

4.0 IMS POLICIES AND PRINCIPLES

4.1 Management Commitment

Management of KSPH&IDCL is committed to attain its business objectives through the ongoing compliance and improvement of its integrated management system. To achieve this, it is ensured that

- a) Required resources are available
- b) The importance of meeting customer as well as statutory and regulatory requirements is communicated to all concerned personnel in the organization,
- c) The management system policies are established,
- d) IMS objectives are established, and
- e) Internal audits and management reviews are conducted at least once in six months.

4.2 Customer focus

(ISO 9001 clause 5.2)

KSPH&IDCL is aware of the fact that its product (buildings) and services (e-tendering and e-commerce, project monitoring) contribute to the well being of personnel in their living and work area, which influences public duties performed by them. Secondly, as public money is being spent, KSPH&IDCL's performance is accountable to public and the public is the prime interested party in the performance of **KSPH&IDCL**. For this reason, **KSPH&IDCL** maintains transparency in its activities and provides relevant information to public through its portal (visit www.ksphec.org).

To maintain Quality, transparency, cost and time optimization are the permanent objectives of **KSPH&IDCL** in all its activities. While determining the balance between time or cost and product (buildings) quality, potential impacts on the project is evaluated, taking into consideration customers' requirements.

4.3 Vision, Mission Goal and Management system policy

(ISO 9001 clause 5.3, ISO 14001 clause 4.2)

KSPH&IDCL has established its vision, mission, quality and environmental policy as part of its strategic business management and to excel as one among the best-organized Government Organization in providing services. This provides a framework for establishing and reviewing objectives. The top management ensures that the organization's vision, mission and the quality and environmental policy is communicated and understood within the

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organization. Organization's vision, mission and the quality policy is reviewed at appropriate times for its continuing suitability.

OUR VISION

To organize ourselves as total quality people to achieve world-class standards in all our endeavors, and be a role-model for excellence in public service.

MISSION

- ❖ Karnataka State Police Housing Corporation Limited (KSPH&IDCL) commits itself to continually improving the competence of its personnel to meet the changing needs of business for e-governance, and shall implement total e-governance in phases for all business facets, ensuring complete transparency and the right of the public to obtain information.
- ❖ Construction of buildings and providing services, according to specifications, will be carried out by fulfilling Legal & statutory requirements, intended user requirements, ensuring optimized quality and achieving sustainable development.
- ❖ KSPH&IDCL shall comply with ISO 9001:2008 Quality Management System and ISO 14001:2004 Environment Management System, and continually improve the efficiency of the system processes and contribute to the optimal utilization of the project resources in a cost-effective, Environmental friendly and timely manner.

Goal

- ❖ Innovative buildings to redefine Police and Policing of Karnataka.

In the following page, the full text of Organization's quality and environmental policy is reproduced from approved document. This document is subject for top management's periodical review at least once every two years and it is revised and updated as necessary.

The Policy displayed at various locations within the organization as part of internal communication; it is also made available on organization's website which can be accessed by any public. Upon getting any written request, PRO will responds to the request.

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QUALITY AND ENVIRONMENTAL POLICY (IMS POLICY)

KSPH&IDCL is committed to Project Implementation integrated with Total Quality Management (TQM) resulting in total quality in construction by adhering to total transparency and right to information and striving continually to provide improved quality products and services that are cost effective and delivered in time.

As an integral part of our organizational goal, we will strive to protect the environment against pollution by managing the environmental aspects associated with Organization's activities, products and services. We shall attain and sustain this on a continual basis by following means:

- ❖ Facilitate client organizations for the adoption of economically viable Green Building concepts in their projects
- ❖ Promote web-based project management system services and e-tendering which would contribute to a substantial reduction in consumption of resources and movement of officials to various sites
- ❖ Comply with all applicable legal and other requirements to which we subscribe
- ❖ Train all the employees and contractors for observing good environmental work practices
- ❖ Provide adequate resources to institute management programs to support all the above commitments and continually improve the quality and environmental performance of the organization

This policy and any subsequent modifications will be communicated to all the employees and to the people working on behalf of KSPH&IDCL, and is made available to the public.

Implementation of this policy is a primary objective of the KSPH&IDCL management and the responsibility of all employees.

10.01.2015

Bangalore

Managing Director