Date: 10th July 2020

Invitation of Expression of Interest (EOI)

From
Software/Multimedia Services Organizations

For Providing
Development of Animated Videos

Towards
Making Knowledge Transfer Modules for
Small Tea Growers of India under
Trustea verification system

Trustea Secretariat
DBS House, Room 202,
10/2 Hungerford Street,
Kolkata – 700017, WB, India
E-mail: support@trustea.org | Phone: 033 40509200 (Ext. 202)
https://www.trustea.org
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1. Invitation to Expression of Interest (EOI)

1.1 Invitation

trustea has envisaged to put in place animated videos with multilingual voice over for trustea verified Small Tea Growers, covers the entire guidance for trustea verification system and code compliance clauses in character based animated form for better understanding by growers. These proposed videos are also expected to ease the understanding of growers about the long-term vision of trustea to improve the environment, sustainability and livelihood of tea producers and the activities of growers in their daily cultivation to comply the vision.

The objective is to put in place an easy to understand, soothing, animated video system, covering the clauses of trustea sustainable code:

The requirements highlighted above are indicative in nature. The execution of this project requires good understanding of trustea business area and functionalities in India.

Through this EOI, TRUSTEA is interested in short listing qualified Software / Multimedia development consultancy organizations for providing services for Supplying customized animated videos in 5 language including national language. The interested bidders shall have competent human resources, having domain understanding of trustea / other tea standards as well as the required technical skills and experience in animation development, creativity, deployment, maintenance, management and specially understand the client requirement.

TRUSTEA invites Expression of Interest (EOI) from Organizations with experience in successfully executing similar assignments.

This EOI document indicates the scope of work, qualifying requirements, forms and procedure for submission of proposal by interested Organizations. The short-listed Organizations shall be provided with further opportunities for interaction with TRUSTEA to study and submit a detailed technical and financial proposal for the objectives set forth in this EOI document. The selection of the successful bidder among the short-listed ones shall be based on technical and financial criteria.

TRUSTEA reserves the right to accept or reject any or all the offers at any stage of the process without assigning any reasons thereof and no claim/dispute on this aspect shall be entertained. May please contact the following for more details:

Rajesh Bhuyan, Director, trustea Secretariat,
DBS House, Room 201, 10/2 Hungerford Street,
Kolkata -700017, West Bengal, India
Email: bhuyan@trustea.org
Or

Debasish Dutta, IT Project Manager, trustea Secretariat,
DBS House, Room 202, 10/2 Hungerford Street,
Kolkata -700017, West Bengal, India
Email: dutta@trustea.org

1.2 SELECTION METHOD:
1. TRUSTEA invites Expression of Interest (EOI) only from experienced IT/Graphics/Multimedia Organizations with expertise in similar types of assignment.

2. TRUSTEA shall short-list only those organizations who fulfill the following criteria:
   i. The applicant shall be a single entity, registered as a Company, Firm or Society under respective acts in India & should have been in existence in India for the last Five years.
   ii. The agency must be registered in India with appropriate tax and other administrative authorities.
   iii. Should have technically qualified and well-experienced strong in-house resource base on company role.
   iv. The applicant should furnish an undertaking to the effect that the firm has not been black listed in India.
   v. Documentary Support for last 2 previous years credentials

2. Scope of Work

2.1 Fundamental Requirements in Brief

trustea is going to develop some animated videos as learning module for the verified small tea growers (STGs). The basic features of videos are as below:

1. Videos should be in a universal format for easy download and play (e.g. mp4 format etc.) by anyone in mobile, computer and any other video players.
2. All videos in all language should be easy understandable by farmers with maximum cartoon character-based animation and equivalent textual display.
3. Animations should have good resolution and relevant color composition, so that it looks like natural flavor.

2.2 Functional Requirements (Only Indicative)

The functional and technical requirements are available in Scope of Work Document (Annexure – I)
3. Instructions to Consultants

3.1 Authorized Signatory

The ‘Applicant’ mentioned in the EOI document shall mean the one who has signed the EOI document forms. The applicant should be the duly Authorized Representative, for which a certificate of authority should be submitted. All certificates and documents (including any clarifications sought and any subsequent correspondence) received hereby, shall, as far as possible, be furnished and signed by the Authorized Representative.

Every sheet and all forms complete in all respects shall be signed by the person/persons duly authorized to sign on behalf of the applicants with affixing the applicant’s rubber stamp. The Power(s) of Attorney supporting/authorizing of the signatory shall be enclosed with the offer. Any/all corrections made in the offer shall be duly authenticated by the signature of the Authorized Signatory.

3.2 Sealing of Envelopes & Submission

a) The Expression of Interest is sealed in an envelope super scribing "Expression of Interest – Application Development for Extension of trusteaDBMS” or incase of Email, subject matter should be texted as "Expression of Interest – Application Development for Extension of trusteaDBMS”

b) This envelope shall be submitted on or before 24th July 2020 to the following officer of Trustea by Email or Hardcopy:
   Rajesh Bhuyan, Director, trustea,
   Initiative Development Hub LLP,
   DBS House, Room 201, 10/2 Hungerford Street,
   Kolkata -700017, West Bengal, India
   Email: bhuyan@trustea.org
   CC: dutta@trustea.org

c) TRUSTEA reserves the right to reject any or all the EOIs without assigning any reasons.

3.3 Documents to accompany EOI

The applications shall be complete with the following documents:

A. Technical Bid
   2. Expression of Interest in Form – I.
   3. Details of experience in Form-II.
   4. Legal and statutory documents of organization
   5. Company profile and association

B. Financial Bid
   1. Budgetary estimate in FORM-III.

The applicant, in addition to furnishing complete information in the Forms appended with the documents, shall furnish a detailed document on proposed approach; methodology & work plan for the assignment. The work plan shall include full justification for procedures to be adopted.
3.4 Amendment to EOI

At any time prior to the last date for receipt of proposals, TRUSTEA, may for any reason, whether at its own initiative or in response to a clarification requested by a prospective applicant, modify the EOI document by an amendment. In order to provide prospective applicants reasonable time in which to take the amendment into account in preparing their proposals,

TRUSTEA may, at its discretion, extend the last date for the receipt of proposals and/or make other changes in the requirements set out in the EOI.

The applicant is required to visit the Notices & Circulars Section of TRUSTEA website for any changes or amendments in the EOI before submitting their Expression of Interests.

3.5 Preliminary examination for the applications

a) The TRUSTEA shall examine the applications to determine whether they are complete, whether the documents have been signed as indicated in this document, whether all Forms as asked have been filled in properly, whether applications are generally in order and all information as indicated under various clauses have been furnished.

b) The TRUSTEA reserves the right to waive minor deviations in the proposal application if they do not materially affect the capability of the bidder to perform the assignment.

c) Prior to detailed evaluation formalities, TRUSTEA shall determine the substantial responsiveness of each application to the Invitation documents. A substantially responsive proposal is one, which conforms to all the terms and conditions of the Invitation document without any material deviation. A material deviation is one, which limits in any way responsibilities and liabilities of the bidder or any right of the employer as required in this document. TRUSTEA may waive any minor non-conformity in an application, which does not constitute material deviation. Non-responsiveness shall run the risk of rejection.

d) The evaluation shall be carried out on the basis of data available in the application documents received from the agency in the first instance. No account will be taken of any further documents or clarifications or any such additional information furnished subsequently by the consultant agency. However, TRUSTEA reserves the right to call for such clarifications confined in scope to the contents of the application, should such a clarification become necessary for proper judgment in evaluation.

3.6 Evaluation

The procedure of evaluation of the applications is indicated below:

a) TRUSTEA has specified the Pre-Qualification Criteria in the EOI document with minimum qualifying requirement for each of the criteria. The applicant shall submit the proposals in the same sequence indicating the qualification criteria on each
The Evaluation matrix is attached with EoI as *Annexure - II*

b) TRUSTEA shall apply pass-fail test and short list all the consultants who meet the minimum requirement as specified.

c) After completion of technical evaluation, trustea will evaluate the financial proposal among the qualified bidders for the services desired in the project.

d) The Final Score is on the basis of summation of Technical and Financial score board. The highest scorer will be engaged as working partner of trustea for this assignment.

### 3.8 Presentation / Demo

As a part of Evaluation of Expression of Interests submitted by the applicants, TRUSTEA may seek further information or a presentation from the Organizations at a short notice for evaluation purposes.

### 3.9 Pre-Bid Meeting

For details scope of proposed application, trustea may arrange for a pre-bid meeting with all requested participants. The proposed meeting will be informed to participants by mail or will be available in the Notices & Circulars Section of TRUSTEA website.

### 3.9 Rejection of EOI

The application is liable to be rejected if:

a. Not in prescribed forms and not containing all required details.
b. Not properly seal and signed as per requirements.
c. Received after the expiry of due date and time.
d. Offer is received by fax, telegram.
e. Missing of any supporting document(s) with the EOI

### 3.10 Disclaimer

a. The TRUSTEA shall not be responsible for any late receipt of applications for any reasons whatsoever. The applications received late will not be considered and returned unopened to the applicant.
b. The TRUSTEA reserves the right

- To reject any/all applications without assigning any reasons thereof.
- To relax or waive any of the conditions stipulated in this document as deemed necessary in the best interest of the TRUSTEA without assigning any reasons thereof.
- To include any other item in the Scope of work at any time after consultation with applicants or otherwise.
4. Formats for Submission

FORM I
EOI Letter Performa

To
trustea Sustainable Tea Foundation

Sub: Expression of Interest for short-listing of Consultancy Organizations for Development of Animated STG learning module for TRUSTEA

Sir,

The undersigned having read and examined in detail all the EOI documents pertaining to your assignment; do hereby express the interest to do the work as specified in the scope of work.

<table>
<thead>
<tr>
<th>S.No</th>
<th>Description</th>
<th>Response</th>
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<tbody>
<tr>
<td>1.</td>
<td>Name of the Consultancy Organization</td>
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<td>2.</td>
<td>Address</td>
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<tr>
<td>3.</td>
<td>Name, designation &amp; address of the person to whom all references shall be made</td>
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<tr>
<td>4.</td>
<td>Telephone (with STD code)</td>
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<td>5.</td>
<td>Mobile No. of the contact person</td>
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<tr>
<td>6.</td>
<td>E-mail of the contact person</td>
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We have enclosed the following documents:

2. Form I should be submitted on the company’s letter head duly seal and signed by the authorized person.
3. Details of experience in Form-II with supporting documents
4. Budgetary Estimates in Form-III.
5. Company Profile
6. Photocopy of Legal and statutory Documents of organization
   a. Trade License / Certificate of Incorporation
   b. GST Registration Certificate
   c. PAN / TAN
   d. Last year IT return document

I/ We hereby declare that my/ our EOI is made in good faith and the information contained is true and correct to the best of my/ our knowledge and belief.

Thanking you,
Yours faithfully,
(Signature of the Applicant)

Name: __________________
Designation: ________________
Seal: _______________________
Date: ______________________
Place ________
FORM-II
DETAILS OF EXPERIENCE

A. **Customer References related to Projects that the applicant has been engaged during the last two years:**

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Name &amp; Address of The client</th>
<th>Date of start Of the work</th>
<th>Date of Completion</th>
<th>Website Address (if any)</th>
<th>Value of the Project</th>
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<tbody>
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*Note: Please also note that the copies of work orders and satisfactory completion certificate from the customers shall be required to be submitted for all the references mentioned above.*

FORM-III
Commercial Estimates (Budgetary)

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Component/Activity</th>
<th>Period (Weeks)</th>
<th>Cost (INR)*</th>
</tr>
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<tbody>
<tr>
<td>1.</td>
<td>Design and Development of Animated modules</td>
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<tr>
<td>2.</td>
<td>Voice - Over in 5 languages (Hindi, Bengali, Assamese, Tamil and Malayalam)</td>
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<tr>
<td>3.</td>
<td>Integration of Voice and Video</td>
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**Total (Amount in Words)**

*trustea administration has full right to negotiate with L1 participant on Commercial estimates*

The Form-III document should be password protected. Password should only be shared after getting request from trustea Secretariat.
Annexure – I
Scope of Work

Introduction

trustea is always trying to enhance the knowledge of their stakeholders by providing face to face or virtual training. In year 2019 trustea had lunched web passed E-Learning portal for its members and stakeholder. E-Learning portal stuffed with audio-visual and documentary resources regarding trustea sustainable code. Learner have facilities to give chapter wise test and consolidated course end examination, all in online mode followed by trustea Auditor certificate.

In the year 2020, trustea want to extends its training program up to the grass root level stakeholders i.e. the tea producing grower or small tea growers (STG) though it is a challengeable task to reach up to that level. Moreover, deliver the learning contents, learner education level and network availability are the key constraints for this initiative.

To make the learning simple, trustea is going to develop the portable video for STGs about the code compliance matters of trustea.

Topics of Videos

a) Product Traceability
b) Plant Protection Formulation
c) Food Safety
d) Environment Management
e) Waste Management
f) Sexual Harassment and Gender Discrimination

Indicative Users

• The small tea growers / small holders group / tea farmers.

Note: During animated video creation, please keep in mind that, the contents of video should be in simple in form and attractive enough to grab the attention and interest of users. The target users have varying levels of literacy and are generally not very tech savvy. Hence primary focus should be to convey the message through the animation, background music and graphics. The viewer should be able to imbibe the message with minimum recourse to the onscreen textual matter and voice over.

Important Points

Animation and Rendering
Total duration of the film shall not be more than 5 minutes including of exterior and interiors. The videos should be cartoon character based, with voice, background dynamic images and multilingual textual matters.

Editing
(i) Mixing of voice over and animation.
(ii) Animation for logos, addition of text and other effects

Scripting and voice over
(i) Script in Hindi, Bengali, Assamese, Tamil, Malayalam
(ii) Voice Over in Studio by Expert Artist
**Total Nos. of Videos:** 5 nos. of videos in each language

**Video Shoots:**
Video shoots if required showing locational advantage including connectivity, greenery etc

**Output format:**
Film resolution: 1920 x 1080
Frames per second: 25
Output formats: 1) Full HD film in mp4 (1080 p) 2) Half HD Film in mp4 (720 p)

**Deliverables:**
Two copies of the walk through as specified in scope & specifications, on 2 DVDs and as per the requirement of trustea.

**Timelines:**
The work assignment shall be completed and submitted to trustea Secretariat Within 60 days of Award of LOI.

**Contents**
This portion of the EoI contains the details of trustea sustainability code and how to implement those codes which will be helpful to understand the content of videos. The below code requirements are indicatives only to understand the content of the proposed videos:
*(Please see the trustea code book and implementation guide at www.trustea.org for further details)*

[A] Chapter wise details of Code book for STG compliance

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<th>Legend</th>
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<tbody>
<tr>
<td>Red font</td>
<td>Mandatory point</td>
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<tr>
<td>Red background</td>
<td>Zero tolerance mandatory point</td>
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<tr>
<td>Black font</td>
<td>Normal point</td>
</tr>
</tbody>
</table>

**Chapter 1**

1.3. The verified facility shall have an overview map (e.g. can be a drawing) of the total farming area. This map must show the tea fields with planted and protected areas, water streams, human settlements and tea factory where applicable. The tea fields must be identified with a name, number or color on the map. Factories shall have a separate map showing the factory layout

1.4. The verified facility shall be legally functioning. It shall also have proof of undisputed claim to the land it uses (e.g. deed, Tea Board registration documents, outcomes of legal challenges etc). In case of small holders, Tea Board recognition (smart card) or the absence of any claims is sufficient.

1.5. All the records and documents required by the code should be up-to-date and accessible to the internal and external verifiers. All documents should be archived for a minimum period of four years from the date of first external inspection unless legally required for a longer period of time.

1.6. The verified facility shall maintain a list of personnel with designated responsibilities to manage different areas of compliance under the code and other applicable laws and regulations. There shall be one coordinator for the entire verification process for the holder of verification certificate who will coordinate with other personnel.
Chapter 2
2.1. Records of volume of verified and non-verified green tea leaf harvests are made available and regularly maintained.

Chapter 3
3.1. The identification process of new tea production areas is based on climatic, soil and topographic conditions as per the recommendation of a government approved technical institution.

3.3. The producer uses techniques to prevent soil erosion such as using recommended shade trees in the case of new plantings / re-plantings or planting vetiver grass or similar processes around the erosion prone areas. River banks and irrigation ditches should also have a vegetative cover to prevent soil run-off.

3.4. Existing natural and native vegetation in and around the tea garden should be left unmanaged, except for the removal of exotic and invasive species. In the long term, this native vegetation will help to recover the natural fertility of the soil, prevent soil erosion and provide habitat for species that can interrupt pest life cycles.

Chapter 4
4.1. The verified facility shall comply with the national and local legal obligations with respect to withdrawing water from the natural sources and have necessary permits available for verification.

4.4. Human sewage contaminated water (water from sewers and water that may be contaminated with run-off from sewage treatment facilities) shall not be applied in the tea plantations.

4.5. The garden or factory should not deposit into the natural water bodies, any form of organic or inorganic solids, such as domestic or industrial waste, rejected products, construction debris or rubble, soil and stones from excavations, rubbish from cleaning land or other materials.

Chapter 5
5.1. The verified facility shall have documented evidence that fertilizers (synthetic and organic) are selected, applied and stored as per the recommendation of a competent government institution.

5.2. If there is no regional recommendation available, the producers should undertake a review based on soil testing for deciding the fertilizer type and fertilizer dosage.

5.3. Records should be maintained of all the fertilizers purchased, dosage, storage and application dates.

5.4. The fertilizers shall be stored in facilities which are dry and well ventilated. The storage facilities shall not be accessible to children or unauthorized people. The storage shall be designed to prevent spillage of fertilizers or contamination of the ground, walls, or the surrounding area.

5.5. Chemical fertilizers shall not be used within 5 meters of the water bodies. The producer should promote the creation of buffer zones between the tea areas and water bodies / natural ecosystems, residence and schools. It is recommended that only low volume cattle manure be applied in these 5 meter buffer zones where practical.

5.6. Estates and Small holders manage fertilizer applications within 5 meters of water bodies in a way to minimize loss of nutrients. This includes placement, amount and timing of fertilization.

5.7. The verified unit uses fertilizer application techniques as prescribed by a competent Indian tea research institute or a university must be contacted to ensure that there is no contamination of the natural eco-system.

5.8. The use of organic fertilizer is highly encouraged over chemical fertilizers. However, before an organic fertilizer is applied, a risk assessment is carried out that considers
disease transmission, weed seed content, method of composting, heavy metal content etc. Based on the assessment, a risk management plan is developed and implemented.

<table>
<thead>
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<th>Chapter 6</th>
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<tr>
<td><strong>6.1.</strong> The verified facility shall keep the documented records justifying the use of PPF (i.e. recommendation from a competent authority or qualified personnel) and records of purchase from licensed dealers, handling and storage, amount and timing of application, application mode, treated field contamination and prevention of loss to the environment.</td>
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<tr>
<td><strong>6.2.</strong> The verified facility shall not use any PPFs that have been banned by the central and state government or its affiliated bodies.</td>
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<td><strong>6.3.</strong> The verified facility shall prepare an implementation plan to gradually reduce the use of agrochemicals and switching over to safe non chemical measures of IPM.</td>
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<td><strong>6.4.</strong> The verified facility should demonstrate plan on an integrated pest and weed management, which promotes the use of physical, biological, mechanical and cultural control methods and the least possible use of agrochemicals.</td>
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<tr>
<td><strong>6.5.</strong> The plant protection formulations are not used within 5 meters of water bodies, wildlife habitats and areas having human movement. If there are no options of maintaining such distance due to a unique topography, where the water channels are constantly shifting courses, the producer must use buffer zones and use suitable application technique to ensure that there is no contamination beyond the application area.</td>
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<tr>
<td><strong>6.6.</strong> There shall be designated areas for mixing of PPFs with clear signage for workers. These areas shall be away from any natural water bodies, drinking water sources, children's play areas, food stores, clinics and fish ponds.</td>
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<td><strong>6.7.</strong> Adequate visual warning signs shall be used to inform people on re-entry time.</td>
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<tr>
<td><strong>6.8.</strong> The PPFs shall be stored safely and correctly in facilities which are dry, well ventilated and do not have access to children, unauthorized people, food and feed.</td>
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<td><strong>6.9.</strong> Storage areas should display information on PPF in a way which is easily understandable to the workers (in a language they can understand or in pictorial formats), including information regarding their classification, the risk they present and the safety precautions to be observed.</td>
</tr>
<tr>
<td><strong>6.10.</strong> All the relevant records shall be available such as records of training and training contents to workers on safe and appropriate use of PPFs. The training programs shall cover dealing with preventions of accidents and dealing with accidents, spillages, hazard symbols, understanding and applying label instructions, general safety (exposure reduction, hygiene, personal protective equipment etc.).</td>
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<tr>
<td><strong>6.11.</strong> The PPEs are washed after use separately from other washing and shall not be carried out by adolescents and women.</td>
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<td><strong>6.12.</strong> The verified facility should regularly maintain and calibrate agrochemical application equipment's and keep records of such equipment maintenance and calibration.</td>
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<td><strong>6.13.</strong> Agrochemical containers shall be re-used only for the same chemical product if labeled for reuse and it will never be used to store water, food or feed. The verified facility shall have an adequate plan for the safe disposal of the PPF empty containers, expired PPF concentrate, sprayer washings, coated seed and any other contaminated material for PPF use. This should include triple-rinsing (e.g. small pots diluted in backpacks) or pressure rinsing (e.g. if the spray tank has this facility) before disposal.</td>
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<td><strong>6.14.</strong> The facility should have emergency facilities and procedures available in the vicinity of PPF storage to deal with spillage of PPF (i.e. sand or sawdust) and with operator contamination (i.e. clean water). The procedure should indicate basic accident care instructions as well as contain the contact details of the ambulance, nearest hospital and the person trained in first aid.</td>
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### Chapter 7

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<tr>
<td><strong>Chapter 8</strong></td>
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<tr>
<td>8.1. A policy statement of the organization is in place on the safety, health and welfare of the workers in line with the national legislation.</td>
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<tr>
<td>8.7. A register shall be maintained documenting all the accidents reported in the garden and / or factory. The register shall also maintain reports on action taken by the management and compensation given as per law.</td>
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<tr>
<td>8.8. Personal protective equipment's (PPEs) and clothing shall be provided free of cost to all workers on hazardous jobs, must be suited to the type of work, product (as per the MSDS) or machinery (as per the instruction manual) handled and the PPE should be used properly by the workers.</td>
<td></td>
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<tr>
<td>8.9. Adolescent workers (14-18 years), pregnant women and feeding mothers shall not be involved in handling of hazardous chemicals. The women and adolescent workers shall not be involved in spraying of agrochemicals.</td>
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<tr>
<td>8.11. The verified facility should provide free access to clean and safe (potable as per national or local legislation, whichever is higher) drinking water for all workers.</td>
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<tr>
<td>8.12. Medical facilities including first aid boxes for workers and their families (as prescribed by the local law) should be provided at work facilities.</td>
<td></td>
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<tr>
<td><strong>Chapter 9</strong></td>
<td></td>
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<tr>
<td>9.1. The verified facility shall maintain documents to show the records of all workers employed, including temporary and casual workers, each year in factory and on-field. The documentation shall include names, average monthly payment (including cash and in kind), age and gender.</td>
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<tr>
<td>9.5. No labour shall be employed below the age of 14 years. The adolescent workers between 14-18 years of age shall not be given hazardous jobs and work conditions will be regulated as per the national law applicable to the tea sector.</td>
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<tr>
<td>9.7. Equal work shall be remunerated with equal pay.</td>
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<tr>
<td>9.8. The temporary workers shall not be paid less cash wages than the permanent workers.</td>
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<tr>
<td>9.9. Workers (permanent and seasonal) are paid gross wages that comply with national legislation or collective bargaining agreements whichever higher. If workers are paid per unit weight of harvested tea, in normal working day (maximum of 6 days a week and 48 hours) they shall be allowed to earn at least the national or sector established minimum wage. Deductions from wages for disciplinary purposes shall not be made beyond the provisions of the law.</td>
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<td>9.10. No adolescent worker shall be given work for more than twenty-seven hours a week as maintained in the PLA, 1951.</td>
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<tr>
<td><strong>Chapter 10</strong></td>
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<tr>
<td>10.2. There shall be no degradation and deforestation of the notified forest land or any other form of encroachment in the forest land.</td>
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<td>10.3. The verified facility should maintain shade trees of the native variety within and around tea plantations.</td>
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<tr>
<td>10.5. Wildlife within and around the facility shall be documented. These species shall be protected and measures shall be taken to see that there is no confinement, hunting, trafficking or commercial collection.</td>
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<tr>
<td><strong>Chapter 11</strong></td>
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<tr>
<td>11.1. The verified facility shall have a waste management plan, including separation, reduction and recycling of waste where possible. The factories, estates, housing colonies</td>
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</tbody>
</table>
and hospitals shall organize educational workshop for the workers, residents of the
garden and smallholders to follow the waste management plan. The content of the
training and the attendance of workers and smallholders shall be recorded.

11.2. The verified facility shall have a clear procedure for safe storage, handling and
disposal of hazardous and non-hazardous waste. There shall be clear and visible (i.e.
colour coding) collection points for such wastes.

11.3. Hazardous waste shall be stored in locations where foreseeable events (such as
heavy rain or machinery breakdowns) will prevent leakage or losses to the environment.
The storage area shall not be accessible to unauthorized people.

11.6. Handling of wastes that require burning shall be done through the methods
approved by the state pollution control board only.

11.7. Plastic items, PVC and other toxic items shall never be burnt and shall be disposed
off as per the government regulations.

[A] Code wise description for ready reference for video content

The following description about code requirement will help to understand the intents and
contents of animation.

Code requirement: (1.3)
The verified facility must have an overview map (e.g. can be a drawing) of the total
farming area. This map must show the tea fields with planted and protected areas,
water streams and human settlements. The tea fields must be identified with a name,
number or colour on the map.
**Code requirement: (1.4) - Mandatory**
The verified unit must be legally functioning and should have either legal documents (e.g. deeds, land allocation reports, outcome of legal challenges) or should be accepted by the general population.

- The entity must be legally functioning
- In order to achieve this relevant legal records from the following list are to be available:
  a. Ownership
  b. Tenancy
  c. Government lease

**Documentation Req.**
- Deed
- Government lease agreement papers
- Land allocation reports
- Outcome of legal challenges (Legal verdict) (Licence to operate factory licence and Tea Board approval)

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**Code requirement: (2.1)**
Records of volume of verified and non-verified green tea leaf harvests are made available and regularly maintained.

- A procedure for maintaining traceability with respect to verified and non-verified tea leaf needs to be adopted by the organization. The procedure will address the code requirement mentioned under 2.1, 2.2, 2.3 & 2.4 *(Refer sample procedure)*
- Labeling of verified and non-verified tea leaf harvested through date, plot, amount, plucker group name, weightment details etc.
- Maintain record of quantity of verified and non-verified tea leaf harvested. The record will include date, plot, amount, plucker group name, weightment details etc.
- While transporting verified and non-verified tea needs to be clearly labeled with tags and colour code.
- Record to be kept and regularly maintained on the volume of verified and non-verified green tea leaf harvested
- Smallholders needs to have their own record for verified and non-verified tea leaf harvested

**Documentation Req.**
Records of verified leaf and non-verified tea leaf harvested: date, plot, amount, plucker group name, weightment details etc.
2.1 Records of volume of verified and non-verified green tea leaf harvests are made available and regularly maintained.

**Record of verified and non-verified tea:**

<table>
<thead>
<tr>
<th>Date</th>
<th>Plot No</th>
<th>Verified / non-verified tea leaf</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2.2. Records of volume of verified and non-verified green leaves sold are available and regularly maintained

**SALE RECORD:**

<table>
<thead>
<tr>
<th>Date</th>
<th>Kilo Bought</th>
<th>Kilo sold</th>
<th>Amount stored</th>
<th>Dispatch number</th>
<th>Destination</th>
<th>Average Humidity (%)</th>
<th>Observation</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

By RKB
**Code requirement: (3.1)**

Soil management, soil conservation and soil fertility practices are applied as recommended for the specific region by the Tea Board of India and its affiliated or approved research institutions. There should be visual and/or documented evidence of observing the recommendations of the Tea Board or approved research institutions.

- Evaluate whether the present practices related to soil management, soil conservation and soil fertility are as prescribed by tea board and it’s affiliated or approved research institutions.
- Collect soil sample by following the methodology and frequency recommended by the approved research institutions in your region (list enclosed at the end of this chapter)
- The sample is to be sent to an approved laboratory for soil analysis. The list of approved laboratories are given below:
  b. Darjeeling Tea Research & Development Centre (DTR & DC) Kurseong ([http://www ntoin.in/](http://www ntoin.in/))

**Code requirement: (3.1) Cont....**

Soil management, soil conservation and soil fertility practices are applied as recommended for the specific region by the Tea Board of India and its affiliated or approved research institutions. There should be visual and/or documented evidence of observing the recommendations of the Tea Board or approved research institutions.

- The parameters for soil test is a part of the recommendation given by the relevant body as mentioned in the list above
- Identify the recommendations mentioned in the Soil Analysis Report
- An implementation plan (Fertilizer application programme) to be prepared as per the recommendation and monitoring of the implementation is to be done
- Indent / requisition, purchase (from approved authority), and application record can be used to demonstrate the implementation of the recommendation
- Sectional application record and ledger to be kept up-to-date.
- A Nitrogen (N) Phosphorus (P) Potassium (K) monitoring may be carried out by considering point no. 9 and 10 to get clear record of fertilizer usage.

**DocumentationReq.**

- Soil Analysis Report
- Recommendations by TRA, UPASI or others
- Indent / requisition, purchase and application record
- Implementation Plan (Fertilizer application programme)
- Sectional yield records
**Code requirement: (3.2)**

The identification process of new tea production areas is based on climatic, soil and topographic conditions as per the recommendation of a government approved technical institution.

- For new tea production area, a feasibility assessment based on climatic, soil and topographical conditions needs to be carried out.
- For the assessment, contact the relevant authorized research institution in the region.
  a. Tea Research Association (TRA) Tochiki-Jorhat (http://www.tochiki.org/)
  b. Darjeeling Tea Research & Development Centre (DTR & DC) Kunseong (http://www.morn.in/)
  c. United Planters’ Association of Southern India Tea Research Foundation (UPASI-TRF) (http://www.upasiresearch.org/)
- Awareness should be provided to the personnel (supervisors and workers) involved in farming activity.
- Recommendations for drain design, bunds, terracing and the maintenance of vegetation on steep slopes are also included in the feasibility assessments (by Tea Research Institutes i.e., TRA, UPASI etc.) and for Assam, flood prevention measures - to ensure that associated recommendations are fully implemented.

**Code requirement: (4.1)**

The verified units must comply with the national and local legal obligations with respect to withdrawing water from the natural sources and have necessary permits available for verification.

- Identify the legal requirement both at the national and local level such as Water (Prevention and Control of Pollution) Cess Act, 1977. [http://www.envfor.nic.in/legis/legis.html](http://www.envfor.nic.in/legis/legis.html)
- A ‘No-objection certificate’ is to be obtained and renewed after every two years or as stated by local bodies like State Ground Water Authority (SGWA) and/or Municipality/ Panchayat for extraction of ground water as applicable.
- Withdrawal of water from natural sources (rivers, streams and ground water) should be within the acceptable limit prescribed by national and state laws.
- Record the existing amount of water used for agriculture, factory use and domestic use – which will help in adopting targets for reduction of use of water.
- Workers are to be made aware about water wastage and pollution and how to prevent them.

**Sample record of water usage**

<table>
<thead>
<tr>
<th>Estate Name</th>
<th>Division/pumping station no.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date</td>
<td>Day</td>
</tr>
<tr>
<td>SI No</td>
<td></td>
</tr>
</tbody>
</table>

- NOC from SGWA
- Record of water usage
- Cess payment record
**Code requirement: (4.3)**

The State Pollution Control Board’s recommendations are adopted for discharge of any waste water from tea factory and tea gardens.

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**Action Points**

- Identify the recommendation of state pollution control board as stated in the consent to operate as per Water (Prevention and Control) Act, 1974. Consent to Operate should be available with the unit.
  - [http://www.envfor.nic.in/legis/legis.html](http://www.envfor.nic.in/legis/legis.html)
- Environment impact Assessment needs to be done with regards to waste water discharge
- Operating procedures for the treatment of waste water generated by the estate is to be established.
- Waste water if fail to meet the specified standard of PCB or as shown above should be treated in ETP.

The waste water discharge is to be tested in frequent intervals (at least yearly once) and has to comply with the requirement of SPCB. Generally the test and standard are as follows:

**Documentation Req.**

- Environment impact assessment for effluents
- Valid Consent to Operate
- Operating procedure/Action Plan for waste water treatment
- Effluent water test record

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>BOD</strong></td>
<td>30mg/l Max</td>
</tr>
<tr>
<td><strong>pH</strong></td>
<td>6.0-8.0</td>
</tr>
<tr>
<td><strong>Oil and grease</strong></td>
<td>10mg/l Max</td>
</tr>
<tr>
<td><strong>Total suspended solids</strong></td>
<td>100mg/l Max</td>
</tr>
</tbody>
</table>
**Code requirement: (4.4)**

Human sewage contaminated water (water from sewers and water that may be contaminated with run-off from sewage treatment facilities) cannot be applied in the tea plantations.

- A sewage management system to be put in place sufficiently away from human habitat and water bodies to avoid pollution of water.
- Sanitary options like composting toilets, pit latrines, septic tank systems should be used in areas where water supply and municipality sewage systems are not available. The septic tank should be completely water proof by cementing the inner walls. There should be 300mm of space between the level of the liquid and the roof. The septic tank should be built at downhill and the minimum safe distance from any drinking source and plantation must be maintained.
- A distance of 30 m is suggested as standard practice and should serve as guide to serve as minimum safe distance in the absent of local guide line. The septic tank should be designed to hold three times the volume of waste water flowing into it every day. There should be atleast 3 metres distance in between Soakaway and septic tank.

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**Code requirement: (4.4) Cont.....**

Human sewage contaminated water (water from sewers and water that may be contaminated with run-off from sewage treatment facilities) cannot be applied in the tea plantations.

- The provision of portable toilets in or near fields could be provided. These are to be cleaned and emptied at regular interval (which is decided based on usage) in a septic tank. Adequate precaution needs to be taken when cleaning is done with strong alkali of disinfectant such as Chlorine or Bleaching powder so that excess amount should not be used – which may lead to land and water contamination.
- Sanitary latrines with septic tanks and soak pits are to be provided in the labour lines with provision of water supply.

Septic tanks are typically required to be at least 10m from a water course be 50m from water abstraction points in local building regulations take into account the local soil characteristic sand location of the watercourse carry out a leach test of sanitary tank and soak pit if close to plantation area.

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**Documentation Req.**

- Sewage management procedure
- Treated water test report
- Leach test records (if applicable)
- Risk assessment for contamination of water sources
Fertilizer application related

• This chapter focuses on the need for the appropriate choice and use of fertilisers as recommended by the Tea Board’s affiliated research institutions and agricultural / horticultural universities in the region. This will help in maintaining the soil fertility and achieving optimum productivity.

• The code also stipulates the need for not only the proper selection of kind and volume of fertilisers, but also it’s safe application and safe storage which minimises the possible negative impact on humans, wildlife and the environment. Lastly, the tea industry is encouraged to develop and continue best management practices around natural ways of promoting soil fertility like the recycling of organic matter into organic compost to be applied back into the soil, natural vegetation and tree cover that creates leaf litter.

• These enhance the top soil and use of vegetative ground cover on open areas and in irrigation ditches.

Criteria Points:

• 5.1 (Mandatory Criteria Point): The verified facility shall have documented evidence that fertilisers (synthetic and organic) are selected, applied and stored as per the recommendation of a competent government institution.

✓ Process to meet the code requirement:

The organisation should identify the fertilizers which are required for the estate based on the soil analysis and should also be as per the...
recommendation of the Tea Board of India and its allied organisation (TRA, UPASI etc). The Government regulations (http://www.agricoop.nic.in/sublegi/FertilizerControlOrder.htm) with respect to fertilizer use should also be considered.

- **5.2 (NMC or Other Criteria Point):** Availability of Soil test report and record of decision taken for type and dosage of particular fertilizer based on soil test report.
  
  ✓ **Process to meet the code requirement:**
  
  Evidence to show that regulations related to fertiliser use have been considered. / Record of Technical inputs received from research institutes for deciding on the type and dosage of fertilizer and avoid of wastage of nutrients / Justification of the amount of N and P containing nutrients applied through fertilizers within a season

- **5.3-MC-Records** should be maintained of all the fertilisers purchased, dosage, storage and application dates.

- **5.4-MC-The fertilisers shall** be stored in facilities which are dry and well ventilated. The storage facilities shall not be accessible to children or unauthorised people. The storage shall be designed to prevent spillage of fertilisers or contamination of the ground, walls, or the surrounding area.

- **5.5-MC-Chemical fertilisers** shall not be used within 5 meters of the water bodies. The producer should promote the creation of buffer zones between the tea areas and water bodies / natural ecosystems, residence and schools. It is recommended that only low volume cattle manure be applied in these 5 meter buffer zones where practical.

- **5.6-MC-Estates and Small holders manage fertiliser applications** within 5 meters of water bodies in a way to minimise loss of nutrients. This includes placement, amount and timing of fertilisation.

- **5.7-NMC-The verified unit uses fertiliser application techniques** as prescribed by a competent Indian tea research institute or a university must be contacted to ensure that there is no contamination of the natural eco-system.
  
  ✓ **Process to meet the code requirement:**
  
  Record showing practice and procedures on mechanical and manual fertiliser application.

- **Training Record showing imparting of appropriate training** to applicators to carry out the applications safely for them, others and the environment.

- **Calibration of equipment done annually.**

- **PPEs( gloves and aprons provided to applicators for manual application.**

- **Safe disposal of washings to avoid contamination to the ecosystem**

- **5.8-NMC-The use of organic fertiliser is highly encouraged over chemical fertilisers. However, before an organic fertiliser is applied, a risk assessment is carried out that considers disease transmission, weed seed content, method of composting, heavy metal content etc. Based on the assessment, a risk management plan is developed and implemented.**
  
  ✓ **Process to meet the code requirement:**
  
  - Risk assessment of fertiliser application.
  - Name of the bio-fertilizer in use.
  - Dose of the bio-fertilizers
  - Availability of Risk management plan based on the risk related to contamination of land and water.
  - Monitoring of water quality in the water bodies
Chapter 5: Fertilizers

Buffer zone

5.1 - Soil Test Report
5.4 - Fertilizer Storage Area
5.4 - Eye wash
5.4 - Manure Mixing Point
5.5 & 5.6 - Buffer Zone
Plant Nutrients

- **Primary Plant Nutrients:**
  May not be available in soil in sufficient quantities for optimum development and yield and hence annual application necessary. Nitrogen (N) promotes quantity and speed of leaf growth. Phosphate (P2O5) promotes root growth. Potash (K2O) promotes vigour, helps metabolism, imparts resistance.

- **Secondary Plant Nutrients:**
  Calcium (Ca) usually available in soil. Magnesium (Mg) promotes health, growth. Foliar application in high yielding teas. Sulphur (S) getting depleted in tea soils, hence need for soil application in well drained teas. Get soil analysed for sulphur need.

- **Micronutrients:**
  Promote normal health, occasional site specific deficiencies have to be removed. Boron (B), Manganese (Mn), Molybdenum (Mo) and Zinc (Zn) show promise. Zinc to be used @ 12-5 kg/ha/year as foliar spray.

- **Fertilizers mainly used in Tea cultivation**
  Ammonium sulphate 20.6% N / Urea 46% N / Muriate of potash 60% K Single superphosphate- 16% P2O5. / Rock phosphate 20-24%.

Plant Protection Formula

- It is important for tea growers and manufacturers to maintain the yield and quality of tea leaf production. The recommendations on Plant Protection Formulations, their safe use and waste disposal etc. in tea, adhere to and comply with the recommendations and practices contained in the Plant Protection Code (PPC) of the Tea Board of India. For details and clarifications kindly refer to this document.

- PPF are substances used to prevent, control or eliminate pests (insecticides, herbicides and fungicides). Plant Protection Formulations (PPFs) helps maintain the yield and quality of tea leaf production.

- All PPFs have some level of toxicity and pose some risk to the people, wildlife and the environment. It is important to reduce the risk by controlled uses of PPF.

- Consumers are now increasingly demanding products produced sustainably without adversely impacting the environment. Given this demand, the need to embrace sustainability becomes more and more important. Tea Board is, therefore, focusing on developing sustainable tea code based on Indian realities and globally accepted sustainability principles. Towards this end, the Board has launched a ‘trustea code’ on 11th July 2013 which is designed to evaluate the social, economic, agronomic and environmental performance of tea plantations in India. The code covers all aspects of tea production and manufacturing.

Criteria Points:

- 6.1 (Mandatory Criteria Point): The verified facility shall keep the documented records justifying the use of PPF (i.e. recommendation from a competent authority or qualified personnel) and records of purchase from licensed dealers, handling and storage, amount and timing of application, application mode, treated field contamination and prevention of loss to the environment.

  ✓ Process to meet the code requirement:
  
  For justification of use of PPF, a) Get a recommended PPF list from institutions like TRA, UPASI, KVK and DTRA b) Make a list of PPF s presently being used, c) Make a comparison between recommended and presently used PPF s, d) Records to justify PPF application includes: 1) pest monitoring records for PPF s, 2) recommendation from a competent authority or qualified personnel, For monitoring of entire lifecycle of PPF the following points are to be monitored and records are to be kept, a) Records of purchase from licensed dealers includes: copy of the license of the dealer, official requisition, purchase order, receipt of PPF s & PPF Inventory.
• **6.2 (MC & ZERO TOLERANCE):** The verified facility shall not use any PPFs that have been banned by the central and state government or its affiliated bodies.
• **6.3-MC-** The verified facility shall prepare an implementation plan to gradually reduce the use of agrochemicals and switching over to safe non chemical measures of IPM.
• **6.4-NMC-** The verified facility should demonstrate plan on an integrated pest and weed management.
• Maintaining the list of key pests identified / Record showing the possible methodologies for the control of identified pests / Preparation and implementation of a plan detailing the practices required for IPM / Designation of a person responsible for planning and carrying out pest control and for implementation of IPM / Record of evaluation of the methodologies used and review of the IPM Plan.
• **6.5-MC-** The plant protection formulations are not used within 5 meters of water bodies, wildlife habitats and areas having human movement. If there are no options of maintaining such distance due to a unique topography, where the water channels are constantly shifting courses, the producer must use buffer zones and use suitable application technique to ensure that there is no contamination beyond the application area.
• **6.6-MC-** There shall be designated areas for mixing of PPFs with clear signage for workers. These areas shall be away from any natural water bodies, drinking water sources, children's play areas, food stores, clinics and fish ponds.
• **6.7-MC-** Adequate visual [warning](#) signs shall be used to inform people on re-entry time.
• **6.8-MC-The PPFs shall be stored safely and correctly in facilities which are dry, well ventilated and do not have access to children, unauthorised people, food and feed.
• **6.9-NMC-** Storage areas should display information on PPF in a way which is easily understandable too.
  ✔ Process to meet the code requirement :
  Display of information on hazardous chemicals / Display of Material safety data sheet (MSDS) for all chemicals used / Availability of information on Emergency procedure / Display of posters with pictures of dos and don'ts in local language of store keepers and workers / Training records showing the training imparted to all the chemical handlers.
• **6.10-MC-** All the relevant records shall be available such as records of training and training contents to workers on safe and appropriate use of PPFs. The training programs shall cover dealing with preventions of accidents and dealing with accidents, spillages, hazard symbols, understanding and applying label instructions, general safety (exposure reduction, hygiene, personal protective equipment etc.).
• **6.11-MC-** The PPEs are washed after use separately from other washing and shall not be carried out by adolescents and women.
• **6.12-NMC-** The verified facility should regularly maintain and calibrate agrochemical application equipment's and keep records of such equipment maintenance and calibration.
  ✔ Process to meet the code requirement :
  List of spraying equipment to be cleaned and decontamination / Schedule of maintenance and calibration / Competence of personnel undertaking such work and their records / Where such services are outsourced, the relevant records and competence of the contract personnel.
• **6.13-MC-** Agrochemical containers shall be re-used only for the same chemical product if labelled for reuse and it will never be used to store water, food or feed. The verified facility shall have an adequate plan for the safe disposal of the PPF empty containers, expired PPF concentrate, sprayer washings, coated seed and any other contaminated material for PPF use. This should include triple-rinsing (e.g. small pots diluted in backpacks) or pressure rinsing (e.g. if the spray tank has this facility) before disposal.
• 6.14-NMC-The facility should have emergency facilities and procedures available in the vicinity of PPF.
  ✓ Process to meet the code requirement:
    Eye wash facility near the store / Risk assessment record covering all phases of agrochemical use / Provision of first aid boxes and the necessary infrastructural facilities particularly near PPF storage area / Training record of first aid workers on how to interpret the Material Safety Data Sheet and records of training of applicators and any one who handles/manages agrochemical products / Availability of Emergency response plan and contact details of nearest hospitals.
Safety, Health & Welfare of Workforce

- Worker health, safety and well-being is of utmost importance to the conscientious employer. Verified units analyse and strive to prevent all potential adverse effects on the health or working conditions of workers and have an action plan in place to reduce and prevent the risk of accidents in the workplace. Workers have all the tools, training and facilities to carry out their jobs in the safest way possible.

- Explanation: This chapter covers necessary points related to prevention of adverse effects on health on the workers caused by their working conditions and has an action plan in place to reduce or prevent the risk.

- Health and safety at workplace is about reducing risks, and protecting people from harm (injury or ill health) arising out of work activities by ensuring the right controls.

- The duty of an employer is to manage health and safety issues in his business, by providing safe working conditions and creating awareness among the employees.

Criteria Points:

- 8.1 MC- A policy statement of the organization is in place on the safety, health and welfare of the workers in line with the national legislation.

- 8.7-MC- A register shall be maintained documenting all the accidents reported in the garden and/or factory. The register shall also maintain reports on action taken by the management and compensation given as per law.

- 8.8-MC- Personal protective equipment's (PPEs) and clothing shall be provided free of cost to all workers on hazardous jobs, must be suited to the type of work, product (as per the MSDS) or machinery (as per the instruction manual) handled and the PPE should be used properly by the workers.

- 8.9-MC-ZERO TOLERENCE: Adolescent workers (14 -18 years), pregnant women and feeding mothers shall not be involved in handling of hazardous chemicals. The women and adolescent workers shall not be involved in spraying of agrochemicals.

- 8.11-NMC- The verified facility should provide free access to clean and safe (potable as per national or local legislation, whichever is higher) drinking water for all workers.
  - Process to meet the code requirement:
    - Access to drinking water is not restricted and is available in all areas of the work place / All water points are legible marked "drinking water" in a language understood by a majority of the workers employed in the factory and no such points are situated within six meters of any washing place, toilets, open drain carrying sludge or effluent or any other source of contamination unless a shorter distance is approved in writing by the Chief inspector / Availability of record of Annual test report of the water to ensure it is potable / Record to show that water samples are drawn from the places used by workers and testing is carried out by laboratories accredited by an appropriate authority.
PPE-Field

Sexual Harassment

HARASSMENT AT WORK PLACE

SEXUAL HARASSMENT IS VIOLENCE

- Policy on Sexual Harassment Prevention
- Committee to address the issues of Sexual Harassment
- Awareness of the workforce communication of any such issue
Working conditions and workers’ rights

Reference:
➢ Plantation Labour Act, 1951
➢ The Bonded Labour System (Abolition) Act, 1976
➢ The Child Labour (Prohibition and Regulation) Act, 1986
➢ The Contract Labour (Regulation and Abolition) Act, 1971
➢ The Workmen’s Compensation Act, 1923
➢ The Employees Provident Funds Act, 1952
➢ The Factories Act, 1948
➢ The Minimum Wages Act, 1948
➢ The Payment of wages Act, 1936
➢ The Equal Remuneration Act, 1976
➢ Trade Union Act, 1926
➢ The Industrial Disputes Act, 1947
➢ The Payment of Gratuity Act, 1972
➢ The Maternity Benefit Act,
➢ The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act,

Code Criteria 9.1: The verified facility shall maintain documents to show the records of all workers employed, including temporary casual workers, each year in factory and on-field. The documentation shall include names, average monthly payment (including cash and in kind), age and gender.

Verification Mode: Records+ Documents

What to look for: Documentation serves as a database of all the workers (of estate, factory and in smallholder group)
1. Records (includes name, date of birth, gender, date of employment, wages) of all the workers (permanent, temporary, casual) are to be maintained. Records of contractual workers should be maintained by contractors.
2. ‘Badli’/replacement may only be given only if there is prior consent from the employee.
3. For permanent workers, appointment letter must be issued mentioning the terms and conditions of employment.
4. A documentary proof of the age (copy of birth certificate, ration card, voters ID card and others) are to be attached to the record
5. Any worker related records need to be kept in a way that protects personal information.

Code Criteria 9.5: No labor shall be employed below the age of 14 years. The adolescent workers between 14-18 years of age shall not be given hazardous jobs and work conditions will be regulated as per the national law applicable to the tea sector.

Verification Mode: Record+ Documents+ Worker Interview

What to look for:
1. Need to formulate Child labour and adolescent worker policy.
2. All workers, staff, and management should be made aware of non-employment of child labour and guidelines for employment of adolescent workers.
3. If contractors are used for labour supply in high season, it should be ensured that child labour is not employed and appropriate work conditions for employment of adolescent workers is provided. Awareness training on the policies regarding employment can be done for such contractors.
4. The estate, factory and smallholders should have a system in place for:
   (a) Recruitment of all workers and a procedure for verifying the ‘proof of age’ to prevent employment of child workers
   (b). Retaining a copy of the proof of age (birth certificate, voters card, ration card, certificate from the panchayat and others) of all workers
5. A plan is to be adopted which enumerates what to do if a child is found to be employed. This presence of such a plan does not change the zero-tolerance towards child labour.
6. Adolescent workers are to be registered in Child Register (FORM NO. 14). This register is to be kept up-to-date, recording the names, photographs, dates of birth, date of appointment and the date when they will become adults.
7. Guidelines on types of employment conditions that are acceptable for
   (a) Adolescent workers has to be in place which includes: Allocation to suitable shifts (i.e. not night work)
   (b) Allocation to suitable tasks (i.e. not in contact with hazardous chemicals or operating heavy machinery)
   (c) Working hours are limited to 27 hours a week.
   (d) Certificate of fitness is to be obtained from a qualified physician to ascertain whether they are fit for the work.
8. Employment should not interfere with the voluntary education of adolescents and any adolescents are to work under supervision of a responsible adult.

Code Criteria 9.7: Equal work shall be remunerated with equal pay
Verification Mode: Record+ Worker Interview
What to look for:
✓ Equal pay is to be given to people doing the same job.
✓ The Collective Bargaining Agreement (CBA) is to be followed for administration of the wages.
✓ A transparent system of assessing the skill of the worker and paying as mandated by the laws is to be incorporated.
✓ Wage records for all the workers are to be maintained.
✓ Pay slip to be given to all workers.

Code Criteria 9.8: The temporary workers shall not be paid less cash wages as the permanent workers.
Verification Mode: Documents + Worker Interview
What to look for:
✓ Equal pay is given to permanent and temporary workers doing the same job.
✓ Wage record for all the workers is to be maintained (permanent and temporary)
✓ Pay slips is to be given to all workers

Code Criteria 9.9: Workers (permanent and seasonal) are paid gross wages that comply with national legislation or collective bargaining agreements whichever higher. If workers are paid per unit of weight or harvested tea, a normal working day (maximum of 6 days a week and 48 hours) allows workers to earn at least the national or sector established minimum wage. Deductions from wages for disciplinary purposes shall not be made beyond the provisions of the law.
Verification Mode: Documents + Worker Interview
What to look for:
❖ Workers (permanent and seasonal) are to be paid wages as per the national legislation and collective bargaining agreements (CBA)
❖ The appointment letter or employment contract with all workers must mention conditions under which deductions may be made.
❖ Accurate wage records which clearly demonstrate how much wages, benefits, deductions and bonuses are calculated are to be kept. Pay slips are to be given which should clearly show how wages are calculated; hours worked (standard, overtime and holiday) and deductions (amount and reason) made.

❖ The workers should be made aware of how their wages are calculated, the benefits they are entitled to and any deductions that are made through formal communication.

❖ A prior consent in case of deductions needs to be taken from the workers stating the reason for deduction and to confirm there is no sought advantage including payment of bribes.

❖ At least minimum wage should be achieved by all workers for standard hours of work, even after all deductions have been made, including payments for ration and fees for workers organization.

❖ Deductions from wages for the reimbursement of loss of or damage to the products, goods or installations of the estate to be only taken when it can be clearly shown that the worker concerned was responsible, and they should be fair and not exceed the amount of loss or damage. The worker concerned to be given a reasonable opportunity to show why the deduction should not be made and have access to representation to challenge the deduction in a tribunal.

❖ Charges for services offered by the estate to its workers (such as transport and meals in the canteen) are not to exceed the cost of providing such services or goods. Records for the same to be maintained.

Code Criteria 9.10: No adolescent worker shall be given work for more than twenty-seven hours a week as maintained in the PLA, 1951.

Verification Mode: Documents + Worker Interview

What to look for:

✓ The adolescent workers are to be allocated to suitable shifts (i.e. not night work usually defined as between 10 p.m. and 6 a.m.), and to suitable tasks (i.e. not in contact with hazardous chemicals or operating heavy machinery as specified by law).

✓ The working hours of adolescent workers are limited to half the full working hours of an adult, i.e. 4 hours in a day and maximum of 27 hours a week.

Code Criteria 10.2:
• There shall be no degradation and deforestation of the notified forest land or any other form of encroachment in the forest land.

• Deforestation has many negative impacts like soil erosion, disruption in water cycle, climate change including loss of biodiversity where as degradation means damaging or affecting biotic resources by contamination of forest land. Degradation renders land unsuitable for crop, pastures for animal and forests because it becomes too fertile and shallow to plant.

• Record of notified forest land.

• Records of source of fuel wood and other wood products purchased by the farm or factory

✓ Process to meet the code requirement:
  a) Identification of the notified forest land in the area./ Identification and elimination of the activities which leads to degradation and deforestation. This may include the following:/ Commercial agricultural clearing for row crops/ Subsistence agriculture / small-holder farming / shifting cultivation/ collection of fuel wood/ Infrastructure expansion
  b) Industrial /commercial extraction of forest products such as selective logging
  c) Identification and elimination of the activities which may lead to encroachment of forest land. This may include the following:
d) Infrastructure expansion

e) Expansion of agricultural land and housing

f) Collection of fuel wood, small timber

g) Unregulated livestock grazing

- Selection of new plantation area is to be done in such an area which is not a forest land
- Above factors needs to be considered while selecting an area for new plantation or re-plantation
- New planting should comply with national regulation (http://www.vanashakti.in/biodiversity_conservation.html) with respect to land use and biodiversity conservation
- Ensuring that all fuel wood, firewood and pallets purchased for use on the farm are not sourced illegally. This means that contractors must be asked to provide evidence of where their wood was sourced from and produce copies of any documentation provided by the Forestry Department to confirm that the wood was extracted legally.

**Code Criteria 10.3:**

- Usage of shade tree species suitable to local conditions as recommended by Tea Research institutes.
- Usage of shade tree species suitable to local conditions as recommended by Tea Research institutes.
- Records of list of variety of shade trees that are planted.
- Spacing adopted for Shade trees is as per TRA/UPASI recommendation.

  To meet the code requirement:
  - Identify the shade trees suitable to the local condition. Krish Vigyan Kendra (KVK) and Tea research Association (TRA) can recommend native species of shade trees suitable to the area. Following links may be referred:
    - [http://www.upasitearesearch.org/tea-cultivationpractices](http://www.upasitearesearch.org/tea-cultivationpractices)
  - While selecting the shade trees following factors need to be considered:
    a. Soil
    b. Climate condition
    c. Topography
    d. Life of the tree
    e. Leaf size
    f. Root depth
  - Plant and maintain the shade trees as per the recommendation.
  - While planting the shade trees space between the trees need to be followed as recommended by TRA and KVK.
  - Combinations of shade trees also need to be considered here.

**Code Criteria 10.5:**

Wildlife within and around the facility shall be documented. These species shall be protected and measures shall be taken to see that there is no confinement, hunting, trafficking or commercial collection.

**Intent:** To conserve existing ecosystem, protection of wildlife is an important area. There are certain species that are considered as ‘endangered’ and that the farm can work to actively protect by not allowing hunting, trafficking and commercial collection of such species.

**RECORDS:** List of threatened and endangered species and their monitoring plan.

<table>
<thead>
<tr>
<th>Location</th>
<th>Species</th>
<th>Threatened / Endangered</th>
<th>Monitored on</th>
<th>Status</th>
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</thead>
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Process to meet the code requirement:
- The plan will include prohibition of hunting, collecting and trafficking of threatened and endangered species within the farm
- Develop a list of endangered or threatened species within and around the farm
- Check with the Ministry of Environment or with other conservation organizations to find out which species are threatened in the area where the farm is located
- If endangered species are there, a plan needs to be developed to protect them
- Estate, factory and smallholder group is required to maintain a list of such plant or animals, mark where they can be found on the farm map and should ensure that no harm is caused to such flora and fauna
- People is to be made aware posting signs near sensitive areas

Code Criteria 11.1: The verified facility shall have a waste management plan, including separation, reduction and recycling of waste where possible. The factories, estates, housing colonies and hospitals shall organise educational workshop for the workers, residents of the garden, and smallholders to follow the waste management plan. The content of the training and the attendance of workers and smallholders shall be recorded.

**Verification Mode: Records + Fields**

**What to look for:**
Estate has to carry out Waste identification, quantification and classification Process and Formulate Waste Management Plan ; which include :-

a. factory effluents like spills of oil lubricants, diesel, paints; tea waste and waste water
b. chemical waste like Empty PPF Containers, fertilizer bags, PPEs contaminated with chemicals
c. first aid, dispensary and hospital waste like anatomical waste, expired medicines, used needs, cotton swabs and others
d. domestic waste like human sewage, everyday waste and others residual waste like treated waste water.

Code Criteria 11.2: The verified facility shall have a clear procedure for safe storage, handling and disposal of hazardous and non-hazardous waste. There shall be clear and visible (i.e. colour coding) initial collection points for such wastes.

**Verification Mode: Records + Fields**

**What to look for:**
1. Organization to develop a procedure with respect to the following
   a. Waste segregation;
   b. Waste storage;
   c. Waste handling;
   d. Waste disposal.
2. Hazardous waste should be segregated from non-hazardous waste and are clearly labeled like Segregation of Factory waste, Bio-medical waste and Domestic waste in different colour-coded collection bins.
3. Adequate attention has to be given to safe storage of this waste
4. There should be separate storage for different types of non-hazardous wastes e.g. plastics, glass, scrap metal and organic wastes.
5. Procedure should clearly deal with handling and disposal of hazardous waste such as Chemical containers, materials contaminated with hazardous waste, used oils, medical waste, and some fertilizers etc.
6. Disposal of hazardous waste should strictly as per Pollution Control Board guidelines or may be handed over to PCB approved registered recyclers.
7. Bio-medical wastes are to be handled as per Bio-Medical Waste Handling Rules
Code Criteria 11.3: Hazardous waste shall be stored in locations where foreseeable events (such as heavy rain or machinery breakdowns) will prevent leakage or losses to the environment. The storage area shall not be accessible to unauthorized people.

Verification Mode: Records + Fields

What to look for:
Storage of hazardous waste should be as per the requirements of Hazardous Wastes Handling Rules.
1. Access to such stores is restricted, signage’s are to put up and people are to be trained on the Signage’s.
2. Hazardous waste stores must never be above or very close to domestic water supplies.
3. Stores are to be located well away from housing, offices, schools, food storage, surface water drains that lead directly into watercourses.
4. Empty Chemical containers are to be triple rinsed and punctured before storage.
5. The unit is to keep up-to-date records of location and content of hazardous waste sites
6. Waste Collection & Storage records to be maintained (Waste Collected from Labour Lines/Factory/Hospital).

Code Criteria 11.6: Handling of wastes that require burning shall be done through the methods approved by the state pollution control board only.

Verification Mode: Records + Fields

What to look for:
1. Records of incineration/disposition needs to be maintained, this is to include type of waste, hazardous classification, amount, date collected and collector name.
2. Records of incineration / disposal of hazardous or non-hazardous wastes

Code Criteria 11.7: Plastic items, PVC and other toxic items shall never be burnt and shall be disposed off as per the government regulations.

Verification Mode: Records

What to look for: Records of plastic wastes recycled or given back to manufacturer.

For any clarification, feel free to mail us at dutta@trustea.org
Application Scope related queries only be entertained
No Financial matter will be discussed in any mail or meeting
Annexure – II
Evaluation Matrix

Process:

For General & Technical:
Score for each criterion is 1 and each Tick (✓) mark represent 1 mark.

For Financial:
Top 2 Scorers will be financially evaluated depend upon the number of submitted bids

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<tbody>
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<td><strong>Document</strong></td>
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<td>Letter of Authorization</td>
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<td>Expression of Interest in Form-I</td>
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<td>Details of Experience in Form-II with supporting documents</td>
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<td>Company Profile and association</td>
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<td>Budgetary estimate in Form-III</td>
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<tr>
<td><strong>Criteria</strong></td>
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<td>Trade License / Certificate of Incorporation</td>
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<td>GST Certification</td>
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<td>PAN / TAN</td>
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<td>Income tax return of Last year</td>
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<td>Inhouse resource details</td>
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<td>Office should be in India</td>
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<td>Design and Development of the Animated modules</td>
<td>Cost: [X1]</td>
<td>Cost: [X1]</td>
<td>Cost: [X1]</td>
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<tr>
<td>Integration of Voice and Video</td>
<td>Cost: [X2]</td>
<td>Cost: [X2]</td>
<td>Cost: [X2]</td>
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<tr>
<td>Total Cost (Excluding tax) – [A] = [X1+X2+X3]</td>
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<td>Rank [A] – Based on Estimation. Lower bidder will be the highest scorer</td>
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