

# INTEGRATED MANAGEMENT SYSTEM POLICY



Torrent Power Limited – Distribution (TPL-D) is committed to be a world-class integrated power distribution company.

TPL-D is committed to supply reliable and quality power to its customers by adopting latest technologies, innovative practices by imbibing, maintaining international standards and ensuring sustainability.

TPL-D is committed to comply with legal & other requirements and continually improve the effectiveness of Integrated Management System (IMS) in accordance with relevant ISO standards.

## TPL-D shall endeavor to:

- > Provide best in class services that result in high customer satisfaction.
- > Adopt appropriate operational practices with a focus on quality improvement, innovation, resilience to disruption, resource conservation, environment protection, energy efficiency and asset risk reduction.
- > Eliminate hazards, reduce risk, and provide safe & healthy working environment for the prevention of work-related injury and ill health.
- > Encourage safe behavior of stakeholders through consultation and participation to promote safety culture and enhance their wellbeing.
- > Provide training and awareness on continual basis to develop and maintain a highly competent workforce and to other stakeholders as relevant.
- > Support the procurement of energy efficient and environment friendly products and services and design for energy performance improvement, and protection of environment.
- > Provide a framework for establishment of objectives and targets and ensure availability of information and necessary resources to achieve them.
- > Set new benchmarks in Quality, Environment, Occupational Health & Safety, Energy, Asset and Business Continuity Management Systems through the pursuit of excellence and responsible corporate culture.
- > Promote a work culture that fosters individual growth, team spirit, innovation, and creativity.
- > Be a responsible corporate citizen by imbibing organizational core values and addressing the concerns of employees, stakeholders, society, environment, and the nation.
- > Ensure that appropriate resources are available to fully implement IMS policy and review the policy's relevance periodically.



Sudhir Prasad  
Executive Director

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