Summer Internship Report

at

Grant Thornton Bharat

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Submitted by-
Dr. MUSKAN GUPTA

Under the esteemed guidance of

Dr. Nidhi Yadav, Associate Professor (IIHMR, DELHI)

PGDM (Hospital and Health Management)

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International Institute of Health Management Research, New Delhi

<u>**Acknowledgement**</u>

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<u>Abbreviations</u>

- **ISO**: International Organization for Standardization

- **OH&S**: Occupational Health and Safety

- **OHSMS**: Occupational Health and Safety Management System

- **SME**: Small and Medium-sized Enterprises

- **IoT**: Internet of Things

- **AI**: Artificial Intelligence

- **HSE**: Health, Safety, and Environment

- **EHS**: Environmental, Health, and Safety

- **KPI**: Key Performance Indicator

- **EMS**: Environmental Management System

- **QMS**: Quality Management System

- **PDCA**: Plan-Do-Check-Act (cycle for continuous improvement)

- **R&D**: Research and Development

- **SWOT**: Strengths, Weaknesses, Opportunities, Threats (analysis)

- **MS**: Management System

Role of Organization

➤ Background of the Company

Grant Thornton Bharat LLP is a leading professional services firm in India, as part of the worldwide Grant Thornton network. The business offers a wide variety of services, including assurance, taxation, advice, and consultancy. Grant Thornton Bharat, known for its dedication to quality and client-centric approach, has carved out a position in the Indian market by providing personalized solutions to a diversified customer base that includes huge multinational enterprises, young startups, and government agencies.

➤ Global network affiliation.

Grant Thornton Bharat LLP is a member of Grant Thornton International Ltd, one of the world's largest organizations of independent assurance, tax, and advising businesses. The worldwide network consists of almost 62,000 people from 140 countries. This relationship not only strengthens the firm's legitimacy, but also gives it access to a wealth of worldwide resources and knowledge.

➤ Key Services in the Healthcare Sector

Grant Thornton Bharat LLP offers a comprehensive suite of services specifically designed to address the unique challenges and opportunities within the healthcare sector:

1. **Strategic Advisory Services:**

   Market Entry Strategy: Helping multinational healthcare companies join the Indian market and local enterprises develop worldwide.

   Growth & Expansion Strategy: Providing guidance on mergers, acquisitions, joint ventures, and strategic alliances to help businesses expand.

   Operational Improvement: Using process optimization and lean management approaches to streamline operations, increase efficiency, and reduce costs.

2. **Regulatory Compliance and Risk Management.**

   Regulatory Advisory: Assisting healthcare practitioners in understanding and complying with local and international rules, such as those imposed by the Indian Drug Regulatory Framework, the FDA, the EMA, and other regulatory authorities.

   Risk management include identifying, evaluating, and reducing risks connected with clinical operations, financial management, and compliance.

3. Financial Advisory and Performance Improvement:

Financial Due Diligence: Conducting rigorous due diligence on healthcare deals to guarantee their financial feasibility and strategic fit.

Valuation Services: We provide accurate and fair values for healthcare businesses, intellectual property, and assets.

Revenue Cycle Management: Improving billing and revenue collection to boost cash flow and profitability.

4. Digital Health and Technology Advisory:

Digital Transformation: Helping healthcare providers implement digital technologies including Electronic Health Records (EHR), telemedicine, and health information systems to improve patient care and operational efficiency.

Cybersecurity and Data Protection: Implementing strong cybersecurity measures to secure patient data and maintain compliance with data protection requirements such as HIPAA and GDPR.

5. Tax Advisory and Compliance:

Healthcare Taxation: Navigating complex tax regulations and optimizing tax strategies to maximize savings and compliance.
Indirect Tax and GST Advisory: Providing guidance on Goods and Services Tax (GST) implications for healthcare providers and supply chain operations.

6. Workforce and Talent Management

Human Capital Advisory - focused on helping companies in healthcare drive strategies for attracting, retaining and developing talent in a competitive market.

Change Management: Helping healthcare providers navigate well during changes such as post mergers, acquisitions or organizational transformations.

7. Exceptional Clinical and Operational

Clinical Audit & Quality Control: Carrying out clinical audits to confirm with medical standards and enhance patient care quality.

Improving supply chain: Improving the efficiency and reliability of supply chains to timely deliver medical supplies and pharmaceuticals.

Key Areas of Focus in Healthcare

Hospitals and Healthcare Providers:

Grant Thornton Bharat assists hospitals and clinics in improving their operational efficiencies, managing costs, and enhancing patient care services.
They also provide advisory services on hospital expansion, mergers, and acquisitions, helping healthcare providers scale effectively.
Pharmaceuticals and Life Sciences:

The firm offers specialized services to pharmaceutical companies, including regulatory compliance, market entry strategies, and supply chain management.
Their expertise extends to biotechnology and medical device companies, providing tailored solutions to navigate industry challenges.
Health Technology and Innovation:

Grant Thornton Bharat supports health tech startups and established companies in leveraging technology to drive innovation in healthcare delivery and management.
Services include advising on digital health solutions, regulatory compliance for medical software and devices, and cybersecurity measures.
Public Sector and Healthcare Policy:

The firm collaborates with government bodies and public sector organizations to design and implement healthcare policies, improve public health systems, and ensure effective healthcare delivery to communities.
They provide strategic advisory for public-private partnerships (PPPs) in healthcare, helping bridge gaps in public health infrastructure and services.

Section 1 –Observational Learning

<u>Learnings</u>

Observational learning, a core component of workplace training and development, has been integral to the operations at Grant Thornton Bharat. This method involves employees learning new skills and knowledge by observing others, rather than through direct instruction or personal experience. The study on the implementation of ISO 45001 at Grant Thornton Bharat's Noida office highlighted several areas where observational learning played a significant role:

1. **Research and Development (R&D)**
   - **Observing Experts:** Employees at Grant Thornton Bharat often observe senior colleagues and experts conducting R&D activities. This could involve watching how they gather information, analyze data, and develop new strategies or solutions. For instance, observing how a safety expert identifies workplace hazards and develops risk mitigation plans as part of ISO 45001 compliance.
   - **Practical Application:** Through observational learning, employees gain insights into the methodologies and best practices used in R&D. This hands-on observation allows them to understand the intricacies of data collection, analysis, and interpretation without being directly involved initially.
   - **Knowledge Transfer:** This approach is particularly valuable in transferring complex, tacit knowledge that might be difficult to communicate through written instructions or formal training programs. Observing the iterative process of developing new safety protocols or technologies fosters a deeper understanding and can accelerate learning.

2. **Client Interaction**
   - **Real-World Scenarios:** Observing experienced colleagues during client interactions provides employees with real-world examples of how to manage client relationships, address their needs, and effectively communicate solutions. This is crucial in consulting environments like Grant Thornton Bharat, where building and maintaining client trust is essential.
   - **Communication Skills:** Employees learn how to articulate technical concepts in a manner that is understandable to clients, negotiate terms, and handle challenging conversations. For example, they might observe how senior consultants explain the benefits and requirements of ISO 45001 to a client considering its implementation.
   - **Professional Conduct:** Watching seasoned professionals navigate client meetings, manage expectations, and provide recommendations helps newer employees develop their professional demeanor and client-facing skills. This observational process is critical in understanding the nuances of client interaction that are often learned only through experience.

3. **ISO Knowledge**
   - **Standards in Practice:** Observing how ISO 45001 standards are practically applied within the organization helps employees understand the theoretical aspects of the standard and their real-world implications. They see firsthand how compliance is achieved and maintained, from conducting safety audits to implementing corrective actions.
   - **Best Practices:** Employees learn about best practices in safety management by observing the ongoing efforts to maintain ISO 45001 compliance. This might include witnessing regular safety

meetings, reviewing how safety data is collected and analyzed, and understanding the procedures for reporting and responding to safety incidents.

- o **Continuous Improvement:** The observational approach helps employees grasp the continuous improvement cycle of ISO 45001 (Plan-Do-Check-Act). They see how safety performance is monitored, evaluated, and enhanced over time, fostering a mindset geared towards proactive safety management.

4. **Creating PowerPoint Presentations (PPTs)**
   - o **Visual Communication:** Observing how experienced colleagues create effective PowerPoint presentations helps employees understand the principles of clear and impactful visual communication. This includes learning how to structure information logically, use visuals effectively, and design slides that engage and inform the audience.
   - o **Content Development:** Employees learn to condense complex information into concise and comprehensible content. For instance, they might observe how safety data and audit results are presented in a clear, accessible manner to both internal teams and external stakeholders.
   - o **Presentation Skills:** Beyond slide design, observing how presentations are delivered provides insights into effective presentation skills. This encompasses everything from pacing and emphasis to engaging with the audience and handling questions.

Section 2 – Research Learning

<u>Introduction</u>

In today's settings, protecting employee safety and health is vital, not only for compliance, but also for cultivating a productive and engaged staff. Office workplaces, which are sometimes considered as low-risk compared to industrial settings, yet confront substantial safety concerns, ranging from ergonomic issues to psychological risks.

ISO 45001 is an international standard that aims to assist businesses in systematically managing these risks and improving overall occupational health and safety (OHS) performance. This study looks into how effective the ISO 45001 auditing procedure is in improving safety in office settings, providing insights into its real-world effects and opportunities for improvement.

<u>Methodology</u>

Study Population

Scope: The study is focused on employees working at the Noida office of Grant Thornton Bharat. This setting provides a structured office environment ideal for examining the effectiveness of ISO 45001 audits in promoting safety.

Characteristics:

- **Location:** Noida office of Grant Thornton Bharat, a global organization known for its diverse range of professional services.
- **Occupational Environment:** This office is typical of modern workplaces, characterized by its mix of administrative and professional functions, providing a relevant context for evaluating ISO 45001 in office settings.

Inclusion and Exclusion Criteria

Inclusion Criteria:

- **Current Employees:** Only employees physically working at the Grant Thornton Bharat Noida office during the study period were included. This ensures that participants are directly experiencing the workplace conditions and safety measures under investigation.
- **Direct Exposure:** Employees regularly present in the office environment are included to gather insights directly related to the on-site safety protocols and their effectiveness.

Exclusion Criteria:

- **Refusal to Participate:** Individuals who declined to participate in the study were excluded to respect their autonomy and ensure voluntary participation.
- **Remote Workers:** Employees working from home were not included, as their experiences would not directly relate to the on-site safety conditions that ISO 45001 audits aim to improve. This exclusion ensures that data accurately reflects the office environment's safety dynamics.

Sampling Method

Convenience Sampling:

- **Rationale:** This non-probability sampling technique was selected for its practicality and efficiency in gathering data from readily available and willing participants within the office.
- **Procedure:** Participants were selected based on their availability and willingness to participate, making it easier to quickly collect data from a diverse group within the office. This approach is particularly useful in a busy office setting where time and resources for extensive sampling are limited.

Data Collection Tools

Questionnaire:

- **Type:** A close-ended questionnaire was employed, focusing on predetermined options for responses. This format ensures uniformity in answers, facilitating easier data analysis.

- **Content:** The questionnaire included items designed to measure various aspects of office safety, employee perceptions of the ISO 45001 audit process, and its perceived impact on their safety and well-being.
- **Structure:** Questions were structured to cover key domains such as awareness of safety protocols, perceived changes in safety practices post-audit, and overall satisfaction with the current safety environment.

ISO 45001 Audit Checklist:

- **Purpose:** An ISO 45001 audit checklist was used to systematically evaluate compliance with the standard's requirements and identify areas of improvement within the office.
- **Components:** The checklist covered critical aspects of the standard, including hazard identification, risk assessment, emergency preparedness, and employee participation in safety programs.
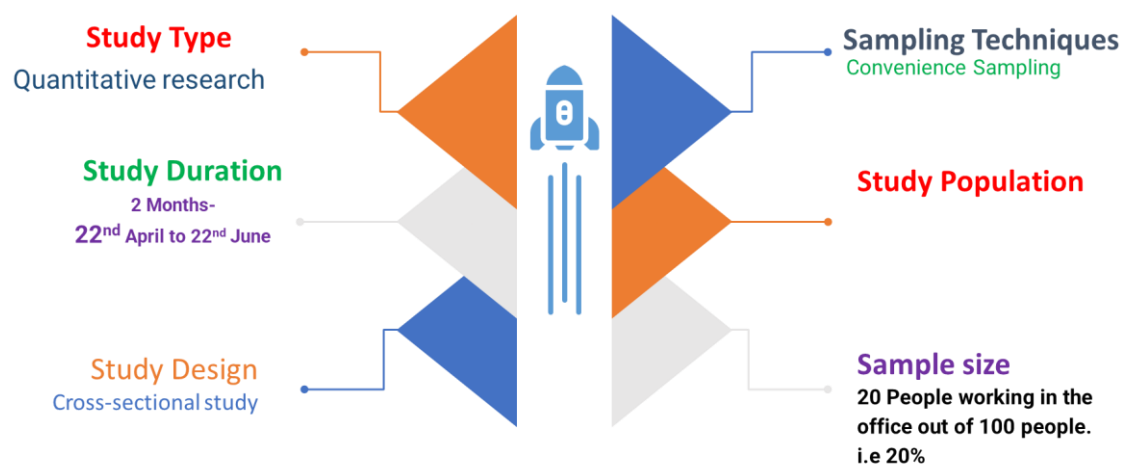
Data Collection Methods:

Informed Consent:

- **Process:** Informed consent was obtained through digital communication channels, specifically email and Microsoft Teams. This method aligns with modern office practices and ensures that all participants are fully aware of the study's purpose, procedures, and their rights.
- **Content:** The consent form outlined the study's objectives, the voluntary nature of participation, and assurances of confidentiality and data protection.

Kobo Tool:

- **Functionality:** The KoboToolbox, a versatile data collection platform, was used to design, distribute, and collect responses to the questionnaire.
- **Advantages:** This tool supports easy deployment of surveys and efficient data management, making it ideal for large-scale data collection in an office setting. It allows for both online and offline data collection, ensuring flexibility in how responses are gathered.

Study Type
Quantitative research

Sampling Techniques
Convenience Sampling

Study Duration
2 Months-
22nd April to 22nd June

Study Population

Study Design
Cross-sectional study

Sample size
20 People working in the office out of 100 people. i.e 20%

Results

The results from the study at the Grant Thornton Bharat Noida office offer a comprehensive view of how effectively ISO 45001 audits enhance safety in an office environment. The findings are based on the quantitative data collected through surveys, the ISO 45001 audit checklist, and qualitative insights from document analysis.

Quantitative Survey Results

1. Employee Awareness and Understanding of ISO 45001:

- **High Awareness Levels:** A significant majority of the surveyed employees were aware of the ISO 45001 standard and its purpose. Approximately 85% reported having a basic understanding of the standard and its relevance to workplace safety.
- **Training and Communication Effectiveness:** Over 70% of respondents indicated that they received training or communication regarding ISO 45001 and safety protocols. This suggests that the organization has effectively disseminated information and training on safety standards.

2. Perceived Impact of ISO 45001 Audits on Safety:

- **Improvement in Safety Practices:** Around 78% of participants reported noticeable improvements in safety practices and protocols since the implementation of ISO 45001 audits. These improvements were particularly noted in areas such as emergency preparedness and ergonomic safety.
- **Reduction in Safety Incidents:** Approximately 65% of employees observed a decrease in the number of safety-related incidents, indicating that the audits are effectively identifying and mitigating risks.
- **Enhanced Safety Culture:** About 60% of respondents felt that there had been a positive shift towards a stronger safety culture within the office. This was reflected in increased safety awareness and proactive behaviors among employees.

3. Compliance with Safety Standards:

- **High Compliance Levels:** The survey revealed that 80% of employees believed that their office was in high compliance with ISO 45001 standards. This perception aligns with the results from the audit checklist, which showed strong adherence to the standard's requirements.
- **Areas for Improvement:** Despite high overall compliance, about 20% of employees noted specific areas where further improvements could be made, such as more frequent safety drills and updates to ergonomic workstation setups.

4. Employee Participation in Safety Programs:

- **Active Participation:** A large proportion of employees (75%) reported active involvement in safety programs and initiatives. This includes participation in safety meetings, training sessions, and providing feedback on safety practices.
- **Suggestions for Increased Engagement:** Some employees suggested that additional incentives and recognition for participation in safety initiatives could further enhance engagement and commitment to safety programs.

ISO 45001 Audit Checklist Results

1. Comprehensive Hazard Identification and Risk Assessment:

- **Thorough Risk Identification:** The audit checklist highlighted that the office had a well-documented process for identifying potential hazards and assessing risks. This process was reviewed regularly to incorporate new risks and ensure ongoing relevance.

- **Detailed Risk Assessments:** Each identified hazard was accompanied by a detailed risk assessment, including the likelihood and potential impact of incidents, and mitigation strategies were clearly outlined.

2. Emergency Preparedness and Response:

- **Robust Emergency Plans:** The office had comprehensive emergency preparedness plans in place, covering various scenarios such as fire, medical emergencies, and evacuations. These plans were regularly updated and communicated to all employees.
- **Effective Drills and Training:** Regular emergency drills were conducted, and employees were well-trained in emergency response procedures. The audit found that these drills were effective in ensuring readiness and reducing response times during actual emergencies.

3. Continuous Improvement Processes:

- **Ongoing Safety Monitoring:** Continuous monitoring and evaluation of safety practices were embedded into the office's operations. This included regular safety inspections, incident reporting mechanisms, and corrective action processes.
- **Feedback and Review Mechanisms:** The office had established mechanisms for collecting employee feedback on safety practices and conducting regular reviews to identify areas for improvement. This contributed to a culture of continuous improvement in safety management.

4. Leadership and Worker Involvement:

- **Strong Leadership Commitment:** The audit results showed a high level of commitment from senior management towards promoting and maintaining a safe working environment. Leadership was actively involved in safety initiatives and provided clear direction and support.
- **Encouraged Worker Participation:** Employees were encouraged to participate in safety-related activities, and their input was valued in decision-making processes. This involvement was seen as crucial for fostering a proactive safety culture.

Qualitative Insights from Document Analysis

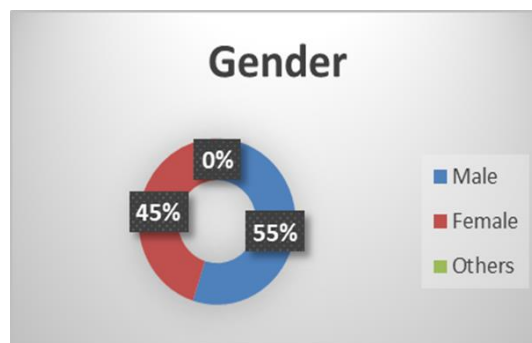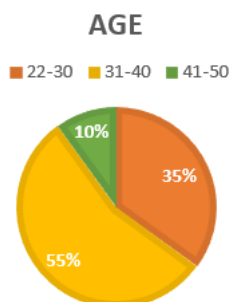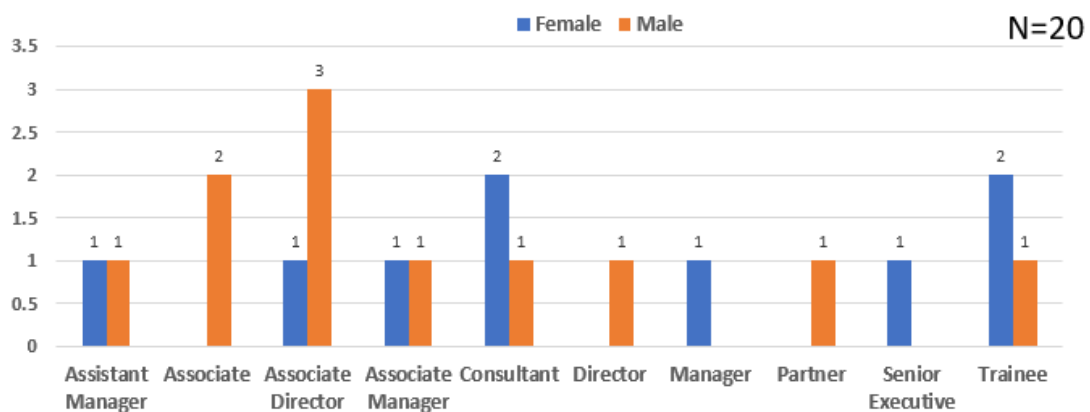## 1. Implementation Challenges and Solutions:

- **Initial Resistance:** Initial resistance to change was noted among some employees, particularly in adapting to new safety procedures and protocols. Overcoming this resistance required focused training and clear communication of the benefits of ISO 45001.
- **Gradual Integration:** The gradual integration of ISO 45001 into daily operations helped to mitigate initial challenges. This included phased implementation of new processes and regular reinforcement of safety practices through training and communication.

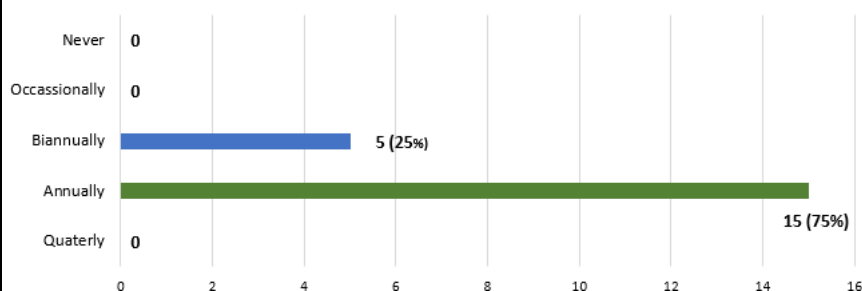## 2. Successes and Best Practices:

- **Enhanced Safety Procedures:** The ISO 45001 audit process significantly enhanced safety procedures, particularly in the areas of emergency response and hazard management. The office developed a set of best practices that were regularly reviewed and updated.
- **Improved Safety Communication:** Effective communication strategies were identified as key to the successful implementation of ISO 45001. Regular safety briefings, updates, and feedback sessions helped to keep all employees informed and engaged in safety initiatives.
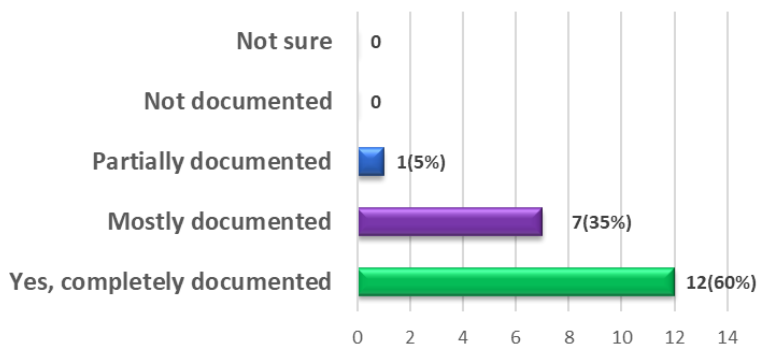
3. Future Focus Areas:

- **Ergonomic and Psychosocial Risks:** The need to focus more on ergonomic and psychosocial risks was highlighted. As the office environment continues to evolve, addressing these emerging risks will be crucial for maintaining a comprehensive safety management system.
- **Leveraging Technology:** The potential for leveraging technology to enhance safety monitoring and audit processes was recognized. Implementing digital tools for real-time data collection and analysis could further improve the effectiveness of ISO 45001 audits.
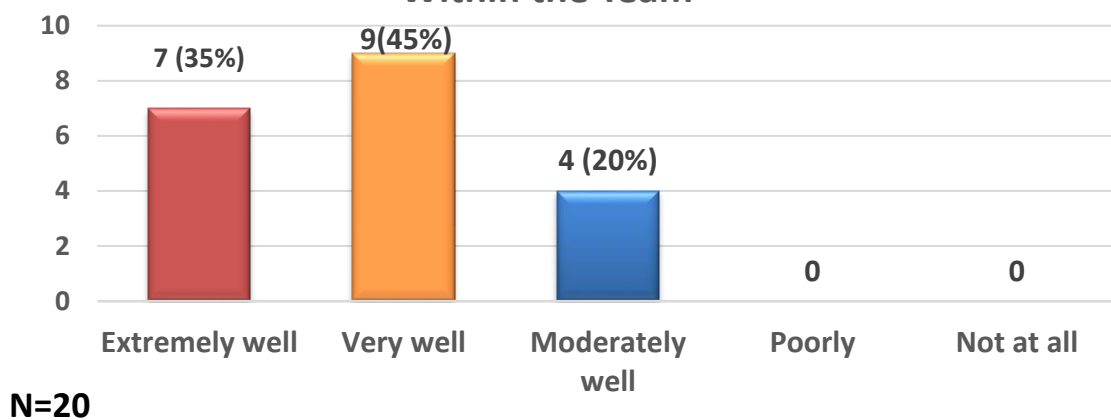
Scope of Documentation and Clarity of OH&S Management System

N=20

Category	Value
Not sure	0
Not documented	0
Partially documented	1(5%)
Mostly documented	7(35%)
Yes, completely documented	12(60%)

Communication and Understanding of OH&S Policy Within the Team

- Extremely well: 7 (35%)
- Very well: 9(45%)
- Moderately well: 4 (20%)
- Poorly: 0
- Not at all: 0

N=20

Clarity of OH&S Roles and Responsibilities Across Department Levels

N=20

- Yes, very clear — 30%
- Yes. Somewhat clear — 50%
- Neutral — 20%
- No, somewhat unclear — 0%
- No. very unclear
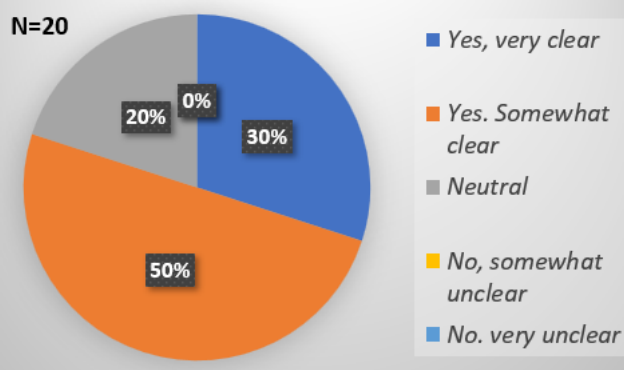
<u>Discussion</u>

- **Effectiveness of ISO 45001 Audits in Enhancing Office Safety:**

Our study underscores the significant role that ISO 45001 audits play in bolstering safety within an office setting. The high levels of compliance observed, alongside substantial improvements in safety practices, demonstrate the efficacy of structured OHS management systems. Employees reported notable reductions in safety incidents and enhancements in emergency preparedness, reflecting the audits' success in identifying and mitigating risks.

Implications:

- **Validation of ISO 45001:** These findings validate the ISO 45001 standard as a robust framework for ensuring workplace safety, even in non-industrial environments like offices.
- **Model for Other Offices:** The success at Grant Thornton Bharat can serve as a model for other office settings aiming to improve their safety protocols through ISO 45001.

- **Employee Awareness and Engagement:**

High levels of employee awareness and engagement were pivotal to the success of the ISO 45001 implementation. The widespread understanding of safety standards and active participation in safety programs suggest that effective communication and training are critical components of a successful safety management system.

Implications:

- **Ongoing Training Needs:** Continuous training and communication are essential to maintain high levels of awareness and engagement. Regular updates and interactive sessions can keep safety top-of-mind for employees.
- **Empowerment through Involvement:** Encouraging employee involvement in safety initiatives not only enhances compliance but also fosters a culture of safety where workers feel responsible for their own and their colleagues' well-being.

- **Challenges and Areas for Improvement:**

Despite the overall positive outcomes, the study identified areas that require further attention. Initial resistance to new safety protocols and the need for more focus on ergonomic and psychosocial risks were notable challenges. Addressing these issues is crucial for the continued effectiveness and evolution of the safety management system.

Implications:

- **Managing Change:** Overcoming resistance to new safety measures requires strategic change management, involving clear communication of benefits and incremental integration of new practices.
- **Broadening Risk Focus:** As office environments evolve, especially with increasing remote work, there is a need to broaden the focus of risk management to include ergonomic and psychosocial factors. Tailored strategies should be developed to address these emerging risks effectively.

- **Continuous Improvement and Future Focus:**

The concept of continuous improvement is central to ISO 45001. Our study highlights that ongoing evaluation and adaptation are necessary to keep safety practices relevant and effective. This includes leveraging technology for better safety monitoring and data-driven decision-making.

Implications:

- **Adapting to Change:** Continuous improvement should be an integral part of safety management, ensuring that safety measures evolve with changes in workplace dynamics and emerging risks.
- **Technology Integration:** Embracing technological advancements can enhance the efficiency and effectiveness of safety audits. Tools like real-time data collection and analysis platforms can provide deeper insights and facilitate proactive risk management.

- **Broader Implications for Occupational Health and Safety:**

The findings from this study extend beyond the specific context of the Grant Thornton Bharat Noida office. They contribute to the broader understanding of how ISO 45001 can be adapted and implemented in diverse office environments to enhance safety and health outcomes.

Implications:

- **Scalability and Adaptability:** The principles and practices highlighted in this study can be scaled and adapted to other office settings, providing a blueprint for organizations seeking to implement or improve their OHS management systems.
- **Benchmark for Best Practices:** The successful implementation and audit results provide a benchmark for best practices in office safety, which can inform policy and regulatory frameworks at organizational and industry levels.

<u>Limitations</u>

While the study on the effectiveness of ISO 45001 at Grant Thornton Bharat's Noida office provides valuable insights, several limitations need to be acknowledged:

1. **Scope Limitation to a Single Office Environment**:
   - o **Context-Specific Findings:** The study focused on a single office within the Grant Thornton Bharat network, limiting the generalizability of the findings to other offices or industries. The unique characteristics and operational dynamics of this specific office may not represent those of other organizations or sectors.
   - o **Implications:** Future research should include a broader range of office environments and industries to validate the findings and ensure they are widely applicable.
2. **Reliance on Self-Reported Data**:
   - o **Potential Bias:** The data collection relied heavily on self-reported information from employees through questionnaires. This approach can introduce bias as participants might over-report positive behaviors or under-report safety issues due to social desirability or fear of repercussions.
   - o **Implications:** Incorporating more objective measures, such as observational data or safety incident records, would enhance the accuracy and reliability of the findings.
3. **Limited Examination of Long-Term Effects**:
   - o **Short-Term Focus:** The study primarily examined the immediate and short-term impacts of ISO 45001 implementation and auditing. It did not extensively explore the long-term sustainability and evolution of safety practices over time.
   - o **Implications:** Longitudinal studies are needed to understand the enduring effects of ISO 45001 on office safety and how safety practices and outcomes evolve.
4. **Narrow Focus on Specific Safety Aspects**:
   - o **Ergonomic and Psychosocial Risks:** While the study assessed general safety practices and outcomes, it paid limited attention to specific areas such as ergonomic and psychosocial risks, which are increasingly relevant in modern office environments.
   - o **Implications:** Future studies should expand the scope to include a broader range of safety concerns, particularly those related to mental health and well-being in the workplace.
5. **Potential Influence of Organizational Culture**:
   - o **Cultural Impact:** The organizational culture at Grant Thornton Bharat, including its commitment to safety and employee engagement, may have influenced the outcomes. This cultural context might not be replicated in other organizations, affecting the generalizability of the results.
   - o **Implications:** Research in different organizational cultures is necessary to determine how culture affects the implementation and effectiveness of ISO 45001.
6. **Technological Integration and Data Collection Tools**:
   - o **Limitations in Tool Utilization:** The study utilized specific tools like the Kobo tool and email for data collection and informed consent, which may have limitations in reach and accessibility for some employees.
   - o **Implications:** Future studies could explore a wider variety of data collection methods and tools, including digital platforms and mobile applications, to enhance data collection efficiency and inclusivity.
7. **Change Management and Resistance Analysis**:
   - o **Limited Analysis of Resistance Factors:** The study identified initial resistance to safety measures but did not deeply analyze the underlying reasons for this resistance or the effectiveness of specific change management strategies.
   - o **Implications:** Further investigation into the factors driving resistance and the success of different change management approaches would provide deeper insights into effective implementation of ISO 45001.

<u>Conclusion</u>

The study on the implementation of ISO 45001 at Grant Thornton Bharat's Noida office demonstrates the significant impact of the standard in enhancing office safety.

Key Findings:

1. **Improved Safety Practices:** ISO 45001 led to significant improvements in emergency preparedness and routine hazard identification, resulting in fewer safety incidents.
2. **Employee Engagement:** High levels of employee awareness and active participation were crucial to the success of the safety programs, underscoring the importance of ongoing training and a proactive safety culture.
3. **Challenges:** Initial resistance to safety measures and the need for more focus on ergonomic and psychosocial risks were identified as areas for improvement. Effective change management and a broader risk focus are necessary.
4. **Continuous Improvement:** The principle of continuous improvement in ISO 45001, combined with technological integration, enhances the effectiveness of safety practices and audits.
5. **Broader Implications:** The practices and strategies developed can be adapted to various office environments, providing a model for best practices in office safety management.

Summary: ISO 45001 has proven to be a powerful framework for improving office safety, demonstrating its effectiveness in reducing incidents and fostering a proactive safety culture. The study highlights the need for continuous adaptation and technological integration to address evolving workplace risks. By adopting and refining these practices, organizations can ensure safer and healthier work environments.

References

- Samir A, Ahcene R. The role of ISO 45001 occupational health and safety Management system in promoting the psychological and physical health of workers in economic institutions. Indian Journal of Economics and Business [Internet]. 2023 [cited 2024 Jun 24];22(2).

Poster

Auditing ISO 45001 for Enhanced Office Safety: Measuring Effectiveness

IIHMR DELHI

Grant Thornton

INTRODUCTION

Occupational safety and health have always been key priorities in various industries, driven by the need to protect employees and comply with regulations. ISO 45001 is an international standard for occupational health and safety management systems (OHSMS), designed to improve employee safety, reduce workplace risks, and create safer working conditions globally. With the increasing emphasis on office safety, the implementation and auditing of ISO 45001 provide a structured approach to ensure that safety measures are not only in place but also effective.

AIM & OBJECTIVE

To evaluate the implementation and effectiveness of ISO 45001 in enhancing office safety.

Objectives:
- To evaluate the implementation process of ISO 45001 in office settings.
- To analyze the impact of ISO 45001 on overall office safety performance.
- To provide recommendations for improving the auditing process and enhancing safety outcomes.
- To assess the effectiveness of ISO 45001 audits in identifying and mitigating safety risks.

## METHODOLOGY

- **Quantitative Study**
- **Study population:** Employees in the office of Grant Thornton Bharat, Noida.
- **Inclusion criteria:** The employees working in the GT Noida office.
- **Exclusion criteria:** any person that refused to participate in the study and working from home employees.
- **Sampling:** Convenience Sampling
- **Tools:** Close-ended questionnaire employed for the survey
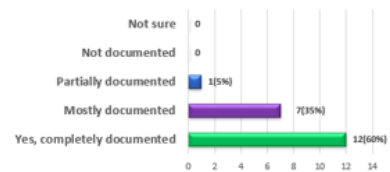- **Data collection:** Informed consent was carried out
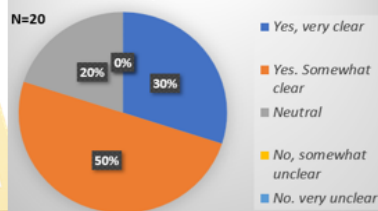

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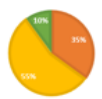
Departmental Review of OH&S
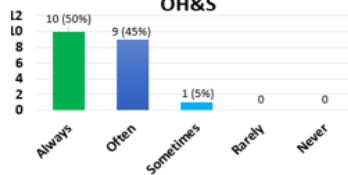
Scope of Documentation and Clarity of OH&S Management System

Clarity of OH&S Roles and Responsibilities Across Department Levels

CONCLUSION

The adoption and auditing of ISO 45001 can significantly enhance office safety by providing a structured approach to risk management and continuous improvement. This research underscores the importance of comprehensive audits in identifying gaps, fostering a culture of safety, and ensuring compliance with OHS standards. By implementing the recommendations provided, organizations can further optimize the effectiveness of ISO 45001 audits and cultivate safer, healthier work environments.

Pictorial Journey
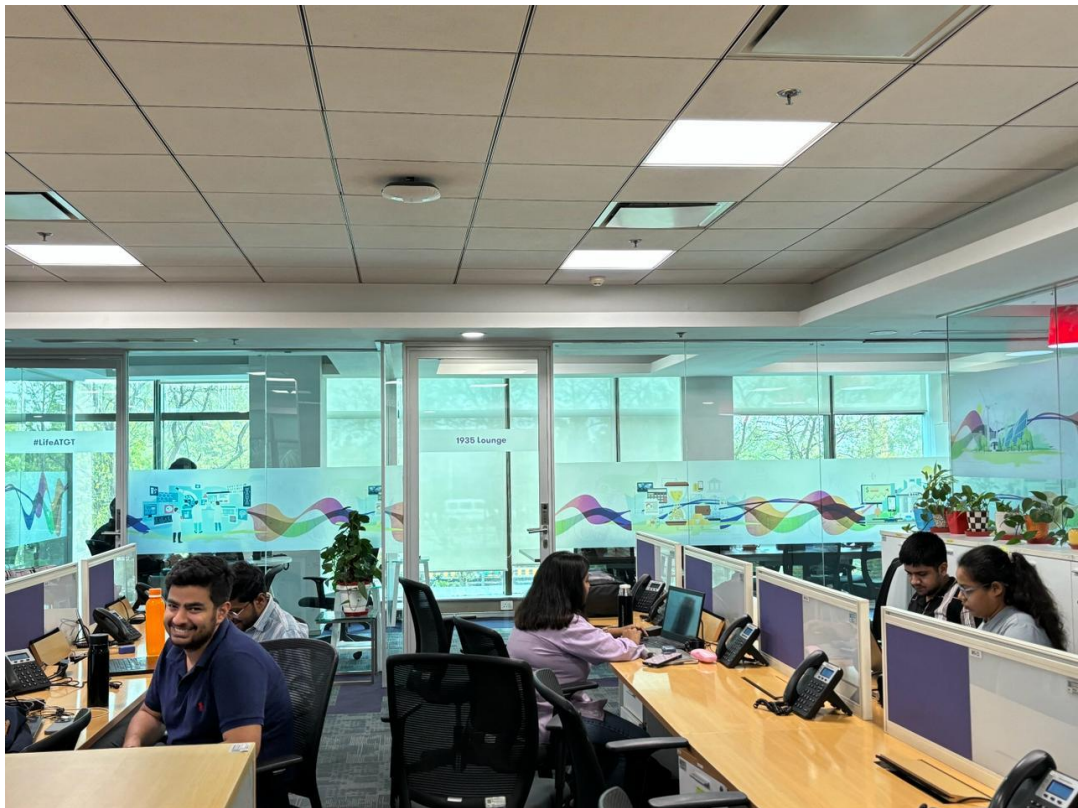
Certificate of Approval

The Summer Internship Project of Dr. Muskan Gupta titled **"Auditing ISO 45001 for Enhanced Office Safety: Measuring Effectiveness"** at **"Grant Thornton Bharat, Noida"** is hereby approved as a certified study in management carried out and presented in a manner satisfactorily to warrant its acceptance as a prerequisite for the award of **Post Graduate Diploma in Health and Hospital Management** for which it has been submitted. It is understood that by this approval the undersigned do not necessarily endorse or approve any statement made, opinion expressed, or conclusion drawn therein but approve the report only for the purpose it is submitted.

Dr. Nidhi Yadav
Associate Professor
IIHMR, Delhi

Grant Thornton Bharat LLP
(formerly Grant Thornton India LLP)

21st Floor, DLF Square
Jacaranda Marg, DLF Phase II,
Gurugram - 122002
Haryana, India

T +91 124 462 8000
F +91 124 462 8001

Ms. Muskan Gupta

Subject: Internship with Grant Thornton Bharat LLP

Dear Muskan,

Reference our discussions with you, this is to confirm our willingness to provide professional training to you in our Firm for a maximum period of **two months** starting from **22 April 2024** and ending on **22 June 2024**.

In no circumstance would this training constitute an employee-employer relationship.

You will be entitled to **No Stipend** for the duration of your training.

You will undergo your professional training at our **Noida** office with our **Business Consulting** team under the guidance of **Nitesh Jain.**

FIRM NAME

Signed on behalf of the Firm

eSigned using DSC (Leegality.com
- dvYAjhE)
SATYA NAND JHA

Date: Wed Apr 24 18:38:28 IST
2024

Grant Thornton Bharat LLP

TRAINEE NAME

Signed by the Trainee

Muskan Gupta

www.grantthornton.in

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FEEDBACK FORM

(Organization Supervisor)

Name of the Student: Dr. Muskan Gupta

Summer Internship Institution: Grant Thornton Bharat LLP, Noida

Area of Summer Internship: Business Consultant

Attendance: 100%

Objectives met: Yes

Deliverables: Presentation on Occupational Hazards @ workplace and how it can be mitigated and addressed.

Strengths: Quick learner, Research oriented, Presentation skills

Suggestions for Improvement: NA

Signature of the Officer-in-Charge
(Internship)

Date: 21-06-2024
Place: Noida

Muskan D

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