

	BHARAT BALANCING WEIGHTSS & CO			ANNEXURE	
	APPROVED BY	DOCUMENT NO	ISSUE NO	ISSUE DATE	REVISION NO.
	MD	BBW/ANX/83	01	12/3/2024	00

POLICY ON PREVENTION OF HUMAN RIGHTS ABUSES BY SECURITY PROVIDERS

1. Objective

BBW is committed to ensuring that all security personnel uphold the highest standards of human rights and professional conduct. This policy is designed to prevent human rights abuses by security providers, including the use of excessive force, illegal surveillance, discriminatory behavior, unauthorized arrest, and unlawful detention. It also establishes clear communication channels for stakeholders to raise complaints regarding security measures and outlines mandatory training for security personnel.

2. Scope

This policy applies to all BBW-employed security staff, contracted security service providers, and third-party security agencies operating within BBW facilities or in relation to BBW operations.

3. Definition of Human Rights Abuses by Security Providers

- Use of excessive force against employees, indigenous peoples, or local communities
- Illegal surveillance or invasion of privacy
- Discriminatory behavior based on race, gender, religion, caste, or ethnicity
- Unauthorized arrest, detention, or intimidation
- Collaboration with authorities in ways that infringe upon human rights without due process


4. Reporting and Communication Channel

BBW has established secure channels to enable stakeholders—including employees, contractors, suppliers, and local communities—to communicate and submit complaints about inappropriate security measures or human rights violations by security personnel. These channels are confidential, accessible, and monitored to ensure prompt response.

- Intranet Portal: [Internal BBW HR Portal] (for employees)
- Grievance Email: compliance@bharatweights.com
- Dedicated Webpage: <http://www.bharatweights.com/humanrights-security>
- Physical Complaint Boxes: Installed in designated secure areas within BBW premises
- Hotline/WhatsApp: +91 98415 96657 (Compliance Officer)

5. Complaint Handling Procedure

- Acknowledgement: Complaints acknowledged within 3 business days
- Initial Review: Conducted by HR and Compliance teams within 7 business days

	BHARAT BALANCING WEIGHTSS & CO			ANNEXURE	
	APPROVED BY	DOCUMENT NO	ISSUE NO	ISSUE DATE	REVISION NO.
	MD	BBW/ANX/83	01	12/3/2024	00

- Investigation: Valid complaints investigated with input from internal security management and external advisors if necessary
- Corrective Action: Disciplinary measures taken against security personnel found guilty of violations
- Closure and Feedback: Complainant notified of the resolution and any remedial actions implemented

6. Human Rights Training for Security Personnel

BBW mandates comprehensive human rights training for all security personnel, covering topics such as appropriate use of force, non-discrimination, legal compliance, ethical behavior, and grievance redressal mechanisms. Training is conducted annually and includes the following elements:

- Training Materials: Modules on human rights protection and ethical conduct
- Training Rosters: Attendance records maintained for compliance verification
- Outcome Reports: Assessments to measure training effectiveness and understanding
- Refresher Sessions: Periodic retraining to reinforce knowledge and address new risks

7. Roles and Responsibilities

- HR & Compliance Team: Monitor implementation, manage training programs, and investigate complaints
- Security Supervisors: Ensure compliance with human rights standards and report violations
- Employees & Stakeholders: Report any observed abuses via established grievance channels

8. Supporting Documentation

- Intranet and grievance channel URLs and details
- Human rights training materials and outcome reports
- Training rosters and attendance records
- Grievance investigation logs and resolution records

9. Review and Update

This policy will be reviewed annually or upon significant operational, legal, or compliance changes to ensure ongoing effectiveness and alignment with international human rights standards.

10. Screening and Recruitment of Security Personnel

To ensure only qualified and ethical individuals are hired for security roles, BBW enforces a stringent recruitment and screening process for all security staff, including third-party contractors. This includes:

- Background Verification: Police clearance and criminal record checks are mandatory.
- Reference Checks: Professional and personal references are verified to assess prior conduct.

	BHARAT BALANCING WEIGHTSS & CO			ANNEXURE	
	APPROVED BY	DOCUMENT NO	ISSUE NO	ISSUE DATE	REVISION NO.
	MD	BBW/ANX/83	01	12/3/2024	00

- Psychological Evaluation: Screening for temperament and behavior suitable for security roles.
- Training Prerequisites: Completion of mandatory induction programs on human rights and ethical behavior prior to deployment.

11. Specialized Training for Security Personnel

All security staff must undergo specialized training sessions to ensure professional handling of sensitive scenarios involving employees, external stakeholders, and vulnerable groups. Training modules include:

- Handling Human Resource: Professional interaction with employees, suppliers, and visitors in a respectful manner.
- Prevention of Abuse: Identification and prevention of abusive or coercive practices within and outside premises.
- Gender Sensitivity & Ladies Handling: Proper conduct while interacting with women employees or visitors, maintaining dignity, and preventing harassment.
- Cultural Sensitivity: Respecting diversity and inclusion policies while handling diverse workforce and community members.
- De-escalation Techniques: Conflict resolution skills to prevent escalation of tense situations.
- Emergency Protocols: Legal and safe methods for responding to threats without violating human rights.

12/3/2024


Managing Director