

# SMILE AND CARE

(YOUR NEWSLETTER FROM CGAS)

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Corporate Governance  
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## COPING WITH CHANGE – FROM SAFETY TO RESILIENCE

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The past year has been very trying for those of us in the EHS profession. During this time, I have put a lot of thought into the next great wave of philosophy in EHS which is understanding that we may have plateaued with our current set of processes and need to think about what comes next. Like many others, I believe that we will make a sea change where we don't put undue pressure on our companies, clients, employees and ourselves by setting targets that are entirely metrics driven. We will change from being accident prevention driven to be the implementors and leaders for Resilience.

Resilience is the ability to 'bounce back' when encountering the challenges that are part of life. The clinical definition is **"the intrinsic ability of a system to adjust its functioning prior to, during, or following changes and disturbances so that it can sustain required operations under both expected and unexpected conditions"** (Hollnagel et al. 2011, p. xxxvi). Think about times when you were very close to

A specific target and everyone was getting ready to celebrate and then, "BOOM", some black swan event happened that stopped it in its tracks. A vehicular accident caused by the other driver, a failure in material integrity that caused leaks or explosions, or the latest for me which was to have a record of 63.7 million safe work hours wiped clean by a snake bite. Do you fall into despair or do you bounce back? If you do, and don't lose focus then you are resilient. If you don't think you are resilient then you can learn it like any other skill.

Resilience is based around four key abilities. These are the abilities of response, monitoring, learning and anticipation. Accidents are not a problem, the way we respond to accidents can be. Those who expect and talk in perfectionist language encourage anti-resilience because perfectionism can create anger, frustration, negativity, denial and depression. The language of perfectionism drives failure and anti-resilience. The language of perfection drives a lack of compassion, care and empathy.

One of the best skills we can have in times of stress and when things go wrong is the knowledge and expectation that we will cope. Coping is the foundation of resilience. Resilience is not something that can be 'engineered'. Resilience is learned, not manufactured. The ability to know that time heals, that things pass, that you can't change the past and that there is a tomorrow, helps create a positive resolve and creates energy to work through issues. I see my role now being the one who leads when things go bad, who understands that no matter how hard we try, we simply cannot control everything, but we must go forward.

*Views expressed here are of the Author and do not reflect official opinion and/or endorsement by Corporate Governance Advisory Services. He can be reached for any clarifications at [james.thorn@ril.com](mailto:james.thorn@ril.com).*

*"We are the **first generation** to feel the effect of climate change and the **last generation** who can do something about it."*  
**- Barack Obama, Former US President.**

## RECENT UPDATES

CGAS is thankful to the organizations that partnered with us during COVID-19. One positive point, quite contrary to the perceptions, is that these organizations spent time and resources to improve their overall EHS compliance systems.

We supported a UK multinational company to improve their Environmental legal compliance management including the infrastructure changes, monitoring methods and technical review of documents for submission to the regulatory agencies.

## LEARNING OF THE MONTH

**RAVI TIWARI, PhD**  
Founder & CEO  
BizAugmentor Global Services,  
New Delhi



### AI for Speech Technology in Indian Languages

Artificial Intelligence (AI) is the focal technology driving the global digital revolution. AI refers to computer programs that process information autonomously, identify connections between data points, make decisions, and can learn and adapt while doing so.

India is on the path to becoming a digital powerhouse, given the increased mobile phone usage and lower internet costs. As a result, the massive volume of data generated daily can potentially be leveraged by the AI community to build more accurate, real-world, and socially significant AI systems.

AI applications in speech technology are in form of:

- Automatic Speech Recognition or ASR allows human to speak with a computer interface in a way that resembles normal human conversation
- TTS, or "read aloud" technology, reads out digital text through a computer-generated voice.

There are immense opportunities in putting these tech to work in the field of Agriculture, Social welfare, healthcare, climate safety and education.

The major bottleneck in Indian context has been the lack of linguistic resources to contribute to these technologies and make them work for Indic languages. Also, without the technology and data to train AI, India may miss out on the immense opportunities AI has to offer.

A roadmap has been laid down by the Ministry of IT (MeitY) Govt, under the National Language Translation Mission (NLTM) to create a common platform for speech corpora to be made available as open source. A study recently conducted by GIZ-Germany with BizAugmentor Global Services on "Open Voice Data in Indian Languages" is now available in open domain. The objective of the project is to ensure that the technology developed over voice datasets is localised. Rather than taking people to a system, the system must be taken to people to have a social impact in India.

The author is a start-up Entrepreneur who has worked on the above study with GIZ. He has been working on multiple projects to ensure that AI is able to make people smile at all levels in the industries and across the country.

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## ENGAGEMENT OPPORTUNITIES

### PARTNERS FOR EXPANSION OF EHS LEGAL COMPLIANCE SOFTWARE

We are looking for technical and business partners to expand our EHS Legal Compliance Software to other countries. We are in discussion with potential partners in Vietnam and Oman and plan to expand it to other geographies soon. The software developed for this system has received positive feedback from both clients and peers who have reviewed and termed it as better than many other international software.

Please contact us at the details below.

### Smile News

IAS Officer Helps Tribal Hamlet Turn into Eco-Tourism Hub, Earn 3.5 Lakh in 4 Months

[IAS Officer Helps Tribal Hamlet turn into Eco-Tourism](#)

### Care News

In Tribute: Padma Bhushan Doctor V Shanta, Who Helped Make Cancer Care Affordable  
[Care for Cancer Patients](#)

### EHS News

Union Budget 2021-22: India to launch Hydrogen Energy Mission  
[India joined the race for next big energy source](#)

## EDITORIAL DESK



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## MESSAGE

2021 has started on a positive note leaving behind "Corona 2020". Consumer activity is picking up, Manufacturing base seeing increased activity and with it come the risks of breaching established COVID protection protocols. It is important to take appropriate risk mitigation. CGAS team will be pleased to receive your feedback.



### CORPORATE GOVERNANCE ADVISORY SERVICES

To Make "Smile and Care" a Key Enabler in the global arena of Corporate Governance

### CONTACT US

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