

## Quality Policy

The objective of Gurukrupa Construction is to achieve and exceed customer satisfaction in relation to construction, development, refurbishment, civil engineering services, MEP services (Mechanical, electrical & plumbing), HVAC services (Heat Ventilation Air Conditioning) including but not limited to demolition and dismantling, construction, procurement, erection, application, waste management, recycling and material sales, plant hire, geographical surveys in both public and private sectors working both as a main turnkey contractor as well as civil contractor.

In order to achieve this objective, the company will maintain an effective and efficient Quality Management System based upon the requirements of ISO 9001:2008.

In particular, the company will:

- Monitor and measure the effectiveness of its business processes and objectives through Management Reviews and the Internal Audit Process
- Monitor customer satisfaction annually by direct contact reviews and set objectives for continual improvement and proactively seek feedback from customers on how well its products/services meet their requirements. Analyze the causes of any complaint or problem and take appropriate action to prevent recurrence. Select and work closely with suppliers who enable the company to create and deliver a reliable performance
- Recruit employees who are customer focused and support them with appropriate training and systems to ensure their competence always meets the company's requirements.
- Provide a work environment that promotes the well-being of its employees, and encourages positive teamwork. Encourage all employees to identify problems and make suggestions to improve all aspects of the company's products/services and business processes.
- Ensure that all employees are aware of the Quality Policy and are committed to the effective implementation of the Quality Management System. Ensure that Gurukrupa Construction complies with all necessary regulatory and legal requirements.

The continual improvement of the effectiveness of the company's Quality Management System is fundamental to the success of its business and must be supported by all employees as an integral part of their daily work.



Mukul Dole  
Chief Operating Officer  
April 15<sup>th</sup> 2023, Pune

