FTSE 100 Company with a market cap including that of its listed subsidiaries of about \$ 50 billion. We operate across the following core business sectors: Zinc-Lead-Silver, Copper, Aluminum, Iron Ore and Energy, with operation located in geographies spanning India, Australia, UAE, Zambia, South Africa, Namibia and Ireland. Over the past 5 years the group has displayed exemplary appetite for organic and inorganic growth-with an industry leading organic growth program of \$ 20 billion nearing completion.

**Bharat Aluminium Company Limited (BALCO)**, a Member of Vedanta India is a fully integrated Aluminium producer with an installed capacity of 245 ktpa aluminium and 810 MW of power. We are currently implementing expansion projects, which includes a 650 ktpa capacity Aluminium smelter (1st phase 3.25 ktpa) and 1200 MW Power Plant. With the completion of these projects, BALCO will have a total installed metal capacity of 1 mtpa and 2010 MW of power. Our metal business currently produces 75 ktpa rolled products & 200 ktpa wire rods & with completion of 1st phase metal expansion, rolled products & wire rods capacity shall increase to 80 ktpa & 500 ktpa respectively. Our businesses also include a coal mines and operating Bauxite mines.

### **What BALCO is looking forward with this contract:**

- High Level of Service quality.
- 100% adherence to all the deliverables.
- Zero accidents environment.
- 100% reporting of all the near miss incidents and corrective measures for all to ensure no accident due to the unsafe conditions.
- Increased availability of all the equipments and the total system to ensure better efficiency and higher levels of productivity.
- Ensuring higher productivity per man hour by introducing better Operating Procedures.
- Introduction of innovative ideas which can save in terms of time or money.

### ***Information / Credential of Service Providers / Bidder***

The following information is Compulsory and should be furnished completed in all aspects along with your offer.

1. Brief history of organization, along with organization chart, mentioning the Name, Designation & Tel.Nos of the contact persons in your company holding all key positions.
2. Client list, with copies Contracts of your Top 5 clients.
3. Banker's name and your Company's annual audited report / Balance Sheet for last 2 years.
4. The details of Machinery and Equipment available with you which are in working condition are to be furnished.
5. Last 2 Years P&L Statement
6. If the space provided in the registration form is not sufficient, please attach separate Sheets and give Annexure reference number on the attached sheet.
7. Registration Details
  - a. Registration No. and date  
(Kindly attach a photocopy of registration certificate)
  - b. Membership to any body
  - c. Any other Statutory Registration.
  - d. Registration details with taxation authorities:
    - i) Permanent Income Tax A/c No.
    - ii) Service tax Registration

## **2) FORMAT FOR OFFER LETTER**

To,  
Head Commercial Contract Cell  
Bharat Aluminium Company Ltd.  
Commercial Office  
Admin Building  
BALCO NAGAR  
Korba – 495684

Offer reference N.: /.....dt. ....2015

Sir,

1. We hereby undertake to perform the scope of work as defined in the condition of Bharat Aluminium Co. Ltd., Tender Ref no: \_\_\_\_\_, dated . .2015 at the prices and within the period stated in the attached schedules & in conformity with all the conditions are included therein.

2. This offer is valid for a minimum period of 90 days.

3. We agree that any Contract placed as result of this offer will be in accordance with the terms & conditions in the said offer. We declare that any other terms or conditions of the contract or any general reservations which may be printed on any correspondence of documents emanating from us in connection with tender shall not form part of any resulting contract unless specifically agreed to by BALCO and included in this contract.

4. We also enclose herewith the following documents:

Schedule of compliance with  
Acceptance of contract conditions.  
Schedule of prices (Price Formats to be completed)  
The offer should contain all the details like Service Tax Reg. No. etc.

Documents required by BALCO as mentioned in “Instructions to Bidders”.

M/s (Name and Address of the Company)

Signature of the authorized Signatories of the company.

### **3) SCOPE OF WORK FOR CONTRACT AT BALCO**

#### **1. SCOPE OF SERVICE:**

#### **SCOPE OF WORK: (For Escorting)**

The Service Provider shall be responsible for providing Escorting Services for BALCO BTAP rakes.

- I. To provide trained, efficient and sufficient number of trained running escorts personnel, to provide mobile security service as escort of BALCO LOAD & EMPTY BTAP rakes in this Agreement.
- II. To protect Company's property
- III. To circulate time sheet station wise of load runs of BALCO BTAP rake on daily basis.
- IV. Rake wise information & a report should be circulated in every 3 hours.
- V. Power attach and detach related information should be circulated on time.
- VI. To protect theft of material, parts or any property en-route.
- VII. To co-ordinate/ Liaison with local railway authorities/officials for escorting permission.
- VIII. To provide sufficient numbers of Escorts/Supervisors. The Service Provider shall keep provision for adequate number of substitute personnel so that work is carried on smoothly and uninterrupted during leave sickness, weekly off, etc
- IX. Guard against thefts, pilferage, fire and other damage to the property of the Company.
- X. Any theft or Malpractice should be informed to RPF immediate parlor to BALCO concern person.
- XI. To Rotate 20% of the escorts every six months.
- XII. The Service Provider shall provide its personnel with uniform, & Mobiles Sets in transit.
- XIII. Manpower related information should be circulated in every morning.
- XIV. All the escort running in the train shall inform to supervisor about the rakes running status and supervisor shall circulate the rakes location in every 3 hours
- XV. The personnel employed by Service provider should have good moral character and should not have any criminal case or charge-sheeted or conviction against it.
- XVI. Verification of Character & Antecedent Verification forms Police before employing/deploying any person to provide services under this Agreement.
- XVII. The Service Provider representative shall send a daily report of the deployment of security personnel with mobile no for each rake.
- XVIII. The security staff shall not accept or give any gratuitous payments, gifts or reward in any form whatsoever.
- XIX. The Service Provider shall be responsible to maintain all property and equipment if the client entrusted to it for its own use and under its control (reasonable wear & tear accepted) and for safe return of those items which are specifically stipulated to be returned to the client.
- XX. The Service Provider personnel shall neither avail nor request for any of the facilities provided to the Company's employees.
- XXI. The Security Service Provider shall provide escorts for whole transit period of the load rake to provide escorting round the clock as detailed hereunder.
- XXII. The Service Provider shall ensure that none of their employees will be a member of any of the Employees Union(s) and take any interest in their activities.

- XXIII. The security personnel deployed by the Service Provider shall not have membership affiliation with any Trade Union. They have to be neutral throughout the tenure of the Contract.
- XXIV. The personnel so deployed shall be well versed in spoken and written Hindi & English.
- XXV. To safeguard BTAP wagons and its parts from damage and theft during transit. In case not been safeguarded, same to be reported to BALCO personals and a FIR to be lodged at nearest stations RPF and copy of same to be submitted to BALCO personals.
- XXVI. The liability of all the spares of the BTAP Wagons will be with the security agency during transit.
- XXVII. The security personnel will take the hand-over of check-sheet of the spares present in all the wagons of every empty BTAP rake from Balco Person after unloading completion. MIS of spares/parts present, need to be circulated after every rake unloading completion (within 4 hrs).
- XXVIII. The security person will hand-over back the checklist of the spares of all the wagons of the loaded BTAP rakes back to the Balco Person during unloading process. Any theft/damage found needs to be circulated via mail to all concerns.
- XXIX. These spares will include all the valves, couplings, top hatches, flanges, NRV's, chamber selection valves and its levers and AFS pipes, GPS set, batteries (if any).
- XXX. Cost of any theft/missing/damaged part from BTAP will be deducted from the billing amount of the security services including the service cost of repairing/installing spares as replacement.

#### **SCOPE OF WORK: (For Railway co-ordination)**

- I. Service provider has to ensure maximum resource utilization of BTAPs in KORBA – KSPL & KORBA –MVAA (VAL-Laj) route in a calendar month.
- II. Prior Intimation through email/telephone to be given to BALCO Logistics personnel about rake status periodically (every 6 hours) including power allotment en-route, stabling if any and placement and in advance for scheduled rake placement at loading siding. Rake wise report should be circulated with monthly bill.
- III. Ensure 72 hrs of transit time of BTAP (one way from Korba to KSPL) and same transit time for return ( KSPL to Korba) excluding loading time and time taken to exit of rake from KSPL. The mentioned transit time will not be applicable for BTAP forming queue/route change/ force majeure situation.
- IV. Ensure 42 hrs of transit time of BTAP (one way from Korba to MVAA) and same transit time for return ( MVAA to Korba) excluding loading time and time taken to exit of rake from MVAA. The mentioned transit time will not be applicable for BTAP forming queue/route change/ force majeure situation.
- V. It shall be the responsibility of the service provider to ensure proper coordination with Railway Authorities at Kakinada, Vizag, Sambalpur, Raipur, Bilaspur and Korba for availability of Locomotive for quick movement of rake from loading station (KSPL, MVAA) to serving station (Korba) and for any maintenance job required.
- VI. It shall be the responsibility of the service provider to ensure necessary arrangements with railways/port for maximum trips of BTAP in Vizag/GPL/KSPL/MVAA routes, in case of derailment causing change of route of BTAP rake other than normal route followed.
- VII. For any derailment caused outside BALCO premises for any reason whatsoever, it shall be the responsibility of the service provider to attend and take necessary measures to ensure smooth movement. Any expense actual incurred will be reimbursed to service provider. Subject to fitness /verification of expenses incurred.

- VIII. In case of any negligence found in effort by the Service Provider to deliver as per agreed time schedule, suitable penalty will be imposed by Balco Management and the same shall be binding to the Service Provider.
- IX. Service provider has to ensure in submission of statement/letter related to service tax by first week of every month and obtaining certificate within 45 days from the date of submission. Service provider will also coordinate for any BG extension and any Railway refund from SCR & ECoR as intimated by Logistics.

### **SCOPE OF WORK: (For Alumina Sampling)**

- I. Sampling agency should have proper PPE while sampling (safety helmet, nose mask, safety goggle, safety shoe and gloves).
- II. They should have proper sampling tools and necessary item to store the sample to avoid any contamination.
- III. They must follow the following procedure for Alumina sampling:

#### Sampling procedure for Trucks unloading:

- a) Upon lifting of alumina bags from each trucks, all the bags to be checked physically for its moisture/lumps.
- b) Select 3 bags randomly in a truck and take 300gms of sample from each bag.
- c) Similarly sampling has to be done for all the trucks received on the day (6AM to 6AM) vessel-wise.
- d) Collected sample from all trucks has to be mixed thoroughly and reduce the quantity by coning & quartering method to 2 kg (approx).
- e) Split the sample into two equal parts and fill it into the air tight container (Plastic Bottle), one for reference and another for analysis.
- f) Mark samples with supplier name, mode of transport, No. of bags, date of arrival and sampling date etc.
- g) Sent the sample to QA Lab, Plant-II.
- h) Sampling procedure for Bulkers unloading:
- i) Dig about one feet material in all the manholes/hatch and physically check for alumina quality.
- j) If quality is physically ok, then take 300gms of sample from each hatch in a bulker.
- k) In case of any contamination in material, separate sample will be collected and send to lab for analysis.
- l) Similarly sampling has to be done for all the bulkers received on the day (6AM to 6AM) vessel-wise.
- m) Collected sample from all bulkers has to be mixed thoroughly and reduce the quantity by coning & quartering method to 2 kg (approx).
- n) Split the sample into two equal parts and fill it into the air tight container (Plastic Bottle), one for reference and another for analysis.
- o) Mark samples with supplier name, mode of transport, No. of bulkers, date of arrival and sampling date etc.
- p) Sent the sample to QA Lab, Plant-II.
- q) Sampling procedure for Rake (Nbox/Container) unloading:
- r) Upon lifting of alumina bags from each Nbox, all the bags to be checked physically for its moisture/lumps.
- s) Select 3 bags randomly in an Nbox and take 300gms of sample from each bag.
- t) Similarly sampling has to be done in all the containers/Nbox of a rake.
- u) Collected sample from all the containers/Nbox to be mixed thoroughly and reduce the quantity by coning & quartering method to 2 kg (approx).



- v) Split the sample into two equal parts and fill it into the air tight container (Plastic Bottle), one for reference and another for analysis.
- w) Mark samples with supplier name, mode of transport, No. of bags, date of arrival and sampling date etc.
- x) Sent the sample to QA Lab, Plant-II.

Sampling procedure for Rake (BTAP) unloading:

- a) Dig about one feet material in all the manholes/hatch and physically check for alumina quality.
- b) If quality is physically ok, then take 300gms of sample from each hatch in a BTAP wagon.
- c) In case of any contamination in material, separate sample will be collected and send to lab for analysis.
- d) Similarly sampling has to be done for all BTAP wagon in a rake.
- e) Collected sample from a BTAP rake has to be mixed thoroughly and reduce the quantity by coning & quartering method to 2 kg (approx).
- f) Split the sample into two equal parts and fill it into the air tight container (Plastic Bottle), one for reference and another for analysis.
- g) Mark samples with supplier name, mode of transport, No. of wagons, date of arrival and sampling date etc.
- h) Sent the sample to QA Lab, Plant-II.

**SCOPE OF WORK: (For time keeping inside plant BTAP Rakes)**

The person should monitor & update regarding BTAP arrival, Placement, unloading & drawn out of each rake and same to be updated in every 3 hrs to all concern & update of TAT of each rake inside plant.

- a) Rake yard reaching time
- b) Rake placement timing for unloading
- c) Rake unloading completion timing
- d) Intimation to all concern through SMS
- e) Unloading status SMS in every 3 hrs.
- f) Rake hose removal timing.

#### 4) CONTRACTOR PERFORMANCE SCORE CARD

Sl. No.	Sub Parameter	Critical evaluation	Points
1	If strike or disruption happens once Zero Score Else full score		5
2	Action taken by Contractors Supervisors for Completion of Planned Jobs/Offline jobs e.g. Repair and Overhauling of Gearbox Motor etc. For Operations Contract Schedule of House Keeping/Storgae/Inspection to be considered	Based upon job Completion on prorata basis as per the agreed timelines.	2
3	Communication meets conducted by Contractor Site In-charge with its team for timely resolution of grievances Asset Optimization Safety 5S Skill Matrix Labor liabilities KPIs of Maintenance.	Full score for 100 % compliance else zero. MOM to be submitted as proof of Communication	2
4	PM Task list Scheduled Checklist compliance for Equipment's/Machinery/ Vehicle as per requirement. For Operations Contract limited to Lifting Tools tackles Hydra etc.	Full score if check list is followed and submitted on same day as per Schedule to Engineer Incharge else zero	2
5	Daily MIS Report in requisite Format for Manpower Deployment Safety Audits 5 Min talk Consumables Stock Tools Tackles Status. Visual Display of KPI s	MIS to be Circulated on Daily basis & Visual Display of KPI s to be maintained any deviation shall result in zero marks for that month.	2
6	Discipline and Punctuality of team Deployment of Manpower and Start of Job within 15 minutes of Duty hours start.	Employees shall report in Duty hours as per Balco norms. Absentism Leave without intimation shall be controlled by Contractor Scoring to be done on Sample basis auditing	2

		and Closed loop feedback by Engineer In-charge full marks for 100 % compliance else zero.	
7	Organogram exists having clear identification about 1st line second line command and general shift and shift supervision.	No vacancy should exist for any position in Organogram for more than a month. Full score if deployment is as per Organogram else 0. Also zero in case Vacancy exists more than a month.	1
8	Prompt payment Safety PPE s Uniform Issue along with all Labour liabilities e.g PF ESI as per agreed schedule to be done by Contractor	Any deviation in Payment/Uniform issue/Safety PPE issue as per agreed scheduled will result in zero marks or else Full marks	4
			Total:20
9	Completion of job within stipulated time. Shut down planned job and PM to be completed within target time. Activity wise drill down of the job with adequate timeline.	Timely completion of job within a target time. Full marks else zero	5
10	Independent process handling or breakdown handling	Prorata basis on close loop feedback from Balco site in-charge	5
11	Supporting Programmed .E.g. Lubrication compliance versus actual done. CBM actual versus planned. Full Marks in case of Operations Contract	Prorata on adherence to planning 80 to 100%. Else zero	5

12	Six Monthly Skill Matrix evaluation to be Conducted for all Employees. Skill development plan including Training and up-gradation of technical knowledge of Contractors team to be done based upon assessment.	Score 5 Adherence to skill development plan is 95%plus	5
			Total:20
	<b>Sub Parameter</b>	<b>Criteria Eval</b>	<b>Weightage</b>
13	Involvement of Contractors team in Root Cause Analysis /Accident Investigation and Problem Solving	Full marks if RCA is submitted and known to all technicians against the Criteria applicable in SBU or else zero	2
14	Improvement Initiative. Acceptance and active participation to new improvement initiative/project.	50% marks for implementation of initiative and 50% marks if tangible benefit /gain come out	3
15	Involvement of Workers in Quality Circle & War room Meetings.	2 Marks if 25percent of the contract manpower are involved in Quality Circles	3
16	Rewards and Recognition Scheme for Employees	Every month at least one employee has to be identified as Employee of the Month	2
			Total:10
	<b>Sub Parameter</b>	<b>Criteria Eval</b>	<b>Weightage</b>
17	As per the Contractor safety score card.	Score of Contactor safety Scorecard to be converted in Scale of 10	10
			Total:10
	<b>Sub Parameter</b>	<b>Criteria Eval</b>	<b>Weightage</b>

18	Equipment Availability / Deliverables Throughput	Prorata basis on contract deliverable as per Contract terms	25
19	Deployment of Manpower	If deployment of manpower is greater than 95% of required on daily basis then full marks else zero. Or else as per Contract	5
20	Availability of necessary tools tackles as per contract annex.	Full mark if as per contract or else 0 To be cross checked by Engineer In charge	5
21	Availability of Consumables as per contract annex.	Full mark if as per contract or else 0 To be cross checked by Engineer In charge	5

**(C) BALCO'S GENERAL TERMS & CONDITIONS OF CONTRACT WILL FORM AN INTEGRAL PART OF THIS TENDER SPECIFICATION**

**STATUTORY COMPLIANCE:**

1. Payment of minimum wages (notified by labour Department) to laborers by 7th working day of each month in the presence of HR representative & give copy of muster roll in form xviii to HR department for certification.
2. Invariably inform HR department before making the wage payment.
3. Deduction of PF @ 12% even for one days attendance and deposit of the same adding equal employer subscription and submit copy of challan with HR by 15th day of each month.
4. Distribution of wage slips to the laborers at the time of disbursement of wages.
5. Distribution of employment card to the labourers at the start of the contract.
6. Obtain labour license against each work order and cover all labourers under ESI. Also obtain safety clearance from safety officer of the Company. This is a pre-condition for issue of labour permission
7. Maintain all registers in the prescribed formats as per the Contract Labour (Regulation & Abolition) Act, 1970 and submit them quarterly to HR Department of the Company for verification.
8. Payment of bonus @ 8.33% of the gross wage to all labourers on the rolls before Deepwali and provide a copy of proof to HR Department of the Company.
9. Retrenchment benefit: As per the provisions of the Industrial
10. Disputes Act, 1947. 15 days wages (last wage drawn) to labourers who have 240 days attendance in the contract as per the provisions of the Industrial Disputes Act, 1947, .
11. EL: 1 day for every 20 days attendance fraction  $\frac{1}{2}$  attendances to be rounded off to one
12. Grant of CL when applied by the labourer - total entitlement 7 days (1 day for every 35 days) attendance.
13. Payment of Rs. 10/-per day as canteen allowance to each contract labour on actual attendance.
14. Quality & frequency of safety appliances (PPEs) to all workers would be as per the recommendation of the Company's Safety Officer.
15. Compliance to Employees State Insurance Act.
16. Compliance of EDLI.
17. Supply of Soap, Gamchha, Gud & All the necessary safety Appliances including Uniform as per existing practice.
18. Service Provider shall take third party liability insurance, personal accident insurance and workmen) and such other insurance required as per statute.
19. Service Provider shall be responsible for ensuring safe and disciplined working of your equipment / manpower and shall bear full liability in case of your failure to do so.
20. Service Provider shall be required to obtain No objection certificate from the Company's Industrial Relations department thereby ensuring compliance to above as well as safety requirements.
21. If there will be abnormal increase in labour wages by government other than the regular April and October Half Yearly escalation the same will e considered on actual attendance basis.
22. Compliance of Balco Selection and control of Contractors procedure to ensure required statutory Safety Requirements.

## 23. Compliance of Cardinal Safety Rules and Road Safety Instructions

### **LEGAL COMPLIANCE**

Service Provider shall comply with all statutory requirements, related to your equipment / workmen deployed at site, including amongst others, the following:

- (A) Payment of Wages Act
- (B) Minimum Wages Act
- (C) Contract Labour (Regulation and Abolition Act), 1970
- (D) Employers Liability Act
- (E) Factories Act, 1948 & CG Factories Rules, 1962
- (F) Payment of Gratuity Act, 1972
- (G) Employees Compensation Act, 1923
- (H) Employees State Insurance Act
- (I) Apprenticeship Act
- (J) Employee PF Miscellaneous Provisions Act, 1952
- (k) Other statues applicable to the nature of work.
- (l) Applicable Gas cylinder Rules

### **SERVICE PROVIDERS'S WARRANTIES & REPRESENTATIONS**

The Service Provider hereby, warrants and represents that:

- A. The Services under this Service Order shall be strictly in accordance with the agreed terms.
- B. The Services to be provided under this Service Order shall not infringe any third party intellectual property rights.

### **PENALTY FOR VIOLATION OF SAFETY MEASURES:**

- I. In case of any violation of safety measures and or on non compliance of safety PPE by the Service Provider or his employee (s) Balco shall penalize the Service Provider as follows:
- II. Rs 500/- First time
- III. Rs 1000/- Second time onwards
- IV. If Service Provider continue for failing to provide the safety &/ or PPE Balco reserves its right to terminate the contract.
- V. The penalty shall be based on severity of violation and can be extended to termination of contract.
- VI. At any point of time safety compliance will be checked by BALCO#s SAFETY department or Execution Department. The Service Provider shall immediately upon knowing of any accident, damage or losses, in which he
- VII. is involved on the site, should inform the area-in-charge.
- VIII. The Service Provider shall take all safety precautions and provide adequate supervision by competent persons in order to do the job safely and without damage to plant, personnel, equipment, and the environment.
- IX. Any accident causing fatal or non-fatal injury to the employee(s) of the Service Provider shall be the exclusive responsibility of the Service Provider. In the event BALCO and /or its employee(s) are prosecuted by any other authority under law for accident causing fatal or non-fatal accident, the Service Provider undertakes to reimburse BALCO all fines, penalties and expenditure incurred

in connection with defending such prosecution by BALCO and towards this the Service Provider irrevocably agrees and authorizes BALCO to deduct such amounts from its pending bills.

#### **DISCIPLINE AT WORK AREA:**

Service Provider has to maintain discipline at work area. He has to keep the area neat and clean after work is over. All the spares, waste material, like oil grease etc has to be kept at designated area and cleaned the work place after job is over.

In case, maintenance activities are found to be suffering due to non-performance by Service Provider's employees or job negligence, then suitable punitive action will be taken by Balco for the same.

#### **EMERGENCY:**

- X. The Service Provider shall ensure that its workers follow the following instructions:
- XI. To contact fire control room on telephone No. 5333, 5219,5393,2333,242033 and inform name, location and brief of the emergency. If telephone is not available, break the glass of nearest manual call point of fire alarm or use the nearby portable fire extinguisher if you know the operation of the extinguisher.
- XII. Rush to the location of Emergency and assess the situation Combat the Emergency with the help of the available people using fire hydrant and fire extinguisher.
- XIII. Rush to nearby assembly point [displayed in the department] in case of an extreme emergency.
- XIV. As soon as any Emergency call, the Fire control room operator will immediately ask the Turn out no.1 available at Fire Station plant-I to rush at the emergency spot.
- XV. He will simultaneously inform to Main Security Gate of respective plants.

#### **OCCUPATIONAL HEALTH & SAFETY (OH & S):**

The Service Provider shall be responsible to take all precautions to ensure safety of the labours / workers at work. The Service Provider will supply his labours / workers safety equipment as per rules. If you are bringing your own equipment to carryout of job inside the plant such equipment should be subject hazard identifications and risk assessment prior to commencing of work. The persons engaged by you shall be given appropriate awareness on OH&S, those personal who will carry out jobs affecting OH&S shall be properly trained and made competent for the job performed by them. During emergency situation which may be faced in the plant your personal should move to the emergency shelters. They should not spread any rumor. (An OH &S booklet is available in Safety Deptt and is required to be signed by the Service Provider agreeing to comply with the same



## **7) BILL OF QUANTITIES**

<b>S No.</b>	<b>Activity</b>	<b>Monthly Cost</b>	<b>Per ton Rate</b>
1	Escorting & Guarding		
2	Sampling		
3	Railway Coordination		
4	Time Keeping & Reporting		
5	Material /Tools & Tackles		
6	Overheads		
7	Profit %		

## **8) PERIOD OF CONTRACT:**

1. Mobilization Period: Immediate after receipt of Service Order.
2. Contract Period: The contract period shall be of One Year from date of receipt of work order.

## **9)PAYMENT-TERMS**

### **Payment Terms:**

1. 90 % payment along with applicable taxes and duties after submission of Monthly RA bill duly certified by BALCO EIC.
2. Balance 10% against submission of Security Deposit (SD) / Performance Bank Guarantee for 10% of the Annual Contract Value.
3. The contractor shall submit the bills for payment by 5th of each month respect of the work by the contractor done during the previous month. The contractor shall get the invoice duly certified by balco in-charge and head of the concerned department about satisfactory completion of the work. Total monthly bill amount should not exceed monthly amount as per contract. Contractor shall also submit noc from Balco's HR dept. Along with each invoice. Payment will be made within 15 days from the date of bill submission.
4. Balco shall without any prejudice to other rights be at liberty to deduct from the service charges any amount/damages due by contractor to balco. The payment of service charges or any other fees, charges or dues shall be subject to deduction of taxes / levies as applicable including income tax deduction at source.
5. All tax, charges and levies whether under central or state government, present or future shall be charged to the contractor, except service tax and education cess, which will be paid extra as applicable against documentary evidence. Contractor shall be fully and exclusively liable for all the other taxes viz. Sales tax, duties, octroi and any other statutory taxes, levies etc., now in force and hereafter increased, imposed or modified in respect of works and materials by central and state government authorities. Contract price should include taxes & duties applicable on consumables.

**2. Security Deposit/Performance Bank Guarantee:**

A Security Deposit/Performance Bank Guarantee of 10 % of the Annual Contract Value in the form of Bank Guarantee in agreed format which shall remain in force for the duration of the contract period plus 2 months.

## SCHEDULE I : STANDARD TERMS AND CONDITIONS

### 1. DEFINITIONS

1.1 In the Agreement, the following words and expressions shall, unless the context otherwise requires, have the following meanings:

“Affiliate” shall mean with respect to any person, any other person that, directly or indirectly, controls, is controlled by or is under common control of such specified person. For the purposes of this definition,

“control” means the direct or indirect beneficial ownership of more than fifty percent (50%) of the issued share capital, stock or other participating interest or the legal power to direct or cause the direction of the general management of the company, partnership or other person in question, and “controlled” shall be construed accordingly;

“Agreement” shall mean the Agreement between the Company and the Service Provider to which this Schedule is attached. “Purchase Order” shall mean the document recording the specific Services to be carried out under this Agreement, from time to time.

“Fees” shall mean the prices and/or rates payable by the Company in respect of the Services and/or as specified in the relevant Purchase Order.

1.2 Unless otherwise stated, any and all references in the Agreement to Clauses are references to the Clauses of the Agreement.

1.3 The headings in the Agreement are used for convenience only and shall not govern or affect the interpretation of the Agreement.

1.4 Words denoting the singular shall include the plural and vice versa, where the context requires.

1.5 Except as expressly identified, any reference to statute, statutory provision or statutory instrument shall include any re-enactment or amendment thereof for the time being in force.

1.6 Unless expressly stated otherwise, all references to days, weeks, months and years shall mean calendar days, weeks, months and years.

## 2. SCOPE OF CONTRACT

2.1 The terms and conditions of the Agreement shall apply from the Effective Date and shall remain valid for the Term unless this Agreement is terminated earlier by the Company in accordance with Clause 10 below (Standard Terms and Conditions).

2.2 Subject to the provisions of this Agreement, the Parties agree that upon request of the Company in terms hereof, the Service Provider shall perform the Services at such locations and for such periods as may be agreed with the Company.

2.3 From time to time, the Company may issue a Purchase Order to the Service Provider. In such case, the terms and conditions of this Agreement shall apply to each such Purchase Order as if repeated in total.

2.4 The Service Provider shall commence the Services on the scheduled commencement date stated in the Purchase Order and shall continue such Services for the duration of the Purchase Order. Each Purchase Order is subject to agreement on a case by case basis.

## 3. SERVICES

3.1 The Service Provider shall perform the Services with all due skill, care and diligence in a safe, competent and timely manner and in accordance with the requirements of the Agreement and/or the relevant Purchase Order.

3.2 Except to the extent that it may be legally or physically impossible, the Service

Provider shall comply with the Company's instructions and directions in all matters relating to the Services consistent with the provisions hereunder.

3.3 The Service Provider shall agree with the Company in the relevant Purchase Order from time to time as regards the personnel who will perform the Services and shall:

(a) only provide such personnel who possess appropriate experience, skills and qualifications necessary for the Services to be performed in accordance with this Agreement;

(b) not remove or replace such personnel without the prior written consent of the Company (not to be unreasonably withheld); and

(c) nominate a senior manager or director of the Service Provider to have overall responsibility for the provision of the Services in terms of the relevant Purchase Order, which person shall attend any meetings with the Company on reasonable prior notice.

3.4 The Company shall be entitled to request the Service Provider to replace any of its personnel providing the Services, where in the Company's reasonable opinion such person is incapable and or unsuitable for performing the Services required by this Agreement. The Service Provider shall promptly replace such person at no additional cost to the Company.

3.5 Without prejudice to any other rights of the Company under the Agreement or at law, if the Service Provider fails to perform the Services in accordance with the provisions of this Agreement, the Company may use alternative means to perform the Services and the Service Provider shall be liable for any additional cost incurred by the Company in using such alternate means.

#### 4. FEES

4.1 The Company shall pay for the Services performed in accordance with the prices as per Attachment 2 to Schedule I and/or rates specified in the relevant Purchase Order.

4.2 In case of contingency assignments, the agreed fees for such onetime Services shall be payable on completion of the relevant assignment as per the Purchase Order.

#### 5. SERVICE PROVIDER'S GENERAL

##### OBLIGATIONS

5.1 The Service Provider shall, and the Service Provider shall ensure that its employees and representatives shall, in performing its obligations

under this Agreement, comply in all respects with all relevant laws, statutes, regulations and orders for the time being in force.

5.2 Where any of the Service Provider's employees or representatives is present at any of the Company's premises for the purposes of this Agreement, the Service Provider shall at all times remain responsible for the conduct and safety of such employee or representative.

5.3 The Service Provider shall not, in performing its obligations under this Agreement, hold itself out or permit any person to hold it out as being authorised to bind the Company in any way and will not commit any act which might reasonably create the impression that it is so authorised.

5.4 The Service Provider shall ensure that it has in place and maintains in place for the duration of this Agreement sufficient insurance to comply with all applicable laws and to cover its potential liabilities under this Agreement and shall provide evidence of such insurances to the Company on request.

5.5 The Service Provider may not subcontract any of its obligations under this Agreement without the prior written consent of the Company. The Service Provider shall not be relieved from any of its obligations or liabilities under the Agreement by virtue of any subcontract and the Service Provider shall be responsible for all Services, acts, defaults or omissions of its subcontractors (and its or their employees and consultants) as though they were the services, acts, defaults or omissions of the Service Provider.

5.6 In performing the Services, the Service Provider shall:

(a) give preference to the purchase and use of goods manufactured, produced or supplied in India provided that such goods are available on terms equal or better than imported goods with respect to the timing of delivery, quality, quantity required, price and other terms;

(b) subject to Clause 5.5, employ Indian subcontractors having the required skills or expertise to the maximum extent possible insofar as their services are available on comparable standards with those obtained elsewhere and at competitive prices and on competitive terms, provided that where no such sub-Contractors are available, preference

shall be given to non-Indian subcontractors who utilise Indian goods to the maximum extent possible, subject to the proviso in Clause 5.6 (a) above; and

(c) subject to Clause 5.5, co-operate with and assist Indian companies as subcontractors to enable them to develop skills and technology to service the petroleum industry.

5.7 The Service Provider shall maintain proper and accurate records in relation to the Services and shall provide copies of the same to the Company on request. The Company (or its appointed representative) shall have the right to audit the relevant books and accounts of the Service Provider in relation to any reimbursable charges paid for by the Company under this Agreement. Such audit right shall survive for a period of 2 (two) years following the expiry or termination of the Agreement. Any incorrect payments identified by such audit shall be adjusted between the Parties as appropriate.

## 6. THIRD PARTY CLAIMS AND LIMITATION OF LIABILITY

6.1 The Service Provider shall be liable for and shall defend, indemnify and hold the Company harmless from and against any and all claims, liabilities, costs, damages and expenses (including court costs and legal fees) in connection with:

(a) any claim made by any third party (including, but not limited to, any claim made by any governmental or statutory authority) against the Company arising out of or in connection with the performance by the Service Provider of its obligations under this Agreement.

(b) any infringement (whether actual or alleged) of any patent or other intellectual property right arising out of or in connection with the performance of this Agreement by the Service Provider.

6.2 Notwithstanding anything to the contrary in this Agreement, in no event shall either Party be liable to the other, whether arising under Agreement, tort (including negligence), strict liability or otherwise, for any indirect, consequential, special, punitive, exemplary or incidental loss or damages of any nature arising at any time from any cause whatsoever.

## 7. VARIATIONS

7.1 At any time during this Agreement, the Company may request the Service Provider to vary, amend or otherwise alter the

Services (a "Variation Request").

7.2 Upon the receipt of a request from the Company pursuant to Clause 7.1, the Service Provider shall, within 7 days, notify the Company of the effect of the Variation Request on the Fees and/or other terms of the relevant Order.

7.3 If following receipt of the Service Provider's response pursuant to Clause 7.2, the Parties are in agreement on the Variation Request and the adjustments to be made to the

relevant Purchase Order, the Parties shall execute a variation order (a "Variation Order") to reflect such agreement.

7.4 The Services shall not be varied, amended or otherwise altered and/or the Fees shall not be adjusted until such time as a Variation Order is executed by both Parties.

## 8. PAYMENT

8.1 In addition to any requirements set out in the relevant Purchase Order, each invoice shall:

- (a) be in duplicate;
- (b) bear the Contract Number stated on the cover sheet to the Agreement;
- (c) state the name, e-mail address, mobile telephone number of the Company's Representative; and
- (d) be accompanied by supporting evidence and itemised in accordance with the Company's requirements.

Specifically, the Service Provider shall submit the following information/documents to the Company:



(i) Copy of registration certificates under Indian tax/other laws including but not limited to Service Tax, Excise, import export code etc., as applicable.

(ii) Copy of PAN.

Invoices to the Company shall be sent to the address set out in the Agreement. Service Provider must ensure that all invoices for services performed or goods delivered are submitted to the Company within 90 days.

8.2 The Company shall make payment of a correct invoice within 45 days of receipt to the Service Provider's nominated bank account. Any invoice not complying with the provisions of this Agreement will be returned by the Company and the Service Provider shall submit a rectifying invoice.

8.3 The Company may dispute any amount on an invoice and withhold the disputed amount provided that:

(a) the Company makes payment of any undisputed portion of the invoice and notifies the Service Provider of the disputed amount within 45 days of receipt of the relevant invoice;

(b) if the dispute is resolved in favour of the Service Provider, the Company shall pay the disputed amount within fifteen (15) days of the date of the resolution of the dispute or forty-five (45) days of receipt of the invoice, whichever is later.

If the dispute is resolved in favour of the Company, the Service Provider shall forthwith issue a credit note for the disputed amount.

8.4 The Company shall be entitled to set-off / adjust / deduct from any invoice under this Agreement, any payment due from the Service Provider to the Company or any of its Affiliates.

## 9. TAXES

### 9.1 Definitions

For the purposes of this Clause 9:

(a) “Tax” or “Taxes” means taxes, levies,

duties, fees, charges and contributions as amended from time to time and any interest or penalties thereon;

(b) “Government Authority” or

“Government Authorities” means any local or national government or authority of any country, competent to levy any Tax.

## 9.2 Person Responsible for payment of Taxes

Except as may be expressly set out in this Agreement, the Service Provider shall be responsible for:

(a) the payment of all Taxes now or hereafter levied or imposed on the Service Provider or its subcontractors or on the personnel of the Service Provider or its subcontractors by any Government Authority in respect of any wages, salaries and other remuneration paid directly or indirectly to persons engaged or employed by the Service Provider or its subcontractors

(hereinafter referred to as “Personal Income tax”);

(b) the payment of all Taxes now or hereafter levied or imposed by any Government Authority on the actual/assumed profits and gains made by the Service Provider or its subcontractors (hereinafter referred to as “Corporate Income tax”);

(c) the payment of all Taxes now or hereafter levied or imposed by any Government Authority on the services, if any, provided to the Company by the Service Provider or its subcontractors

(hereinafter referred to as “Service tax”);

(d) the payment of all Taxes now or hereafter levied or imposed by any Government Authority on the goods, if any, sold to the Company by the Service Provider or its subcontractors

(hereinafter referred to as “Sales tax/VAT”);

(e) the payment of all Taxes now or hereafter levied or imposed by any Government Authority on the goods, if any, manufactured by the Service Provider or its subcontractors for sale to the Company (hereinafter referred to as “Excise Duty”); and

(f) the payment of any other Taxes now or hereafter levied or imposed by any Government Authority on the Service Provider or its subcontractors as a result of the performance of this Agreement.

### 9.3 Withholding taxes and Withholding certificates

9.3.1 The Company shall, at the time of its payments due to the Service Provider, withhold the necessary taxes at such rate as is required by any Government Authority, unless and to the extent that the Service Provider shall produce to the Company any certificate issued by a Government Authority (having authority to issue such certificate) entitling the Service Provider to receive the payments under the Agreement for a prescribed period without deduction of any tax or deduction at a lower rate.

9.3.2 The Company shall provide the necessary withholding tax certificates to the Service Provider within the time stipulated by the relevant law to enable the Service Provider to file the same with the Government Authority as a proof of payment of such taxes.

### 9.4 Person Responsible for filing of returns / information to Government Authorities

9.4.1 The Service Provider shall be responsible for filing all necessary Tax returns (including, without limitation, returns for Corporate Income tax, Personal Income tax, Service tax, Sales tax and Excise Duty) with the relevant Government Authorities in accordance with all applicable statutory requirements and shall be responsible for providing all information requested by such Government Authorities.

9.4.2 The Service Provider shall also ensure that its sub-Contractors file such returns as stipulated by the relevant Government Authorities and furnish such information as requested for by the relevant Government Authorities.

9.4.3 The Company, with respect to the tax withheld from the Service Provider in accordance with Clause 9.3 (Withholding Tax and Withholding Tax Certificates), shall be responsible for filing the

withholding tax returns with the relevant Government Authorities in accordance with applicable statutory requirements.

#### 9.5 Company's rights, if treated as representative assessee by Government Authorities

In certain situations, a Government Authority may treat the Company as the representative assessee of the Service Provider and/or its subcontractors and recover the Taxes due to the Government Authority by the Service Provider or its sub-contractors from the Company. In such situations, the Company shall have the following rights:

(a) The Company shall be entitled to recover from the Service Provider, the Taxes paid on behalf of the Service

Provider or its sub-contractors (together with any costs and expenses incurred by the Company in connection therewith) or to retain the same out of any amounts to be paid to the Service Provider or its sub-contractors that may be in its possession (whether due under this Agreement or otherwise) and shall pay only the balance, if any, to the Service Provider; and

(b) If the Company is required to furnish any details or documents in such capacity, the Company shall request the details or documents to be furnished to it by the Service Provider and the Service Provider shall immediately furnish the same to the Company. If the Service Provider fails to comply with the foregoing, any penalty/interest levied on the Company for non-filing or late filing of details or documents in this regard shall be recoverable from the Service Provider.

#### 9.6 Indemnity

The Service Provider shall defend, indemnify and hold the Company harmless from and against any and all claims, liabilities, costs, damages and expenses (including court costs and legal fees) in connection with any Taxes which may be levied or imposed on the Service Provider or its sub-contractors by any Government Authority arising out of or in connection with the performance of this Agreement.

#### 9.7 Changes in Law

If, after the date of execution of this Agreement, there is any change in law which results in a change in the rate of any

Tax included in the Service Provider's prices or rates or the introduction of a new Tax and such change results in an increase or decrease in the cost to the Service Provider of performing this Agreement then the Parties shall agree to a revision in pricing to reflect such change provided that:

(a) the Party requesting such revision shall promptly (and in any case prior to submission of the Service Provider's final invoice under this Agreement) notify the other Party that such change in law has arisen; and

(b) the Party requesting such revision shall provide the other Party with documentary proof of such change in cost to the reasonable satisfaction of the other Party; and

(c) the provisions of this Clause 9.7 shall not apply to changes in Personal Income tax or Corporate Income tax or to changes in non-Indian Taxes.

## 10. TERMINATION

10.1 Either Party may, at any time and without cause, terminate all or part of this

Agreement by giving no less than [30] days' prior written notice to the other Party. Provided that, if any Purchase Order has already been initiated and the work is in progress, then the Company only shall have the right to cancel/ terminate any Work under the relevant Purchase Order as specified in such Purchase Order without cause and with immediate effect.

10.2 In addition, the Company may terminate all or part of this Agreement with immediate effect by written notice to the Service Provider if one of the following circumstances occurs:

(a) if the Service Provider breaches any provision of this Agreement, provided that where remediable, the Company has notified the Service Provider of such breach and the Service Provider has upon receipt of such notice, failed to immediately and thereafter continuously proceed to remedy such breach to the

Company's reasonable satisfaction; or

(b) if the Service Provider becomes insolvent or bankrupt or makes a composition or arrangements with its creditors; or

(c) if the Service Provider is wound up or a resolution for its winding up is made (other than for the purposes of

an amalgamation or reconstruction whilst solvent); or

(d) if the Service Provider has a liquidator, provisional liquidator, receiver, administrator or an administrative receiver or manager of its business or undertaking appointed; or

(e) if the force majeure under Clause 14 continues for more than thirty (30) days.

10.3 In the event of cancelation/ termination of all or part of this Agreement for any reason, the Company's sole liability to the Service

Provider in respect of such cancelation/ termination shall be to make payment of the Fees properly due under this Agreement up to the date of termination.

10.4 The expiry or termination of this Agreement shall be without prejudice to the rights and obligations of the Parties up to and including the date of expiry or termination and shall not affect or prejudice any term of this Agreement that is expressly or by implication provided to come into effect on, or continue in force after, such expiry or termination.

## 11. CONFIDENTIALITY

11.1 The Company and the Service Provider shall keep any information which either Party learns about or receives from the other pursuant to this Agreement in strict confidence and will not disclose the same to any third party without the prior written consent of the other Party. The foregoing restriction shall not apply in respect of information which the Company requires to disclose for the purpose of performing Services or which was in the possession of the disclosing party prior to this Agreement or which is required to be disclosed by any law, rule or regulation of any governmental agency or court order. The provisions of

this Clause shall survive the expiry of termination of the Agreement for a period of 3 years.

11.2 The Service Provider shall not disclose such Information(s) to any potential subcontractors until such time and in manner agreed by Company in writing. The decision of the Company will be final and binding on the Service Provider in this regard.

11.3 The Service Provider shall use best endeavours to prevent the authorised disclosure of the all information hereunder. Where any information is required to be disclosed under Clause 11.1, the Service Provider shall give prompt notice to the Company and shall use its best commercial endeavours to limit the extent of any such disclosure.

## 12. NOTICES

12.1 Any notice or other communication required or given under this Agreement shall be delivered in writing either by hand or by courier, registered mail with acknowledgment due, or fax to the address of the relevant Party set out in the Agreement (or such other address as may be notified by the relevant Party from time to time).

12.2 If a notice is delivered by hand or courier during normal business hours of the intended recipient it shall be deemed to have been received at the time of delivery otherwise on the next business day of the recipient. A notice sent by facsimile shall be deemed to have been received at the time when the sender's facsimile machine acknowledges transmission provided however that if the time of acknowledgement of transmission is after 5.00pm on a business day of the recipient it shall be deemed to have been received on the next business day of the recipient.

12.3 All notices or other communications between the Parties shall be in the English language.

## 13. GENERAL LEGAL PROVISIONS

13.1 The Company shall be entitled to assign this Agreement to an affiliate/subsidiary or on giving written notice to the Service Provider. Save as aforesaid, the Service Provider shall not be entitled to assign this Agreement or any part or any benefit or interest in or under it without the prior written approval of the Company which the Company may at its sole discretion accept or refuse.

13.2 This Agreement shall not be amended or modified except by mutual agreement in writing between the Parties.

13.3 This Agreement and the all Schedules and Attachments annexed hereto contains the whole agreement between the Parties relating to the subject matter of this Agreement, and supersedes any previous understandings, commitments, agreements or representations in respect of the subject matter.

13.4 No delay or failure on the part of either Party to enforce from time to time all or any part of the terms and conditions of this Agreement shall be interpreted as a waiver of such terms and conditions.

13.5 Nothing in this Agreement shall, or shall be deemed to, create an agency, a partnership or a relationship of employer and employee between the Parties. For the avoidance of doubt, nothing in this Agreement shall prevent or restrict the Company from entering into parallel Agreements with other parties for services similar or related to the Services.

13.6 Unless otherwise specifically stated, both the Company and the Service Provider shall retain all rights and remedies, both under the Agreement and at law, which either may have against the other.

13.7 Each Party represents and warrants to the other that (i) it has been duly registered and organised and is a validly existing legal entity under the laws of the jurisdiction of its incorporation and that it has full power,

authority and capacity to enter into and to carry out its obligations under the Agreement and (ii) by performing the Services it will not be in breach of any other Agreement, agreement, license or permit or in violation of any law and (iii) it shall at all times act in accordance with applicable laws and regulations.

13.8 The Service Provider shall comply with all safety instructions of the Company consistent with the provisions of the Agreement including, without limitation, the safety instructions of any of the Company's other Service Providers. Such instructions shall, if the Service Provider so requires, be confirmed in writing by the Company's Representative, so far as practicable.



13.9 The Service Provider shall not be entitled, without the written consent of Company, to make any news release or public announcement concerning the subject matter of the Agreement or to refer to the Company, use its name or logo, in print or electronic forms for marketing or reference purposes.

13.10 If any provision of this Agreement is prohibited, invalid or unenforceable in any jurisdiction, that provision will, as to that jurisdiction, be ineffective to the extent of the prohibition, invalidity or unenforceability without invalidating the remaining provisions of this Agreement or affecting the validity or enforceability of that provision in any other jurisdiction, unless it materially alters the nature or material terms of this Agreement.

13.11 The provisions of this Agreement are solely for the benefit of the Parties. No other person are intended to have, nor will have, any rights whatsoever, under this Agreement, whether for injury, loss or damage to person(s) or property or for economic loss.

13.12 This Agreement may be executed in one or more counterparts, each of which will be deemed to be an original copy of this Agreement and all of which, when taken

together, will constitute one and the same instrument.

#### 14. FORCE MAJEURE

14.1 Neither the Company nor the Service Provider shall be responsible for any failure to fulfil any term or condition of the Agreement if and to the extent that fulfilment has been delayed or temporarily prevented by a force majeure occurrence such as any (a) Act of God, (b) fire, flood, earthquake, (c) war, riot, insurrection and civil commotion, mobilization or military, call up of a comparable scope, which has been notified in accordance with this Clause 14 and which is beyond the reasonable commercial control and without the fault or negligence of the party affected and which, by the exercise of reasonable diligence, the said party is unable to provide against.

14.2 In the event of a force majeure occurrence, the party that is or may be delayed in performing the Agreement shall notify the other party

without delay giving the full particulars thereof and shall use reasonable endeavours to remedy the situation without delay.

14.3 Save as otherwise expressly provided in the Agreement, no payments of whatever nature shall be made in respect of a force majeure occurrence.

14.4 Following notification of a force majeure occurrence in accordance with Clause 14.2, the Parties shall meet without delay with a view to agreeing a mutually acceptable course of action to minimise any effects of such occurrence.

## 15. BUSINESS ETHICS

15.1 The Service Provider shall declare any conflicts of interest with the Company including relationship or financial interest of any nature whatsoever with employees, managers, other suppliers, vendors or stakeholders of the Company.

15.2 The Service Provider shall not use the services of any of the employees of the Company,

directly or indirectly or enter into any sort of monetary transaction with the employees of the Company. The Service Provider undertakes that he has not given, offered or promised to give directly or indirectly any bribes, commission, gift, consideration, reward, or inducement to any of the employees of the Company or their agent or relatives for showing or agreeing to show favor or disfavor to any person in relation to this Agreement or forbearing to do or for having done or forborne to do any act in relation to the obtaining or execution of the aforesaid undertaking, by the Service Provider, or his partners, agent or servant or any one authorized by him or acting on his behalf. The Service Provider undertakes that in the event of use of any corrupt practices by the Service Provider, the Company shall be entitled to terminate the Agreement forthwith and recover from the Service Provider, the amount of any loss arising from such termination. A decision of the Company or his nominee to this effect that a breach of the undertaking had been committed shall be final and binding on the Service Provider.

15.3 If at any time during execution or performance of this Agreement the Service Provider is faced with any undue demand, request for

gratification or favor from any employee of the Company or a person connection with such employee, the Service Provider must report the same immediately at [Balco.whistleblower@vedanta.co.in](mailto:Balco.whistleblower@vedanta.co.in).

15.4 The Service Provider agrees to comply with the provisions of the Company's Supplier Code of Conduct and the Company's Human Rights Policy including the Modern Slavery Act and in case of breach thereof, the same shall be treated as a breach of this Agreement.

15.5 The Service Provider shall maintain records and provide to the Company upon request

such records and evidences, as the Company may reasonably require, confirming the Service Provider's

compliance with the obligations under Clause 15.4.

15.6 The Service Provider shall comply with the Anti-Bribery and Corruption (AB&C) requirements as applicable to them.

15.7 The Company shall have a right to initiate "audit proceedings" against the Service Provider to verify compliance with AB&C requirements. Such audit may be carried out by Company or by a reputed agency to be appointed by Company at the sole discretion of Company. The Service Provider shall extend full cooperation for smooth completion of the audit mentioned herein.

15.8 Notwithstanding anything in this agreement, Company shall have right to terminate the Agreement forthwith in case, it is found that the Service Provider has failed to comply with AB&C requirements.

15.9 The Service Provider may submit/report 'Complaints' pertaining to any violation to the Company's ethical business practices as specified in the Company's Code of Conduct Policy.

External stakeholders such as vendors, customers, business partners etc. have the opportunity to submit 'Complaints'; however, the Company is not obligated to keep 'Complaints' from non-employees confidential or to maintain the anonymity of non-employees. We encourage individuals sending 'Complaints'/raising of any matter to identify themselves s

instead of sending anonymous 'Complaints' as it will assist in the effective complaint review process.

Post review, if the complaint is found to be have been made with malafide intention, stringent action will be taken against the complainant. We encourage reporting genuine 'Complaints' and those submitted in true faith.

All the 'Complaints' under this policy should be reported to the Group Head-Management Assurance at the following address:

Group Head – Management Assurance, Vedanta, 75 Nehru Road  
Vile Parle (E), Mumbai 400 099

'Complaints' can also be sent to the designated e-mail id:  
Balco.whistleblower@vedanta.co.in.

## 16. GOVERNING LAW AND DISPUTE

### RESOLUTION

16.1 This Agreement shall be governed by, construed and enforced in accordance with the laws of Korba, Chhattisgarh [India].

16.2 Any dispute or difference whatsoever arising between the parties out of or relating to the interpretation, meaning, scope, operation or effect of this Agreement or the existence, validity, breach or anticipated breach thereof or determination and enforcement of respective rights, obligations and liabilities of the parties thereto shall be amicably settled by way of mediation. If the dispute is not conclusively settled within a period of twenty-one (21) days from the date of commencement of mediation or such further period as the parties shall agree in writing, the dispute shall be referred to and finally resolved by arbitration under the Arbitration and Conciliation Act, 1996 (as amended from time to time), which are deemed to be incorporated by reference into this clause. The arbitration shall be conducted as follows:

(i) A sole arbitrator shall be appointed in case the value of claim under dispute is less than ₹ 50,00,000 (Rupees Five Million Only) and in any other event by a forum of three arbitrators with one arbitrator

nominated by each Party and the presiding arbitrator selected by the nominated arbitrators.

(ii) The language of the mediation and arbitration proceedings shall be English. The

seat of arbitration shall be Korba, Chhattisgarh [India].

(iii) The award made in pursuance thereof shall be final and binding on the parties. The right to arbitrate Disputes under this Agreement shall survive the expiry or termination of the Agreement.

## OTHER TERMS & CONDITIONS<sup>1</sup>

### 17. STATUTORY COMPLIANCES & CLEARANCES

a) The Service Provider shall be solely liable for Statutory Compliance in respect of all applicable laws of land existing as on the date of the Contract as well those notified by the Central/ State Government from time to time including but not limited to compliance of provisions of Contract Labour (Regulation and Abolition) Act, 1970, Employees State Insurance Act, 1948, Employees Provident Funds and Miscellaneous Provisions Act, 1952, Minimum Wages Act, 1948, Payment of Bonus Act, 1965, Payment of Gratuity Act, 1972, Payment of Wages Act, 1936, Employees Compensation Act, 1923, Interstate Migrant Workmen (regulation of Employment and Conditions of Service) Act, 1979 etc in respect of all employees employed by the Service Provider, directly or indirectly or through any sub-contractor. The Service Provider shall be solely responsible for maintenance of records and filing of various forms/ returns prescribed under all applicable Central/State Labour laws and Regulations/Rules made thereunder in respect of Workmen employed or engaged by it.

b) Company shall be entitled to deduct/adjust from amount payable to the Service Provider, any dues, wages, compensation on accident or death, expenses incurred for benefits, provision for amenities and amounts paid or payable by the Company in

1 Other terms and conditions (Clause 17-27) is BALCO specific terms and conditions and is in addition to the Standard terms and conditions released as per the Corporate policy.

compliance with the applicable laws, in respect of workmen/employees of the Service Provider.

c) The Service Provider shall ensure compliance under the Safety Provisions of the applicable State/ Central laws and shall ensure that its employees are trained, competent, physically and mentally fit for the assignment and are not suffering from any chronic or contagious disease.

Service Provider is responsible for the safety and security of all men and materials employed by him. Service Provider should provide all safety equipment (such as tools & tackles, aprons, gloves, safety shoes etc) to all Service Provider team members. Service Provider should provide adequate coverage against any accident met by

Service Provider's team during the period of Contract. Service Provider shall indemnify the Company and its officers against any claim, dispute and litigations arising in this regard. Further no separate consideration shall be payable by Company for the same.

The Service Provider shall take all the required clearances under the applicable laws which includes but is not limited to Environment Protection Act, CG Land Revenue Code, CG Municipal Corporation Act etc. for successful discharge of all his obligation under his scope of work.

## 18. SUSPENSION

No compensation for alteration of schedule or suspension of work.: If at any time after the award of contract the BALCO shall for any reason whatsoever not require the whole work done or part thereof as specified in the acceptance of the contract , BALCO shall give notice in writing of the same to the Service Provider and the Service Provider shall not be entitled to any compensation and / or damage of any kind whatsoever, nor the contractor will be entitled to any claim for compensation for re scheduling of delivery period.

## 19. RELATIONSHIP BETWEEN THE SERVICE

## PROVIDER AND THE COMPANY

Personnel engaged/employed by the Service Provider shall be deemed employees of the Service Provider and will not for any purpose be considered employees or agents of the Company. Except as may otherwise be provided in this Contract, each Party shall be solely responsible for the supervision, daily direction, and control of its employees and payment of their salaries/wages, benefits, provision for amenities, compensation, disability benefits and the like.

### 20. SERVICE PROVIDER'S

#### OBLIGATIONS/LIABILITIES

a) The sole responsibility of the performance of the sub-contractor rests with the Service Provider and the Service Provider shall be liable for any work done by its sub-contractor, agents, employees or officials. However, the Company reserves the right to claim damages and enforce rights on the sub- contractor solely or jointly with the Service Provider but such enforcement will not absolve the Service Provider from any liability.

b) The Service Provider shall advise the Company regarding, compliances, if any to be made by the Company.

c) The Company shall, without prejudice to its other rights be entitled to deduct/ adjust from any dues payable to the Service Provider or any security, all amount(s) which the Company may be liable to pay, incur or sustain as a result of the performance or non-performance, observance or non-observance of any of the terms of this Contract by the Service Provider

### 21. SERVICE PROVIDERS'S WARRANTIES &

#### REPRESENTATIONS

a) The Service Provider hereby, warrants and represents that:

- b) The Services under this Contract shall be strictly in accordance with the agreed terms.
- c) The Services to be provided under this Contract shall not infringe any third party intellectual property rights.
- d) The Service Provider hereby represents to the Company that, as of the date of signing of the Contract, the Service Provider has received no notification of any rightful patent infringement claim which would prejudice the Company's right to use or maintain the Plant.

## 22. PENALTY FOR VIOLATION OF SAFETY

### MEASURES:

In case of any violation of safety measures and

or on noncompliance of safety PPE by the Service Provider or his employee (s) BALCO may penalise the Service Provider as follows:

Rs 500/- First time

Rs 1000/- Second time onwards

If Service Provider continues failing to provide the safety &/ or PPE BALCO reserves its right to terminate the contract.

At any point of time safety compliance will be checked by BALCO's SAFETY department or

Execution Department. The Service Provider shall immediately upon knowing of any accident, damage or losses, in which he is involved on the site, should inform the area-in-charge.

The Service Provider shall take all safety precautions and provide adequate supervision by competent persons in order to do the job safely and without damage to plant, personnel, equipment, and the environment.

## 23. DISCIPLINE AT WORK AREA:



Service Provider has to maintain discipline at work area. He has to keep the area neat and

clean after work is over .All the spares, waste material like oil grease etc. has to be kept at designated area and cleaned the work place after job is over.

In case, maintenance activities are found to be suffering due to non-performance by Service

Provider's employees or job negligence, then suitable punitive action will be taken by BALCO for the same.

#### 24. EMERGENCY:

The Service Provider shall ensure that its workers follow the following instructions:

1. To contact fire control room on telephone No. 5333, 5219,5393,2333,242033 and inform name, location and brief of the emergency. If telephone is not available, break the glass of nearest manual call point of fire alarm or use the nearby portable fire extinguisher if you know the operation of the extinguisher.
2. Rush to the location of Emergency and assess the situation Combat the Emergency with the help of the available people using fire hydrant and fire extinguisher.
3. Rush to nearby assembly point [displayed in the department] in case of an extreme emergency.
4. As soon as any Emergency call, the Fire control room operator will immediately ask the Turn out no.1 available at Fire Station plant-I to rush at the emergency spot.
5. He will simultaneously inform to Main Security

Gate of respective plants.

## 25. OCCUPATIONAL HEALTH & SAFETY (OH & S):

The Service Provider shall be responsible to take all precautions to ensure safety of the labours / workers at work. The Service Provider will supply his labours / workers safety equipment as per rules. If you are bringing your own equipment to carryout of job in side the plant

such equipment should be subject hazard identifications and risk assessment prior to commencing of work.

The persons engaged by the Service Provider shall be given appropriate awareness on OH&S, those personal who will carry out jobs affecting OH&S shall be properly trained and made competent for the job performed by them. During emergency situation which may be faced in the plant your personal should move to the emergency shelters. They should not spread any rumour. (An OH &S booklet is available in Safety Deptt and is required to be signed by the Service Provider agreeing to comply with the same.

## 26. DAMAGE TO BALCO'S PROPERTY:

Any loss / damage to BALCO due to negligence or wilful attitude of the Service Provider or his employees while execution of the contract shall be recovered from the Service Provider's pending bills.

## 27. VEDANTA SUSTAINABILITY CLAUSES

### 27.1 HEALTH, SAFETY AND ENVIRONMENT (HSE)

#### SYSTEMS

**Designation of Supervisor:** The Service Provider shall specify one of its employee as the Site HSE Supervisor who shall be responsible for attending HSE matters at all levels at the site of work, including emergency response.

**Attendance of Service Provider:** The Service Provider shall ensure that its site HSE supervisor is present at the place of work and performs supervisory functions at all times whenever four or more workers of the

Service Provider or its sub-Service Providers are present at the place of work.

Statutory Compliance: Service Provider shall identify, document and comply with all pertinent Health, Safety and Environment (HSE)

laws and regulations, approvals, licenses and permits which are applicable to the services and conduct of activities.

Service Provider shall conduct internal inspections and record to ensure full implementation of requirements and compliance with the system at the site. Service Provider shall provide documentary evidence that it has complied with the system, on company's demand.

Service Provider Site management plan: The Service Provider should comply to his submitted plan in his bid document on how to manage and improve the work site. The

## 27.2 HAZARD AND RISK ASSESSMENT

Pre and post Job Safety assessments: Service Provider is responsible and accountable for ensuring effective procedures and assessment systems are in place to meet all HSE conditions.

Prior to the commencement of any operation/activity, Service Provider must undertake a hazard and risk assessment, such as a job safety analysis or job risk analysis including control and mitigation process. The risk assessment should cover the following aspects of workplace

1. General Safety and Environmental Management Procedures
2. Waste Disposal
3. Equipment Decommissioning
4. Water Discharges
5. Material Storage/Spills
6. Storm Water Management
7. Use of Asbestos, Lead, CFCs and other objectionable chemicals.

8. Hot working, gas welding , etc
9. All electrical works
10. Work at heights including scaffolding
11. Demolition
12. Construction work of any kind
13. Transport management
14. Tank cleaning or testing
15. Confined space, etc

### 27.3 AWARENESS, COMPETENCY AND BEHAVIOR

Awareness: Before commencement of any Services, Service Provider shall at its own expense ensure that Service Provider's Personnel have been given the necessary HSE training including training in hazard identification, risk analysis, safe working behavior etc. The HSE training shall include a briefing explaining the nature of the part of the Services they will be performing, a job safety analysis and description of the hazards, which may be encountered during the performance of the particular tasks, which they are required to perform. During such training, Service Provider shall emphasize the fact that each person has an obligation to stop an act or task if it is unsafe. Service Provider shall ensure that Service Provider's Personnel attend refresher courses to maintain familiarity with current procedures. Service Provider shall provide evidence of completion of all training and competency assessments upon request by Company.

All Service Providers' Personnel arriving on the site shall attend the Service Provider's or Company's HSE inductions including a review of the site's safety procedures including Permit to Work and evacuation.

Service Provider shall ensure safety meeting schedule, including but not limited to pre shift safety meetings, safety toolbox meeting, safety committee meetings and management review meetings.

Competency: The Service Provider shall ensure that all of its supervisory personnel performing work possess any specific competencies or qualifications, experience, responsibility and authorities required by applicable occupational health and safety laws, and shall provide proof of same satisfactory to company upon request.

Behavior: The Service Provider should provide adequate guidance so that Service Provider's personnel works to reduce workplace incidents and improve safe performance at all times. The Service Provider shall ensure that his staff conducts in a fit and proper manner whilst on site. Failure to do this may result in the removal or exclusion of such persons from the site.

#### 27.4 CHANGE MANAGEMENT

If there is a change in site supervisor and Service Provider management personnel, it shall be notified to designated Service Provider manager as a part of Management of Change (MOC) process. This also includes reassess hazards and risk where the changes occur to the work scope, plant and equipment and the working environments.

#### 27.5 INCIDENT REPORTING

Reporting: Any accident, injury, near misses, fire , explosion, spill of chemicals, environment degradation etc involving Company or Service Provider's personnel, property or any third party property shall be reported immediately to Company, irrespective of whether injury to a person or damage to property or equipment resulted.

Access to site: If Company exercises its right to conduct its own investigation; Service Provider

shall provide Company with all reasonable assistance to allow & to complete its investigation.

Learnings: Service Provider shall implement the learnings from incident to prevent a recurrence. Service Provider must share lessons learned with Service Provider's Personnel.

## 27.6 SAFETY INTERACTION

The Service Provider must conduct regular safety interactions of its Personnel in accordance with the Company's safety interaction process. The number and frequency of safety interactions to be performed will be at the discretion of the Company Representative. Quality assessments of the safety interactions will be undertaken by the Company's HSE Personnel.

The Service Provider must conduct investigations into incidents, accidents and injuries by its Personnel or involving its equipment and property in accordance with the Company's incident investigation process. Action items must be created to prevent recurrence and be closed out before due dates.

## 27.7 EMERGENCY DRILLS

Service Provider shall participate in emergency response drills to test the effectiveness of its emergency procedures and equipment and the knowledge and proficiency of Service Provider's Personnel.

Service Provider will provide with their emergency response plan (ERP) which must be adoptable to suit the site.

## 27.8 CARDINAL RULE\*

Service Provider shall ensure that all Service Providers' Personnel follow the ten safety cardinal rules. The rules are:

“Do not override or interfere with any Safety Provision nor let anyone else override or interfere regardless of seniority. "Personal Protective Equipment (PPEs) applicable to the given task must be adhered to.

“Always follow isolation and lock out procedure

“No person will be allowed to work if under the influence of alcohol or drugs "Report all injuries and illness

On violation of cardinal rules, yellow card will be issued by the Service Provider to the concerned personnel and disciplinary action will be taken by the Service Provider which may result in suspension of personnel also.

## 27.9 PERSONAL PROTECTIVE EQUIPMENT

Service Provider shall, at its own expense, supply Service Provider's Personnel, where required, in connection with the safe performance of the Services, with adequate protective clothing and other protective equipment including first aid which shall be maintained in good condition or replaced, and shall be worn at all times where required to manage potential injury hazards associated with a work activity under this Contract.

Service Provider shall ensure that his personnel have been trained in the correct use and application of PPE. All such training shall be documented and available to company on request.

## 27.10 EQUIPMENT, TOOLS, TACKLES AND

### RESOURCES

Service Provider shall ensure that all plant, tools and equipment used by Service Provider's Personnel in the performance of the Services are suitable for use for the particular task or tasks for which they are to be used, are maintained in safe and operable condition and that users of the plant, tools and equipment are

trained, experienced and where necessary, licensed and certified to operate them.

Service Provider shall maintain a register of all lifting equipment and tackle. Service Provider shall, upon request, provide certification of inspection within the previous twelve months for all cranes and lifting slings and tackle before the equipment is used for the Work, and/or shall carry out such tests and inspections as are requested by applicable regulatory authorities. Safe Working Load (SWL) and radius charts shall be available for all lifting equipment and shall be marked on the equipment. Service Provider shall ensure pre-inspection of lifting tools tackles including wire rope slings, clamps, shackles, hooks etc before

taking up the job. Company reserves the right to require, Service Provider to inspect any lifting gear that does not meet the requirements stated above. All equipment shall be stored and operated in accordance with the manufacturer's specification and guidelines.

Service Provider shall maintain up to date copies of all tests and maintenance certificates relating to cranes, lifting beams pulley blocks and lifting gear, and shall make them available to the Company upon demand.

All tools & tackles required for the execution of the job shall be arranged by Service Provider. Also a periodic audit would be undertaken to assess the condition of such tools and tackles.

While using their equipment and carrying out any job, if any equipment / installation belonging to company or any other agency at site is damaged by Service Provider, it will be made good at the risk and cost of Service Provider.

Detailed risk assessments shall be conducted for all equipment to identify all foreseeable hazards and determine the most appropriate controls to mitigate the risks associated in using in accordance with HSE laws and regulation.

Vehicles operating in company premises shall observe all parking and speed restrictions, road signs and traffic rules as per company policy.

#### 27.11 MATERIAL SAFETY DATA SHEETS

The Service Provider shall maintain, at the job site, Material Safety Data Sheets for all hazardous materials and products taken onto the job site. Products are stored in appropriate containers clearly labelled prior to sending to site, all hazard substances are risk assessed to determine their safety requirements and suitability for use.

#### 27.12 WORK PERMITS

Service Provider shall follow the site Permit to Work (PTW) system for carrying out hazardous activities that includes following (but not limited to) activities. The Service Provider shall not perform any of such activities without first obtaining and displaying the applicable work permit at the project site.



- a. Hot work
- b. Confined space entry
- c. Working at height
- d. Breaking into piping
- e. Lockout / Tagout / isolation etc.
- f. excavation or drilling into the ground or a concrete building slab using powered equipment
- g. Hazardous substance handling, etc.
- h. Excavation / trenching
- i. Chemical management MSDS's
- j. Any government related permit

## 27.13 HEALTH AND FITNESS

Each contract employee shall undergo a pre-employment medical check and periodical medical examination (PME) as per the company guidelines by a company approved doctor/ medical personnel and cleared for the type of work he/ she will undertake, prior to the commencement of work.

Service Provider shall ensure that all Service Providers' Personnel are able to perform the essential functions of their respective assignments and shall certify the same to Company if so requested by Company or if required by law. Service Provider's medical assessment process shall equal or exceed the requirements of Company's medical assessment procedure.

Service Provider shall ensure health assessment, monitoring and management of contract personnel exposure to noise, dust and other physical hazards that have the potential to be harmful to health.

## 27.14 DISEASE

Service Provider shall ensure that any of Service Provider's Personnel who exhibit any symptoms of any severe infectious disease that is communicable by air or surface contact immediately make appropriate arrangements to be medically assessed and removed from the Site until they have received medical clearance and can provide proof of such clearance.

## 27.15 HYGIENE AND HOUSEKEEPING

Service Provider shall ensure that Service Provider's Personnel maintain high standards of hygiene and housekeeping on the Site. Service Provider shall conduct routine hygiene and housekeeping inspections on the site to ensure that standards are maintained.

Service Provider shall collect and segregate scraps generated by their activities or services by creating separate bins and finally deposit or utilize as per the directions of Company.

## 27.16 ENVIRONMENT PROTECTION

Service Provider shall ensure proper collection and storage of used oil and waste oil generated at site. The used oil and waste oil collected so shall be disposed of in compliance to law. Any oil/grease soaked cotton waste would be collected from site of work and suitably disposed as per the guidelines.

Service Provider shall use appropriate Personnel protective equipment's and follow requisite procedure for handling, transportation and storage of Hazardous wastes inside the plant including disposal sites owned by company.

Service Provider shall be solely responsible for damage caused to the surrounding/ environment during transit.

Service Provider shall ensure optimum use of water, energy and other resources while providing services and also work for loss prevention in the form of leakages, spills, overflows, wastages etc. Service Provider shall be solely responsible for the legal actions that may be initiated consequent to environmental hazards as aforesaid. Service Provider

would ensure that spillages, leakages and overflows etc are attended immediately on notice or on intimation.

#### 27.17 SMOKING

Service Provider's Personnel shall not smoke at the work site except within designated smoking areas.

#### 27.18 SERVICE PROVIDER ACCOMODATION

Where the Service Provider's Personnel provides accommodation for contract workers,

the accommodation shall be appropriate for its location and be clean, safe and, at a minimum, meet the basic needs of workers. In particular, the provision of accommodation shall meet national legislation and shall have the minimum following: Provision of sanitary, laundry and cooking facilities and potable water " Safe location w.r.t health, hygiene and fire risks.

Provision of first aid, medical facilities and proper ventilation.

Building material shall be suitably inflammable, have smoke and fire alarms fitted and

Include other safety checks to prevent fire.

#### 27.19 CLEARANCE OF SITE

On a continuous basis consistent with Good Industry Practice during the progress of the Works the Service Provider shall clear away and remove pursuant to the directions of the BALCO from the Site all scrap, debris, other waste materials. The Service Provider shall, leave on the Site for the BALCO such temporary works as instructed by the BALCO, free of charge. The Service Provider shall at all times and particularly after completion of the Works, keep the Site and the Facility in a clean, safe and workman.

Like condition and shall dispose of all rubbish (other than hazardous materials or other materials which may contaminate ground-water, for

which other arrangements shall be made by the Service Provider) in accordance with Good Industry Practice.

#### 27.20 REMOVAL OF UNSAFE WORKERS

The Service Provider shall document any identified instances of noncompliance with safety requirements by its workers and sub - Service Providers. Where any worker or sub Service Provider breaches safety requirements and thereby presents a threat of serious injury

or death to any person, the Service Provider shall remove that worker or sub Service Provider from the project site for the duration of the project.

#### 27.21 SUBCONTRACTING

The Service Provider shall be able to demonstrate that he has applied selection procedures that ensure that his sub-Service Providers are demonstrably competent to perform the works safely. The Service Provider shall provide to the Location Manager the names of sub-Service Providers he intends to appoint in advance of entering into a contract with any such sub-Service Provider. The requirements of this booklet, the contract specification, the contract health and safety plan, the risk assessments and method statements shall be imposed upon sub-Service Providers by the Service Provider.

#### 27.22 MONITORING

Compliance check by Service Provider: The Service Provider shall monitor his safety performance and that of his sub-Service Providers to ensure compliance with standards set in the contract. The frequency of monitoring will be dependent upon the risk profile and number of persons employed.

Root Cause of incidents: All accidents shall be investigated to establish the basic causes and to recommend appropriate improvements in control. Details of all accidents, together with the associated investigation and recommendations, shall be passed to the company as soon as deemed reasonable.

Audit by company: The Company reserves the right to audit all aspects of the management of health and safety on site at any time. Deficiency

identified during any inspection / audit shall be entered into an appropriate action register that summarize the deficiency, the required actions, the person to whom that action have been assigned and date by which the action shall be completed.

The Service Provider shall be responsible to ensure all actions are completed, verified and closed within stipulated timeframes.

Monitoring by company: The Company reserves the right to allocate weight age and set safety KPIs in the Service Provider's scorecard. The scorecard performance shall be reviewed periodically.

#### 27.23 SERVICE PROVIDER QUERIES

The queries should be normally directed to company's designate as specified in contract. The site specific "Service Provider safety management manual" can also be referred for any clarifications when in doubt. The details on specific processes, plants and machineries and related hazards are detailed in this manual.