



giBS

Gitarattan International Business School

Grade 'A' Accredited by NAAC



CRITERION 7 – INSTITUTIONAL VALUES AND BEST PRACTICES

KEY INDICATOR - 7.1 INSTITUTIONAL VALUES AND SOCIAL RESPONSIBILITIES

Metric No. 7.1.1 QIM : Institution has initiated the Gender Audit and measures for the promotion of gender equity during the last five years.

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6.	Safety and Security Policy Academic Circular No. 05/ 2021 dated 10.09.2021	107-113
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For Gitarattan International Business School

Director

Gitarattan International Business School Academic Circular No 05/2021

Date: 10.09.2021

SAFETY & SECURITY POLICY

Introduction

In any organization, the well being of individuals, the protection of ethics and the maintenance of a secure environment are of paramount importance. This document serves as a foundational document that outlines the guidelines and procedures to safeguard faculty, students and staff, property and information of GIBS. This policy is crucial for fostering a culture of safety, preparedness and resilience within an organization.

Objectives of Policy

Following are the objectives of this policy.

1. **Protection of lives and property:** It ensures the safety and wellbeing of individuals associated with the organization, including employees, visitors and stakeholders along with the property of the institution.
2. **Compliance with regulations:** The document aligns the organizations' safety and security practices with necessary regulations related to fire safety and earthquake as specified by Municipal Corporation of Delhi and Delhi Development Authority.
3. **Risk Identification and Mitigation:** It tries to identify potential risks and vulnerability to implement proactive measures for risk mitigation, physical threats and other hazards.
4. **Emergency Preparedness:** It establishes comprehensive emergency response plans including protocols for various emergency situations, evacuation procedures and communication strategies during crisis.
5. **Crisis Management:** It equips the organization with effective crisis management strategies to respond promptly and efficiently to emergencies thereby minimizing potential harm and damage.



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- 6. Promotion of Safety Culture:** It cultivates a culture of safety and preparedness within the organization by promoting awareness, responsibility and proactive engagement in safety practices.

Scope

Following is the scope of safety and security policy.

- 1. Physical Security:** This includes measures taken at the institutional level to protect the physical infrastructure such as building, premises and assets by use of surveillance system through CCTVs and other physical security measures.
- 2. Emergency Response and Crisis Management:** This aspect focuses on preparing for and managing emergencies such as natural disasters, fires, accidents or security incidents through development of emergency response plans, evacuation procedures and coordination with external emergency management agencies.
- 3. Personal Security:** This pertains to the measures taken by the institute to ensure the security and integrity of faculty, staff and students working in the institution. It includes background checks, visitor management, employee awareness programs and security vetting procedures.

Compliance and regulations: The institute takes care of compliance regarding fire norms, lift fitness and structural safety for which necessary approvals are taken from time to time. Fire safety certificate is renewed after every three years in accordance with rule 36 and rule 38 of Delhi Fire Service Rules 2010. Annual maintenance certificate for lift is renewed every year in order to ensure smooth functioning of the lift. The institute has obtained structural safety certificate for the building from Archestrucon, structural and civil engineering consultants. The building is structurally sound and well ventilated for educational institution.

Risk Mitigation

In order to mitigate risk the institute identifies, assess and prepare contingency plan for the same.

- 1. Risk Identification:** The institute has the identified the following risks
 - a. Financial Risks:** Financial risks may be related to financial frauds, property damage, cyber security breaches, regulatory and non compliance penalties.



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In order to overcome financial risk, the control of financial resources has been highly centralized and all transactions are routed through ERP linked to bank account through gateway for transactions. All transactions are OTP enabled. Further, property damage is taken care of by insurance and any type of liability cost or regulatory noncompliance penalties have been mitigated by having sufficient corpus in order to ensure smooth financial stability of the institution.

b. Operational Risks: Risks associated with technology and Cyber, health risks, enrollment and student retention, regulatory compliance risk, reputation risk, program quality and accreditation risks are some of the operational risks identified. Technology risk is taken care of by upgrading the technology by using latest hardware and softwares. Cyber risks have been taken care of by Fireball by the name Cyber Roam. Regulatory compliance risk, program quality and accreditation risks is taken care of by internal quality assurance cell which submits necessary reports at appropriate time to regulatory bodies under the supervision of Director of the institute. In order to mitigate health risks the institute has signed MOU with Saroj Hospital Rohini Delhi which is adjacent to the institute. Reputation risks have been mitigated by developing a positive organizational culture that emphasizes upon integrity, transparency and accountability. Further, monitoring of social media channels, online forums and other digital platforms is done on continuous basis and are addressed promptly. The institute also provides trainings to faculty members on ethical conduct in various workshops and faculty development programs. Institute also gathers feedback from students, parents through regular interactions to address the concerns, demonstrating a commitment to stakeholders satisfaction.

c. Legal Risks: Legal risk mitigation involves strategies and actions taken by GIBS so as to minimize the potential legal challenges and liabilities. Some of the general steps taken for legal risk mitigation include the following.

In order to safeguard the institution against various legal risks, GIBS ensures compliance with the laws and regulations of UGC, NAAC, NBA, GGSIPU, DTTE, DHE and other statutory bodies. It also ensures a compliance program to ensure that the educational activities carried on in the institution are as per the applicable laws. These educational programs and activities are monitored and reviewed regularly to ensure that they are up to date and carried on as per the provision of law.



GIBS also maintains regular and accurate record of all educational and non-academic activities which include various transactions and decisions through various notices and they are regularly published on the ERP/Website of the institution.

GIBS also ensures implementation of robust data protection and privacy policies. It ensures compliance with data protection laws, especially while handling sensitive personal information of Staff and Students of the institution.

- d. **Security Risks:** In order to safeguard GIBS against various security risks pertaining to safety and well-being of students, staff and institution, GIBS has planned the following measures for mitigating these security risks.
1. **Physical Security Risk:** This involves risks pertaining to unauthorized access, vandalism, or violence on campus. To mitigate these risks, institution has implemented access control systems with biometrics and password control options along with OTP enabled logins. The institute has also installed surveillance camera in almost all strategic locations. Security guards of the institute also conduct security patrols in the institution several times during its working hours.
 2. **Cyber security Risks:** Cyber security risks pertain to risks of Data breaches, unauthorized access to sensitive information, ransom ware attacks etc. To mitigate the Cyber security risk, institute has implemented strong password policies. Institute also uses firewall, antivirus software and other security measures to protect against cyber security risks. GIBS follow the latest updates regarding patch software and systems. The access to external HDD / Pen drive use is also prohibited.
 3. **Emergency Preparedness:** GIBS has special provisions for various emergencies like Natural Disasters, Accidents and other emergencies. To prepare students and staff members against emergency situations GIBS conducts drills and training programs by expert agencies time to time. Besides GIBS has also established communication protocols for emergencies. Staff members and students are given training and information through mails, and Write-ups often about these emergency measures.
 4. **Student and Staff Safety Risk:** GIBS has special provisions for putting constraints on bullying, harassment, or violence among students or staff of the institution. Institution has its exclusive Internal Complaint Committee under which we have grievance cell and anti ragging committee , SC / ST Cell that ensure that no such activities take place



in the institution. GIBS ensure implementation of anti-bullying programs and policies throughout the whole academic year and provide counseling services for students through disciplinary committees and Students Mentors whenever required. GIBS also conducts background checks for staff to ensure any unwanted person/activity does not take place in the institution. GIBS maintain an open policy where employees and students are free to approach the management directly for getting Redressal of their grievances.

- 5. Infrastructure Vulnerabilities Risk:** Infrastructure Vulnerabilities risk refers to the risk pertaining to weaknesses in buildings or infrastructure that could lead to accidents or compromise security. GIBS ensure regular inspection and maintenance of building and infrastructural facilities. Besides, the sensitive areas like balconies and open areas are also protected through net to ensure safety of students and staff members. Infrastructure of GIBS is regularly updated with all the latest facilities like fire extinguishers to meet safety standards. In case of emergency there is a communication system in full building where thru announcement the emergency can be communicated to students and faculty members and for evacuation from building without barriers the people can assemble in refugee area which is being provided on 5th & 6th floor respectively.

Crisis Communication Plan Crisis communication plan is crucial to effectively manage and respond to potential emergencies. Crisis communication plan of GIBS is comprehensive, covering various scenarios and outlining clear steps to ensure the safety and well-being of students, staff and management.

- 1. Identification of Key Personnel:** GIBS has established a crisis communication team consisting of key personnel from various departments such as administration, security, public relations and IT. The roles and responsibilities of each team members has been clearly defined and explained through various notices and circulars.
- 2. Risk Assessment:** Several exercises and survey are done to identify potential safety and security risks specific to Structure and working of GIBS. Potential impact of each risk is being assessed on a regular basis on students, staff, and other stakeholders GIBS.



3. **Communication Protocols:** In case of emergencies like natural disaster, accidents and security threats, clear lines of communication and communication protocols are defined. The chain of command for communication and decision-making during a crisis has already been defined in writing and explained to everyone affiliated with GIBS.
4. **Notification Systems:** All stakeholders are notified through ERP, Website as well as other media communications in any emergency.
5. **Message Development:** Clear, concise and necessary instructions with their Pre-draft template messages have already been drafted for different scenarios to ensure timely and accurate communication. These include Anti Ragging Instructions, Internal Complaint Committee Instructions, Emergency Exit Plan, Grievance Redressal Mechanism.
6. **Training and Drills:** GIBS conducts regular training sessions and drills to familiarize staff with the crisis communication plan. Besides the Crisis plans are regularly evaluated and updated on lessons learned from simulations.
7. **Information Verification:** Every information is verified before disseminating it to avoid spreading rumors or misinformation. This verification bears the signatures of authorized person and is duly verified by Director of GIBS.
8. **Community Outreach:** Through various Clubs and societies of GIBS, it ensures regular engagement with the local community to foster trust and keep them informed about safety measures. Besides GIBS also provide resources for community members to enhance their own preparedness.
9. **Documentation and Evaluation:** Records of all communications during a crisis are kept by GIBS in both soft and hard copy. After each incident, a debriefing is conducted to evaluate the effectiveness of the communication plan and identify areas for improvement.

Promoting a culture of safety

Promoting a culture of safety in an educational institution is essential for creating a secure and conducive environment for learning. GIBS has been following several strategies to foster a culture of safety within the safety and security policy.

1. **Leadership Commitment:** GIBS demonstrates visible and consistent commitment to safety at all levels of leadership, from administrators to teachers and support staff.



Abovementioned safety principles are also integrated into the institution's mission, vision, and values.

2. **Communication and Awareness:** GIBS has developed and implemented a comprehensive communication plan to raise awareness about safety measures and policies. GIBS ensures regular communication of safety messages through various channels, including newsletters, posters, and meetings.
3. **Education and Training:** Regular safety training for staff, students, and faculty, covering topics such as emergency procedures, fire drills, and first aid is provided through various Workshops and Sessions conducted by GIBS.
4. **Create Safety Committees:** GIBS has also established safety committees with representation from different departments or grade levels. GIBS encourages open communication within these committees to address safety concerns and develop solutions collaboratively.
5. **Empowerment and Reporting:** GIBS encourages a culture where individuals feel empowered to report safety concerns without fear of reprisal. GIBS has also established clear reporting mechanisms, such as anonymous tip lines or suggestion boxes.
6. **Incorporate Safety Into Events and Activities:** GIBS integrates safety considerations into the planning and execution of events, field trips, and extracurricular activities. It is ensured that safety measures are a standard part of event planning protocols.
7. **Recognition and Rewards:** GIBS also recognizes and rewards individuals and teams for their contributions to maintaining a safe environment.
8. **Community Involvement:** Through various clubs and societies of GIBS, Engagement with parents, local community members, and external stakeholders is ensured to create a network of support for safety initiatives. GIBS also has collaboration with local law enforcement and emergency services to enhance community safety.
9. **Continuous Improvement:** GIBS is committed towards establishment of a continuous improvement process for safety policies and procedures based on feedback, incident reports, and evolving best practices. The safety and security of GIBS is regularly reviewed and updated in terms of diverse safety protocols to address emerging risks and challenges.

B. S. Hothi

Dr. B.S. Hothi
Director



For Gitarattan International Business School

V. L. ...

Director