



# CELL COM TELESERVICES PVT. LTD.

A - 52, UPSIDC Industrial Area, Sikandrabad, Distt. Bulandshahr (U. P.) - 203205

Website: [www.cellcom.in](http://www.cellcom.in)

## Quality, Environmental, Health and Safety (IMS) POLICY

Document No.: Annexure – 4 Of IMSM-01

### Quality Policy

Cell Com Teleservices Pvt. Ltd. is committed to meeting customer requirement through outstanding quality, in the industries we serve, through policy development and by:

- Understanding customer requirements and exceeding customer expectation on mutually agreed terms.
- Defining and managing activities as process, and clearly understanding their interrelation, with consultation of workers & their participation.
- Promoting a healthy and simulating work environment conducive to creativity, professional accomplishment, team spirit and competency development.
- Striving for excellence through continual improvement in all organizational processes.
- Striking a winning edge balance among fact, experience and institution during decision making process.
- Integrating the key suppliers in our business process.

### Safety, Health & Environment Policy

Cell Com Teleservices Private Limited is committed to enhance environmental, health and safety performance by complying with all applicable compliance obligations related to environmental aspects and OHS Hazards, conservation of resources, protection of environment, and prevention of injury, ill health and pollution and It is committed to continually improve safety, health and environmental management system through:

- Compliance with Compliance Obligations and requirements relating to Environment, Occupational Health and Safety.
- Adoption of best practices in development and manufacturing of SHE friendly products & solutions for our customers.
- Reducing & removing adverse impacts and risks to SHE by upgrading all processes, operations and practices.
- Enhancing SHE awareness through communication of this policy to our employees, workers, affiliates, stakeholders and all interested parties.
- Providing appropriate health and safety information and training to all employees & workers of the company.

### Quality Objective

- Understanding customer requirements and exceeding customer expectation on mutually agreed terms. Measure customer satisfaction through customer feedback.
- Consistent training of employees for enhancement in quality of their services.
- Continual improvement through reduction in customer complaints to ideally zero level.
- Define process parameters and make them measurable for better control.
- Reduce scrap to minimum level through better process control and closer coordination production and procurement with respect to size / specifications.
- Strive for excellence through continual improvement in all organization process.
- Adopt lean thinking principles and kaizen events.

### Safety, Health & Environment Objectives

- Improve industrial operations & processes.
- Evaluate and upgrade our equipment and waste management system.
- Optimize resource consumption in particular raw material, oil, gas, industrial consumable items, power and packaging material.
- Comply and where practicable exceed the requirement of health, safety, and environment legislation and regulations, other requirements of our customers if any.
- Strengthen skill and competence of employee, workers and improve awareness of our interested parties to ensure sound, health, safety & environmental management.

### Director Sign:-

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