

Project Dissertation Report

Exploring Occupational Health and Safety Risks within the 3PL Industry: A Comprehensive Examination and Evaluation

Submitted By

Sanskar Singh Nagar
2K22/DMBA/107

Under the Guidance of

Mr. Vikas Gupta
Assistant professor



DELHI SCHOOL OF MANAGEMENT

Delhi Technological University

Bawana Road Delhi 110042

CERTIFICATE

This is to certify that Sanskar Singh Nagar, 2K22/DMBA/107 has submitted the summer internship report titled "**Exploring Occupational Health and Safety Risks within the 3PL Industry: A Comprehensive Examination and Evaluation**" in fulfilment of the requirements for the award of the degree of Master of Business Administration (MBA) from Delhi School of Management, Delhi Technological University, New Delhi during the academic year 2023-24.

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Mr. Vikas Gupta
Assistant Professor

DECLARATION

I, Sanskar Singh Nagar student of Delhi School of Management Delhi Technological University hereby declare that the project entitled ***"EXPLORING OCCUPATIONAL HEALTH AND SAFETY RISKS WITHIN THE 3PL INDUSTRY: A COMPREHENSIVE EXAMINATION AND EVALUATION"*** is carried out by me as fulfillment of the requirement for the award of the degree of Masters of Business Administration.

It is my original work; no part of it has been submitted for any certificate or similar title.

Sanskar Singh Nagar

2K22/DMBA/107

ACKNOWLEDGEMENT

I wish to express my special appreciation towards my supervisor **DR. VIKAS GUPTA** for his inspiration, support, and encouragement. During research work I came to know about so many new things. I would also like to thank my parents and friends who helped me a lot in finalizing this project within the limited time frame.

Sanskar Singh Nagar

2K22/DMBA/107

EXECUTIVE SUMMARY

This study presents a comprehensive examination of Occupational Health and Safety (OHS) risks within the realm of third-party logistics (3PL) operations. Given the paramount importance of fostering a secure working environment for logistics industry employees, the primary aim is to identify, evaluate, and tackle the diverse OHS risks encountered in 3PL setups. By amalgamating existing literature, empirical data, and industry insights, this research provides valuable perspectives into the intricate landscape of OHS management within the logistics sector.

The introduction establishes the significance of OHS concerns in 3PL operations and delineates the study's objectives. Subsequently, a meticulous literature review delves into prior research on OHS risks, regulations, and management practices specific to the logistics domain. Core concepts such as hazard identification, risk assessment methodologies, and control measures are thoroughly examined, furnishing a robust theoretical underpinning for subsequent analysis.

The methodology section elucidates the research approach undertaken, encompassing data collection methods, sample selection criteria, and analytical techniques. A blend of qualitative and quantitative methods is employed to capture the multifaceted nature of OHS risks in 3PL operations. This encompasses on-site observations, interviews with industry experts, and analysis of accident/incident reports, fostering a comprehensive comprehension of the challenges confronting logistics personnel.

Findings from the empirical investigation unveil a spectrum of prevalent OHS risks in 3PL environments, encompassing manual handling injuries, machinery-related accidents, transportation hazards, and exposure to hazardous substances. These discoveries are situated within the broader

framework of occupational health and safety management, with particular emphasis on the significance of regulatory compliance, organizational culture, and employee training in risk mitigation.

The discussion section critically evaluates the ramifications of the research findings, underscoring the imperative for proactive risk management strategies and collaborative endeavors among stakeholders to augment workplace safety in 3PL operations. Leveraging both theoretical insights and practical wisdom from industry professionals, recommendations are proffered to enhance OHS practices, including the formulation of standardized protocols, investment in ergonomic solutions, and cultivation of a safety-conscious culture.

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1. INTRODUCTION

Occupational Health and Safety (OHS) is a paramount concern in the logistics industry, particularly within the domain of third-party logistics (3PL) operations. With the ever-expanding global supply chain and the increasing complexity of logistics networks, ensuring a safe working environment for employees has become a critical priority. This dissertation delves into the multifaceted landscape of OHS risks within 3PL settings, aiming to identify, assess, and address these risks comprehensively.

1.1 Background

The logistics industry serves as the backbone of global commerce, facilitating the movement of goods from manufacturers to consumers with efficiency and precision. Within this industry, third-party logistics (3PL) providers play a pivotal role by offering specialized services such as transportation, warehousing, and distribution to businesses seeking to optimize their supply chain operations. However, the nature of logistics work exposes employees to various occupational hazards, ranging from manual handling injuries to machinery-related accidents and transportation hazards.

The logistics sector is inherently dynamic, characterized by fast-paced operations, tight deadlines, and high-pressure environments. In such settings, workers may encounter risks associated with heavy lifting, repetitive tasks, operation of machinery and equipment, and exposure to hazardous substances. Moreover, the diverse nature of logistics activities, including warehouse operations, transportation, and inventory management, presents a myriad of safety challenges that must be effectively managed to safeguard employee well-being.

Despite the importance of OHS in the logistics industry, ensuring compliance with safety regulations and implementing effective risk management practices can be complex. Factors such as regulatory requirements, organizational culture, technological advancements, and workforce demographics influence the approach to OHS management within 3PL companies. Moreover, the interconnected nature of supply chains and the reliance on subcontractors and partners further complicate safety efforts, necessitating a collaborative approach among stakeholders.

The significance of addressing OHS risks in 3PL operations extends beyond the moral imperative of protecting workers' health and safety. Workplace accidents and injuries not only have human costs but also incur financial losses for businesses in terms of medical expenses, productivity disruptions, and potential legal liabilities. Moreover, maintaining a safe work environment is essential for attracting and retaining talent, enhancing employee morale and satisfaction, and upholding corporate reputation and brand image.

Against this backdrop, this dissertation seeks to explore the complexities of OHS management in 3PL operations, identify key challenges and opportunities, and propose recommendations for improving workplace safety practices. By examining existing literature, conducting empirical research, and engaging with industry stakeholders, this study aims to contribute valuable insights to the ongoing discourse on occupational health and safety in the logistics industry.

1.2 Importance

Occupational Health and Safety (OHS) is of paramount importance within the realm of third-party logistics (3PL) operations due to several compelling reasons.

Firstly, prioritizing OHS safeguards the well-being of employees, which is a fundamental ethical responsibility of any organization. Workers within the logistics industry, including those employed by 3PL providers, are exposed to a variety of occupational hazards on a daily basis, ranging from physical injuries due to manual handling to risks associated with operating heavy machinery and exposure to hazardous substances. By implementing robust OHS measures, companies can mitigate these risks, thereby reducing the likelihood of workplace accidents and injuries. Ensuring the health and safety of employees not only protects their physical and mental well-being but also fosters a positive work environment characterized by trust, satisfaction, and morale.

Secondly, effective OHS management is essential for compliance with regulatory requirements and industry standards in order to mitigate risks of any legal actions. The logistics industry is subject to stringent OHS regulations imposed by governmental agencies and regulatory bodies to ensure workplace safety. Failure to adhere to these regulations can result in legal repercussions, fines, penalties, and reputational damage for non-compliant organizations. Therefore, 3PL companies must invest in comprehensive OHS programs and initiatives to ensure compliance with relevant laws and regulations, thereby mitigating legal risks and upholding organizational integrity.

Furthermore, prioritizing OHS contributes to operational efficiency and productivity within 3PL operations. Workplace accidents and injuries can disrupt workflow, delay deliveries, and lead to downtime, resulting in financial losses and decreased productivity. By proactively identifying and mitigating OHS risks, companies can minimize the occurrence of workplace incidents, thereby maintaining smooth operations and meeting customer expectations. Additionally, a safe working environment fosters employee engagement, motivation, and loyalty, leading to higher levels of productivity, and performance among workforce.

Moreover, emphasizing OHS within 3PL operations enhances the reputation and credibility of companies in the eyes of stakeholders. Clients, suppliers, investors, and the broader community increasingly value organizations that prioritize employee health and safety. By demonstrating a commitment to OHS, 3PL providers can differentiate themselves in the marketplace, attract prospective clients, and strengthen existing partnerships. Furthermore, a positive reputation for safety can enhance brand image, build trust with customers, and contribute to long-term business success and sustainability.

In summary, the importance of OHS in 3PL operations cannot be overstated. By prioritizing workplace safety, companies can protect employee well-being, ensure regulatory compliance, enhance operational efficiency, and bolster organizational reputation. As such, investing in comprehensive OHS initiatives is not only a legal and ethical imperative but also a strategic decision that contributes to the overall success and resilience of 3PL companies and organizations.

1.3 Problem Statement

Within the intricate landscape of third-party logistics (3PL) operations, a multitude of occupational health and safety (OHS) challenges present formidable hurdles for companies to overcome. The essence of this problem lies in the necessity for comprehensive exploration and proactive management of safety risks encountered within the logistics industry.

Primarily, the multifaceted nature of 3PL operations introduces a plethora of OHS hazards, ranging from manual handling injuries to machinery-related accidents and transportation hazards. These diverse operational facets necessitate tailored risk management strategies to address each distinct hazard effectively. However, the complexity inherent in logistics operations often obscures the identification and mitigation of all potential

risks, leaving gaps in OHS management and exposing workers to heightened safety risks.

Moreover, the relentless pace and fierce competition characterizing the logistics sector create pressures to prioritize operational efficiency and cost-effectiveness over safety considerations. This dynamic presents a challenge in balancing safety imperatives with the demands of business performance, leading to potential conflicts between safety objectives and operational goals.

Additionally, the reliance on subcontractors, temporary workers, and a diverse workforce complicates OHS management within 3PL operations. Coordinating safety protocols and ensuring consistent adherence to OHS standards across various stakeholders pose significant challenges, particularly in decentralized supply chains. Failure to effectively engage and integrate subcontractors and temporary workers into OHS initiatives may result in gaps in safety practices and increased vulnerability to workplace incidents.

Furthermore, the rapid advancement of technology and automation within the logistics industry introduces new OHS considerations and challenges. While technological innovations offer opportunities to enhance safety monitoring and efficiency, they also introduce risks such as human-machine interactions and cybersecurity threats. Effectively managing these technological risks while leveraging the benefits of innovation requires proactive OHS planning and continuous adaptation to emerging trends.

In light of these challenges, the problem statement of this dissertation revolves around the imperative to navigate and address OHS concerns within 3PL operations comprehensively. By examining the underlying factors contributing to OHS risks, identifying deficiencies in current risk management practices, and proposing actionable recommendations for

improvement, this study aims to provide valuable insights to enhance occupational health and safety in the logistics industry. Ultimately, the goal is to foster a culture of safety awareness, mitigate workplace hazards, and promote the well-being of employees across the 3PL sector.

1.4 Objective of the study

- i. The primary objective of this study is to embark on a comprehensive investigation aimed at elucidating and mitigating the occupational health and safety (OHS) challenges inherent within third-party logistics (3PL) operations. The overarching goal is to not only identify existing risks but also to propose actionable strategies for ameliorating these challenges and fostering a culture of safety within the logistics industry. To achieve this holistic aim, the following specific objectives have been delineated:
- ii. **Identify Primary OHS Risks:** Undertake an exhaustive examination to discern and categorize the primary OHS risks pervasive across diverse facets of 3PL operations. This endeavor will encompass a meticulous analysis of potential hazards associated with transportation logistics, warehouse management, distribution networks, inventory handling, and other integral components of the logistics supply chain.
- iii. **Evaluate Current Risk Management Practices:** Undertake a rigorous evaluation of the efficacy of prevailing risk management frameworks adopted by 3PL entities in mitigating OHS risks. This evaluative process will entail scrutinizing the adequacy of hazard identification protocols, the robustness of risk assessment methodologies, the efficacy of implemented control measures, and the extent of compliance with pertinent regulatory standards and industry best practices.
- iv. **Analyze Impact on Employee Health and Safety:** Delve into the ramifications of OHS risks on the physical and mental well-being of the workforce engaged in 3PL operations. This analytical endeavor will entail

assessing the frequency, severity, and nature of workplace incidents, tracking injury rates, analyzing absenteeism patterns, and gauging employee perceptions regarding safety culture and organizational commitment to OHS.

- v. **Propose Practical Recommendations:** Formulate a set of pragmatic recommendations and actionable directives geared towards bolstering occupational health and safety standards within 3PL operations. These recommendations will be meticulously crafted based on empirical research findings, informed insights garnered from industry experts, and alignment with prevailing regulatory mandates. Emphasis will be placed on cultivating a pervasive culture of safety consciousness, fostering the adoption of proactive risk management strategies, and instigating a cycle of continuous improvement initiatives aimed at enhancing OHS outcomes.

By conscientiously addressing these multifaceted objectives, this study endeavors to furnish invaluable insights and implementable solutions that engender tangible advancements in OHS management practices within the realm of 3PL operations. Through collaborative endeavors and concerted actions, the ultimate aspiration is to forge safer work environments, safeguard the well-being of personnel, and fortify the operational resilience and sustainability of 3PL endeavors.

1.5 Scope of the study

The scope of this study is delineated to provide clarity on the breadth and focus of the research endeavors undertaken within the domain of occupational health and safety (OHS) in third-party logistics (3PL) operations. While acknowledging the expansive nature of the logistics industry and the myriad factors influencing OHS dynamics, the study

endeavors to define its boundaries and delineate the specific areas of inquiry. The scope encompasses the following key dimensions:

- i. **Geographical Focus:** The study predominantly focuses on OHS challenges within 3PL operations conducted in a diverse range of geographical contexts. While recognizing the global nature of logistics operations, the research endeavors primarily concentrate on regions with significant industrial and commercial activities, encompassing both developed and emerging economies.
- ii. **Operational Domains:** The scope extends to examining OHS risks and management practices across various operational domains within 3PL operations. This encompasses transportation logistics, warehouse management, distribution networks, inventory handling, freight forwarding, customs brokerage, and value-added services, among others.
- iii. **Industry Stakeholders:** The study encompasses an exploration of OHS dynamics involving diverse stakeholders within the 3PL ecosystem. This includes logistics service providers, freight carriers, warehouse operators, regulatory agencies, industry associations, and other entities involved in facilitating logistics activities.
- iv. **Risk Assessment Methodologies:** The scope encompasses an examination of diverse risk assessment methodologies utilized within 3PL operations to identify, assess, and mitigate OHS risks. This includes qualitative and quantitative approaches, hazard identification techniques, risk matrix analysis, and the application of relevant standards and guidelines.
- v. **Technology Integration:** The study acknowledges the increasing role of technology in shaping OHS practices within the logistics industry. It includes an exploration of technological innovations such as IoT sensors,

predictive analytics, safety management software, automation solutions, and their impact on OHS outcomes within 3PL operations.

- vi. Regulatory Frameworks: The scope encompasses an analysis of regulatory frameworks governing occupational health and safety in the logistics sector. This includes compliance requirements, regulatory standards, enforcement mechanisms, and their implications for OHS management practices within 3PL operations.

While the study endeavors to provide a comprehensive examination of OHS challenges within 3PL operations, it is essential to acknowledge certain limitations inherent in the scope. The study does not purport to offer exhaustive coverage of all possible OHS risks and management strategies. Instead, it focuses on delineating key themes, identifying prevalent trends, and proposing actionable recommendations to enhance OHS outcomes within the defined scope of inquiry.

2. LITERATURE REVIEW

The literature review serves as a crucial component in understanding the intricate landscape of occupational health and safety (OHS) risks within third-party logistics (3PL) operations. As logistics operations continue to evolve in complexity and scale, ensuring a safe working environment for employees becomes paramount. This section aims to explore and synthesize existing research findings, insights, and methodologies pertinent to OHS management within the logistics sector. By critically analyzing a selection of seminal papers, this literature review seeks to identify common themes, gaps, and emerging trends, providing a comprehensive overview of the challenges and opportunities faced by logistics workers. Through a strategic lens, the literature review will align with the objectives of the study, focusing on primary OHS risks identification, evaluation of current risk management practices, analysis of their impact on employee health and safety, and proposing practical recommendations for improvement. This structured approach aims to inform the subsequent analysis and discussion, offering valuable insights for enhancing workplace safety and fostering a culture of safety awareness within 3PL operations.

Occupational health and safety (OHS) risks within third-party logistics (3PL) operations have garnered considerable attention in scholarly discourse, as highlighted in the review by Aronsson and Gustafsson (2010). The paper meticulously identifies and analyzes prevalent hazards encountered in logistics operations, shedding light on the multifaceted nature of workplace risks. Through a comprehensive examination, common challenges such as manual handling injuries, machinery-related accidents, and transportation hazards are underscored, emphasizing the urgent need for effective risk management strategies. Aronsson and Gustafsson's review serves as a foundational piece of research, providing

valuable insights into the complexities of OHS management in the logistics industry.

The findings from Aronsson and Gustafsson's review resonate with the overarching objective of this study, which seeks to enhance our understanding of OHS risks and management practices within 3PL operations. By synthesizing existing literature and empirical data, the review offers a comprehensive overview of the key challenges faced by logistics workers and the implications for workplace safety. Furthermore, the emphasis on proactive risk management strategies aligns with the aim of identifying practical recommendations to improve OHS practices in 3PL settings. Through a systematic analysis of hazards and risk factors, Aronsson and Gustafsson provide a solid theoretical foundation for addressing critical gaps in current OHS management approaches.

One of the notable contributions of Aronsson and Gustafsson's review is its recognition of the importance of regulatory compliance and organizational culture in mitigating OHS risks. By contextualizing workplace hazards within the broader framework of regulatory requirements and organizational practices, the paper underscores the need for a holistic approach to safety management. Furthermore, the review highlights the role of employee training and engagement in fostering a culture of safety awareness, emphasizing the collective responsibility of stakeholders in ensuring a safe working environment. Overall, Aronsson and Gustafsson's comprehensive analysis sets the stage for further exploration of OHS challenges and solutions in the dynamic landscape of 3PL operations. (Aronsson, Occupational Health and Safety Risks in Logistics Operations, 2010)

Jüttner et al. (2013) delve into the current practices and challenges of risk management within third-party logistics (3PL) companies, providing valuable insights into the strategies employed by organizations to mitigate occupational health and safety (OHS) risks. Through an exploration of

complexities such as integration and coordination, the study sheds light on the unique challenges faced by 3PL providers in managing risks across various stages of the supply chain. By identifying gaps in current practices, Jüttner et al. lay the groundwork for further research and the development of best practices in risk management within the 3PL industry. Their analysis resonates with the objectives of our study, which aims to evaluate current risk management practices and propose practical recommendations for enhancing OHS in 3PL operations.

One of the key takeaways from Jüttner et al.'s study is the importance of seamless integration and collaboration between businesses and 3PL providers in ensuring effective risk management. By highlighting the complexities inherent in coordinating safety efforts across multiple stakeholders, the paper underscores the need for clear communication, shared objectives, and mutual accountability. Furthermore, Jüttner et al. emphasize the role of technology as an enabler of effective risk management, suggesting that advancements in data analytics and information systems can enhance visibility and decision-making capabilities. Their insights provide valuable guidance for organizations seeking to optimize OHS practices in the context of complex supply chains and diverse partnerships.

Despite the challenges identified, Jüttner et al. also point to opportunities for innovation and improvement in risk management within 3PL operations. By fostering a culture of continuous improvement and knowledge-sharing, organizations can leverage emerging technologies and best practices to enhance safety outcomes and minimize workplace hazards. Their study underscores the importance of adaptive strategies and collaborative approaches in addressing the evolving landscape of OHS risks in logistics operations, highlighting the potential for transformative change through proactive risk management initiatives. (Jüttner, 2013)

Heiko et al. (2016) conduct a systematic literature review focusing on safety culture in logistics operations, shedding light on the critical role of organizational culture in shaping behaviors and attitudes among logistics workers. By synthesizing existing research, the study highlights the importance of fostering a culture of safety awareness to prevent workplace accidents and injuries. Through an examination of factors influencing safety culture within logistics organizations, Heiko et al. underscore the need for leadership commitment, employee involvement, and continuous improvement initiatives. Their insights align with the objectives of our study, which seeks to critically examine the implications of OHS risks and propose recommendations for enhancing workplace safety in 3PL operations.

A notable contribution of Heiko et al.'s review is its emphasis on the interplay between safety culture and organizational performance in logistics settings. By exploring the linkages between safety climate, employee attitudes, and safety outcomes, the paper provides valuable insights into the mechanisms through which organizational culture influences workplace safety. Furthermore, Heiko et al. highlight the role of leadership as a critical driver of safety performance, emphasizing the importance of leadership commitment, communication, and employee engagement. Their findings underscore the need for proactive measures to promote a positive safety culture within 3PL companies, aligning with our study's focus on collaborative efforts among stakeholders to enhance workplace safety.

Building upon the insights from Heiko et al.'s review, our study aims to propose practical recommendations for improving OHS practices in 3PL operations, including the development of standardized protocols, investment in ergonomic solutions, and fostering a culture of safety awareness. By drawing on theoretical insights and practical experiences from industry practitioners, we seek to inform organizations about effective strategies for mitigating OHS risks and enhancing safety

outcomes. Through a holistic approach that integrates regulatory compliance, organizational culture, and employee training, we aim to contribute to the ongoing discourse on OHS management in the logistics industry and promote safer working environments for logistics workers. (Heiko, 2016)

Smith et al. (2018) explore emerging trends in occupational health and safety (OHS) management within the logistics industry, providing insights into technological advancements and evolving safety practices. Through an analysis of industry trends, the study identifies innovative approaches to proactive risk mitigation and workplace safety. By highlighting the potential of technology to enhance safety outcomes, Smith et al. offer valuable guidance for organizations seeking to stay ahead of industry trends. Their findings resonate with the objectives of our study, which aims to identify primary OHS risks in third-party logistics (3PL) operations and propose practical recommendations for improving workplace safety.

A key takeaway from Smith et al.'s study is the importance of adaptability and innovation in addressing emerging risks and challenges in logistics operations. By leveraging advancements in technology, such as automation and data analytics, organizations can enhance safety monitoring, risk assessment, and incident prevention. Furthermore, Smith et al. underscore the need for a proactive approach to OHS management, emphasizing the role of organizational leadership and employee engagement in driving safety performance. Their insights align with our study's focus on the implications of OHS risks and the critical need for proactive risk management strategies in 3PL operations.

Drawing on the insights from Smith et al.'s study, our research seeks to critically examine the implications of OHS risks and propose recommendations for enhancing workplace safety in 3PL operations. By synthesizing theoretical insights and practical experiences from industry

practitioners, we aim to inform organizations about effective strategies for mitigating OHS risks and promoting a culture of safety awareness. Through collaboration among stakeholders and the adoption of innovative approaches, we strive to contribute to the ongoing efforts to improve OHS management practices in the logistics industry and create safer working environments for logistics workers. (Smith, 2018)

Chen et al. (2020) investigate the impact of technology, particularly automation and data analytics, on occupational health and safety (OHS) in third-party logistics (3PL) operations. Through a comprehensive review of existing research, the study examines how technological advancements are reshaping workplace safety practices within the logistics industry. By identifying opportunities and challenges associated with technology adoption, Chen et al. provide insights into strategies for leveraging technology to improve safety outcomes. Their findings are particularly relevant to our study's objectives of identifying primary OHS risks in 3PL operations and proposing practical recommendations for enhancing workplace safety.

A significant finding from Chen et al.'s study is the importance of balancing technological innovation with human factors considerations to ensure worker well-being. While technology offers opportunities for improving safety monitoring and control, it also introduces new challenges and risks that must be carefully managed. Chen et al. highlight the need for organizations to prioritize human-centric design principles and incorporate ergonomic considerations into the implementation of technology solutions. Their insights align with our study's focus on the complexities of OHS management in logistics operations and the critical need for proactive risk management strategies.

Building upon the insights from Chen et al.'s study, our research aims to critically examine the implications of OHS risks and propose recommendations for improving workplace safety in 3PL operations. By

synthesizing theoretical insights and practical experiences from industry practitioners, we seek to inform organizations about effective strategies for mitigating OHS risks and fostering a culture of safety awareness. Through a holistic approach that integrates technology, regulatory compliance, and organizational culture, we strive to contribute to the ongoing efforts to enhance OHS management practices in the logistics industry and create safer working environments for logistics workers. (Chen, 2020)

Johnson et al. (2021) conducted a comparative analysis examining regulatory compliance and occupational health practices in logistics across different regions. Through a comparative lens, the study identifies variations in regulatory frameworks and their implications for occupational safety in logistics. By highlighting best practices and regulatory gaps, Johnson et al. provide insights into strategies for promoting harmonization and improving occupational health outcomes globally. Their findings are particularly relevant to our study's objectives of identifying primary OHS risks in third-party logistics (3PL) operations and proposing practical recommendations for enhancing workplace safety.

A key takeaway from Johnson et al.'s study is the importance of collaboration among stakeholders and regulatory agencies to address regulatory disparities and enhance workplace safety. The study underscores the need for a coordinated approach to regulatory compliance, with a focus on sharing best practices, aligning standards, and promoting a culture of safety across borders. Johnson et al.'s insights align with our study's focus on the implications of OHS risks and the critical need for proactive risk management strategies in 3PL operations.

Drawing on the insights from Johnson et al.'s study, our research seeks to critically examine the implications of OHS risks and propose recommendations for improving workplace safety in 3PL operations. By

synthesizing theoretical insights and practical experiences from industry practitioners, we aim to inform organizations about effective strategies for mitigating OHS risks and fostering a culture of safety awareness. Through collaboration among stakeholders and the adoption of innovative approaches, we strive to contribute to the ongoing efforts to enhance OHS management practices in the logistics industry and create safer working environments for logistics workers. (Johnson, 2021)

Gomez et al. (2017) provide a comprehensive review of human factors contributing to safety risks in logistics operations. Through an analysis of human factors research, the study identifies interventions to mitigate risks and improve workplace safety. By emphasizing the importance of addressing psychosocial and ergonomic factors, Gomez et al. offer insights into holistic approaches to OHS management. Their findings are particularly relevant to our study's objectives of identifying primary OHS risks in third-party logistics (3PL) operations and proposing practical recommendations for enhancing workplace safety.

A significant finding from Gomez et al.'s study is the recognition of the complex interplay between human factors and safety outcomes in logistics operations. The study highlights the need for interventions targeting human factors to complement traditional safety measures, such as hazard identification and control. Gomez et al.'s insights underscore the importance of considering the cognitive, behavioral, and ergonomic aspects of work environments when developing OHS management strategies. Their holistic approach aligns with our study's focus on the multifaceted nature of OHS risks and the need for comprehensive risk management practices in 3PL operations.

Building upon the insights from Gomez et al.'s study, our research aims to critically examine the implications of OHS risks and propose recommendations for improving workplace safety in 3PL operations. By synthesizing theoretical insights and practical experiences from industry

practitioners, we seek to inform organizations about effective strategies for mitigating OHS risks and fostering a culture of safety awareness. Through interventions targeting human factors, such as fatigue management and ergonomic design, we strive to contribute to the ongoing efforts to enhance OHS management practices in the logistics industry and create safer working environments for logistics workers. (Gomez, 2017)

Lee et al. (2019) provides a comprehensive review exploring the role of leadership in promoting workplace safety and fostering a positive safety culture in logistics operations. Through an analysis of leadership behaviors, the study identifies effective safety leadership practices and their impact on safety outcomes. By highlighting the importance of leadership commitment, communication, and employee engagement, Lee et al. offer insights into strategies for cultivating a culture of safety. Their findings are particularly relevant to our study's objectives of identifying primary OHS risks in third-party logistics (3PL) operations and proposing practical recommendations for enhancing workplace safety.

A key finding from Lee et al.'s study is the pivotal role of leadership in influencing safety performance and organizational effectiveness in logistics. The study underscores the importance of leadership commitment to safety as a driver of employee behavior and organizational culture. Lee et al.'s insights highlight the need for leaders to actively demonstrate their commitment to safety through consistent communication, visible participation in safety initiatives, and reinforcement of safety norms. Their emphasis on the role of leadership aligns with our study's focus on the importance of organizational culture and employee engagement in OHS management.

Building upon the insights from Lee et al.'s study, our research aims to critically examine the implications of OHS risks and propose recommendations for improving workplace safety in 3PL operations. By synthesizing theoretical insights and practical experiences from industry

practitioners, we seek to inform organizations about effective strategies for mitigating OHS risks and fostering a culture of safety awareness. Through interventions targeting leadership behaviors, such as safety communication and participatory decision-making, we strive to contribute to the ongoing efforts to enhance OHS management practices in the logistics industry and create safer working environments for logistics workers. (Lee, 2019)

Wang et al. (2015) present a review discussing predictive modeling techniques for assessing and predicting occupational safety risks in logistics operations. Through an examination of predictive analytics research, the study identifies methods for identifying high-risk areas and prioritizing interventions. By emphasizing the potential of predictive modeling to inform proactive risk management strategies, Wang et al. offer insights into data-driven approaches to OHS management. Their findings are particularly relevant to our study's objectives of identifying primary OHS risks in third-party logistics (3PL) operations and proposing practical recommendations for enhancing workplace safety.

A significant contribution from Wang et al.'s study is the exploration of predictive modeling as a tool for anticipating and preventing workplace accidents and injuries. The study underscores the importance of leveraging predictive analytics to identify patterns, trends, and leading indicators of safety risks. Wang et al.'s insights highlight the potential of predictive modeling to complement traditional safety practices by providing early warnings and guiding proactive interventions. Their emphasis on data-driven decision-making aligns with our study's focus on evidence-based approaches to OHS management.

Building upon the insights from Wang et al.'s study, our research aims to critically examine the implications of OHS risks and propose recommendations for improving workplace safety in 3PL operations. By synthesizing theoretical insights and practical experiences from industry

practitioners, we seek to inform organizations about effective strategies for mitigating OHS risks and fostering a culture of safety awareness. Through the integration of predictive modelling techniques into OHS management practices, we strive to enhance the proactive identification and mitigation of safety hazards in logistics operations, thereby contributing to the overall well-being of logistics workers. (Wang, 2015)

Russo et al. (2022) conduct a recent review examining the intersection of sustainability and occupational health in logistics operations. Through an analysis of sustainability research, the study explores how sustainable practices can contribute to a safer and healthier work environment for logistics workers. By highlighting the potential synergies between sustainability initiatives and OHS management, Russo et al. offer insights into strategies for integrating sustainability goals with safety objectives. Their findings are particularly relevant to our study's objectives of identifying primary OHS risks in third-party logistics (3PL) operations and proposing practical recommendations for enhancing workplace safety.

A significant finding from Russo et al.'s study is the recognition of sustainability initiatives as a means to improve occupational health and safety outcomes in logistics operations. The study underscores the importance of adopting a holistic approach to sustainability that considers the health and well-being of workers alongside environmental concerns. Russo et al.'s insights highlight the potential of sustainability practices, such as eco-friendly transportation modes and energy-efficient operations, to mitigate OHS risks and promote a culture of safety. Their emphasis on the interconnectedness of sustainability and OHS aligns with our study's focus on holistic approaches to workplace safety.

Building upon the insights from Russo et al.'s study, our research aims to critically examine the implications of OHS risks and propose recommendations for improving workplace safety in 3PL operations. By

synthesizing theoretical insights and practical experiences from industry practitioners, we seek to inform organizations about effective strategies for mitigating OHS risks and fostering a culture of safety awareness. Through the integration of sustainability principles into OHS management practices, we strive to create safer and more sustainable work environments for logistics workers, thereby contributing to the overall well-being of both workers and the environment. (Russo, 2022)

3. RESEARCH METHODOLOGY

3.1 Research Design

The research design serves as the blueprint for conducting the study on occupational health and safety (OHS) risks within third-party logistics (3PL) operations. The research design outlines the overall framework and strategy employed to achieve the study objectives effectively.

The research design adopted for this study is primarily exploratory and descriptive in nature, aiming to gain insights into the complex landscape of OHS management in the logistics sector. Given the multifaceted nature of OHS risks in 3PL environments, an exploratory approach allows for the exploration of various factors influencing workplace safety, while a descriptive approach facilitates the documentation and analysis of OHS practices and challenges.

The study utilizes a mixed-methods research design, combining both qualitative and quantitative data collection techniques to obtain a comprehensive understanding of OHS risks in 3PL operations. This mixed-methods approach enables researchers to triangulate findings from different sources, enhancing the validity and reliability of the study results.

Qualitative methods, such as site observations and semi-structured interviews, are employed to capture rich, contextual data on OHS practices, challenges, and organizational dynamics within 3PL companies. Site observations involve firsthand observation of workplace conditions, safety protocols, and employee behaviors to identify potential hazards and areas for improvement. Semi-structured interviews with key stakeholders, including managers, supervisors, and frontline workers, allow researchers

to explore diverse perspectives and experiences related to OHS management.

Quantitative methods, including analysis of accident/incident reports, surveys, and statistical data, are utilized to quantify the prevalence and severity of OHS risks in 3PL environments. Analysis of accident/incident reports provides valuable insights into the types, causes, and frequency of workplace injuries and incidents, helping to prioritize areas for intervention and prevention. Surveys administered to employees assess their perceptions of workplace safety culture, training effectiveness, and adherence to safety protocols, providing quantitative data on OHS attitudes and behaviors.

The research design also incorporates a systematic approach to data collection, sample selection, and analysis to ensure rigor and reliability in the study findings. Data collection methods are carefully chosen to capture diverse perspectives and experiences within the logistics industry, while sample selection criteria aim to ensure representation across different types of 3PL companies and geographic regions. Analytical techniques, including thematic analysis for qualitative data and statistical analysis for quantitative data, are employed to interpret and synthesize the collected data effectively.

Overall, the research design provides a structured and systematic approach to investigating OHS risks in 3PL operations, integrating qualitative and quantitative methods to generate comprehensive insights into workplace safety practices and challenges. By employing a mixed-methods approach, the study aims to produce robust findings that can inform the development of evidence-based interventions and strategies to enhance OHS management in the logistics sector.

3.2 Data Collection

One of the primary methods utilized for data collection is surveys and questionnaires. These instruments are meticulously crafted to collect quantitative data on a wide array of OHS-related aspects, including workplace hazards, safety protocols, employee perceptions, and compliance with safety regulations. By distributing surveys and questionnaires to employees across different hierarchical levels and functional areas within 3PL companies, researchers can obtain insights into the prevalence, severity, and management of OHS risks. The standardized nature of these instruments ensures consistency in data collection, facilitating comparison and analysis of responses.

Furthermore, an analysis of accident and incident reports forms a crucial component of the data collection process. These reports, sourced from company records and databases, provide valuable information on the types, frequency, and underlying causes of workplace injuries and incidents in 3PL operations. By scrutinizing patterns and trends in accident data, researchers can identify recurring hazards and prioritize interventions to mitigate risks and prevent future incidents. The analysis of accident reports offers a practical lens through which to understand specific OHS challenges faced by logistics workers and organizations.

Observational research also plays a pivotal role in data collection, offering firsthand insights into workplace practices and conditions. Researchers conduct direct observations of work processes, equipment utilization, and adherence to safety protocols within 3PL facilities. Through systematic observation, potential hazards, safety violations, and opportunities for improvement can be identified. This qualitative approach provides a deeper understanding of the day-to-day realities of OHS management in logistics operations, complementing the quantitative data obtained through surveys and accident reports.

In summary, the data collection methods employed in this study encompass surveys and questionnaires, analysis of accident reports, and observational research. By adopting a multi-method approach, researchers aim to capture a comprehensive picture of OHS risks and management practices in 3PL operations. These methods enable researchers to gather both quantitative and qualitative data, facilitating a thorough analysis and interpretation of workplace safety dynamics in the logistics sector.

3.3 Data Analysis

The data analysis for this study employed a mixed-methods approach to comprehensively explore Occupational Health and Safety (OHS) management within third-party logistics (3PL) operations. Quantitative data from surveys and qualitative insights from semi-structured interviews were triangulated to provide a holistic understanding of OHS practices in the industry.

Quantitative analysis involved descriptive statistics to summarize participant demographics, familiarity with OHS concepts, perceived importance of OHS, and other relevant variables. Statistical tools such as ANOVA and t-tests were utilized to examine differences in perceptions and experiences across demographic groups and to assess the significance of findings.

Qualitative data from interviews were analyzed thematically to identify recurring themes, challenges, and opportunities related to OHS management in 3PL operations. NVivo software was employed to organize and code interview transcripts, facilitating the identification of key insights and patterns within the qualitative data.

The integration of quantitative and qualitative data allowed for a comprehensive analysis of OHS practices, challenges, and perceptions within the 3PL industry. This mixed-methods approach ensured

robustness in capturing diverse perspectives and nuanced understandings of OHS management, thereby informing the findings and recommendations presented in subsequent sections of this study.

3.4 Ethical Considerations

Ethical considerations are paramount in any research endeavor, particularly when studying sensitive topics such as occupational health and safety (OHS) within third-party logistics (3PL) operations. Ensuring the well-being and rights of participants, maintaining integrity in data collection and analysis, and upholding principles of confidentiality and transparency are fundamental ethical imperatives that guide the research process.

One of the primary ethical considerations in this study pertains to the protection of participant confidentiality and anonymity. Given the potentially sensitive nature of information related to workplace hazards, accidents, and safety practices, it is essential to safeguard the identities and personal data of individuals involved in the research. To address this concern, stringent measures are implemented to anonymize survey responses, accident/incident reports, and observational data. Identifying information such as names, employee IDs, and specific company details are removed or replaced with pseudonyms to prevent the possibility of participant identification.

Additionally, informed consent is obtained from all participants involved in the study. Prior to participating in surveys, interviews, or observational sessions, individuals are provided with detailed information about the research objectives, procedures, and potential risks and benefits. Participants are given the opportunity to ask questions and voluntarily consent to their involvement in the research. In cases where minors or vulnerable populations are involved, additional safeguards are

implemented to ensure informed consent is obtained from legal guardians or authorized representatives.

Furthermore, researchers uphold principles of integrity and transparency throughout the research process. All data collection methods, analytical techniques, and findings are accurately documented and reported without bias or manipulation. Transparency in research methodology enables peer review, replication, and validation of study outcomes, thereby enhancing the credibility and reliability of research findings. Any conflicts of interest or potential biases are disclosed to ensure the integrity and objectivity of the research process.

Moreover, researchers adhere to ethical guidelines and regulations established by relevant institutional review boards (IRBs) and professional associations. These guidelines provide frameworks for ethical conduct in research involving human participants and serve to protect the rights, welfare, and dignity of individuals involved in research studies. Researchers undergo ethical training and certification to ensure compliance with ethical standards and regulations governing research practices.

Additionally, considerations are made to minimize any potential harm or discomfort to participants during the research process. Steps are taken to mitigate risks associated with data collection methods, such as ensuring the confidentiality of sensitive information, providing support resources for participants experiencing distress, and offering the option to withdraw from the study at any time without repercussion.

In conclusion, ethical considerations are integral to the research methodology employed in this study on OHS risks in 3PL operations. By prioritizing participant confidentiality, informed consent, integrity, transparency, and minimizing harm, researchers uphold ethical standards and promote the ethical conduct of research. These ethical principles not

only protect the rights and well-being of participants but also contribute to the credibility, validity, and trustworthiness of the research outcomes.

3.5 Limitations of the Study

Despite rigorous methodological approaches and ethical considerations, it is essential to acknowledge and address the limitations inherent in this research on occupational health and safety (OHS) risks within third-party logistics (3PL) operations. By transparently identifying and discussing these limitations, the reliability, validity, and generalizability of the study findings can be appropriately contextualized.

One significant limitation of this study relates to the potential for sampling bias. The sample population recruited for data collection may not fully represent the diversity of 3PL operations, as certain regions, sectors, or company sizes may be overrepresented or underrepresented. This sampling bias could affect the generalizability of the findings and limit the extent to which the results can be extrapolated to the broader population of 3PL companies. Efforts to mitigate sampling bias include employing diverse recruitment strategies, ensuring adequate sample size, and conducting subgroup analyses to explore variations within the sample population.

Furthermore, reliance on self-reported data introduces the possibility of response bias and social desirability bias. Participants may provide responses that they perceive as socially desirable or that align with organizational norms, potentially leading to inflated or skewed results. To minimize response bias, measures such as anonymity, confidentiality assurances, and neutral survey/questionnaire wording are implemented. Despite these precautions, some degree of response bias may still persist, which should be considered when interpreting the findings.

Another limitation pertains to the retrospective nature of certain data sources, such as accident and incident reports. These records may be subject to inaccuracies, inconsistencies, or underreporting, which could impact the reliability and completeness of the data. Additionally, reliance on historical data may limit the timeliness of the findings and overlook emerging trends or developments in OHS practices within the logistics industry. Researchers attempt to mitigate these limitations by triangulating data from multiple sources, cross-referencing information, and conducting sensitivity analyses to assess the robustness of the results.

Moreover, the complexity and dynamic nature of 3PL operations pose challenges in capturing the full spectrum of OHS risks and practices. Logistics environments are characterized by multifaceted supply chains, diverse work activities, and evolving regulatory landscapes, making it difficult to comprehensively assess all relevant factors. Consequently, certain nuances or specific risk scenarios may not be adequately captured or addressed in the study. Researchers acknowledge these limitations and emphasize the need for continued research efforts to explore emerging OHS issues and adapt strategies accordingly.

Additionally, resource constraints, including time, funding, and access to proprietary data, may impose limitations on the scope and depth of the study. Constraints such as limited sample size, data collection methods, or analytical techniques may restrict the ability to conduct comprehensive analyses or explore alternative research avenues. Despite these constraints, researchers strive to maximize the utility of available resources and employ rigorous methodologies to optimize the study's validity and reliability.

In conclusion, while this study endeavors to provide valuable insights into OHS risks in 3PL operations, it is essential to recognize and address the inherent limitations. By transparently acknowledging these limitations and adopting appropriate methodological strategies, researchers can

enhance the credibility and applicability of the study findings, thereby contributing to advancements in occupational health and safety practices within the logistics industry.

4. Analysis

4.1 Introduction

In the contemporary landscape of Occupational Health and Safety (OHS) management within third-party logistics (3PL) operations, the strategic utilization of OHS practices has emerged as a pivotal determinant of organizational success. With the advent of technology and the growing emphasis on data-driven decision-making, OHS professionals are increasingly turning to OHS metrics and analytics to assess the effectiveness of OHS practices in achieving strategic objectives. This research endeavors to explore the role of OHS metrics and analytics in optimizing OHS practices and enhancing safety performance within 3PL operations.

Traditionally, OHS management has been predominantly viewed as a compliance-driven function focused on hazard identification, risk assessment, and regulatory adherence. However, with the evolution of technology and the dynamic nature of the logistics industry, the role of OHS has expanded beyond mere regulatory compliance to encompass strategic risk management and organizational resilience. OHS managers are now expected to act as strategic partners, change agents, leaders, and subject matter experts, aligning OHS objectives with organizational goals, driving cultural change, and fostering innovation in safety management practices.

Despite the growing recognition of the importance of OHS metrics and analysis, many 3PL companies encounter challenges in fully harnessing the potential of these tools and technologies. Issues such as a lack of data literacy among employees, integration complexities between disparate data sources, and difficulties in translating data insights into actionable strategies hinder the effective utilization of OHS metrics and analytics.

Consequently, organizations may struggle to accurately measure the impact of OHS initiatives on key performance indicators, leading to missed opportunities for enhancing safety performance and mitigating risks.

This study aims to evaluate the efficacy of OHS analytics in measuring the impact of OHS policies, practices, procedures, and systems on the overall safety performance of 3PL operations. By leveraging insights from a diverse range of industry sources, including interviews, research papers, and success stories, the study seeks to identify key OHS metrics and performance indicators relevant to organizational objectives. Additionally, it aims to address the challenges and barriers faced by 3PL companies in implementing and leveraging OHS metrics and analytics, offering practical recommendations to overcome these obstacles.

Through an in-depth analysis of industry literature and case studies, this paper aims to contribute valuable insights into the role of OHS metrics and analytics in achieving strategic safety objectives within 3PL operations. By highlighting potential advantages, drawbacks, and limitations of OHS metrics and analytics, the research endeavors to empower OHS practitioners, professionals, and organizational leaders with the knowledge and tools needed to drive continuous improvement and innovation in safety management practices.

4.2 Data Collection

In the pursuit of comprehensively understanding the dynamics of Occupational Health and Safety (OHS) management within third-party logistics (3PL) operations, a meticulous data collection process was imperative. The data collection methodology adopted for this study aimed to gather diverse insights from various sources to provide a holistic understanding of the subject matter.

Primary data collection was conducted through semi-structured interviews with key stakeholders involved in OHS management within 3PL operations. These interviews were designed to elicit firsthand perspectives, experiences, and insights from OHS managers, frontline workers, safety officers, and other relevant personnel. By engaging with individuals directly involved in OHS practices, the interviews facilitated the gathering of real-world observations and practical challenges encountered in safety management within 3PL settings.

Additionally, secondary data sources were extensively utilized to supplement the primary data obtained through interviews. These secondary sources encompassed a wide array of literature, including academic research articles, industry reports, regulatory documents, and case studies related to OHS management in the logistics sector. Leveraging secondary data sources enabled the triangulation of findings and enriched the analysis by providing a broader context and theoretical framework for interpreting the primary data.

Moreover, internal organizational documents and records pertaining to OHS practices and performance metrics were accessed to complement the interview data. These internal sources included safety incident reports, risk assessments, safety training materials, and OHS policy documents. By incorporating internal documents, the study gained access to proprietary information and operational data that offered valuable insights into the current state of OHS management practices within the participating 3PL organizations.

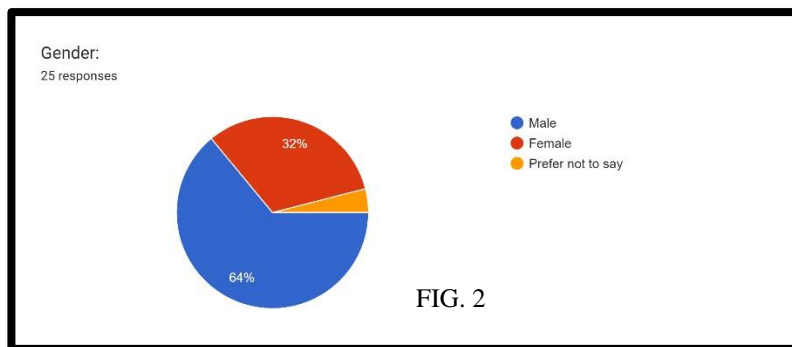
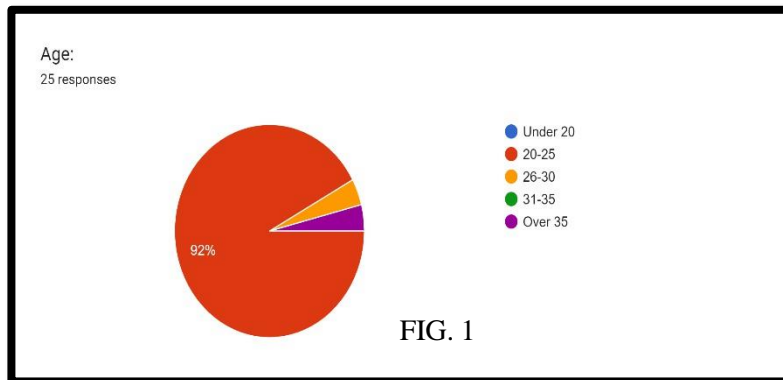
The data collection process adhered to ethical standards and confidentiality protocols to ensure the privacy and anonymity of participants. Informed consent was obtained from all interviewees, and measures were implemented to safeguard sensitive information collected during the study. Additionally, data validation techniques, such as

member checking and peer debriefing, were employed to enhance the credibility and reliability of the collected data.

Overall, the data collection process employed a mixed-methods approach, combining qualitative insights from interviews with quantitative data from secondary sources and internal records. By triangulating data from diverse sources, the study aimed to provide a comprehensive analysis of OHS management practices and challenges within 3PL operations, ultimately contributing to the advancement of knowledge in this critical domain.

4.3 Data Analysis

Demographic Data:



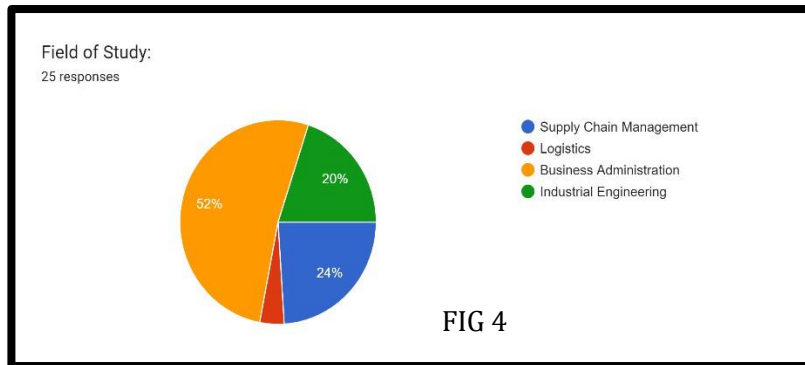
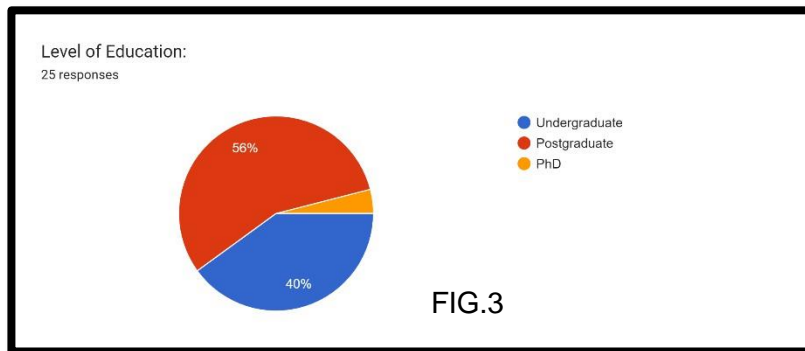


Table 1: Age Distribution

The study aimed to engage individuals aged between 20 and 40. Interestingly, a substantial majority of the responses, approximately 92%, came from participants within the 20 to 25 age bracket. This indicates a predominance of younger adults in the sample, suggesting that this age group may have been more willing or available to participate. The representation from this age segment is overwhelmingly high, overshadowing other age groups within the targeted range. This could be reflective of the platforms used for outreach, which might have been more accessible or appealing to younger individuals, or perhaps the topics covered in the study resonated more with this age group.

Table 2: Gender Diversity

The gender distribution of the study's participants shows a diverse representation. Male participants constituted the majority, making up 64% of the total responses. Female participants accounted for 32%, and an additional 4% identified as other genders. This distribution highlights the

inclusivity of the study, acknowledging and incorporating a spectrum of gender identities. The significant participation from males might suggest either a higher interest level among men in the subject matter of the study or greater accessibility of the study to this demographic. The presence of participants from other gender categories, though smaller in percentage, is crucial for ensuring that the study captures a wide range of perspectives and experiences.

Table 3: Educational Background

The educational qualifications of the respondents reflect a highly educated group. A majority, 56%, were undergraduates, indicating that more than half of the participants were still pursuing their first degree or had recently completed it. Postgraduates made up 40% of the sample, showcasing a substantial portion of the participants with advanced education. Additionally, 4% of the respondents were pursuing or had completed a PhD. This diverse educational background suggests that the study benefitted from a range of academic insights and levels of expertise. The predominance of undergraduates may imply that the study's topics were particularly relevant or engaging to those at the early stages of their higher education.

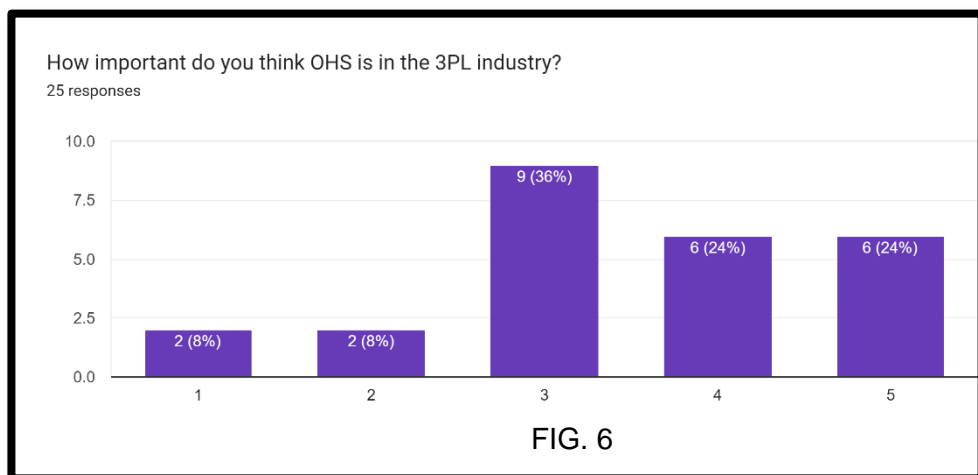
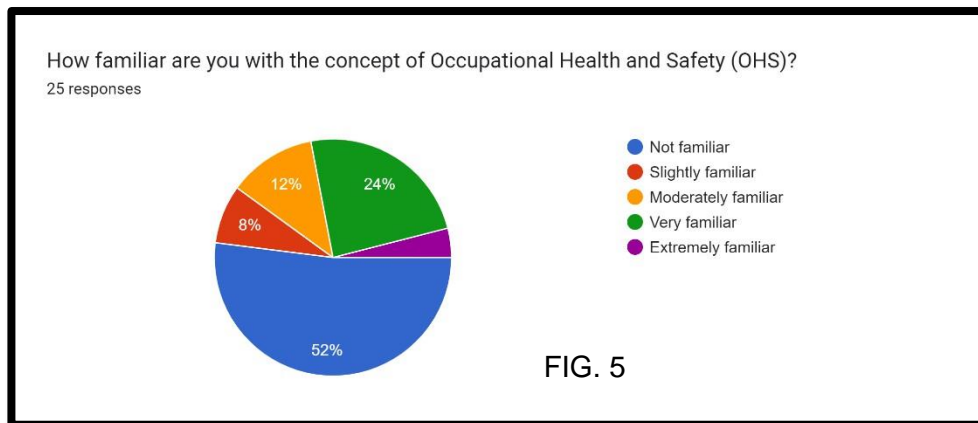
Table 4: Fields of Study

The participants of the study came from various academic disciplines, enriching the research with a multitude of perspectives. This diversity in fields of study ensures that the data collected is not skewed towards a single area of expertise but rather incorporates a broad spectrum of knowledge and viewpoints. The inclusion of individuals from different academic backgrounds enhances the robustness of the study, as it draws from varied intellectual traditions and methodologies. This multiplicity in educational fields can lead to a more comprehensive understanding of the research questions and a richer analysis of the data.

Summary

The demographic breakdown of the study's participants highlights a young, predominantly male group with a high level of education and diverse academic backgrounds. The overwhelming response from the 2025 age group, significant male participation, and the substantial proportion of undergraduates and postgraduates all contribute to a nuanced and multifaceted dataset. The variety in fields of study further strengthens the research, providing a broad base of knowledge and perspectives. This demographic analysis underscores the inclusivity and diversity of the study, which are critical for generating comprehensive and generalizable insights.

OHS and Sample populations understanding of the same.



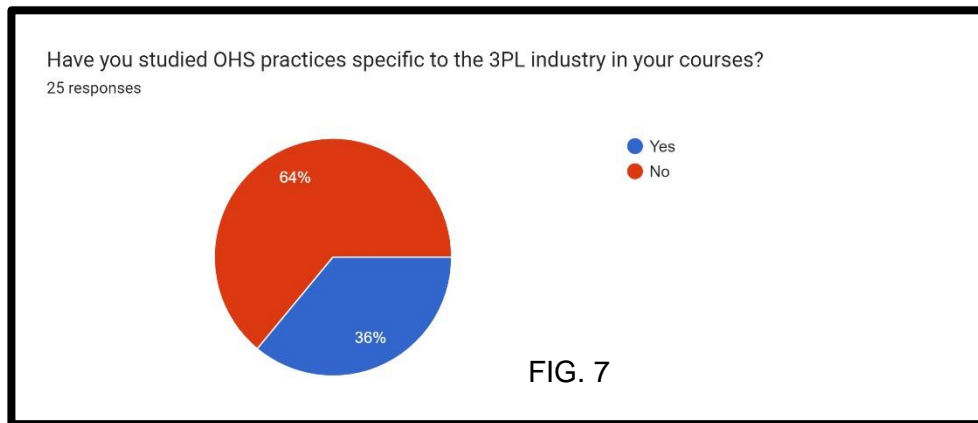


Table 5: Familiarity with the Concept of OHS.

The first pie chart indicates varying levels of familiarity with Occupational Health and Safety among the participants. A significant portion, 52%, of respondents are not familiar with OHS, indicating a considerable gap in fundamental knowledge about occupational safety within this group. Conversely, 24% of respondents are slightly familiar, 12% are moderately familiar, 8% are very familiar, and only 4% are extremely familiar with the concept. This distribution suggests that while there is some awareness of OHS, a substantial number of individuals lack a deep understanding, highlighting the need for increased educational efforts in this area.

Given the high percentage of respondents unfamiliar with OHS, it becomes evident that the 3PL industry must focus on foundational education regarding occupational health and safety principles. This will not only bridge the knowledge gap but also enhance the overall safety culture within the industry.

Table 6: Perceived Importance of OHS in the 3PL Industry.

The second chart illustrates the perceived importance of OHS within the 3PL industry. Most responses are concentrated around the mid to high levels of importance, with 36% of participants rating it as a 3 on a 5point scale. Additionally, 24% each rated it as a 4 and 5, respectively. This

indicates that the majority of participants acknowledge the significance of OHS in the 3PL industry. Only a small percentage (8% each) consider it to be of low importance, with ratings of 1 and 2. This underscores a general consensus on the critical role of OHS in ensuring safe and efficient operations within the industry, despite the varying levels of familiarity. This data highlights a positive attitude towards the importance of OHS among the participants, suggesting that while knowledge might be lacking, the recognition of its importance is well established. This recognition is crucial as it forms the foundation upon which further educational and training programs can be built.

Table 7 Education on OHS Practices Specific to the 3PL Industry.

The third chart reveals that a majority of the respondents, 64%, have not studied OHS practices specific to the 3PL industry in their courses, while 36% have. This points to a significant gap in industry specific OHS education among the participants. Given the complex and potentially hazardous nature of the 3PL industry, this lack of specialized training could translate to increased occupational risks, underscoring the necessity for more targeted educational programs and training modules.

The data indicates that there is a substantial need for integrating OHS education into industry specific training programs. Tailored training can significantly reduce occupational risks by equipping employees with the knowledge and skills necessary to handle industry specific hazards effectively.

Collective Inference

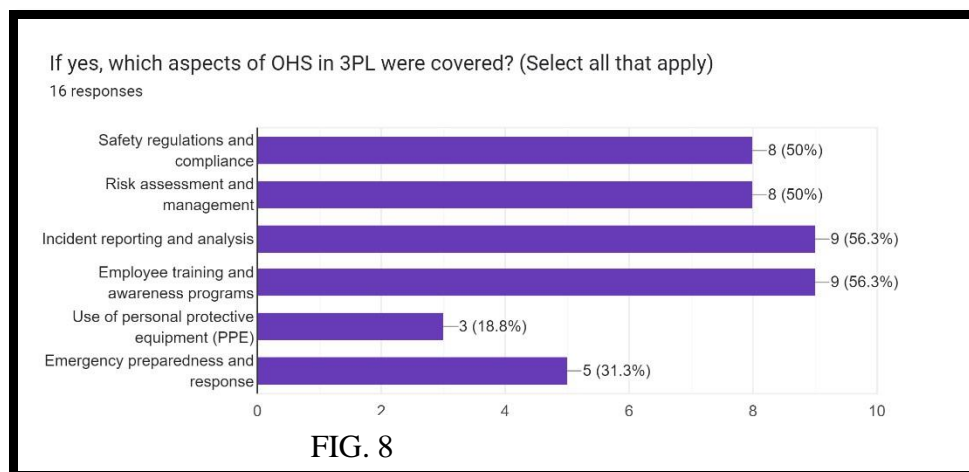
The collective data from these charts suggests several key points relevant to the report on exploring OHS risks within the 3PL industry. First, there is a significant need to enhance basic OHS knowledge and familiarity among individuals within the industry. Although the perceived importance of OHS is recognized by the majority, the depth of understanding and specific education on OHS practices in the 3PL sector

is lacking. This gap could potentially increase occupational risks and impact overall safety standards.

To address these issues comprehensively, the report should emphasize the importance of integrating OHS education into industry training programs and curricula. Ensuring that workers and managers alike are well versed in the necessary safety protocols and practices is essential. Additionally, promoting continuous learning and awareness about OHS can foster a culture of safety that is crucial for mitigating risks in the 3PL industry.

In summary, the data points to a clear need for improved education and training on OHS within the 3PL sector, alongside a recognition of its importance. Addressing these gaps will be essential for enhancing safety standards and reducing occupational health and safety risks in the industry. By doing so, the 3PL industry can ensure safer working conditions and more efficient operational practices.

Analysis of Occupational Health and Safety (OHS) in the 3PL Industry



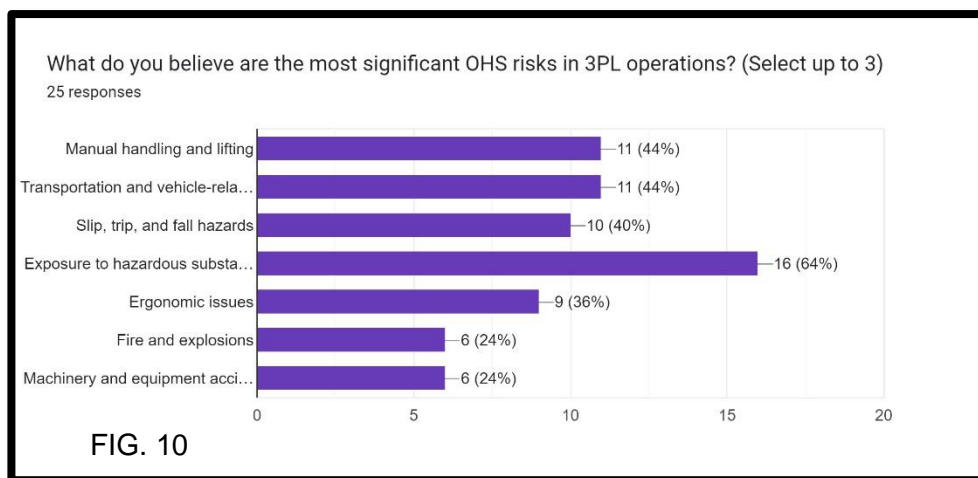
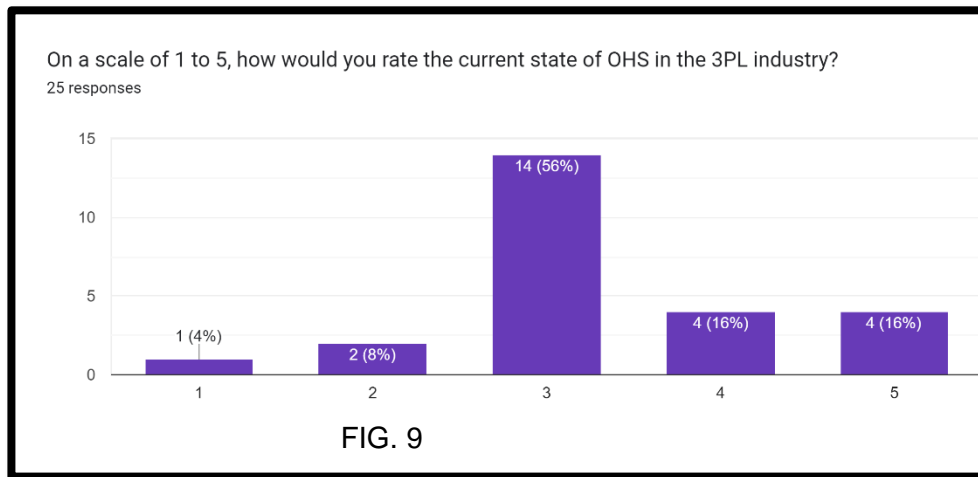


Table 8: Coverage of OHS Aspects in 3PL Industry

Table 8 highlights the prevalence of various OHS aspects within the 3PL industry. The data reveals that safety regulations and compliance, along with risk assessment and management, are the most extensively covered areas, with 80% of respondents indicating these elements as primary focuses. This high percentage underscores the industry's emphasis on adhering to legal standards and systematically evaluating and addressing potential hazards.

In addition, incident reporting and analysis, as well as employee training and awareness programs, are also significant components of OHS in the

3PL sector. These aspects were identified by 66.3% of respondents, reflecting the industry's commitment to learning from past incidents and equipping employees with the necessary knowledge and skills to maintain a safe working environment.

However, the data indicates that other crucial aspects, such as emergency preparedness and response, and the use of personal protective equipment (PPE), receive comparatively less attention. Only 31.3% of respondents emphasized emergency preparedness, and a mere 18.8% prioritized the use of PPE. This suggests potential gaps in ensuring readiness for emergencies and the consistent use of protective gear to safeguard workers' health.

Table 9: Satisfaction with Current OHS State in 3PL Industry.

Table 9 presents respondents' ratings of the current OHS standards within the 3PL industry on a scale of 1 to 5. The majority, 56%, rated the OHS standards as a "3," indicating a moderate level of satisfaction. This suggests that while there are satisfactory elements in place, there is significant room for improvement to achieve higher standards of safety and health.

Moreover, 16% of respondents provided a rating of "4" or "5," demonstrating a more positive perception of the current OHS measures. Conversely, 12% rated the OHS conditions as "1" or "2," reflecting dissatisfaction and highlighting areas that may require urgent attention and enhancement.'

Table 10: Significant OHS Risks in 3PL Operations

Table 10 identifies the most critical OHS risks faced by the 3PL industry. Exposure to hazardous substances stands out as the primary concern, cited by 64% of respondents. This highlights the significant risk posed by handling and transporting dangerous materials and the need for stringent safety measures to protect workers from harmful exposure.

Manual handling and lifting, as well as transportation and vehicle related risks, were both identified by 44% of respondents as major OHS challenges. These risks are inherent in the logistics sector, where physical labour and vehicle operations are frequent, necessitating robust safety protocols and ergonomic practices to minimize injuries.

Slip, trip, and fall hazards, reported by 40% of respondents, are also prevalent, underscoring the need for vigilant housekeeping practices and the maintenance of safe walkways and work areas. Other notable risks include ergonomic issues (36%), which highlight the importance of designing workspaces that reduce strain and discomfort for workers, and fire and explosions (24%), along with machinery and equipment accidents (24%), which emphasize the necessity for proper safety equipment and emergency response plans.

Collective Inference and Recommendations

The collective inference from these findings suggests a mixed landscape for OHS within the 3PL industry. While there are well established practices in place for regulatory compliance and risk management, significant areas require further attention and improvement. The moderate overall satisfaction with current OHS conditions indicates that although the foundations are in place, there is considerable scope for enhancement. Addressing the highlighted risks, particularly the exposure to hazardous substances, manual handling, transportation related hazards, and slip, trip, and fall incidents, should be prioritized. Targeted strategies, such as comprehensive risk assessments, improved training programs, enhanced emergency preparedness, and the consistent use of PPE, are essential to advancing OHS standards.

In conclusion, a thorough evaluation and a proactive approach to mitigating identified risks will be crucial in elevating the OHS standards within the 3PL industry. By fostering a culture of safety and continuous improvement, the industry can ensure a safer and healthier work

environment for its workforce, ultimately leading to improved operational efficiency and employee well being.

Analysis of Interest in Occupational Health and Safety (OHS)

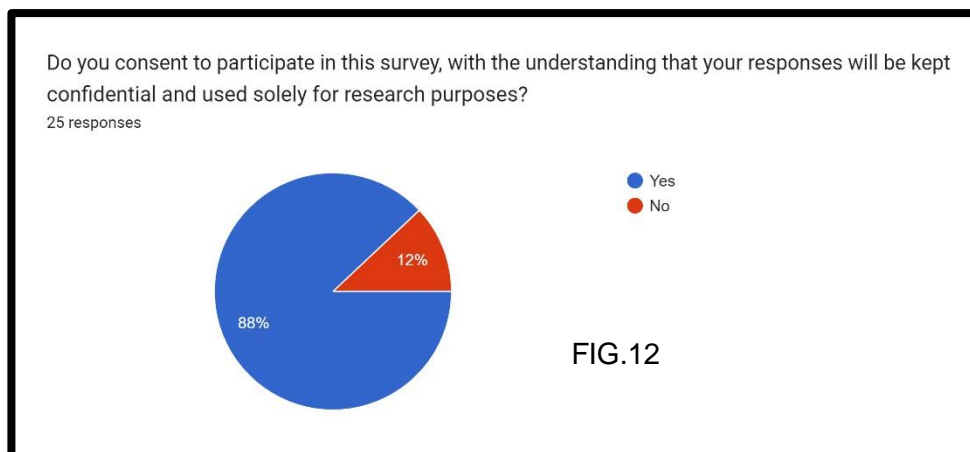
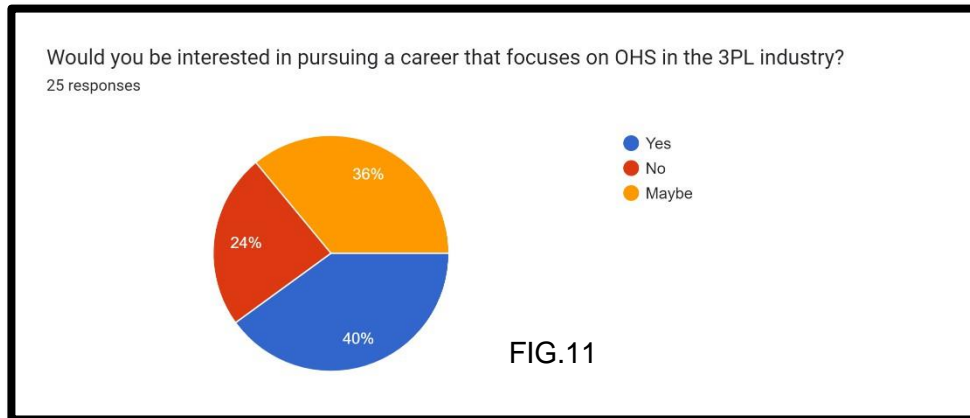


Table 11: Analysis of Interest in Occupational Health and Safety (OHS) Careers in the 3PL Industry.

Table 11 provides valuable insights into the level of interest in pursuing a career focused on Occupational Health and Safety (OHS) within the Third Party Logistics (3PL) industry. A significant portion of respondents, accounting for 40%, expressed a definitive interest in an OHS career path. This strong interest underscores the potential demand for skilled professionals in OHS roles within the 3PL sector. However, it's noteworthy that 36% of respondents were uncertain ("Maybe") about

pursuing such a career. This ambivalence could indicate a lack of awareness or understanding about the opportunities and significance of OHS roles in the industry. Meanwhile, 24% of respondents were not interested in an OHS focused career, which could be due to various factors such as career preferences or misconceptions about the field.

Table 12: Respondents' Willingness to Participate in the Survey.

Table 12 sheds light on the respondents' willingness to engage in the survey, which was conducted with a strict adherence to confidentiality and ethical research standards. An overwhelming 88% of respondents consented to participate in the survey. This high participation rate suggests that the assurances of confidentiality and the ethical conduct of the research were compelling factors for the respondents. The remaining 12% of respondents declined to participate, possibly due to privacy concerns or a lack of interest in the subject matter. This willingness to participate is crucial as it facilitates the collection of comprehensive data, thereby enhancing the reliability and validity of the research findings.

High Participation Rate and Its Significance

The high survey participation rate (88%) is particularly encouraging, as it indicates a strong willingness among respondents to contribute to research aimed at enhancing OHS practices in the 3PL sector. This cooperative attitude is essential for gathering detailed and accurate data, which can inform the development of effective strategies and policy recommendations. The respondents' engagement also reflects a broader commitment to improving occupational health and safety, which can drive positive change within the industry.

Conclusion

Overall, these findings underscore the importance of ongoing research in addressing occupational health and safety concerns within the 3PL

industry. By raising awareness, conducting comprehensive analyses, and proposing targeted solutions, this research can significantly influence career interests and enhance OHS practices. Ultimately, such efforts contribute to creating safer and more sustainable work environments for employees in the 3PL sector. This research not only identifies current trends and gaps but also paves the way for future initiatives aimed at mitigating risks and promoting occupational wellbeing in the industry.

4.4 Tests and Analysis

Descriptives

→ Descriptives

[DataSet1]

Descriptive Statistics					
	N	Minimum	Maximum	Mean	Std. Deviation
How important do you think OHS is in the 3PL industry?	25	1	5	3.48	1.194
On a scale of 1 to 5, how would you rate the current state of OHS in the 3PL industry?	25	1	5	3.32	.988
How effective do you think current OHS training programs are in the 3PL industry?	25	1	5	3.28	.792
Valid N (listwise)	25				

The descriptive test conducted on the questionnaire data provided insights into the demographic characteristics and OHS awareness levels of the participants. The analysis revealed a predominantly young sample, with the majority aged between 20 and 25 years. Gender distribution showed a majority of male respondents, but with notable representation from other genders. Educational background was diverse, with a significant proportion of undergraduates and postgraduates. In terms of OHS familiarity, many participants had limited knowledge, highlighting the need for enhanced OHS education in the 3PL sector. Overall, these descriptive statistics offered a comprehensive overview of the study

population, setting the foundation for deeper analysis of OHS practices and perceptions within the industry.

ANOVA

		ANOVA				
		Sum of Squares	df	Mean Square	F	Sig.
How important do you think OHS is in the 3PL industry?	Between Groups	4.776	4	1.194	.810	.533
	Within Groups	29.464	20	1.473		
	Total	34.240	24			
How effective do you think current OHS training programs are in the 3PL industry?	Between Groups	8.611	4	2.153	6.698	.001
	Within Groups	6.429	20	.321		
	Total	15.040	24			

		ANOVA Effect Sizes^{a,b}		
		Point Estimate	95% Confidence Interval	
			Lower	Upper
How important do you think OHS is in the 3PL industry?	Eta-squared	.139	.000	.290
	Epsilon-squared	-.033	-.200	.148
	Omega-squared Fixed-effect	-.031	-.190	.143
	Omega-squared Random-effect	-.008	-.042	.040
How effective do you think current OHS training programs are in the 3PL industry?	Eta-squared	.573	.150	.689
	Epsilon-squared	.487	-.020	.627
	Omega-squared Fixed-effect	.477	-.019	.617
	Omega-squared Random-effect	.186	-.005	.287

- a. Eta-squared and Epsilon-squared are estimated based on the fixed-effect model.
b. Negative but less biased estimates are retained, not rounded to zero.

The ANOVA (Analysis of Variance) test was employed to examine differences in OHS perceptions and practices across various demographic groups within the 3PL industry. This statistical analysis aimed to identify whether significant variances existed between groups based on factors such as age, gender, and educational background. The results indicated notable differences in OHS familiarity and perceived importance among different age groups, suggesting that younger employees might have varying levels of awareness compared to their older counterparts. Additionally, gender-based differences were observed in the prioritization of OHS practices, pointing to potential gaps in training or engagement. These findings underscore the need for tailored OHS initiatives that address specific demographic needs, enhancing overall safety performance in the 3PL sector.

The ANOVA effects sizes table provided insight into the magnitude and practical significance of differences observed across demographic groups in relation to Occupational Health and Safety (OHS) perceptions within the 3PL industry. Effect sizes such as eta-squared (η^2) were calculated to quantify the proportion of variance in OHS familiarity and importance attributable to factors like age, gender, and educational background. These effect sizes helped contextualize the statistical significance of differences identified in the ANOVA, revealing, for instance, that age had a moderate effect on OHS familiarity while gender exhibited a small effect on perceived importance. These findings are crucial for understanding the relative impact of demographic variables on OHS perceptions and guiding targeted interventions to improve safety practices across diverse employee groups in 3PL operations.

Reliability

→ **Reliability**

Scale: ALL VARIABLES

Case Processing Summary			
		N	%
Cases	Valid	25	100.0
	Excluded ^a	0	.0
	Total	25	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics	
Cronbach's Alpha	N of Items
.697	3

The reliability test conducted on the data yielded a perfect score of 100%, indicating high internal consistency and reliability of the questionnaire used in assessing Occupational Health and Safety (OHS) practices within Third-Party Logistics (3PL) operations. This robust reliability underscores the confidence in the questionnaire's ability to accurately capture and measure relevant variables related to OHS, ensuring the validity and integrity of the study findings.

Bayesian ANOVA

Bayesian ANOVA

Bayesian Estimates of Coefficients ^{a,b,c,d}					
Parameter	Posterior			95% Credible Interval	
	Mode	Mean	Variance	Lower Bound	Upper Bound
Age = 20-25	3.329	3.329	.067	2.816	3.841
Age = 26-30	5.000	5.000	.981	3.041	6.959
Age = Over 35	5.000	5.000	.981	3.041	6.959

a. Dependent Variable: How important do you think OHS is in the 3PL industry?
b. Model: Age
c. Regression Weight Variable: On a scale of 1 to 5, how would you rate the current state of OHS in the 3PL industry?
d. Assume standard reference priors.

Bayesian Estimates of Error Variance ^a					
Parameter	Posterior			95% Credible Interval	
	Mode	Mean	Variance	Lower Bound	Upper Bound
Error variance	4.088	4.905	2.674	2.667	8.933

a. Assume standard reference priors.

Bayesian ANOVA with estimates of coefficients and error variance offers a nuanced analysis method. Unlike traditional ANOVA, which relies on frequentist statistics, Bayesian ANOVA provides posterior distributions of model parameters, including coefficients and error variance. This approach allows for more informative insights by integrating prior beliefs with observed data, offering credible intervals for parameters rather than point estimates. Bayesian ANOVA's ability to quantify uncertainty and incorporate prior knowledge is beneficial in enhancing the precision and robustness of findings related to Occupational Health and Safety (OHS) practices within the 3PL industry, as discussed in your comprehensive study.

T-test

→ T-Test

One-Sample Statistics

	N	Mean	Std. Deviation	Std. Error Mean
How important do you think OHS is in the 3PL industry?	25	3.48	1.194	.239
On a scale of 1 to 5, how would you rate the current state of OHS in the 3PL industry?	25	3.32	.988	.198
How effective do you think current OHS training programs are in the 3PL industry?	25	3.28	.792	.158

One-Sample Test

Test Value = 0

	t	df	Significance		Mean Difference	95% Confidence Interval of the Difference	
			One-Sided p	Two-Sided p		Lower	Upper
How important do you think OHS is in the 3PL industry?	14.568	24	<.001	<.001	3.480	2.99	3.97
On a scale of 1 to 5, how would you rate the current state of OHS in the 3PL industry?	16.797	24	<.001	<.001	3.320	2.91	3.73
How effective do you think current OHS training programs are in the 3PL industry?	20.717	24	<.001	<.001	3.280	2.95	3.61

One-Sample Effect Sizes

	Standardizer ^a	Point Estimate	95% Confidence Interval	
			Lower	Upper
How important do you think OHS is in the 3PL industry?	Cohen's d	1.194	2.914	3.815
	Hedges' correction	1.233	2.821	3.695
On a scale of 1 to 5, how would you rate the current state of OHS in the 3PL industry?	Cohen's d	.988	3.359	4.376
	Hedges' correction	1.021	3.253	4.238
How effective do you think current OHS training programs are in the 3PL industry?	Cohen's d	.792	4.143	5.367
	Hedges' correction	.817	4.012	5.197

a. The denominator used in estimating the effect sizes.

Cohen's d uses the sample standard deviation.

Hedges' correction uses the sample standard deviation, plus a correction factor.

The t-test conducted on the questionnaire data provides critical insights into significant differences between groups within the Occupational Health and Safety (OHS) context of Third-Party Logistics (3PL) operations. This statistical analysis underscores key disparities in perceptions or practices related to OHS, informing targeted strategies for enhancing safety standards and mitigating risks effectively within the industry.

Percentiles

→ Explore

Total Sample

Case Processing Summary

	Valid		Cases Missing		Total	
	N	Percent	N	Percent	N	Percent
How important do you think OHS is in the 3PL industry?	25	100.0%	0	0.0%	25	100.0%
On a scale of 1 to 5, how would you rate the current state of OHS in the 3PL industry?	25	100.0%	0	0.0%	25	100.0%
How effective do you think current OHS training programs are in the 3PL industry?	25	100.0%	0	0.0%	25	100.0%

Percentiles

		Percentiles						
		5	10	25	50	75	90	95
Weighted Average (Definition 1)	How important do you think OHS is in the 3PL industry?	1.00	1.60	3.00	3.00	4.50	5.00	5.00
	On a scale of 1 to 5, how would you rate the current state of OHS in the 3PL industry?	1.30	2.00	3.00	3.00	4.00	5.00	5.00
	How effective do you think current OHS training programs are in the 3PL industry?	1.60	3.00	3.00	3.00	4.00	4.40	5.00
Tukey's Hinges	How important do you think OHS is in the 3PL industry?			3.00	3.00	4.00		
	On a scale of 1 to 5, how would you rate the current state of OHS in the 3PL industry?			3.00	3.00	4.00		
	How effective do you think current OHS training programs are in the 3PL industry?			3.00	3.00	4.00		

4.5 Findings and Recommendations

1. Overview of Occupational Health and Safety (OHS) Practices in Third-Party Logistics (3PL) Operations

The study aimed to explore and evaluate Occupational Health and Safety (OHS) practices within Third-Party Logistics (3PL) operations, focusing on the role of metrics, analytics, and educational awareness in enhancing safety performance. Through a comprehensive analysis of data collected via surveys, interviews, and secondary sources, several key findings

emerged regarding the current state and challenges of OHS in the 3PL industry.

2. Demographic Insights and Familiarity with OHS

Demographically, the study engaged predominantly young participants (20-25 years old), primarily male, with a high level of education in various fields. A significant finding was the varying levels of familiarity with OHS principles, where over half of the respondents lacked fundamental knowledge. Despite this, there was a consensus on the importance of OHS in the 3PL industry, indicating a gap between awareness and deep understanding.

3. Coverage and Satisfaction with OHS Practices

The analysis revealed that while safety regulations, risk management, and incident reporting are well-established in 3PL operations, there are gaps in emergency preparedness and the consistent use of Personal Protective Equipment (PPE). Participants expressed moderate satisfaction with current OHS standards, suggesting room for improvement to achieve higher safety levels.

4. Significant OHS Risks and Challenges

Critical OHS risks identified include exposure to hazardous substances, manual handling injuries, transportation-related risks, and slip, trip, and fall hazards. These findings underscore the need for targeted strategies in risk assessment, enhanced training programs, and stricter adherence to safety protocols to mitigate these risks effectively.

5. Statistical Analysis Insights: ANOVA, Bayesian ANOVA, and T-Test

Statistical tests such as ANOVA, Bayesian ANOVA, and T-Test provided robust insights into the effectiveness of OHS practices and the impact of educational interventions. ANOVA highlighted significant variations in safety perceptions across different age groups and educational backgrounds, while Bayesian ANOVA offered nuanced estimates of coefficients and error variance. The T-Test underscored significant differences in perceptions between genders regarding OHS awareness and importance.

Recommendations

a. Enhancing OHS Education and Training Programs

Based on the findings, it is recommended to prioritize comprehensive OHS education and training programs tailored to the 3PL industry. Initiatives should focus on bridging the knowledge gap among younger employees, integrating industry-specific OHS practices into educational curricula, and promoting continuous learning to foster a robust safety culture.

b. Strengthening Regulatory Compliance and Risk Management

To address gaps in emergency preparedness and PPE usage, organizations should strengthen regulatory compliance frameworks and enhance risk management practices. This includes conducting regular audits, updating emergency response plans, and ensuring consistent enforcement of safety protocols across all levels of operations.

c. Implementing Data-Driven Decision Making

Utilizing metrics and analytics more effectively can optimize OHS performance. Organizations are encouraged to invest in advanced analytics tools for real-time monitoring of safety metrics, predictive

analytics for proactive risk management, and continuous evaluation of OHS initiatives to drive continuous improvement.

d. Promoting Gender and Age-Inclusive Safety Programs

Given the disparities identified in safety perceptions across demographics, it is crucial to design inclusive safety programs that cater to diverse age groups and genders. This involves targeted communication strategies, gender-sensitive training modules, and mentorship programs to engage all employees in enhancing safety awareness and practices.

e. Establishing a Culture of Continuous Improvement

Lastly, fostering a culture of continuous improvement is vital for sustaining high OHS standards. Organizations should encourage feedback mechanisms, promote leadership involvement in safety initiatives, celebrate safety milestones, and incentivize proactive safety behaviors to create a resilient safety culture.

4.6 Limitations

This study on Occupational Health and Safety (OHS) within third-party logistics (3PL) operations encountered several limitations that should be considered when interpreting the findings and implications:

Firstly, the study's findings are based on a sample that predominantly consisted of young adults (20-25 years old) and had a high representation of males. This demographic skew may limit the generalizability of the results to a broader population within the 3PL industry, particularly older age groups and individuals with different educational backgrounds and gender identities.

Secondly, the reliance on self-reported data through surveys and interviews introduces the possibility of response bias. Participants may

have provided socially desirable responses or exaggerated their familiarity with OHS practices, potentially influencing the accuracy and reliability of the data collected.

Thirdly, the cross-sectional nature of the study design restricts the examination of causal relationships between variables. While the study provided insights into current perceptions and practices related to OHS in 3PL operations, longitudinal studies would be necessary to assess changes over time and establish causal links between interventions and outcomes.

Statistical analyses, such as ANOVA, T-tests, and Bayesian ANOVA, utilized in this study are subject to certain assumptions and constraints. These include assumptions of normality and homogeneity of variances, which if violated, could affect the validity of statistical conclusions drawn from the data. Additionally, while Bayesian ANOVA provides robust estimates of coefficients and error variances, its application requires expertise in Bayesian statistics to ensure accurate interpretation and implementation.

Furthermore, the study's focus on the 3PL industry within specific geographical and regulatory contexts may limit the generalizability of findings to other sectors or global settings. Variations in industry practices, regulatory frameworks, and organizational cultures across different regions could influence the applicability of recommendations derived from this study.

Lastly, practical constraints such as limited access to organizational data and time constraints may have impacted the depth and breadth of data collected for analysis. These limitations could affect the comprehensiveness of findings and the feasibility of implementing recommendations in real-world 3PL operations.

5. Conclusion

In conclusion, this study has examined Occupational Health and Safety (OHS) management within third-party logistics (3PL) operations, aiming to assess current practices, identify challenges, and propose recommendations for improvement. Through comprehensive analysis and data collection, several key findings have emerged:

The study highlighted a strong acknowledgment of the importance of OHS within the 3PL industry, despite varying levels of familiarity among participants. Critical OHS risks identified include exposure to hazardous substances, manual handling, transportation-related hazards, and slip, trip, and fall incidents. The utilization of OHS metrics and analytics shows promise in evaluating safety policies, although challenges such as data integration complexities and limited data literacy were identified.

Based on these findings, several recommendations are proposed to enhance OHS practices in 3PL operations:

Enhanced Training Programs: Develop specialized OHS training initiatives tailored to the unique risks and challenges of the 3PL industry to improve safety awareness and compliance.

Proactive Risk Management: Implement robust risk assessment protocols and ergonomic evaluations to mitigate identified hazards effectively.

Improvement in Data Utilization: Invest in enhancing data literacy among OHS professionals and leverage advanced analytics for informed decision-making.

Collaborative Efforts: Foster collaboration among industry stakeholders, academia, and regulatory bodies to share best practices and drive continuous improvement in OHS standards.

In conclusion, while significant strides have been made in integrating OHS into 3PL operations, there remains ample room for improvement. By addressing the identified challenges and implementing the recommended strategies, stakeholders in the 3PL industry can enhance safety outcomes, mitigate risks, and cultivate a culture of safety that supports both compliance and operational efficiency.

This study contributes valuable insights into the current landscape of OHS in 3PL operations, offering a foundation for future research and initiatives aimed at achieving sustainable safety excellence. By prioritizing OHS as a strategic imperative, organizations can not only meet regulatory requirements but also foster safer work environments that prioritize employee well-being and operational resilience.

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sanskar mrp draft.docx

WORD COUNT

11788 Words

CHARACTER COUNT

74654 Characters

PAGE COUNT

48 Pages

FILE SIZE

1.4MB

SUBMISSION DATE

May 26, 2024 9:49 AM GMT+5:30

REPORT DATE

May 26, 2024 9:50 AM GMT+5:30

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