

Name of Department Indian Rescue Academy	SOP No: <i>IRA/0320/00001</i> Revision No – 1
Title Joining Orders	Objective To standardise procedure for joining of batch of trainees at Indian Rescue Academy
Prepared By: Mr. Baalu Namashivayam (Quality Auditor)	Authorised By: Mr. Ankit Wagh (Chief Executive Officer)

Purpose: To standardise procedure for joining of batch of trainees at Indian Rescue Academy

Scope: The scope of this document covers all training courses conducted by Indian Rescue Academy

Responsibility: Training Coordinator (TCO), Manager – Sales (MGS)

Procedure:

- A. On receiving confirmation from the customer/trainee organisation, the following process must be undertaken to facilitate the joining of trainees as per batch decided for the training course;
 1. TCO will send soft copy of Registration Forms (Format No: *IRA/F/001*) to the customer/trainee organisation with instructions for filling the same. A medical clearance certificate for the training course to be conducted must be attached along with the training application form. The Medical Clearance Certificate (Format No: *IRA/F/002*) to be used.
 2. Joining Order letter must be sent to customer/trainee organisation (in English and Hindi language) which must cover the following points;
 - a. Name, Phone Number of Reporting Officer
 - b. Personal Information as below;
 - i. 4 passport size photographs
 - ii. Government ID Proof like Aadhaar, Driving License and PAN Card
 - iii. Departmental ID Proof
 - c. Name, Place and time of Reporting
 - d. General Training Schedule
 - e. Physical Capability of trainees – as per course requirement
 - f. Language, Literacy and Numeracy (LLN) Capability – as per course requirement

- g. Leave, IRA Discipline and Return To Unit (RTU) policy
- h. Course pre requisites and Pre Course Aptitude Test (to be conducted at unit level)
- i. Vaccination for trainees
- j. Personal Clothes and Uniform which must cover the following;
 - i. Official Uniform
 - ii. Mufti Uniform (uniform t shirt and track pant)
 - iii. Jungle Boots, Sports Shoes & Uniform Shoes
 - iv. Adequate Swimming Attire like costume, goggles, cap etc
 - v. Caps/Hat and Eyewear
 - vi. Water bottles
 - vii. Personal Medication (if any). It must also be mentioned that IRA or its trainers shall NOT provide any medication on site without a proper prescription.
 - viii. 4 sets of personal clothes and undergarments
 - ix. 4 pairs of socks
 - x. Personal Plate, Spoon and Glass
 - xi. Personal Toiletries
 - xii. Sun Screen Lotion (SPF 50+)

B. The above information must be sent to the customer/trainee organisation within 48 Hours of receiving confirmation of training course.

Materials and Equipment

- A. Registration Forms (Format No: *IRA/F/001*)
- B. Medical Clearance Certificate (Format No: *IRA/F/002*)

Reporting Officer

Director (Training)

Reference Document (if any)

Name of Department Indian Rescue Academy	SOP No: IRA/0320/: 00003 Revision No – 1
Title Training Venue Survey & Setup	Objective To ensure that all training venues are safe and suitable for conducting training course and demonstration.
Prepared By: Mr. Baalu Namashivayam (Quality Auditor)	Authorised By: Mr. Ankit Wagh (Chief Executive Officer)

Purpose: To ensure that all training venues are safe and suitable for conducting training course and demonstration.

Scope: The scope of this document covers all training courses conducted by Indian Rescue Academy

Responsibility: Training Coordinator (TCO), Training In Charge (TIC)

Procedure:

On receiving confirmation from the customer/trainee organisation, it is necessary to conduct pre training survey of training venues for onsite training or at Indian Rescue Academy Venues to ensure that a safe and engaging training course is conducted.

The process to be followed is as follows;

1. The TCO and TIC must individually or together visit the training locations and survey suitability for the training course keeping in mind the following points;
 - a. Natural and Manmade Hazards to training
 - b. Water, Rockface, Surface conditions and suitability as per the skill level of the trainees and requirements of the training course.
 - c. Dry and enclosed Equipment storage location.
 - d. Basic sanitation and hygiene.
 - e. Access to resources like drinking water, refreshments, hospital with ambulance, police station etc.
 - f. Climatic Conditions.
 - g. Ease of Access to location.
 - h. Adequate Shaded Place for conducting theory or sit down lessons or space to pitch training tent.
 - i. Electricity Connection (if Any).
 - j. Incident Likelihood and Severity Matrix

- k. Access to fuel, hardware and maintenance services for IRA equipment and vehicles
 - l. Comfortable Local stay, food and accommodation for trainers for onsite training.
- 2. The surveyors must undertake all activities that shall be conducted in the training course to ensure that the training venue is suitable.
- 3. The surveyors must also survey a backup venue and keep the same as an additional backup in case the primary location has any issues.
- 4. Necessary permissions for Primary and Backup venue must be sought in writing from the necessary departments who have authority of the venue. A meeting must also be sought with the authorities to reassure them of the training safety and ensure that necessary support may be taken if ever required in the future. Letter Format: IRA/F/003 must be used for the same.
- 5. If training venue is found not to be suitable a alternative must be found.
- 6. Availability of the training venue as per the training schedule proposed.
- 7. The surveyors must assess the availability of local media and getting adequate coverage for the training course as required.
- 8. The survey report (Format No: *IRA/F/004*) must be conducted with multiple photographs and videos
- 9. On surveying and assessing the training venue, the surveyors must propose the training venue to Course Committee consisting of Director – Training (Chair), Training in Charge and Training Coordinator via Survey Report. Training Schedule and any further communication to customer must only be commenced on receiving OK from Committee.
- 10. For onsite training, availability of local equipment must also be listed so that it will ease in logistics.

Materials and Equipment

- A. Letter Format No: *IRA/F/003*

Reporting Officer

Director (Training)

Reference Document (if any)

Name of Department Indian Rescue Academy	SOP No: IRA/0320/00008 Revision No – 1
Title Safety Measures	Objective To ensure that training is conducted as a real time scenario whilst making sure that safety and security of trainees, trainers and equipment is kept paramount.
Prepared By: Mr. Baalu Namashivayam (Quality Auditor)	Authorised By: Mr. Ankit Wagh (Chief Executive Officer)

Purpose: To ensure that trainees experience scenarios as they will be a real disaster situation in a safe and engaging manner.

Scope: The scope of this document covers all training courses undertaken by Indian Rescue Academy

Responsibility: Director Training, Manager Training, Training Coordinator, Training in Charge, Trainers

Procedure:

The trainers must ensure that trainees are engaged in training in a safe and engaging manner as per the below guidelines;

- Each training course must have a nominate Safety in Charge. It is the responsibility of the Safety in Charge to ensure that safety of the training is maintained and any action during an incident is coordinated in a manner befitting IRA reputation.
- The safety in charge will be responsible for fill all incident related documentation and filing reports.
- Prior to commencement of training course, trainers must undertake a safety brief on a daily basis. The safety brief must cover the following points;
 - Environmental Hazards and Requirements
 - Weather
 - Capacity of trainees
 - Training Equipment checks
 - Safety equipment checks and availability
 - Incident Probability vs Severity Assessment
 - Emergency Action Plan
- The following trainer to trainee ratios must be maintained to ensure safety of trainees;
 - In Flat Water – 1:10
 - In Swift Water or Surf – 1:6
 - On Rope 1:15

- d. On land – 1:25
5. The Safety in Charge must wear a special Fluorescent Green/Yellow Color T Shirt with SAFETY IN CHARGE written on the back so that he/she is easily visible during the training course. During flood water training, the Safety in Charge could also be provided with Fluorescent Green/Yellow Color helmet.
 6. It is the responsibility of the safety to NOT engage in the training delivery but maintain safety of the situation at all times. The training in charge may choose to rotate the role of safety in charge from time to time. Keeping in mind the high level of responsibility of the safety in charge, the training in charge must assess the skills of his/her training team prior to nominating the safety in charge.
 7. The safety in charge must nominate 4 to 5 safety team from the training team so that any emergency can be immediately acted upon. The safety in charge must conduct a separate brief with this team and explain to them the Emergency Action Plan.
 8. The safety in charge is further responsible to ensure that PPE of trainees and trainers and Safety equipment is regularly checked and replaced if damaged.
 9. The safety in charge will be responsible for training the trainees is self-care and buddy safety checks.
 10. The safety in charge must place first aid, O2, floatation equipment and other safety equipment on standby at strategic locations.
 11. Any potentially high risk training must be only conducted on receiving the ALL CLEAR from the Safety in Charge. The training in charge cannot conduct a session which may be deemed high risk and potentially hazardous by the Safety in Charge. In this case, the training in charge and safety in charge must hold a separate meeting to assess the best possible methodology to conduct the session in a safe manner.

Materials and Equipment

- A. Emergency Action Plan- *IRA/F/011*
- B. Course wise Equipment Checklist- *IRA/F/006*
- C. Equipment Health Checklist-*IRA/F/012*
- D. Incident Report- *IRA/F/013*

Reporting Officer

Director (Training)

Reference Document (if any)



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Name of Department Indian Rescue Academy	SOP No: IRA/0320/00009 Revision No – 1
Title Registration	Objective To ensure that trainees are registered for training courses in a transparent and smooth process
Prepared By: Mr. Baalu Namashivayam (Quality Auditor)	Authorised By: Mr. Ankit Wagh (Chief Executive Officer)

Purpose: To ensure that trainees are being registered for IRA training courses in a fair, transparent, effective and smooth process.

Scope: The scope of this document covers all training courses undertaken by Indian Rescue Academy

Responsibility: Manager Training, Training Coordinator

Procedure:

- The registration process is extremely important from the perspective of safety of trainees, liability of the organisation and responsibilities of the training team. Therefore it is expected that registration must be the foremost activity to be conducted prior to any action for the training course. There are two types of scenarios in this case;
 - On-site training where accommodation and food is provided by customer
 - Academy training where accommodation and food is provided by IRA
- In the case of onsite training, the registration shall be conducted prior to commencing the training course.
- In the case of Academy training, the registration shall be conducted on arrival of trainees at the Academy. It shall be noted that registration must be conducted prior to lodging and food of the trainees.
- It is the responsibility of the trainer to explain every part of the registration form to the trainees. In case the trainee cannot understand the trainer shall explain the form to him/her and assist in filling the form. Under no circumstances, the trainer shall fill the form on behalf of the trainee.
- The trainer must ensure that signatures are made on the form at relevant points.
- The trainees must also sign a Code of Conduct for Training Academy venue during the registration process.
- Indemnity bond for the training course must be signed by the trainee.
- Photographs as required must be stored and attached to the form as required. Each photograph must have the name and id no of the trainee for necessary admin process.
- Trainees must submit Medical Clearance Certificate as mentioned in Joining Orders.

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10. On completion of the filling of forms, the trainers must evaluate the form and encourage trainees to make corrections wherever needed.
11. The trainers must not solicit, ask for favour, gifts, monies etc in exchange of a favour during the training course. Any action in this regard will be taken in the most strictest manner possible in accordance with IRA Policy at that time.

Materials and Equipment

- A. National level training calendar- *IRA/F/014*
- B. Day wise equipment checklist – *IRA/F/015*

Reporting Officer

Director (Training)

Reference Document (if any)

Name of Department Indian Rescue Academy	SOP No: <i>IRA/0320/00010</i> Revision No – 1
Title Incident Management	Objective To ensure that incidents are managed in a fair and compliant manner
Prepared By: Mr. Baalu Namashivayam (Quality Auditor)	Authorised By: Mr. Ankit Wagh (Chief Executive Officer)

Purpose: To ensure that incidents occurring during training must be handled in a fair, legally compliant manner such that the interests of Indian Rescue Academy are ensured at all times.

Scope: The scope of this document covers all operations of Indian Rescue Academy

Responsibility: IRA BOD, Director Training, Training Manager, Training Coordinator (TCO), Trainers

Procedure:

The below incident wise processes are highlighted to be followed in the case of an occurrence;

1. Accidental Injury
 - a. In the case of an injury to trainee during period of training course, the following actions are to be taken;
 - i. If injury occurs in training, immediately evacuate the training and stop all further activities until situation is under control. This shall be the prerogative of the training in charge.
 - ii. In the case of a minor injury, provide necessary first aid as required.
 - iii. Stabilise the victim, check DRABC and perform CPR if required.
 - iv. Treat for any other injury as per injury protocol
 - v. If victim is not stable, call ambulance or prepare to transport to local hospital in available IRA/civilian vehicle.
 - vi. If victim is stable, provide first aid and necessary rest.
 - vii. Do not allow other trainees or bystanders to make a crowd.
 - viii. Do not allow other trainees or bystanders to take pictures or make videos
 - ix. Ensure that information channels are maintained and trainees are particularly briefed on the same so as to avoid rumours.
 - x. Escalate the matter immediately up the organisational chain of IRA. All necessary information to customer must only be provided by Director Training and/or above.

- xi. On stabilising the situation, record the same in the Incident Report Form. Same to be completed by the Safety in Charge.
- xii. Ensure that the privacy of the victim is nowhere violated. Ensure that contents of the Incident Report are kept confidential and not disclosed, except to the right authorities.

2. Death

- a. In the case of death due to any circumstances during period of training course, the following actions are to be taken;
 - i. Escalate the matter immediately up the organisational chain of IRA. All necessary information to customer/external sources must only be provided by CEO and/or above.
 - ii. If the incident has occurred during training, all training must be stopped and trainees evacuated.
 - iii. If incident has occurred due to unknown circumstances, the body must be isolated and only authorised personnel to be allowed any access.
 - iv. Do not allow other trainees or bystanders to make a crowd.
 - v. Do not allow other trainees or bystanders to take pictures or make videos
 - vi. Ensure that information channels are maintained and trainees are particularly briefed on the same so as to avoid rumours.
 - vii. The next steps to be undertaken shall be thereafter informed by the IRA BOD/CEO/Director Training. No actions must be undertaken without the concurrence of the above mentioned authorities.

3. Sexual Harassment

- a. In the case of an incident of sexual harassment during period of training course, the following actions are to be taken;
 - i. Escalate the matter immediately up the organisational chain of IRA. All necessary information to customer/external sources must only be provided by Director Training and/or above.
 - ii. Reassure the victim and isolate him/her from the rest of the trainees.
 - iii. Ensure that information channels are maintained and trainees are particularly briefed on the same so as to avoid rumours.
 - iv. The next steps to be undertaken shall be thereafter informed by the IRA BOD/CEO/Director Training. No actions must be undertaken without the concurrence of the above mentioned authorities.
 - v. On stabilising the situation, record the same in the Incident Report Form. Same to be completed by the Safety in Charge.
 - vi. Ensure that the privacy of the victim is nowhere violated. Ensure that contents of the Incident Report are kept confidential and not disclosed, except to the right authorities.

4. Alcohol or Drug Abuse

- a. In the case of an incident of case of alcohol or drug abuse during period of training course, the following actions are to be taken;
 - i. Engage with the trainee/trainer and explain to him/her about the issues. This must be done by the Training in Charge or above.
 - ii. If the said issue persists, report the matter to Director Training who may report the matter to the necessary authorities such that action may be taken.
 - iii. In case of the said issue occurring among the trainers, immediately replace the trainer from the training course and ask him/her to report to Director Training for further action.
 - iv. On stabilising the situation, record the same in the Incident Report Form. Same to be completed by the Training in Charge.
 - v. Ensure that the privacy of the individual is nowhere violated. Ensure that contents of the Incident Report are kept confidential and not disclosed, except to the right authorities.

5. Corrupt Practices

- i. Engage with the trainee/trainer and explain to him/her about the issues. This must be done by the Training in Charge or above.
- ii. If the said issue persists, report the matter to Director Training who may report the matter to the necessary authorities such that action may be taken.
- iii. In case of the said issue occurring among the trainers, immediately replace the trainer from the training course and ask him/her to report to Director Training for further action.
- iv. On stabilising the situation, record the same in the Incident Report Form. Same to be completed by the Training in Charge.
- v. Ensure that the privacy of the individual is nowhere violated. Ensure that contents of the Incident Report are kept confidential and not disclosed, except to the right authorities.

6. External Interference

- a. In the case of an incident of case of alcohol or drug abuse during period of training course, the following actions are to be taken;
 - i. IRA trainers and team must ensure that they DO NOT get into any kind altercation with public/trainees/other members at any time.
 - ii. Any aggressive members or trainers by other members of the group and must immediately be isolated so that matters are not escalated.
 - iii. In the case that a large public group is building up at training location, prepare to evacuate trainers and trainees from the location immediately.
 - iv. Escalate the matter immediately up the organisational chain of IRA. All necessary information to customer/external sources must only be provided by Director Training and/or above.

- v. On stabilising the situation, record the same in the Incident Report Form. Same to be completed by the Training in Charge.

7. Vandalism

- a. In the case of an incident of vandalism during period of training course, the following actions are to be taken;
 - i. Gather evidence of the incident such that the culprit can be accurately pin pointed. If the same is not possible, gather all trainers and trainees together to assess the possible persons and reasons for the vandalism incident.
 - ii. Escalate the matter immediately up the organisational chain of IRA. All necessary next action to customer/external sources must only be provided by Director Training and/or above.
 - iii. On stabilising the situation, record the same in the Incident Report Form. Same to be completed by the Training in Charge.

Materials and Equipment

- A. Incident Report Form- *IRA/F/013*

Reporting Officer

Director (Training)

Reference Document (if any)

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Name of Department Indian Rescue Academy	SOP No IRA/0320/00011 Revision No – 1
Title Assessment	Objective To ensure that trainees are assessed in a fair manner as per IRA Course Assessment Standards
Prepared By: Mr. Baalu Namashivayam (Quality Auditor)	Authorised By: Mr. Ankit Wagh (Chief Executive Officer)

Purpose: To assess trainees as per IRA Course Assessment Standards

Scope: The scope of this document covers all training courses undertaken by Indian Rescue Academy

Responsibility: Training Coordinator, Training in Charge, Trainers

Procedure:

- Every training must be divided into assessment segments
 - Mid Assessment – internal assessment for training team to analyse the overall performance of the batch. This must not be handed over to customer and trainees.
 - Final Assessment – final assessment shall be conducted in the form of theoretical and practical examination. The results of which shall be finally analysed and sent to customer.
- As per policy – examiner and trainer must never be the same.
- The assessing team must always be an external team of IRA. The team shall be led by a Training Coordinator and must comprise of 1 – 3 persons.
- IRA HQ must make necessary logistics and budgetary availability to support travel and logistics of examiners.
- Practical and theoretical assessment must be recorded in Assessment Sheet as per Course Requirements
- The final assessment results as an interim update, must be submitted to IRA HQ within 2 working days of completion.
- Trainees failing the training course shall be provided 1 additional opportunity to reassess for the training. It is recommended that the trainee continues to practice. If any further practice is required then the trainee shall be informed to re participate in the training course and course fees shall be charged. If conducting assessment at location is not possible, then the trainee shall be instructed to report to IRA Academy to appear for the assessment. The costs of reassessment shall be recovered from the trainee/customer at actuals. Further, if the trainee does not complete reassessment successfully in second attempt then additional charge of Rs 3000 per assessment shall be levied.

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8. The final submission details must be with the following contents
 - a. Course Completion Report- *IRA/F/016*
 - b. Registration Forms- *IRA/F/001*
 - c. Photograph
 - d. Assessment Sheets- *IRA/F/017*
 - e. And all other course/batch related documentation (if any)
9. The draft customer report must be prepared by the Training in Charge and must be sent to customer after receiving approval from;
 - a. Training Coordinator
 - b. Training Manager
 - c. Director – Training
10. The report must be sent by the Training Manager/Director – Training

Materials and Equipment

1. Assessment Sheet Format- *IRA/F/017*
2. Course Completion Report- *IRA/F/016*
3. Customer Report

Reporting Officer

Director (Training)

Reference Document (if any)

Name of Department Indian Rescue Academy	SOP No: IRA/0320/00013 Revision No – 1
Title Quality & Feedback	Objective To ensure that regular feedback is gathered from training courses such that quality of training is maintained.
Prepared By: Mr. Baalu Namashivayam (Quality Auditor)	Authorised By: Mr. Ankit Wagh (Chief Executive Officer)

Purpose: To ensure high quality training by gathering regular feedback and ensuring the same is recorded adequately and thereafter analysed for necessary action.

Scope: The scope of this document covers all training courses conducted by Indian Rescue Academy

Responsibility: IRA BOD, Director Training, Training Manager, Training Coordinator, Training in Charge

Procedure: The following process shall be utilised to keep the quality in training

Feedback Collection

The following process must be adopted to ensure that feedback collection;

1. Feedback collection can done using the below formats;
 - a. Feedback Form
 - b. Video Testimonial
 - c. Personal Interaction
 - d. Performance Video
2. Video Testimonials must cover the following content;
 - a. Training Feedback
 - b. Trainer Feedback
 - c. Feedback on equipment
 - d. Feedback on Food & Accommodation
3. All efforts to collect as much feedback from training courses must be ensured.
4. All trainees must complete the written/digital feedback form. Trainers shall be constantly individually evaluated on the basis of feedback forms completed and feedback received.
5. Trainers must provide training debrief in the form of Post training report after every course.
6. Training in Charge must provide verbal and written feedback on the training in the form of debrief and report.

7. On completion of training, training in charge must ensure that a seated group photo in uniform must be taken on the training course and the same recorded for necessary action.

Feedback Recording

1. All feedback must be regularly recorded in hard copy and digital format
2. Hard copies must be safely stored in File by naming as per format (Feedback Forms/Course Name/Client Name/Date of Start to Date of End/No of Pax)
3. The feedback forms must be converted in digital format. This must be completed by training team in coordination with training in charge. This must done during down time of training operations.
4. All digital videos and pictures must also be stored in Cloud as per IRA policy from time to time.

Feedback Analysis

1. The Training Manager and Director training shall primarily be responsible for the analysis of training feedback.
2. A necessary report shall be filled on a monthly to IRA BOD to update on the feedback of training and thereafter necessary actions to be taken.
3. An analysis of before and after progress of the trainees shall be prepared to highlight the benefits of training.

Materials and Equipment

- A. Feedback Forms- *IRA/F/009*

Reporting Officer

Director (Training)

Reference Document (if any)



SRI VENKATESWARA HOSPITAL

No.263A, Aiyyakkannu Thambiran Nagar, Neikuppi Village,
Narasankuppam, Sadras Main Road - 603109.

Date :

18/11/2021

To,

Millionaire Park Resorts,

No.5, First street, East Cost Road, Manamai,

Mallapuram, Chengalpattu (Dist)-603104.

TIEUP BETWEEN SRI VENKATESWARA HOSPITAL AND MILLIONAIRE PARK RESORTS.

Respected Sir/ Madam,

Subject: MOU between Sri venkateswara Hospital No.263A, Aiyyakannu Thambiran Nagar, Neikuppi Village, Sadras Main Road, Narasankuppam-603109 with **MILLIONAIRE PARK RESORTS** No.5, First street, East Coast Road, Manamai , Mamallapuram, Chenagal pattu (Dist)-603104 Terms & Conditions Submitted-Regarding.

Sri Venkateswara Hospital is pleased to provide Medical Service to your Concern in Respect of Medical Treatment for Next Two Years Form 18/07/2021 to 18/07/2023.

Subject to Following Terms & Conditions.

1. This hospital will provide cashless services from 8.00 Am To 9.00 Pm related to Medical aliment as recommended by your authorized person.
2. The expenditure incurred for the treatment given will be on credit basis and you are supposed to settle the expenditure within 30 days of credit period from the date for treatment.

One Copy of MOU may kindly be send back after mutually signed.

For **SRI VENKATESWARA HOSPITAL**

For **MILLIONAIRE PARK RESORTS**

SRI VENKATESWARA HOSPITAL
NO.263A, AIYYAKANNU TAMBIRAN NAGAR
NEIKUPPI VILLAGE, NARASANKUPPAM
SADRAS MAIN ROAD - 603 109.
Authorized Sign

MILLIONAIRE PARK RESORT
(Taste of India)
Authorized Sign

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