



Code of Practice

Employee Welfare and Wellbeing

OSHJ-CoP-15





Table of Contents

1	Intro	duction	. 2
2	Purp	ose and Scope	. 2
3	Defir	nitions and Abbreviations	. 2
4	Resp	oonsibilities	. 3
	4.1	Entity Responsibilities	. 3
	4.2	Employee Responsibilities	. 3
5	Requ	uirements	. 3
	5.1	Risk Assessment	. 3
	5.2	Heating, Ventilation and Air Conditioning (HVAC)	. 4
	5.3	Lighting	. 4
	5.4	Housekeeping	. 5
	5.5	Room Dimensions	. 5
	5.6	Maintenance	. 5
	5.7	Floors and Pedestrian Routes	. 5
	5.8	Falls and Falling Objects	. 6
	5.9	Transparent or Translucent Doors, Gates or Walls and Windows	. 6
	5.10	Escalators and Moving Walkways	. 7
	5.11	Toilets and Washing Rooms	. 7
	5.12	Drinking Water	. 7
	5.13	Changing Rooms	. 7
	5.14	Rest Areas	. 7
	5.15	Eating Areas	. 7
6	Refe	rences	. 8
7	Ame	nded Document Record	. 9
Α	PPEND	IX 1. Lighting Requirements	10
Α	PPEND	IX 2. Risk Register	12
Α	PPEND	IX 3. Checklist	16



1 Introduction

Providing good workplace welfare facilities for employees is an important part of providing a safe and healthy working environment. The entity must provide workplace welfare facilities that are necessary for the safety, health and wellbeing of employees.

Developing employee wellbeing is good for employees and the entity as they work to create positive working environments where employees and the entity can thrive together. Good safety, health and wellbeing can be a core driver for employee engagement and the performance of the entity. Wellbeing directly influences employee work behaviour, work attendance and day to day performance.

2 Purpose and Scope

This Code of Practice (CoP) has been developed to provide information to entities to assist them in complying with the requirements of the Occupational Safety and Health System in Sharjah.

This Code of Practice (CoP) defines the minimum acceptable requirements of the Occupational Safety and Health System in Sharjah, and entities can apply practices higher than, but not lower than those mentioned in this document, as they demonstrate the lowest acceptable level of compliance in the Emirate of Sharjah.

3 Definitions and Abbreviations

Entities:	Government Entities: Government departments, authorities
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or establishments and the like in the Emirate.

Private Entities: Establishments, companies, enterprises and economic activities operating in the Emirate in general.

Risk: Is the combination of likelihood of the hazard causing the

loss and the severity of that loss (consequences).

Risk Assessment: The systematic identification of workplace hazards and

evaluation of the risks associated. This process takes existing control measures into account and identifies and recommends further control measures where required.

Wellbeing: An employee in a state of being comfortable, healthy or

happy.

Workplace: A place that the entity allocates for the performance of the

work. This term shall also include the employees' resting places, their accommodation and similar places that the

entity allocates to employees.

Welfare Facilities: Include changing, washing, rest, eating and toilet facilities

that are clean and necessary for the wellbeing of

employees.

Workstation: An area with equipment for the performance of a specific

task, such as computer station or a specific location on an

assembly line, control room, etc.



4 Responsibilities

4.1 Entity Responsibilities

- Ensure the workplace has adequate welfare facilities for employees and others using the workplace.
- Ensure where required that the welfare facilities are adequate to new and expectant mothers and persons of determination.
- Ensure resources are available for the provision and maintenance of the welfare facilities.
- Assess and identify risks to employees wellbeing and introduce control measures to eliminate or reduce those risks.
- Ensure the workplace has safe access and egress to and from the workplace.

4.2 Employee Responsibilities

- Not endanger themselves or others.
- Follow precautionary control measures to ensure work activities are performed safely and without risk to health.
- Cooperate with the entity and support the safety and health policies and procedures
 of the entity.
- Report any activity or defect relating to employee welfare and wellbeing which they
 know is likely to endanger the safety of themselves or that of any other person.

5 Requirements

The entity shall comply with the requirements of the Occupational Safety and Health System in Sharjah (OSHJ System) with regards to employee's welfare and wellbeing. The entity shall, in addition to employee's welfare requirements, take into account the needs of persons of determination and new and expectant mothers, ensuring the workplace is suitable, particularly pedestrian routes, toilets and workstations.

5.1 Risk Assessment

The entity shall provide welfare facilities based on UAE Federal Law and OSHJ System requirements but is not restricted to these requirements. Risk assessment of the workplace may require the entity to add welfare facilities in excess of these requirements, depending on the size, distribution, layout and work activities of the organisation.

All aspects of employee welfare and wellbeing must be risk assessed and any control measures identified that can eliminate or reduce risks to employees implemented. The entity shall assess risks to welfare, examples include but are not limited to:

Housekeeping – Assess the number of employees utilising various areas, shift
patterns used, the type of work activities being conducted, how to keep floors and
pedestrian routes clear of obstructions and liquid spills, rest areas, changing rooms
and how often they need to be regularly cleaned, and how any waste materials
generated are safely handled, stored, transported and disposed of.

- Toilets and washing amenities Assess the provision for easy access for persons of determination, the adequacy and numbers of toilets and washing facilities for the number of employees.
- Lighting Assess the type of work activities being undertaken, what does the work involve, the availability of natural lighting, artificial lighting and the employees undertaking the activities.
- Drinking water Assess the amount of water employees require for working at certain times of the year, the distribution of employees and the work activities they are undertaking and how to supply water to employees.
- Maintenance Assess the regular maintenance of equipment and machinery such as maintaining air conditioning or cooling equipment to ensure risks that could affect employee welfare are not introduced,
- Access and egress Assess the adequacy of not just how employees and others
 enter and leave premises in normal conditions and in emergencies and consider how
 people work and move through the workplace. Such as, can doors open in the
 direction of travel, can people see through doors when opening them and are
 emergency exits clearly identified.
- Workstations This includes the size of the workstations they work in, are they sufficient in size for the work activities they perform, suitably ventilated and provided with adequate lighting.

These are some examples of what the entity should consider when conducting risk assessments. The entity should recognise that their greatest asset is their employees and their welfare and wellbeing should be a top priority for any organisation.

Further information on risk assessment can be found in OSHJ-CoP-01: Risk Management and Control.

5.2 Heating, Ventilation and Air Conditioning (HVAC)

The entity shall ensure workplaces are adequately ventilated with fresh clean air which should be drawn and filtered from a source which is not contaminated by fumes, gases, dust, smells or chemicals. Ventilation should also remove excess heat and humidity and provide a comfortable working temperature without causing draughts and be regularly serviced and maintained.

Employees working outdoors or in work environments indoors that generate high levels of heat, such as foundries or kitchens, are at risk from high air temperatures or, exposure to high thermal radiation or, high levels of humidity, should be provided with a cool resting area.

Employees working in cold areas and are at risk from exposure to cold temperatures, such as work in refrigerator, freezers, etc shall be provided with a rest area that is warm.

Employees working outdoors in heat must be provided with a cool resting area.

Further information on managing safety in heat can be found in OSHJ-CoP-33: Safety in Heat.

5.3 Lighting

The entity shall ensure lighting is sufficient to enable people to work and move about safely within the workplace. It needs to allow employees and others to carry out their work effectively, without adopting awkward postures or straining their eyes to see.



Some tasks may require local lighting to be provided at individual workstations, in addition to general lighting or require different lighting at different times during the day or if working during the night.

Further information on lighting requirements can be found in **Appendix 1: Lighting Requirements.**

5.4 Housekeeping

The entity shall ensure every workplace, including furniture, furnishings, fittings, toilets, washrooms, rest and break rooms and communal spaces are kept clean and in a sanitary condition.

The entity shall ensure the prompt removal of waste materials as necessary to prevent the build up of waste from causing safety and health issues.

Further information on waste materials and disposal can be found in OSHJ-CoP-19: Waste Management.

5.5 Room Dimensions

The entity shall provide sufficient space to allow employees and others to move around work areas safely. The volume of the room, when empty divided by the number of people normally working in it should be at least 11 cubic metres. 11 cubic metres is a minimum space requirement and may be insufficient in some places depending on the layout, contents and the nature of the work.

All workstations shall be suitable for the employees using them and for the nature of their work. Employees must be able to leave workstations quickly in an emergency. If work can or must be done in a seated position, seats or chairs must be provided and suitable for the employees using them and for the work being done. Seating shall provide adequate support for the lower back, and footrests provided for employees who cannot place their feet on the floor.

5.6 Maintenance

The entity shall ensure that within the workplace certain equipment, machinery, devices and systems is maintained to preserve the safety, health and wellbeing of employees. Regular maintenance is required for ventilation systems, machinery, equipment and devices which would cause a risk to safety, health and welfare if a fault occurred. and equipment and devices intended to prevent or reduce safety and health risks. Maintenance requirements are usually specified in the manufacturer's manual.

The entity shall record and retain maintenance records.

Further information on the maintenance of equipment, machinery, devices and systems can be found in OSHJ-CoP-13: Safe Work Equipment.

5.7 Floors and Pedestrian Routes

Pedestrian and vehicles routes include any stairs, fixed ladder, doorway, gateway, loading bay or ramp. The entity shall ensure there are sufficient pedestrian and vehicle routes, of sufficient width and headroom to allow employees and vehicles to move safely.

Floors and vehicle routes shall be sufficiently strong enough for the loads placed on them and the vehicles expected to use them. The surfaces must not have holes, be uneven or slippery and kept clear of obstructions to prevent slipping and tripping.



Restrictions shall be clearly indicated, where sharp or blind bends are unavoidable or vehicles need to reverse. Measures such as one-way systems, visibility mirrors and speed limits introduced.

Screens shall be provided to protect employees who have to work where they would be at risk from exhaust fumes, or to protect employees from materials likely to fall from vehicles.

Additional measures need to be taken where pedestrians have to cross or share vehicle routes. These include marking of routes, provision of crossing points, bridges, subways and barriers.

Stairs shall have handrails at an appropriate height to assist people when ascending and descending the stairs. Staircases with openings on either side, shall be provided with a top and middle guardrail.

Loading bays shall have at least one exit point from the lower level or a refuge shall be provided to avoid people being crushed or trapped by vehicles. Where vehicles offload by tipping into a pit or similar place, and vehicles or persons could fall into it, barriers and wheel stops shall be provided.

5.8 Falls and Falling Objects

The entity shall ensure a high standard of protection is in place to prevent employees from falling from heights and protect employees from objects falling onto them.

Materials and objects need to be stored and stacked is such a way that they are not likely to cause injury. Storage racking and shelving needs to be of adequate strength and stability for the loads to be placed upon it.

Further information on storing and stacking materials can be found in OSHJ-GL-02: Safety in Warehousing.

Further information on falls from height can be found in OSHJ-CoP-04: Working at Height Safety.

5.9 Transparent or Translucent Doors, Gates or Walls and Windows

Windows, transparent or translucent surfaces in walls, partitions, doors and gates should be made of safety materials or be protected against breakage. If there is a risk of employees coming into contact with it, they shall be marked or incorporate features to make it apparent that it is not a pedestrian route.

Openable windows, skylights and ventilators should be capable of being opened, closed or adjusted without exposing any employees to risks of safety and health. Windows and skylights shall be designed so they may be cleaned without risk to safety and health.

Doors and gates should be suitably constructed and fitted with safety devices if necessary. Doors and gates which swing both ways and conventionally hinged doors on main pedestrian routes shall have a transparent viewing panel.

Power operated doors and gates shall have safety features to prevent employees being struck or trapped and, where necessary, shall have a readily identifiable and accessible control switch or device so that they can be stopped guickly in an emergency.



5.10 Escalators and Moving Walkways

Escalators and moving walkways must function safely and be equipped with necessary safety devices and be fitted with one or more emergency stop controls which are easily identifiable and easily accessible to users.

5.11 Toilets and Washing Rooms

The entity shall provide employees with suitable and sufficient toilets and washing facilities. There should be, at a minimum one toilet and wash basin for every 8 employees and if required the appropriate number of showering facilities required. In all cases independent facilities must be provided for men and women.

The entity shall make arrangements for people of determination to easily access toilets and washing facilities. Washing facilities must have hot and cold water, soap, clean towels or other means of cleaning or drying and must be regularly maintained and cleaned.

5.12 Drinking Water

The entity shall provide an adequate supply of drinking water for all employees in the workplace. The risk assessment should identify the environment where the work is being conducted, the work activities, the weather and the time of year to determine the supply of drinking water required for employees.

Drinking water shall be provided via bottled water and with a suitable amount of cups or a water dispensing system that is regularly cleaned, serviced and filters replaced according to the manufacturers recommendations.

The entity shall ensure that regular and routine cleaning and disinfection of all potable water storage tanks whether fixed or portable, shall be adequately cleaned at a minimum of once every 6 months.

5.13 Changing Rooms

The entity shall provide suitable changing rooms for employees to change into and out of work related clothing. They must ensure the employees privacy and provide secure storage of employees personal and work related clothing.

5.14 Rest Areas

The entity shall provide rest areas, with sufficient seating and large enough for the number of employees likely to use them at any time. Rest areas shall be provided for new and expectant mothers and be close to toilets and washing facilities.

5.15 Eating Areas

Where employees regularly eat meals at work, suitable and sufficient facilities shall be provided for the purpose. Such facilities shall be provided where food would otherwise be likely to be contaminated. Eating areas (canteens and pantry areas) shall include a place with sufficient seating, tables and facilities to eat meals and must be kept clean and hygienic and not be areas where personal protective equipment needs to be worn.



6 References

OSHJ-CoP-01: Risk Management and Control

OSHJ-CoP-04: Working at Height Safety

OSHJ-CoP-13: Safe Work Equipment

OSHJ-CoP-19: Waste Management

OSHJ-CoP-33: Safety in Heat

OSHJ-GL-02: Safety in Warehousing



7 Amended Document Record

TITLE	Employee Welfa	Employee Welfare and Wellbeing						
DOCUME	NT AMENDMENT R	ECORD						
Version	Revision Date	Amendment Details	Pages Affected					
1	15-SEP-2021	New Document	N/A					
2	24 June 2024	Change from Guideline the CoP (OSHJ-GL-15 to OSHJ-CoP-33)	4					
2	24 June 2024	Change to the guideline code (OSHJ-GL-11 to OSHJ-GL-02)	6					
2	24 June 2024	Risk Register Added	14,15					
2	24 June 2024	Checklist Added	18,19					



APPENDIX 1. Lighting Requirements



Appendix 1: Lighting Requirements

SN.	Operations	Candle/Foot	Lumen/SQ Meter
1.	Non-accurate operations such as sorting large objects	6	54
2.	Medium accuracy operations such as assembling machines, the grinding of grains and stones, and other primary operations in the industry and steam reservoir rooms, the packaging of large containers sections, warehouses for tools and equipment necessary for medium operations and the like.	10	108
3.	Assembly of medium accuracy parts, such as filing and turnings that do not require accuracy, grinding and testing of products, machines, sewing light coloured cloths, storing foods and the industry of plywood and leather and the like.	20	215
4.	Accurate operations such as medium accuracy filing and turning, accurate tests, office works, and the final operations of the products and the like.	20	215
5.	The operations that require a lot of accuracy such as the assembly of precision machinery, precision filing and turnings, shaping glass, precision carpentary, office work, drawing and the like.	50	538
6.	The work that requires extreme accuracy and long patience such as precise testing operations, machine testing, jewellery and watch making, letter assembly in printing, the sewing of dark clothes and the like.	150	1614



APPENDIX 2. Risk Register

Some manuals within Sharjah Occupational Safety and Health System include a sample risk register as an advisory document that entities can emulate. The examples listed in this sample may not be directly applicable to every entity; however, they serve as illustrative cases to enhance understanding of the methods used to evaluate activities within the entity, potential risks, and possible consequences. The sample demonstrates how to assess risks by calculating their likelihood and consequences.

Some manuals present this sample to emphasize the importance of risk monitoring, evaluation, and the implementation of appropriate control measures. It is unacceptable for an auditor from the Prevention and Safety Authority to find any entity engaging in hazardous activities without a thorough risk assessment process. We can anticipate and prevent workplace risks, and the risk monitoring process is not complex. Therefore, this appendix aims to provide a sample that aids in the monitoring, evaluation, and implementation of control measures, monitoring residual risks, and defining tasks and responsibilities for managing hazards.

Every government entity or private establishment has its unique nature of work and environment, which contain risks specific to its operations. Hence, each entity should develop its monitoring procedures based on this appendix. We can develop more detailed assessment tools beyond what this sample presents. As stipulated by Executive Council Resolution No. (15) of 2021 regarding the Sharjah Occupational Safety and Health System, employers are required to identify all foreseeable workplace hazards, assess the risk of injury or illness to workers, and implement consistent preventive measures to ensure workers' safety, health, and well-being. The same resolution also holds employers responsible for their employees, contractors, visitors, and anyone affected by the employer's activities. Therefore, this sample recommends including these individuals in the risk assessment process.

			Existing		Risk				Residu	al risks	Formulas	Administrator:
Activity/task	Dangers	Consequences	control measures	L	С	R	Additional control measures	L	С	R-R	Executing person	Date:
Providing Adequate Ventilation	Inadequate ventilation in the workplace	Health issues such as breathing difficulties, dizziness	1	[1-5]	[1-5]	LxC	Install and regularly maintain effective ventilation systems	[1-5]	[1-5]	Existing control measures — risk (R) = residual risk (R-R)	-	[Date]
Securing Appropriate Lighting	Insufficient or excessive lighting	Eye strain, headaches, decreased productivity	-	[1-5]	[1-5]	LxC	Use adjustable and energy-efficient lighting systems	[1-5]	[1-5]	Existing control measures – risk (R) = residual risk (R-R)	-	[Date]
Equipping Rest Areas	Lack of adequate rest areas	Fatigue and decreased morale	-	[1-5]	[1-5]	LxC	Provide fully equipped and comfortable rest areas	[1-5]	[1-5]	Existing control measures — risk (R) = residual risk (R-R)	-	[Date]
Organizing Manual Material Handling		Back and muscle injuries	-	[1-5]	[1-5]	LxC	Train workers on proper lifting techniques and provide lifting aids	[1-5]	[1-5]	Existing control measures — risk (R) = residual risk (R-R)	-	[Date]
Maintaining Facilities and Infrastructure	Outdated facilities and infrastructure	Potential accidents and environmental hazards	1	[1-5]	[1-5]	LxC	Implement a regular maintenance program for facilities and infrastructure	[1-5]	[1-5]	Existing control measures – risk (R) = residual risk (R-R)	-	[Date]
Water quality testing and monitoring	Chemical, biological, and physical pollution	Diseases such as poisoning and infections	,	[1-5]	[1-5]	LxC	Regular water quality testing and analysis	[1-5]	[1-5]	Existing control measures — risk (R) = residual risk (R-R)	-	[date]
Maintenance of water distribution networks	Contaminant leaks from deteriorated pipes	Negative health effects, disease outbreaks	1	[1-5]	[1-5]	LxC	Regular maintenance program for pipes, infrastructure upgrades	[1-5]	[1-5]	Existing control measures – risk (R) = residual risk (R-R)	-	[date]
Disposal of industrial waste	Release of pollutants into water sources	Water pollution, environmental and health damages	-	[1-5]	[1-5]	LxC	Advanced waste treatment systems, safe disposal practices	[1-5]	[1-5]	Existing control measures – risk (R) = residual risk (R-R)	-	[date]
Use of pesticides and fertilizers in agriculture	Runoff carrying pollutants during rainfall	Degradation of groundwater and surface water quality	,	[1-5]	[1-5]	LxC	Sustainable agricultural practices, reduction in chemical use	[1-5]	[1-5]	Existing control measures — risk (R) = residual risk (R-R)	-	[date]
Community awareness and training	Lack of awareness about water pollution risks	Improper water usage and resource management	-	[1-5]	[1-5]	LxC	Community education and training programs on water protection	[1-5]	[1-5]	Existing control measures – risk (R) = residual risk (R-R)	-	[date]
Emergency response to pollution incidents	Chemical or biological spill incidents	Rapid spread of pollution, public health risk	-	[1-5]	[1-5]	LxC	Emergency plans for handling leaks and pollution, rapid response teams	[1-5]	[1-5]	Existing control measures – risk (R) = residual risk (R-R)	-	[date]

	Lack of cleaning protocols	Spread of infection due to exposure to contaminated surfaces	1	[1-5]	[1-5]	LxC	Implement regular schedules for cleaning and disinfecting restrooms. Ensure availability of soap, hand sanitizer, and paper towels.	[1-5]	[1-5]	Existing control measures – risk (R) = residual risk (R-R)	-	[date]
Use of restrooms	Lack of employee education	Increased risk of infection due to poor hand hygiene	,	[1-5]	[1-5]	LxC	Provide training on proper handwashing techniques. Display educational materials on restroom cleanliness.	[1-5]		Existing control measures — risk (R) = residual risk (R-R)	-	[date]
	Equipment malfunction	Spread of infection due to malfunctioning restroom equipment	-	[1-5]	[1-5]	LxC	Conduct regular maintenance checks to ensure proper functioning of restroom facilities. Address any issues promptly such as leaks or blockages.	[1-5]	[1-5]	Existing control measures — risk (R) = residual risk (R-R)	-	[date]
Cleaning Restrooms	Lack of provision of personal protective equipment	Exposure to pathogens during cleaning activities	-	[1-5]	[1-5]	LxC	Provide appropriate personal protective equipment such as gloves and masks for cleaning staff. Ensure proper disposal of waste and cleaning materials.	[1-5]	[1-5]	Existing control measures — risk (R) = residual risk (R-R)	-	[date]
	Lack of standardized cleaning procedures	Ineffective cleaning leading to increased risk of infection	-	[1-5]	[1-5]	LxC	Establish clear cleaning protocols and schedules. Use EPA-approved disinfectants for effective sanitation.	[1-5]	[1-5]	Existing control measures — risk (R) = residual risk (R-R)	-	[date]



APPENDIX 3. Checklist

The checklist is used by Prevention and Safety Authority to monitor compliance levels during audit and inspection operations; it is not intended for use by government entities or private establishments.

Every code of practice or guideline published by the Prevention and Safety Authority within the Sharjah occupational safety and health system contains requirements that employers in the Emirate of Sharjah must comply with. Each manual includes an inspection checklist that summarizes the essential items used by the SPSA auditor to verify that government entities or private establishments comply with the manual's requirements. Auditors can add additional essential items as necessary. The inspection checklist also includes a manual reference for each essential item, as well as a sample of acceptable compliance evidence for each item. The SPSA's auditor may request additional compliance evidence based on the item's condition, as well as the severity and potential impact of non-compliance.

The SPSA's auditor uses the inspection checklist to provide a comprehensive report on the entity's status. We will use the same checklist to monitor manual standard violations. Non-compliance with these standards constitutes a violation of Executive Council Resolution No. 15 of 2021 regarding the Sharjah Occupational Safety and Health System. If the SPSA's auditor detects non-compliance, they can issue violations based on the approved violation list.

In this manual, the SPSA provides information and standards that employers conducting activities in the Emirate of Sharjah must adhere to. This is to ensure the safety of workers, property, and the environment. Adhering to the requirements of this manual helps improve the level of occupational safety and health at the workplace, and it shields private establishments from potential violations or financial penalties for non-compliance.

The Emirate of Sharjah's Executive Council Resolution stipulates that employers must exercise due diligence to ensure the safety and health of workers, contractors, visitors, and all those affected by the employer's activities. To avoid non-compliance, employers must ensure adherence to the Sharjah Occupational Safety and Health System requirements. Entities should develop their procedures and inspection checklists according to their activities, nature of work, and risk level.

Depending on recorded or reported incidents, and as necessary, the SPSA may amend the requirements in this manual. As a result, the attached inspection checklist may change. Occupational safety and health practitioners must stay up-to-date on published standards and any changes to the inspection checklist attached to each manual.



Audit/Inspection Checklist

Code Title	Employee welfare and wellbeing	Code No.	OSHJ-CoP-15	Rev. No.	2.0

Sr.	Checklist Item	Clause in the Code	Acceptable means of compliance
1	Is the workplace adequately ventilated?	5.2: Heating, Ventilation and Air Conditioning (HVAC)	 Check for Proper exhaust system No suffocation or irritation to the eyes and body inside the workplace. (Inspector to feel this)
2	Is the workplace proper light to allow the employees to work and move safely?	5.3:Lighting	 Visually verify, if required use the lumen meter for getting exact value
3	Is there proper housekeeping at workplace?	5.4: Housekeeping	 Check the record of waste management Check for the tidiness of the workplace
4	Is the workplace has adequate space for the employees to work and move safely?	5.5: Room Dimensions	 Visually verify, if required can verify the 11 cubic meter requirement per employee.
5	Are the pedestrian and vehicle routes properly marked and segregated?	5.7: Floors and Pedestrian Routes	 Visual verify of marked areas
6	Are employees been protected from the falling object, fall from height and being hit by the vehicle?	5.8: Falls and Falling Objects)	Visually verify: — Provision of guard rails in the elevated Ares and stairs — Signage's

Sr.	Checklist Item	Clause in the Code	Acceptable means of compliance
7	Are the doors and windows properly maintained; and safety device fitted where required?	5.9: Transparent or Translucent Doors, Gates or Walls and Windows	Visually verify: — Emergency doors are properly marked and openable. — Windows are clean — Fire rated doors wherever applicable
8	Are the suitable and sufficient number of washrooms?	5.11: Toilets and Washing Rooms	Verify: - One wash room for every 8 employees - Separate washroom for women - Arrangements for determined people, if required
9	Are there a provision for drinking water supply?	5.12:Drinking Water	Verify the drinking water station allocation in the workplace.
10	Are there provision of changing room, if required?	5.13: Changing Rooms	 Verify the availability of separate changing rooms for both men and women.
11	Are there provision of rest area for the employees in the workplace?	5.14: Rest Areas	 Verify that the provision is sufficient for the number of employees
12	Are there a provision of eating area in the workplace, if required?	5.15 : Eating Area	 Verify the provision of eating area.