



## BHEL GE Gas Turbine Services Pvt Ltd

### QUALITY AND SAFETY POLICY

We at **BHEL GE Gas Turbine Services Pvt. Ltd.**, are in the business of aftermarket Sales, Services and **Refurbishment of Gas Turbines & allied components** catering to the needs of global Industry, recognize Quality, Environment, Health and Safety as an integral part of our overall business philosophy.

By implementation of **Quality, Environmental and Safety Management System (SMS)**, we the management and all the personnel in the organization are committed to:

- Adhering to the requirements of:
  - Integrated Management system, customers and interested parties.
  - Manufacturer's proprietary technology for all processes in refurbishment of Gas Turbine components/Parts
- **Continually improve** the effectiveness of the Integrated Management System thereby giving highest Quality products and ensure **customer satisfaction**.
- Contribute towards sustainable development by **promoting greater Environmental, Health & Safety** practices.
- Achieve sustainable growth through **Protection of environment** by minimizing the environmental impacts and **promoting pollution prevention and resource conservation practices**.
- Create a **culture of No Harm** and positive safety culture to our employees, by conducting extensive Environment, Health and Safety (EHS) and **Human Factors** trainings, providing necessary resources including appointment of key safety personnel.
- Identify, eliminate, or mitigate and control hazards using the hierarchy of controls approach and **promote open reporting and just culture** (no retaliation approach), safer workplace and wellness for all the personnel in BGGTS.
- Comply with all applicable **legal, regulatory & statutory** requirements.
- Ensuring open & **effective consultation and communication** to our employees working in the organization. Communicate BGGTS policy with visible endorsement throughout the organization.
- Implementing collective decision-making **process** in the Integrated Management System and periodically **review** appropriateness of the policy.
- Empowering employees to **Stop Work** when they feel anything unsafe to proceed and empowering to engage and own Quality, Environment, Health and Safety.
- Identify potential emergencies and plan for proper **coordination**, preparedness to mitigate **emergency** situations.

Quality, Environmental, Health and Safety is the primary responsibility of each and every employee in our business. We must all share the accountability and responsibility to achieve highest quality products, protect ourselves, our co-workers, visitors, interested parties and the environment.



## BHEL GE Gas Turbine Services Pvt Ltd

### HUMAN FACTOR PRINCIPLES

- a) BGGTS, as a repair station here by commit to:
  - 1. Apply human factors principles.
  - 2. Encourage personnel to report maintenance related errors/incidents to meet CAR-145 requirements.
  - 3. Recognize safety as a prime consideration at all times for all the staff.
  - 4. Recognize that compliance with procedures, quality standards and regulations is the duty of all personnel.
  - 5. Recognize the need for all personnel to cooperate with the quality and safety auditors.
  - 6. Ensure that safety standards are not reduced by commercial imperatives.
  - 7. Ensure good use of resources and pay particular attention to carry out correct maintenance at the first attempt.
  - 8. Train all organisation staff to be aware of human factors and set a continuous training programme in this field.
  - 9. Establish and implement appropriate internal procedure taking into account type of behaviours that are unacceptable and how they apply in terms of disciplinary actions.
- b) BHEL GE Gas Turbine Services Pvt. Ltd (BGGTS) is committed to protecting its employees, customers, contractors, and others impacted by our activities from harmful outcomes. We act with integrity to ensure compliance with all regulatory, customer and other applicable requirements, striving for excellence in all aspects of Safety Management System (SMS) setting measurable objectives and targets and continuously improving our Safety Management System.
- c) Establish a Safety Management System (SMS) that Shall achieve the following objectives as a minimum:
  - 1. Identifies safety hazards and assesses the impact of these safety hazards and mitigates risks.
  - 2. Ensures that remedial action necessary to maintain an acceptable level of safety is implemented.
  - 3. Provides for continuous monitoring and regular assessment of the safety level achieved;
  - 4. Aims to make continuous improvement to the overall level of safety.

Date: 18 January 2021

  
**Lalit Sankrani**  
(Accountable Manager)  
Managing Director

# BHEL-GE Gas Turbine Services Pvt Ltd

## Gas Power Services

### QUALITY POLICY

#### Deliver World-Class Customer Experience

At BGGTS, our purpose is to be the world's best service provider in Gas Power Generation industry. We commit to be the recognized Quality Leader in our industry:

- We are accountable to build a **defect free culture** to deliver products and services with quality better than our customers' expectations.
- **Solve problems** quickly with rigor and transparency by implementing permanent corrective actions.
- Improve customer experience every day with a **continuous improvement** mindset and action plan.
- Identify and address potential quality concerns to **prevent issues**.
- Develop **standard work**, follow our **procedures and processes**, ensure compliance with audits, and **utilize Lean** to improve our operations.



K B Raja  
Jt. Managing Director



Lalit Sankrani  
Managing Director

