

Kaushal किरण

JANUARY 2025 | TSSC'S NEWSLETTER



Welcome Reader,

The telecommunications industry plays a vital role in keeping the world connected, and ensuring the safety of its workforce is essential. With unique challenges such as working at heights, electrical hazards, and extreme weather conditions, a strong safety culture and adherence to best practices are key to a secure and thriving industry.

Key safety considerations in telecom include working at heights, electrical safety, weather preparedness, and equipment integrity.

WHY SAFETY TRAINING MATTERS?

Studies reveal that companies investing in safety training experience a 70% reduction in workplace injuries and save an average of INR 400 for every INR 100 spent on training.

Introducing Corporate Training for a Safer Workforce!

To fast-track safety excellence in the telecom industry, we are introducing specialized corporate training programs. These tailored training sessions cover essential topics like **Height & Rescue Training, Rope Operations, Tactics & Rescue, and Electrical Safety**, equipping you and your team with the knowledge to enhance workplace safety. Investing in corporate training not only ensures safety compliance but also boosts workforce confidence and operational efficiency.

Fostering a safety-first culture starts with strong leadership, continuous training, and awareness. Real-time visibility and an integrated mobility strategy enhance operational efficiency, while robust security measures like authentication, network segmentation, and encryption protect both workers and infrastructure. Ongoing hands-on training ensures a well-prepared workforce, making telecom operations safer, smarter, and more resilient.

"THE SAFETY OF PEOPLE SHALL BE THE HIGHEST LAW"

- Marcus Tullius Cicero

Work at Height

Work at height refers to any work where a person could potentially fall and injure themselves. A ladder, a rood, opening in the floor and even a loading dock can be considered working at a height.

In India, we have multiple industries i.e. **telecom, electricals, construction, power, oil, offshore etc.** where thousands of technicians work everyday.

Some of the jobs require personnel to carry work at certain heights which puts the worker at a risk of falling.

The limited monitoring and guidance warrants the need of Work at Height training to create a safe workplace.

1. HART

Height & Rescue Training

This intensive course focuses on rope access techniques and rescue procedures for work at height. Participants learn essentials of **hazard identification, fall protection systems, equipment inspection, and emergency procedures.**

OBJECTIVES

Aligned with NFPA 1670 & NFPA 1006 standards, HART develops capable Team Rescuers, proficient in accessing difficult-to-reach areas, including confined spaces, using ropes and specialized equipment.

This training is crucial for various industries, including telecom, offshore oil and gas, renewable energy, power, petrochemical, shipping, and harbors.



Duration:

15 Hours

For further information, write to us at:
sumit.munjal@tsscindia.com

2. ROTAR

Rope Operations, Tactics and Rescue

This course provides in-depth training on rope operations, tactics, and rescue techniques, focusing on practical application and real-world scenarios. It equips participants with the skills to safely navigate challenging environments and perform rescues in various situations.

OBJECTIVES

Participants will gain hands-on experience with **essential rope systems, knot tying, anchoring techniques, rappelling, and high-angle rescue operations**. The course also covers risk assessment, equipment selection, and team coordination to ensure safe and efficient rescue missions.

Duration:

60 Hours

For further information, write to us at:
sumit.munjhal@tsscindia.com



SAFETY! TOP PRIORITY!

According to the International Labour Organization (ILO), prioritizing fall prevention can significantly enhance safety in telecom operations, reducing the risk of incidents that account for 25% of fatalities.



3. WECARE: Electrical Safety (Telecom Equipment)

Working with electrical equipment involves operating and maintaining devices powered by electricity, from small tools to large industrial machines. A solid understanding of electrical systems is essential for safe and efficient handling, whether installing, repairing, or troubleshooting.

Telecommunications, in particular, relies heavily on advanced electrical systems to power networks, data centers, and communication infrastructure. Adhering to safety regulations, conducting regular maintenance, and using protective gear help prevent hazards, ensuring reliability and efficiency in operations.

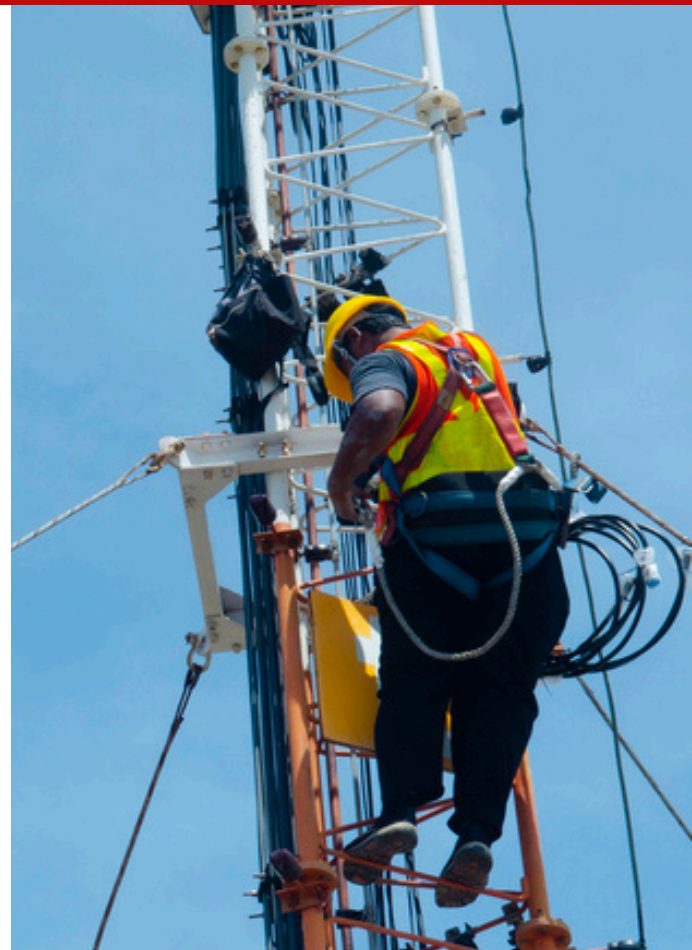
Electrical Safety (Telecom Equipment) is designed for individuals responsible for ensuring electrical safety during the installation, operation, and maintenance of telecom equipment, particularly tower-based installations.

OBJECTIVES

The training covers the development, implementation, and oversight of electrical safety policies, standards, and procedures specific to the telecom industry.

ADVANCEMENTS IN TELECOM ELECTRICAL SAFETY

Telecom electrical safety is crucial for connectivity and worker protection. With 80% of network failures due to power issues, modern sites use 99.9% efficient surge protection and automated monitoring. Fiber optics eliminate electrical risks, replacing copper wiring, while 90% of telecom towers now feature advanced lightning protection, ensuring safer operations and reliable communication worldwide.



Duration:

7.5 Hours

For further information, write to us at:

sumit.munjal@tsscindia.com

Participants learn to identify **electrical hazards, implement control measures, and respond effectively to electrical emergencies.**

Telecom Sector Skill Council Implementing Industry Training

The Telecom Sector Skill Council (TSSC) has successfully trained a team of expert trainers under its Training of Trainers (ToT) program in **Height & Rescue Training (HART) and Rope Operations, Tactics, and Rescue (ROTAR)**.

This specialized training equips professionals with the critical skills needed for working safely at heights, particularly on telecom towers. The training lab was fully equipped with state-of-the-art facilities, ensuring a realistic simulation of real-world telecom tower operations.

Each batch focused, hands-on training and personalized instruction. The program emphasized advanced safety protocols, rescue techniques, and efficient rope operations, preparing trainers to handle high-risk telecom infrastructure environments.

Get your team certified through our safety related programs. Contact us.



Photo: Assessment of HART batch, 31st January 2025

By continuously enhancing workforce capabilities, TSSC is committed to strengthening the telecom sector with skilled professionals trained to industry standards.



The Telecom Sector Skill Council is developing specialized skill development programs across all telecom domains, designed to upskill corporate teams and provide Skill India Certifications.

These training programs can be tailored to meet the specific needs of organizations.

For more information, email us at sumit.munjal@tsscindia.com.

**TSSCs's Commitment to
Upskilling**

6500+

Trainers
Certified

300+

Master Trainers
Certified

Health & Safety: Epitome of Telecom Industry



Arvind Pathak
Head - HSE, Nokia

The telecom sector continues to be at the epicenter for growth, innovation for any industry. Mobile devices and related broadband connectivity continue to be more and more embedded in the fabric of society today and they are key in driving the momentum around some key trends such as video streaming, Internet of Things (IoT), and mobile payments. Many of us wake up to our cell phones rings and even go to sleep with them at night. We talk, text, browse the web, check e time and so much more.

People are aware that using a cell phone while driving can be deadly. But there are other types of fatality involving cell phones that has received almost no attention, the deaths of tower climbers and electrocution of telecom engineers and technicians who install and upgrade cellular technology keeping our networks upright

Significant H&S Challenges in Telecom Operations

Most challenging aspect in telecom operation is that it's not like a construction or factory operation, where all activities are performed under a fixed boundary wall and with limited number of resources in fixed time period wherein you can easily control the resources by being physical present and advanced monitoring system.

How we Overcome Challenges with the help of Digitalization: Our Sustainable Safety Vision

The Journey towards digitalization started way back in 2013, where we had only two options to ensure the safety control being followed or Adhered by "One at Risk", one is changing Personal Behaviour through various motivational & skill-based training programs and the other significant control is Digitalization for real time Safety Monitoring & Control In-order to achieve the objective of Going Back Home Safely.

IN TELECOM OPERATION
EVERY YEAR WE HAVE
ROLLED OUT APPROXIMATE
428K+ HIGH RISK
ACTIVITIES BY APPROX.
**10K+ EMPLOYEES AT ALL
CIRCLES.**

Introduce End to End Site Safety Management through Digitalization

Health Safety and Wellbeing is not just our priority but it's our core value system that is imbibed and practiced in every sphere of our operations as well as personal lives of our employees.

In an era where almost every company tries to distinguish with different aspects of business, we take pride in being appreciated on customer forefront as well to be a differentiator in area of Health, Safety and Wellbeing. This is evident by the fact that we continually improve our H&S ecosystem through digitalization having transparent digital automated controls such as Automated Permit to Work, IVMS and Biometric Device on ground monitoring the envisaged risks on site.

About the Author

Arvind is deeply committed to saving lives and protecting the environment for a sustainable future. He firmly believes that Safety, Wellbeing, Environment, and Sustainability (SWES) are core values that should be embraced as a "Way of Life," fostering safer environments for both people and the planet, ultimately benefiting organizations and society as a whole.

With over 20 years of experience as a Health, Safety, Wellbeing, and Sustainability professional, Arvind specializes in planning, strategy, implementation, monitoring, and governance to drive continual improvement and cultural transformation. His expertise spans diverse industries across India and abroad, including Technology, Telecom, Real Estate, Airports, Seaports, SEZ/Free Zones, Infrastructure, Automobiles, Chemicals, Hospitality, and Facilities. He has contributed to leading organizations such as Nokia Networks, Mumbai International Airport, and Ports Customs Free Zone Corporations, Government of Dubai. Arvind holds a master's degree in Safety and Environment along with a range of specialized training and skills.

PROJECT #1

Real time Geo Fenced Automated Permit to Work Process:

- Real time risk assessment, mitigation and PTW issuance
- Hazard Detection Lens with AI assistance
- PPE Check through AI
- 100% Supervision - Competent & Verified resources on site to execute the Job Safely
- Online approval after due verification of information same as uploaded on tool
- Real time Site H&S monitoring and Audit
- Star Rating & Defaulter Red Card feature.
- Transparent reporting- 24*7 Reporting/Tracking (Anywhere & Anytime)
- Less time consuming
- Paper free technology

Benefits

- Safe, Robust & Error free H&S system
- Life Saving
- Cost Saving – Maximize productivity
- Efficiency/Time Saving
- Environment Friendly
- Reward and Recognition from Government of India, Customer, Independent Bodies and by our Organization



PROJECT #2

Installed Vehicle Monitoring System along with Bio metric Device

- Real time monitoring of H&S parameter's i.e. Overspeed, Harsh Breaking, Rapid Acceleration, Schedule break, Night driving.
- Driver and Vehicle – All required documents validated & uploaded on tool before in operation.
- Immediate action by control tower team at the time of violation.
- 24*7 monitoring of all Vehicles and Driver.
- Complete data available w.r.t driver, vehicle, passenger, circle etc.
- Customized use of vehicle – fuel saving

Benefits

- Enhanced H&S control over the Drivers through virtual presence.
- Behavioural change in resources.: Discipline and fully H&S compliant
- Reduction in H&S violations and incidents – Rash Driving, Fatigue and Driving by incompetent/unauthorized person.
- Behavioural change in Driver: Discipline and fully H&S compliant
- Increased quality and productivity.
- Saving Environment
- Improve business process compliance

NOKIA HEALTH & SAFETY RECOGNITION AWARDS 2025

The annual Nokia Health & Safety Recognition Awards recognizes and showcases internal Nokia's teams and external partners and suppliers for their outstanding achievements in Health, Safety, Security and Wellbeing.

Nokia wants to recognise Suppliers who have made significant improvements and often exceeded expectations across Health, Safety and Security.

<https://www.nokia.com/suppliers/health-safety/awards/>

Conclusion

Digitalization significantly improves employee safety and environmental protection by enabling real-time monitoring, automated hazard detection, proactive risk assessments, data-driven decision making, and streamlined communication, allowing for faster responses to potential dangers and improved preventative measures across workplaces; essentially minimizing human error and maximizing safety protocols through technology integration

We continue to focus on Innovative Solution via Digital Control to create a Safe & Environment friendly Workplace, enhancing safety & wellbeing of Last Mile Guy (LMG) which will inevitably ensure everyone getting home safely at end of the day.



Success Stories: TelcoLearning.com & TelcoJobs.in



Gladis Thomas
Customer Support
Pacesetters Business Solutions



Joining **Pacesetters Business Solutions Pvt Ltd** has been a transformative journey. With an MSc in Computer Science, I was eager to step into the professional world, and **Telcojobs.in** helped me secure my first job. As a **Remote (Work From Home) Customer Support** professional, I thrive in a dynamic and supportive environment that values dedication and teamwork. Coming from a business-driven family,

I've always been encouraged to forge my own path, and Pacesetters has reinforced my confidence. This opportunity has sharpened my skills, provided work-life balance, and allowed me to contribute meaningfully. Grateful to be part of a company that nurtures growth!"



Vriti Goyal
B.Tech Student
Indira Gandhi Delhi Technical
University for Women



I'm thrilled to share that I've successfully completed the Introduction to Internet of Things course through TelcoLearning.com! This program provided valuable insights into how connected devices collect and analyze data, driving greater efficiency and innovation.

A big thank you to the Telecom Sector Skill Council!

Looking forward to more exciting opportunities ahead".



From The CEO's Desk



Praveen Sirohi

Chief Executive Officer
(Interim)

Telecom Sector Skill Council

Nokia's article on Health & Safety in telecom underscores the critical role of digitalization in safeguarding professionals in high-risk environments. At TSSC, we recognize the importance of safety training in mitigating risks such as tower climbing, electrical hazards, and remote site operations. Our specialized programs—Height & Rescue Training (HART), Ropic Operations, Tactics & Rescue (ROTAR), and WeCare: Electrical Safety—equip telecom professionals with the necessary skills and expertise to work safely and confidently.

As digital transformation accelerates, safety must remain a top priority. TSSC is dedicated to bridging the skill gap through industry-aligned training, ensuring professionals are well-prepared for potential hazards and emergencies. Nokia's focus on real-time monitoring and automated hazard detection reinforces the need to integrate cutting-edge technology with skill development. Through collaboration with industry leaders, we continue to advocate for a safer, more resilient telecom workforce.



EMPOWERING THE
WORKFORCE,
ADVANCING THE
NATION'S DIGITAL
FUTURE.

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