

GIRIRAJ CIVIL DEVELOPERS LIMITED

Quality Policy and Framework

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QUALITY POLICY AND QUALITY POLICY FRAMEWORK

QUALITY POLICY

At **Giriraj Civil Developers Limited** we are committed to building a world-class Civil Infrastructure and Project Development organization that consistently delivers superior quality and sets new benchmarks of excellence for all stakeholders.

Our employees and stakeholders are dedicated to achieving the following quality objectives:

- **Enhance excellence in construction and project management** through robust planning, execution, and monitoring.
- **Achieve cost competitiveness** by driving continuous improvement, operational effectiveness, and innovative engineering solutions.
- **Inculcate a “Right First Time” culture** across all levels of project execution and service delivery.
- **Leverage digital initiatives and modern technologies** to define new paradigms in infrastructure development.
- **Ensure full compliance** with applicable regulatory requirements, industry standards, and client specifications.
- **Promote sustainable practices** that contribute to long-term growth and environmental responsibility.

Our aim is to be a trusted partner in **India’s sustainable growth journey**, through responsible business practices and uncompromising quality standards.

QUALITY POLICY FRAMEWORK

To consistently deliver superior quality and sets new benchmarks of excellence for all stakeholders, Giriraj Civil Developers Limited establishes the following ISO 9001:2015–aligned Quality Objectives:

Quality Objectives (Measurable & Auditable)

- **Construction Excellence**
 - ✓ Defect rate in completed works: **≤ 2% of total work items per project**
 - ✓ Rework cost: **≤ 1% of project value**
 - ✓ Client satisfaction score: **≥ 90% in post-project surveys**
- **Cost Competitiveness & Efficiency**
 - ✓ Procurement cycle time reduction: **10% year-on-year**
 - ✓ Material wastage: **≤ 3% for cement, ≤ 2% for steel, ≤ 5% for aggregates**
 - ✓ Productivity benchmarks: **≥ 85% adherence to planned timelines**
- **Right First Time Culture**
 - ✓ First-pass yield in inspections: **≥ 95% compliance**
 - ✓ Non-Conformance Reports (NCR): **≤ 3 per quarter per site**
- **Digital & Innovation Initiatives**
 - ✓ 100% adoption of **digital (ERP) tools** by FY 2026
 - ✓ At least **2 process innovations per year** documented and implemented
- **Regulatory & Standards Compliance**
 - ✓ 100% compliance with **Indian Railways/RDSO/IRC standards** for applicable projects
 - ✓ Zero major non-compliance findings in external audits
 - ✓ Vendor compliance documentation: **≥ 95% completeness**
- **Sustainability & Responsibility**
 - ✓ Use of **10% recycled materials** as a minimum in internal and external consumption
 - ✓ Energy efficiency improvement: **5% reduction in site energy consumption annually**
 - ✓ Zero reportable environmental incidents per project

Audit & Review Mechanisms

- **Internal Quality Audits**
 - ✓ **Audit Frequency:** Quarterly per site
 - ✓ **Coverage:** Construction quality, documentation, safety, and compliance
 - ✓ **Corrective Actions:** Audit findings tracked in Corrective Action Register with closure within **30 days**
- **Management Reviews**
 - ✓ **MR Frequency:** Bi-annual
 - ✓ **MR Agenda:** Review KPIs, client feedback, audit findings, regulatory updates, and improvement initiatives
 - ✓ **Outcomes:** Action plans with assigned responsibilities and timelines
- **External Audits**
 - ✓ **Frequency:** Annual ISO 9001 surveillance audit
 - ✓ **Scope:** Certification compliance, stakeholder satisfaction, and continual improvement

Compliance & Documentation

- **Quality Manual & SOPs** aligned with ISO 9001:2015 clauses
- **Document retention:** Minimum **3 years** for quality records (inspection reports, test certificates, NCRs, audit reports).
- **Training & Competence:**
 - ✓ 100% of site engineers trained annually in QA/QC procedures.
 - ✓ Toolbox talks conducted by Site Safety Manager or Project Manager weekly at all sites.

Commitment to Sustainable Growth

Our aim is to be a trusted partner in India's sustainable growth journey, through responsible business practices, measurable quality performance and continual improvement.
