

Capability in Logistics and Road Safety Services



Leaders in Risk Engineering and Safety Solutions

An ISO 9001:2008 CERTIFIED CONSULTING ORGANISATION

ABOUT US

Cholamandalam MS Risk Services Ltd., is a 50:50 joint venture between the INR 300 billion Murugappa Group and Mitsui Sumitomo Insurance Group, Japan. With over 175 risk engineering experts, we are the largest employer of Environment, Health & Safety specialists in India and offer comprehensive risk management and engineering solutions.

With two decades of experience and over 8000 consulting projects we are able to offer best in class, customized services to organizations to optimize their EHS performance, and set new benchmarks in safety performance.

We are also strengthened by our strategic partnerships with Arcadis, a global EHS consulting company ranked 5th in the world, and our associate status with Inogen, a global corporation providing multi-nationals with consistent and sustainable EHS and safety solutions world wide.

We excel in providing a spectrum of services across the lifecycle of a project - from the conceptualization stage, to design, until decommissioning be it in Environment Management and Sustainability, Process Safety, Electrical Safety, Logistics Risk Consulting and Construction Safety.

Since our inception we've had the experience gathered from across 42 sectors including Automobile, IT/Telecom, Pharmaceuticals, Fertilizers, Chemical, Power Plants, Oil & Gas, Cements, Construction, Textile, Retail etc.

Chola MS Risk Services also offers EHS Training, Competency building and Assessment services through its Safety Academy. Besides offering Classroom based training for Corporates, it extensively uses the power of technology to run virtual classrooms, blended learning and online e-learning courses on a wide variety of subjects in risk engineering and safety.

CORE CONSULTING DOMAINS

Process Safety



Environment Consulting



Electrical Safety



Construction Safety



Insurance Support Services



Logistics Risk Management



GREAT VISION. GREAT TEAM.



An agile organization with a team of over 175 dedicated and highly specialized engineers. Our Leadership team has specialist work experience of 15 - 25 years, with an eminent reputation for sheer technical excellence.

Our HR philosophy and mission is to create a positive work environment. We take pride in the culture of innovation and commitment to customer delight.

- ▶ 190 strong
- ▶ 65 team members with over 10 years of work experience
- ▶ From the best colleges in India
- ▶ OSHAS 18001/ISO 14001 certified lead auditors
- ▶ Accreditation from NABET
- ▶ IEC Ex certified professionals
- ▶ Safety auditors certified by DGFASLI
- ▶ 5 FAE consultants
- ▶ Certified Level I & Level II Professional Thermographers
- ▶ Certified Functional Safety Experts
- ▶ Certified EIA coordinators
- ▶ BEE certified energy auditors





WHY WE ARE UNIQUE

Leading Risk Management organisation with a dedicated business unit working on Logistics Risk Management **for over 15 years.**

Working in collaboration with the Logistics Risk Management team of Inter-risk, Singapore and MSI, Japan.

Trained more than **30,000 drivers** in the last 3 years.

SOP video developed by Chola MS Risk won **First prize in UNESCO's Global Road Safety Film Festival** during April 2013 at Paris.

Providing a **Total Solutions Approach – Performance Linked Approach** to accident and damage prevention.

Rich expertise across industries be it hazardous goods transportation, Car carrier Transportation, F&B or people moving people.

Over **3,000 Fleet Audits & Warehouse Audits** for large Logistics & Supply Chain organizations.

Conducted over a **100 journey risk surveys** across India, spanning more than **100,000 kms.**

Established and operating several Driver Management Centers (DMC) across India for leading MNCs. Our DMC concept won the

KRDWG Margadarshan 2013 Award for Innovation & Excellence in Training, Coaching, Counselling and Mentorship.

Use of **modern technology & state-of-the-art instruments** to assess & train drivers (P-Drive, Seat Belt Convincer, Simulator, Geo fencing GPS, Fatigue monitoring devices & Virtual Reality).

Helped global automobile companies **reduce their CBU** transportation losses significantly in the Indian market.

Achieved **RoSPA accreditation** for defensive driving training and fleet audit. The first and only RoSPA accredited organization in India

Awarded **Most Valued Partner for Distribution Safety** by one of the largest Indian bottling plant.

Developed & executed many **Road Safety Campaigns** across India for some of India's best organizations.

MOVING TOWARDS EXCELLENCE

PORTFOLIO OF SERVICES



Safety as they say is priceless and does not come without focus. It requires careful and sustained intervention to reach excellence. It requires working with a knowledgeable partner and that's where we can step in and work alongside you to bring in the right interventions to ensure you see the right benefits.

Transportation Safety Management

- Transportation safety Management System – Base line studies, audits & hand-holding
- Contractor Safety Programs
- Journey Risk Management
- Fleet Audits
- In-plant Traffic Layout study
- Road Accident Investigation
- ISO 39001 Management System



Cargo Loss Minimization

- CBU Risk Management
- Cargo Loss Minimization Studies



Driver Skill Improvement

- Defensive Driving Training
- Driver Management Center
- Driver Clinics
- Deputation of Logistics Safety Officers
- Road Safety Awareness Campaigns
- Driver Accreditation Program



Warehouse Risk Management

- Warehouse Risk Assessment
- Warehouse Throughput Calculation
- Warehouse Layout Design
- Forklift Audits
- Forklift Operator Training and Evaluation



CBU RISK MANAGEMENT



We fully comprehend the challenges and the issues in the transportation industry, be it the escalating costs, poor infrastructure, increase in accidents and damages, increase in transit insurance premiums and the many other challenges posed by a fairly unorganized sector of transporters, and the resultant risks.

We provide a complete **transportation loss minimization** solution for automobile manufacturers be it two wheelers, three wheelers or four wheelers, with a focus on risk mitigation, loss reduction and increase in bottom line.

Focussing on Driver, Road and Vehicle safety aspects.

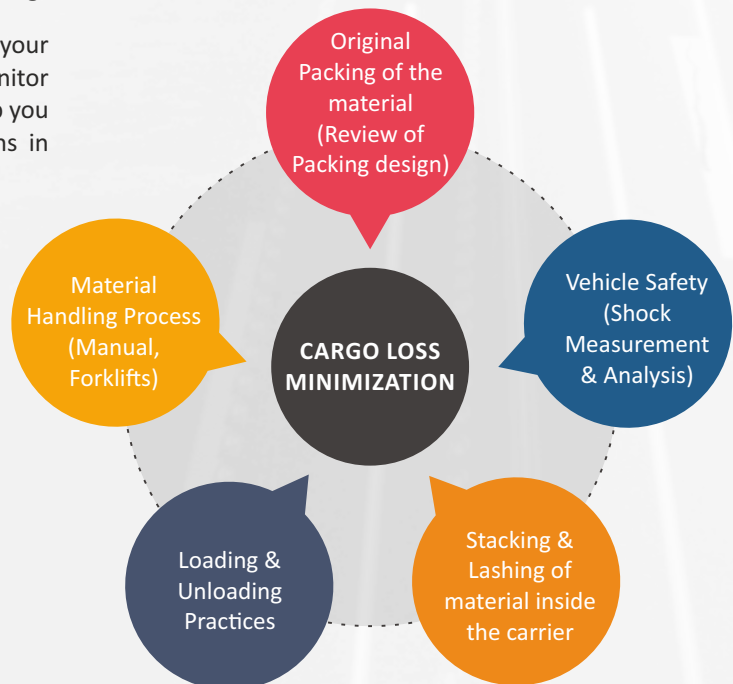




CARGO LOSS MINIMISATION STUDIES

Reducing over the road cargo losses can be a daunting task. The leading causes of loss or damage to goods in transit are besides collision, rollovers, jerks & jolts, theft, pilferage & spoilage. Another common cause is the result of improper cargo handling. Carriers should have processes to monitor and evaluate loading and unloading practices. Policies should also be in place to ensure that adequate blocking, cleats, braces, straps, load bars, separators, fill material, and locking devices are used. Drivers should be trained to identify any visible damage and properly notifying their findings.

We help you assess gaps in your practices, implement and monitor stringent policies. We also help you through accident investigations in the event of an accident.



FLEET AUDITS



Vehicles in good condition don't just mean a good brand image, but also play a critical role in ensuring the safety of your goods and people. Over time, a growing fleet and multiple transporters can cause issues like aging vehicles & poor maintenance to go un-noticed. A periodic and systemic review of your fleet will help you in mitigating risks and take vital preventive measures.

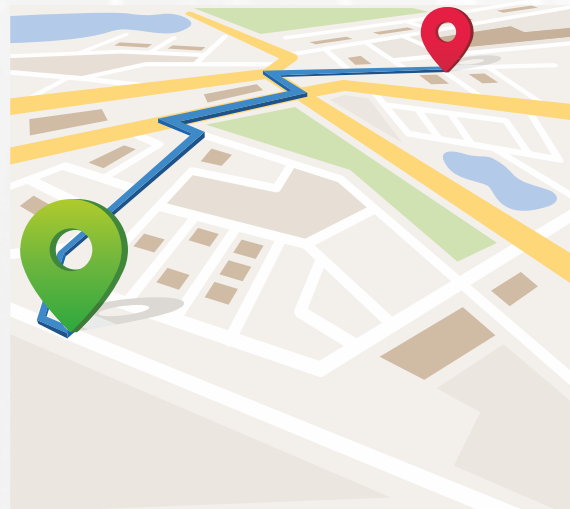
Developing a robust Transportation Safety Management System in alignment with ISO 39001 is what we do best.

JOURNEY RISK MANAGEMENT

A robust Journey Risk Management (JRM) entails a scientific route assessment by mapping all types of en-route hazards, & facilities (Emergency response services, Fuel Stations, Bridge, Intersections, Accident Spots, Work Zone Area, Recreation facilities, transportation supports, safe parking places, etc.). We can tailor make these surveys to suit your specific needs be it safe cargo movement for hazardous cargo, high value goods, over dimensional cargo or people moving people transportation services.

We give you specific pointers on areas like the following.

- Night driving suitability
- Route suitability for a particular category of vehicle
- Speed breaker assessments
- Accident black spots
- Interstate movement document requirements
- Fuel consumption



WAREHOUSE RISK MANAGEMENT SERVICES



This includes a host of services like **SAFETY AUDITS**, **LAYOUT DESIGN**, **FORKLIFT AUDIT**, **THROUGHPUT CALCULATION**, **TRAFFIC MANAGEMENT & TRAFFIC LAYOUT DESIGN**.

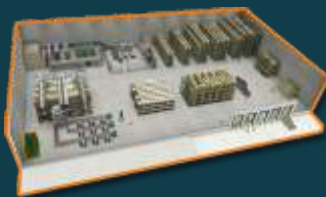


Warehouse capacity calculator is a tool designed for calculating the safe storage capacity of the warehouse taking into account the mix of products handled. The calculation will be done in line with relevant national / international standards and applicable safety regulations.



Through the **safety audits** we help you to

- Identify the risks associated with the key operations of the Warehouse
- Identify all those hazards which may impede the safe working of employees
- Understand the current risk control measures
- Identify gaps in current control measures with respect to national / international standards
- Suggest suitable risk control/mitigation measures for improvement



We can also help you to **design the complete layout of the Warehouse**. Proper aisle sizes for FLT movement, clear segregated man machine movement aisle, clear layout and plan for loading, unloading bays, storage space identified and segregated as per relevant national & international safety standards, building code, outside parking areas. Forklift parking and maintenance areas (as applicable). Space to keep scrap & other materials in the open areas if required.



We are also experts in **plant traffic management plan and traffic layout design inside** the warehouse complex so as to ensure safe movement of vehicles, meet regulatory standards, and reduce traffic congestion inside the plant .

A COMPLETE DRIVER ENGAGEMENT AND TRAINING PROGRAM



We understand that in all of this, the driver is a key spoke in the safety wheel. We know the challenges associated with poor literacy levels, high attrition, poor morale of the driver community, lack of formal driver training etc. We also understand that therefore a traditional approach to training may not be the path to responsible and safe behaviour. So while our programs are comprehensive we are also innovative and unique in our multi-pronged approach to Driver Training and Accreditation.



Our Driver accreditation programs,

Which is on par with the best in the world is a multi-level training and assessment program which is implemented over a 180 day period. It involves a combination of classroom training, practical training, observation and behavioural counselling. Drivers are selected into the program based upon a screening test (including the Thomas profiling test).

The program is designed to engage the drivers' hearts & minds through innovative teaching practices and inculcate in them the right skills, attitudes and behaviour.

Data shows that accredited drivers are 7.5 times safer than their other counterparts.



DRIVER MANAGEMENT CENTRES, causing driver transformation



India remains No. 1 in road accidents in the world and nearly 17 people die every hour. Reports have shown that consistently around 75-77% of these accidents is due to human error, which creates the need for robust road safety consciousness and training.

Our studies show that training and a regular engagement with drivers ensures safe driver behaviour, accident free operations & loss reduction.

Our specialist DMC counsellors at client locations act as a bridge between vendors, contractors, drivers and others who are connected to the supply chain. There is a constant reinforcement of safety policies and practices. Through mentoring, mystery follows, en-route surprise inspections, counselling & positive reinforcement we address violations and at-risk & high-risk behaviours of the drivers.

1. Welcome the driver to DMC



2. Make him comfortable



3. Discuss the vehicle inspection findings



4. Positive points observed during vehicle inspection



5. Suggest some areas of improvement observed during vehicle inspection



6. Identify the case: Pre or post counselling



7. Open GPS Report and discuss on the observations made



8. Discuss on enroute hazards



9. Feed the data into computer



10. Wish him good luck and safe journey



**SETTING NEW BENCHMARKS ON DRIVER SAFETY PERFORMANCE
AND BEHAVIOUR IN THE TRANSPORTATION INDUSTRY!**



Cholamandalam MS Risk Services Ltd.

Dare House, 4th Floor, No.2 NSC Bose Road, Chennai 600 001

Ph: +91 (44) 3044 5620-30 | Fax: + 91 (44) 3044 5550

W: www.cholarisk.com | <http://training.cholarisk.com>

E: inquiry@cholams.murugappa.com