MY HOME CONSTRUCTIONS (P) Ltd.

Block -1, 1st floor, My Home Hub,
Madhapur, Hyderabad - 500 081.

Integrated Management System Manual

(in accordance of ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018)

Prepared & Issued By	Reviewed By	Approved By
MR	Director (Projects)	EVC

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B. REVISION HISTORY

Rev. No.	Issue Date	DCR#	Reason for Change	Prepared	Approved
00	01.07.2019	01	Implementation of ISO 9001:2015, ISO 14001:2015, ISO 45001:2018	MR	Sr. President(P)
01	15-04-2025	02	Comprehensive revision of the IMS Manual, integrating revised policies and process alignment per ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018. Includes updated IMS Procedure, revised IMS Policy, roles & responsibilities, risk-based thinking, legal compliance integration, digital tracking via OQSHA App, and PHP-based document control system. Enhanced alignment with current organizational structure, regulatory updates, and business strategies.	MR	Director-Projects

C. DISTRIBUTION LIST

All copies of this IMS Manual are maintained and distributed through a secure online platform (PHP). No hard copies are issued to any personnel to ensure version control and environmental sustainability. One controlled hard copy shall be kept for audit purposes

An online PHP access link is shared with all concerned departments and individuals for reference and compliance purposes.

The Master Copy is retained and controlled by the Management Representative (MR), who ensures that the current revision status is maintained and accessible.

D. FOREWORD

This Integrated Management System Manual was formulated by the integration of ISO 9001:2015, ISO 14001:2015, ISO 45001:2018 standards, adopted by MHCPL. The manual lists down the documented information and measures stipulated for ensuring the best quality of Products and supplying to the customers and delighting them by the commitment towards continual improvement, protection of the environment, zero incidents, and conservation of resources by MHCPL, Madhapur, Hyderabad, Telangana State.

This Section titled "Introduction" explains the scope, amendments, and distribution of the Integrated Management System Manual. This Manual and the information incorporated herein is the property of MHCPL. It must not be reproduced in whole or in part or otherwise disclosed without prior consent in writing from the Management Representative.

E. STRUCTURE AND ISSUES OF MANUAL:

This Integrated Management System Manual is structured as shown in the contents pages of the IMS manual. The sections of the Integrated Management System Manual are numbered serially with page number indication. The starting page carries the signature(s) of the person(s) who have prepared, reviewed, approved, and issued this manual. The Master Copy bears the signature of the author, reviewer, approving and issuing authority in the original. The Master Copy does not bear the stamp of "Controlled". All IMS-related Documented Information is in the soft copy & copied to the server computer and is protected. No person is authorised to change/ modify documents without the approval of a documented information change note. The master copy is with MR, which is only the hard copy of the documented information, and one controlled copy shall be kept for audit purposes. This manual is available only in English and the company's PHP Portal

The MR/ IMS coordinators are authorized by the EVC to carry out the activities of preparing, issuing, maintaining, and updating this Integrated Management System Manual.

The distribution of the Manual and the amendment(s) is controlled and carried out by the MR/ IMS Coordinators.

F. MESSAGE FROM EVC

My Dear Colleagues,

We, My Home Constructions has been in operations over three decades and always strive to be leaders in the Hyderabad real-estate market meeting the expectations of our customers. Quality, Reliability and Integrity are the three mantras we always preach and practice. We have delivered over 24 landmark properties in Hyderabad and had the association of thousands of households and share our joy with them. It's this patronage and encouragement that has been our inspiration for continued growth and launch of new projects with yet highest standards. At this juncture, we once again re-dedicate ourselves to host happy communities through My Home projects in Hyderabad, India.

My Home Group firmly believes in the philosophy of nurturing and giving back to the society it belongs to through Corporate Social Responsibility (CSR). While we continue to build on the strength of the group and make a sustainable difference to society, I am always farsighted about the journey and truly believe that the best of My Home Group is yet to come, and hopeful for realizing this with your association.

I sincerely express my gratitude to all our esteemed customers, employees, vendors, contractors, partners and other stakeholders for their unwavering support and belief in us, and hopeful of creating new benchmarks and living standards in Residential & Commercial construction in Hyderabad with their continued support.

"At My Home Group, we are committed to making living Better."

Ramu Rao Jupally

EVC

G. COMPANY PROFILE

MY HOME CONSTRUCTIONS (P)LTD was started in the year 1981. It is located at Madhapur, Hyderabad, Telangana State.

MHCPL has always redefined its position through constant innovation and extension of its portfolio. Now, it desires to expand its operations and increase its efficiency.

MY HOME CONSTRUCTIONS (P) LTD has innovative concepts Design, Construction of commercial and residential buildings with unique features in its portfolio. MHCPL has ambitious growth plans and is committed to responsible growth. From focusing on producing clean and green Products to investing and implementing healthy and innovative concepts. MHCPL.

Our strength lies in fulfilling our commitments and our ability to manage well in the changing environment. We take pride in building lasting and trusting relationship with our customers along with a legacy of caring for our communities in and around our areas of operations.

Objectives:

To reduce power consumption by 5%.

To reduce LTI by 5% then current year.

To train all employees minimum of 3 hrs./head/year.

To enhance the customer satisfaction by 5 %.

MISSION:

To be the leader in the integrated Products business in India, delivering sustainable value by:

- Operating our assets at standard levels.
- Executing projects safely with predictable benchmark quality, cost, and time.
- Achieving best practices on care for the environment, care for the community, care for the customers and shareholders, and care for the people.

VISION:

"Our vision is to continue to develop solutions that make 'living better, ' be it through the Construction of 'World Class Living and Working Spaces or illuminating households through the generation of power or manufacturing products like quality cement to build dream homes, or enriching lives through imparting quality education."

IMS (QUALITY, ENVIRONMENT, HEALTH & SAFETY) POLICY

"We are committed to enhance the customer satisfaction by delivering living /commercial space on time, meeting the agreed specifications, complying environmental requirements, creating safe and secure work environment, and enriching the life of the workforce and community.

We are committed to:

- Plan, design, operate, and maintain infrastructure, processes, and systems to secure sustainable, Environment, Quality, Health, Safety aspects and well-being of all stakeholders, and the community.
- Protect the environment in all aspects of our business and in particular to significant aspects of our operations, to prevent pollution and adverse environmental impacts,
- Provide a positive safety culture by safeguarding employees, workers, and their representatives from injury & ill health through their consultation and participation in safety assessment and adherence to PPE.
- Adopt and promote industry best practices to avert untoward incidents and respond to accidents and emergencies.
- Continuously strive to enhance customer satisfaction.
- Complying with all legal & applicable statutory requirements.
- Eliminating hazards, reducing risks and exploring opportunities by continual improvement of all processes to enhance the IMS performance, professional development and knowledge sharing.
- Inculcate the culture of **"SAFETY, ENVIRONMENT & QUALITY IS EVERYBODY'S RESPONSIBILITY".**

EXECUTIVE VICE CHAIRMAN

Rev.02, Date: 05-02-2024.

1.0 SCOPE

The Integrated Management System (IMS) of My Home Constructions Pvt Ltd (MHCPL) has been developed to meet the requirements of the following international standards:

- **ISO 9001:2015** – Quality Management System
- **ISO 14001:2015** – Environmental Management System
- **ISO 45001:2018** – Occupational Health and Safety Management System

"Engineering, Procurement, Construction, Handing-over of Residential and Commercial buildings".

1.1 NON - APPLICABILITY:

There are no exclusions or non-applicable clauses identified.
All requirements of ISO 9001:2015, ISO 14001:2015, and ISO 45001:2018 are considered applicable and are addressed within the scope of MHCPL's IMS.

1.2 APPLICATION

The IMS is applied throughout MHCPL, enabling the organization to:

- Consistently provide products and services that meet customer expectations, statutory, regulatory, and other applicable requirements;
- Protect the environment by addressing significant environmental aspects and risks and by responding to changing conditions while balancing socio-economic needs;
- Prevent work-related injuries and ill health and provide safe and healthy workplaces by identifying hazards, assessing risks, and implementing effective controls.

The implementation of this IMS is a strategic business decision for MHCPL aimed at:

- Enhancing overall performance and compliance;
- Strengthening stakeholder confidence;
- Driving continual improvement and sustainable development initiatives;
- Supporting the achievement of organizational objectives across all levels.

2.0 NORMATIVE REFERENCE

2.1 Standards

The following are the international standards which are referred for developing this integrated management system manual and its support procedures.

Management System Standards:	
ISO 9000: 2015	Quality management systems – Fundamentals and Vocabulary (Fifth Edition)
ISO 9001: 2015	Quality management systems – Requirements (Fifth Edition)
ISO 14001: 2015	Environmental management systems – Requirements with guidance for use (Third Edition)
ISO 45001:2018	Occupational Health and Safety Management Systems – Requirements (First Edition).

2.2 Integrated Management Principles

(Ref: Clause 0.2 of ISO 9001:2015)

MHCPL has made a strategic decision to adopt an integrated management system (IMS) across the organization to achieve long-term, sustainable benefits. The IMS at MHCPL is designed to address varying stakeholder needs, specific objectives, management programs, products, processes employed, and the overall size and structure of the organization.

The purpose of implementing the IMS at MHCPL is to:

- Identify and meet the needs and expectations of customers to gain a competitive advantage through effective and efficient management.
- Comply with all applicable legal, regulatory, customer, and other subscribed requirements.
- Achieve, maintain, and continually improve overall organizational performance and capabilities.

MHCPL has adopted Quality Management Principles as outlined in ISO 9001:2015, recognizing that these principles not only provide direct benefits but also contribute significantly to managing costs. These principles support alignment with the organization's strategy and promote the integration of QMS, EMS, and OHSMS elements. Cost-benefit considerations are essential for MHCPL and its customers.

The application of management principles will impact the overall performance of MHCPL in the following areas:

- Operational results such as revenue and market share.
- Flexible and rapid responses to market opportunities.
- Reduction in costs and cycle times through effective and efficient use of resources.
- Alignment and integration of processes to consistently achieve desired results.
- Competitive advantage through enhanced organizational capability.
- Understanding and motivation of people toward MHCPL's goals and objectives, including engagement in risk-based thinking and participation in continual improvement.

2.3 Process Approach

(Ref: Clause 0.3 of ISO 9001:2015)

MHCPL has adopted a process-based approach for the effective implementation of its Integrated Management System (IMS). This approach facilitates enhanced effectiveness and efficiency in operations and contributes to customer satisfaction by meeting their requirements and expectations. It also supports MHCPL's commitment to continual improvement, environmental protection, resource conservation, prevention of work-related injuries and ill health, and achieving zero incidents.

MHCPL has identified and manages a number of interlinked and interacting processes, which collectively enable the organization to function effectively and efficiently. Any activity that uses resources and is managed to transform inputs into outputs is considered a process. The output of one process often serves as the input for another, forming a logical sequence and interaction within the system.

The application of a system of processes, along with the identification, interrelation, and management of these processes within MHCPL, constitutes the process approach.

This approach ensures that processes are not viewed in isolation, but in terms of their contribution to the overall IMS performance and strategic objectives.

An advantage of the process approach is the systematic control it provides over the interconnections between individual processes, as well as their alignment and interaction. When applied within the IMS, this approach emphasizes the importance of:

- Understanding and consistently meeting requirements,
- Considering processes in terms of added value,
- Monitoring and measuring process performance and effectiveness, and
- Continual improvement based on objective evaluation

Additionally, this process approach supports risk-based thinking, ensuring that both risks and opportunities associated with processes are considered proactively.

3.0 TERMS & DEFINITIONS

3.1 Terms and Definitions

ISO Standard Language: The terminology used throughout this manual is consistent with the terms and definitions provided in ISO 9001:2015, ISO 14001:2015, ISO 45001:2018 standards. All the terms and definitions are used from the above-mentioned standards, apart from the standard terms the following are the terms and abbreviations are used in this manual

1.	**ORGANISATION**
	MHCPL – MY HOME CONSTRUCTIONS PVT LTD
2.	**TOP MANAGEMENT**
	MD – Managing Director
	WTD – Whole Time Director
	Director(P)-Director Projects
	President (P) - President Projects
3.	**PRODUCT**
	Residential and Commercial buildings
4.	**IMS – INTEGRATED MANAGEMENT SYSTEM**
	Integration of ISO 9001:2015, ISO 14001:2015, ISO 45001:2018
5.	**CUSTOMER**
	Person who purchases or interested in purchasing the product or services
6.	**INTERESTED PARTY**
	An interested party is a responsible individual or group, concerned with or directly affected by the environmental or Environmental and OHS performance of MHCPL.
7.	**MASTER COPY**
	Master copy is the one, which is duly approved (originally signed) and authorized for use. Master Copy is stamped in **GREEN** as **MASTER COPY** top left corner on rear side of all the pages.
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Terms	Definitions
External Provider	Organization or person that provides a product/service from external
Product/ Service	Result of a process
Process	Set of interrelated activities which transforms inputs into outputs
Quality	Degree to which a set of inherent characteristics fulfils requirements
System	Set of interrelated interacting activities
Management System	System to establish policy and objectives and to achieve those objectives
Integrated Management System	Management system to direct and control an organization with regard to quality, environment, energy and occupational health & safety
Environment	Surroundings in which an organization operated, including air, water, land, natural resources, flora, fauna, humans, and their interrelation
Environment Aspect	An element of an organization's activities or products or services that can interact with the environment
Environment Impact	Any change to the environment, whether adverse or beneficial, wholly or partially resulting from an organization's environmental aspects
EMS	Part of an organization's management system used to develop and implement its environmental policy and manage its environmental aspects
Hazard	A source or a situation with a potential to cause harm in terms of human injury or ill health, damage to property, damage to the environment or a combination of these.
Occupational Health and Safety Management System	A set of interrelated or interacting elements to establish OH&S Policy and objectives, and to achieve those objectives.
IMS Policy	Overall intentions and direction of an organization related to integrated management system as formally expressed by top management
IMS Objective	Something sought, or aimed for, related to the integrated management system
Procedures	Specified way to carry out an activity or a process
Top management	Person or a group of people who directs and control an organization at the highest level
Effectiveness	Extent to which planned activities are realized
Efficiency	Relationship between the result achieved and the resources used
Customer	Organization or person that receives a product

Conformity	Fulfillment of a requirement
Nonconformity	Non-fulfillment of a requirement
Risk	The combination of frequency, or probability of occurrence and consequence of a specified hazardous event
Corrective action	Action to eliminate the cause of a detected nonconformity or other undesirable situation
Rework	Action on nonconforming product to make it conform to the requirements
Information	Meaningful data
Document	Information and its supporting medium
Record	Document stating results achieved or providing evidence of activities performed
Supply Chain	is defined as "Supplier/ Organization/ Customer"
Audit	A systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which audit criteria are fulfilled.
Audit Criteria	is set of policies, procedures, process descriptions or requirements used as reference to an audit.
Auditor	is a person with the competence to conduct an audit on the integrated management system of MHCPL.
Auditee	an organization or a person or a group with interacting processes and its activities performance being audited.
Capability	is ability of the MHCPL system and its processes to realize a Product/ Service that will fulfill the requirements for that Product/Service.
Capacity	is ability of the MHCPL system and its processes to achieve a volume of Product/Service that will fulfill the demand of the customer.
Continual Improvement:	is recurring process or activity to increase or enhance the ability of the integrated management system in order to achieve improvements in overall performance of the quality with MHCPL policy.
Competence	is demonstrated ability to apply education, experience, knowledge and/or skill to perform a job/ work.
Infrastructure	is a system of building, facilities, equipment's and support services including suppliers needed for the operation of MHCPL.

Internal Audit	is systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which the Integrated management system audit criteria set by MHCPL are fulfilled.
Organization Structure	is an arrangement of responsibilities, authorities and relationship between people of MHCPL.
Quality Control	is part of quality management focused on fulfilling quality requirements.
Quality Assurance	is part of quality management focused on providing confidence that quality requirements will be fulfilled.
Validation	is confirmation, through the provision of objective evidence that the requirements for a specific intended use or application have been fulfilled.
Verification	is confirmation, through the provision of objective evidence, that specified requirements have been fulfilled.
Work Environment	is set of conditions under which work is performed.

3.2 Abbreviations

Abbreviation	Expansion
ISO	International Organization for Standardization
EVC	Executive Vice Chairman
MD	Managing Director
Director(P)	Director-Projects
Sr P (P)	Senior President (Projects)
President(P)	President- Projects
HOD	Head of the Department
GM	General Manager
OP	Operations
MR	Management Representative
QMS	Quality Management System
EMS	Environmental Management System
QHSE	Quality, Environment, Health & Safety
OH&SMS	Occupational Health and Safety Management Systems
SHE	Safety, Health and Environment
IMS	Integrated Management System
IMSM	Integrated Management System Manual
IMSP	Integrated Management system procedures
MRM	Management Review Meeting
IA	Internal Audit
CA	Corrective Action
MME	Monitoring and Measurement Equipment
PDCA	Plan - Do - Check – Act
SMART	Simple, Measurable, Achievable, Relevant and Time-bound
QA & QC	Quality Assurance & Quality Control
QS & Planning	Quantitative Survey & Planning
HRA	Human Resource & Administration
NC	Nonconformance / Nonconformity
CFT	Cross Functional Team

In addition to the above terms and definitions given in fundamentals and vocabulary standards of ISO 9000:2015, ISO 14001:2015, ISO 45001:2018 and are applicable.

4.0 CONTEXT OF THE ORGANIZATION

4.1 Understanding the organization and its context

MHCPL has determined the internal and external issues that are relevant to its purpose and strategic direction and that affect its ability to achieve the intended outcomes of its Integrated Management System (IMS). These issues are reviewed periodically and form the foundation for the planning, implementation, and continual improvement of the IMS.

4.1.1 External Issues:

MHCPL considers various external factors, including:

- Compliance with statutory and regulatory requirements applicable at local, state, and national levels, such as those issued by Town Planning Authorities, GHMC, HUDA, Telangana State Pollution Control Board (TSPCB), and other relevant bodies.
- Economic, technological, environmental, legal, and socio-cultural trends that influence the construction sector.
- MHCPL acknowledges climate change as a critical external issue that affects business resilience, project planning, material usage, water resource dependency, heat exposure to workers, and sustainability performance.
  - Extreme weather patterns impacting construction schedules
  - Pressure from authorities and clients for green infrastructure and carbon footprint reduction
  - Requirements for energy-efficient practices, waste minimization, and rainwater harvesting as mitigation measures
- Feedback and grievances from interested parties, including customers, consultants, contractors, vendors, and the public, are actively monitored and addressed to drive continual improvement and enhance organizational efficiency.

4.1.2 Internal Issues

Internal issues are considered about governance, structure, roles, and accountability within MHCPL. These include:

- Policies, objectives, and strategic plans aligned with organizational goals.
- Capabilities, in terms of resources, infrastructure, knowledge, skills, technologies, and financial assets.
- Competency and training programs for skill enhancement and continual development.
- Organizational culture, leadership engagement, and employee motivation.

- Relationship with and perception of internal stakeholders such as employees, department heads, and management.
- Internal readiness to respond to climate-related business shifts:
  - Adoption of eco-friendly materials and construction methods
  - Integration of sustainability goals into project execution

These internal and external factors are reviewed during management reviews, risk assessments, and strategic planning workshops to ensure alignment with ISO 9001:2015, ISO 14001:2015, and ISO 45001:2018 requirements.

Reference:

MHCPL-IMSP-17- Risks and opportunities >> MHCPL-IMSP-17-F03 – Risks and Opportunities

MHCPL-IMSP-17- Risks and opportunities >> MHCPL-IMSP-17-F01 – Internal and External Issues

4.2 Understanding the needs and expectations of interested parties

MHCPL has identified the interested parties that are relevant to its Integrated Management System (IMS) and has determined their needs and expectations that can impact the organization's ability to consistently meet IMS objectives, including compliance obligations and customer satisfaction.

These interested parties include but are not limited to:

- Customers and Clients
- Employees and Workforce (including subcontractors)
- Top Management and Shareholders
- Statutory and Regulatory Bodies
- Vendors, Suppliers, and Service Providers
- Local Communities and Neighborhoods
- Consultants, Architects.
- Emergency Services and Mutual Aid Partners

Their relevant needs and expectations include:

- Compliance with legal and regulatory requirements
- Timely project delivery with expected quality and safety standards
- Transparent communication and grievance redressal
- Health, safety, and welfare of workers and site personnel
- Environmental responsibility and climate responsiveness:
  - Reduced emissions and resource consumption
  - Green building practices and energy conservation
- Ethical practices and fair dealings
- Business continuity and financial performance

These needs and expectations are monitored periodically and form a basis for identifying risks and opportunities under the IMS. When relevant, they are considered as compliance obligations

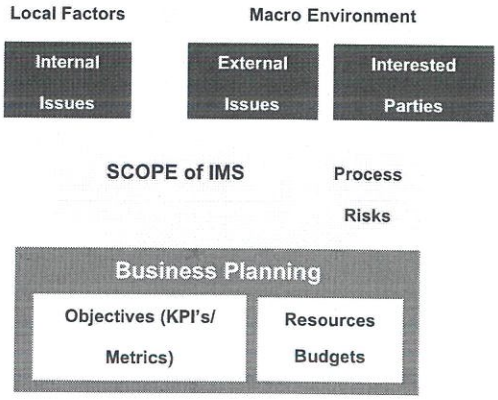
Reference:

MHCPL-IMSP-17- Risks and opportunities >> MHCPL-IMSP-17-F03 – Risks and Opportunities

MHCPL-IMSP-17- Risks and opportunities >> MHCPL-IMSP-17-F02 – Needs and Expectations of Interested parties

4.3 Determining the scope of the integrated management system

Based on the internal and external issues, needs and expectations of its interested parties and the products & services it provides the scope statement for certification at MHCPL has been identified



MHCPL has applied all the requirements of IMS applicable within the determined scope of its Integrated Management System.

The scope of MHCPL's Integrated Management System is available and maintained as a part of this documented information. The scope states the types of products and services covered in the scope of IMS in Section 1.

Reference:

MHCPL-IMSP-17- Risks and opportunities >> MHCPL-IMSP-17-F02 – Needs and Expectations of Interested parties

4.4 Integrated management system and its processes

MHCPL is based on the process approach where the inputs, controls and outputs are determined and the interrelation between various processes of system operations are identified and maintained involving various departments to provide products and services to its customers by complying to the management system control procedures and using the P-D-C-A (Plan-Do-Check-Act) approach for continual improvement to its quality, environment, health & safety and information security performance.

4.4.1 MHCPL Working Structure:

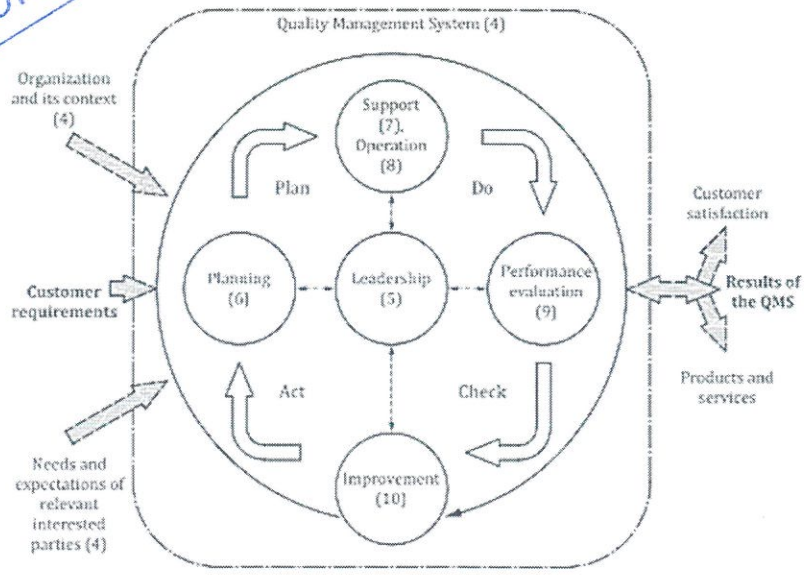
MHCPL is engaged in the core business of designing, constructing, and delivering high-quality residential and commercial buildings in line with customer requirements, legal obligations, and applicable standards.

In establishing and maintaining its Integrated Management System (IMS), MHCPL considers the organizational knowledge gained from:

- Understanding internal and external issues affecting the organization (Ref: Clause 4.1)
- Recognizing the needs and expectations of interested parties (Ref: Clause 4.2)
- Reviewing risks and opportunities that can affect process performance and IMS results (Ref: Clause 6.1)

The working structure of MHCPL integrates these insights into strategic planning, operational controls, and continual improvement initiatives to meet IMS objectives and enhance customer satisfaction, safety, and sustainability performance.

4.4.2 MHCPL maintains documented information to support the effective operation of its processes and retains necessary records as objective evidence that these processes are being carried out as planned.



The Environmental Management System (EMS) and Occupational Health & Safety Management System (OH&SMS) elements are seamlessly integrated into the Quality Management System (QMS) through a process-based approach and a risk management framework, forming the foundation of MHCPL's Integrated Management System (IMS). All specific requirements of ISO 9001:2015 (QMS), ISO 14001:2015 (EMS), and ISO 45001:2018 (OH&SMS) are addressed in a harmonized manner.

The purpose and key principles of each standard are as follows:

- ISO 9001:2015 Quality Management System (QMS)
  - The process approach, which incorporates the Plan-Do-Check-Act (PDCA) cycle
  - Risk-based thinking to proactively manage process performance and customer satisfaction

This approach enables MHCPL to:

- Plan and control process interactions
- Allocate adequate resources and responsibilities
- Identify improvement opportunities
- Enhance overall system performance and customer satisfaction

Risk-based thinking helps MHCPL identify and address internal and external factors that could affect the achievement of intended results. It ensures preventive action is embedded and drives the continual improvement of the QMS by:

- Addressing potential deviations
- Maximizing opportunities
- Considering the needs and expectations of customers, statutory/regulatory bodies, and other interested parties

(QMS risk-based thinking involves identifying process risks and opportunities that has the potential to impact the delivery of organization's products and services and/or the customer satisfaction.)

- **ISO 14001:2015 Environment Management System (EMS)**

This standard provides a framework for sustainable development and corporate environmental responsibility. It emphasizes:

- Proactive environmental protection initiatives
- Life cycle perspective—considering environmental impacts from product design to end-of-life

Environmental risk management is achieved through:

- Identification of Environmental Aspects (Cause) and their associated Environmental Impacts (Effect), collectively known as the Aspect-Impact Analysis
- Integration of these environmental risks with QMS process risks and opportunities

ISO 45001:2018 Occupational Health & Safety Management System (OH&SMS)

This standard addresses the organization's responsibility to provide a safe and healthy work environment, protecting workers and others affected by its operations.

Key focus areas include:

- Elimination of hazards
- Minimization of OH&S risks
- Promotion of workers' physical and mental well-being

The OH&S risk management is conducted through:

- Hazard Identification and Risk Assessment (HIRA)
- Integration of OH&S risks into the broader risk-based thinking framework within the IMS

By embedding the principles of all three standards into a unified process-based management system, MHCPL ensures that quality, environmental, and occupational health & safety objectives are addressed collectively and effectively.

Reference:

MHCPL-IMSM-ANX 01 – List of Processes

5. LEADERSHIP

5.1 Leadership and commitment

Top Management at MHCPL demonstrates leadership and commitment to the effective implementation and continual improvement of the Integrated Management System (IMS), which encompasses Quality, Environment, and Occupational Health & Safety (QEH&S), through the following actions:

- Establishing and maintaining the IMS Policy Statement, integrating Quality, Environmental, and Occupational Health & Safety commitments aligned with MHCPL's strategic business objectives.
- Integrating IMS requirements into business operations, ensuring that QEH&S controls are embedded in planning, execution, procurement, and support functions across all construction activities.
- Ensuring adequate availability of resources, including the appointment of a Management Representative (MR) and IMS Coordination Teams to facilitate effective implementation, monitoring, and continual improvement of the IMS.
- Establishing measurable IMS objectives covering Quality, Environment, and OH&S parameters, and ensuring performance is reviewed periodically through structured Management Review Meetings (MRM).
- Providing direction and support to enable employee engagement, effectiveness of IMS, and promotion of a culture of continual improvement across all levels of the organization.
- Promoting IMS understanding and compliance through regular training, awareness programs, and internal communications.
- Supporting departmental and functional managers in:
  - Fulfilling their IMS roles and responsibilities
  - Achieve IMS outcomes and ensure compliance
  - Driving safety, environmental stewardship, and process improvement initiatives

5.1.1 General

MHCPL places a strong emphasis on meeting customer requirements and enhancing customer satisfaction by implementing structured mechanisms for feedback, monitoring, and communication across departments. The following arrangements are in place:

- Project teams monitor contractual deliverables and service quality parameters throughout all stages of execution in accordance with agreements made with clients.
- The Marketing Department interfaces directly with external customers, collecting feedback, understanding evolving expectations, and conducting regular customer satisfaction assessments for analysis and action.

- All departments communicate relevant IMS-related information with employees and interested parties, ensuring that IMS awareness, customer focus, and system requirements are well understood and acted upon.

5.1.1.1 Management Representative and MR Coordinators

Top Management has appointed a Management Representative (MR) and designated MR Coordinators with the competence, authority, and independence to drive IMS activities. Their responsibilities include:

a) Ensuring that the IMS is established, implemented, maintained, and continually improved in accordance with ISO 9001:2015, ISO 14001:2015, and ISO 45001:2018.
b) Identifying and assigning competent personnel at appropriate levels to support IMS implementation and maintenance.
c) Reporting to Top Management on IMS performance, including opportunities for improvement and risk control measures.
d) Ensuring alignment between IMS activities and IMS policy, including planning, implementation, and performance review.
e) Defining and communicating roles, responsibilities, and authorities to facilitate efficient IMS execution.
f) Establishing criteria and methods to evaluate IMS operations and controls, ensuring effectiveness and compliance.
g) Promoting IMS policy awareness and objectives throughout the organization via trainings, toolbox talks, and regular internal meetings.
h) Reviewing and appraising IMS performance periodically and providing inputs for Top Management review and decision-making.

5.1.2 Customer focus

MHCPL's Top Management is committed to maintaining a strong customer focus by:

a) Ensuring that customer and applicable statutory and regulatory requirements are identified, understood, and consistently fulfilled across all operational activities.
b) Determining and addressing risks and opportunities that could impact product/service conformity or customer satisfaction.
c) Maintaining a sustained focus on enhancing customer satisfaction by continuously improving service delivery, quality, safety, and environmental practices.

Reference:

MR appointment letter & MHCPL-IMSM-ANX 06 – Organization structure

5.2 IMS Policy

5.2.1 Establishing the IMS Policy

The Top Management of MHCPL has established, implemented, and maintains an Integrated Management System (IMS) Policy that:

- Is appropriate to the purpose and context of the organization and supports its strategic direction;
- Provides a framework for setting and reviewing IMS objectives, including those for Quality, Environmental protection, and Occupational Health & Safety;
- Includes a commitment to satisfy applicable requirements, including customer, legal, regulatory, and other subscribed requirements;
- Commits to the protection of the environment, including prevention of pollution and sustainable use of resources;
- Commits to the elimination of hazards, reduction of OH&S risks, and prevention of work-related injury and ill-health;
- Promotes a culture of continual improvement of the IMS.

The IMS Policy is periodically reviewed to ensure its continuing suitability and effectiveness in meeting MHCPL's business objectives.

Reference:

Ref: MHCPL-IMSM-ANX 05 – IMS Policy

5.2.2 Communicating the IMS Policy

The IMS Policy is communicated and made available to all employees and relevant interested parties through:

- Display at prominent locations within corporate and project office premises;
- Company intranet, emails, digital notice boards, and official communications;
- Induction programs, toolbox talks, awareness training, and management briefings;
- External communication where necessary, including to subcontractors, clients, suppliers, and relevant government authorities.

The organization ensures that all personnel working under its control are aware of the IMS Policy and understand how it applies to their work and responsibilities.

5.3 Organizational roles, responsibilities and authorities:

The organizational structure for MHCPL is defined and approved by the Managing Director (MD), with clear lines of authority and communication to ensure effective implementation and continual improvement of the Integrated Management System (IMS) across all project sites and corporate functions.

Roles and Responsibilities:

- The Top Management of MHCPL demonstrates leadership by providing adequate resources, setting objectives, and empowering personnel at all levels to fulfil their IMS-related responsibilities.
- Key Process Indicators (KPIs) related to service quality, environment, and occupational health & safety are defined by site heads and communicated to Heads of Departments (HODs).
- Responsibilities and authorities for achieving IMS objectives and ensuring compliance are defined, documented, and communicated through department-specific process maps and organizational charts.

Reference: MHCPL-PM-<<DEP >>– Section 7.1 Roles, responsibilities and authorities of process map (DEP – Concerned Department document)

Management Representative (MR) and Site Coordinators:

MHCPL has appointed a Management Representative (MR) and Site Coordinators who are responsible for:

- Coordinating the implementation, maintenance, and continual improvement of the IMS across project locations.
- Appraising top management on IMS performance through periodic Management Reviews.
- Ensuring effective communication, training, and awareness among employees regarding IMS requirements.
- Lead the IMS audit and compliance activities at project and corporate levels.

Departmental Accountability:

- Department Heads (HODs) are responsible for defining, reviewing, and updating KPIs related to their respective functional processes.
- All authority and competency requirements for positions are documented in the Corporate HR Manual.
- Each employee is made aware of their roles and responsibilities through induction programs, toolbox talks, SOPs, and ongoing awareness sessions.

Reference:

- Departmental Hierarchy and Process Maps (MHCPL-PM-<<DEP>>)
- Corporate HR Document: Authority and Competency Matrix

5.3.1 Consultation and participation of workers:

[ISO 45001:2018 Clause 5.4]

In accordance with ISO 45001:2018 Clause 5.4, MHCPL recognizes that the term "worker" includes all persons performing work or work-related activities under the control of the organization—this covers **both** managerial and non-managerial staff across corporate and project sites.

MHCPL has developed and implemented a structured mechanism for worker consultation and participation in the Occupational Health & Safety Management System (OH&SMS) to:

- Encourage involvement at all levels and functions—from site workers to project engineers and support departments.
- Ensure active engagement in the development, planning, implementation, performance evaluation, and continual improvement of OH&S processes.
- Promote feedback loops from the field level to top management, enhancing practical decision-making.

Reference:

MHCPL-IMSP-10– Communication, Participation, and Consultation

Worker Representation and Forums:

To facilitate effective participation:

- HSE Committees are constituted at each project site, including worker representatives from different trades and departments.
- Regular toolbox talks, safety committee meetings, suggestion boxes, and open forums are conducted to gather input from workers.
- Site-level grievance redressal systems (Localized mechanism within a specific location like project site, office) ensure timely resolution of safety and welfare concerns.

OH&S Awareness and Training:

MHCPL organizes regular training programs focused on:

- Identifying workplace hazards and evaluating occupational risks.
- Understanding control measures and safe work practices.
- Prevent work-related incidents and ill health.
- Promoting a proactive safety culture where every worker feels responsible for safety.

These trainings are tailored to suit various worker categories skilled, semi-skilled, and unskilled- and are conducted in regional languages when necessary.

6.0. PLANNING

6.1 Actions to address risks and opportunities

At MHCPL, planning for the Integrated Management System (IMS) is a strategic process aligned with the organization's business goals and grounded in a comprehensive risk-based approach. The IMS planning emphasizes three key aspects:

1) Identification of Risks and Opportunities

MHCPL systematically identifies and assesses risks and opportunities that may impact the following:

a) Quality Management System (QMS): Risks that may affect product/service delivery, workmanship, material quality, timelines, and customer satisfaction.

b) Environmental Management System (EMS):

Potential significant environmental impacts from activities, products, or services under MHCPL's control or influence, including:

- Lifecycle perspective of materials used (e.g., cement, steel, chemicals).
- Impacts under abnormal conditions and foreseeable emergencies (e.g., spillages, equipment failures).
- Compliance obligations from local pollution control boards and environmental clearance requirements.

c) Occupational Health & Safety Management System (OH&SMS):

- Hazards and OH&S risks impacting managerial and non-managerial staff (workers) in day-to-day operations.
- Consideration of legal and other applicable requirements (BOCW Act, IS codes, Factories Act).

(Mitigation strategies are identified, implemented, & periodically reviewed to ensure risk control and legal compliance.)

2) Setting IMS Objectives

MHCPL sets measurable IMS objectives covering Quality, Environmental, and Occupational Health & Safety domains. Are monitored through KPIs and periodically reviewed through Management Reviews and site progress meetings.

3) Planning for Changes in Business Processes

Whenever there are organizational changes, process modifications, or new technology adoption (e.g., OQSHA app, new materials, or equipment), the IMS is re-evaluated to:

- Reassess and revalidate associated risks and opportunities.
- Update procedures, SOPs, checklists, and training plans accordingly.
- Ensure smooth transition with minimal disruptions and full compliance.

6.1.1 Risk-Based Thinking in IMS Planning

- The Internal and external issues identified in section 4.1 above; and
- Needs and expectations of interested parties identified in section 4.2 above

And accordingly, has developed a mechanism to identify risk and opportunity that needs to be addressed to

(a) Assure IMS in place can achieve the intended outcome;

(b) Prevent, or reduce undesired effects;

(c) Enhance desirable effects; and

(d) Achieve continual improvement.

A documented guideline has been established to identify and evaluate the QMS risks, EMS aspect Impact, and OH&SMS HIRA resulting into establishing and maintaining an integrated risk and opportunities assessment in respective process maps.

6.1.2 Environmental aspects

(Ref: Clause 6.1.2 of ISO 14001:2015)

My Home Constructions Pvt. Ltd. (MHCPL) identifies and evaluates the environmental aspects of its activities, products, and services within its control and influence. The process takes into account the life cycle perspective to ensure ecological responsibility from material procurement to site execution and handover.

Identification and Evaluation of Environmental Aspects:

MHCPL systematically identifies environmental aspects and their associated impacts through a structured process during the planning, execution, and closure of projects. This includes:

- Routine operations (e.g., excavation, concrete mixing, curing, equipment use)
- Non-routine or abnormal conditions (e.g., breakdowns, spillages, equipment failures)
- Emergencies (e.g., fire, oil/chemical spills, natural disasters)

When determining environmental aspects, MHCPL considers:

- Changes in scope, including new projects, design revisions, and modifications in activities, processes, or technologies (e.g., use of precast components, new machinery).
- Abnormal and emergency conditions, such as diesel spillages, cement slurry discharge, concrete wash water release, and hazardous waste handling failures.

Environmental aspects are assessed using predefined significance criteria, which typically include:

- Frequency of occurrence
- Severity of environmental impact
- Legal and compliance implications
- Public/community sensitivity
- Resource usage (e.g., water, electricity)
- Waste generation (hazardous/non-hazardous)

Those aspects exceeding the defined threshold are categorized as Significant Environmental Aspects and are prioritized for control and monitoring.

MHCPL maintains documented information of:

- Environmental aspects and associated environmental impacts;
- Criteria used to determine its significant environmental aspects;
- Significant environmental aspects.

Reference:

MHCPL-IMSP-02	Environmental Aspect Evaluation & Impact Assessment
MHCPL-EAIA-XX	Environmental Aspect and Impact Assessment (XX stands for dept. code)

6.1.2 Hazard identification and assessment of risks and opportunities

(Ref: Clause 6.1.2 of ISO 45001:2018)

6.1.2.1 Hazard identification

MHCPL has implemented a structured and proactive hazard identification system integrated within its OH&S Management System. This system ensures the early detection, evaluation, and control of hazards associated with various stages of project execution—from planning and design to site handover.

MHCPL's methodology includes a broad spectrum of construction-specific scenarios and general OH&S considerations. The following parameters are assessed during toolbox talks, task briefings, Internal Safety Audits and Site walks, Incident Investigations, Safety Committee Meetings, and formal HIRA studies:

Parameters Considered in Hazard Identification

MHCPL considers the following parameters in identifying hazards across its construction projects:

- Organizational and social factors such as workload, shift hours, stress, and fatigue along with worker behavior, risks of harassment and bullying, and the level of work culture and leadership engagement significantly influence overall health, safety, and employee well-being at the workplace
- Routine and non-routine work conditions, including hazards from unstable scaffolding, electrical installations, debris, excavation, hot works, height work, confined spaces, lifting operations, concrete pumping, manual handling, ergonomic issues, human error, and the use of temporary structures and equipment, pose significant safety risks in construction activities.
- Analysis of past incidents and near misses, through internal incident trend reviews and benchmarking against external industry data such as IS-3786 and BOCW case studies, is essential for identifying recurring risks and implementing effective preventive measures.
- Potential emergency situations, including fire, flooding, electric shock, gas leaks, crane failure, and structural collapse, require comprehensive preparedness plans and rapid response protocols to mitigate risks and ensure worker safety.

- People in and around the workplace, including on-site personnel such as employees, contractors, and subcontractors, off-site individuals like pedestrians, nearby residents, and commercial occupants, as well as third-party interfaces such as suppliers, delivery personnel, and visitors, all need to be carefully considered for safety and risk management.
- Workplace design and environmental influences, such as inadequate lighting, ventilation, and edge protection, unauthorized access to hazardous zones, and traffic movement within and around sites (vehicle-pedestrian interface), can significantly increase safety risks and require proactive controls to ensure a safe working environment.
- Organizational changes, such as alterations in work methods, contractors, construction sequencing, shift timing, or changes in leadership or organizational structure, can impact safety protocols and require adjustments to ensure continued risk management and employee well-being.
- New knowledge or data, including updates in regulatory standards such as IS Codes, the Factories Act, and BOCW, as well as lessons learned from audits, inspections, or industry alerts, are crucial for improving safety practices and ensuring compliance with the latest regulations.

Reference:

MHCPL-IMSP-03	Hazard Identification, Risk Assessment procedure
MHCPL-HIRA-XX	Hazard identification and Risk Assessment (XX stands for dept. code)

6.1.2.2 Assessment of OH&S risks and other risks to the OH&S management system

MHCPL has established a systematic and proactive process to assess:

- Occupational Health and Safety (OH&S) risks arising from identified construction hazards.
- Other risks that may impact the functionality and performance of the OH&S management system (OH&SMS).

The risk assessment process includes:

- Hazard sources through HIRA, toolbox talks, incident investigations, audits, and site observations.
- Evaluation of existing controls for effectiveness (e.g., engineering controls, administrative procedures, PPE).

Risk assessment must consider changing site conditions such as excavation activities, monsoon impacts, and crane operations; the diversity and varying safety maturity of contractor workforces; design changes or alterations in work sequencing; material handling challenges, especially in high-rise structures; and potential hazards from public interface and nearby traffic movement.

Occupational Health and Safety Management System (OH&SMS)-related risks include delays in safety document approvals, lack of trained manpower or adequate site EHS coverage, non-availability of safety

equipment or spares, risks of regulatory non-compliance (e.g., BOCW, IS 3696, IS 3764), and communication gaps between corporate and site teams.

Reference:

MHCPL-HIRA-XX-Hazard identification and Risk Assessment Register (XX stands for dept. code)

6.1.2.3 Assessment of OH&S opportunities and other opportunities for the OH&S management system

In addition to risk control, MHCPL identifies opportunities to enhance OH&S performance through a continuous improvement mindset.

Opportunities to enhance OH&S performance include adapting work organization to improve worker safety and well-being such as ergonomically designed rebar cutting/bending areas, rotational shift management to prevent fatigue, and scheduled breaks to combat heat stress; leveraging technology through mobile app–based permit-to-work systems, digitized toolbox talks, safety tracking, and QR code–based checklist management; improving site layouts with pedestrian-vehicle zoning, shade shelters, hydration stations, and rest zones; and focusing on hazard elimination or reduction by incorporating prefabrication to minimize height work, anti-collision systems in tower cranes, and non-destructive testing (NDT) for proactive safety assurance.

Opportunities to strengthen the OH&S Management System include integrating EHS dashboards and incident analytics for data-driven decision-making, conducting monthly safety review meetings and benchmarking against best practices, upskilling site supervisors through ISO 45001-based training, and promoting engagement programs.

Reference:

MHCPL-HIRA-XX Hazard Identification and Risk Assessment (XX stands for dept. code)

6.1.3 Compliance obligations

(Ref: Clause 6.1.3 of ISO 14001:2015)

MHCPL identifies, evaluates, and continuously monitors its environmental compliance obligations relevant to its operations, especially in the context of residential and commercial construction activities.

MHCPL has established a robust compliance management process that encompasses the identification and access to legal requirements through a maintained legal register at both corporate(separate department) and site levels, with regular updates from PCB, and environmental consultants; assessment of applicability by mapping relevant clauses to various construction stages like excavation, concrete works, material storage, and hazardous waste handling; integration into the EMS through site-specific Environmental Aspect and

Impact Assessments (EAIA) and linkage of construction activities to permit conditions; ongoing monitoring and evaluation via audits, checklists, walkthroughs, and a compliance tracking matrix with CAPA for deviations; and effective communication and review through monthly EHS meetings, regulatory updates to site teams, and inclusion of compliance evaluation in the annual management review.

6.1.3 Determination of legal requirements and other requirements

(Ref: Clause 6.1.3 of ISO 45001:2018)

MHCPL has established, implemented, and maintains a robust and systematic process to identify, evaluate, and manage legal and other requirements related to its OH&S hazards, risks, and the broader Integrated Management System (IMS).

This process is designed to ensure ongoing compliance, proactive communication, and integration of legal obligations into operational planning and decision-making.

- MHCPL identifies and maintains access to up-to-date statutory, regulatory, and other applicable requirements including those from clients, industry bodies, and IMS certifications that apply to occupational health and safety hazards, environmental aspects and impacts, operational control measures, construction practices, and workforce welfare, covering relevant central and state legislations such as the BOCW Act, Factories Act, EIA Notification, Water and Air Acts, and TSPCB norms.
- MHCPL determines the applicability of statutory, regulatory, and other requirements by evaluating their implications on on-site operations and associated risk controls, ensuring that necessary documentation and permits are in place, clearly defining the roles and responsibilities of MHCPL employees and subcontractors, and effectively communicating relevant obligations to all concerned parties, including workers, vendors, and project partners.
- MHCPL integrates applicable statutory, regulatory, and other requirements into the implementation, maintenance, and continual improvement of its Integrated Management System (IMS) by ensuring their consideration during the planning of operational controls, conducting of risk assessments, performance of audits and compliance evaluations, and periodic review of management system performance and legal updates.

Legal and other requirements at MHCPL are reviewed at planned intervals—at least annually and upon significant legal updates—to ensure continued relevance and applicability, with changes in legislation (e.g., labour welfare regulations, environmental limits, fire safety norms) promptly integrated into operational controls and effectively communicated to employees, contractors, site engineers, safety professionals, and other stakeholders through training sessions, toolbox talks, legal compliance workshops, and digital alerts at both project and corporate levels.

Reference:

MHCPL-IMSP-07-Compliance to Legal & Other requirements>>MHCPL-IMSP-07-F01 Legal Register

6.1.4 Planning actions

(Ref: Clause 6.1.4 of ISO 14001:2015 and ISO 45001:2018)

MHCPL has established a structured and proactive planning approach to determine and implement actions necessary to address its:

- Identified priorities at MHCPL include significant environmental aspects such as dust emissions, construction waste, water usage, and material handling; compliance obligations under relevant environmental, safety, and construction-related legislation; OH&S and environmental risks and opportunities identified through HIRA and environmental aspect-impact assessments; and preparedness and response measures for emergency situations including fire, chemical spills, structural collapses, natural calamities, and pandemic-related disruptions etc.
- MHCPL ensures that planned actions are integrated into the IMS and business processes, including construction method statements, site-specific safety and environment plans, procurement and contractor management procedures, emergency preparedness plans, training calendars, and audit schedules. These actions are monitored and evaluated for effectiveness through internal audits and inspections, key performance indicators (KPIs) for safety, environment, and compliance, management review meetings, and incident investigations with corrective action tracking.
- MHCPL adopts the Hierarchy of Controls framework as a fundamental principle in operational planning and risk reduction, prioritizing: Elimination through design modifications like prefabrication to avoid hazardous activities such as working at height; Substitution by using safer alternatives, such as non-toxic chemicals for waterproofing; Engineering Controls including guardrails, ventilation systems, and dust suppression; Administrative Controls like training, shift rotation, and standardized safety procedures; and PPE such as helmets, harnesses, gloves, and goggles as the last line of defense.

Reference Documents:

MHCPL-IMSP-17-F03 – Risks and Opportunities Register

MHCPL-HIRA-XX – Hazard Identification & Risk Assessment Register

MHCPL-IMSP-07-F01 – Legal Register

6.2 IMS Objectives, targets, and planning to achieve

MHCPL has established Integrated Management System (IMS) objectives across Quality, Environment, Health, and Safety domains in alignment with its IMS Policy. These objectives are measurable, consistent with compliance obligations, and focused on continual improvement and business risk mitigation.

MHCPL's IMS objectives are established by considering significant environmental aspects and impacts, OH&S hazards and associated risks, business and operational risks, legal and other requirements, technological advancements, customer expectations, and continual improvement inputs from Management Review Meetings (MRMs); these objectives are set at the corporate level to ensure alignment with IMS policy commitments, the strategic direction of the organization, and the needs and expectations of stakeholders. MHCPL implements its IMS objectives through a detailed action program following a 'What-Who-When-How' model, with progress tracked bi-annually by unit and project heads; performance is reviewed during Management Review Meetings (MRMs) to assess adequacy and plan for continual improvement, and any gaps or deviations from set targets prompt corrective actions and a review of the implementation strategy.

MHCPL reviews and updates its IMS objectives whenever there is the introduction of a new project, activity, or technology; changes in legal or other compliance obligations; evolving customer requirements or shifts in business priorities; or when incident learnings and audit findings indicate the need for strengthened controls. MHCPL ensures continual communication of IMS objectives and their implementation programs across the organization through email circulars, meetings, and training sessions, while allocating adequate resources, financial, human, and infrastructure for their achievement; inter-departmental coordination and periodic reviews further support the realization of intended IMS outcomes.

Reference:

MHCPL-IMSP-09- Objectives, Targets and Management Programmes >> MHCPL-IMSP-09-F01 – Objectives

MHCPL-IMSP-09- Objectives, Targets and Management Programmes >> MHCPL-IMSP-09-F02 - Management Program

6.3 Planning of changes

(Ref: Clause 6.3 of ISO 9001:2015)

MHCPL ensures that all changes related to its Integrated Management System (IMS) covering quality, environment, and occupational health & safety are identified, evaluated, planned, and implemented in a controlled manner to maintain the integrity of the IMS and its intended outcomes.

MHCPL follows a structured Change Management Process to evaluate and implement necessary updates to the Integrated Management System (IMS) triggered by new projects, legal or regulatory changes, client requirements, new technologies, audit findings, or organizational shifts; all proposed changes are assessed for their purpose, potential operational and compliance impacts, associated risks (including OH&S, environmental, and energy performance concerns), IMS integrity in line with ISO 9001, 14001, and 45001 standards, resource availability, reallocation of responsibilities, and legal compliance obligations.

To ensure a controlled change process, MHCPL follows the MHCPL-IMSP-12 Management of Change (MoC) procedure, where all change requests are formally recorded using Form MHCPL-IMSP-01-F03 and detailed through Form MHCPL-IMSP-01-F04; cross-functional teams, including site-level representatives, are involved in the planning stage to assess both intended benefits and unintended consequences, with effective communication and consultation carried out with all relevant internal and external stakeholders.

MHCPL ensures that all changes undergo both pre-implementation and post-implementation reviews, with their effectiveness and compliance verified through internal audits and management reviews, while lessons learned are systematically captured and integrated into future planning and risk assessment processes to strengthen continual improvement.

Reference:

MHCPL-IMSP-01	Documented Information Control
MHCPL-IMSP-01-F03	Request form for document change &
MHCPL-IMSP-01-F04	Change details
MHCPL-IMSP-12	Management of Change
MHCPL-IMSP-12-F01	Change Management Form

7. SUPPORT

7.1 Resources

MHCPL's top management demonstrates commitment by ensuring that adequate resources are provided for the establishment, implementation, maintenance, and continual improvement of the Integrated Management System (IMS), covering quality, environment, and occupational health & safety.

These resources are essential for achieving compliance obligations, enhancing operational efficiency, and supporting risk-based thinking in line with ISO standards.

7.1.1 General

MHCPL determines and provides all necessary resources by evaluating both internal capabilities and external dependencies.

When assessing resource requirements, the following are considered:

- When assessing resource requirements, MHCPL considers internal resources such as a competent and trained workforce, subject matter experts across EHS, Quality, and Engineering, appropriate infrastructure and advanced equipment, organizational knowledge with well-documented procedures, and digital platforms like OQSHA and IMS portals for effective monitoring and reporting.
- MHCPL engages qualified external providers including vendors for calibration, maintenance, and training; EHS and ISO consultants and legal advisors for statutory compliance; certified laboratories and auditors for testing and verification; and equipment suppliers and tool management services—to ensure support for effective and compliant IMS implementation.
- MHCPL's infrastructure and resource planning process integrates inputs from Management Review Meetings (MRM), assessments of internal team capabilities and constraints, vendor performance and delivery capacity, feedback from site heads and departmental HODs, as well as insights from audits, legal updates, and evolving client requirements to ensure adequacy, effectiveness, and alignment with operational and compliance needs.

7.1.2 People

(Ref: Clause 7.1.2 of ISO 9001:2015)

MHCPL ensures that sufficient and competent personnel are made available to effectively implement and operate the Integrated Management System (IMS) and achieve its intended outcomes.

Top management recognizes that skilled and motivated personnel are critical to meeting customer expectations, complying with legal and other requirements, and enhancing overall IMS performance.

MHCPL's people management approach ensures workforce competency through systematic training need identification based on roles, legal changes, technologies, and audit findings; structured training delivery via classroom, toolbox, on-the-job, and mobile platforms like OQSHA; qualification of personnel through certifications, experience, and skill assessments; continuous awareness programs on IMS and role impact; and robust documentation of training schedules, qualifications, assessments, and effectiveness reviews.

7.1.3 Infrastructure

(Ref: Clause 7.1.3 of ISO 9001:2015)

MHCPL determines, provides, and maintains the infrastructure necessary for the effective operation of its processes and to ensure conformity to product and service requirements across all project locations.

Infrastructure includes:

- MHCPL's infrastructure scope includes well-equipped corporate and site offices, material stores, and comprehensive worker amenities such as first aid rooms, rest sheds, hygienic toilets, and drinking water units, supported by essential utilities like power, lighting, sanitation, and ventilation systems. These facilities are designed to ensure safe, healthy, and efficient working conditions in compliance with BOCW and relevant IS standards, thereby reinforcing the organization's commitment to employee welfare and operational excellence.
- MHCPL's infrastructure also encompasses a robust range of hardware and software resources, including critical construction machinery like cranes, hoists, and concrete pumps; essential safety equipment such as gas detectors, fire extinguishers, and fall protection systems; and precision monitoring instruments for surveying and environmental assessments. Additionally, IMS-related software tools like SAP, Document Control Systems, and the OQSHA Safety App are deployed to support effective safety management, compliance tracking, and operational control across all project sites.
- MHCPL ensures the availability of dedicated transportation resources to support site operations, including vehicles designated for site inspections, material movement, and emergency response. All vehicles transporting hazardous or regulated materials maintain proper logbooks and documentation in compliance with legal norms. Additionally, safe access routes and well-planned material handling facilities are established at project sites to support seamless, safe, and compliant logistical operations.
- MHCPL utilizes advanced Information and Communication Technology (ICT) infrastructure, including robust computer systems and servers at both the head office and project sites. Centralized access to IMS documentation and reports is facilitated through SAP and cloud-based systems, ensuring seamless data sharing and real-time updates. Internal and external communication is supported by tools such as emails, project management platforms, CCTV systems for site monitoring, and public address (PA) systems for effective on-site communication, ensuring operational efficiency and safety across all levels.
- MHCPL ensures the effective maintenance and upkeep of its infrastructure through regular inspections, Annual Maintenance Contracts (AMCs), and equipment calibrations. The adequacy of infrastructure is continuously assessed during Management Review Meetings (MRM) and site inspections to meet evolving project and legal requirements. Any deviations or failures in infrastructure are promptly addressed through the Management of Change (MoC) process, along with preventive maintenance planning to ensure operational continuity and compliance.

Reference:

List of Assets: SAP SOFT COPY.

7.1.4 Environment for the operation of processes

(Ref: Clause 7.1.4 of ISO 9001:2015)

MHCPL determines, provides, and maintains a suitable working environment necessary for the effective operation of its processes and to ensure conformity of products and services, in alignment with health, safety, quality, and environmental standards.

- MHCPL promotes a socially supportive work environment by ensuring a non-discriminatory and respectful workplace culture. Teamwork, open communication, and inclusivity are actively encouraged across all levels. Robust anti-harassment policies and grievance redressal mechanisms are implemented to foster trust and transparency, creating a psychologically safe space for all employees and workers.
- To address psychological well-being, MHCPL adopts stress-minimizing work arrangements, particularly during high-risk or extended-hour operations. Toolbox talks and Employee Assistance Programs (EAPs) are conducted regularly to address mental health topics and support emotional resilience. High-exposure tasks are periodically rotated among workers to reduce fatigue and prevent burnout, thereby enhancing workforce engagement and safety.
- The physical work environment is optimized through proactive infrastructure management. Adequate lighting is ensured and verified using lux level surveys, while proper ventilation and airflow are maintained in confined and enclosed workspaces. Temperature and humidity are controlled, especially in material storage and operational zones. Noise levels are managed using zoning techniques and noise barriers, with regular monitoring. Hygiene is maintained through daily housekeeping, sanitation facilities, and pest control. Additionally, MHCPL ensures weather-related preparedness by providing shelters, rain protection, and plans for hot weather conditions.

Implementation and Monitoring:

At MHCPL, designated process owners at project sites are responsible for identifying and maintaining the environmental conditions necessary for the safe and efficient execution of tasks. These requirements are embedded in Work Instructions wherever applicable—for example, specified curing conditions for concrete, paint application guidelines, or entry conditions for confined spaces. Preventive and reactive maintenance programs are implemented to ensure that all environmental control measures remain functional and effective throughout the project lifecycle.

Reference:

Lux monitoring, Ambient Air monitoring and Noise monitoring records.

7.1.5 Monitoring and measuring resources

[ISO 9001:2015 Clause 7.1.5]

7.1.5.1 General

MHCPL determines and provides the necessary resources to ensure valid, reliable, and accurate results when monitoring or measurement is used to verify conformity of products and services to specified requirements. To ensure accuracy and consistency in quality, safety, and environmental monitoring, MHCPL ensures that:

- The resources used are fit for purpose, suitable for the specific type of monitoring or measurement activity, including but not limited to concrete strength testing, compaction testing, air quality monitoring, and noise assessments
- The equipment is properly maintained and calibrated to ensure its ongoing reliability and accuracy.

Documented information is maintained as evidence to support the fitness for purpose of all monitoring and measurement equipment.

Reference:

MHCPL-PM-PRO>> Calibration records

7.1.5.2 Measurement traceability

(Ref: Clause 7.1.5.2 of ISO 9001:2015)

Where measurement traceability is either a regulatory requirement or necessary to ensure confidence in results, MHCPL ensures that measuring equipment used in inspection, testing, and verification is:

- Calibrated and/or verified at defined intervals or before use, using standards traceable to national or international calibration standards. In the absence of such standards, the basis for calibration is documented.
- Identified and labeled to indicate calibration status, due dates, and unique equipment codes;
- Protected from unauthorized adjustments, damage, or deterioration that may compromise the validity of measurement results.

If any measuring equipment is found to be unfit for its intended use, MHCPL assesses whether this affects the validity of previous measurements. Where applicable, re-inspections are conducted, and corrective actions are initiated.

Reference: -

<<Project Name Individual Instrument >> Calibration Record

MHCPL-IMSP-15 - Control of NC Outputs and Corrective Action

7.1.6 Organizational knowledge

(Ref: Clause 7.1.6 of ISO 9001:2015)

MHCPL has identified and maintains the organizational knowledge necessary for the effective operation of its processes and to ensure conformity of products and services across all construction projects.

This knowledge includes both explicit (documented) and tacit (experience-based) knowledge, critical for maintaining performance and ensuring compliance with statutory, regulatory requirements.

Management of Knowledge:

MHCPL maintains organizational knowledge through centralized digital share folders, secured and managed by the IT department with controlled access across departments. Periodic data backups and access control protocols ensure the integrity and availability of information. Updates to the knowledge base are carried out in response to changes in technologies, construction practices, project scope, legal or customer requirements, and outcomes from incidents or audits. Additional knowledge is acquired through various channels, including training, workshops, webinars, technical bulletins, vendor interactions, consultant inputs, and regular feedback from site teams and subcontractors, ensuring continuous learning and organizational improvement.

7.2 Competence

MHCPL ensures that all personnel performing tasks under its control, which affect the effectiveness and compliance of the Integrated Management System (IMS), are competent based on appropriate education, training, skills, and experience.

The MHCPL:

- Identifies the required competencies for key roles (e.g Top management, Middle management & lower management, etc.) that influence IMS objectives related to Quality, Environment, Health & Safety.
- **Competence Assurance Process at MHCPL:**
  MHCPL ensures that all individuals are assessed for necessary competence before being assigned to tasks by evaluating their educational qualifications, relevant work experience, and possession of task-specific skills or certifications. To address any competence gaps, the company provides structured internal and external training, mentoring, and on-the-job coaching. When necessary, personnel are reassigned or skilled professionals are recruited. The effectiveness of these actions is monitored through post-training evaluations, site audits, performance appraisals, and the closure of non-conformities or findings from incident investigations.

Periodic Competence Review at MHCPL:

Competence at MHCPL is not only verified at the time of assignment but is also reviewed periodically, especially during key events such as site mobilization, adoption of new technology or major procedural changes, and following incidents or audit observations.

This proactive approach ensures that the right skills are always available at the right place, effectively minimizing operational risks, enhancing quality outcomes, and reinforcing the overall performance of the Integrated Management System (IMS).

Reference:

MHCPL-PM-HRA	HRA Process map >>Competence, Awareness, and Training
MHCPL-HR-F01	Manpower Request Format

7.3 Awareness

MHCPL ensures that all personnel performing work under its control whether direct employees, subcontractors, or third-party service providers, are aware of the Integrated Management System (IMS) expectations and their role in achieving compliance and continual improvement.

Key Awareness Focus Areas:

MHCPL communicates the following to all workers, staff, and supervisors through inductions, toolbox talks, and periodic training:

- The IMS Policy, including commitments to quality, environmental protection, energy conservation, and occupational health & safety.
- IMS Objectives relevant to their work location (e.g., zero LTI, defect-free handovers, reduction in energy/water consumption, timely closure of NCs).
- Their individual contribution to the effectiveness of the IMS, including site safety practices, work quality, compliance with environmental controls, and reporting unsafe acts/conditions.
- Incident learnings (near misses, first aids, major incidents) and key outcomes of investigations relevant to their trade or work activity.
- Awareness of hazards and OH&S risks, and control measures relevant to their job role (e.g., height work, hot work, confined space).
- The right to refuse unsafe work: Workers are empowered to stop work if they sense imminent danger, with no punitive consequences, in line with EHS legal provisions.
- The impact of non-conformity, whether it results in rework, safety incidents, environmental damage, or regulatory violations.

Reference:

MHCPL-PM-HRA	Process map for HRA >> Competence, Awareness, and Training
MHCPL-HR-F20	Training Calendar

7.4 Communication

MHCPL has established and implemented effective internal and external communication mechanisms to ensure the consistent flow of critical IMS-related information across all levels of the organization and with external stakeholders. The mode, frequency, content, and language of communication are tailored to suit the intended audience, ensuring clarity and understanding, particularly for the diverse construction workforce.

7.4.2 Internal Communications

- **IMS communication**: The documented IMS is made available to all personnel through the PHP Portal links, and changes/updates are communicated to all via email.
- All personnel are encouraged to access the same and make themselves familiar with it.
- Prominently displaying the IMS Policy statement within the office and the workplace.
- MHCPL ensures that objectives (KPI's), customer expectations, environmental significant aspects, and OH&S high risks are clearly understood and applied and accordingly, the processes/procedures are implemented by all in their work areas.
- Staff and workmen are encouraged to stay updated through digital tools like the OQSHA app and safety boards.
- Clearly understand the compliance requirements and obligations about products, services, environment and OH&S so as to act accordingly.

Meetings and team briefings:

- Monthly review meetings are conducted at the HO and site level to monitor project KPIs, address risks, and identify opportunities for improvement.
- Daily toolbox talks and weekly EHS reviews reinforce real-time communication of risks and updates.

E-Mails: An inter–office email facility is provided to enable better, effective, and timely communication among the staff and external entities. These are treated as formal means of communication.

7.4.3 External Communications

Customer/Client Communication:

- Regular updates, MOMs, service-level feedback, and nonconformance redressals are shared with customers
- Customer feedback, appreciations, and complaints are documented and tracked to closure.

Supplier & Vendor Coordination

- Procurement, quality follow-up, billing, and payment status are communicated through formal channels.
- Vendor performance and NCRs are tracked and discussed in review meetings.

Statutory & Regulatory Agencies

- Compliance reports, test certificates (e.g., STP, DG sets), returns, and audit records are submitted as per defined timelines.
- Communications with PCB, labour departments, and other regulatory bodies are managed centrally

Stakeholders / Interested Parties: Reports to investors, senior management, media statements, and CSR initiatives are shared via official communication

Communication at MHCPL:

To ensure effective and inclusive communication, MHCPL disseminates critical safety, health, and operational information in regional languages such as English, Telugu, and Hindi at the site level. This is reinforced through the use of pictorial signage, video briefings, and audio translations, enabling clear understanding among the diverse workforce, including labourers with varying literacy levels.

Reference:

MHCPL-IMSP-10: Communication, Participation, and Consultation

7.5 Documented information

(Aligned with ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018)

7.5.1 General

My Home Constructions Pvt. Ltd. (MHCPL) has established, implemented, and maintained documented information required to ensure the effective operation of its Integrated Management System (IMS). This includes:

a) Documented information mandated by applicable international standards (ISO 9001, ISO 14001, and ISO 45001); and

b) Additional documented information as determined necessary by MHCPL for the planning, implementation, control, and continual improvement of the IMS and its processes.

The IMS documentation at MHCPL comprises the following key components:

- Scope of the IMS: Clearly defined boundaries and applicability of the management system, including the standards and specifications subscribed to (e.g., ISO 9001, ISO 14001, ISO 45001).
- Policy and Objectives: Formal statements of the organization's Quality, Environmental, Occupational Health and Safety policies, and corresponding measurable objectives aligned with strategic direction.
- IMS Manual: A system manual outlining the main elements of the management system, the interaction of various processes, and cross-references to applicable procedures, forms, and guidelines.
- Documented Procedures and Records: Procedures, work instructions, checklists, formats, and records required by the IMS standards and additional ones necessary for regulatory, contractual, or insurance-related compliance. These may vary across functional disciplines such as project execution, EHS, procurement, HR, and finance.
- Operational Documents: Documents necessary for the effective planning, execution, control, and monitoring of site and office activities, including but not limited to Risk Assessments (HIRA), Method Statements, Permit to Work (PTW), Environmental Aspects-Impacts Register, Legal Registers, and Emergency Preparedness Plans.

Reference:

MHCPL-IMSP-01 Control of Documented Information

7.5.2 Creating and updating

MHCPL ensures that all documented information created or updated as part of the Integrated Management System (IMS) meets defined quality and control requirements. While creating and updating documented information, the following criteria are applied:

- Identification and Description: Each document is clearly identified with a title, date of issue or revision, author/owner, and a unique reference or control number;

- Format and Media: Documents are prepared in appropriate formats (e.g., language, software version, graphical representation) and media (e.g., paper-based, electronic);
- Review and Approval: All documents are reviewed and approved for adequacy, accuracy, and suitability prior to release.

To ensure systematic management, MHCPL has established and maintains a documented procedure (MHCPL-IMSP-01: Control of Documented Information) that defines controls necessary to:

- Approve documents for adequacy prior to issuance;
- Review, update, and re-approve documents as necessary;
- Identify changes and maintain current revision status;
- Ensure relevant versions are available at points of use;
- Maintain document legibility, traceability, and accessibility;
- Identify and control documents of external origin deemed necessary for planning and operational control;
- Prevent unintended use of obsolete documents and apply appropriate identification when retained for knowledge or legal purposes.

Reference:

MHCPL-IMSP-01 Control of Documented Information

7.5.3 Control of documented information

7.5.3.1 General Requirements

MHCPL ensures that documented information required by the IMS and international standards is properly controlled to

- Be available, accessible, and suitable for use where and when needed;
- Be protected against loss of confidentiality, unauthorized access or use, damage, or unintended alteration.

The organization addresses the following control activities as applicable:

- Distribution, Access, Retrieval, and Use: Controls are established to manage who can access documents, and whether access allows for viewing or editing.
- Storage and Preservation: Documents are stored in such a way that their integrity and legibility are maintained throughout the retention period;
- Control of Changes: Document version control mechanisms are in place to track updates and prevent the use of outdated information.
- Retention and Disposition: Retention periods are defined, and disposal of obsolete documents is carried out in a controlled manner.

Access to documented information involves defined permissions—whether for view-only access or edit authorization—based on roles and responsibilities.

7.5.3.2 External Origin and Retention of Evidence

- Documented information of external origin, such as statutory regulations, client specifications, or third-party documents essential for IMS planning and operations, is identified, reviewed, and controlled appropriately (Reference: MHCPL-IMSP-01-F02).
- Documented information retained as evidence of conformity (e.g., inspection records, audit reports, training attendance, risk assessments) is protected against unintended alterations, ensuring reliability, traceability, and regulatory compliance.

Reference:

MHCPL-IMSP-01 – Control of Documented Information

MHCPL-IMSP-01-F01 – Master List of Documented Information

MHCPL-IMSP-01-F02 – Master List of External Origin Documented Information

MHCPL-IMSP-00 – Master List of IMS Procedures

8. OPERATIONS

8.1 Operational planning and control

8.1.1 General

MHCPL ensures effective planning, implementation, and control of its operations to meet requirements for the delivery of products and services, while also addressing quality, environmental, and occupational health & safety (OH&S) risks. Operational planning is aligned with functional interdependencies and project-specific needs.

The following activities are carried out across all construction and infrastructure projects:

- Identifying applicable statutory, regulatory, client-specific, and internal construction product and service requirements.
- Defining acceptance criteria and process control parameters, including preventive maintenance of equipment, inspection protocols, and system calibration to avoid deviations.
- Standards, codes, drawings, and customer specifications are referenced to define clear acceptance benchmarks.
- Applying the hierarchy of controls, elimination, substitution, engineering, administrative measures, and use of PPE during execution to manage HSE and quality risks.
- Ensuring all relevant personnel, including subcontractors, are informed of operational and safety requirements via toolbox talks, pre-task briefings, and method statements.
- Mobilizing and monitoring appropriate manpower, materials, tools, machinery, and supervision required for safe and compliant delivery of activities.
- Controlling execution in line with operating criteria, including calibration of equipment, inspection and test plans (ITPs), and daily activity.
- **Documented Information at MHCPL:**

  MHCPL maintains comprehensive records to demonstrate that all processes have been executed as planned and to provide verifiable evidence of conformity with project specifications, statutory obligations, and the requirements of the Integrated Management System (IMS). This ensures transparency, traceability, and continual compliance.
- **Change Management**

  Planned changes are reviewed for risks and impacts prior to implementation. Consequences of unintended changes are promptly evaluated, and corrective actions are taken to mitigate adverse effects.
- **Control of Outsourced Processes**

  Where services or works are outsourced (e.g., electrical subcontractors, crane suppliers), MHCPL defines the type and extent of control required based on risk assessment, past performance, and criticality of the process

Lifecycle Perspective (Environment Focus)

MHCPL integrates environmental considerations into its planning by:

- Addressing environmental aspects across the life cycle (design, procurement, use, disposal);
- Communicating environmental expectations to contractors and vendors;
- Sharing information on significant environmental impacts (e.g., waste disposal, transportation emissions, end-of-life recycling) with clients and users.

Reference:

MHCPL-IMSM-ANX 01-List of processes

All departments' functional procedures

8.1.2 Eliminating hazards and reducing OH&S risks

(Ref: Clause 8.1.2 of ISO 45001:2018)

MHCPL follows a structured approach to hazard elimination and OH&S risk reduction through the following hierarchy of controls:

- Elimination – Avoiding high-risk activities through design changes (e.g., off-site fabrication to reduce work at height);
- Substitution – Replacing hazardous chemicals/materials with safer alternatives;
- Engineering Controls – Installing edge protections, machine guards, and automation;
- Administrative Controls – Scheduling rest breaks, rotating workers, and conducting awareness sessions;
- PPE Use – Ensuring 100% compliance with site-specific PPE requirements.

8.1.3 Management of change

(Ref: Clause 8.1.3 of ISO 45001:2018)

MHCPL has implemented a robust Management of Change process to evaluate and control the impact of temporary or permanent changes, such as:

- Modifications to site layout or equipment;
- Shifting construction methods o materials;
- Changes in legal or client requirements;
- New workforce deployment or technological upgrades.

Reference:

MHCPL-IMSP-12 Management of Change

MHCPL-HIRA-XX (XX stands for functional code)

8.2 Emergency preparedness and response

(Ref: Clause 8.2 of ISO 14001:2015 & ISO 45001:2018)

MHCPL has established, implemented, and maintains robust procedures to ensure effective preparedness and response to accidents, foreseeable emergencies, and disaster situations. These procedures are aimed at preventing and mitigating environmental and occupational health & safety (OH&S) impacts associated with such events, considering the overall business risk to the organization.

Identification of Emergency Scenarios at MHCPL:

MHCPL identifies potential emergency situations through a combination of risk assessments, analysis of historical incident data, legal and regulatory requirements, and inputs from stakeholders. This proactive approach enables the development of comprehensive emergency action plans tailored to various risk scenarios, including fire incidents, structural collapses, chemical spills, natural disasters, equipment failure, and worker health emergencies, ensuring preparedness for any critical situation on-site.

Response Planning and Corrective Action at MHCPL:

In the event of an emergency, MHCPL activates a dedicated ERT team to swiftly assess the situation, coordinate the emergency response, and investigate the root causes. Following this, the committee recommends and implements corrective and preventive actions aimed at preventing recurrence of similar incidents, ensuring continuous improvement in safety practices and preparedness.

Mock Drills and Performance Testing at MHCPL:

MHCPL conducts mock drills at regular intervals (Once in three months or every month) to assess emergency preparedness in alignment with documented procedures. These drills are designed to replicate real-life scenarios, incorporating both environmental and occupational health & safety (OH&S) response elements. After each drill, a post-drill evaluation is carried out to identify any gaps, and appropriate corrective actions are implemented to drive continual improvement in emergency response capabilities.

Contractual and Operational Risk Assessments at MHCPL:

Before initiating contract works or engaging service providers, MHCPL conducts thorough risk assessments to ensure that these activities do not pose risks to the organization's operations, environment, or personnel. Additional assessments are performed when there are changes such as the introduction of new machinery, modifications in operational procedures, or temporary organizational restructuring. These assessments are critical to identifying and mitigating any potential hazards.

Ongoing Readiness and Training:

Emergency procedures are communicated to all personnel and contractors to ensure awareness and readiness in case of an incident. Periodic training sessions and toolbox talks are conducted regularly to ensure that the workforce is prepared to respond to emergencies effectively. Emergency equipment such as fire extinguishers, spill kits, PPE, alarms, etc., are routinely inspected and maintained to ensure their functionality during an emergency situation.

Reference:

MHCPL-IMSP-13	Emergency Preparedness and Response
MHCPL-IMSP-13-F01	Emergency Mock Drill Report & Evaluation

8.2 Requirements for products and services

(Ref: Clause 8.2 of ISO 9001:2015)

8.2.1 Customer communication

(Ref: Clause 8.2.1 of ISO 9001:2015)

MHCPL has established processes to ensure effective communication with customers regarding products and services. Key aspects include:

Standard product specifications are systematically communicated via comprehensive product catalogues that detail quality, technical, and operational parameters. For newly introduced or customized offerings, MHCPL utilizes digital channels—including emails, official websites, and presentation decks—to ensure accurate dissemination of all relevant technical details and quality benchmarks to clients and stakeholders.

Customer enquiries, orders, and confirmations are managed through well-defined protocols that include prompt acknowledgment, confirmation of delivery timelines, and systematic handling of order amendments. This structured approach ensures transparency, accuracy, and timely execution throughout the order fulfillment process.

Post-handover, customer satisfaction is evaluated through structured surveys that capture insights on product quality, timeliness, and overall experience. These survey results are systematically reviewed during Management Review Meetings (MRM) and are integral to driving continuous product improvement and establishing new quality objectives aligned with client expectations.

Environmental Communication:

Environmental communication is coordinated through a structured approach where the HOD – Legal and Management Representative (MR) oversees both internal and external communications. Site HSE In-charges are responsible for sharing significant environmental aspects and the IMS Policy with relevant external stakeholders. All external communications, including those from regulators or clients, are formally received, documented, and addressed by the Legal department to ensure timely and appropriate responses.

Customer Complaints:

Customer complaints are managed collaboratively by the Facility and Marketing teams. Each complaint undergoes thorough investigation, and appropriate resolutions are implemented. All records related to complaints—including findings, corrective actions, and communication—are documented and reviewed periodically to drive continual improvement and enhance customer satisfaction.

Reference:

MHCPL-IMSP-16 - Handling Customer Complaints

8.2.2 Determining the requirements for products and services

(Ref: Clause 8.2.2 of ISO 9001:2015)

MHCPL has established procedures to determine customer and statutory requirements related to its products and services.

All customer orders and contracts undergo a detailed review to ensure that requirements are clearly defined, understood, and practically feasible before acceptance. Any discrepancies between the original offer and the customer's order are addressed and resolved through formal communication to prevent misunderstandings and ensure alignment with project deliverables.

Before confirming any customer order, MHCPL evaluates its capability to meet both customer and regulatory requirements by assessing the adequacy of resources, technical capabilities, and feasibility of delivery timelines.

All contract reviews and related decisions are systematically documented and retained in accordance with the retention schedule outlined in the Document Master List, ensuring traceability and compliance.

8.2.3 Review of the requirements for products and services

(Ref: Clause 8.2.3 of ISO 9001:2015)

8.2.3.1 The MHCPL ensures that it has the ability to meet the requirements for products and services to be offered to customers. The MHCPL conducts a review before committing to supply products and services to a customer, to include:

- Customer-specified requirements (including delivery and post-delivery conditions)
- Unstated but necessary requirements for intended use
- Internal (MHCPL-defined) requirements
- Statutory and regulatory compliance obligations
- Any deviation from prior contract or agreement terms

Where documented customer requirements are not provided, MHCPL ensures the necessary details are confirmed and recorded prior to acceptance.

8.2.3.2 The MHCPL retains documented information, as applicable:

- on the results of the review;
- on any new requirements for the products and services.

8.2.4 Changes to requirements for products and services

(Ref: Clause 8.2.4 of ISO 9001:2015)

When product or service requirements are modified:

- Relevant documented information (e.g., drawings, BOQs, contracts) is updated.
- All concerned personnel are promptly informed to ensure alignment across functions (Engineering, Procurement, Execution, QA/QC, etc.).
- Changes are incorporated into the execution and monitoring plans to ensure customer and regulatory requirements are still met.

8.3 Design and development of products and services:

(Ref: Clause 8.3 of ISO 9001:2015)

8.3.1 General

MHCPL has established, implemented, and maintains a structured Design and Development Process that ensures the effective planning, execution, and control of all design activities related to the development of residential and commercial real estate projects. This process ensures that the final output meets both customer expectations and statutory requirements.

8.3.2 Design and Development Planning

The Design and Development function is managed by a dedicated Design Department under the leadership of the Chief Architect, who reports directly to the Managing Director (MD) or Executive Vice Chairman (EVC).

Key Planning Process at MHCPL:

MHCPL's project planning process begins with a Market Assessment, where the Marketing Team conducts detailed site-specific market surveys and prepares a Competitor Analysis Report for top management. This is followed by a Feasibility Study conducted by the QS and Planning Department, which involves detailed costing and viability analysis. Based on the outcomes, top management makes a Go/No-Go Decision regarding project initiation. Once approved, the Design Process Planning is initiated, with the Design Department defining clear timelines, responsibilities, and milestones for design development, including review, verification, and validation stages.

8.3.3 Design and Development Input

Design inputs at MHCPL are sourced from top management and encompass project objectives, customer needs, and functional requirements, alongside site-specific and architectural constraints. Additionally, regulatory, safety, and structural considerations are thoroughly accounted for. Structural design inputs are provided to Empaneled Structural Consultants, who are responsible for creating detailed structural drawings. Before design work begins, all inputs are carefully validated for completeness, accuracy, and alignment with statutory and customer requirements to ensure a smooth and compliant development process.

The design team gets design inputs through top management. The inputs for the structural drawings are circulated to the structural design consultants for the preparation of working structural drawings.

8.3.4 Design and Development Controls

MHCPL ensures effective control over the design and development process through Verification and Validation activities:

Verification

Design outputs are verified against approved design inputs to ensure that they meet the project's intended use and requirements. This verification process is carried out by the Chief Architect, who ensures that all aspects of the design align with the specified objectives and standards. Once the designs are confirmed, they are released as "Good for Construction (GFC)" drawings, signaling that they are ready for implementation in the construction phase

Validation

Validation is conducted to ensure that the final product meets the intended application and performance criteria. This process is performed prior to customer handover and is managed by the Head of Department (HOD) – QA/QC. The validation checks for structural safety, functionality, compliance, and aesthetic requirements, ensuring that the project meets both regulatory standards and customer expectations before it is delivered.

8.3.5 Design and Development Output

MHCPL ensures that all design outputs:

- Fulfill the approved input requirements,
- Include detailed data necessary for procurement, construction, and services.
- Define clear acceptance criteria, and
- Specify essential performance and safety characteristics.

Design outputs are formally released through controlled documentation systems and circulated to relevant project stakeholders.

8.3.6 Design and Development Changes

Design modifications are handled through a controlled process:

- Changes may arise from design reviews, top management inputs, or the Project Head's suggestions.
- Revised specifications are documented and validated before issuing updated drawings.
- All changes are reflected in the GFC drawings after a formal review.
- The Chief Architect maintains the revision history and version control of all drawings and design documents.

8.4 Control of externally provided processes, products, and services

(Ref: Clause 8.4 of ISO 9001:2015)

8.4.1 General

MHCPL retains full responsibility for ensuring that all externally provided processes, products, and services conform to applicable requirements, including those of customers, regulatory bodies, and internal specifications.

To ensure compliance and quality, MHCPL has established documented procedures for the evaluation, selection, monitoring, and re-evaluation of external providers, including subcontractors, suppliers, and service providers.

The controls applied are proportionate to the potential impact of externally supplied items on final product quality and compliance.

Approved Suppliers List:

At MHCPL, procurement and subcontracting activities are restricted to vendors and service providers included in the Approved Suppliers List (ASL). This ensures consistent quality and compliance with organizational standards. The ASL is reviewed and updated periodically based on vendor performance evaluations, compliance records, and operational needs.

Supplier Evaluation and Selection Criteria:

MHCPL evaluates and selects external providers based on a comprehensive set of criteria to ensure reliability, compliance, and alignment with project needs. The selection process considers the provider's technical capability, past performance, and track record in timely delivery. Compliance with applicable safety regulations, legal obligations, and quality standards is mandatory, along with possession of relevant certifications such as ISO, NABL, or NABH, depending on the service scope. Additionally, the provider's financial stability and experience in executing similar projects are also key factors in the evaluation, ensuring consistent quality and dependable project execution.

Criteria of selection of suppliers:

MHCPL ensures consistent supplier quality through periodic monitoring of vendor and subcontractor performance using a structured Supplier Performance Report. This report assesses critical metrics such as the quality of delivered products and services, adherence to delivery schedules, compliance with safety and environmental norms, and responsiveness in addressing issues and non-conformities. Based on the outcomes and recommendations from management reviews, non-performing vendors are either subjected to re-evaluation for corrective action or removed from the Approved Suppliers List (ASL) to maintain high standards in procurement and project execution.

Reference:

Approved Suppliers List

Supplier Evaluation & Performance Report

8.4.2 Type and Extent of Control of Suppliers:

(Ref: Clause 8.4.2 of ISO 9001:2015)

MHCPL applies appropriate levels of control over external providers based on the nature of the products/services provided and the potential impact on the final product quality and customer satisfaction.

Suppliers at MHCPL are selected and approved based on their demonstrated ability to meet defined technical, commercial, safety, and quality requirements. The selection process considers their past performance in

similar projects, possession of relevant third-party certifications such as ISO or NABL, and successful assessment and approval by MHCPL's procurement or technical team. Additionally, compliance with applicable legal, environmental, and occupational health and safety (OH&S) regulations is a mandatory criterion to ensure alignment with MHCPL's Integrated Management System (IMS) standards.

MHCPL maintains an Approved Supplier List to ensure that procurement is carried out exclusively through verified and checked vendors. This list is reviewed and updated periodically to reflect current performance and compliance status. In exceptional situations where procurement from an unlisted supplier is necessary, prior authorization must be obtained from the HOD–Purchase, ensuring continued adherence to procurement control and quality standards.

8.4.3 Information for External Providers

MHCPL ensures that all external providers are supplied with comprehensive and clear information regarding requirements for product, process, or service, Each procured product or service at MHCPL is clearly defined through comprehensive documentation to ensure consistency, quality, and compliance. This includes

- Detailed drawings and specifications are provided, including relevant reference codes to guide manufacturing, delivery, and execution standards.
- All products and services must comply with applicable BIS (Bureau of Indian Standards), IS codes, and relevant international standards such as ISO, ASTM, or EN, depending on the nature of the work.
- Products and services are subject to specific testing protocols (e.g., material test certificates, third-party inspections, factory acceptance tests) and inspection checkpoints defined in the Quality Plan
- Where applicable (e.g., for MEP, fire systems, scaffolding, or structural steel erection), vendors must deploy qualified and certified personnel with necessary trade licenses or government-recognized credentials.
- Vendors are expected to comply with MHCPL's Integrated Management System (IMS) requirements related to environmental protection and occupational health & safety. This includes proper handling of hazardous materials, waste management, PPE usage, and adherence to safe work practices at sites.

This detailed product/service definition ensures quality delivery and alignment with legal, customer, and organizational expectations.

8.4.3.1 Contractors

(Ref: Clause 8.1.4.3 of ISO 45001:2018)

MHCPL aligns its Integrated Management System (IMS) procurement processes with its contractors' operations to ensure workplace safety and regulatory compliance.

- Contractor Risk Management includes hazard identification and risk assessment focused on multiple interaction points, specifically, risks arising from contractors' work that may impact MHCPL operations, risks from MHCPL activities that could affect contractor personnel, and risks from contractor activities that may impact other workplace stakeholders.
- OH&S compliance in contractor selection is ensured through a thorough pre-screening process, which includes verification of valid labor licenses, insurance, and ESI/PF documentation. Additionally, contractors are evaluated based on their safety records, workforce competence, and existing HSE management systems, along with their demonstrated capacity to meet environmental, legal, and occupational health and safety requirements.
- Ongoing oversight of contractors includes mandatory safety inductions and toolbox talks before commencing work, ensuring alignment with site-specific safety requirements. Regular audits, inspections, and performance reviews are conducted to monitor compliance and identify gaps. For high-risk activities, coordination meetings are held to ensure proper planning, communication, and control measures are in place to prevent incidents and ensure safe execution.

MHCPL ensures all contractors operate in line with internal EHS guidelines and national legal frameworks, reinforcing a zero-compromise safety culture.

Reference:

MHCPL-FP-PUR >> Evaluation of external providers

Approved Supplier List & Evaluation Records

8.5 Production and service Provision

(Ref: Clause 8.5 of ISO 9001:2015)

8.5.1 Control of Production and Service Provision

My Home Constructions Pvt. Ltd. ensures that all activities related to the design, procurement, construction, and handing over of residential and commercial buildings are executed under controlled conditions to achieve conformity with customer requirements, environmental objectives, and occupational health and safety (OH&S) standards. These activities comply with ISO 9001:2015, ISO 14001:2015, ISO 45001:2018, Indian Standards (IS), and applicable statutory regulations, including the BOCW Act.

MHCPL implements the following controls to manage production and service provision:

- All construction processes, including site preparation, structural works, mechanical, electrical, and plumbing (MEP) installations, and finishing, are planned and monitored using documented process maps (MHCPL-PM-XX) and Standard Operating Procedures (MHCPL-DEP-SOP-XX). These ensure alignment with project specifications, environmental aspects (e.g., waste management, energy efficiency), and OH&S hazards (e.g., working at heights, electrical safety).
- Detailed work instructions are developed for critical activities (e.g., concrete pouring, scaffolding erection, welding) to prevent deviations in quality, environmental performance, or OH&S. Instructions specify methods, equipment, safety measures (e.g., mandatory PPE), and environmental controls (e.g., dust suppression, spill prevention).

- Suitable, calibrated, and maintained equipment (e.g., cranes, concrete mixers, lifting tools) is used to ensure process reliability. Preventive maintenance and periodic inspections are conducted as per MHCPL-IMSP-15 (Control of Nonconforming Outputs and Corrective Action), with equipment approvals verified by designated authorities (e.g., Head of QA & QC, Site HSE In-charge).
- Activities such as contract review, procurement, material handling, storage, and dispatch are evaluated for environmental aspects (e.g., resource consumption, waste generation) and OH&S risks (e.g., manual handling injuries, fall hazards) using MHCPL-IMSP-02 (Environmental Aspect Evaluation & Impact Assessment) and MHCPL-HIRA-XX (Hazard Identification and Risk Assessment). Significant aspects and risks are communicated to suppliers and contractors via purchase orders and contracts.
- Operational control procedures are established to manage significant environmental aspects (e.g., water recycling, noise control) and OH&S risks (e.g., lockout-tagout procedures, confined space entry protocols). These are integrated into MHCPL-DEP-SOP-XX and enforced through regular site inspections and safety walkthroughs.
- Processes adhere to IS standards, BOCW Act, and IMS requirements. Pre-qualification of processes, equipment, and personnel (e.g., certified crane operators, welders) is mandatory where applicable, with records maintained as per MHCPL-IMSP-01 (Control of Documented Information).

- Resource usage (e.g., water, electricity, fuel) is optimized based on ideal consumption benchmarks and monitored through MHCPL's Mobile application-based OQSHA portal safety dashboards. Data is reviewed during management review meetings to identify opportunities for improvement.
- Clear, measurable criteria for workmanship (e.g., concrete strength, surface finish tolerances, alignment accuracy) are defined, referencing IS codes or approved samples. These are verified through inspections by the QA & QC team.

Documented information, including process logs, inspection reports, maintenance schedules, and training records, is retained to demonstrate process control and conformity. The Head of QA & QC oversees process approvals, while Site HSE In-charges ensure environmental and OH&S compliance. Nonconformances are addressed as per MHCPL-IMSP-15, with corrective actions tracked to closure.

Reference:

MHCPL-PM-XX: Process Maps (All Processes)
MHCPL-FP-XXX: Functional Procedures
MHCPL-DEP-SOP-XX: Standard Operating Procedures (DEP>> Department)
MHCPL-IMSP-01: Control of Documented Information
MHCPL-IMSP-02: Environmental Aspect Evaluation & Impact Assessment
MHCPL-IMSP-15: Control of Nonconforming Outputs and Corrective Action
MHCPL-HIRA-DEP: Hazard Identification and Risk Assessment

8.5.2 Identification and traceability

(Ref: Clause 8.5.2 of ISO 9001:2015)

My Home Constructions Pvt. Ltd. maintains a documented procedure to ensure identification and traceability of materials, components, and assets throughout all stages of construction, from incoming receipt to final handover, in compliance with ISO 9001:2015. This ensures product conformity, facilitates quality control, and supports environmental and OH&S compliance.

- Incoming materials (e.g., cement, steel, aggregates) are identified using item codes, location markers, and color-coded labels in storage areas. Designated zones are marked as "Awaiting Inspection" (Yellow), "Accepted" (Green), "Rejected" (Red), or "Hold for Inspection" (White) to indicate inspection status.
- Fixed assets, such as buildings or structural elements, are identified by unique identifiers linked to project-specific blocks, towers, or villa numbers
- Tools, machinery, and instruments (e.g., cranes, measuring devices) are tagged with unique identification numbers assigned by respective departments (e.g., QA & QC, MEP, EHS).

Traceability:

- Materials and components are stored on racks with clear labeling, enabling traceability to project-specific documentation, including purchase orders, test reports, and process log sheets generated during incoming and in-process inspections.
- Traceability records link materials to their source, inspection results, and usage in specific construction phases (e.g., foundation, superstructure), ensuring compliance with customer specifications and IS standards.
- The QA & QC team verifies inspection and test status through labels, tags, stamps, or physical segregation, ensuring nonconforming products are isolated and addressed as per MHCPL-IMSP-15 (Control of Nonconforming Outputs and Corrective Action).

Documented information, including material identification logs and traceability records, is maintained in the SAP system and reviewed during site inspections.

Reference:

MHCPL-IMSP-14: Product Handling, Identification, and Traceability

MHCPL-IMSP-15: Control of Nonconforming Outputs and Corrective Action

SAP Material Management Records

8.5.3 Property belonging to customers or external providers

(Ref: Clause 8.5.3 of ISO 9001:2015)

MHCPL exercises due care in handling property provided by customers or external providers (e.g., client-supplied designs, materials, or equipment) while under its control or used in construction activities, ensuring compliance with ISO 9001:2015.

- Customer or external provider property is identified upon receipt using unique tags or labels and verified against specifications (e.g., design drawings, material certificates) to confirm suitability for use.
- Property is stored in secure, designated areas with environmental controls (e.g., covered storage for weather-sensitive materials) to prevent damage, loss, or deterioration. Access is restricted to authorized personnel.
- Property is stored in secure, designated areas with environmental controls (e.g., covered storage for weather-sensitive materials) to prevent damage, loss, or deterioration. Access is restricted to authorized personnel.

Documented information, including asset registers and incident reports, is maintained to demonstrate compliance and accountability during audits.

Reference:

MHCPL-IMSP-15: Control of Nonconforming Outputs and Corrective Action

Asset Register – SAP Soft Copy

MHCPL-IMSP-01: Control of Documented Information

8.5.4 Preservation

(Ref: Clause 8.5.4 of ISO 9001:2015)

MHCPL establishes and maintains documented procedures to ensure the preservation of materials, components, and finished products throughout all stages of construction, from receipt to handover, in compliance with ISO 9001:2015. These procedures prevent damage, deterioration, or nonconformity, supporting quality, environmental, and OH&S objectives.

- Methods such as using appropriate lifting equipment (e.g., cranes with certified slings) and trained personnel prevent damage during material handling. Handling instructions are specified in MHCPL-DEP-SOP-XX (Standard Operating Procedures).
- Secure storage areas (e.g., covered, locked tool rooms) are provided to protect materials from environmental damage (e.g., moisture, dust) and theft. Storage conditions are monitored for temperature, humidity, and ventilation as required.
- Materials with shelf life (e.g., cement, adhesives) are identified and managed on a First-Expiry-First-Out (FEFO) basis. Periodic stock assessments by the Stores In-charge detect deterioration, with findings documented and addressed.
- Products are packaged (e.g., wrapped, palletized) prior to dispatch to ensure conformity during transportation. Where contractually required, preservation extends to the final destination (e.g., protective coatings for structural elements).
- Preservation methods account for environmental aspects (e.g., minimizing plastic packaging waste) and OH&S risks (e.g., safe stacking to prevent collapses), aligning with ISO 14001:2015 and ISO 45001:2018.

Reference:

MHCPL-IMSP-14: Product Handling, Identification and Traceability

MHCPL-DEP-SOP-XX: Standard Operating Procedures

MHCPL-IMSP-01: Control of Documented Information

SAP Material Management Records

8.5.5 Post-delivery activities

(Ref: Clause 8.5.5 of ISO 9001:2015)

MHCPL ensures post-delivery activities for residential and commercial buildings meet customer expectations and contractual obligations, in compliance with ISO 9001:2015. The extent of post-delivery activities is determined based on:

- Compliance with local building codes, Telangana State regulations, and BOCW Act requirements for occupancy and safety certifications.
- Risks such as structural defects, MEP system failures, or environmental impacts (e.g., water leakage) that could affect building performance.
- Consideration of the intended use (e.g., residential, commercial) and design life of buildings, ensuring durability and functionality.
- Contractual obligations for warranties, maintenance support, or defect liability periods.
- Post-handover surveys and complaints collected via MHCPL-IMSP-16-F05 (Evaluation of Customer Satisfaction) and MHCPL-IMSP-16-F01 (Customer Complaint Register) to identify areas for improvement.
- Certificates of Analysis or test reports verifying material and construction quality, retained as documented information.
- Addressing defects during the defect liability period through inspections and repairs.
- Providing facility management guidance and responding to complaints promptly, with resolutions tracked in the Customer Complaint Register.
- Ensuring post-handover environmental compliance (e.g., waste management during maintenance) and OH&S safety (e.g., safe access for repair crews).

Reference:

MHCPL-IMSP-16-F05: Evaluation of Customer Satisfaction

MHCPL-IMSP-16-F01: Customer Complaint Register

MHCPL-IMSP-01: Control of Documented Information

SAP Maintenance Records

8.5.6 Control of changes

(Ref: Clause 8.5.6 of ISO 9001:2015)

MHCPL reviews and controls changes to production or service operations to ensure continued conformity with customer, internal, and regulatory requirements, in compliance with ISO 9001:2015. Changes may be initiated due to:

- Adoption of new technologies or methods based on organizational context analysis (e.g., advanced construction techniques, OQSHA safety dashboards).
- Customer feedback or stakeholder requirements (e.g., design modifications, enhanced safety measures).
- Identification of vulnerabilities or improvement opportunities by the Project Execution Department (e.g., revised work sequences, updated risk assessments).

Change Management Process:

- Proposed changes are reviewed by the Head of Projects/Site heads, HODs and Management Representative (MR) to assess impacts on quality, environmental aspects, and OH&S risks. Risk assessments (MHCPL-HIRA-XX) and environmental impact evaluations (MHCPL-IMSP-02) are updated as needed.
- Approved changes are communicated to relevant departments (e.g., QA & QC, HSE) and contractors, with updated SOPs, work instructions, or drawings issued.
- Changes are monitored through site inspections and progress reports to ensure effectiveness and compliance. The OQSHA mobile-based dashboard tracks real-time impacts on safety and quality metrics.
- Records of change reviews, approvals, and outcomes are maintained as per MHCPL-IMSP-12 (Management of Change), including details of authorizing personnel and actions taken.

This process ensures changes are implemented systematically, minimizing disruptions and maintaining IMS objectives.

Reference:

MHCPL-IMSP-12: Management of Change

MHCPL-IMSP-02: Environmental Aspect Evaluation & Impact Assessment

MHCPL-HIRA-XX: Hazard Identification and Risk Assessment

MHCPL-IMSP-01: Control of Documented Information

8.6 Release of products and services

(Ref: Clause 8.6 of ISO 9001:2015)

My Home Constructions Pvt. Ltd. (MHCPL) implements planned arrangements at appropriate stages of construction to verify that product and service requirements for residential and commercial buildings are met, ensuring compliance with ISO 9001:2015, customer specifications, Indian Standards (IS), and applicable statutory regulations.

- Planned verification activities are conducted at key construction stages (e.g., foundation completion, structural framework, MEP installations, finishing works, and final handover) as outlined in MHCPL's Quality Assurance and Quality Control (QA & QC) Guidelines. These activities include inspections, tests (e.g., concrete strength tests, electrical continuity tests), and document reviews to confirm conformity with acceptance criteria.
- Environmental and OH&S compliance is verified concurrently, ensuring alignment with ISO 14001:2015 (e.g., waste management, dust control) and ISO 45001:2018 (e.g., safety of installed systems, fire protection measures).
- Inspections and tests are performed using calibrated measuring and test equipment, maintained as per MHCPL-IMSP-17 (Control of Inspection, Measuring, and Test Equipment). Calibration records are retained for traceability.
- Products and services (e.g., completed buildings, building sections, or systems) are released to the customer only after all planned verification activities are satisfactorily completed, as evidenced by inspection reports, test certificates, and checklists.
- In exceptional cases, premature release may be authorized by the Head of QA & QC or the Project head, with documented justification and, where applicable, customer approval. Such instances are recorded and reviewed to prevent recurrence.
- Environmental and OH&S compliance (e.g., occupancy safety certifications, environmental clearances) is confirmed prior to release, ensuring adherence to regulatory requirements.

All documented information is maintained in the SAP system and physical records, as per MHCPL-IMSP-01 (Control of Documented Information), and is readily accessible for internal and external audits. Nonconformances identified during verification are addressed as per MHCPL-IMSP-15 (Control of Nonconforming Outputs and Corrective Action).

Reference:

MHCPL-IMSP-01: Control of Documented Information

MHCPL-IMSP-15: Control of Nonconforming Outputs and Corrective Action

MHCPL-IMSP-17: Control of Inspection, Measuring, and Test Equipment

MHCPL-QAQC-GL: QA & QC Guidelines – Final Inspection & Testing

8.7 Control of nonconforming outputs

(Ref: Clause 8.7 of ISO 9001:2015)

My Home Constructions Pvt. Ltd. establishes and maintains documented procedures to identify, control, and prevent the unintended use or installation of nonconforming outputs (e.g., materials, components, or completed construction elements) that do not meet specified quality, environmental, or OH&S requirements. This ensures compliance with ISO 9001:2015, ISO 14001:2015, ISO 45001:2018, Indian Standards (IS), customer specifications, and statutory regulations.

Nonconforming outputs are identified at various stages (e.g., incoming material inspection, in-process checks, final handover) through visual inspections, tests, or audits.

Nonconforming outputs are segregated in designated areas (e.g., quarantine zones in storage yards) to prevent inadvertent use, with access restricted to authorized personnel.

The Quality Assurance (QA) In-charge, in collaboration with relevant departments (e.g., QA & QC, HSE, Project Execution), evaluates nonconforming outputs and determines disposition based on MHCPL-IMSP-15 (Control of Nonconforming Outputs and Corrective Action). Disposition options include

- Rework: Correcting the nonconformance to meet specified requirements (e.g., repairing defective MEP installations).
- Acceptance with/without Concession: Accepting the output as-is or with minor deviations, subject to risk assessment and customer approval where required (e.g., aesthetic imperfections not affecting structural integrity).
- Rejection or Scrapping: Disposing of outputs that cannot be reworked or accepted (e.g., scrapping substandard cement).
- Re-grading: Assigning the output to an alternative use based on conformed specifications (e.g., using lower-grade materials for non-structural applications).

Reworked or re-graded outputs are re-inspected or re-tested as per applicable QA & QC procedures to confirm conformity. Objective evidence, such as test reports or inspection checklists, is documented in Nonconformance Reports (NCRs).

When nonconformities are accepted under concession or reprocessed, records detail the actual condition of the output and are subject to re-verification to ensure compliance.

For contractually agreed cases, customer approval is sought for the proposed use or reprocessing of nonconforming outputs. Approval records are maintained in the SAP system

Disposal of nonconforming outputs (e.g., scrapped materials) complies with ISO 14001:2015 environmental requirements, including waste segregation, recycling, and adherence to local pollution control regulations.

Handling of nonconforming outputs considers OH&S risks (e.g., safe disposal of hazardous materials, use of PPE during rework), aligning with ISO 45001:2018 and BOCW Act requirements.

Relevant functions (e.g., procurement, site management, contractors) are notified of nonconformances via the NCR process to prevent recurrence.

Root cause analysis is conducted for significant nonconformances, with corrective and preventive actions implemented as per MHCPL-IMSP-15. Actions are tracked to closure using the OQSHA AI-based safety dashboard for real-time monitoring.

MHCPL retains documented information on nonconforming outputs, including:

- Nonconformance Reports (NCRs) detailing the nature of the nonconformance, evaluation, disposition, and corrective actions.
- Evidence of conformity for reworked or regraded outputs (e.g., re-inspection reports, test certificates).
- Traceability to personnel authorizing disposition (e.g., QA In-charge, Project Manager) via signatures or digital approvals.
- Customer approval records for concessions or reprocessing, where applicable.

Reference:

MHCPL-IMSP-01: Control of Documented Information

MHCPL-IMSP-15: Control of Nonconforming Outputs and Corrective Action

MHCPL-QAQC-GL: QA & QC Guidelines – Final Inspection & Testing

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MHCPL-HIRA-XX: Hazard Identification and Risk Assessment (for OH&S considerations)

MHCPL-IMSP-02: Environmental Aspect Evaluation & Impact Assessment (for environmental considerations)

9. PERFORMANCE EVALUATION

9.1 Monitoring, measurement, analysis, and evaluation

(Clause 9.1 of ISO 9001:2015 & ISO 14001:2015:ISO 45001:2018)

My Home Constructions Pvt. Ltd. (MHCPL) establishes, implements, and maintains documented procedures to monitor, measure, analyze, and evaluate the performance of its Integrated Management System (IMS), encompassing quality (ISO 9001:2015, ISO 14001:2015, ISO 45001:2018) objectives. These procedures ensure continual improvement, compliance with customer requirements, Indian Standards (IS), the BOCW Act, and statutory regulations.

MHCPL defines and periodically reviews its IMS performance measurement needs, ensuring alignment with organizational objectives and regulatory requirements. The following are monitored and measured:

- Qualitative and quantitative measures are used to monitor performance across key areas: for Quality, customer satisfaction ratings, defect rates, and on-time project delivery metrics are tracked; for Environmental performance, energy consumption, water usage, waste generation, and recycling rates are measured; and for Occupational Health & Safety Lost Time Injury rates, near-miss incidents, and safety training completion rates are regularly monitored.
- IMS objectives are monitored by tracking progress toward achieving quality goals like zero defects at handover, environmental targets such as a 10% reduction in construction waste, and OH&S aims like zero fatalities, all measured through defined key performance indicators (KPIs).
- The effectiveness of controls is assessed through various measures such as the success of inspection and testing protocols for quality (e.g., concrete strength tests), the efficacy of environmental controls like dust suppression and spill containment systems, and the effectiveness of OH&S controls such as fall protection systems and PPE compliance.
- Proactive performance measures at MHCPL include regular site inspections, internal audits, and compliance checks to monitor conformance with IMS programs, operational controls (such as SOPs), and applicable criteria like IS standards. Additionally, the OQSHA AI-based safety dashboard is utilized to provide real-time data on risk trends and the effectiveness of implemented controls.
- Reactive performance measures at MHCPL involve tracking incidents such as accidents, near-misses, cases of ill health like occupational injuries, and nonconformances to identify deficiencies in quality, environmental, or OH&S performance. Incident investigation reports (MHCPL-EHS-AI-24) and root cause analyses are systematically used to develop and implement corrective actions.
- Data recording at MHCPL ensures that sufficient data and results, such as inspection logs, test reports, audit findings, and incident records, are systematically captured to facilitate CAPA
- The effectiveness of action plans in achieving IMS objectives and targets is evaluated through periodic reviews, and the outcomes are reported during management review meetings for continual improvement and strategic decision-making.

Equipment Calibration and Maintenance:

MHCPL maintains documented information for the calibration and maintenance of critical equipment used to monitor or measure IMS performance (e.g., sound level meters, air quality monitors, concrete testing machines). Calibration is performed at specified intervals by accredited agencies to ensure accuracy and repeatability. Records of calibration, maintenance schedules, and verification results are systematically retained in the SAP system as per MHCPL-IMSP-17 (Control of Inspection, Measuring, and Test Equipment). In cases where equipment is found nonconforming, it is promptly tagged, segregated, and addressed following the procedure outlined in MHCPL-IMSP-15 (Control of Nonconforming Outputs and Corrective Action).

Documented Information:

MHCPL retains documented information to demonstrate IMS performance evaluation, including monitoring and measurement records such as inspection reports, test certificates, and environmental monitoring logs; incident and nonconformance reports like MHCPL-HSE-AIN-24; calibration and maintenance records for monitoring equipment; and analysis reports and KPI dashboards that are presented during management reviews.

Reference:

MHCPL-IMSP-01: Control of Documented Information

MHCPL-IMSP-02: Environmental Aspect Evaluation & Impact Assessment

MHCPL-IMSP-15: Control of Nonconforming Outputs and Corrective Action

MHCPL-IMSP-17: Control of Inspection, Measuring, and Test Equipment

MHCPL-HIRA-XX: Hazard Identification and Risk Assessment

MHCPL-IMSP-06-FO1: Accident/Incident Investigation

MHCPL-QAQC-GL: QA & QC Guidelines – Final Inspection & Testing

9.1.1 General

My Home Constructions Pvt. Ltd. (MHCPL) establishes, implements, and maintains documented procedures to determine the monitoring, measurement, analysis, and evaluation requirements for its Integrated Management System (IMS), ensuring compliance with ISO 9001:2015, ISO 14001:2015, ISO 45001:2018, Indian Standards (IS), customer requirements, and statutory regulations.

The MHCPL determines

- What needs to be monitored and measured;
- The methods for monitoring, measurement, analysis and evaluation needed to ensure valid results;
- The criteria against which MHCPL will evaluate its environmental performance, and appropriate indicators;
- When the monitoring and measuring be performed;
- When the results monitoring and measurement results be analyzed and evaluated

The MHCPL evaluates the performance and the effectiveness of the IMS and retains the appropriate documented information as evidence of the results.

The MHCPL establishes and maintain documented information for the calibration and maintenance of all the critical equipment, which is required to monitor or measure performance of IMS.

Records of calibration and maintenance activities and results are retained.

Reference:

As per QA & QC Guidelines - Incoming Inspection & Testing
As per QA & QC Guidelines - Process Inspection & Testing
As per QA & QC Guidelines - Final Inspection & Testing
As per QA & QC Guidelines - Control of inspection, measuring & Test equipment
As per QA & QC Guidelines - Master list of Instruments under calibration control
As per QA & QC Guidelines - Calibration schedule

9.1.2 Customer satisfaction

(Ref: Clause 9.1.2 of ISO 9001:2015)

My Home Constructions Pvt. Ltd. (MHCPL) systematically monitors customers' perceptions of the degree to which their needs and expectations are fulfilled for residential and commercial construction projects, ensuring compliance with ISO 9001:2015. This process drives continual improvement and enhances customer trust.

- Methods for obtaining and monitoring customer feedback at MHCPL include conducting post-handover surveys using MHCPL-IMSP-16-F05 (Evaluation of Customer Satisfaction) to gather insights on project quality, timeliness, and service delivery; collecting direct feedback during client meetings, site walkthroughs, and through the Customer Complaint Register (MHCPL-IMSP-16-F01); tracking warranty claims and defect liability period issues to assess product performance; and analyzing compliments and market-share trends to gauge customer satisfaction and brand reputation.
- Customer feedback is reviewed monthly by the Project Management and QA & QC teams, with key findings discussed in management review meetings. The OQSHA AI-based dashboard aggregates customer satisfaction metrics, identifying trends and areas for improvement, such as delays in handover or aesthetic defects. Corrective actions are initiated for negative feedback or complaints in accordance with MHCPL-IMSP-15 (Control of Nonconforming Outputs and Corrective Action).
- MHCPL retains documented information, including survey results, complaint logs, warranty claim

records, and analysis reports, in the SAP system and physical files as per MHCPL-IMSP-01 (Control of Documented Information).

Reference:

MHCPL-IMSP-01: Control of Documented Information

MHCPL-IMSP-15: Control of Nonconforming Outputs and Corrective Action

MHCPL-IMSP-16-F01: Customer Complaint Register

MHCPL-IMSP-16-F05: Evaluation of Customer Satisfaction

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9.1.2 Evaluation of compliance

(Ref: Clause 9.1.2 of ISO 14001:2015 and ISO 45001:2018)

MHCPL evaluates its compliance with applicable legal and other requirements related to environmental (ISO 14001:2015) and occupational health and safety (ISO 45001:2018) performance, ensuring alignment with the BOCW Act, Telangana pollution control regulations, and other statutory obligations.

MHCPL maintains a Legal Register (MHCPL-IMSP-03) listing all relevant environmental (e.g., waste disposal permits, air emission limits) and OH&S requirements (e.g., Labour welfare, safety certifications).

- **Environmental:** Regular monitoring of air quality, water usage, and waste management practices is conducted as per MHCPL-IMSP-02 (Environmental Aspect Evaluation & Impact Assessment).
- **OH&S:** Site inspections, safety audits, and incident investigations verify compliance with BOCW Act, PPE usage, and hazard controls.
- Compliance evaluations occur quarterly, with checks following regulatory updates or incidents. The OQSHA-based dashboard provides real-time compliance alerts.
- Identified noncompliance is documented, investigated, and addressed through corrective actions as per MHCPL-IMSP-15. Root cause analysis ensures preventive measures are implemented.

Reference:

MHCPL-IMSP-01: Control of Documented Information

MHCPL-IMSP-02: Environmental Aspect Evaluation & Impact Assessment

MHCPL-IMSP-03: Legal and Other Requirements

MHCPL-IMSP-15: Control of Nonconforming Outputs and Corrective Action

MHCPL-IMSP-06-FO1: Accident/Incident Investigation

9.1.3 Analysis and evaluation

(Ref: Clause 9.1.3 of ISO 9001:2015)

MHCPL systematically analyses and evaluates data collected from internal audits, customer feedback, and monitoring activities to assess IMS performance, identify improvement opportunities, and ensure conformity

with quality, environmental, and OH&S requirements. This process supports ISO 9001:2015, ISO 14001:2015, and ISO 45001:2018 objectives.

Data is gathered from internal audits (MHCPL-IMSP-09), customer feedback (MHCPL-IMSP-16-F05), process inspections (MHCPL-QAQC-GL), environmental monitoring (MHCPL-IMSP-02), and OH&S incident reports (MHCPL-IMSP-06-FO1f).

Analysis Process

- Departmental Heads (HODs) and executives review data during monthly meetings, using problem-solving tools (e.g., Pareto charts, fishbone diagrams) and statistical techniques (e.g., trend analysis) where applicable.
- The OQSHA based dashboard aggregates data, providing predictive analytics for quality defects, environmental impacts, and OH&S risks.
- Corrective Action Teams are formed to address significant issues, proposing solutions and tracking outcomes as per MHCPL-IMSP-15.

Factors Considered:

- Conversion of metrics into actionable insights for organizational benefit.
- Prioritization of processes based on risk and impact (e.g., structural works, hazardous operations).
- Annual review of measurement methods and indicators to ensure accuracy and relevance.
- Evaluation of customer satisfaction to gauge overall performance.

Outputs of Analysis:

The analysis provides insights into:

- Customer Satisfaction: Trends in survey results, complaints, and warranty claims.
- Product/Service Conformity: Compliance with IS standards, customer specifications, and defect rates.
- Process and Product Trends: Opportunities for improvement (e.g., optimizing material usage, reducing rework).
- Supplier Performance: Quality, timeliness, and environmental/OH&S compliance of external providers.
- OH&S Performance: Causes of accidents, near-misses, and effectiveness of hazard controls.
- Environmental Performance: Progress toward waste reduction, energy efficiency, and regulatory compliance.

Evaluation and Use of Results:

MHCPL uses analysis results to evaluate:

- Conformity of products/services (e.g., structural integrity, MEP functionality).
- Degree of customer satisfaction and market reputation.
- Overall IMS performance and effectiveness.

- Effectiveness of operational planning and risk management (MHCPL-HIRA-XX). XX-for department
- Success of actions addressing risks and opportunities.
- Performance of external providers (e.g., contractors, material suppliers).

Results are discussed in management review meetings, with actionable recommendations integrated into IMS objectives, EHS plans, and corrective actions. The OQSHA dashboard ensures real-time tracking of performance trends.

Reference:

MHCPL-IMSP-01: Control of Documented Information

MHCPL-IMSP-02: Environmental Aspect Evaluation & Impact Assessment

MHCPL-IMSP-09: Internal Audit

MHCPL-IMSP-15: Control of Nonconforming Outputs and Corrective Action

MHCPL-IMSP-16-F05: Evaluation of Customer Satisfaction

MHCPL-HIRA-XX: Hazard Identification and Risk Assessment (XX- Department shortcut)

MHCPL-IMSP-06-FO1: Accident/Incident Investigation

MHCPL-QAQC-GL: QA & QC Guidelines – Inspection & Testing

9.2 Internal audit

9.2.1 General

(Ref: Clause 9.2.1 of ISO 9001:2015, ISO 14001:2015, ISO 45001:2018)

My Home Constructions Pvt. Ltd. (MHCPL) conducts internal audits at planned intervals to verify the effectiveness and conformity of its Integrated Management System (IMS), encompassing ISO 9001:2015 (Quality), ISO 14001:2015 (Environmental), and ISO 45001:2018 (Occupational Health and Safety). These audits assure top management that the IMS aligns with organizational objectives, regulatory requirements, and international standards, supporting continual improvement in MHCPL's residential and commercial construction projects in Telangana, India.

Objectives of Internal Audit

MHCPL's internal audits are designed to confirm that the IMS:

- MHCPL's internal requirements for its IMS, including policies, procedures, and Standard Operating Procedures (SOPs)
- The requirements of ISO 9001:2015, ISO 14001:2015, and ISO 45001:2018, including compliance with Indian Standards (IS) and the BOCW Act.
- Ensures processes (e.g., procurement, construction, handover) deliver intended outcomes.
- Verifies controls for quality (e.g., material testing), environmental aspects (e.g., waste management), and OH&S hazards (e.g., fall protection) are operational and effective.

Internal audits provide objective insights into IMS performance, identify nonconformities, and highlight opportunities for improvement. Audits are planned and executed to ensure objectivity and impartiality, with auditors selected based on their independence from the processes being audited.

9.2.2 Internal audit program

(Ref: Clause 9.2.1 of ISO 9001:2015, ISO 14001:2015, ISO 45001:2018)

MHCPL maintains a structured internal audit program to evaluate the effectiveness, conformity, and implementation of IMS processes across its construction projects. Audits are conducted Once in year, with additional audits scheduled as needed based on risk, incidents, or regulatory changes.

Audit Planning and Scheduling:

The Management Representative (MR), in collaboration with the IMS team, develops an Internal Audit Plan (MHCPL-IMSP-09-F01) and schedule, considering:

- The status and importance of processes (e.g., high-risk activities like working at heights, critical processes like concrete pouring).
- Areas with previous nonconformities or incidents (e.g., environmental spills, OH&S near-misses).
- Results of prior audits and performance trends tracked via the OQSHA AI-based safety dashboard.

The audit plan covers all IMS processes, including quality (e.g., material inspections), environmental (e.g., waste management), and OH&S (e.g., hazard controls), ensuring compliance with ISO 9001:2015, ISO 14001:2015, ISO 45001:2018, and legal requirements.

- Audit methods include document reviews, site inspections, interviews, and data analysis, with checklists tailored to specific processes (MHCPL-IMSP-09-F02).
- Detected nonconformities are documented in Internal Audit Reports (MHCPL-IMSP-09-F03), with root cause analysis conducted by process owners.
- Process owners implement corrective actions without undue delay, as per MHCPL-IMSP-15 (Control of Nonconforming Outputs and Corrective Action). Actions are verified for effectiveness during follow-up audits.
- Significant nonconformities (e.g., regulatory violations, safety incidents) are escalated to the MR and Managing Director (MD) for immediate action.
- Audit results, including findings, nonconformities, and opportunities for improvement, are compiled in Internal Audit Reports and presented to the MD during management review meetings.

Reference:

MHCPL-IMSP-09: Internal Audit

MHCPL-IMSP-09-F01: Internal Audit Plan and Schedule

MHCPL-IMSP-09-F02: Audit Checklists

MHCPL-IMSP-09-F03: Internal Audit Reports

MHCPL-IMSP-15: Control of Nonconforming Outputs and Corrective Action

9.3 Management review

(Ref: Clause 9.3 of ISO 9001:2015, ISO 14001:2015, ISO 45001:2018)

My Home Constructions Pvt Ltd. (MHCPL) conducts management reviews of its Integrated Management System (IMS) at least every six months, typically one week or ten days following the completion of the internal audit cycle, to ensure the IMS remains suitable, adequate, and effective in achieving its quality (ISO 9001:2015), environmental (ISO 14001:2015), and occupational health and safety (ISO 45001:2018) objectives. The reviews align with MHCPL's IMS policy, customer requirements, Indian Standards (IS), the BOCW Act, and Telangana regulatory requirements.

- The Management Representative (MR), in collaboration with top management, including the Managing Director (MD) and Departmental Heads (HODs), organizes and chairs the management review meetings.
- Reviews cover all functions/processes and are conducted as per a predefined agenda outlined in MHCPL-IMSP-05

Outputs from Management Review:

The management review generates actionable outputs, including:

- Decisions to improve IMS effectiveness, processes, and resource allocation.
- Updates to IMS objectives, policies, and EHS plans to address performance gaps or new opportunities.
- Corrective actions for nonconformities, tracked as per MHCPL-IMSP-15 (Control of Nonconforming Outputs and Corrective Action).
- Recommendations for process enhancements, training programs, or technology adoption (e.g., expanding OQSHA dashboard capabilities).
- Strategies to enhance customer satisfaction, environmental sustainability, and workplace safety.
- The MR is responsible for tracking and following up on action items, reporting progress to the MD.

Reference:

MHCPL-IMSP-05	Management Review
MHCPL-IMSP-05-F02	Management Review Meeting

10.0 IMPROVEMENT

10.1 General

(Ref: Clause 9.3 of ISO 9001:2015, ISO 14001:2015, ISO 45001:2018)

My Home Constructions Pvt Ltd. (MHCPL) is committed to the continuous improvement of its Integrated Management System (IMS) to enhance performance in quality (ISO 9001:2015), environmental (ISO 14001:2015), and occupational health and safety (ISO 45001:2018). Improvement initiatives are prioritized to increase customer satisfaction, ensure compliance with the BOCW Act, Indian Standards (IS), and Telangana regulatory requirements, and achieve IMS objectives.

Focus Areas for Improvement:

- **Customer Satisfaction:** Addressing customer feedback, reducing defects, and ensuring timely project delivery to meet client expectations.
- **IMS Performance:** Enhancing process efficiency, environmental sustainability (e.g., waste reduction, energy efficiency), and workplace safety (e.g., zero fatalities).
- **Corrective Actions:** Resolving nonconformities and incidents through root cause analysis and preventive measures.
- **Proactive Opportunities:** Leveraging data from the OQSHA AI-based safety dashboard, internal audits, and risk assessments to identify and implement improvement opportunities.

Improvement initiatives are discussed and approved during Management Review Meetings (MRM) as per MHCPL-IMSP-05, with outcomes integrated into IMS objectives, EHS plans, and operational controls.

Reference:

MHCPL-IMSP-01: Control of Documented Information

MHCPL-IMSP-05: Management Review

MHCPL-IMSP-05-F02: Management Review Meeting Minutes.

10.2 Nonconformity and corrective action

(Clause 10.2 of ISO 9001:2015, ISO 14001:2015)

10.2 Incident, nonconformity and corrective action

(Ref: Clause 10.2 of ISO 45001:2018)

Handling non-conformities

MHCPL has defined the controls and related responsibilities and authorities for dealing with

a) System operations to control nonconforming grid situations with respect to system parameters are controlled through corrections and corrective actions on real time basis.
b) Undesired events like accidents and incidents.

Undesired events during product realization are dealt with by

a) Taking action to mitigate or deal with the consequences arising from the event, control and correct it
b) Resorting to corrective action, implement and review the effectiveness of any corrective action taken
c) Maintaining records of the action taken (responsibility: observer of the event) and make changes to IMS as necessary.
d) Reporting to the appropriate authority,

Corrective Action

In order to prevent recurrence of detected nonconformities and undesired events by eliminating their causes, the concerned process in-charge or the HSE and Safety Committee, as appropriate, takes corrective action commensurate with their effects. Documented procedure defines requirements for reviewing the undesired events and nonconformities (including customer complaints and determining their causes,

a) Evaluating the need for action,
b) Determining and implementing the action needed,
c) Recording and reviewing the results of action.

Reference:

MHCPL-IMSP-06-FO1 Accident/Incident Investigation
MHCPL-IMSP-15 Control of NC Outputs and Corrective Action

10.3 Continual improvement

a) MHCPL aims for continual improvement to increase the effectiveness of its Integrated Management System (IMS) through use of IMS policy, objectives, audit results, analysis of data, corrective and preventive actions and management reviews. The concerned regional heads set measurable objectives, taking into consideration the improvements needed in the processes and the services.
b) MHCPL is committed to observe transparency and consistency in all its operations. In order to maintain integrity & efficiency of the organization, various measures like workshops to educate the employees so that systems and procedures are adhered at every stage of service delivery. Planned & regular inspection, review of systems & procedures and rotation of manpower are done. This in turn contributes towards consistency, transparency and improvements in the functioning of MHCPL.
c) Top Management of MHCPL is committed to development and implementation of Integrated Management System and in continually improving its effectiveness. Various systems and procedures established under the Integrated Management System emphasize organizational commitment for meeting customer, interested parties and statutory / regulatory requirements.

Reference:

MHCPL-IMSP-08 Analysis of Data and Continual Improvement

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A. LIST OF PROCESSES

Doc. No.	Revision No	Process Name	Key Functions	Category	Level
MHCPL-PM01-LEG	2	Legal (LEG)	Obtaining site-related statutory clearances, approvals, registrations, and liaising with legal and statutory authorities	C	Corporate
MHCPL-PM02-MKT	1	Marketing (MKT)	Identifying customer requirements, site survey, promotion, lead generation, buyer identification, coordination for sales closure, customer documentation, and handover	C	Corporate
MHCPL-PM03-DES	1	Design (DES)	Design requirement analysis, architectural/structural/interior designs, design review and validation, drawing control and issuance, revision control	M	Corporate
MHCPL-PM04-QS&P	2	Planning &QS (QS&PS)	Preparation of BoQ, cost estimation, rate analysis, quantity take-off, budgeting, cost control, and tracking market pricing trends	S	Corporate
MHCPL-PM05-PRO	1	Project Execution (PRO)	Construction planning (manpower, material, machinery), execution as per schedule, safety system implementation (including PTW, mock drills, audits), EHS training, stakeholder coordination, incident investigation, health center operations, statutory reporting, and handover	P	Corporate & Site
MHCPL-PM06-QA&QC	1	Quality assurance & Quality control (QA&QC)	Preparation and implementation of quality plans, material inspection, site testing, non-conformity control, quality audits, root cause analysis, and corrective/preventive actions	S	Corporate & Site
MHCPL-PM07-STR	1	Stores (STR)	Material inward entry, GRN preparation, stacking and tagging as per category, issue management, stock reconciliation, and inventory control	S	Corporate & Site
MHCPL-PM08-PP	2	Precast Plant (PP)	Precast production planning, mold & casting coordination, quality control, plant safety, equipment maintenance, and regulatory compliance specific to precast	P	Corporate & Site
MHCPL-PM09-PUR	1	Purchase (PUR)	Procurement planning, vendor development and selection, PO generation, delivery tracking, supplier rating, inventory coordination, and handling delivery discrepancies	S	Corporate and Site
MHCPL-PM10-CNTR	2	Contracts (CNTR)	Contractor evaluation and onboarding, contract finalization, contractor performance review, billing certification, compliance monitoring, and resolving service issues	S	Corporate

MHCPL-PM11-HRA	2	Human Resources & Administration (HRA)	Recruitment and selection, manpower planning, training & competency development, organizational knowledge retention, labor law compliance, infrastructure and facility management (security, housekeeping), internal communication, and statutory compliance	S	Corporate & Site
MHCPL-PM12-IT	4	Information Technology (IT)	Monitoring IT infrastructure, System support, backup procedures, cybersecurity compliance, troubleshooting, and maintenance of critical systems.	S	Corporate & Site
MHCPL-PM13-SAP	2	SAP	SAP module configuration, master data maintenance, system issue troubleshooting, training support, and coordination with vendors	S	Corporate

M – Management Process; P- Product Realization Process ; C – Customer Oriented Process; S – Support Process

IMS PROCEDURE

Procedure	Documented Information Name	Clause Reference			Rev. No	Date
		ISO 9001:2015	ISO 14001:2015	ISO 45001:2018		
MHCPL-IMSP-01	Documented Information Control	7.5	7.5	7.5	01	15.04.2025
MHCPL-IMSP-02	Environmental Aspect Evaluation & Impact Assessment	--	6.1.2	--	01	15.04.2025
MHCPL-IMSP-03	Hazard Identification, Risk Assessment and Control	--	--	6.1.2	01	15.04.2025
MHCPL-IMSP-04	Internal Audit	9.2	9.2	9.2	01	15.04.2025
MHCPL-IMSP-05	Management Review	9.3	9.3	9.3	01	15.04.2025
MHCPL-IMSP-06	Incident Reporting & Investigation	--	--	10.2	01	15.04.2025
MHCPL-IMSP-07	Compliance to Legal & Other requirements	--	6.1.3 & 9.1.2	9.1.2	01	15.04.2025
MHCPL-IMSP-08	Analysis of Data and Continual Improvement	9.1.3 & 10.3	10.3	10.3	01	15.04.2025
MHCPL-IMSP-09	Objectives, Targets and Management Programmes	6.2	6.2	6.2	01	15.04.2025
MHCPL-IMSP-10	Communication, Participation and Consultation	7.4	7.4	7.4 & 5.4	01	15.04.2025
MHCPL-IMSP-11	Performance monitoring and measurement	9.1	9.1	9.1	01	15.04.2025
MHCPL-IMSP-12	Management of Change	6.3 & 8.5.6	--	8.1.3	01	15.04.2025
MHCPL-IMSP-13	Emergency Preparedness and Response	--	8.2	8.2	01	15.04.2025
MHCPL-IMSP-14	Product Handling Identification and Traceability	8.5.2 & 8.5.4	--	--	01	15.04.2025
MHCPL-IMSP-15	Control of Nonconforming Outputs and Corrective Action	8.7 & 10.2	10.2	10.2	01	15.04.2025
MHCPL-IMSP-16	Customer complaint handling	5.1.2, 8.2.1 & 9.1.2	--	--	01	15.04.2025
MHCPL-IMSP-17	Risks and opportunities	4.1, 4.2 & 6.1	4.1, 4.2 & 6.1	4.1, 4.2 & 6.1	01	15.04.2025
MHCPL-IMSP-18	Organizational Knowledge	7.1.6	--	--	01	15.04.2025

List of IMS Procedure Formats

IMS procedure	Doc no	Name of Formats	Format Doc No	Rev	Date of revision
Control Of Documented Information	MHCPL-IMSP-01	Master list of documented information	MHCPL-IMSP-01-F01	1	15-04-2025
		Master list of externally documented information	MHCPL-IMSP-01-F02	1	15-04-2025
		Change of document	MHCPL-IMSP-01-F03	1	15-04-2025
		Document change note	MHCPL-IMSP-01-F04	1	15-04-2025
		Document issue/withdrawal note	MHCPL-IMSP-01-F05	1	15-04-2025
Environmental Aspect & Impact Assessment	MHCPL-IMSP-02	Environmental Aspect and Impact Assessment	MHCPL-EAIR-XX	1	15-04-2025
Hazard Identification, Risk Assessment And Control	MHCPL-IMSP-03	HIRA Register	MHCPL-HIRA-XX	1	15-04-2025
Internal Audit	MHCPL-IMSP-04	Internal audit plan	MHCPL-IMSP-04-F01	1	15-04-2025
		Internal audit schedule	MHCPL-IMSP-04-F02	1	15-04-2025
		Internal auditor list	MHCPL-IMSP-04-F03	1	15-04-2025
		Audit Report	MHCPL-IMSP-04-F04	1	15-04-2025
		IA NC Report	MHCPL-IMSP-04-F05	1	15-04-2025
		Internal audit summary	MHCPL-IMSP-04-F06	1	15-04-2025
Management Review	MHCPL-IMSP-05	MRM Schedule	MHCPL-IMSP-05-F01	1	15-04-2025
		MRM Minutes	MHCPL-IMSP-05-F02	1	15-04-2025
		MRM Action Tracking	MHCPL-IMSP-05-F03	1	15-04-2025
Incident Reporting And Investigation	MHCPL-IMSP-06	Accident / Incident Investigation Report	MHCPL-IMSP-06-F01	1	15-04-2025
Compliance To Legal And Other Requirements	MHCPL-IMSP-07	Legal Register	MHCPL-IMSP-07-F01	1	15-04-2025
Analysis Of Data And Continual Improvement	MHCPL-IMSP-08	Analysis of data	MHCPL-IMSP-08-F01	1	15-04-2025
		Kaizen	MHCPL-IMSP-08-F02	1	15-04-2025
Objectives, Targets, And Management Programmes	MHCPL-IMSP-09	Objective's monitoring	MHCPL-IMSP-09-F01	1	15-04-2025
		Management programme	MHCPL-IMSP-09-F02	1	15-04-2025
		Evaluation of the management programme	MHCPL-IMSP-09-F03	1	15-04-2025
Communication, Participation, And Consultation	MHCPL-IMSP-10	MINUTES OF HSE COMMITTEE MEETING	MHCPL-IMSP-10-F01	1	15-04-2025
Performance Monitoring And Measurement	MHCPL-IMSP-11	Monitoring and measurement plan	MHCPL-IMSP-11-F01	1	15-04-2025
		Monitoring and measurement records	MHCPL-IMSP-11-F02	1	15-04-2025
Management Of Change	MHCPL-IMSP-12	Change Management Form	MHCPL-IMSP-12-F01	1	15-04-2025
Emergency Preparedness And Response	MHCPL-IMSP-13	Emergency Mock Drill Report & Evaluation	MHCPL-IMSP-13-F01	1	15-04-2025
		Onsite Emergency Plan	MHCPL-IMSP-13-F02	1	15-04-2025
Product Handling, Identification And Traceability	MHCPL-IMSP-14	List of Assets	Soft Copy - SAP	1	15-04-2025
		List of monitoring and measuring equipment	MHCPL-IMSP-14-F01	1	15-04-2025
Control Of Nc Outputs And Corrective Action	MHCPL-IMSP-15	Non-conformance register	MHCPL-IMSP-15-F01	1	15-04-2025
		Corrective Action Report	MHCPL-IMSP-15-F02	1	15-04-2025

		Disposal/ Rework form	MHCPL-IMSP-15-F03	1	15-04-2025
Customer Complaint Handling	MHCPL-IMSP-16	Customer Complaint Register	MHCPL-IMSP-16-F01	1	15-04-2025
		Complaint investigation report	MHCPL-IMSP-16-F02	1	15-04-2025
		Customer satisfaction note	MHCPL-IMSP-16-F03	1	15-04-2025
		Customer feedback form	MHCPL-IMSP-16-F04	1	15-04-2025
		Evaluation of Customer Satisfaction	MHCPL-IMSP-16-F05	1	15-04-2025
Risk & Opportunities	MHCPL-IMSP-17	Internal and External Issues	MHCPL-IMSP-17-F01	1	15-04-2025
		Needs and Expectations of Interested Parties	MHCPL-IMSP-17-F02	1	15-04-2025
		Action plan for Risk & Opportunities	MHCPL-IMSP-17-F03	1	15-04-2025

Process DIM (Document information to be maintained)

Name of the process	Doc No:	Rev NO	Date	DIM (Document information to be maintained)	DIM, Doc No	DIM, Rev No	Date
Legal (LEG)	MHCPL-PM01-LEG	2	15-04-2025	Functional procedure	MHCPL-FP-LEG	1	15-04-2025
				HIRA	MHCPL-HIRA-LEG	1	15-04-2025
				EAIA	MHCPL-EAIA-LEG	1	15-04-2025
Marketing (MKT)	MHCPL-PM02-MKT	1	15-04-2025	Functional procedure	MHCPL-FP-MKT	1	15-04-2025
				HIRA	MHCPL-HIRA-MKT	1	15-04-2025
				EAIA	MHCPL-EAIA-MKT	1	15-04-2025
Design (DES)	MHCPL-PM03-DES	1	15-04-2025	Functional procedure	MHCPL-FP-DES	1	15-04-2025
				HIRA	MHCPL-HIRA-DES	1	15-04-2025
				EAIA	MHCPL-EAIA-DES	1	15-04-2025
Planning &QS (QS&P)	MHCPL-PM04-QS&PS	2	15-04-2025	Functional procedure	MHCPL-FP-QS&P	2	15-04-2025
				HIRA	MHCPL-HIRA-QS&P	1	15-04-2025
				EAIA	MHCPL-EAIA-QS&P	1	15-04-2025
Project Execution (PRO)	MHCPL-PM05-PRO	1	15-04-2025	Functional procedure	MHCPL-FP-PRO	1	15-04-2025
				HIRA	MHCPL-HIRA-PRO	4	15-04-2025
				EAIA	MHCPL-EAIA-PRO	1	15-04-2025
Quality assurance & Quality control (QA&QC)	MHCPL-PM06-QA&QC	1	15-04-2025	Functional procedure	MHCPL-FP-QA&QC	1	15-04-2025
				HIRA	MHCPL-HIRA-QA&QC	1	15-04-2025
				EAIA	MHCPL-EAIA-QA&QC	1	15-04-2025
Stores (STR)	MHCPL-PM07-STR	1	15-04-2025	Functional procedure	MHCPL-FP-STR	1	15-04-2025
				HIRA	MHCPL-HIRA-STR	1	15-04-2025
				EAIA	MHCPL-EAIA-STR	1	15-04-2025
Precast Plant (PP)	MHCPL-PM08-PP	2	15-04-2025	Functional procedure	MCHPL-FP-PP	2	15-04-2025
				HIRA	MHCPL-HIRA-PP	2	15-04-2025
				EAIA	MHCPL-EAIA-PP	1	15-04-2025

Purchase (PUR)	MHCPL-PM09-PUR	1	15-04-2025	Procurement Process	MHCPL-FP-PUR	1	15-04-2025
				HIRA	MHCPL-HIRA-PUR	1	15-04-2025
				EAIA	MHCPL-EAIA-PUR	1	15-04-2025
Contracts (CNTR)	MHCPL-PM10-CNTR	2	15-04-2025	Contracting Process	MHCPL-FP-CNTR	2	15-04-2025
				HIRA	MHCPL-HIRA-CNTR	1	15-04-2025
				EAIA	MHCPL-EAIA-CNTR	1	15-04-2025
Human Resources & Administration (HRA)	MHCPL-PM11-HRA	2	15-04-2025	Functional procedure	MHCPL-FP-HRA	2	15-04-2025
				HIRA	MHCPL-HIRA-HRA	1	15-04-2025
				EAIA	MHCPL-EAIA-HRA	1	15-04-2025
Information Technology (IT)	MHCPL-PM12-IT	4	15-04-2025	Functional procedure	MHCPL-FP-IT	3	15-04-2025
				HIRA	MHCPL-HIRA-IT	1	15-04-2025
				EAIA	MCHPL-EAIA-IT	1	15-04-2025
SAP	MHCPL-PM13-SAP	2	15-04-2025	Functional procedure	MHCPL-FP-SAP	1	15-04-2025
				HIRA	MHCPL-HIRA-SAP	1	15-04-2025
				EAIA	MHCPL-EAIA-SAP	1	15-04-2025

IMS (QUALITY, ENVIRONMENT, HEALTH & SAFETY) POLICY

"We are committed to enhance the customer satisfaction by delivering living /commercial space on time, meeting the agreed specifications, complying environmental requirements, creating safe and secure work environment, and enriching the life of the workforce and community.

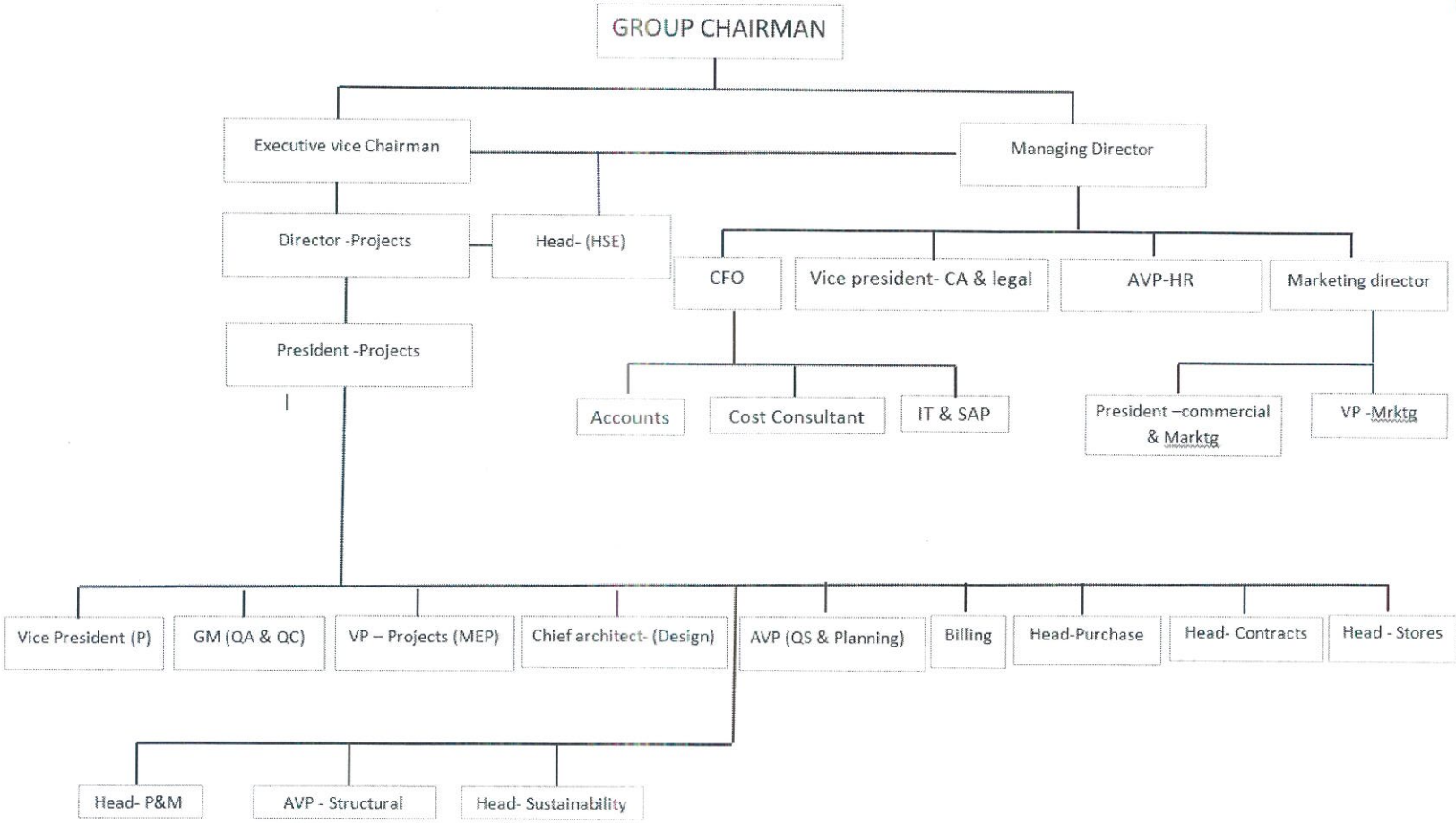
We are committed to:

- Plan, design, operate, and maintain infrastructure, processes, and systems to secure sustainable, Environment, Quality, Health, Safety aspects and well-being of all stakeholders, and the community.
- Protect the environment in all aspects of our business and in particular to significant aspects of our operations, to prevent pollution and adverse environmental impacts,
- Provide a positive safety culture by safeguarding employees, workers, and their representatives from injury & ill health through their consultation and participation in safety assessment and adherence to PPE.
- Adopt and promote industry best practices to avert untoward incidents and respond to accidents and emergencies.
- Continuously strive to enhance customer satisfaction.
- Complying with all legal & applicable statutory requirements.
- Eliminating hazards, reducing risks, and exploring opportunities by continual improvement of all processes to enhance the IMS performance, professional development, and knowledge sharing.
- Inculcate the culture of **"SAFETY, ENVIRONMENT & QUALITY IS EVERYBODY'S RESPONSIBILITY".**

EXECUTIVE VICE CHAIRMEN

ORGANISATIONAL CHART – CORPORATE OFFICE

ORGANISATION ORGANOGRAM



List of functional procedures

Name of the process	Doc No:	Rev NO	Date	DIR (Document information to be Retained)	DIR Doc No	DIR, Rev No	Date:
Legal (LEG)	MHCPL-FP01-LEG	1	15-04-2025	Legal Process	MHCPL-FP01-LEG	01	15-04-2025
Marketing (MKT)	MHCPL-FP02-MKT	1	15-04-2025	Marketing guidelines	MHCPL-SOP-MRKT	00	01-07-2019
Design (DES)	MHCPL-FP03-DES	1	15-04-2025	SOP for design	SOP-01	00	30-04-2025
Planning &QS (QS&PS)	MHCPL-FP04-QS&P	2	15-04-2025	SOP – Planning	MHCPL-PL-SOP-01	00	15-04-2025
				SOP – QS	MHCPL-PL-SOP-01	00	15-04-2025
				SOP - PS	MHCPL-PL-SOP-01	00	15-04-2025
Project Execution (PRO)	MHCPL-FP05-PRO	1	15-04-2025	Project QA/QC Guidelines	MHCPL-QA&QC-GL	00	01-07-2019
				Method Statement for VDF	MHCPL/MS/VDF/001	00	10-10-2023
				Method Statement for Installation of Marble/ Granite	MHCPL/MS/GM/002	00	30-01-2024
				Method Statement for UPVC & Aluminium Works	MHCPL/MS/UA/003	00	05-04-2024
				MS for Gypsum Plastering Works	MHCPL/MS/GPW/004	00	29-12-2023
				MS for Cement Plastering Works	MHCPL/MS/PL/005	00	10-01-2023
				MS for AAC Block Work	MHCPL/MS/BW/006	00	29-12-2023
				Method Statement for Wooden Doors	MHCPL/MS/WD/007	00	06-04-2024
				Method Statement for Installation of Tiles for Flooring and Dado	MHCPL/MS/TW/008	00	26-06-2023
				Method Statement for False Ceiling works	MHCPL/MS/UA/009	00	05-04-2024
				Method Statement for Painting Works Internal & External	MHCPL/MS/PW/010	00	06-04-2023
Quality assurance &	MHCPL-FP06-QA&QC	1	15-04-2025	Project QA/QC Guidelines	MHCPL-QA&QC-GL	0	01-07-2019
				Method Statement for VDF	MHCPL/MS/VDF/001	0	10-10-2023

Quality control (QA&QC)				Method Statement for Installation of Marble/ Granite	MHCPL/MS/GM/002	0	30-01-2024
				Method Statement for UPVC & Aluminium Works	MHCPL/MS/UA/003	0	05-04-2024
				MS for Gypsum Plastering Works	MHCPL/MS/GPW/004	0	29-12-2023
				MS for Cement Plastering Works	MHCPL/MS/PL/005	0	10-01-2023
				MS for AAC Block Work	MHCPL/MS/BW/006	0	29-12-2023
				Method Statement for Wooden Doors	MHCPL/MS/WD/007	0	06-04-2024
				Method Statement for Installation of Tiles for Flooring and Dado	MHCPL/MS/TW/008	0	26-06-2023
				Method Statement for False Ceiling works	MHCPL/MS/UA/009	0	05-04-2024
				Method Statement for Painting Works Internal & External	MHCPL/MS/PW/010	0	06-04-2023
Stores (STR)	MHCPL-FP07-STR	1	15-04-2025	Stores Organisation Chart / Man Power Requirement	SOP-01	0	01-04-2019
				Stores Infrastructure Set up with Layout-	SOP-02	0	01-04-2019
				Stores Location Chart & Identification Marks	SOP-03	0	01-04-2019
				Stores Functions, Duties & Responsibilities	SOP-04	0	01-04-2019
				Store Documents, Stamps & Records	SOP-05	0	01-04-2019
				Procedure of Receiving Materials at Stores	SOP-06	0	01-04-2019
				Procedure of Major Material Receiving & Accounting	SOP-07	0	01-04-2019
				Procedure of Asset Receiving & Accounting	SOP-08	0	01-04-2019

				Procedure of Material Unloading, Storing & Stacking	SOP-09	0	01-04-2019
				Procedure of Material Issues	SOP-10	0	01-04-2019
				Procedure of Form Work Materials Issue & Accounting	SOP-11	0	01-04-2019
				Procedure of Tools & Instruments Issue	SOP-12	0	01-04-2019
				Data Entry in SAP	SOP-13	0	01-04-2019
				Physical Verification of Capital Items	SOP-14	0	01-04-2019
				Physical Verification of Consumable Stocks	SOP-15	0	01-04-2019
				Procedure of Major Material Reconciliations	SOP-16	0	01-04-2019
				Procedure of Sub Contractor Issue Reconciliations	SOP-17	0	01-04-2019
				Procedure of Scrap Disposals	SOP-18	0	01-04-2019
				Material / Machinery Dispatch Procedure	SOP-19	0	01-04-2019
				Closure of Project & Stores Winding up Procedure	SOP-20	0	01-04-2019
Precast Plant (PP)	MHCPL-FP08-PP	2	15-04-2025	Method Statement of Hollow Core Slab Production.	IMS/PC/QA/QC/MS//HCS/01/22	01	10-10-2022
				Method Statement of Precast Element Production.	IMS/PC/QA/QC/MS/NPS/01/22	01	10-10-2022
				Method Statement of Pre-Stressed Element Production.	IMS/PC/QA/QC/MS/PS/01/22	01	10-10-2022

				Method Statement for curing of Precast & Prestressed elements.	IMS/PC/QAQC/MS/CUR/01/23	02	15-04-2025
				Method Statement for Recast Procedure.	IMS/PC/QAQC/RP/01/24	02	15-04-2025
Purchase (PUR)	MHCPL-FP09-PUR	1	15-04-2025	Procurement process	MHCPL-FP09-PUR	01	15-04-2025
Contracts (CNTR)	MHCPL-FP10-CNTR	2	15-04-2025	Contract Process	MHCPL-FP10-CNTR	02	15-04-2025
Human Resources & Administration (HRA)	MHCPL-FP11-HRA	2	15-04-2025	Recruitment & Selection	MHCPL-HR-SOP-01	01	28-01- 2019
				Leave Management	MHCPL-HR-SOP-02	02	17-08-2018
				Medical Health Check-up	MHCPL-HR-SOP-03	01	01-01- 2019
				Mobile Phone	MHCPL-HR-SOP-04	03	01-12-2019
				Marriage Gift	MHCPL-HR-SOP-05	01	01-10- 2018
				JRL	MHCPL-HR-SOP-06	01	16-10- 2019
				GET	MHCPL-HR-SOP-07	01	06-05- 2018
				PGET	MHCPL-HR-SOP-08	01	01-05-2019
				LTA	MHCPL-HR-SOP-09	01	01-11-2018
				Lunch Facility	MHCPL-HR-SOP-10	01	18-07-2018
				POSH	MHCPL-HR-SOP-11	02	20-09-2018
				Diversity, Equity & Inclusion	MHCPL-HR-SOP-12	00	01-11-2023
				Employee Remuneration Policy	MHCPL-HR-SOP-13	00	01-11-2023
				Human Rights Policy	MHCPL-HR-SOP-14	00	01-11-2023
				Travel Policy - Domestic & International	MHCPL-HR-SOP-15	01	16-10-2019 18-07-2023
				Notice Period Policy	MHCPL-HR-SOP-16	01	20-06-2024
				Local conveyance policy	MHCPL-HR-SOP-18	01	22-03-2025
				Retirement Policy	MHCPL-HR-SOP-19	01	22-03-2025
				Consultant Policy	MHCPL-HR-SOP-20	01	22-03-2025

Information Technology (IT)	MHCPL-FP12-IT	3	15-04-2025	MHCPL-IT-Policy	MHCPL-IT-01	1-0	15-03-2018
				MHCPL-IT-Data Protection and Privacy Policy	MHCPL-IT-02	0-0	16-10-2019
				MHCPL-IT-Facilities form	MHCPL-IT-03	0-0	06-12-2017
				MHCPL-IT-SOP-PRINTER_SCANNER_PROJECTOR	MHCPL-IT-04	0-0	30-11-2018
				MHCPL-IT-Employee_Stationary_Services	MHCPL-IT-09	1-0	03-09-2028
SAP	MHCPL-FP13-SAP	1	15-04-2025	SAP-Module wise Support	MHCPL-FP-SAP - MWS	1-0	15-04-2025
				Transport Request for Change data	MHCPL-FP-SAP - TRC	1-0	15-04-2025
				User Manuals – Module Wise	MHCPL-FP-SAP - UMW	1-0	15-04-2025
				Issue Tracking Document	MHCPL-FP-SAP - ITD	1-0	15-04-2025
				Data Back Up Policy	MHCPL-FP-SAP - DBP	1-0	15-04-2025
				Servers Room Standards	MHCPL-FP-SAP - SRS	1-0	15-04-2025
				Authorization Role Assignment	MHCPL-FP-SAP - ARA	1-0	15-04-2025
				Documents for customized objects	MHCPL-FP-SAP - DCO	1-0	15-04-2025

Process Map DIR (Document information to be Retained)

Name of the process	Doc No:	Rev NO	Date	DIR (Document information to be Retained)	DIR Doc No	DIR, Rev No
Legal (LEG)	**MHCPL-PM01-LEG**	2	15-04-2025	GHMC checklist	Name of Site/GHMC/1	00
				HMDA checklist	Name of Site/HMDA/2	00
				PCB checklist	Name of Site/PCB/3	00
				Fire checklist	Name of Site/Fire/4	00
				HMWS & SB checklist	Name of Site/HMWS & SB/5	00
				Airport checklist	Name of Site/Airport/5	00
Marketing	**MHCPL-PM02-MKT**	1	15-04-2025	Inquiry Form / sell.do	MHCPL-MKT-F01	00
				Application form	MHCPL-MKT-F02	00
				Agreement of Sale	MHCPL-MKT-F03	00
				Sale Deed (Property register doc)	MHCPL-MKT-F04	00
Design	**MHCPL-PM03-DES**	1	15-04-2025	List Of Drawings	Soft Copy	00
Planning, QS& PS	**MHCPL-PM04-QS&P**	2	15-04-2025	Nil		
Projects	**MHCPL-PM05-PRO**	1	15-04-2025	AHU installation checklist	MHCPL-PRO-F01	00
				CHW pipe installation checklist	MHCPL-PRO-F02	00
				CHW piping installation checklist	MHCPL-PRO-F03	00
				cooling tower installation checklist	MHCPL-PRO-F04	00
				ducting installation checklist	MHCPL-PRO-F05	00
				Plumbing to Water proofing & Ledge wall Handed over	MHCPL-PRO-F06	00
				Plumbing to Tiles Handed over	MHCPL-PRO-F07	00
				HVAC Floor Installation Check List for Tower	MHCPL-PRO-F08	00
				Hydro test	MHCPL-PRO-F09	00
				Check list for internal water supply lines	MHCPL-PRO-F10	00
				Check list for internal sanitary pvc lines	MHCPL-PRO-F11	00
				Pumps installation Checklist	MHCPL-PRO-F12	00
				Plant & Machinery Report	MHCPL-PRO-F13	00
				Snag and Handover checklists	MHCPL-PRO-F14	00
QA&QC	**MHCPL-PM06-QA&QC**	1	15-04-2025	Material Inspection Request From	MHCPL-FP-STR-4.5	1
				Work Inspection Request Form	MHCPL-QA&QC-F02	00

				Non-Conformance Report Form	MHCPL-QA&QC-F03	00
Stores	**MHCPL-PM07-STR**	1	15-04-2025	Ref: Stores master list of Records- Project-wise	MHCPL-DIR-Annexure-1	00
Precast	**MHCPL-PM08-PP**	2	15-04-2025	Method statement of precast elements	IMS/PC/QA/QC/MS/NPS/01/22	00
				Method statement of Prestressed elements production	IMS/PC/QA/QC/MS/PS/01/22	00
				Method statement of hollow core slab production	IMS/PC/QA/QC/MS//HCS/01/22	00
				Concrete requisition slip	PC/CRS/01/22	00
				Reinforcement checklist	PC/REIN/01/22	00
				Precast pre- pour checklist	PC/PREP/NPS/01/22	00
				Pre stressed –pre pour checklist	PC/PREP/PS/01/22	00
				Hollow core pre-pour checklist	PC/PREP/HCS/01/22	00
				Precast post pour checklist	PC/POSP/01/22	00
				Pre stressed post pour check list	PC/POSP/01/22	00
				Hollow post pour check list	PC/POSP/HCS/01	00
				Precast pre- delivery check list	PC/PRED/NPS/01/22	00
				Pre stressed pre delivery checklist	PC/PRED/PS/01/22	00
				Hollow core pre delivery checklist	PC/PRED/HCS/01/22	00
				Pre stressed beam elongation checklist	PC/ELON/PS/01/22	00
				Hollow core elongation check list	PC/ELON/HCS/01/22	00
				Material inspection Request	PC/MIR/01/22	00
				Request for inspection Reinforcement check	PC/RFI/REIN/01/22	00
				Request for inspection pre pour check	PC/RFI/01/22	00
				Request for inspection pre delivery check	PC/RFI/PRED/01/22	00
				Cube register Lab	PC/LAB/CR/01/22	00
				Method statement of Repair	PC/MS/REP/01/22	00
				Recast Procedure	IMS/PC/QAQC/RP/01/24	00
				Observation	Pc/OBC/01/22	00

				Nonconformance Report	PC/NCR/01/22	00
				Aggregate sieve analysis	PC/QC/AGSA/01/22	00
				Aggregate impact value	PC/QC/AGIM/01/22	00
				Aggregate crushing value	Pc/QC/AGCR/01/22	00
				Aggregate specific gravity	PC/QC/AGSG/01/22	00
				Aggregate moisture	PC/QC/AGM/01/22	00
				Aggregate flakiness Elongation	PC/QC/AGFE/01/22	00
				Aggregate bulk bulk density	PC/QC/AGBD/01/22	00
				Concrete ACT test	PC/QC/ACT/01/22	00
				Fresh concrete slump register	PC/QC/SR/01/22	00
				Aggregate water absorption	PC/QC/PC/AGWB/01/22	00
				Method Statement for curing of Precast & Prestressed elements.	IMS/PC/QAQC/MS/CUR/01/23	00
Purchase	**MHCPL-PM09-PUR**	1	15-04-2025	Note for Approval	PHP	00
				Purchase Requisition	SAP Code	00
				Delegation of Powers	SAP Code	00
				Price Comparison / Comparative Statement	SAP Code	00
				Application for Vendors and Development of Vendors	MHCPL-FP-PUR-F01	00
				Vendor Performance Evaluation Sheet	MHCPL-FP-PUR-F02	00
Contracts	**MHCPL-PM10-CNTR**	2	15-04-2025	Note for Approval	PHP	00
				Purchase Requisition	SAP Code	00
				Work Order	SAP Code	00
				Contractor Registration Form	MHCPL-FP-CNTR-F01	00
				Contractor Evaluation form	MHCPL-FP-CNTR-F02	00
				Price Comparison / Comparative Statement/ Rate Approval	MHCPL-FP-CNTR-F03	00
HRA	**MHCPL-PM11-HRA**	2	15-04-2025	Manpower Request Form	MHCPL-HR-F01	01
				Candidate Application Form	MHCPL-HR-F02	00
				Interview Evaluation Form	MHCPL-HR-F04	00
				JD Format	MHCPL-HR-F05	00
				Reference Check	MHCPL-HR-F06	00
				To & Fro Client Form	MHCPL-HR-F07	00
				Offer Format	MHCPL-HR-F09	00
				Appointment Format	MHCPL-HR-F10	00

				Contract Assignment	MHCPL-HR-F11	00
				Employee Checklist	MHCPL-HR-F12	00
				Project Internship	MHCPL-HR-F13	00
				Joining Report	MHCPL-HR-F14	00
				Probation Confirmation	MHCPL-HR-F15	00
				Undertaking	MHCPL-HR-F16	00
				Leave Approval Format	MHCPL-HR-F17	00
				Leave Travel Allowance	MHCPL-HR-F18	00
				Salary Advance / Loan Format	MHCPL-HR-F19	00
				Training Calendar	MHCPL-HR-F20	00
				Training Attendance From	MHCPL-HR-F21	00
				Training Feedback	MHCPL-HR-F22	00
				Training Effectiveness Evaluation Form	MHCPL-HR-F23	00
				Reliving Letter	MHCPL-HR-F24	00
				Service Certificate	MHCPL-HR-F25	00
				PMS Formats - 1	MHCPL-HR-F26	00
				PMS Formats - III	MHCPL-HR-F28	00
IT	**MHCPL-PM12-IT**	4	15-04-2025	IT Inventory (Desktop/Laptop)	MHCPL-IT-F01	0
				Scrap Register	MHCPL-IT-F02	0
				IT Assets/ Peripherals request	MHCPL-IT-F03	0
				Printer request	MHCPL-IT-F04	0
				Software request	MHCPL-IT-F05	0
				Security Assets request	MHCPL-IT-F06	0
				IT Stock	MHCPL-IT-F07	0
				Issue/ Request tracker	MHCPL-IT-F08	0
				PRINTER: Cartridge/ Drum/Ink/Ribbon request	MHCPL-IT-F09	0
				AMC request	MHCPL-IT-F10	0
				Internet access	MHCPL-IT-F11	0
				Mobile or SIM inventory	MHCPL-IT-F12	0
				Customer satisfaction	MHCPL-IT-F13	0
				IT Gate pass (HO)	MHCPL-IT-F14	0
SAP	**MHCPL-PM13-SAP**	2	15-04-2025	User Manuals	MHCPL-SAP-Versions	