

इंजीनियरिंग प्रोजेक्ट्स (इंडिया) लि.  
ENGINEERING PROJECTS (INDIA) LTD.



**INTEGRATED QUALITY,  
ENVIRONMENT  
OCCUPATIONAL HEALTH &  
SAFETY**

**POLICY MANUAL**

**ISO 9001:2000  
ISO 14001:2004  
&  
OHSAS 18001:1999**

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**IMPORTANT NOTE: THE INFORMATION CONTAINED IN THIS MANUAL IS NOT TO BE COPIED IN PART OR FULL.**

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**POLICY MANUAL**  
 (AS ON 01.08.2007)

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**(MANAGEMENT REPRESENTATIVE)**

<b>ENGINEERING PROJECTS (I) LTD.</b>  <b>POLICY MANUAL</b>  <b>STATEMENT OF COMMITMENT</b> <b>(CORPORATE OFFICE)</b>	 <b>QMS, EMS &amp; OHSMS</b>	<b>DOC.NO. EPI/GEN/SC/CO</b> <b>PAGE 1 OF 1</b>  <b>ISSUE NO. 03 DATE: 01.08.07</b> <b>REV. NO. 00 DATE: 01.08.07</b>
<b><i>INTEGRATED QUALITY, ENVIRONMENT, OH &amp; SAFETY MANAGEMENT SYSTEM</i></b>		

## STATEMENT OF COMMITMENT

We, at Engineering Projects (India) Ltd., are dedicated to achieve excellence in all services provided by us for the satisfaction of our internal/external customers and other interested parties.

We will achieve this by our consistent adherence to the prevention oriented Quality Management System; ISO 9001:2000, Environmental Management System; ISO 14001:2004 and Occupational Health & Safety Management System; OHSAS 18001:1999 through continual improvement of these systems and conformity to applicable regulatory and statutory requirements.

We are responsible to ensure that each function and each employee of EPI conforms to the applicable requirements of the Quality Management System, Environmental Management System and Occupational Health & Safety Management System.

We, hereby, jointly declare our commitment to attain the objective through full participation in effective implementation of Quality, Environmental and Occupational Health & Safety Management Systems in letter and in spirit.

(CMD)

DIRECTOR (P)

DIRECTOR (F)

(M.R)

(HOD )  
HRM

(HOD )  
FIN

(HOD )  
BDD

(HOD )  
QAD

(HOD )  
ITD

(HOD )  
P&M

(HOD )  
ENGG

(HOD )  
P&E

(HOD )  
L & C

	<b>ISSUED BY</b> <b>(SIGNATURE)</b> <b>NAME: H.N.Wahal</b> <b>DESIGNATION: M.R.</b> <b>DATE: 01.08.07</b>	<b>APPROVED BY</b> <b>(SIGNATURE)</b> <b>NAME: Saleem Hamid</b> <b>DESIGNATION: CMD</b> <b>DATE: 01.08.07</b>
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<p><b>ENGINEERING PROJECTS (I) LTD.</b></p> <p><b>POLICY MANUAL</b></p> <p><b>STATEMENT OF COMMITMENT (EASTERN REGIONAL OFFICE)</b></p>	 <p><i>QMS, EMS &amp; OHSMS</i></p>	<p><b>DOC.NO. EPI/GEN/SC/ERO</b> <b>PAGE 1 OF 1</b></p> <p><b>ISSUE NO. 03 DATE: 16.07.07</b> <b>REV. NO. 00 DATE: 16.07.07</b></p>
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(R.O. INCHARGE)

(HR INCHARGE)

(HOD)  
MKT

(HOD)  
PMD

(HOD)  
MMD

(HOD)  
FINANCE

(QA REPRESENTATIVE)

(ISO COORDINATOR)

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<p><b>ENGINEERING PROJECTS (I) LTD.</b></p> <p><b>POLICY MANUAL</b></p> <p><b>STATEMENT OF COMMITMENT (WESTERN REGIONAL OFFICE)</b></p>	 <p><i>QMS, EMS &amp; OHSMS</i></p>	<p><b>DOC.NO. EPI/GEN/SC/WRO</b> <b>PAGE 1 OF 1</b></p> <p><b>ISSUE NO. 03 DATE: 16.07.07</b> <b>REV. NO. 00 DATE: 16.07.07</b></p>
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<p><b>ENGINEERING PROJECTS (I) LTD.</b></p> <p><b>POLICY MANUAL</b></p> <p><b>STATEMENT OF COMMITMENT (NORTHERN REGIONAL OFFICE)</b></p>	 <p><i>QMS, EMS &amp; OHSMS</i></p>	<p><b>DOC.NO. EPI/GEN/SC/NRO</b> <b>PAGE 1 OF 1</b></p> <p><b>ISSUE NO. 03 DATE: 16.07.07</b> <b>REV. NO. 00 DATE: 16.07.07</b></p>
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<p><b>ENGINEERING PROJECTS (I) LTD.</b></p> <p><b>POLICY MANUAL</b></p> <p><b>STATEMENT OF COMMITMENT (SOUTHERN REGIONAL OFFICE)</b></p>	 <p><i>QMS, EMS &amp; OHSMS</i></p>	<p><b>DOC.NO. EPI/GEN/SC/SRO</b> <b>PAGE 1 OF 1</b></p> <p><b>ISSUE NO. 03 DATE: 16.07.07</b> <b>REV. NO. 00 DATE: 16.07.07</b></p>
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<b>ENGINEERING PROJECTS (I) LTD.</b>  <b>POLICY MANUAL</b>  <b>APPLICABILITY MATRIX</b>		<b>DOCUMENT NO. EPI/QES/01</b> <b>PAGE 1 OF 3</b>
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<b>INTEGRATED QUALITY, ENVIRONMENT, OH &amp; SAFETY MANAGEMENT SYSTEM</b>		

No	Document No.	Title	ISO/OHSAS Clause Ref. No.			Division													
			9001:2000	14001:2004	18001:1999	TOP MGMT.	MARKETING/BDD	PMD	ENGG.	MMD / L&C	QAD	HRM	SITE	P&M	P&E	VIGILANCE	FINANCE	M.R.	ITD
1	EPI/QES/01	APPLICABILITY MATRIX				✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
2	EPI/QES/02	AMENDMENT RECORD SHEET																	✓
3	EPI/QES/03	ABBREVIATIONS				✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
4	EPI/QES/04	DEFINITIONS				✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
5	EPI/QES/05	DISTRIBUTION LIST																	✓
6	EPI/QES/06	INTRODUCTION	<a href="#">4.2.1</a>	<a href="#">4.4.4</a>	<a href="#">4.4.4</a>	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
7	EPI/QES/07	EPI'S QUALITY, ENVIRONMENTAL & SAFETY POLICY	<a href="#">5.3</a>	<a href="#">4.2</a>	<a href="#">4.2</a>	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
8	EPI/QES/08	ORGANISATION CHART	<a href="#">5.5.</a>	<a href="#">4.4.1</a>	<a href="#">4.4.1</a>	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
9	EPI/QES/09	EPI'S QUALITY, ENVIRONMENTAL & SAFETY OBJECTIVES	<a href="#">5.4.1</a>			✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
10	EPI/QES/10	QUALITY, ENVIRONMENTAL & SAFETY MGMT. SYSTEM REQUIREMENTS	<a href="#">4.1</a>	<a href="#">4.1</a>	<a href="#">4.1</a>	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓
11	EPI/QES/11	DOCUMENTATION REQUIREMENTS	<a href="#">4.2.1</a> <a href="#">4.2.2</a>	<a href="#">4.4.4</a>	<a href="#">4.4.4</a>		✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓
12	EPI/QES/12	CONTROL OF DOCUMENTS	<a href="#">4.2.3</a>	<a href="#">4.4.5</a>	<a href="#">4.4.5</a>		✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓
13	EPI/QES/13	CONTROL OF RECORDS	<a href="#">4.2.4</a>	<a href="#">4.5.4</a>	<a href="#">4.5.3</a>		✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓
14	EPI/QES/14	MANAGEMENT COMMITMENT	<a href="#">5.1</a>	<a href="#">4.4.1</a>	<a href="#">4.4.1</a>	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓
15	EPI/QES/15	CUSTOMER FOCUS	<a href="#">5.2</a>	<a href="#">4.3.1</a> <a href="#">4.3.2</a>	<a href="#">4.3.1</a> <a href="#">4.3.2</a>		✓	✓	✓		✓								✓
16	EPI/QES/16	QUALITY, ENVIRONMENTAL & SAFETY POLICY	<a href="#">5.3</a>	<a href="#">4.2</a>	<a href="#">4.2</a>	✓	✓	✓	✓	✓		✓		✓	✓	✓	✓	✓	✓
17	EPI/QES/17	OBJECTIVES & TARGETS	<a href="#">5.4.1</a>	<a href="#">4.3.3</a>	<a href="#">4.3.3</a>	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

<b>ISSUED BY (SIGNATURE)</b> <b>NAME: H.N.Wahal</b> <b>DESIGNATION: M.R.</b> <b>DATE: 01.08.07</b>	<b>APPROVED BY (SIGNATURE)</b> <b>NAME: Saleem Hamid</b> <b>DESIGNATION: CMD</b> <b>DATE: 01.08.07</b>
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<b>ENGINEERING PROJECTS (I) LTD.</b>  <b>POLICY MANUAL</b>  <b>APPLICABILITY MATRIX</b>	 <b>QMS, EMS &amp; OHSMS</b>	<b>DOCUMENT NO. EPI/QES/01</b> <b>PAGE 2 OF 3</b>  <b>ISSUE NO. 03 DATE: 01.08.07</b> <b>REV. NO. 00 DATE: 01.08.07</b>
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			9001:2000	14001:2004	18001:1999	TOP MGMT.	MARKETING/ BDD	PMD	ENGG.	MMD / L&C	QAD	HRM	SITE	P&M	P&E	VIGILANCE	FINANCE	M.R.	ITD	
18	EPI/QES/18	QUALITY MGMT. SYST.PLANNING	<a href="#">5.4.2</a>					✓						✓					✓	
19	EPI/QES/19	RESPONSIBILITY & AUTHORITY	<a href="#">5.5.1</a> <a href="#">5.5.2</a>	<a href="#">4.4.1</a>	<a href="#">4.4.1</a>	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
20	EPI/QES/20	INTERNAL & EXTERNAL COMMUNICATION	<a href="#">5.5.3</a> <a href="#">7.2.3</a>	<a href="#">4.4.3</a>	<a href="#">4.4.3</a>		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
21	EPI/QES/21	MANAGEMENT REVIEW	<a href="#">5.6</a>	<a href="#">4.6</a>	<a href="#">4.6</a>	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
22	EPI/QES/22	RESOURCE MANAGEMENT	<a href="#">6.1</a> <a href="#">6.2.1</a> <a href="#">6.2.2</a> <a href="#">6.3</a> <a href="#">6.4</a>	<a href="#">4.4.1</a>	<a href="#">4.4.1</a>	✓		✓				✓	✓					✓		
23	EPI/QES/23	PLANNING OF PPRODUCT REALISATION	<a href="#">7.1</a>	<a href="#">4.4.6</a>	<a href="#">4.4.6</a>			✓				✓								
24	EPI/QES/24	CUSTOMER RELATED PROCESSES	<a href="#">7.2</a>				✓	✓	✓				✓							
25	EPI/QES/25	PRODUCTION & SERVICE PROVISION	<a href="#">7.5.1</a> <a href="#">7.5.2</a>	<a href="#">4.4.6</a>	<a href="#">4.4.6</a>		✓		✓	✓				✓					✓	
26	EPI/QES/26	IDENTIFICATION & TRACEABILITY	<a href="#">7.5.3</a>	<a href="#">4.4.6</a>	<a href="#">4.4.6</a>			✓	✓		✓				✓				✓	
27	EPI/QES/27	CUSTOMER PROPERTY	<a href="#">7.5.4</a>	<a href="#">4.4.6</a>	<a href="#">4.4.6</a>			✓					✓		✓					
28	EPI/QES/28	PRESERVATION OF PRODUCT	<a href="#">7.5.5</a>	<a href="#">4.4.6</a>									✓		✓					
29	EPI/QES/29	CUSTOMER COMMUNICATION	<a href="#">7.2.3</a>	<a href="#">4.4.3</a>	<a href="#">4.4.3</a>		✓	✓	✓				✓							
30	EPI/QES/30	DESIGN & DEVELOPMENT	<a href="#">7.3</a>	<a href="#">4.4.6</a>	<a href="#">4.4.6</a>				✓											
31	EPI/QES/31	PURCHASING	<a href="#">7.4</a>	<a href="#">4.4.6</a> <a href="#">4.2</a>	<a href="#">4.4.6</a> <a href="#">4.2</a>			✓	✓	✓								✓		
32	EPI/QES/32	CONTROL OF MONITORING & MEASU. DEVICE	<a href="#">7.6</a>	<a href="#">4.5.1</a>	<a href="#">4.5.1</a>		✓	✓	✓				✓	✓	✓				✓	

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<b>ENGINEERING PROJECTS (I) LTD.</b>  <b>POLICY MANUAL</b>  <b>APPLICABILITY MATRIX</b>		<b>DOCUMENT NO. EPI/QES/01</b> <b>PAGE 3 OF 3</b>
	<b>QMS, EMS &amp; OHSMS</b>	<b>ISSUE NO. 03 DATE: 01.08.07</b> <b>REV. NO. 00 DATE: 01.08.07</b>
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No	Document No.	Title	ISO/OHSAS Clause Ref. No.			Division													
			9001:2000	14001:2004	18001:1999	TOP MGMT.	MARKETING/ BDD	PMD	ENGG.	MMD / L&C	QAD	HRM	SITE	P&M	P&E	VIGILANCE	FINANCE	M.R.	ITD
33	EPI/QES/33	MONITORING & MEASUREMENT	<a href="#">8.1</a> , <a href="#">8.2.1</a> , <a href="#">8.2.3</a> , <a href="#">8.2.4</a>	<a href="#">4.5.1</a> <a href="#">4.5.2</a>	<a href="#">4.5.1</a>		✓	✓	✓			✓	✓	✓				✓	
34	EPI/QES/34	INTERNAL AUDIT	<a href="#">8.2.2</a>	<a href="#">4.5.5</a>	<a href="#">4.5.4</a>		✓	✓	✓	✓	✓	✓	✓	✓				✓	
35	EPI/QES/35	CONTROL OF EMERGENCSIES & NON CONFORMATIES	<a href="#">8.3</a>	<a href="#">4.5.3</a> <a href="#">4.4.7</a>	<a href="#">4.5.2</a> <a href="#">4.4.7</a>			✓	✓	✓	✓	✓		✓				✓	
36	EPI/QES/36	ANALYSIS OF DATA	<a href="#">8.4</a>	<a href="#">4.5.1</a>	<a href="#">4.5.1</a>	✓	✓	✓	✓	✓	✓		✓					✓	✓
37	EPI/QES/37	IMPROVEMENT, CORRECTIVE & PREVENTIVE ACTION	<a href="#">8.5</a>	<a href="#">4.5.3</a>	<a href="#">4.5.2</a>	✓	✓	✓	✓	✓	✓	✓	✓	✓				✓	✓
38	EPI/QES/38	ENVIRONMENTAL ASPECTS		<a href="#">4.3.1</a>				✓					✓					✓	
39	EPI/QES/39	LEGAL & OTHER REQUIREMENTS	<a href="#">7.2.1</a>	<a href="#">4.3.2</a>	<a href="#">4.3.2</a>			✓	✓	✓	✓	✓	✓		✓			✓	
40	EPI/QES/40	ENVIRONMENTAL MGMT. PROGRAMME		<a href="#">4.3.3</a>		✓		✓				✓	✓					✓	
41	EPI/QES/41	TRAINING, AWARENESS AND COMPETENCE	<a href="#">6.2.2</a>	<a href="#">4.4.2</a>	<a href="#">4.4.2</a>			✓	✓	✓		✓	✓					✓	
42	EPI/QES/42	OPERATIONAL CONTROL	<a href="#">7.5</a>	<a href="#">4.4.6</a>	<a href="#">4.4.6</a>			✓					✓						
43	EPI/QES/43	EMERGENCY PREPAREDNESS AND RESPONSE		<a href="#">4.4.7</a>	<a href="#">4.4.7</a>			✓	✓				✓		✓	✓			
44	EPI/QES/44	HAZARD IDENTIFICATION, RISK ASSESSMENT & RISK CONTROL			<a href="#">4.3.1</a>								✓					✓	
45	EPI/QES/45	OH&S MGMT. PROGRAMME			<a href="#">4.3.3</a>	✓							✓					✓	

Procedures and activities of Finance Marketing and Vigilance divisions are confidential and will not be divulged to auditors. OH&S policy/procedures applicable to CO only.

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<p><b>ENGINEERING PROJECTS (I) LTD.</b></p> <p><b>POLICY MANUAL</b></p> <p><b>AMENDMENT RECORD SHEET</b></p>	 <p><i>QMS, EMS &amp; OHSMS</i></p>	<p><b>DOCUMENT NO. EPI/QES/02</b>  <b>PAGE 1 OF 1</b></p> <p><b>ISSUE NO. 03 DATE: 01.08.07</b>  <b>REV. NO. 00 DATE: 01.08.07</b></p>
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<p><b>ENGINEERING PROJECTS (I) LTD.</b></p> <p><b>POLICY MANUAL</b></p> <p><b>ABBREVIATIONS</b></p>	 <p><b>QMS, EMS &amp; OHSMS</b></p>	<p><b>DOCUMENT NO. EPI/QES/03</b> <b>PAGE 1 OF 3</b></p> <p><b>ISSUE NO. 03 DATE: 01.08.07</b> <b>REV. NO. 00 DATE: 01.08.07</b></p>
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**Abb : Expansion**

Abb.	Abbreviation
AGM	Addl. General Manager
BDD	Business Development Division
BOQ	Bill of Quantity
CO	Corporate Office
CMD	Chairman & Managing Director
CVO	Chief Vigilance Officer
DGM	Deputy General Manager
Dir (F)	Director (Finance)
Dir (P)	Director (Projects)
DLI	Delhi (CO)
EAR	Environmental Aspect Register
ED	Executive Director
EMD	Earnest Money Deposit
EMP	Environmental Management Programme
EMS	Environmental Management System
EPI	Engineering Projects (I) Ltd.
ERO	Eastern Regional Office, Kolkata
GM	General Manager
HOD	Head of Division
HRMD	Human Resource Management Division
I.A	Internal Audits

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IER	Initial Environmental Review
ISO	International Organisation for Standardisation
KOL	Kolkata
L&C	Legal & Contracts
LOA	Letter of Award
LOI	Letter of Intent
MBI	Mumbai
Mgmt.	Management
P&M	Planning & Monitoring
MKT	Marketing
MMD	Materials Management Division
MOM	Minutes of Meeting
MOU	Memorandum of Understanding
MR	Management Representative
MRM	Management Review Meeting
NIT	Notice Inviting Tender.
NRO	Northern Regional Office
OHSAS	Occupational Health & Safety Assessment Series
OHSMS	Occupational Health & Safety Management System
OCP	Operational Control Procedure
OT	Objectives & Targets
P&E	Plant & Equipment
PO	Purchaser Order
PGT	Performance Guarantee Test

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PMD	Project Management Division
QAD	Quality Assurance Division
QAP	Quality Assurance Plan
QMS	Quality Management System
REF	Reference
Rev.	Revision
RO	Regional Office
Sr. ED	Sr. Executive Director
SRO	Southern Regional Office, Chennai
Sys	Systems
Safety	Occupational Health & Safety
ITD	Information Technology Division
TM	Top Management
TSC	Tender Scrutiny Committee
TSCR	Tender Scrutiny Committee Recommendations.
Vig	Vigilance
VP	Vice President
WO	Work Order
w.r.t	with respect to
WRO	Western Regional Office, Mumbai

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<b>ENGINEERING PROJECTS (I) LTD.</b>  <b>POLICY MANUAL</b>  <b>DEFINITIONS</b>	 <b><i>QMS, EMS &amp; OHSMS</i></b>	<b>DOCUMENT NO. EPI/QES/04</b> <b>PAGE 1 OF 1</b>  <b>ISSUE NO. 03 DATE: 01.08.07</b> <b>REV. NO. 00 DATE: 01.08.07</b>
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Definitions given in the following standards are applicable:

- a) ISO 9001:2000 Quality Management Systems – Requirements
- b) ISO 9000:2000 Quality Management Systems – Fundamentals & Vocabulary
- c) ISO 14001:2004 Environmental Management Systems – Requirements with Guidance for use
- d) ISO 14004:2004 Environmental Management Systems – General Guidelines on Principles, Systems and Support Techniques
- e) ISO 19011:2002 Guidelines for Quality and/or Environmental Management System Auditing
- f) OHSAS 18001:1999 Occupational Health & Safety Management Systems- Specifications & requirements.
- g) OHSAS 18002:2000 Guidelines for the implementation of OHSAS 18001:1999

Note: Any minor difference in the definitions of any term given in two or more of the above standards, the one which has been published later shall be applicable.

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**DISTRIBUTION LIST (HARD COPIES)**

<b>COPY NO.</b>	<b>HOLDER</b>	
1.	CMD	Hard Copy
2.	DIRECTOR (FINANCE)	Hard Copy
3.	DIRECTOR (PROJECTS)	Hard Copy
4.	MANAGEMENT REPRESENTATIVE	Hard Copy(Master)
5.	ISO CO-ORDINATOR, ERO, KOLKATA	Hard Copy
6.	ISO CO-ORDINATOR, WRO, MUMBAI	Hard Copy
7.	ISO CO-ORDINATOR, NRO, DELHI	Hard Copy
8.	ISO CO-ORDINATOR, SRO, CHENNAI	Hard Copy
9.	FOR AUDIT PURPOSE (CUSTODIAN M.R.)	Hard Copy

**DISTRIBUTION LIST CDs**

<b>CD NO.</b>	<b>Region / Location</b>	<b>Custodian / Holder</b>
CO-01-04	Corporate Office	MR
CO-05	Central Workshop	Workshop Incharge
EPI-01-25	Eastern Region	ISO Co-ordinator
EPI-26-50	Western Region	ISO Co-ordinator
EPI-51-75	Northern Region	ISO Co-ordinator
EPI-76-100	Southern Region	ISO Co-ordinator

Note:

a) ISO coordinators at each RO are provided with 25 No. of controlled copies of CDs for distribution to sites in the respective region. More CDs shall be provided as required. Whenever revised CDs are sent to sites through ISO coordinators, the ISO coordinators shall obtain certification from the respective site/user about destruction of old CD to avoid possible use of obsolete information. The site incharges shall be responsible for destroying the old CDs.

b) Whenever a site is closed, the posters of policy, objectives policy manual & procedure manual, copy of certificate etc. are returned to MR/ISO coordinator by Site Incharge as a process of demobilization.

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<p><b>ENGINEERING PROJECTS (I) LTD.</b></p> <p><b>POLICY MANUAL</b></p> <p><b>INTRODUCTION</b></p>	 <p><b>QMS, EMS &amp; OHSMS</b></p>	<p><b>DOCUMENT NO. EPI/QES/06</b> <b>PAGE 1 OF 5</b></p> <p><b>ISSUE NO. 03 DATE: 01.08.07</b> <b>REV. NO. 00 DATE: 01.08.07</b></p>
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### 1.0 Purpose:

The Policy Manual describes the Quality, Environmental & Safety Management system followed in **Engineering Projects (India) Ltd.** (hereafter also referred to as, the Company or EPI) as a means of ensuring that the Project implementation including engineering services meet specified Customer and interested parties requirements for customer satisfaction and prevention of pollution and health & safety provided to its employees, stakeholders in Corporate Office, through continual improvement and adherence to legal/statutory and regulatory requirements.

- a) To meet the requirement of [ISO-9001:2000](#) , [ISO 14001:2004](#) and [OHSAS 18001:1999](#).

### 2.0 Scope:

- 2.1 The Quality Environmental & Safety Management system documented in this Policy Manual is in accordance with the ISO 9001:2000, ISO 14001:2004 and OHSAS 18001:1999 standards and is based on the company's Quality, Environmental and Safety Policy and Objectives. The Quality, Environmental & Safety Management System addresses customer satisfaction, safety and concerns of relevant interested parties through effective implementation of the system and through processes for continual improvement and the prevention of occurrence of non conformities and pollution.
- 2.2 The Policy Manual defines and documents the commitment and general approach of the company to ensure that the services conform to the customer's specific and other implied requirements, legal and regulatory requirements and concerns of interested parties, provide improvement in health & safety requirements through effective implementation of QMS, EMS and OHSMS..
- 2.3 The Policy Manual may not contain but refers to the various procedures that are used for the activities. These are used to ensure that all personnel working for or on behalf of EPI are properly trained to perform the tasks assigned to them and to verify that projects completed are of highest quality and comply with the requirements of the customer and applicable legal /regulations.
- 2.4 The scope of the QMS and EMS is **“DESIGN, PROCUREMENT AND IMPLEMENTATION OF MULTI-DISCIPLINARY INDUSTRIAL & OTHER CONSTRUCTION PROJECTS FROM CONCEPT TO COMMISSIONING AT ALL LOCATIONS OF EPI”**
- 2.5 The scope of the OHSMS is **“DESIGN, PROCUREMENT AND IMPLEMENTATION OF MULTI-DISCIPLINARY INDUSTRIAL & OTHER CONSTRUCTION PROJECTS FROM CONCEPT TO COMMISSIONING” AT CORPORATE OFFICE, EPI**

### 3.0 Structure:

- 3.1 The Quality, Environmental & Safety Management System documentation has been structured on 2 tiers. The Policy Manual is structured as detailed in the contents generally on the basis of the clauses of ISO 9001:2000, clauses of ISO 14001:2004 and clauses of OHSAS 18001:1999. Generally, each section or chapter has its pages numbered continuously.
- 3.2 The hard copy of Policy Manual and Procedure Manual is issued with each page loose filed.

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<p><b>ENGINEERING PROJECTS (I) LTD.</b></p> <p><b>POLICY MANUAL</b></p> <p><b>INTRODUCTION</b></p>	 <p><b>QMS, EMS &amp; OHSMS</b></p>	<p><b>DOCUMENT NO. EPI/QES/06</b> <b>PAGE 2 OF 5</b></p> <p><b>ISSUE NO. 03 DATE: 01.08.07</b> <b>REV. NO. 00 DATE: 01.08.07</b></p>
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3.3 The Policy Manual & Procedure Manual are subject to revision consequent upon changes in policy & objectives of company, internal structure of the organisation, new developments, standardisation activities, technological advancement and changes in procedure or system.

3.4 The Policy Manual & Procedure Manual are issued as CONTROLLED COPIES as per approved distribution list.

#### **4.0 Field of Application:**

The Policy Manual is used for the following applications:

- 4.1 As a policy document for use of all company personnel.
- 4.2 As a base document for internal and external quality audits.
- 4.3 As a reference document for customers and interested parties information.

The manual is available for reference by any employee of EPI.

#### **5.0 Authorization:**

5.1 The Policy Manual (including Quality, Environmental & Safety Policy & Objectives) and have been authorized by the CMD for implementation and have been approved by the respective HODs.

5.2 The top Management's commitment to QMS, EMS & OHSMS is presented in the Policy Manual.

5.3 EPI has a well defined Quality, Environmental & Safety Policy and objectives and an adequate organisation structure for their achievement.

5.4 The responsibilities and authority of the divisions entrusted with activities affecting QMS, EMS & OHSMS are given in the Policy Manual.

#### **6.0 COMPANY PROFILE**

Envisioning and visualizing the concept of turnkey execution of projects as an effective tool to create the needed infrastructure to hasten the pace of multi-disciplinary industrial construction, EPI was incorporated in 1970 as a Government of India Enterprise under the administrative control of Ministry of Heavy Industry & Public Enterprises. EPI is primarily engaged in implementation of varied multi-disciplinary projects in industrial, infrastructural, material handling, water supply, oil & petrochemical, metallurgical and other construction projects on turnkey basis. It also provides allied consultancy services for projects.

Since inception EPI has admirably performed its assigned roles as the country's leading contracting company and has left its imprint not only in India but in the overseas market where its past operations spared over decade in the wake of oil boom, construction scenario in the Middle East, saw EPI successfully executing many projects in Iraq, Kuwait, Saudi-Arabia, UAE, Yugoslavia, Maldives, Bhutan and Thailand.

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EPI has also executed a large number of civil, infrastructure and multi-disciplinary projects in India and has in its own way contributed immensely to the development of the Nation.

EPI has established its credentials in the field of construction through dedicated efforts made by its personnel who accept the challenges and ensure total satisfaction to clients. EPI has been pioneer in Project Exports and opened up avenues for other Indian contracting companies and manufacturers. EPI has also earned valuable foreign exchange for the country.

As an excellent contracting company, EPI offers to undertake projects from **CONCEPT TO COMMISSIONING** including:

- Feasibility Studies
- Detailed Project Reports
- Design & Engineering
- Supply of Plant and Equipment
- Quality Assurance
- Civil, Structural, Mechanical, Electrical & Instrumentation Works.
- Erection, Trial run & Commissioning
- Training of Supervisors and Operators
- Operation & Maintenance
- Project Management Consultancy

**The broad areas of operations are:**

**Civil & Structural engineering projects:**

- Housing & townships
- Prestigious & Sophisticated Public Buildings
- Integrated Modern Townships
- High Rise RCC Structures (TV Towers, Grain Silos, Chimneys and Cooling Towers).
- Civil and Structural Works of Steel Plants, Power Plants, Refineries, Oil Terminals, Ordnance Factories etc.
- Infrastructure and Development Works.
- Airport & control towers
- Storage silos
- Sports stadia

**Material Handling Projects:**

- Lump Iron Ore in Mines
- Raw Materials in Steel Plants
- Raw Coal from Mines
- Crushing and Conveying Coal at Thermal Power Stations
- Fly Ash/Bottom Ash
- Sand in Foundries
- Non –ferrous Ore.
- Fertilizers at Ports
- Lime-stones at Cement Plants
- Grain Silos

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<p><b>ENGINEERING PROJECTS (I) LTD.</b></p> <p><b>POLICY MANUAL</b></p> <p><b>INTRODUCTION</b></p>	 <p><b>QMS, EMS &amp; OHSMS</b></p>	<p><b>DOCUMENT NO. EPI/QES/06</b> <b>PAGE 4 OF 5</b></p> <p><b>ISSUE NO. 03 DATE: 01.08.07</b> <b>REV. NO. 00 DATE: 01.08.07</b></p>
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- Coke and Calcium Carbide

**Metallurgical Projects:**

- Reheating Furnaces (Pusher & Walking Beam)
- Electric Arc and Reduction Furnaces
- Lime Kilns and Calcination Plants
- Steel Melting Shops
- Finishing and Processing Lines
- Sponge Iron Plants
- Tube Mills and Related Projects.

**Industrial Projects & Process plants:**

- Ore Beneficiation Plants
- Coke Oven By-product Plants
- Coal Washeries
- Calcium Carbide Plants
- Nitric Acid and Sulphuric Acid Plants
- Other Process Plants.

**Oil And Petrochemical Projects**

- Cross country pipelines for Oil, Oil Products
- In-plant piping
- Oil storage depots and handling
- Group gathering stations

**The Major Thrust area of EPI are:**

- Highways/roads
- Irrigation/canal projects
- Overseas projects
- Crude oil & product pipelines
- Industrial & real estate development
- Bridges & Flyovers
- Port development transmission system

Project Management is given the pride of place in EPI's concept of operation since job execution matters ultimately. It is the focal point of EPI and it ensures efficient service, quality, performance and timely results to our clients.

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<p><b>ENGINEERING PROJECTS (I) LTD.</b></p> <p><b>POLICY MANUAL</b></p> <p><b>INTRODUCTION</b></p>	 <p><b>QMS, EMS &amp; OHSMS</b></p>	<p><b>DOCUMENT NO. EPI/QES/06</b> <b>PAGE 5 OF 5</b></p> <p><b>ISSUE NO. 03 DATE: 01.08.07</b> <b>REV. NO. 00 DATE: 01.08.07</b></p>
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EPI has its permanent establishments at following locations:

**Corporate Office:**

Address: Core-3, Scope Complex  
7, Institutional Area  
Lodhi Road, New Delhi-110003.

Fax No.: +91-11-24363426,  
+91-11-24368293

Tel.No.: +91-11-24361666

Website : [www.enigneeringprojects.com](http://www.enigneeringprojects.com)

E-mail : [epind@nde.vsnl.net.in](mailto:epind@nde.vsnl.net.in)

**E.R.O. Kolkata:**

Address: 50, Chowringhee Road  
(8<sup>th</sup> & 9<sup>th</sup> Floors)  
Kolkata -700 071

Fax No.: +91-33-2282 4428

Tel. No.: +91-33-22824426, 27

E-mail : [epi@cal.vsnl.net.in](mailto:epi@cal.vsnl.net.in)

**W.R.O. Mumbai:**

Address: Bakhtawar 6A, 6<sup>th</sup> Floor  
Nariman Point  
Mumbai-400 021.

Fax No.: +91-22-2288 2177

Tel.Nos.: +91-22-2202 7585, 2202 6347

E-mail : [epilwro@vsnl.net](mailto:epilwro@vsnl.net)

**S.R.O. Chennai:**

Address: 3D, EC Chambers  
92, GN Shetty Road  
T.Nagar  
Chennai-600 017.

Fax No.: +91-44-2815 6629

Tel.Nos.: +91-44-2815 6421  
+91-44-2815 6886  
+91-44-2815 7106  
+91-44-2815 8711

E-mail : [epiroc@eth.net](mailto:epiroc@eth.net)  
[epiroc@md4.vsnl.net.in](mailto:epiroc@md4.vsnl.net.in)

**N.R.O. Delhi:**

Address: Core-3, Scope Complex  
7, Institutional Area  
Lodhi Road, New Delhi-110003.

Fax No.: +91-11-24363426, 091-11-24368293

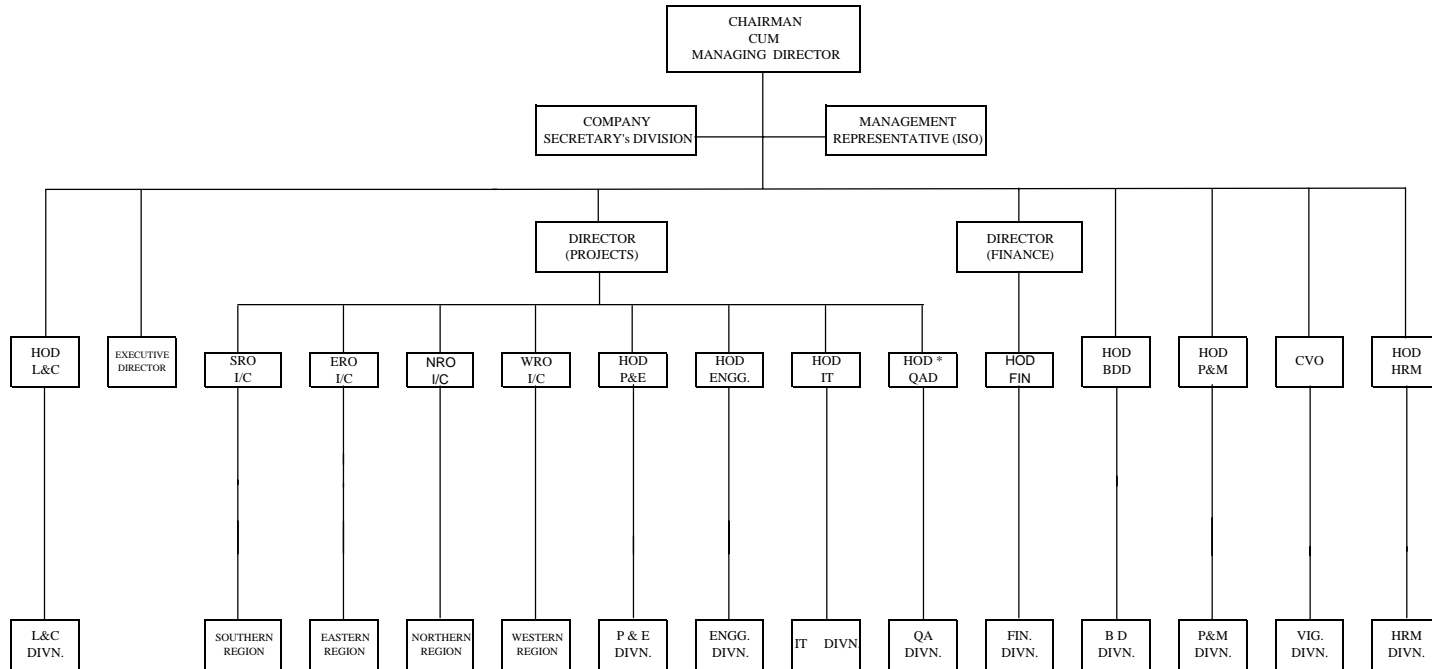
Tel.Nos.: +91-11-24361666

E-mail : [epind@nde.vsnl.net.in](mailto:epind@nde.vsnl.net.in)

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**ENGINEERING PROJECTS (INDIA) LTD.**  
(A GOVT. OF INDIA ENTERPRISE)

**ORGANISATION CHART**



\* ADDITIONAL CHARGE OF MANAGEMENT REPRESENTATIVE

<p>ENGINEERING PROJECTS (I) LTD.</p> <p>POLICY MANUAL</p> <p>QUALITY, ENVIRONMENTAL, OH &amp; SAFETY OBJECTIVES</p>	 <p><i>QMS, EMS &amp; OHSMS</i></p>	<p>DOCUMENT NO. EPI/QES/09 PAGE 1 OF 1</p> <p>ISSUE NO. 03 DATE: 01.08.07 REV. NO. 00 DATE: 01.08.07</p>
<p><b><i>INTEGRATED QUALITY, ENVIRONMENT, OH &amp; SAFETY MANAGEMENT SYSTEM</i></b></p>		

## **EPI'S QUALITY, ENVIRONMENTAL & SAFETY OBJECTIVES**

1. To build the corporate image of EPI as one of the best turnkey project execution organization through continual improvement, compliance to applicable legislations/regulations/other requirements and adherence to Quality Management System as per ISO 9001, Environmental Management System as per ISO14001 & Occupational Health & Safety Management System as per OHSAS 18001.
2. To improve EPI's turnover through Quality Services in the area of engineering, procurement and construction by executing projects effectively within time schedules and budget estimates.
3. To adopt continual review and improvement as a way of life by improving expertise and upgrading competence of EPI personnel through motivation and/or training in line with innovation in technological/management services.
4. To establish goodwill for EPI with improved customer satisfaction and fulfilling interested parties requirements through data analysis, appropriate feedback and feed forward reports.
5. To carry out human resources planning on short term and long term basis so as to ensure optimum resources utilization.
6. To conserve natural resources while implementing projects.
7. To dispose off Construction Plant Machinery which have outlived designed service life or are in a dilapidated condition due to maintenance compulsions in an ecofriendly manner.
8. To ensure overall occupational health & safety performance through consultation and communication at Corporate Office.

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<p><b>ENGINEERING PROJECTS (I) LTD.</b></p> <p><b>POLICY MANUAL</b></p> <p><b>QMS, EMS &amp; OHSMS REQUIREMENTS</b></p>	 <p><i>QMS, EMS &amp; OHSMS</i></p>	<p><b>DOCUMENT NO. EPI/QES/10</b> <b>PAGE 1 OF 3</b></p> <p><b>ISSUE NO. 03 DATE: 01.08.07</b> <b>REV. NO. 00 DATE: 01.08.07</b></p>
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**1.0 Policy:**

To establish, document, implement and maintain QMS, EMS & OHSMS as per ISO 9001:2000; ISO14001:2004 and OHSAS 18001:1999 Standards and continually improve the same.

**2.0 Scope:**

Quality, Environmental & Safety Management system.

The scope of EMS in EPI includes the followings, consistent with compliance of applicable statutory/legal and other requirements:

- a) all activities in respect of running the organization (all locations) in the best possible environment friendly manner
- b) All products i.e. the project and project documents which are given to client organizations, in respect of environment friendliness and meeting the legal and other requirements as applicable.
- c) All services in respect of the project sites conducted in the best possible environment friendly manner.
- d) All services which EPI takes from its vendors are ensured to be environment friendly.
- e) The scope of OHSMS includes compliance of OH & S performance criteria set by the company for CO and the compliance of legal and other OH & S requirements to its employees and other stakeholders.

**3.0 Responsibility:**

M.R.

**4.0 Actions & Methods:**

**4.1** EPI is committed to provide services :

- that are consistent
- that meet or exceed customer requirements and expectations leading to customer satisfaction.
- meet all applicable quality standards, Environmental Standards safety standards and technical specifications and statutory & regulatory requirements
- that are effective in prevention of non- conformities.
- that have minimum impact on the environment

**4.2.** The CMD exercises full control on all activities for ensuring effective implementation of the QMS, EMS & OHSMS by sub-delegating responsibilities and authorities appropriately to executives down the line.

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<p><b>ENGINEERING PROJECTS (I) LTD.</b></p> <p><b>POLICY MANUAL</b></p> <p><b>QMS, EMS &amp; OHSMS REQUIREMENTS</b></p>	 <p><b>QMS, EMS &amp; OHSMS</b></p>	<p><b>DOCUMENT NO. EPI/QES/10</b> <b>PAGE 2 OF 3</b></p> <p><b>ISSUE NO. 03 DATE: 01.08.07</b> <b>REV. NO. 00 DATE: 01.08.07</b></p>
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**4.3** A documented Quality, Environmental & Safety Management System has been established to ensure that all services meet customers' and interested parties' requirements. The documented Quality, Environmental & Safety Policy gives the intentions and directions of the organization.

**4.4** A two tier documented Quality, Environmental & Safety System has been established based on the Quality, Environmental & Safety Policy and Objectives. Procedures are also being used as work instructions.

- Policy Manual
- Procedures Manual

The formats are included in the Procedure Manual

**4.5** The Policy Manual explains the policy of EPI with respect to the clauses of ISO 9001:2000, ISO 14001:2004 and OHSAS 18001:1999. The Procedure Manual consists of Procedures and formats only. Procedures have been made for various activities in EPI. The procedures are referred to in the Policy Manual.

**4.6** The respective HODs including MR are responsible for the implementation of the system in their areas.

**4.7** The QMS, EMS & OHSMS are implemented and maintained. All efforts are made to improve the effectiveness of the system on continual basis.

**4.8** Processes

**4.8.1** The various processes have been identified as activities and grouped division-wise.

**4.8.2** The sequence and interaction of one process with another and the inter action of one department with another department in the same process has been clearly identified in the procedures.

**4.8.3** The criteria and methods needed to ensure that the operation and control of processes is effective is indicated in the procedures.

**4.8.4** Each process is verified and approved by the defined authority as given in the procedure.

**4.8.5** The resources and inputs for each process and the information required to support the activity from the beginning to the end is defined in procedures.

**4.8.6** The various activities are monitored, measured and analyzed at appropriate stages to achieve planned results and continual improvement of the processes.

**4.8.7** The effectiveness of the QMS, EMS & OHSMS is monitored and reviewed in the MRM.

**4.9** Out sourced Activities

**4.9.1** When any process is outsourced partly or fully, adequate operational control is exercised over the process to ensure conformity of product/service with requirements. The details are given in relevant procedures.

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<p><b>ENGINEERING PROJECTS (I) LTD.</b></p> <p><b>POLICY MANUAL</b></p> <p><b>QMS, EMS &amp; OHSMS REQUIREMENTS</b></p>	 <p><i>QMS, EMS &amp; OHSMS</i></p>	<p><b>DOCUMENT NO. EPI/QES/10</b> <b>PAGE 3 OF 3</b></p> <p><b>ISSUE NO. 03    DATE: 01.08.07</b> <b>REV. NO. 00    DATE: 01.08.07</b></p>
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**5.0 References:**

**5.1** All Procedures

**5.2** [Clause 4.1 of ISO 9001:2000](#), [4.1 of ISO 14001 : 2004](#) and [4.1 of OHSAS 18001:1999](#)

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<p><b>ENGINEERING PROJECTS (I) LTD.</b></p> <p><b>POLICY MANUAL</b></p> <p><b>DOCUMENTATION REQUIREMENTS</b></p>	 <p><i>QMS, EMS &amp; OHSMS</i></p>	<p><b>DOCUMENT NO. EPI/QES/11</b> <b>PAGE 1 OF 4</b></p> <p><b>ISSUE NO. 03 DATE: 01.08.07</b> <b>REV. NO. 00 DATE: 01.08.07</b></p>
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**1.0 Policy:**

To ensure that the QMS, EMS & OHSMS Documentation meets the requirements of ISO 9001, ISO 14001 & OHSAS 18001 standards and includes a Policy Manual.

**2.0 Scope:**

- a) Policy, Objectives, Targets, Policy Manual & Procedure Manual.
- b) Main elements of the system and their interaction and referencing
- c) Records relating to planning, operations and control of processes and significant elements.

**3.0 Responsibility:**

Respective HODs & MR

**4.0 Actions & Methods:**

- 4.1** A two tier documented QMS, EMS & OHSMS have been established consisting of a Policy Manual and a Procedure Manual.
- 4.2** The documented statements of Quality, Environmental & Safety Policy and Objectives are included in the Policy Manual.
- 4.3** The documented procedures required as per ISO 9001:2000, ISO14001:2004 and OHSAS 18001:1999 are included in the Procedure Manual and referenced in the Policy Manual.
- 4.4** The documents besides QMS, EMS & OHSMS required by various divisions to ensure the effective planning, operation and control of the process are identified in the procedures for the respective processes.
- 4.5** The records required as per ISO 9001:2000, ISO 14001:2004 and OHSAS 18001:1999 and as required for the various processes are identified in each procedure.
- 4.6** Policy Manual.
  - 4.6.1** The Policy Manual includes the scope of the QMS, EMS & OHSMS. There are no exclusions of any clause. The details are given under each head.
  - 4.6.2** The interaction between various processes of the QMS, EMS & OHSMS is indicated in individual procedures and the inter-relationship of processes is given in the Applicability Matrix of Procedure Manual. Process Flow Charts is included in this document.
  - 4.6.3** All documents are evolved through extensive consultations amongst the concerned HODs, coordinated by MR and approved by CMD/respective HOD for issue and implementation.
  - 4.6.4** All documents are reviewed and updated as necessary.

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4.7 Records pertaining to QMS, EMS & OHSMS are being made and maintained at respective work areas.

4.8 Documents are approved in hard copy and maintained in soft/electronic medium. However, one hard copy each is maintained with MR and ISO coordinators for reference and audit purposes. Additional hard copies are prepared as necessary.

**5.0 References:**

5.1 Document EPI/QES/06, Introduction

5.2 Document EPI/QES/10, QMS, EMS & OHS requirements

5.3 Applicability Matrix of Policy Manual & Procedure Manual

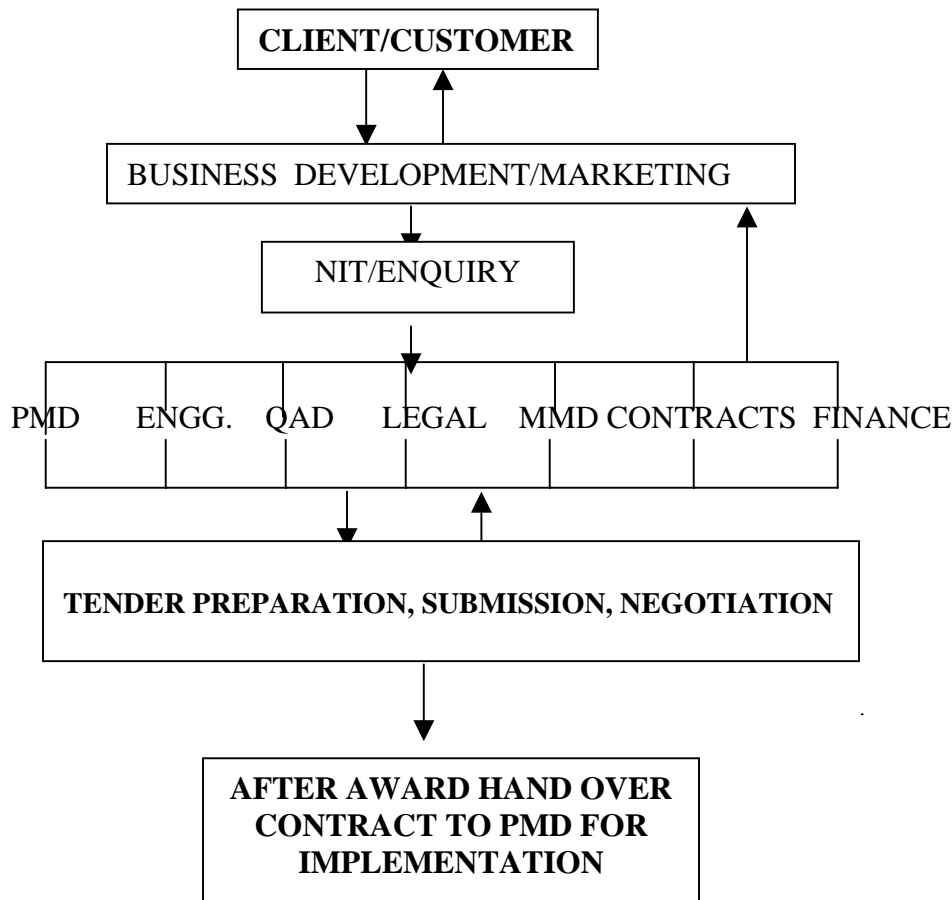
5.4 All Procedures

5.5 [Clause 4.2.1 of ISO 9001:2000](#), [4.2.2 of ISO 9001:2000](#), , [4.4.4 of ISO 14001:2004](#) and [4.4.4 of OHSAS 18001:1999](#)

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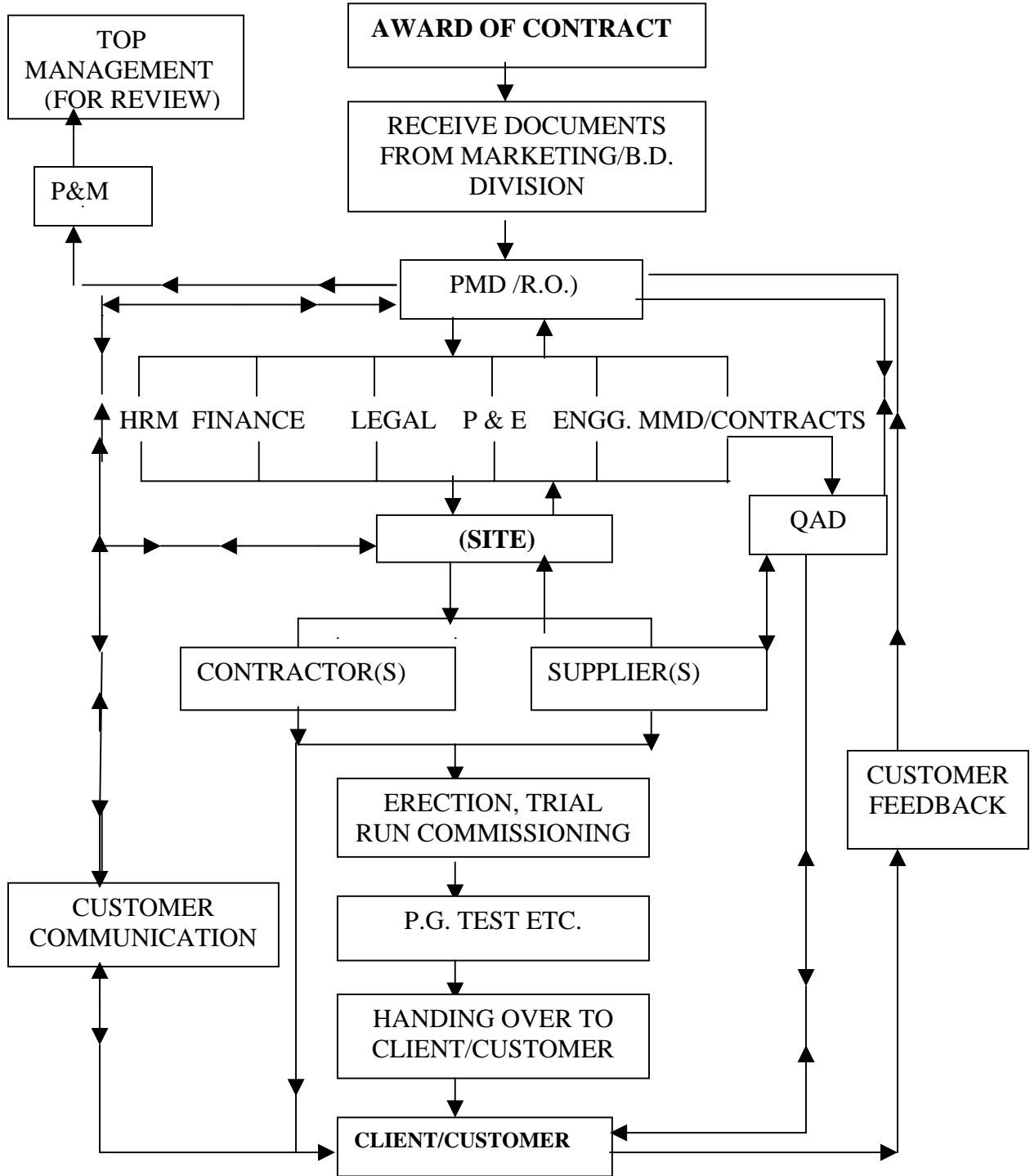
**PROCESS FLOW/INTERACTION OF ACTIVITIES**

**PRE TENDERING**



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**POST AWARD IMPLEMENTATION**



<p><b>ENGINEERING PROJECTS (I) LTD.</b></p> <p><b>POLICY MANUAL</b></p> <p><b>CONTROL OF DOCUMENTS</b></p>	 <p><b>QMS, EMS &amp; OHSMS</b></p>	<p><b>DOCUMENT NO. EPI/QES/12</b> <b>PAGE 1 OF 2</b></p> <p><b>ISSUE NO. 03 DATE: 01.08.07</b> <b>REV. NO. 00 DATE: 01.08.07</b></p>
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**1.0 Policy:**

To ensure that all documents forming part of QMS, EMS & OHSMS are controlled for approval, issue, amendment and implementation.

**2.0 Scope:**

- a) QMS, EMS & OHSMS documents and data
- b) Standards of BIS and other similar bodies
- c) Legal requirements

**3.0 Responsibility:**

Respective HODs / MR

**4.0 Actions and Methods:**

- 4.1 All documents and data which are a part of Quality, Environmental and Safety Management Systems as per ISO 9001:2000, ISO 14001:2004 and OHSAS 18001:1999 are prepared as per Document No. EPI/QES/11 "DOCUMENTATION REQUIREMENTS" and are controlled to ensure latest version is available at all user points.
- 4.2 The Quality, Environmental and Safety Management system documentation consists of Policy Manual and Procedure Manual. These documents are reviewed, approved and issued with unique document numbers for identification. The formats used are a part of procedures.
- 4.3 The chapters of Policy Manual and the procedures & formats of Procedure Manual are identified by document number, issue number and date of issue, revision number and date of revision, page number, approved by and issued by endorsements.
- 4.4 The approving and issuing person for each category of documents has been clearly identified.
- 4.5 Controlled copies of documents are issued to concerned persons as per approved distribution list by MR/ISO coordinators so as to ensure that appropriate documents are available at or near the point of use and also for recall/destruction of obsolete documents.
- 4.6 Controlled copies if maintained as hard copy are marked as such with a red stamp.
- 4.7 The procedure for change/revision/amendment has been defined in document no.EPI/GEN/P/02.
- 4.8 Content page of Policy and Procedure Manual indicates current revision status and is part of the manuals. This is to ensure that invalid and/or obsolete documents are not used at all.
- 4.9 Hard master copy of all documents is kept by MR duly marked as such with a red stamp.

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<p><b>ENGINEERING PROJECTS (I) LTD.</b></p> <p><b>POLICY MANUAL</b></p> <p><b>CONTROL OF DOCUMENTS</b></p>	 <p><b>QMS, EMS &amp; OHSMS</b></p>	<p><b>DOCUMENT NO. EPI/QES/12</b> <b>PAGE 2 OF 2</b></p> <p><b>ISSUE NO. 03 DATE: 01.08.07</b> <b>REV. NO. 00 DATE: 01.08.07</b></p>
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- 4.10** All documents are reviewed by MR alongwith CMD and all HODs in MRM every year for their continued relevance and adequacy or as required.
- 4.11** Document or data maintained in electronic media is protected with adequate security back up.
- 4.12** All data is kept in the form of documents. For the purpose of this QMS, EMS and OHSMS control of data is a part of control of documents and all methods for control of documents are applicable to data also.
- 4.13** It is ensured that changes to QMS, EMS and OHSMS documents are approved by the same functions (not necessarily same person) that performed the original approval.
- 4.14** To the extent possible, the changes are identified in the document itself. The nature of the changes alongwith reasons are given in amendment record sheet.
- 4.15** All holders of controlled copy of documents are responsible for:
- i. Ensuring that only the latest version of documents (as per master list/contents sent by MR are available at the place of use and are stored safely.
  - ii Training the personnel in their division about the relevant procedures and Policy Manual & Quality, Environmental and Safety Policy.
  - iii Removing all old, superseded revised and obsolete documents from the place of use and returning them to MR or as intimated by MR.
  - iv Ensuring that no corrections are made on controlled copies.
- 4.16** All standards (viz. IS codes) are controlled as per document EPI/HR/P/02 , Control of Standards.
- 4.17** The CMD approves the Policy Manual and respective HOD is authorized to approve Procedure Manual pertaining to their Divisions and M.R. is authorised to issue the Policy & Procedure Manuals.
- 4.18** All documents of external origin are identified and their distribution controlled e.g. IS codes, customers' drawings, customer supplied information, etc.
- 4.19** Obsolete documents are destroyed; a few are retained by MR for historical purposes after suitably identifying them as "Superseded", to prevent any unintended use.

**5.0 References:**

- 5.1** Document EPI/GEN/P/01, Management Review
- 5.2** Document EPI/GEN/P/02, Control of Documents
- 5.3** Document EPI/GEN/P/04, Control of Records
- 5.4** Document EPI/HRM/P/02, Control of Standards
- 5.5** [Clause 4.2.3 of ISO 9001:2000](#), [4.4.5 of ISO 14001:2004](#), [4.4.5 of OHSAS 18001:1999](#)

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<p><b>ENGINEERING PROJECTS (I) LTD.</b></p> <p><b>POLICY MANUAL</b></p> <p><b>CONTROL OF RECORDS</b></p>	 <p><b>QMS, EMS &amp; OHSMS</b></p>	<p><b>DOCUMENT NO. EPI/QES/13</b> <b>PAGE 1 OF 1</b></p> <p><b>ISSUE NO. 03 DATE: 01.08.07</b> <b>REV. NO. 00 DATE: 01.08.07</b></p>
<p><b><i>INTEGRATED QUALITY, ENVIRONMENT, OH &amp; SAFETY MANAGEMENT SYSTEM</i></b></p>		

**1.0 Policy:**

To ensure that all records are identified, collected, indexed, filed, stored, for quick retrieval, protected, maintained and disposed off after retention period to demonstrate effective operation of the QMS, EMS & OHSMS.

**2.0 Scope:**

All records.

**3.0 Responsibility:**

Respective HODs/Site Incharges

**4.0 Actions & Methods:**

- 4.1 The records are maintained to demonstrate effectiveness of the required Quality, Environmental and Safety Management Parameters and to keep record of activities carried out as per the QMS, EMS and OHSMS.
- 4.2 The records which provide documentary evidence of compliance to QMS, EMS and OHSMS are retained.
- 4.3 The records are used for problem analysis and to determine corrective and preventive actions.
- 4.4 All HODs are responsible for maintaining the records in their department. They ensure that the records are legible.
- 4.5 All records are identified, filed and kept safely for easy access and retrievability. They are stored safely in a suitable environment in order to minimise their deterioration, damage and loss.
- 4.6 For each record, the minimum retention period is defined. All records connected with legal and arbitration cases are retained till the cases are disposed off.

**5.0 Records:**

- 5.1 All records.

**6.0 References:**

- 6.1 Document EPI/GEN/P/04, Control of Records
- 6.2 [Clause 4.2.4 of ISO 9001:2000](#), [4.5.4 of ISO 14001:2004](#), [4.5.3 of OHSAS 18001:1999](#)

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<p><b>ENGINEERING PROJECTS (I) LTD.</b></p> <p><b>POLICY MANUAL</b></p> <p><b>MANAGEMENT COMMITMENT</b></p>	 <p><b>QMS, EMS &amp; OHSMS</b></p>	<p><b>DOCUMENT NO. EPI/QES/14</b> <b>PAGE 1 OF 2</b></p> <p><b>ISSUE NO. 03 DATE: 01.08.07</b> <b>REV. NO. 00 DATE: 01.08.07</b></p>
<p><b>INTEGRATED QUALITY, ENVIRONMENT, OH &amp; SAFETY MANAGEMENT SYSTEM</b></p>		

**1.0 Policy:**

To ensure that the top management leads the organization.

**2.0 Scope:**

Commitment of top management for the QMS, EMS and OHSMS.

**3.0 Responsibility:**

CMD, Directors, RO Incharges, HODs.

**4.0 Actions & Methods:**

- 4.1** The top management in EPI consists of CMD, Directors, HODs at CO and RO Incharges.
- 4.2** Top management is committed to development, implementation and continual improvement of effectiveness of the QMS, EMS & OHSMS in EPI.
- 4.3** As a part of this commitment, CMD communicates to all Directors & HODs in the MRM regarding:
  - a) The need for and importance of meeting customers requirements to ensure customer satisfaction and establish EPI's goodwill for continued business.
  - b) The need of meeting legal and regulatory requirements for each project.
  - c) The need for health and Safety of employees & stakeholders in Corporate Office.
- 4.4** Each HOD then communicates this to all the personnel in the department.
- 4.5** As a part of its commitment, CMD has formulated the Quality, Environmental and Safety Policy and Objectives, which are reviewed in the MRM. The objectives for each year or defined period have been quantified in the form of MOU between Ministry of Heavy Industries & Public Enterprises and EPI and between CMD and each RO Incharge & HOD.
- 4.6** CMD alongwith all HODs and M.R. carries out a management review of the QMS, EMS and OHSMS at least once in three months as per documented procedures.
- 4.7** CMD, Directors and HODs ensure that all the resources required are identified and adequate resources are made available for the various processes and activities. The requirement of resources is also reviewed in the MRM or in separate meetings, if needed.

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<p><b>ENGINEERING PROJECTS (I) LTD.</b></p> <p><b>POLICY MANUAL</b></p> <p><b>MANAGEMENT COMMITMENT</b></p>	 <p><i>QMS, EMS &amp; OHSMS</i></p>	<p><b>DOCUMENT NO. EPI/QES/14</b> <b>PAGE 2 OF 2</b></p> <p><b>ISSUE NO. 03 DATE: 01.08.07</b> <b>REV. NO. 00 DATE: 01.08.07</b></p>
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**4.8** The top management is committed to ensure:

- that the processes are implemented efficiently and effectively.
- that the desired results are achieved.

**4.9** The responsibility for each process/sub-process is clearly defined to ensure that all processes operate in an efficient manner. As appropriate, delegation of powers has been defined and is available for reference.

**5.0 References:**

**5.1** Document EPI/GEN/P/01, Management Review

**5.2** Clause [5.1 of ISO 9001:2000](#), [4.4.1 of ISO 14001:2004](#), [4.4.1 of OHSAS 18001:1999](#)

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<p><b>ENGINEERING PROJECTS (I) LTD.</b></p> <p><b>POLICY MANUAL</b></p> <p><b>CUSTOMER FOCUS</b></p>	 <p><i>QMS, EMS &amp; OHSMS</i></p>	<p><b>DOCUMENT NO. EPI/QES/15</b> <b>PAGE 1 OF 1</b></p> <p><b>ISSUE NO. 03 DATE: 01.08.07</b> <b>REV. NO. 00 DATE: 01.08.07</b></p>
<p><b><i>INTEGRATED QUALITY, ENVIRONMENT, OH &amp; SAFETY MANAGEMENT SYSTEM</i></b></p>		

**1.0 Policy:**

- a) To be customer oriented, determine the customer needs and expectations, convert them into requirements and fulfill them so as to achieve customer's satisfaction.
- b) To ensure EPI's project for its client are environment friendly as well as compliant to the applicable legal and other requirements.
- c) To ensure safe environments to stakeholders in CO.

**2.0 Scope:**

All customers

**3.0 Responsibility:**

All HODs.

**4.0 Actions & Methods:**

- 4.1 For the services provided by EPI or its division, the requirements (needs and expectations including the legal and other requirements) of customers are identified and documented in the form of a contract or LOI.
- 4.2 In order to meet specific customer requirement, strategic technological alliance may be made with experts in that field so as to fully meet the customer needs.
- 4.3 The other details of customer focus are given in chapters EPI/QES/19 and EPI/QES/20
- 4.4 Safe environments are provided to employees & stakeholders in CO.

**5.0 References:**

- 5.1 Document EPI/MKT/P/01, Marketing
- 5.2 Document EPI/PMD/P/01, Project Management
- 5.3 Document EPI/PMD/P/03, Customer feedback
- 5.4 Clause [5.2 of ISO 9001:2000](#); [4.3.1](#), [4.3.2](#) of ISO 14001:2004; [4.3.1](#), [4.3.2](#) of OHSAS 18001:1999

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<p><b>ENGINEERING PROJECTS (I) LTD.</b></p> <p><b>POLICY MANUAL</b></p> <p><b>QUALITY, ENVIRONMENTAL &amp; SAFETY POLICY ILLUSTRATION</b></p>	 <p><b>QMS, EMS &amp; OHSMS</b></p>	<p><b>DOCUMENT NO. EPI/QES/16</b> <b>PAGE 1 OF 2</b></p> <p><b>ISSUE NO. 03 DATE: 01.08.07</b> <b>REV. NO. 00 DATE: 01.08.07</b></p>
<p><b><i>INTEGRATED QUALITY, ENVIRONMENT, OH &amp; SAFETY MANAGEMENT SYSTEM</i></b></p>		

**1.0 Policy:**

To formulate and implement a Quality, Environmental and Safety Policy for EPI, appropriate to its products, activities, services and focus on occupational health & safety performance.

**2.0 Scope:**

Quality, Environmental and Safety Policy for EPI.

**3.0 Responsibility:**

CMD

**4.0 Actions & Methods:**

- 4.1 The Quality, Environmental and Safety Policy of the company has been defined, documented and issued by CMD as given in Chapter EPI/QES/07 and is communicated to all persons working for or behalf of EPI.
- 4.2 The Quality, Environmental and Safety Policy has been circulated to all employees and is displayed at appropriate locations.
- 4.3 The Quality, Environmental and Safety Policy has been formulated based on the organizational goals and company's mission.
- 4.4 The Company's Quality, Environmental and Safety Policy has been explained by CMD to all HODs and by all HODs to concerned employees.
- 4.5 It is ensured that the Quality, Environmental and Safety Policy is understood, implemented and maintained by all concerned.
- 4.6 The policy focuses on customer satisfaction by meeting customer requirements, quality of service and continual improvement.
- 4.7 The policy focuses on commitment to comply with relevant legal and other requirements to which company subscribes.
- 4.8 The Quality, Environmental and Safety Policy provides a framework (or basis) for establishing and reviewing the Quality Environmental & Safety objectives and targets.
- 4.9 The Quality, Environmental and Safety Policy indicates the commitment of top management to comply with customers requirements and requirements of ISO 9001:2000, ISO 14001:2004 and OHSAS 18001:1999.

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<p><b>ENGINEERING PROJECTS (I) LTD.</b></p> <p><b>POLICY MANUAL</b></p> <p><b>QUALITY, ENVIRONMENTAL &amp; SAFETY POLICY ILLUSTRATION</b></p>	 <p><i><b>QMS, EMS &amp; OHSMS</b></i></p>	<p><b>DOCUMENT NO. EPI/QES/16</b> <b>PAGE 2 OF 2</b></p> <p><b>ISSUE NO. 03    DATE: 01.08.07</b> <b>REV. NO. 00    DATE: 01.08.07</b></p>
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- 4.10** The top management is committed to continually improve the effectiveness of the QMS, EMS & OHSMS through management reviews as per document EPI/QES/21. Management Review
- 4.11** The Quality, Environmental and Safety policy is reviewed in every MRM for continuing suitability.
- 4.12** The Policy is available to the public.

**5.0 References:**

- 5.1** Document EPI/QES/07, Quality & Environmental Policy
- 5.2** Document EPI/QES/09, Quality & Environmental Objectives
- 5.3** Document EPI/QES/21, Management Review
- 5.4** Clause [5.3 of ISO 9001:2000](#); [4.2 of ISO 14001: 2004](#); [4.2 of OHSAS 18001:1999](#)

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<p><b>ENGINEERING PROJECTS (I) LTD.</b></p> <p><b>POLICY MANUAL</b></p> <p><b>OBJECTIVES, TARGETS &amp; PROGRAMME ILLUSTRATION</b></p>	 <p><i>QMS, EMS &amp; OHSMS</i></p>	<p><b>DOCUMENT NO. EPI/QES/17</b> <b>PAGE 1 OF 3</b></p> <p><b>ISSUE NO. 03 DATE: 01.08.07</b> <b>REV. NO. 00 DATE: 01.08.07</b></p>
<p><b><i>INTEGRATED QUALITY, ENVIRONMENT, OH &amp; SAFETY MANAGEMENT SYSTEM</i></b></p>		

**1.0 Purpose:**

To establish implement and maintain documented Quality, Environmental and Safety Objectives. Targets are established at relevant levels and functions within EPI consistent with the policy and including those needed to meet the requirements for our products/service. These are measurable where practicable.

**2.0 Scope:**

Relevant functions and levels of EPI.

**3.0 Responsibility:**

Respective HODs, Site Incharges, MR

**4.0 Actions & Methods:**

The quality, environmental and safety objectives of EPI have been established as given in chapter EPI/QES/09.

**4.1 Quality Objectives:**

The following aspects are considered while deciding the quality objectives:

- a) that the objectives are measurable or quantifiable where practicable.
- b) that the objectives are consistent with EPI's Policy.
- c) that the objectives are based on the current and future needs of EPI.
- d) that the objectives provide for continual improvement

**4.2.** Based on these quality objectives for EPI, an MOU is signed in the beginning of each financial year with the Ministry of Heavy Industries and Public Enterprises and reviewed half yearly with Ministry.

**4.3.** Based on EPI's MOU with Ministry, specific MOUs are developed and signed between CMD with respective HODs for that year. This is communicated by each HOD to all employees in the division. The achievement is reviewed in the MRM.

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The measurable indicators of each objective are as below:

#### **4.4 Quality Objectives & Targets**

<b><u>Objective</u></b>	<b><u>Indicators</u></b>
Corporate image of EPI	Order booking during the year
Good will & market for EPI	Order booking and turnover
Adherence to QMS,EMS & OHSAS	Continued certification as per ISO 9001:2000, ISO 14001:2004 and OHSAS 18001:1999
Trained employees	HR Plan
Motivated employees	Timely execution of projects
Continual improvement	MOU
Execution of projects	Project milestone achievements

#### **4.5 Environmental Objectives, Targets and Programme**

Documented Environmental Objectives and Targets at relevant functions and levels within EPI have been established and communicated in line with the following :

- \* EPI environmental policy
- \* Significant environmental aspects
- \* Legal and other requirements
- \* Technological options
- \* Operational and Business requirements
- \* Views of the interested parties and

Due emphasis has been given to prevention of pollution.

#### **4.6 Health & Safety Objectives, Targets and Programme**

Documented Health & Safety Objectives and Targets at relevant functions and levels within CO, EPI have been established and communicated in line with the following :

- \* EPI safety policy
- \* OH&S hazards & risks.
- \* Legal and other requirements
- \* Technological options
- \* Operational and Business requirements

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\* Views of the interested parties and

Due emphasis has been given to health & safety of employees and stakeholders in CO.

- 4.7** EPI establishes, implements and maintains specific Environmental and Safety Management Programme for achieving its all objectives and targets. These programme include 4.8 below
- 4.8** While setting objectives and targets due importance is given to impact of activities on environment and safety, applicable legal and other requirements and potential accidents/emergency situations. All objectives and targets are made demanding, quantified as far as possible, and time bound and are covered by appropriate Clauses of ISO 9001/14001 & OHSAS 18001 Environmental & Safety Management Programme are prepared. A documented procedure has been established for setting objectives and targets.
- 4.9** The current objectives and targets are maintained by MR. Environmental & safety objectives, targets and programme are reviewed whenever there are changes in environmental & safety policy and/or in significant aspects, hazards & risks and legal requirements. As and when objectives and targets are achieved these are removed from the list and fresh objectives and targets are set to achieve continual improvement.
- 4.10** HODs and levels to which objectives and targets apply are responsible for achieving the same.
- 4.11** The objectives and targets and their progress is reviewed during MRM.

**5.0 References:**

- 5.1** Document EPI/QES/09, Quality, Environmental & Safety Objectives
- 5.2** Environmental Objectives & Targets.
- 5.3** Document EPI/QES/16, Quality, Environmental & Safety Policy Illustration
- 5.4** Document EPI/GEN/P/01, Management Review
- 5.5** Document EPI/GEN/P/09 , Objectives and Targets
- 5.6** Document EPI/OT/P/01 Environmental Objectives & Targets
- 5.7** Document EPI/QES/40 Environmental Management Programme
- 5.8** Document EPI/QES/45 Safety Management Programme
- 5.9** Clause [5.4.1 of ISO 9001:2000](#), [4.3.3 of ISO 14001:2004](#), [4.3.3 of OHSAS 18001:1999](#)

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<p><b>ENGINEERING PROJECTS (I) LTD.</b></p> <p><b>POLICY MANUAL</b></p> <p><b>QUALITY MANAGEMENT SYSTEM PLANNING</b></p>	 <p><i>QMS, EMS &amp; OHSMS</i></p>	<p><b>DOCUMENT NO. EPI/QES/18</b> <b>PAGE 1 OF 2</b></p> <p><b>ISSUE NO. 03 DATE: 01.08.07</b> <b>REV. NO. 00 DATE: 01.08.07</b></p>
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**1.0 Policy:**

To carry out quality planning for all activities so as to ensure that the resources needed to achieve the quality objectives, to meet customer requirements for their satisfaction and to continually improve the processes are identified and planned.

**2.0 Scope:**

Quality Planning for each project.

**3.0 Responsibility:**

Respective HODs

**4.0 Actions & Methods:**

- 4.1 All processes in EPI have been identified to ensure that the requirements for quality are met at each stage of the process.
- 4.2 The various processes have been identified based on the needs of the internal and external customers and the quality objectives.
- 4.3 The processes have been grouped under separate divisions/departments. Procedures have been made for each process. Inter-relationships and linkages between procedures have been clearly mentioned in each procedure of the process.
- 4.4 The resources needed in the form of inputs for each process are given in the procedure alongwith the methodology, criteria of acceptances and information needs, if any. The outputs of each process are also given in the procedure.
- 4.5 The acceptance criteria is identified in the contract. In case contract is not specific, general engineering practices or sector specific practices are followed.
- 4.6 Top management is committed to continual improvement of QMS. This is achieved through management reviews, internal and external quality audits, corrective and preventive actions and customer feedbacks.
- 4.7 The resources required every year are planned and provided for in the yearly budget.
- 4.8 Quality Plans are made for each project as per procedure No.EPI/GEN/P/07. The Quality Plan covers all activities of the project. The plan defines how the requirements for quality are met.
- 4.9 A typical quality plan has been made. If required, a specific quality plan for each project is made by PMD in consultation with the concerned divisions.

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**4.10** It is ensured that the integrity of QMS is maintained when changes to the QMS are planned and implemented i.e. all changes are made within the framework of ISO 9001 and for improvement.

**5.0 References:**

- 5.1** Document EPI/GEN/P/07, Quality Plan
- 5.2** Document EPI/PMD/P/01, Project Management
- 5.3** Clause [5.4.2 of ISO 9001:2000](#)

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<p><b>ENGINEERING PROJECTS (I) LTD.</b></p> <p><b>POLICY MANUAL</b></p> <p><b>ROLES, RESPONSIBILITY AND AUTHORITY</b></p>	 <p><i>QMS, EMS &amp; OHSMS</i></p>	<p><b>DOCUMENT NO. EPI/QES/19</b> <b>PAGE 1 OF 7</b></p> <p><b>ISSUE NO. 03 DATE: 01.08.07</b> <b>REV. NO. 00 DATE: 01.08.07</b></p>
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**1.0 Policy:**

To ensure that the roles, responsibility and authority of key personnel are defined established, documented and are available to the concerned persons for implementation.

**2.0 Scope:**

Responsibility and authority of key personnel.

**3.0 Responsibility:**

CMD/Directors for executives up to HOD/RO Incharge level, HOD/RO Incharge for others.

**4.0 Actions & Methods:**

**4.1 Organisation:**

- a) The organization structure of the key personnel of EPI whose work affects Quality, Environment & Safety is given in Document EPI/QES/08.
- b) The chief executive of the organization is the CMD (Chairman cum Managing Director). In this absence, the senior most Director discharges the functions of the CMD.
- c) The CMD exercises full control on all activities for ensuring Quality, Environment & Safety related to services, process, equipment and QMS, EMS & OHSMS.
- d) The Organization Chart of individual division is maintained by the respective HODs.
- e) A Steering Committee has been constituted by the CMD for the establishment, implementation and effective monitoring of the QMS, EMS & OHSMS. This Committee is headed by the CMD.
- f) The organization is re-structured as and when required by CMD.

**4.2 Responsibility & Authority**

**4.2.1** The Board of Directors of EPI has delegated the powers to CMD and CMD has sub delegates the power to key personnel which are issued by the Company Secretary.

**4.2.2** The responsibility and authority of all personnel in EPI who are involved in the various activities for project execution have been clearly defined.

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**4.2.3** The responsibilities and authorities of key personnel are given in the organization chart in document No. EPI/QES/08.

**4.2.4** The responsibilities and authorities of personnel in each Division/Department are elaborated and maintained by the respective HODs.

**4.2.5** Each HOD is responsible for implementing and maintaining the Quality, Environmental & Safety Management System in his area of operations as applicable.

**4.2.6** The common responsibilities and authority of HODs are:

- To ensure that policies, systems and procedures are implemented in the divisions/departments.
- Authorised to take necessary corrective and preventive actions to improve the effectiveness of the system
- To give feedback to top management
- HOD is responsible to review the performance and progress in each division/project alongwith all concerned

**4.3 a) Chairman & Managing Director (CMD)**

- CMD is the chief executive of the company.
- Responsible for all business operations of the company.
- Responsible for establishing, implementing and maintaining QMS, EMS & OHSMS in the company and has full authority in this regard.
- Responsible for defining, documenting and authorising the Quality, Environmental & Safety Policy for the company and to amend it as and when required.
- Responsible for appointing the MR.
- Responsible for constituting the Steering Committee.
- Responsible for providing adequate resources in the form of human resources, materials, plant and equipment and methods for all aspects of the working of the company including internal audits.
- Authorised to allocate resources between Divisions, ROs and Projects.
- Authorised to provide organizational freedom to the personnel to implement the QMS, EMS & OHSMS within the area of their responsibility.

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- Responsible for conducting MRM.
- Authorised to approve Policy Manual / Procedures and make amendments.

**b) Director(Finance):**

- Responsible for financial control of all the activities of the Company.
- Responsible for concurring proposals put up for financial concurrence.
- Financial Adviser to CMD.
- Responsible for keeping control on expenditure vis-à-vis budgets approved by the Board of Directors/within the control estimates.
- Responsible for controlling Personnel, Administration and HRM functions of the Company.

**c) Director (Projects):**

- Responsible for implementation of all the projects secured by the company.
- Responsible for establishing, implementing and maintaining the QMS, EMS & OHSMS in the company.
- Responsible for providing adequate resources in the form of human resources, material, plant and equipment and methods for all aspects of project implementation at project sites, CO and RO.
- Authorised to allocate resources between sites, CO and RO for project implementation.
- Authorised to provide organisational and functional freedom to the personnel to implement projects.
- Responsible for conducting review of project progress both within the organisation and outside with the clients/Ministry/other concerned government agencies.
- Responsible for appointment of contractors, suppliers as per the requirement of contract finalised with client for various works and ensuring operational controls.

**d) Management Representative(MR):**

- Appointed by CMD.
- May have other functional duties in the organisation, and these are clearly defined.
- In case of change of M.R., it is notified.
- M.R. reports to CMD.

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- Responsible and authorised to establish, implement, maintain and promote the QMS, EMS. & OHSMS.
- Responsible for identifying and recording Quality, Environmental & Safety problems and reporting these to CMD.
- Report on the effectiveness and performance of the QMS, EMS. & OHSMS to CMD.
- Organise, plan and execute internal audits.
- Coordinate for external Audits with Certification Bodies etc.
- Responsible and authorised for issue of QMS & EMS documents, manage superseded documents and issue of revised documents.
- Expedite that corrective and preventive actions are taken and complaints from customers/interested parties are reviewed.
- Responsible for organising MRM and follow up on the decisions taken.

e) **Chief Vigilance Officer**

- Responsible for all vigilance activities
- Liaison with CVC

f) **HOD(BDD), CO**

- Responsible for all business development and activities in EPI
- Authorised for preparing and submitting offers or tenders with approval of competent authority as per delegation of powers.
- Responsible for ensuring EPI's participation in all pre-tender & post tender activities till LOI/contract is awarded.

g) **RO Incharge**

- Responsible for all activities in RO & sites controlled by the RO.
- Authorised to prepare, submit tenders and offers, carry out engineering work and implement projects in the region.
- Responsible for coordination with CO and liaison with sites.
- Responsible for nomination of ISO Coordinator and implementation of QMS & EMS in the region.

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- Responsible for nomination of Quality Assurance representative.

**h) HOD (L & C), CO**

- Responsible for all legal and arbitration cases referred to by PMD/any other Division/Regional Office.
- Authorised to pursue/settle all cases with approval of competent authority as per delegation of powers.
- Procurement of equipment and finalization of contractors at CO.
- Arranging insurance as required.

**i) HOD (HRM)**

- Responsible for all training activities in EPI.
- Responsible for authorising all personnel in EPI
- Responsible for making an annual training plan based on training needs and executing these.
- Responsible for recruitment, personnel matters etc.
- Responsible for ensuring suitable working environment in the organisation.
- Emergency preparedness and response plan.
- Responsible for overall activities for health & safety performance at CO.

**j) HOD (Engg.)**

- Responsible for engineering activities at Pre Tendering & Post Award stages.
- Authorised to ensure that the design activities are carried out as per requirements and also as per ISO 9001:2000, ISO 14001:2004 and OHSAS 18001:1999

**k) HOD (Finance)**

- Responsible for ensuring control on expenditures w.r.t. budget.
- Responsible for financial control of all activities in the company at Corporate/Regional Office. .

**l) HOD (QAD)**

- Responsible for preparation of QAPs for tenders at marketing stage.

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- Responsible for finalisation of QAPs as per specifications of equipment and sub-systems after award of contract. \_Responsible for approval of QAPs for equipment/system supplies in line with NIT/contract specifications.

- Responsible for inspection & testing of bought out Equipments as per requirement

- Authorised to issue Inspection waiver certificate with approval of CMD.

**m) HOD (P&M)**

- Responsible for preparing all reports for CMD, Board & Ministry.
- Responsible for collecting and compiling statistics for each project
- Authorised to apply statistical controls on activities for improvement.
- Organising MRM with MR, circulating agenda & minutes of MRM

**n) HOD (P & E)**

- Responsible for managing Plant & Equipment in the company.
- Authorised to maintain Central Workshop .
- Responsible for shifting/distribution of Plant & Equipment from one site to another.

**o) Company Secretary**

- Responsible for all secretarial functions in the company.

**p) HOD(ITD)**

- Responsible for preparing requirements computer systems
- Responsible for maintenance of systems.
- Implementation of IT plan of company

**q) ISO coordinator at RO**

- Responsible for coordinating with MR for all activities of QMS & EMS in respective region
- Responsible for planning and implementing internal audit in respective region.
- Responsible for managing documents in respective region

**r) OH & Safety coordinator at CO**

- Responsible for coordinating with MR for all activities of OHSMS in CO.

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- Responsible for managing documents in CO.

s) **Site Incharges**

- Responsible for all activities at site.
- Responsible for coordinating with client's representative at site.
- Responsible for coordinating and sending reports to RO.
- Responsible for coordinating day to day activities and progress with contractors at site.
- Responsible for creating awareness about QMS & EMS amongst people working for and on behalf of EPI at site.
- Ensuring competence of contractor workers, identifying training needs and taking actions.

t) All HODs, Site/Project Incharges and/or any other personnel who are authorized to manage, perform and verify work effecting Quality, Environment & Safety are hereby authorised to initiate action to prevent the occurrence of any non conformities, recommend or provide solutions, verify the implementation of solutions and control further processing, delivery or installation of non conforming product until the deficiency or un-satisfactory condition has been corrected.

**4.0 References:**

4.1 EPI's Sub-delegation of Powers

4.2 All procedures

4.3 Clause [5.5.1](#) and [5.5.2](#) of ISO 9001:2000, [4.4.1 of ISO 14001:2004](#) and [4.4.1 of OHSAS 18001:1999](#)

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**1.0 Policy:**

To receive and/or communicate and/or responds to the requirements of the QMS, EMS & OHSMS, various processes and objectives to various departments, groups, functions and levels within and outside EPI, so as to ensure involvement of employees in achieving Quality, Environmental & Safety objectives, targets and as a resource for improvement.

**2.0 Scope:**

All Internal communications within EPI as per flow diagram and communications with external interested parties in relation to QMS, EMS & OHSMS..

**3.0 Responsibility:**

For internal communications – All HODs, RO Incharges, Site In-charges.

For external communications – MR,RO Incharge, Designated official.

**4.0 Actions & Methods:**

**4.1 Internal Communication**

- 4.1.1 Internal communication (i.e. Communication to all employees both upwards & downwards) is considered to be a very vital aspect for efficient functioning in EPI.
- 4.1.2 The Quality, Environmental & Safety Policy is displayed at appropriate places in the offices and sites of EPI so that it is available to all persons working for and on behalf of EPI and they are aware of it at all times.
- 4.1.3 The controlled copies of documents are distributed to all as per distribution list to help them to understand the system and implement it effectively. The revisions are also sent to all controlled copyholders.
- 4.1.4 The most important method of internal communication adopted is by sending copies of relevant documents. For all policy matters, decisions taken, services provided, etc. copies of the circulars, office orders, notification, inter office memos etc. are sent to persons concerned with the process. This is decided by the issuing authority based on Corporate guidelines.
- 4.1.5 CMD conducts MRM with all HODs and invitees. Minutes of MRM are circulated.
- 4.1.6 Meetings are held whenever required for various topics, where team briefings are done. They are conducted by HODs, Sectional In-charges or functional Heads / RO Incharges.

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- 4.1.7 Important circulars and information are displayed on the various notice boards.
- 4.1.8 Selectively, articles and news items are published in the EPI in-house magazines.
- 4.1.9 Wherever appropriate, presentations are made to a select audience/target population using audio, visual and electronic media aids.
- 4.1.10 HOD/RO Incharge/Sectional In-charge gives feedback to the concerned personnel in their division of the out come of various meetings.
- 4.1.11 The above communication is either through hard copies or electronic media, web-site telephone network, personal contact. The system are well maintained in the company.

#### **4.2 External Communications**

- 4.2.1 Communications from external interested parties may be received at Corporate Office, Regional Offices or at Project Sites.
- 4.2.2 All communications from external interested parties are recorded in the office where received.
- 4.2.3 All communications received from external interested parties are reviewed by head of the receiving office and earmarked to concerned authority for further necessary action and response.
- 4.2.4 Responsibility for responding to such communications is assigned by the head of the receiving office on the merit of each case.
- 4.2.5 Response to external communications related to Environmental performance is signed only by person authorized to do so. (Para 4.2.4 above).
- 4.2.6 Any communication related to severe environmental impact, hazards and risks, legislative/regulatory non-compliance and accident/emergency is brought to the notice of the CMD by the head of the receiving office. Response to these communications is issued in consultation with the CMD or any other authority designated by him.
- 4.2.7 External Communications with regard to company's significant environmental aspects and decisions thereon are recorded.

#### **4.3 Consultation**

- 4.3.1 Employees are involved in development and review of policies and procedures to manage risks.

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4.3.2. Employees can communicate with the HOD regarding any changes that affect workplace health and safety.

4.3.2 HOD (HRM) appoints OH&S coordinator who communicates with MR either verbally or in writing to ensure performance of OHSMS.

**5.0 References:**

- 5.1 Document EPI/QES/29, Customer Communication
- 5.2 Document EPI/GEN/P/11, Communication with External Parties
- 5.3 Clause [5.5.3](#), [7.2.3](#) of ISO 9001:2000, [4.4.3](#) of ISO 14001:2004, [4.4.3](#) of OHSAS 18001:1999

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**1.0 Policy:**

To ensure that the Top Management reviews the QMS, EMS & OHSMS at defined intervals in a planned manner to ensure its continuing suitability, adequacy and effectiveness and the need for changes to the Policy, Objectives, Targets and as an opportunity for improvement.

**2.0 Scope:**

Review of all QMS, EMS & OHSMS related activities (including products and services)

**3.0 Responsibility:**

Top management, MR , HOD (P&M)

**4.0 Actions & Methods:**

**4.1** CMD reviews the QMS, EMS & OHSMS at least once in 3 months alongwith HODs, RO Incharges to ensure continuing suitability, effectiveness and adequacy of QMS, EMS & OHSMS. Other employees are invited as required. This period may be slightly adjusted in view of unforeseen circumstances.

**4.2** The review includes:

- a) Audit reports and compliance of legal and others requirements.
- b) Communications from customers and external interested parties (including complaints)
- c) Extent to which the objectives and targets have been met.
- d) Identifying the needs for changes in the documentation for the system (including policy, objectives and targets)
- e) Status of quality, environmental & safety performance.
- f) Status of corrective and preventive actions.
- g) Follow up of actions from previous management reviews
- h) Changes in circumstances (including developments in legal and other requirements related to quality, environmental aspects and hazards)
- i) Identifying opportunities for improvement.

**4.3** The agenda for the review meeting includes all the input elements stated at 4.2 above and as per requirements otherwise

The agenda is circulated in advance by MR & HOD (P&M).

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**4.4** The decisions taken in the MRM, include fixing responsibility for action and target date on the following:

- a. Improvement of effectiveness of QMS, EMS & OHSMS and their processes
- b. Improvement of service related of customers and other interested parties.
- c. Resource needs
- d. Compliance with relevant legal statutory and regulatory requirements.

**4.5** The agenda and minutes of MRM are maintained by MR & HOD (P&M) and distributed to all concerned

**5.0 References:**

- 5.1** Document EPI/GEN/P/01, Management Review
- 5.2** Document EPI/GEN/P/03, Corrective & Preventive Actions
- 5.3** Document EPI/GEN/P/05, Internal Audits
- 5.4** Document EPI/PMD/P/03, Customer Feedback
- 5.5** Clause [5.6 of ISO 9001:2000](#), [4.6 of ISO 14001:2004](#), [4.6 of OHSAS 18001:1999](#)

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**1.0 Policy:**

- a) To ensure that adequate and essential resources (including technological and financial) required to implement, maintain and improve the various processes of the QMS, EMS & OHSMS are identified and made available.
- b) To ensure that personnel assigned for various tasks are competent based on education, training, skills and experience (personnel include persons working for or on behalf of EPI).
- c) To identify competency needs of personnel and provide suitable training to satisfy these needs.
- d) To identify, provide and maintain the facilities & infrastructure needed to achieve conformity of product and services.
- e) To identify and manage the human and physical factors of the work environment needed to achieve conformity of service provided and to clearly define roles, responsibilities and authorities.

Note: the aspect of MR are covered in Document EPI/QES/19.

**2.0 Scope:**

Resources, Assignment of Personnel, competence and training, infrastructure and work environment.

**3.0 Responsibility:**

Respective HODs.

**4.0 Actions & Methods:**

**4.1 PROVISIONS OF RESOURCES:**

- 4.1.1 The resources needed for the various activities are identified by concerned HODs and arranged.
- 4.1.2 The typical resources needed for implementing each activity and processes are:
  - competent manpower
  - the office building and infrastructure
  - the office equipment like furniture, storage wardrobes/racks, PCs & Software, reprographic equipment, telecommunication equipment etc.
  - regular consumable items like stationary, floppies, CD etc.
  - methods of doing jobs in the form of procedures given in Procedure Manual.
  - Finances in the form of an annual financial budget.
  - Plant & equipment

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<p><b>ENGINEERING PROJECTS (I) LTD.</b></p> <p><b>POLICY MANUAL</b></p> <p><b>RESOURCE MANAGEMENT</b></p>	 <p><b>QMS, EMS &amp; OHSMS</b></p>	<p><b>DOCUMENT NO. EPI/QES/22</b> <b>PAGE 2 OF 3</b></p> <p><b>ISSUE NO. 03 DATE: 01.08.07</b> <b>REV. NO. 00 DATE: 01.08.07</b></p>
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4.1.3 The improvement in the processes & activities is carried out by:

- taking immediate corrective actions in every case of non conformity
- taking preventive actions in case of potential non-conformity
- reviewing processes every three months in MRM
- carrying out internal audits to detect if any non-conformities exist in the system

4.1.4 The customer satisfaction is addressed by:

- an attitude and a commitment of meeting customer requirements.
- acting promptly upon suggestions and customer feedback including complaints
- reviewing customer satisfaction in MRM.

#### **4.2 ASSIGNMENT OF PERSONEL (Competence of Human Resources):**

4.2.1 All personnel who are assigned the various activities or sub-activities in each process are capable to perform the task based on their competency.

4.2.2 The competency of each individual is assessed on the basis of their education, training, experience and skills.

4.2.3 For each function, the competence required is determined and personnel are assigned jobs as per competency needs. The postings are done accordingly. The evidence of this is the approval of competent authority.

#### **4.2 COMPETENCE, TRAINING AND AWARENESS:**

4.3.1 For each person the training needs (also called competency needs) are identified by the section in-charge/ appraisal by HOD once a year.

- the job being done
- the job likely to be done in future
- education experience & training
- levels of skills already developed

4.3.2 A training schedule is made and is implemented. The training is planned based on overall assessment of risks pertaining to OHSMS.

4.3.3 Training is provided based on the needs. After the training, the effectiveness of the training provided is evaluated.

4.3.4 All new employees joining EPI are provided induction training through interaction with various work groups.

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4.3.5 The relevance and importance of the activities carried out by the employees in achieving the quality objectives is explained by the respective HODs/In-charges.

4.3.6 Records of educational qualifications, experience skills and training of each employees are kept in the personal file.

#### **4.4 FACILITIES:**

4.4.1 Required space for the various activities is provided in the CO, RO and sites alongwith associated facilities like furniture, stationary, storage space etc.

4.4.2 Office equipment needs for each activity is assessed and provided e.g. PCs software, printer, reprography equipment, telecommunication facilities etc.

4.4.3 Supporting services are also provided e.g. Despatch & receipt of mail, security etc.

4.4.4 The facilities are maintained to ensure that they are always functional

4.4.5 Process equipment are either arranged in-house or out sourced for each project as per needs.

#### **4.5 SAFE WORK ENVIRONMENT:**

4.5.1 The work environment is maintained to be conducive to efficiency and productivity.

4.5.2 Adequate lighting, hygiene and cleanliness, safety provision like fire extinguisher, first aid box etc. are provided and maintained.

4.5.3 Good team work is encouraged. Effective communication is maintained at all levels, e.g. Notice boards etc.

4.5.4 Database as applicable is maintained in each department to facilitate quick retrieval of information.

4.5.5 At CO, a sick bay is provided where in house medical facilities to needy employees are provided by a qualified medical practitioner on defined intervals. A first aid box with adequate stock of medicines is also available.

#### **5.0 References:**

5.1 Document EPI/GEN/P/07, Quality Plan

5.2 Document EPI/P&E/P/01, Plant Equipment

5.3 Document EPI/HRM/P/01, Competence Awareness Training

5.4 Clause [6.1](#), [6.2.1](#), [6.2.2](#), [6.3](#), [6.4](#) of ISO 9001:2000, [4.4.1 of ISO 14001:2004](#), [4.4.1 of OHSAS 18001:1999](#)

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<p><b>ENGINEERING PROJECTS (I) LTD.</b></p> <p><b>POLICY MANUAL</b></p> <p><b>PLANNING OF PRODUCT REALISATION</b></p>	 <p><i>QMS, EMS &amp; OHSMS</i></p>	<p><b>DOCUMENT NO. EPI/QES/23</b> <b>PAGE 1 OF 2</b></p> <p><b>ISSUE NO. 03 DATE: 01.08.07</b> <b>REV. NO. 00 DATE: 01.08.07</b></p>
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**1.0 Policy:**

To ensure that the various processes for realization of EPI's product/service are planned and developed consistent with the requirements of other processes of the QMS and EMS.

**2.0 Scope:**

**3.0 Responsibility:**

Respective HODs and Site Incharges

**4.0 Actions & Method:**

**4.1 QMS Aspects**

**4.1.1** In EPI, product realization is implementation and completion of project/assignment/consultancy.

**4.1.2** For each project, tentative planning is done at the tendering stage to meet the requirements of the NIT or tender.

**4.1.3** After award of contract (LOI/LOA/contract) PMD prepares a plan based on the terms & condition of the contract and the tentative plan made earlier which includes:

- a) Objectives of the project i.e. to achieve completion of the project within schedule and budget.
- b) Requirements of the project i.e. design and broad specifications given in contract and planned results.
- c) Legal / Statutory & Regulatory requirements.
- d) Processes & activities necessary to achieve objective and schedules for the same.
- e) Document needed and resources to be provided (in-house and out sourced)
- f) Verification of processes and, wherever appropriate, validation of specific processes.
- g) Monitoring, inspection and test activity
- h) Criteria for acceptance.
- i) Records which are needed to provide evidence of realization

**4.1.4** This plan is prepared based on guidelines given in typical quality plan.

**4.2 EMS Aspects**

**4.2.1 Product** – the product of EPI, i.e. project and project document which EPI delivers to its client organizations are ensured to be environment friendly by :

- a) recommending appropriate technology
- b) recommending use of appropriate materials
- c) recommending appropriate methods of operations and maintenance for the client to adopt when the project is commissioned.

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4.2.2 Services to clients like turnkey execution of project at site are done keeping in mind the implementation of best possible environment friendly practices.

4.2.3 Services taken by EPI from its vendors are likewise controlled in the manner to ensure environment friendliness.

**4.3** In all above activities due care is taken to ensure compliance of applicable legal and other requirements both within India and outside.

4.3.1 The design department takes into accounts the legal and other requirements as applicable

4.3.2 The execution is also conducted taking into account the legal and other requirements as applicable and to the extent possible.

**4.4.** The planning of OH&S activities including maintenance is carried out at CO under specified conditions by:

4.4.1 Establishing and maintaining document procedures to cover situations where there absence could lead to deviations from OH&S policy and objectives.

4.4.2 Communicating relevant procedures and requirements to employees and stakeholders.

## **5 References:**

**5.1** Document EPI/QES/18, Quality Management System Planning

**5.2** Document EPI/QES/30 , Design & Development

**5.3** Document EPI/GEN/P/07, Quality Plan

**5.4** Document EPI/PMD/01, Project Management

**5.5** Document EPI/P&M/02, Scheduling

**5.6** Document EPI/ENGG/P/02, Project Activities

**5.7** Clause [7.1 of ISO 9001:2000](#), [4.4.6 of ISO 14001:2004](#), [4.4.6 of OHSAS 18001:1999](#)

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<p><b>ENGINEERING PROJECTS (I) LTD.</b></p> <p><b>POLICY MANUAL</b></p> <p><b>CUSTOMER RELATED PROCESS</b></p>	 <p><b>QMS, EMS &amp; OHSMS</b></p>	<p><b>DOCUMENT NO. EPI/QES/24</b> <b>PAGE 1 OF 3</b></p> <p><b>ISSUE NO. 03 DATE: 01.08.07</b> <b>REV. NO. 00 DATE: 01.08.07</b></p>
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**1.0 Policy:**

To review all offers, quotations, tenders, orders and contracts to ensure that clients requirements are adequately understood and clarified and EPI has the capability to meet those requirements of the clients.

**2.0 Scope:**

- All requirements of customers.
- All offers, tenders and contracts.

**3.0 Responsibility:**

HOD- Marketing/BDD

**4.0 Actions & Methods:**

4.1. Marketing/ Business Development Division in the organization shall determine the requirements specified by the customer, including the requirements for delivery and post delivery activities which includes the not stated but necessarily specified or intended use by the prospective customer.

4.1.1 All enquiries & NIT received from a prospective customer are reviewed by Marketing/ Business Development Division to ensure that:

- requirements specified by customer are defined and documented especially scope of work, technical specifications etc. including requirements for project and post completion activities
- requirements not stated by customer but necessary for specified or intended use.
- the requirements are understood.
- EPI has the capability to meet the parameters
- EPI can meet the delivery schedule.
- Legal, Statutory and regulatory requirements.

4.2. Based on this review, the quotation or offer or tender is prepared by Marketing Division/BDD and submitted. In the quotation, all requirements of the customers are clearly defined. Before submission, the offer is reviewed and approved by competent authority. In case any pre-bid discussions are arranged by client, EPI representative attends such discussions as required.

4.3. After submission of offer or opening of tender, constant contact is maintained with the client to provide any clarifications required by the client and also attend all tender discussions.

4.4 On receipt of an LOI/LOA/Order/Contract/Agreement, it is checked thoroughly for the technical and commercial terms including price and conditions against those mentioned in the offer. The review is done by Marketing / BDD.

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4.5. In case any requirement in contract differs from offer and is unacceptable to EPI, it is discussed with the customer and suitably resolved by mutual agreement. .

4.6. After award of contract and during execution of the contract, if client or EPI desires any change in the terms and conditions of the contract, it is mutually agreed with client. Records of this are maintained.

4.7. Customer complaints are expeditiously dealt with to ensure customer satisfaction, market good will and timely project completion within budget.

**4.8. Servicing (Post completion Activities):**

4.8.1. After handing over of project services, maintenance etc. are provided as per the terms of contract for the project.

4.8.2. All services listed in the contract like engineering, procurement, construction, erection and commissioning activities are provided to the clients as per documented procedures established for each activity to ensure client satisfaction.

4.8.3. The services normally provided after commissioning are:

- Solving teething problems in post commissioning period.
- Guidance for operation and maintenance or actual operation and maintenance during guarantee period or after that.
- Coordinating PGT
- Providing “as built” drawings and operation/maintenance manuals as required.

4.8.4. For providing these services required personnel are deputed to site during the guarantee period and as required.

4.8.5. In case client requires assistance in the form of clarifications, furnishing back-up informations, technical advice, facilitating in arranging training of operating & maintenance crew and analysis of problem beyond guarantee period, these services are provided on mutually agreed commercial terms. For providing the additional services if any, a new agreement /contract is negotiated and finalised with client.

4.8.6. In case not specifically stipulated in the contract, EPI’s obligation for providing contractual services to clients ceases as soon as the plant/Building etc. are handed over for commercial use and or PAC is obtained from the client as per terms of contract.

**4.9** All elements related to activities, products and services having bearing on environment are tackled as per para 4.2 & 4.3 of document EPI/QES/23 Planning of product Realisation

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**5.0 Reference:**

- 5.1 Document EPI/MKT/P/01, Marketing
- 5.2 Document EPI/PMD/P/03, Customer complaints
- 5.3 Document EPI/PMD/P/01, Project Management
- 5.4 Document EPI/GEN/P/11, Communication with External Parties
- 5.5 Document EPI/BDD/P/01, Business Development
- 5.6 Clause reference [7.2 of ISO 9001:2000](#),

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<p><b>ENGINEERING PROJECTS (I) LTD.</b></p> <p><b>POLICY MANUAL</b></p> <p><b>PRODUCTION &amp; SERVICE PROVISION</b></p>	 <p><i>QMS, EMS &amp; OHSMS</i></p>	<p><b>DOCUMENT NO. EPI/QES/25</b> <b>PAGE 1 OF 3</b></p> <p><b>ISSUE NO. 03 DATE: 01.08.07</b> <b>REV. NO. 00 DATE: 01.08.07</b></p>
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**1.0 Policy:**

- a) To ensure that right quality of services within envisaged budget and schedule are provided to client by timely implementation of project and proper operation of contract.
- b) To ensure provisions of proper coverage of identified significant environmental aspects, hazards consistent with policy, objectives and targets.

**2.0 Scope:**

All projects and all activities.

**3.0 Responsibility:**

Respective HODs, Site Incharges.

**4.0 Actions & Methods:**

- 4.1 Qualified personnel duly authorised by management are assigned for the various projects including from Engineering Division.
- 4.2 Immediately after award of contract, identification of Project coordinator, Site incharge, Project team etc. is carried out within the time schedule given in contract. Mobilisation for site (i.e. setting up of site office & starting site activities) is carried out within contractually specified period.
- 4.3 Procedures have been established to ensure checking, verification and approval of all designs, drawings, specifications so that right quality design & engineering is carried out. The input parameter are taken from contract or assumptions are made which are duly approved.
- 4.4
  - a) The implementation of the project is carried out as per contract.
  - b) The implementation of the project is reviewed every month by HOD, PMD/Project coordinator.
  - c) Suitable equipment are used for implementation of the project.
  - d) The progress is monitored and measured for review.
  - e) The implementation of OH&S activities is carried out at CO.
- 4.5 Document EPI/HRM/P/02 Control Of Standards has been established for maintenance/control of standards.
- 4.6 Since the nature of services provided by EPI calls for generation and storage of a large volume of valuable documents which can be required at any time for reference purposes in future, procedure has been established for storage and retention of all records.
- 4.7 The process for providing all the services as per contract has been apprised as appropriate.

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- 4.8 All bought out equipments are inspected & tested by QAD or client or other agency as considered during implementation. The overall responsibility lies with the HOD (QAD).
- 4.9 Construction and erection activities are supervised by qualified personnel. During construction and erection, checking, inspection and testing and progress monitoring is carried out as per contract with client and/or technical specification/Purchase order or for contract services. Appropriate corrective and preventive actions are taken thereafter.
- 4.10 Trials and commissioning is done alongwith suppliers/contractors and clients' representative for the duration specified in contract.
- 4.11 The inspection and testing personnel who release the equipment, material or service activity are authorised for this purpose.
- 4.12 EPI personnel, associate organise and conduct Performance Guarantee Tests within the time period specified in the contract.
- 4.13 All services during post commissioning, guarantee period are provided to clients to ensure performance of project as per requirements and to ensure clients' good will.
- 4.14 After commissioning of the project demobilisation is started and is completed after the expiry of the guarantee period of the project.
- 4.15 Safe working practices are adopted during all phases of contract operation.
- 4.16 A suitable working environment has been provided at Corporate Office, RO's and sites to facilitate carrying out turnkey project implementation. Health & safety procedures are followed at CO.
- 4.17 Equipment & material are used only after required tests have been carried out.
- 4.18 After completion of construction & erection, as-built drawings are made and given to client alongwith operation and maintenance manuals as per requirement of contract.
- 4.19 Special process requiring qualification of persons or machinery or method is used as required.
- 4.20 Post delivery activities viz. Activities after project completion are carried out if required (Refer Document EPI/QES/24 Customer related process, Para 4.8)
- 4.21 All elements related to activities, products and services having bearing on environment are tackled as per para 4.2 and 4.3 of document EPI/QES/23 Planning Of Product Realisation.

## 5.0 References:

### 5.1 Document EPI/PMD/P/01, Project Management

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- 5.2 Document EPI/PMD/P/02, Site
- 5.3 Document EPI/PMD/P/03, Customer Feedback
- 5.4 Document EPI/ENGG/P/02, Project Activities
- 5.5 Document EPI/P&E/P/01, Plant & Equipment
- 5.6 Document EPI/L&C/P/01, Legal & Contracts
- 5.7 Clause [7.5.1](#), [7.5.2](#) of ISO 9001 : 2000, [4.4.6 of ISO 14001 : 2004](#), [4.4.6 of OHSAS 18001:1999](#).

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**1.0 Policy:**

- a) To ensure that all items are properly marked/numbered for identification, retrievability and traceability.
- b) To ensure compliance of procedures related to safe environment so that the derivations from the policy, objectives and targets are identified / traced.

**2.0 Scope:**

All projects.

- a) Drawings, specifications, etc.
- b) Equipment & materials procured
- c) Reports, Records

**3.0 Responsibility:**

Respective HODs.

**4.0 Actions & Methods:**

- 4.1 As soon as a tender or quotation is to be prepared, a tender number is allotted.
- 4.2 In case of getting an order, a project number is allotted. The project number may not be generally the same as tender number.
- 4.3 All drawings, reports and specifications prepared are identified by a unique number.
- 4.4 All files and correspondence have an identification number.
- 4.5 All indents & purchase orders have unique identification number which have a reference to project number for ease of traceability.
- 4.6 The equipment which are inspected at manufacturer/suppliers works are identified by a unique stamp by Inspection Engineer.
- 4.7 Equipment for which inspection waiver is issued are also uniquely identified through manufacturer/supplier.
- 4.8 All elements related to activities, products and services having bearing on environment & safety are tackled as per para 4.2, 4.3 & 4.4 of document no. EPI/QES/23
  - 4.8.1 Any aberration in the above are identified / traced to the records of compliance of the relevant document.

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<p><b>ENGINEERING PROJECTS (I) LTD.</b></p> <p><b>POLICY MANUAL</b></p> <p><b>IDENTIFICATION &amp; TRACEABILITY</b></p>	 <p><i>QMS, EMS &amp; OHSMS</i></p>	<p><b>DOCUMENT NO. EPI/QES/26</b>  <b>PAGE 2 OF 2</b>  <b>ISSUE NO. 03 DATE: 01.08.07</b>  <b>REV. NO. 00 DATE: 01.08.07</b></p>
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**5.0 References:**

- 5.1 Document EPI/ENGG/P/02, Project Activities
- 5.2 Document EPI/MKT/P/01, Marketing
- 5.3 Document EPI/MMD/P/01, Procurement
- 5.4 Document EPI/PMD/P/02, Site
- 5.5 Document EPI/QAD/P/02, Inspection & Testing
- 5.6 Document EPI/BDD/P/02, Business Development
- 5.7 Document EPI/P&M/P/02 , Scheduling
- 5.8 Clause [7.5.3 of ISO 9001 : 2000](#), [4.4.6 of ISO 14001: 2004](#), [4.4.6 of OHSAS 18001:1999](#)

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<p><b>ENGINEERING PROJECTS (I) LTD.</b></p> <p><b>POLICY MANUAL</b></p> <p><b>CUSTOMER PROPERTY</b></p>	 <p><b>QMS, EMS &amp; OHSMS</b></p>	<p><b>DOCUMENT NO. EPI/QES/27</b> <b>PAGE 1 OF 2</b></p> <p><b>ISSUE NO. 03 DATE: 01.08.07</b> <b>REV. NO. 00 DATE: 01.08.07</b></p>
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**1.0 Policy:**

- a) To ensure that all customer property (customer supplied products) is identified, verified protected and stored safely and properly. If any item is lost, damaged or found unsuitable, it is recorded and reported to customer.
- b) To ensure that customers properties at project sites are protected to eliminate/reduce the chances of environmental deterioration while EPI is active at site.

**2.0 Scope:**

All client supplied items:

- a) Drawings, specifications and data other than that given in contract.
- b) Free issue items.
- c) Equipment given for incorporating in the project.

**3.0 Responsibility:**

HOD Engineering, HOD PMD, Site Incharge.

**4.0 Actions & Methods:**

**4.1 Drawings, specifications, data and information.**

- a) All drawings, data, specifications, information including intellectual property etc. provided by client other than as given in contract are used for engineering and implementation purposes. This data is verified and maintained as record.
- b) If any data/drawing/specification is lost or gets damaged after receipt, it is recorded and client is intimated.

**4.2 Free issue item**

- a) If as per contract, client supplies some items as “free issue” items, the same are received, inspected, recorded and verified by site before use/issue e.g. steel, cement.
- b) In case any material/item is found damaged/unsuitable for use, matter is suitably taken up with client to arrange replacement for such materials/item.
- c) In case, the material is damaged / lost during EPI’s storage, the client is intimated and EPI takes necessary action to arrange replacement.

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<p><b>ENGINEERING PROJECTS (I) LTD.</b></p> <p><b>POLICY MANUAL</b></p> <p><b>CUSTOMER PROPERTY</b></p>	 <p><b>QMS, EMS &amp; OHSMS</b></p>	<p><b>DOCUMENT NO. EPI/QES/27</b> <b>PAGE 2 OF 2</b></p> <p><b>ISSUE NO. 03 DATE: 01.08.07</b> <b>REV. NO. 00 DATE: 01.08.07</b></p>
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**4.3 Items/Equipment given by client:**

- a) If as per contract any item or equipment is given by the client for incorporating into the project, this is received from client, duly recorded and verified or inspected before use/issue.
- b) In case this is not suitable/not in proper working condition/damaged/incomplete or the quantity/quality supplied is not matching with quantity/quality required, the client is intimated .
- c) Those customer properties which have any potential to cause any adverse change, wholly or partially resulting form any environmental aspects, are handled/used carefully and in co-ordination with client to the extent necessary.

**5.0 References:**

- 5.1 Document EPI/ENGG/P/02, Project Activities
- 5.2 Document EPI/PMD/P/02, Site
- 5.3 Document EPI/PMD/P/01, Project Management
- 5.4 Clause [7.5.4 of ISO 9001 : 2000](#), [4.4.6 of ISO 14001: 2004](#), [4.4.6 of OHSAS 18001:1999](#)

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<p><b>ENGINEERING PROJECTS (I) LTD.</b></p> <p><b>POLICY MANUAL</b></p> <p><b>PRESERVATION OF PRODUCT</b></p>	 <p><b>QMS, EMS &amp; OHSMS</b></p>	<p><b>DOCUMENT NO. EPI/QES/28</b> <b>PAGE 1 OF 2</b></p> <p><b>ISSUE NO. 03 DATE: 01.08.07</b> <b>REV. NO. 00 DATE: 01.08.07</b></p>
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**1.0 Policy:**

To ensure that all documents and equipment are handled, stored, protected and preserved properly so that they do not get damaged or deteriorated, they are packed properly and packaged suitably before dispatch and delivered/handed over to customer at intended destination.

**2.0 Scope:**

All documents and equipment as per contract.

**3.0 Responsibility:**

Respective HODs.

**4.0 Actions & Methods:**

- 4.1 The handling, storage, packing, packaging, protection, preservation and delivery of EPI's products and services are adequately referred to in the relevant procedures where these activities take place.
- 4.2 All documents prepared are handled suitably and stored in assigned/appropriate places for quick retrievability & access and also to ensure that they do not get damaged or deteriorate during handling, storage and transit.
- 4.3 All tracings are kept in cabinets. All drawings (prints) are kept in files. All floppies, tapes, CD etc. are kept in floppy/CD boxes. It is ensured that no virus develops. Before inserting any new floppy/CD into computer, virus check is conducted. Back-up of the data is kept.
- 4.4 All reports are bound and/or packed before issue.
- 4.5 All equipments are duly packed by the suppliers/contractors before dispatch to site.
- 4.6 A) A site storage is established at each site.  
B) At site, all items (equipment & materials) are stored in appropriate places in site store depending upon the type and nature of item e.g. electronic & electrical items are stored in a covered area.
- 4.7 Suitable security arrangements are made at site stores to ensure safety of the items.
- 4.8 For all equipment & material requiring preservation, if stored for sufficiently long time, are preserved using available resources at site.
- 4.9 Re-handling of equipment from site store to foundation, is generally done in un-packed condition and is carefully carried out either manually or using appropriate material handling equipment.

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<p><b>ENGINEERING PROJECTS (I) LTD.</b></p> <p><b>POLICY MANUAL</b></p> <p><b>PRESERVATION OF PRODUCT</b></p>	 <p><i>QMS, EMS &amp; OHSMS</i></p>	<p><b>DOCUMENT NO. EPI/QES/28</b> <b>PAGE 2 OF 2</b></p> <p><b>ISSUE NO. 03 DATE: 01.08.07</b> <b>REV. NO. 00 DATE: 01.08.07</b></p>
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**4.10** Elaborate checklists or despatch instructions are prepared while handling over dimensional consignments and fragile equipment.

**4.11** Final inspection is carried out jointly by EPI and their client and deficiencies, if any, are attended /rectified. The plant and equipment is handed over to the client as per terms of contract. This handing over and or acceptance of the project by clients implies completion of ‘DELIVERY’ by EPI as per terms of contract/work order.

**4.12** The elements related to EPI’s product (project) are handled carefully at site in the light of the criticality of the related environmental aspect so that the chances of adverse impact, if any, are eliminated/reduced.

**5.0 References:**

**5.1** Document EPI/PMD/P/02, Site

**5.2** Document EPI/PMD/P/01, Project Management

**5.3** Document EPI/ENGG/P/01, Pre Tendering

**5.4** Document EPI/ENGG/P/02, Project Activities

**5.5** Clause [7.5.5 of ISO 9001 : 2000](#), [4.4.6 of ISO 14001 : 2004](#).

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<p><b>ENGINEERING PROJECTS (I) LTD.</b></p> <p><b>POLICY MANUAL</b></p> <p><b>CUSTOMER COMMUNICATION</b></p>	 <p><i>QMS, EMS &amp; OHSMS</i></p>	<p><b>DOCUMENT NO. EPI/QES/29</b> <b>PAGE 1 OF 2</b></p> <p><b>ISSUE NO. 03 DATE: 01.08.07</b> <b>REV. NO. 00 DATE: 01.08.07</b></p>
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**1.0 Policy:**

- a) To set up a proper communication system with the various customers of each projects so as to ensure that their needs and expectations are adequately understood before taking compliance action on them.
- b) To establish, implement and maintain procedures for :
  - i) internal communications among the various levels and function in EPI in relation to environmental aspects and Health & Safety at CO.
  - ii) receiving, documenting and responding to relevant communication from external interested parties.

**2.0 Scope:**

All communications with customers.

**3.0 Responsibility:**

HOD (Mktg)/BDD, Site Incharge, respective HOD.

**4.0 Actions & Methods:**

- 4.1 During Business Development, communication is done with appropriate representative of customer/client organization with the objective of obtaining business.
- 4.2 At marketing stage, the interaction with potential customer is carried out by the nominated executive of Marketing Division / BDD regarding:
  - a) Product & service offered by EPI
  - b) All NIT, enquiries, offers, quotations, including amendments.
- 4.3 During post award and implementation stage, communication is through a single window viz. PMD.
- 4.4 For site activities, day to day communication with customer is through Site Incharge. For serious matters & policy decision PMD communicates with customer.
- 4.5 For each level of communication with customer, efforts are made to identify the “contact person” from the customer’s side.
- 4.6 The communication may be verbal/in soft medium/in hard copy.

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<p><b>ENGINEERING PROJECTS (I) LTD.</b></p> <p><b>POLICY MANUAL</b></p> <p><b>CUSTOMER COMMUNICATION</b></p>	 <p><i>QMS, EMS &amp; OHSMS</i></p>	<p><b>DOCUMENT NO. EPI/QES/29</b> <b>PAGE 2 OF 2</b></p> <p><b>ISSUE NO. 03 DATE: 01.08.07</b> <b>REV. NO. 00 DATE: 01.08.07</b></p>
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- 4.7** All feedback from customers including customer complaints is recorded and analysed for corrective and preventive actions. The salient features of customer feedback is discussed in MRM.
- 4.8** EPI decides whether to communicate externally about its significant environmental and Safety aspects and document those decisions.

**5.0 References:**

- 5.1** Document EPI/MKT/P/01, Marketing
- 5.2** Document EPI/PMD/P/01, Project Management
- 5.3** Document EPI/PMD/P/02, Site
- 5.4** Document EPI/PMD/P/03, Customer Feedback
- 5.5** Document EPI/GEN/P/11, Communication with External Parties
- 5.6** Clause [7.2.3 of ISO 9001 : 2000](#) ,[4.4.3 of ISO 14001 : 2004](#) and [4.4.3 of OHSAS 18001:1999](#)

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<p><b>ENGINEERING PROJECTS (I) LTD.</b></p> <p><b>POLICY MANUAL</b></p> <p><b>DESIGN &amp; DEVELOPMENT</b></p>	 <p><b>QMS, EMS &amp; OHSMS</b></p>	<p><b>DOCUMENT NO. EPI/QES/30</b> <b>PAGE 1 OF 3</b></p> <p><b>ISSUE NO. 03 DATE: 01.08.07</b> <b>REV. NO. 00 DATE: 01.08.07</b></p>
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**1.0 Policy:**

To ensure that all design and engineering work is based on design inputs, meeting customers requirements and requirements related to safety, environment and legal aspects which is reviewed, verified and validated.

**2.0 Scope:**

All design, development and engineering work including specifications and drawings.

**3.0 Responsibility:**

HOD, Engineering Division

**4.0 Actions & Methods:**

**4.1** On receipt of tender documents at tendering stage from Marketing Division/BDD, or contract documents from concerned PMD an Engineering Coordinator is nominated by HOD Engineering.

**4.2** The design and engineering activities are planned for the various stages and assigned to the various sections by HOD. The plan is updated as design and development progresses.

**4.3** The organization and technical interface between the various sections/personnel carrying out design and engineering work and PMD so as to meet the specified requirements is ensured by the Engineering Coordinator

**4.4** Since engineering requirements necessitate interfunctional activities, all relevant documentation and information is communicated to the coordinator.

**4.5** All sections maintain uniformity in style of dimensioning, tolerance, drawings, etc. so as to be easily understood by all.

**4.6** All design input requirements are taken from the contract. These requirements are checked for their accuracy and appropriateness. The inputs include functional and performance environmental requirement and applicable legal/ statutory regulatory requirements.

**4.7** In case any input data is not available in contract, or is inadequate, ill-defined, incomplete, inappropriate or conflicting with other requirements, these are clarified and resolved with the client. In case some data is still not available, suitable assumptions are made and are put on record.

**4.8** The design output is formulated in terms of written design/calculations or drawings or specifications. It is ensured that these:

- meet the specified requirements as stipulated in tender documents/ contract.
- Meet the applicable environment related legal and other requirements.
- Contain and satisfy the acceptance criteria in contract

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- Identify characteristics that ensure safe and proper functioning of systems/equipments/facilities.
- provide appropriate information for purchase, production and service provision
- specify characteristics essential for its safe and proper use.

**4.9** All designs are checked before design review.

**4.10** A formal design review is carried out for each design/engineering work at an appropriate stage to:

- evaluate the design to meet requirements
- identify any problems and propose necessary action.

**4.11** The design/engineering work is verified by HOD Engineering after design review and before release for approval of client or clients' consultant, comparison of new design with an existing proven or validated design is done for equivalent application.

**4.12** After the design has been implemented, the design is validated based on actual operational data (i.e. post-commissioning/PG Test). The validated designs are used as a data base for future engineering work for similar applications.

**4.13** If after the original engineering design/drawings have been released any changes in design are required to be made, the changes are generally done by the same persons who did the original design or by any other authorised and qualified person who has access to the earlier design documents.

**4.14** If design change requires issue of new documents or revision of earlier documents (viz. Drawings, specifications, etc.) it is ensured that old/obsolete documents are withdrawn or destroyed. All design changes are approved as for original design.

**4.15** Personnel/Employees are authorised for Engg. Activities by HOD Engg., refer Document EPI/QES/23 Planning Of Product Realisation and Document EPI/HRM/P/01 Competence Training And Awareness.

**4.16** Softwares used for design development purpose are also validated periodically.

## **5.0 References:**

**5.1** Document EPI/PMD/P/01, Project Management

**5.2** Document EPI/ENGG/P/01, Tendering Activities

**5.3** Document EPI/ENGG/P/02, Project Activities

**5.4** Document EPI/ENGG/P/03, Bid Evaluation

**5.5** Document EPI/ENGG/P/04, Civil & Structural drawing

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- 5.6 Document EPI/ENGG/P/05, Conveyor Design
- 5.7 Document EPI/ENGG/P/06, Electrical Drawings
- 5.8 Document EPI/ENGG/P/07, Cable Schedule
- 5.9 Document EPI/ENGG/P/08, Mechanical Drawings
- 5.10 Document EPI/ENGG/P/09, BOQ for Technical Structures
- 5.11 Document EPI/PMD/P/02, Site
- 5.12 Clause [7.3 of ISO 9001 : 2000](#), [4.4.6 of ISO 14001 : 2004](#), , [4.4.6 of OHSAS 18001 : 1999](#)

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<p><b>ENGINEERING PROJECTS (I) LTD.</b></p> <p><b>POLICY MANUAL</b></p> <p><b>PURCHASING</b></p>	 <p><i>QMS, EMS &amp; OHSMS</i></p>	<p><b>DOCUMENT NO. EPI/QES/31</b> <b>PAGE 1 OF 2</b></p> <p><b>ISSUE NO. 03 DATE: 01.08.07</b> <b>REV. NO. 00 DATE: 01.08.07</b></p>
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**1.0 Policy:**

To ensure that all purchased materials and services conform to specifications and other specified quality and safe environment related requirements.

**2.0 Scope:**

All items procured including capital items (equipment for site), store items and services.

**3.0 Responsibility:**

HOD L&C/MMD

**4.0 Actions & Methods:**

**4.1** All materials and equipment are procured for the project from the vendors/suppliers approved by client or as mentioned in contract.

As required, the indent includes:

- a) requirements for approval of products, processes, equipment and procedures
- b) requirements for qualification and experience of personnel
- c) requirements related to significant environmental aspects of goods and services.
- d) Applicable legal requirements

**4.2** For other items, the vendors/suppliers are evaluated and selected on the basis of their ability to meet the requirements for the item to be procured including quality, specifications, environmental requirements, quantity and delivery at desired site. Based on this they are registered with EPI.

**4.3** A list of registered vendors is maintained by L&C/MMD for each item. The performance of the vendors is evaluated for continued suitability once a year based on adherence to specifications and delivery schedule.

**4.4** If it becomes necessary to procure materials from new sources or unapproved/un-registered vendors, the vendor is evaluated and approved before placement of order. In case of urgency, procurement may be done from unapproved/un-registered vendors with prior approval of CMD.

**4.5** The materials including plant and equipment required for the project are procured on the basis of indent prepared by PMD and/or site. Indents for other Materials and items required are prepared by the concerned departments. These indents are reviewed for completeness of specifications before issue of enquiry.

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- 4.6 A)** Inspection (or verification of purchased item) requirements are indicated in the Purchase Order alongwith complete specifications, quantity and its units, delivery period etc. and the placement of Purchase order is approved by competent authority based on order value and terms of purchase order are reviewed by associate finance representative and approved before issue by HOD, L&C/MMD.
- B)** Order is placed by L&C/MMD and follow up thereafter is done by PMD.
- 4.7** All materials received are inspected or inspection waiver is given by QAD against approval of competent authority to be coordinated by PMD.
- 4.8** Where specified in the contract provision for client's representative to verify the sub-contracted item is made in the Purchase Order. PMD coordinates with client to ensure presence of clients' representative during such inspection.
- 4.9** An item can be procured by a verbal order but records in the form of Purchase Order are kept.
- 4.10** Procurement of construction materials is done by site generally from local or nearby sources.
- 4.11** All items received for the project are stored properly at site and other items are stored at appropriate places.
- 4.12** The purchasing is done taking special care to comply with the environment related legal and other requirements . For purchases for CO, safety aspects are given due consideration.
- 4.13** The Quality,, Environmental & Safety Policy, OCPs are communicated to suppliers/contractors alongwith PO/W.O.

**5.0 References:**

- 5.1** Document EPI/MMD/P/01, Procurement
- 5.2** Document EPI/PMD/P/01, Project Management
- 5.3** Document EPI/PMD/P/02, Site
- 5.4** Document EPI/QAD/P/02, Inspection & Testing
- 5.5** Clause [7.4 of ISO 9001 : 2000](#), [4.2, 4.4.6 of ISO 14001 : 2004](#), [4.2, 4.4.6 of OHSAS 18001 :1999](#)

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<p><b>ENGINEERING PROJECTS (I) LTD.</b></p> <p><b>POLICY MANUAL</b></p> <p><b>CONTROL OF MONITORING &amp; MEASURING DEVICES</b></p>	 <p><i>QMS, EMS &amp; OHSMS</i></p>	<p><b>DOCUMENT NO. EPI/QES/32</b> <b>PAGE 1 OF 1</b></p> <p><b>ISSUE NO. 03 DATE: 01.08.07</b> <b>REV. NO. 00 DATE: 01.08.07</b></p>
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**1.0 Policy:**

To identify the monitoring and measurements to be undertaken and to ensure that only calibrated/verified monitoring and measuring devices are used and maintained for inspection purposes and appropriate records are retained.

**2.0 Scope:**

All inspections and measurements.

**3.0 Responsibility:**

HOD (QAD) , Site Incharge

**4.0 Actions & Methods:**

- 4.1 The monitoring & measuring devices owned by EPI are duly calibrated/verified before use. Records are maintained
- 4.2 For inspections, carried out at contractors'/suppliers' works, the monitoring and measuring devices are arranged by the contractor/supplier. Before carrying out inspection, the calibration of the instrument and its validity is ascertained whenever necessary. In case, the measuring instruments are not calibrated, inspection is not carried out till the required instruments are calibrated (preferably by NABL certified laboratories).
- 4.3 In case the testing is got done from outside agency, use of calibrated instruments is ensured.
- 4.4 Procedures are established and maintained to monitor and measure OH & S performance based on OH & S objectives.

**5.0 Reference:**

- 5.1 Document EPI/QAD/P/02, Inspection and Testing
- 5.2 Document EPI/GEN/P/13, Monitoring & Measurement
- 5.3 Document EPI/GEN/P/14, Calibration of Monitoring Equipment
- 5.4 Clause [7.6 of ISO 9001:2000](#), [4.5.1 of ISO 14001 : 2004](#), [4.5.1 of OHSAS 18001 : 1999](#)

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<p><b>ENGINEERING PROJECTS (I) LTD.</b></p> <p><b>POLICY MANUAL</b></p> <p><b>MONITORING &amp; MEASUREMENT</b></p>	 <p><i><b>QMS, EMS &amp; OHSMS</b></i></p>	<p><b>DOCUMENT NO. EPI/QES/33</b> <b>PAGE 1 OF 4</b></p> <p><b>ISSUE NO. 03    DATE: 01.08.07</b> <b>REV. NO. 00    DATE: 01.08.07</b></p>
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**1.0 Policy:**

To define, plan (establish), implement and maintained the monitoring and measurement activities / procedure on a regular basis, needed to demonstrate conformity of the products/services provided, key characteristics of operations and activities that can have significant impact on the environment and ensure conformity of the QMS, EMS & OHSMS to achieve customer satisfaction, legal compliance and continual improvement. The procedure include documenting of information to monitor performance, applicable controls and conformity with the EPI's objective and targets (quality, environmental & safety).

**2.0 Scope:**

Monitoring & measurement activities related to customer satisfaction, processes, products, operational controls and objectives & targets, all under QMS, EMS & OHSMS as applicable..

**3.0 Responsibility:**

Respective HODs.

**4.0 Actions & Methods:**

**4.1 Planning of monitoring and measurement:**

- 4.1.1** Monitoring of all activities is carried out to ensure that they are implemented so as to achieve the specified requirements. The activities which are monitored are specified in the procedures.
- 4.1.2** Measurement is done for specified parameters. Measurement data is the basis for making fact based decisions. The activities for which measurements are made have been identified in the various procedure.
- 4.1.3** The measurement/data collection is done for carrying out evaluation and not merely for accumulation of information.
- 4.1.4** The activities identified for measurement and monitoring to ensure conformity and achieve improvement are:
  - Customer satisfaction
  - Customer complaints
  - Internal audits
  - Monitoring and measurement of various processes (both quality and environment related)
  - Monitoring and measurement of products

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- Control of non-conforming product
- Environmental & safety parameters
- Operational controls
- Objectives and targets.

**4.2 Monitoring and Measurement of Customer Satisfaction:**

- 4.2.1 The satisfaction of the customers of EPI is monitored by direct interaction of our personnel and through a customer feedback or complaints once a year and on completion of the project.
- 4.2.2 The data collected or received as a feedback or complaints from the customers is collected, monitored and analysed as given in the procedures.
- 4.2.3 This information is used to continually improve our services and is reviewed in the Management Review Meeting

**4.3 Monitoring and Measurement of Processes.**

- 4.3.1 Each process of the system is monitored on daily/weekly basis and reviewed by the HOD at least once a month to ensure that the process meets the customer requirements, environmental requirements, the intended purpose and for improvement & effectiveness of the QMS, EMS & OHSMS. This review is carried out through informal interactions with key personnel in the department.
- 4.3.2 Based on this review, appropriate measurements are made to demonstrate the ability of the process to achieve planned results. These are documented in the form of Monthly Progress Report for further review by top management.
- 4.3.3 When the planned results are not achieved, the data is analysed (Document EPI/QES/36 Analysis of Data) and actions for improvement taken (Document EPI/QES/37 Corrective & Preventive Action, Improvement).

**4.4 Monitoring and Measurement of Product:**

- 4.4.1 Each product/service is monitored and measured at appropriate stages to verify that customer requirements as well as legal statutory and regulatory requirements have been met leading to customer satisfaction and minimization of environmental impact. This is documented in the procedure for each process.

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**4.4.2 Engineering:**

- a) All input data received from client or as given in contract is checked for completeness and relevance before starting engineering.
- b) In case data is incomplete and cannot be ascertained from client, suitable assumptions are made. If required, data is collected from potential supplier.
- c) At appropriate stages of the engineering work, the design/drawing/specifications are subjected to following checks:
  - Input requirements including legal statutory and regulatory requirements
  - Design review
  - Design verification
  - Design validation
- d) Each drawing is checked and approved.
- e) Drawings and design submitted by sub-contractors/sub-suppliers are approved. Wherever specified in contract, these are also approved by client.

**4.4.3 Procurement of materials and equipment**

- a) Each indent for procurement is checked for completeness.
- b) Each order for procurement is checked for completeness including technical specification sequential delivery, consignee details, insurance coverage, packing details, inspection.

**4.4.4 Inspection of equipment:**

- a) All equipment and material procured for the project either directly or on behalf of the client are inspected based on specifications or engineering practices.

**4.4.5 Site:**

- a) If required as per contract, bricks are tested and sieve analysis of gravel is got done. Steel is checked as per test certificate of manufacturer.
- b) For civil works, necessary tests for construction materials like sand, gravel, bricks and concrete etc. are carried out as per relevant standards.
- c) Ensure that all equipment and materials received at site are accepted materials.
- d) At all stages, the construction and erection work is checked by site personnel.
- e) During commissioning and PGT, the performance of each equipment and system is checked w.r.t. specified parameters. Clients' representative associates in this inspection if specified in contract.
- f) All inspection, checking and testing activities are carried out by experienced & qualified personnel duly authorized by management.

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g) Applicable legal and other requirements are identified for compliance.

#### **4.4.6 Inspection and Test Status:**

- a) All drawings are signed as checked and approved before issue
- b) All revisions are also signed as approved before issue
- c) All drawings submitted by sub-suppliers/sub-contractors/vendors for approval are either approved or commented upon on the drawing itself.
- d) For all inspections carried out at contractor's/suppliers' location, the tests are carried out appropriately and the accepted equipment is stamped to indicate the test status. It is ensured that only accepted equipment are used for construction/erection.
- e) All fabricated structures are inspected and accepted structures are identified by stacking in segregated areas alternatively putting colour band.
- f) After inspection during construction and erection, no markings are made if it is accepted. However verbal clearance is given to the sub-contractor for proceeding further.

#### **4.4.7 Calibration**

- a Monitoring equipment, which requires calibrations, if any, is calibrated and maintained. Calibration status is displayed on each equipment. Calibration is got done from NABL certified laboratories as far as possible.
- b Records of calibration are maintained.

#### **4.4.8 Legal Compliance**

- a Compliance with applicable environmental & safety legislations and regulations is evaluated periodically as per documented procedure.
- b Records of evaluation are maintained and reviewed during Management Review Meeting.

#### **5.0 References:**

- 5.1 Document EPI/ENGG/P/02, Project Activities
- 5.2 Document EPI/QAD/P/02, Inspection & Testing
- 5.3 Document EPI/PMD/P/02, Site
- 5.4 Document EPI/PMD/P/01, Project Management
- 5.5 Document EPI/GEN/P/13, Monitoring & Measurement
- 5.6 Document EPI/GEN/P/14, Control of Monitoring Devices
- 5.7 Document EPI/QES/34, Internal Audit
- 5.8 Document EPI/QES/35, Control of Non-conformance and emergencies.
- 5.9 Document EPI/QES/31, Purchasing
- 5.10 Clause [8.1](#), [8.2.1](#), [8.2.3](#), [8.2.4](#) of ISO 9001: 2000, [4.5.1](#), [4.5.2](#) of ISO 14001: 2004, [4.5.1](#) of OHSAS 18001:1999

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<p><b>ENGINEERING PROJECTS (I) LTD.</b></p> <p><b>POLICY MANUAL</b></p> <p><b>INTERNAL AUDIT</b></p>	 <p><b>QMS, EMS &amp; OHSMS</b></p>	<p><b>DOCUMENT NO. EPI/QES/34</b> <b>PAGE 1 OF 2</b></p> <p><b>ISSUE NO. 03 DATE: 01.08.07</b> <b>REV. NO. 00 DATE: 01.08.07</b></p>
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**1.0 Policy:**

To carry out Internal Audits at planned intervals to verify the implementation of the QMS, EMS & OHSMS are in place as planned and their effectiveness, meeting the requirements of the standards as well the legal and other requirements and finally the results are submitted to the management for appropriate decisions.

**2.0 Scope:**

All activities, products and services under QMS and EMS in EPI and OHSMS at CO.

**3.0 Responsibility:**

M.R/ISO Coordinators at respective ROs.

**4.0 Actions & Methods:**

- 4.1 The Internal Audits are conducted at planned intervals, once in 3 months. The audit is conducted to determine whether the QMS, EMS & OHSMS conform to planned arrangements including requirements of ISO 9001:2000, ISO 14001:2004 & OHSAS 18001:1999 are implemented effectively and maintained.
- 4.2 The annual Internal Audit schedule is prepared by MR complete with audit criteria, scope and methods and approved by CMD.
- 4.3 The actual frequency of audits is determined based on the status and importance of the division/activity, environmental importance of the activity concerned findings of previous internal & external audits and decisions taken in previous management review meeting
- 4.4 The Internal Audits are carried out by trained personnel.
- 4.5 The auditors are deputed by MR/ISO Coordinators at respective ROs for auditing of departments other than those in which they are working so as to ensure objectivity and impartiality of the audit process. The auditors do not audit their own work.
- 4.6 The auditors submit the audit report and non-conformance reports to MR/Respective ISO Coordinators.
- 4.7 Based on the audit reports, corrective actions are planned and taken by the auditee/respective HOD within the planed time frame. (and without undue delay) to eliminate the NCs and their causes.
- 4.8 As a follow-up action, the corrective action is verified for implementation and effectiveness by an auditor deputed by MR/Respective ISO Coordinator. This is reviewed by MR/Respective ISO Coordinator and the audit report closed.
- 4.9 In addition to corrective actions, preventive actions are also decided and initiated.

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4.10 The results of internal and external audits and corrective/preventive actions taken are reviewed in the MRM

**5.0 References:**

- 5.1 Document EPI/GEN/P/05 , Internal Audits
- 5.2 Document EPI/GEN/P/03 , Corrective & Preventive Action
- 5.3 Document EPI/GEN/P/01 , Management Review
- 5.4 Document EPI/QES/37 , Corrective & Préventive Action, Improvement
- 5.5 Clause [8.2.2 of ISO 9001 : 2000](#) and [4.5.5 of ISO 14001 : 2004](#) , [4.5.4 of OHSAS 18001:1999](#)

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<p><b>ENGINEERING PROJECTS (I) LTD.</b></p> <p><b>POLICY MANUAL</b></p> <p><b>CONTROL OF EMERGENCY &amp; NON CONFORMANCE</b></p>	 <p><i>QMS, EMS &amp; OHSMS</i></p>	<p><b>DOCUMENT NO. EPI/QES/35</b> <b>PAGE 1 OF 2</b></p> <p><b>ISSUE NO. 03    DATE: 01.08.07</b> <b>REV. NO. 00    DATE: 01.08.07</b></p>
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**1.0 Policy:**

- a) To ensure proper identification, notification, documentation, segregation, evaluation and disposal of the non-conforming products/services to prevent its un-intended use or delivery.
- b) To establish, implement and maintain procedure for period evaluations of compliance with requirements (including legal) and for identification of potential emergency situations (including accidents) and appropriate response.

**2.0 Scope:**

All activities, products and services of EPI

**3.0 Responsibility:**

Respective HODs / Site incharges

**4.0 Actions & Methods:**

**4.1 Aspects related to Quality** – Refer Document No. EPI/GEN/P/15, Control of Nonconforming Products.

**4.2 Aspects related to environment & safety**

**4.2.1** EPI evaluates compliance of applicable legal requirements on environmental & safety issues and environmental & safety performance.

**4.2.2** EPI has identified the areas having potentials for environment & safety related emergencies situation and accidents which can have impact(s) on the environment & cause hazard, risks to safety and decides ways and means to respond to such emergency situations and accidents.

**4.2.3** Emergency response plan has been prepared as document EPI/GEN/P/12

**4.3** Corrective and preventive action is decided for each non-conformity / lapses in compliance of regulations or potential emergency situations.

**4.4** The non-conformities are discussed in MRM.

**5.0 References:**

**5.1** Document EPI/QAD/P/02 , Inspection & Testing

**5.2** Document EPI/ENGG/P/02 , Project Activities

**5.3** Document EPI/PMD/P/02 , Site

**5.4** Document EPI/PMD/P/03 , Customer Feedback

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- 5.5 Document EPI/GEN/P/12 , Emergency Preparedness and Response
- 5.6 Document EPI/GEN/P/15 , Control of Non-confirming Products
- 5.7 Clause [8.3 of ISO 9001:2000](#), [4.5.3](#) & [4.4.7](#) of ISO 1001:2004 , [4.5.2](#) & [4.4.7](#) of OHSAS 18001:1999

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<p><b>ENGINEERING PROJECTS (I) LTD.</b></p> <p><b>POLICY MANUAL</b></p> <p><b>ANALYSIS OF DATA</b></p>	 <p><i><b>QMS, EMS &amp; OHSMS</b></i></p>	<p><b>DOCUMENT NO. EPI/QES/36</b> <b>PAGE 1 OF 2</b></p> <p><b>ISSUE NO. 03 DATE: 01.08.07</b> <b>REV. NO. 00 DATE: 01.08.07</b></p>
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**1.0 Policy:**

To determine, collect, monitor and measure performance parameters, operation controls and conformity with objectives and targets and analyse appropriate data on regular basis, to demonstrate the suitability and effectiveness of the QMS, EMS & OHSMS and to evaluate where continual improvement of the effectiveness of the QMS, EMS & OHSMS can be made.

**2.0 Scope:**

Analysis of data generated as a result of monitoring and measurement and from other relevant sources including key characteristics of EPI's operations.

**3.0 Responsibility:**

Respective HOD/Site Incharge

**4.0 Actions & Methods:**

**4.1** In order to demonstrate the suitability and effectiveness of the QMS, EMS & OHSMS, identify, determine, collect and analyse appropriate data. The data and its analysis is used to identify improvements that can be made in each process and the system as a whole.

**4.2** The data sources are the data generated as a result of monitoring and measurement and include:

- inspection and review activities
- internal audits
- external audits
- management review meetings
- customer satisfaction feedback
- customer/interested parties complaints
- suggestions (for improvement)
- accidents/emergencies
- legal notices
- community concerns

**4.3** The analysis of data is done by the respective HODs.

**4.4** The analysis of data provides information relating to:

- Customer satisfaction
- Conformity to product requirements i.e. customer requirements
- Characteristics of process products and their trends
- Opportunities for preventive actions

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- Suppliers who provide inputs to EPI
- Compliance to legal requirements
- Effectiveness of operational controls
- Objectives, targets, environmental & safety management programme.

**4.5** The use of analysis of data for controlling and verifying the process of contract operation/project implementation and providing the various services for the project have been identified.

**4.6** Documented procedure has been made for the application of analysis of data

**4.7** The areas where analysis of data is carried out in EPI is given in the document EPI/GEN/P/06.

#### **5.0 References:**

- 5.1** Document EPI/GEN/P/06 ,Analysis of Data  
**5.2** Clause [8.4 of ISO 9001 : 2000](#), [4.5.1 of ISO 14001 : 2004](#), [4.5.1 of OHSAS 18001:1999](#)

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<p><b>ENGINEERING PROJECTS (I) LTD.</b></p> <p><b>POLICY MANUAL</b></p> <p><b>CORRECTIVE &amp; PREVENTIVE ACTION, IMPROVEMENT</b></p>	 <p><i>QMS, EMS &amp; OHSMS</i></p>	<p><b>DOCUMENT NO. EPI/QES/37</b> <b>PAGE 1 OF 3</b></p> <p><b>ISSUE NO. 03 DATE: 01.08.07</b> <b>REV. NO. 00 DATE: 01.08.07</b></p>
<p><b><i>INTEGRATED QUALITY, ENVIRONMENT, OH &amp; SAFETY MANAGEMENT SYSTEM</i></b></p>		

**1.0 Policy:**

To continually seek and plan for improvement of the effectiveness of processes of QMS, EMS & OHSMS as enshrined in the policy and objectives and to take corrective and preventive actions on all actual and potential non-conformities.

**2.0 Scope:**

All activities, projects and services

**3.0 Responsibility:**

Respective HOD/Site Incharge

**4.0 Actions & Methods:**

**4.1 Continual improvement:**

**4.1.1** EPI continually seeks to improve the effectiveness of the QMS, EMS & OHSMS and its process, products, services.

**4.1.2** The continual improvement is carried out through

- Defining and implementing Quality, Environmental & Safety Policy, Objectives, targets and all other aspects of QMS, EMS & OHSMS in letter and spirit
- Carrying out Management reviews
- Analysis of non-conformities detected during internal and external audits for ascertaining cause and taking appropriate corrective and preventive actions

**4.2 Non-Conformance**

**4.2.1** Non fulfillment of any requirement of ISO 9001:2000 or ISO14001:2004 or OHSAS 18001:1999 as the case may be, and any deviation from documented QMS, EMS or OHSMS is treated as Non-Conformance.

**4.2.2** Non-conformance may be detected through any of the, but not limited to, following sources :

- a. Internal or external audits.
- b. Customer or interested parties complaints.
- c. Inspections and site visits.
- d. Employees suggestions.

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<p><b>ENGINEERING PROJECTS (I) LTD.</b></p> <p><b>POLICY MANUAL</b></p> <p><b>CORRECTIVE &amp; PREVENTIVE ACTION, IMPROVEMENT</b></p>	 <p><i>QMS, EMS &amp; OHSMS</i></p>	<p><b>DOCUMENT NO. EPI/QES/37</b> <b>PAGE 2 OF 3</b></p> <p><b>ISSUE NO. 03 DATE: 01.08.07</b> <b>REV. NO. 00 DATE: 01.08.07</b></p>
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- e. Accidents or emergencies.
- f. Consultation with employees
- g. Legal notices.
- h. Evaluation of compliance to legal & other requirements

Whenever a non-conformance is detected, corrective and preventive actions are taken in accordance with the procedure or corrective and preventive actions. The procedure lays down responsibility and authority for handling and investigating non-conformance and initiating and completing corrective and preventive action.

#### **4.3 Corrective Actions:**

- 4.3.1 Corrections & Corrective Actions are taken to eliminate the cause of actual non-conformity.
- 4.3.2 It is tool for improvement
- 4.3.3 Corrective action taken is appropriate to the effect of magnitude of the problem and non-conformity.
- 4.3.4 The corrective actions include analysis of problem, identification of cause, identification of corrective action required to be taken, to reduce/eliminate recurrence, exercise of effective controls to implement the corrective actions and make changes in documents as required and necessary.
- 4.3.5 Based on non-conformities detected in-house, feed-back/complaints from clients problems at site and internal & external audits, the non-conformity is analysed by the HOD alongwith concerned personnel.
- 4.3.6 HOD identifies the corrective actions required to be taken, if any. If required this is discussed with other persons.
- 4.3.7 The corrective actions are taken within the planed period.

#### **4.4 Preventive actions:**

- 4.4.1 Preventive actions are taken to eliminate the cause of potential non-conformity in order to prevent their occurrence.
- 4.4.2 Potential non-conformity is identified from:
  - Customer feedback
  - Customer satisfaction analysis
  - Trends of process and product measurements
  - QMS, EMS & OHSMS Records
  - Occurrence of non-conformity in one project or in one division which is likely to occur in other divisions, functions or projects
- 4.4.3 The potential non-conformity is analysed and cause identified.

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**4.4.4** Then appropriate preventive actions are identified to eliminate the cause for preventing occurrence.

**4.5** Follow-up on Corrective and Preventive Actions:

**4.5.1** The corrective and preventive actions are discussed in MRM.

**4.5.2** The corrective and preventive actions are followed up for suitability and effectiveness.

**4.5.3** The records of corrective and preventive actions are kept by respective HOD.

**5.0** **References:**

**5.1** Document EPI/PMD/P/03 , Customer Feedback

**5.2** Document EPI/GEN/P/03 , Corrective & Preventive Action

**5.3** Document EPI/GEN/P/05 , Internal Audit

**5.4** [Clause 8.5 of ISO 9001: 2000](#), [4.5.3 of ISO 14001: 2004](#), [4.5.2 of OHSAS 18001:1999](#)

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<p><b>ENGINEERING PROJECTS (I) LTD.</b></p> <p><b>POLICY MANUAL</b></p> <p><b>ENVIRONMENTAL ASPECTS</b></p>	 <p><b>QMS, EMS &amp; OHSMS</b></p>	<p><b>DOCUMENT NO. EPI/QES/38</b> <b>PAGE 1 OF 2</b></p> <p><b>ISSUE NO. 03 DATE: 01.08.07</b> <b>REV. NO. 00 DATE: 01.08.07</b></p>
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**1.0 Policy**

To identify environmental aspects of EPI's activities, products and services as stated in its scope of EMS which it can control and over which it can have an influence in order to determine those aspects which can have significant impacts on the environment, taking into account planned or new developments, or new or modified activities, products and services and determining those aspects that have or can have significant impact(s) on the environment (i.e. significant environmental aspects)

**2.0 Scope**

All activities, products, services and processes of EPI.

**3.0 Responsibilities**

Respective HOD, Site Incharges,MR

**4.0 Actions and Methods**

4.1 EPI has established and maintains a procedures to identify environmental aspects of its activities, products and services which it can control and over which it can have an influence and determine those aspects which can have significant impacts on the environment. Such aspects are classified as significant aspects.

4.2 The issues considered while identifying the significant environmental aspects associated with the activities, products and services at EPI are:

- a. Emissions to air
- b. Release to water
- c. Waste management
- d. Contamination of land
- e. Use of raw materials and natural resources
- f. Noise, odor, vibration and visual impact etc
- g. Legal requirements and
- h. Community concern

4.3 The procedure for identification of aspects and evaluation of their significance has considered normal/abnormal operating conditions and emergency situations. The aspects identified for a specific project are considered till completion of activity.

4.4 Environmental aspects, thus identified are listed in the Environmental Aspects Register.

4.5 The significant aspects have been evaluated using an established mathematical model and have been considered while setting the environmental objectives and targets.

The environmental aspects are reviewed whenever there is any change in inputs / outputs of processes, surroundings, processes, procedures or concerns of interested parties.

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This information is kept up-to-date. Even in case there is no change, the MR reviews the environmental aspects once in six months. Changes, if any, are communicated to all concerned.

- 4.6 All significant aspects are covered by suitable operational control procedures. The significant aspects, effectiveness of operational controls and progress of related objectives and targets are reviewed during MRM also.
- 4.7 The information is recorded and kept up-to-date
- 4.8 The significant environmental aspects form the focus of EMS in EPI

**5.0 References:**

- 5.1 Document EPI/GEN/P/08 Identification and Evaluation of Environmental Aspects
- 5.2 Environmental Aspects Register
- 5.3 Clause [4.3.1 of ISO 14001: 2004](#)

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<p><b>ENGINEERING PROJECTS (I) LTD.</b></p> <p><b>POLICY MANUAL</b></p> <p><b>LEGAL &amp; OTHER REQUIREMENTS</b></p>	 <p><b>QMS, EMS &amp; OHSMS</b></p>	<p><b>DOCUMENT NO. EPI/QES/39</b> <b>PAGE 1 OF 2</b></p> <p><b>ISSUE NO. 03 DATE: 01.08.07</b> <b>REV. NO. 00 DATE: 01.08.07</b></p>
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1.0 **Policy**

To establish, implement and maintain procedure(s) to identify and have access to applicable legal and other requirements to which EPI subscribes that are relevant and applicable to the of our activities, products and services (including environmental & safety aspects) and how they are taken care of.

2.0 **Scope**

All activities, products, services and processes of EPI & OH & safety requirements at CO.

3.0 **Responsibilities**

Respective HOD/Site Incharge, MR

4.0 **Actions and Methods**

4.1 EPI has established and maintains a procedure to identify and have access to legal and other requirements to which EPI subscribes, that are relevant and applicable to the environmental aspects of our activities, products and services. The other requirements are identified by EPI. EPI's activities are tuned to the best available practices. These are discussed in intra organizational meeting and propagated company wide to the extent necessary. It is pertinent to note that EPI is neither engaged in production nor operating any industry; there are no hazardous wastes (no emission to the ambient air except dust during construction) from EPI's activities, products and services. On the basis of this, EPI is not enlisted amongst the polluting industries as identified by MOEF. Therefore, the activities, products, services of EPI are non-polluting in nature.

4.2 The identification of applicable legal and other requirements are being done through a process of analysis of environmental aspects & impacts, hazard identification, risk assessment and risk control. The initial identification of applicable legal and other requirements has been done.

4.3 The information on applicable legal and other requirements is kept up-to-date through websites of bodies like Ministry of Environment and Forests, Central Pollution Control Board, State Pollution Control Committees Bureau of India Standards and similar bodies in foreign countries where EPI undertakes contracts, liaison with SPCB and local municipalities and published materials available in the market. In addition, corporate guidelines help us to keep this information up to date. The changes, if any, are communicated to all concerned for compliance. Even if there are no changes, the applicable legal and other requirements and their status of compliance are reviewed during MRM.

4.4 The other requirements are identified by EPI. EPI's activities are tuned to the best available practices. These are discussed in intra organizational meetings, MRM and propagated organization wide to the extent necessary.

4.5 The legal and other requirements are applicable to EPI as follows :

a) **Activities** – The activities carried out in EPI's Corporate Office, Regional Offices and Site Offices are non-industrial in nature but comply with the applicable requirements.

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- b) **Products** – EPI’s products are mainly the design work which need to comply with the applicable legal and other requirements. EPI does not want that its client organizations face any non-conformity when they operate the plant designed by EPI.
- c) **Site Activities** – The site activities (construction, erection, etc.) are variable in nature and none of the types are perennial in nature. EPI has to resort to make-shift methods at site where strict compliance of environment issues are not possible. Therefore, EPI ensures legal compliance to the extent possible at site.
- d) **Services to Clients** – Where services like operating and maintaining a plant for a longer duration as per the contract are provided, EPI ensures compliance of applicable legal & other requirements on a rather sustained basis and in a continuous manner.
- e) **Services EPI takes from its Vendors** – EPI ensures compliance of legal and other requirements as applicable.

5.0 **References:**

- 5.1 Document EPI/ GEN/P/10, Legal & other Requirements and Evaluation of Compliance
- 5.2 Document EPI/LR/R/01 Legal Register
- 5.3 Clause [7.2.1 of ISO 9001:2000](#), [4.3.2 of ISO 14001: 2004](#), [4.3.2. of OHSAS 18001:1999](#)

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1.0 **Policy**

To establish and maintain Environmental Management Programmes for achieving within decided time frame and the set quantifiable objectives and targets. This includes designation of responsibility at relevant functions and levels within EPI.

2.0 **Scope**

All objectives and targets of EPI.

3.0 **Responsibilities**

MR, Responsibilities as defined in respective EMPs.

4.0 **Actions and Methods**

4.1 EPI has established EMPs for achieving its objectives and targets. The EMP describes for every target, the activities to be carried out, the corresponding responsibilities, time frame for completion and appropriate performance indicators, if any. Any additional resources required for implementation of EMPs are identified by persons responsible and are made available by top management.

4.2 A documented procedure has been established for developing EMPs.

4.3. For new development / major projects EMPs shall be amended or separate EMPs established wherever the modifications cause significantly different environmental aspects.

4.4 After an objective/target has been achieved, related EMP may be withdrawn and fresh EMP could be prepared for new objectives and targets. Wherever necessary, a procedure can be developed to sustain the gains from a particular EMP.

4.5 Current EMPs and their status is maintained by the MR. The MR monitors the progress of EMPs and keeps the top management informed. EMPs are also reviewed during the MRM along with objectives and targets.

5.0 **References:**

- 5.1 Document EPI/ GEN/P/09, Environmental Management Programmes
- 5.2 Document EPI/OT/P/01 , Objectives & Targets
- 5.3 Clause [4.3.3 of ISO 14001 : 2004](#)

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1.0 **Policy**

- 1.1 To ensure that Personnel performing work affecting product quality shall be competent on the basis of appropriate education, training skills and experience.
- 1.2 To identify training needs associated with its environmental & safety aspects and its environmental & safety management system.
- 1.3 To provide training or take other action to meet these needs, and shall retain associated records

2.0 **Scope**

All persons working for or on behalf of EPI.

3.0 **Responsibilities**

HOD(HRM), Site Incharges

4.0 **Actions and Method**

- 4.1 EPI has procedure for identifying training needs and providing training to all personnel working for or on behalf of EPI, whose work may create a significant impact upon product quality, environment & safety.
- 4.2 EPI ensures that any person (s) performing tasks for it or on its behalf that have the potential to cause a significant environmental impact(s) or OH&S hazards identified by EPI is (are) competent on the basis of appropriate education, training or experience, and retains associated records.
- 4.3 The identified training needs procedure has been established and maintained to makes the personnel at each relevant function and level aware of:
  - 4.3.1 The importance of conformity with the environmental & safety policy and procedures and with the requirements of the environmental & safety management system
  - 4.3.2 The significant environmental & safety aspects and related actual or potential impacts associated with their work, and the environmental & safety benefits of improved personal performance.
  - 4.3.3 The roles and responsibilities in achieving conformity with the requirements of the environmental & safety management system, and
  - 4.3.4 The potential consequences of departure from specified procedures.

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4.3.5 Training procedures, when applicable to CO shall take into account different levels of

- responsibility, ability, literacy
- hazards/ risks

4.4 EPI also ensures that contractors working on their behalf are able to demonstrate that their employees have requisite awareness and training

4.5 EPI ensures that the deployment of personnel whose activities can cause significant environmental impacts and risks shall be based on their education, training and experience. Training is provided, wherever required, to ensure competence on the tasks being performed.

4.6 In addition to above, on site discussion, competition and exhibition etc. shall also be carried out to create awareness amongst the employees.

4.7 The records of competence, training and awareness and are maintained for personnel appropriately.

5.0 **Reference:**

5.1 Document EPI/HRM/P/01, Competence, Training and Awareness

5.2 Clause [6.2 of ISO 9001:2000](#), [4.4.2 of ISO 14001:2004](#), [4.4.2 of OHSAS 18001:1999](#)

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**1.0 Policy**

To identify those operations that are associated with identified significant aspects of quality, environment & safety in line with policy, objectives/targets and to ensure that such activities are carried out under specified conditions by:

- a) establishing, implementing and maintaining documented procedure(s) to control situations where their absence could lead to deviations (including identification of environmental aspects & risks) and communicating them appropriately to supplier and contractors.
- b) Stipulating the operating criteria in the procedure(s).

**2.0 Scope**

All aspects related to quality, environmental & safety activities, products, services and processes of EPI.

**3.0 Responsibilities**

Respective HODs and MR.

**4.0 Actions and Methods**

4.1 EPI has identified those operations and activities that are associated with identified significant environmental & safety aspects in line with its policy, objectives and targets. as given below :

- Dust and gaseous emissions
- Process control for resource conservation
- Handling of solid wastes and liquid effluents
- Maintenance of equipment
- Maintenance of Aesthetics & safe environments at CO.

4.2 The above activities are carried out under specified conditions by:

- a) Establishing and maintaining documented procedures to cover situations where their absence can lead to deviations from the documented EMS & OHSMS.
- b) Stipulating operating criteria in the procedures
- c) Establishing and maintaining procedures relevant to identifiable significant aspects of goods and services use by EPI; and
- d) Communicating relevant procedures and requirements to suppliers and contractors /Associates.

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4.3 All identified significant aspects and activities that are associated with identified risks at CO are covered by operational control procedures. As and when significance of an aspect comes down due to effective operational control and the same is reviewed and dealt with as per the requirements of applicable standards.

4.4 Environmental & safety concerns and requirements of EPI are communicated to suppliers and contractors through meetings and supply/purchase/job orders.

4.5 The effectiveness of OCPs is reviewed during MRM.

**5.0 References:**

**5.1** Document EPI/GEN/P/01, Management Review

**5.2** Operational Control Procedures

**5.3** Clause [7.5 of ISO 9001 : 2000](#), [4.4.6 of ISO 14001 : 2004](#) , [4.4.6 of OHSAS 18001:1999](#)

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<p><b>ENGINEERING PROJECTS (I) LTD.</b></p> <p><b>POLICY MANUAL</b></p> <p><b>EMERGENCY PREPAREDNESS AND RESPONSE</b></p>	 <p><i>QMS, EMS &amp; OHSMS</i></p>	<p><b>DOCUMENT NO. EPI/QES/43</b> <b>PAGE 1 OF 2</b></p> <p><b>ISSUE NO. 03 DATE: 01.08.07</b> <b>REV. NO. 00 DATE: 01.08.07</b></p>
<p><b><i>INTEGRATED QUALITY, ENVIRONMENT, OH &amp; SAFETY MANAGEMENT SYSTEM</i></b></p>		

**1.0 Policy**

To identify potential for and respond to accidents and emergencies situations and for preventing and mitigating the environmental impacts and risks that may be associated with them.

**2.0 Scope**

All activities, products, services and processes of EPIL.

**3.0 Responsibilities**

HOD(HRM), MR.

**4.0 Actions and Methods**

4.1 EPI has established and maintains a procedure to.

- a. Identify potential emergency and accident situations;
- b. Respond to such situations in a planned manner; and
- c. Prevent and mitigate the environmental impacts that may be associated with them.
- d. Prevent and mitigate risks related to identified hazards in the work place.

4.2 Potential emergency and accident situations are identified based on previous incidents and probable occurrences. Preventive actions to avoid these situations are determined, documented and communicated to all concerned for its implementation. Implementation of preventive actions and emergency preparedness are reviewed and documented.

4.3 Fire extinguishers and other equipment required for effective response are provided at required locations for use during emergency situations. They are checked and maintained at specified intervals.

4.4 First Aid box is kept with adequate stock of medicines required in emergency.

4.5 Sick bay is provided for needy persons. A qualified doctor is available at defined intervals for providing medical facility.

4.6 A House Keeping Committee visits each floor at least once in a months to check if prescribed/ desired standards of health & safety are being maintained. Any discrepancies are brought to the notice of HOD(HRM)/MR for corrective & preventive action.

4.7 Medical facilities are provided to employees and their families near their residence, place of work or in specialty hospitals as per the rules of the company to prevent any emergencies.

4.8 The expenditure on medical treatment is reimbursed to employees and their dependents expeditiously as per the rules of the company

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- 4.9 Emergency preparedness and response procedures are periodically tested, where practicable. The procedures are reviewed (and revised if necessary) after mock drills to improve response time and mitigate the environmental impacts.
- 4.10 When an emergency situations occurs, the emergency preparedness and response procedures are reviewed and, if required, revised. Report of such situations is submitted to all concerned.
- 4.11 It is ensured that roles, responsibilities and authorities related to emergency preparedness and response are communicated to and understood by all concerned.

5.0 **Reference:**

- 5.1 Document (EPI/GEN/P/12), Emergency Preparedness and Response
- 5.2 Clause [4.4.7 of ISO 14001:2004](#), [4.4.7 of OHSAS 18001:1999](#)

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<p><b>ENGINEERING PROJECTS (I) LTD.</b></p> <p><b>POLICY MANUAL</b></p> <p><b>HAZARD IDENTIFICATION, RISK ASSESSMENT &amp; RISK CONTROL</b></p>	 <p><i>QMS, EMS &amp; OHSMS</i></p>	<p><b>DOCUMENT NO. EPI/QES/44</b> <b>PAGE 1 of 2</b></p> <p><b>ISSUE NO. 03 DATE : 01.08.07</b> <b>REV. NO. 00 DATE : 01.08.07</b></p>
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**1.0 Policy**

To identify health & safety hazards of EPI's activities in its CO, as stated in its scope of OHSMS, carryout assessments of risks, establish, maintain procedures for the implementation of necessary control measures.

**2.0 Scope**

All activities and services of EPI in CO.

**3.0 Responsibilities**

HOD (HRM), Respective HOD, MR

**4.0 Actions and Methods**

4.1 EPI has established and maintains a procedures to identify safety hazards of its activities, and services which it can control and over which it can have an influence and determine those hazards which can have significant risks on the health and safety of all personnel having access to the workplace (including sub-contractors and visitors). Such hazards are classified in Hazard Register.

4.2 All routine and non-routine activities have been considered.

4.3 The facilities at workplace , whether provide by EPI or others are considered in identification of hazards and determination of control measures.

4.4 The issues considered while identifying the hazards, assessment of risks associated with the activities and services at EPI, CO are:

- a. Type of injury or illness that is possible.
- b. Situation or event that could give rise to the potential of injury, illness, damage or
- c. Legal and other requirements and
- d. Consistency with the with operating experience and the capabilities of risk control measures employed.
- e. Ensure that procedures are proactive rather than reactive.

4.5 The procedure for identification of hazards and evaluation of their significance has considered normal/abnormal operating conditions and emergency situations. The hazards are identified based on past records, present practices of EPI.

4.6 The significant hazards have been evaluated using an established mathematical model and have been considered while setting the safety objectives and targets.

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- 4.7 The hazards are reviewed whenever there is any change in inputs /outputs of processes, surroundings, processes, procedures or concerns of employees or interested parties.
- 4.8 This information is kept up-to-date. Even in case there is no change, the MR reviews the hazards once in six months. Changes, if any, are communicated to all concerned.
- 4.9 All significant hazards are covered by suitable operational control procedures. The significant hazards, effectiveness of operational controls and progress of related objectives and targets are reviewed during MRM.
- 4.10 The information is recorded and kept up-to-date
- 4.11 The significant hazards form the focus of OHSMS in CO, EPI

**5.0 References:**

- 5.1 Document EPI/GEN/P/16 Identification of Hazards & risk assessment
- 5.2 Hazards Register
- 5.3 Clause [4.3.1 of OHSAS 18001:1999](#)

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<p><b>ENGINEERING PROJECTS (I) LTD.</b></p> <p><b>POLICY MANUAL</b></p> <p><b>OH&amp;SAFETY MANAGEMENT PROGRAMME</b></p>	 <p><i>QMS, EMS &amp; OHSMS</i></p>	<p><b>DOCUMENT NO. EPI/QES/45</b>  <b>PAGE 1 OF 1</b></p> <p><b>ISSUE NO. 03 DATE: 01.08.07</b>  <b>REV. NO. 00 DATE: 01.08.07</b></p>
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**1.0 Policy**

To establish and maintain Occupational Health and Safety Management Programmes for achieving within decided time frame and the set quantifiable objectives and targets. This includes designation of responsibility at relevant functions and levels within EPI.

**2.0 Scope**

Realated objectives and targets of EPI.

**3.0 Responsibilities**

MR, Responsibilities as defined in respective SMPs.

**4.0 Actions and Methods**

4.1 EPI has established OH&SMPs for achieving its objectives and targets. The OH&SMPs describe each target, the activities to be carried out, the corresponding responsibilities, time frame for completion and appropriate performance indicators, if any. Any additional resources required for implementation of OH&SMPs are identified by persons responsible and are made available by top management.

4.2 A documented procedure has been established for developing OH&SMPs.

4.3. OH&SMPs shall be amended or separate OH&SMPs established wherever the modifications cause significantly different hazards as deemed necessary by EPI.

4.4 After an objective/target has been achieved, related OH&SMPs may be withdrawn and fresh OH&SMPs could be prepared for new objectives and targets. Wherever necessary, a procedure can be developed to sustain the gains from a particular OH&SMP.

4.5 Current OH&SMPs and their status is maintained by the MR. The MR monitors the progress of OH&SMPs and keeps the top management informed. OH&SMPs are also reviewed during the MRM along with objectives and targets.

**5.0 References:**

- 5.1 Document EPI/ GEN/P/09(S), OH&S Management Programmes
- 5.2 Document EPI/OT/P/01 , OH&S Objectives & Targets
- 5.3 Clause [4.3.4 of OHSAS 18001:1999](#)

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