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	Integrated QEHS Manual			QEHSMSM-01	
		Applicable from:	Review by:		
			CMR	Controlled Obsolete	<input checked="" type="checkbox"/> <input type="checkbox"/>
Owner/Author:		Verified:		Approved :	
MR'S		CMR		CEO	

ORIENT PAPER & INDUSTRIES LTD

Integrated QEHS Manual

Conforms to ISO 9001:2015, ISO 14001:2015 & OHSAS 18001:2007

Paper Mill: P. O. Amlai Paper Mills, Pin – 484117, Dist – Shahadol (M.P.) India

Phone: 0091-7652-286275/286277

Fax : 0091-7652-286274

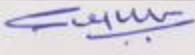

e-mail : unit-amlai@orientpaperindia.com


Caustic Soda Division: P.O.: Amlai Paper Mills, Pin – 484117, Dist – Anuppur

Phone : 0091- 07652-286266-286253

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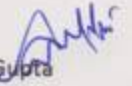
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	ORIENT PAPER & INDUSTRIES LTD		Doc No	QEHSMSM-01
			Page No	

DOCUMENT HISTORY

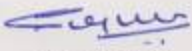
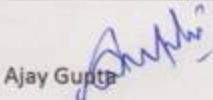
Version	Author	Date	Description of Version Main or important changes since previous version
1.0	CEO	01/10/2016	First version


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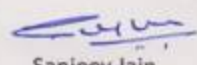
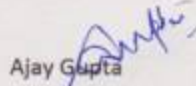
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INTRODUCTION: ORIENT PAPER & INDUSTRIES LTD

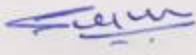

Name of the Company:	Orient Paper Mills (Prop. Orient Paper & Industries Ltd.)
Works Address	<p>Paper Mill:</p> <p>P. O. Amlai Paper Mills, Pin – 484117, Dist – Shahadol (M.P.) India</p> <p>Phone: 0091-7652-286275/286277 Fax : 0091-7652-286274</p> <p>e-mail : unit-amlai@orientpaperindia.com</p> <p><u>Caustic Soda Division:</u> P.O. Amlai, Dist.Anuppur, Madhya Pradesh, Pin- 484117 Phone: 07652-286266-286253, Fax: 07652-286290 Email : hji@hjiamlai.com, hji@bsnl.in</p>
Number of Employees	OPM - Approx. 1559 (including contract employees), CSU-Approx. 415 (including contract employees)
Division	Paper and Caustic Soda Unit
Name of Products	Writing Printing, Paper board, Soft Tissue, Poster paper, Caustic Soda, Liq.Chlorine, Hydrochloric Acid and Calcium Hypo Chlorite, CS Flakes
Year of Commissioning	1965


Paper Division:

Company Profile:

Awards/Certification-

- Shield for Nation's first Paper Mill for Savings awarded in the year 1976 by Government of Madhya Pradesh
- All India Productivity Shield for best production among Indian Paper Mills during 1985-86, awarded by National Productivity Council.
- Award for Energy Conservation (Large Mills) given by Indian Paper Makers Association for the year 1990-91.
- Certification of ISO-14001-EMS: 1996 in the year 2001

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- Green-Tech Environment Excellence Award (GOLD) for Three consecutive years 2001-02, 2002-03, 2003-04
- TERI Corporate Environmental Award – 2002
- Grant of Eco Mark License from Bureau of Indian Standards, GOI in the year 2002-03.
- Export House Certification
- Two leaf Award in CSE Green Rating Project for Pulp & Paper Mills – 2nd Phase.
- Golden Peacock Award for Environment Management, 06 from World Environment Foundation.
- Awarded as Efficient Water Unit in “National Award for Excellence in Water Management-06” by CII-GBC, Hyderabad
- R & D laboratory having NABL Accreditation.
- Green-Tech Environment Award (GOLD) for 2015.
- Green- Tech Safety Award for 2016.
- Forest & Sullivan Sustainability Award 2016.
- Golden Peacock Award for ECO Innovation 2016.
- FSC COC Certification.

Environmental Management Measures: - Compliance of all Environmental laws and Acts are being done by Mill. The Mills have installed a technologically advanced system of water and air pollution management.


Resource Management

- Company has been conscious about the resource conservation and continually establishes and monitor its specific consumption so as to control optimal conservation and also prevent avoidable wastages (conservation of resources and recycling of waste).

Treatment of Effluent Water

- The scheme for Effluent Treatment Plant has been developed as per the recommendations of National Environmental Engineering Research Institute (N.E.E.R.I.), Nagpur, a pioneer government institution in the country.
- The entire effluent coming out of the mills is being treated in the Effluent Treatment Plant based on Activated Sludge principle with Primary & Secondary clarifiers and the aeration to maintain BOD & COD. The treated wastewater duly meets the prescribed standards stipulated by M. P. Pollution Control Board.
- To reduce the volume of effluent going into the river, a project was implemented on utilization of Grade III effluent on land by H.R.T.S. (High Rate Transpiration System) method under direct guidance of N.E.E.R.I. The main advantage is assimilation of colour effluent in filter media thereby zero discharge of colour effluent to the river.

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- Air pollution from power plant is effectively controlled by Electrostatic Precipitators (ESP), Bag filters and Mechanical Dust Collectors, which keep the dust emission well within the prescribed limits.
- Company has got a duly approved On-site Emergency Plan.
- A full-fledged Environmental Laboratory with necessary equipments and experienced personnel monitor the environmental related factors on a continued basis

Farm-Forestry Programme



- The mill has launched a Farm-Forestry Programme in 19 Districts of Madhya Pradesh covering 4000 villages.
- More and more farmers are raising Eucalyptus and Bamboo plantations as they now get seedlings at much cheaper rate as well as an assured market provided by the Mill.
- The programme will help in restoring the environmental and ecological balance in the region.


Area: Total area of OPM & CSU Plant is 294 Hectare and 78.75 Acres respectively. Layout is attached in **OEP**

Interested Parties of Manufacturing Operations – Orient Paper Mills (Prop. Orient Paper & Industries Ltd.) CSU and OPM are though sister Concerned units has merged with Orient Paper Mill in 2009 .

(Having major interactions)

- Customer Management - Sales and Marketing,
- Central Planning and Production Control
- Product Development
- Vendor Management
- Business Planning
- Steering Committee for EMS development
- Employees
- M/s. RINA India Pvt. Ltd.
- Consultants
- Suppliers
- Statutory Bodies.

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SCOPE:

Manufacture of paper, board, tissue by sulphate Kraft process, caustic soda by electrolysis, chlorine through liquefaction, Hydrochloric Acid by synthesis and calcium Hypo chlorine through absorption process.

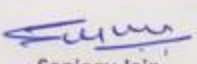
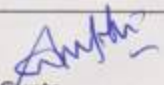
Department-wise it covers the following areas:


- All manufacturing departments viz. Chipper House, Pulp Mill, Paper sections, Cutters, Finishing House, Soda Recovery, Maintenance, Utilities, Membrane Cell Process, Fusion, chlorine plant, Caustic Concentration Plant and utilities.
- Stores, Purchase, Central Lab, Research Lab.
- Mechanical & Electrical Workshops, Instrumentation Engg.
- Effluent Treatment Plant, Sewage treatment plant & Civil Engg.
- Projects & General Offices.
- Paper Godown, sales & Raw Material Section
- General Administration (HR, Legal, Fire & Safety)

Specific Resources Consumption Status at Orient Paper Mills, Amlai

(Year 2015-2016)

S.No.	Key Resources	Unit	At Plant Level Consumption per ton of paper
1.	Bamboo	MT	0.819
2.	Mixed Hardwood	MT	1.703
3.	Water	M3	107
4.	Caustic Soda	MT	0.056
5.	Chlorine (Hypo + Cl)	MT	0.054
6.	Electrical Energy	KWH	1838
7.	Coal	MT	2.45

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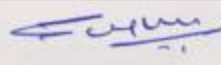
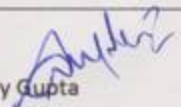
Power Plant of 30 MW & 25 MW


The system comprises of two nos. 11 KV Steam Turbine Generator (STG) sets, one of which is rated for 30 MW generation and the other is rated for 25 MW generation. These generators are connected with respective 11 KV switchgears (SWGR) through 11 KV Segregated Phase Busduct (SPBD) for power evacuation. These two switchgears (namely CPP switchgear #1 & CPP switchgear #2) are further interconnected with each other through a tie line suitable for 25 MW power evacuations. The above two switchgears is being utilized for feeding auxiliary load of the CPP as well as for power evacuation. The CPP will evacuate power to CSU existing electrical system, OPM existing as well as upcoming paper mill and the grid.

Caustic Soda Division:

The Company has merged with Orient Paper Mill in 2009 with its name as HJI-Division of Orient Paper Mill since 1st April 2009. Further the Company has got One Common Factory license on the name of OPM (Prop. Orient Paper & Industries Ltd.) for the manufacturing of Paper and Caustic Soda, Liq. Chlorine, Hydro Chloric Acid and Calcium Hypo Chlorite in 2012. Now this chemical plant operates as a Caustic Soda Unit of Orient paper Mill (Prop. Orient Paper & Industries Ltd.)

Plant Capacity	Product	Unit	Licensed capacity	Installed capacity by existing membrane cell	Actual Production in MT during 2015-16
	Caustic soda	MT	77930	40250	34371.000
	CS Flakes from Caustic Soda	MT/Y	46200	13200	12744.000
	Liq. Chlorine	MT	58200	35000	18362.000
	Hydrochloric Acid (33%)	MT	29980	35000	33391.000
	Calcium Hypochlorite	MT	7200	7200	2007.244
	Sodium Hypochlorite	MT	2310	-	-
	Compressed Hydrogen	CUM	10lacs	-	-
Annual Production (2015-16)					

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Environmental Management Measures

Compliance of all Environmental laws and Acts are being done by CSU. The Company have installed a technologically advanced system of water and air pollution management.

Resource Management

- Company has been conscious about the resource conservation and continually establishes and monitor its specific consumption so as to control optimal conservation and also prevent avoidable wastages (conservation of resources and recycling of waste).

Treatment of Water discharge

- Effluent is treated through MDF, ACF and ES-465 deolite Resin Column. Total effluent is reused in the same section of plant or reused in Hypo plant.
- There is no discharge of effluent from the Factory i.e. Zero discharge

Air Pollution



- 1) Company has installed two Hypo tower in series and auto startup system of caustic spray in emergency for control of Cl₂ emission.
 - 2) There is in built double absorption system in the manufacturer process of Hydrochloric acid for control of HCL emission.
 - 3) There is Venture scrubber for control of flue gas emission at Boiler stakes.
 - 4) Company has installed Cl₂ sensors at Hypo tower, Cl₂ storage and Filling area, Cell house and other different places of the plant
- Company has got a duly approved On-site Emergency Plan.
 - A full-fledged Environmental Laboratory with necessary equipments and experienced personnel monitor the environmental related factors on a continued basis.

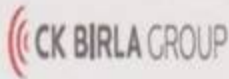
Safety Measures

- Well-designed Fire fighting system consisting of fire hydrants, fire extinguishers sand buckets covers the entire plant area. A full-fledged Safety Department provides the necessary support in preventing and mitigating fire hazards.

Benefits of implementing EMS

- Gained an enhanced image
- Reduction in cost of production
- Less wastage of spent oil
- Increase in green belt
- Good house keeping
- Helping to monitor and measure key characteristics of process operations.

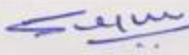
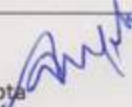
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
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- Enhanced operational control procedures
- Improved work culture
- Improvement in public and community relations.
- Improvement in work Environment.

Specific Resources Consumption Status at Caustic Soda Unit. (Year 2015-2016)

S.No.	Key Resources	Unit	At Plant Level Consumption
			IEM Cell Plant
1.	Raw Materials (Raw salt)	Kg/MT	1560
2.	Chemical Caustic soda Soda Ash Barium HCl Magnafloc Na ₂ SO ₃ Alfa Cellulose	Kg/MT	9.5 2.8 11.5 100 0.003 0.11 0.125
3.	Water	M ³ per tonnes	7.0 cumulative for all plants excluding domestic
4.	Sulphuric Acid	Kg/MT of Liquid Chlorine	18 cumulative for all plants
5.	Freon	Kg/MT of Liquid Chlorine	0.025 cumulative for all plants
6.	Electrical Energy For electrolysis	KWH/MT	2250
7.	Electrical Energy Auxiliary	KWH/MT	270
8.	Electrical Energy Total including others	KWH/MT	2520
Electric Energy for Fusion Plant 82 KWH/MT(On Full capacity)			

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1.0 SCOPE OF THE MANAGEMENT SYSTEM

1.1 Scope Statement

Based on an analysis of the above issues of concern, interests of stakeholders, and in consideration of its products and services, supertech precast has determined the scope of the management system as follows:

MANUFACTURE OF PAPER, BOARD, TISSUE BY SULPHATE KRAFT PROCESS, CAUSTIC SODA BY ELECTROLYSIS, CHLORINE THROUGH LIQUEFACTION, HYDRO CHLORIC ACID BY SYNTHESIS AND CALCIUM HYPO CHLORINE THROUGH ABSORPTION PROCESS.

Facilities within the Scope

The quality system applies to all processes, activities and employees within the company. The facility is located at:

M/s address Paper Mill: P. O. Amlai Paper Mills,

Pin– 484117, Dist – Shahadol (M.P.) India

Phone: 0091-7652-286275/286277

Fax : 0091-7652-286274

E-mail : unit-amlai@orientpaperindia.com

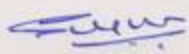
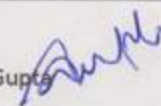
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1.2 Permissible Exclusions

The following clauses of ISO 9001 were determined to be not applicable to OPM.

Exclusions in this manual are made to 8.3 Design & Development: Manufacturing of all products as per specifications given in Indian standards(IS) and /or as per customer specifications, 8.5.1 (f) Special Process- is not applicable as no process qualifies as special process and the resulting output can be verified by monitoring and measurement.

1.3 Scope of the Integrated Management System Manual

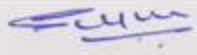
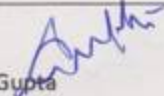
This manual is prepared for the purpose of defining the company's interpretations of the ISO 9001:2015, ISO 14001:2015 and OHSAS 18001:2007, international standard, as well as to demonstrate how the company complies with these standards.


This manual does not follow the numbering structure of any of the above mentioned standard. Instead, **Appendix A** presents a cross reference between the sections of this manual and the clauses of ISO 9001:2015, ISO 14001:2015 and OHSAS 18001:2007.

This manual presents "Notes" which are used to define how Orient Paper and Industries Ltd has tailored its management system to suit its purposes. These are intended to clarify implementation approaches and interpretations for concepts which are not otherwise clearly defined in the standards.

Notes appear in italics, with gray background.

Where subordinate or supporting documentation is reference in this manual, these are indicated by **bold italics**.

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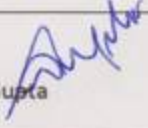
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2.0 Normative references

ISO 9001:2015, ISO 14001: 2015, OHSAS 18001: 2007

3.0 Terms and Definitions

As per ISO 9000:2015, ISO 14001:2015 and OHSAS 18001:2007

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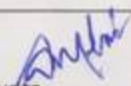
4.0 Determining Our Strategic Direction- Context of Organization



Orient Paper and Industries Ltd has reviewed and analyzed key aspects of itself and its stakeholders to determine the strategic direction of the company. This involves:

- Understanding our core services, and scope of management system (see 1.1above).
- Identifying "interested parties" (stakeholders) who receive our Services or who may be impacted by them, or those parties who may otherwise have a significant interest in our company. Refer Business Plan.
- Understanding internal and external issues that are of concern to Orient Paper and Industries Ltd and its interested parties; also identified. Many such issues are identified through an analysis of risks facing either Orient Paper and Industries Ltd or the interested parties. Such issues are monitored and updated as appropriate, and discussed as part of management reviews.

This information is then used by senior management to determine the company's strategic direction. This is defined in Context of Organization (Ref.Doc.F/CMR/01) and recorded in management review Meetings, and periodically updated as conditions and situations change.

- Orient Paper and Industries Ltd determines external and internal issues that are relevant to its purpose and its strategic direction and that affect its ability to achieve the intended result(s) of its Integrated management system through PEST and SWOT. The external and internal issues identified through PEST and SWOT are continuously being **monitored and reviewed by CEO**.

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PEST

Political Factors (P)

- 1 Tax Policies
- 2 Allocation for Infrastructure
- 3 Skill enhancement in Paper & Chloro-Alkali Sector
- 4 Employment laws
- 5 Environmental regulations and protection
- 6 Change in Export & Import policies

Economic Factors (E)


- 1 Monetary policies
- 2 Inflation rates
- 3 Stage of the business cycle
- 4 Exchange rates


Social Factors (S)

- 1 Increased literacy
- 2 Technological awareness
- 3 Living Condition
- 4 Income Distribution

Technology Factors (T)

- 1 Advancement in process design
- 2 Automation tools growth
- 3 High technology at low cost
- 4 Rate of Technology Transfer

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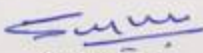
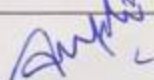
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SWOT

Strength (S) 1 Strong technology backup 2 Young and motivated team 3 Quick decision making 4 Strong customer focus		Weakness (W) 1 Large work force 2 High Borrowings 3 High inventory 4 Vast Item base 5 Low Development rate	
Opportunity (O) 1 Lean organization leads to a Flexibility in products b Quick response to customer needs 2 Low level of competition 3 High growth potential		Threat (T) 1 Skill development velocity 2 Increased competition 3 Technology leakage 4 Attrition	

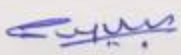

Understanding the needs and expectations of interested parties:


Orient Paper and Industries Ltd has determined the interested parties who are relevant to the Orient Paper and Industries Ltd. Integrated management system and the requirement of the interested parties in order to prevent the potential effect on the organization's ability to consistently provide products and services which meet the customer and applicable statutory and regulatory requirements.

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Interested parties	Requirements	Monitoring & Review mechanism in Orient Paper and Industries Ltd
External providers (Supplier)	1) Specification communication 2) Payment as agreed 3) On time Supply of Input material (if any) 4) Technology support	1) Defined in Documented information of External providers control 2) Review in Management review meetings
Customer	1) Quality of product & Service 2) Delivery of product on time 3) Response to complaint 4) Proper Communication channel	1) Defined in documented information of Marketing & Sales process 2) Review in Management review meetings
Statutory & Regulatory Body	Complying with the statutory and regulatory requirements as defined from time to time.	1) Defined in documented information of Leader ship 2) Review in Management review meetings
Bankers / Financiers	Updating of changes in the organization whenever it happened	Review in Management review meetings

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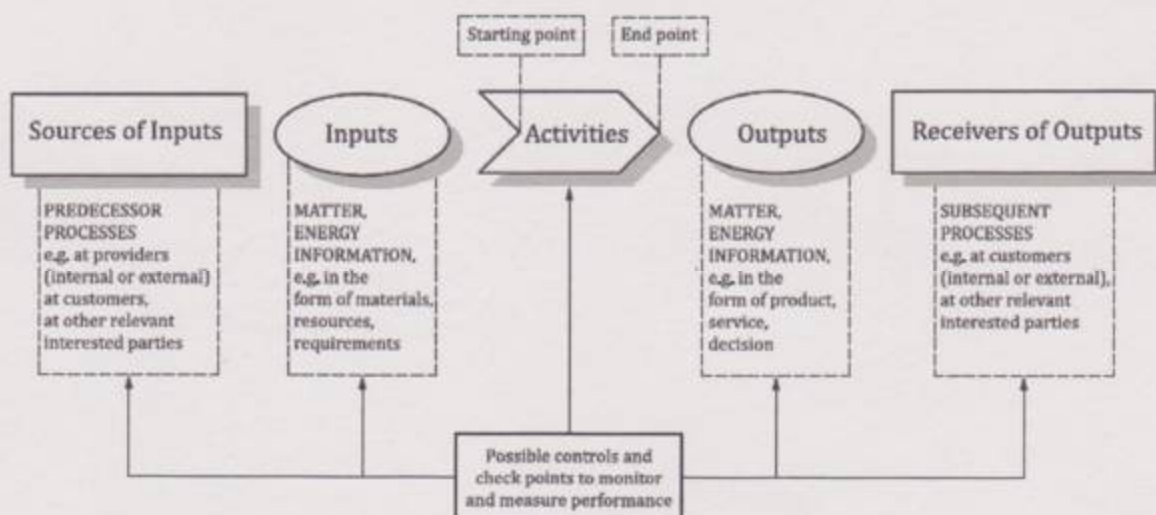
4.1 QEHS Management System Structure and Controls

4.1.1 Process Approach

Process Identification

Orient Paper and Industries Ltd has adopted a process approach for its management system. By identifying the top-level processes within the company, and then managing each of these discretely, this reduces the potential for nonconforming Product discovered during final processes or after delivery. Instead, nonconformities and risks are identified in real time, by actions taken within each of the top-level processes.

Note: not all activities are considered "processes" – the term "process" in this context indicates the activity has been elevated to a higher level of control and management over sight. The controls indicated herein are applicable only to the top-level processes identified.

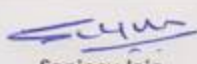
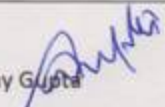



The top-level processes have been identified for Orient Paper and Industries Ltd in the Departmental Manual:

Each process may be supported by other activities, such as tasks or sub-processes. Monitoring and control of top level processes ensures effective implementation and control of all subordinate tasks or sub-processes.

Each top-level process defines:

- applicable inputs and outputs
- process owner(s)
- applicable responsibilities and authorities
- applicable risks and opportunities
- critical and supporting resources

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- criteria and methods employed to ensure the effectiveness of the process
- quality objectives related to that process

Orient Paper and Industries Ltd Core Processes:

The following core processes have a direct impact on the customers of Orient Paper and Industries Ltd' business and create added value (see Annex 1):

- Process Management
- Manufacturing of Paper & Chloro Alkali Products

Orient Paper and Industries Ltd Support Processes:

To enable the core processes to work effectively, Orient Paper and Industries Ltd has introduced the following support processes:

- QA&QC
- Human Resources Management
- Procurement
- EHS
- Maint., Mkt ,Information & Communication Technology
- Finance
- Administration

Management of Process:

To guide, direct and control the core and support processes, the management processes include:


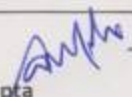
- Direction & Goal Setting
- Reporting
- Evaluation & Control (incl. Management Review and Auditing)
- The sequence of interaction of these processes is illustrated in Annexure A.


Note: Appendix A represents the typical sequence of processes, and may be altered depending on customer or regulatory requirements at the job or contract level, as needed.

QEHS Compliance:

To be used in achieving and demonstrating sound QEHS performance by controlling the QEHS risks consistent with the QEHS Policy and objectives. Practices utilised to ensure this include, but are not limited to:

- Risk Assessment
- Internal Audit
- Management Review
- Nonconformity and Corrective Action
- Compliance Obligations

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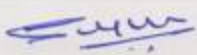
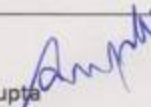
- Competence and Awareness
- Communication
- Documented Information
- Operational Planning Control
- Emergency Preparedness and Response
- Performance evaluation
- Incident Investigation


Outsourced Processes:

Any process performed by a third party is considered an "outsourced process" and must be controlled, as well. The company's outsourced processes, and the control methods implemented for each, are defined in work order. (----- done through out sourced agency)

The type and extent of control to be applied to the outsourced process take into consideration:

- a) the potential impact of the outsourced process on the company's capability to provide product that conforms to requirements,
- b) the degree to which the control for the process is shared,
- c) the capability of achieving the necessary control through the purchasing contract requirements.

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5.0 Management and Leadership

5.1 Management Leadership and Commitment

Top Management of Orient Paper and Industries Ltd provides evidence of its leadership and commitment to the development and implementation of the management system and continually improving its effectiveness by:

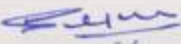
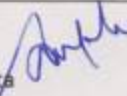
- taking accountability of the effectiveness of the integrated QEHS management system;
- ensuring that the **IMS Policy** and objectives are established for the management system and are compatible with the strategic direction and the context of the organization;
- ensuring that the quality policy is communicated, understood and applied within the organization;
- ensuring the integration of the management system requirements into the organization's other business processes, as deemed appropriate;
- promoting awareness of the process approach;
- ensuring that the resources needed for the management system are available;
- communicating the importance of effective integrated management and of conforming to the management system requirements;
- ensuring that the management system achieves its intended results;
- engaging, directing and supporting persons to contribute to the effectiveness of the management system;
- promoting continual improvement;
- supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.


5.1.1 Customer Focus

Top Management of Orient Paper and Industries Ltd adopts a customer-first approach which ensures that customer needs and expectations are determined, converted into requirements and are met with the aim of enhancing customer satisfaction.

This is accomplished by assuring:

- customer and applicable statutory and regulatory requirements are determined, understood and consistently met;
- the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed;
- the focus on enhancing customer satisfaction is maintained.

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5.2 IMS Policy

Orient Paper and Industries Ltd is committed to implementing a company-wide quality policy as regards its services, its employees' health and safety and protection of the environment. Orient Paper and Industries Ltd is responsive to the needs of its clients, its employees and its shareholders, and complies fully with the legislation and operational standards in force. The policy includes a commitment to continual improvement. The policy will be reviewed annually by the management team, communicated to all employees and made available to the public.

Objectives and targets are created to support policy commitments and will be regularly reviewed to ensure ongoing support of the policy.

MISSION STATEMENT

To serve the society as a responsible corporate citizen by providing products and services to meet customers' expectations while generating adequate return for the share-Holders and creating opportunity for our human resources to achieve their reasonable aspirations.

OUR VALUES

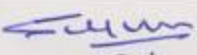
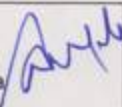
Integrity: Working with honesty & transparency


Excellence: Aiming for the highest quality standards in the goods and services we produce

Respect: Showing respect and humanity towards our colleagues & customers alike

Responsibility: Being sensitive and responsible towards the communities and environment that we work in

Accountability: Showing reliability in both word & deed

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IMS POLICY

 **CK BIRLA GROUP** | **ORIENT**
PAPER

(Prop. Orient Paper & Industries Ltd.)

INTEGRATED MANAGEMENT SYSTEM (IMS)

Quality, Environment & Occupational Health & Safety Policy

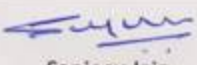
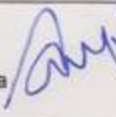
Orient Paper and Industries Ltd is engaged in the production of Pulp & Paper and Chloro alkali products are committed to demonstrate continual improvement in our Quality, Environment and Occupational health & safety performance. To achieve this, we shall committed to:


- ❖ Create awareness among all employees on IMS measures through training and educational workshops;
- ❖ Ensure involvement and active participation of all the Employees;
- ❖ Comply with applicable IMS compliance obligations to which we subscribe;
- ❖ Build Customer Focused organization;
- ❖ Continually review of our manufacturing process and work practices with focus on Quality, Environment, Health & Safety protection;
- ❖ Promoting Afforestation and social forestry in partnership with our community and stake holders;
- ❖ Reduce generation of Process waste, recycling and disposal of waste in Environmental friendly manner;
- ❖ Preserving Natural resources through its efficient use.
- ❖ Sustainable resources use and protection of biodiversity & Eco system.

We shall ensure that our policy will be made available to all stakeholders.

1st October 2016


Ajay Gupta
 Chief Executive Officer

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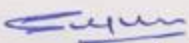
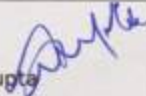
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5.3 Organizational Roles Responsibilities & Authorities

Top Management has assigned responsibilities and authorities for all relevant roles in the company. These are communicated through the combination of the **Organization Chart Ref. Annexure-2** and Position Description Titles.

The top management accepts responsibility and authority for:

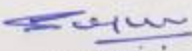
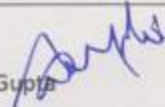
- ensuring that the integrated management system conforms to applicable standards;
- ensuring that the processes are delivering their intended outputs;
- reporting on the performance of the integrated management system;
- providing opportunities for improvement for the management system;
- ensuring the promotion of customer focus throughout the organization;
- ensuring that the integrity of the management system is maintained when changes are planned and implemented.


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Organizational Roles Responsibilities & Authorities

Annexure: 5

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6.0 PLANNING

6.1 Risks and Opportunities

Note: Orient Paper and Industries Ltd has elected to manage risks and opportunities separately, except where they may overlap. Formal risk management may not be utilized in all instances; instead, the level of risk assessment, analysis, treatment and recordkeeping will be performed to the level deemed appropriate for each circumstance or application.

Orient Paper and Industries Ltd considers risks and opportunities when taking actions within the management system, as well as when implementing or improving the management system; likewise, these are considered relative to product & services, environmental aspects, Occupational Health & safety, compliance obligations, interested parties, internal & external issues, potential emergency situations. Determine Risks & Opportunities (through Doc. F/CMR/01) which need to be addressed to:

- Give Assurance that QEMS can achieve intended outputs;
- Prevent or reduce undesired effects; and
- Achieve continual improvement
- Integrate and implement actions into QMS processes (through CP)
- Evaluate the effectiveness of these actions

A documented procedure(**SOP/CMR/01 Identification and Determination of Environmental Aspects & Impacts**) is established, implemented, reviewed, updated and maintained to identify the

environmental aspects related to the activities of Orient Paper and Industries Ltd (and over which it may be expected to have influence), and to determine which of those aspects are to be considered significant, so that can be decided where and how to take action to reduce the impact of Orient Paper and Industries Ltd' activities on the environment.

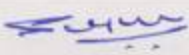
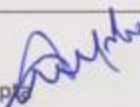
Hazard identification, risk assessment and the methods that will be used to control these hazards and their associated risk are described in **SOP/CMR/01 Hazard Identification & Risk Assessment** documented procedure. The aim is to ensure ongoing control of the hazards and to make sure that these hazards are eliminated or that their risks are lowered to tolerable levels.


The specifications of both procedures apply to routine, non-routine as well as emergency activities.

Business risks and opportunities are managed in accordance with the document business plan.

6.1.1 Compliance Obligations:

Orient Paper and Industries Ltd has established, implemented, reviewed, updated and maintained a documented procedure to identify the legal and other requirements that apply to its organization and to provide access to these requirements. ROR Identification of legal and other requirements and the Evaluation of Compliance. **Ref.Doc. SOP/CMR/02**

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6.2 Objectives and planning to achieve them

Documented QEHS objectives and targets, based on the foundation provided in the QEHS policy, are set and communicated through the management team.

When establishing and reviewing the objectives and targets, Orient Paper and Industries Ltd takes into account the legal and other requirements to which the organization subscribes and also include meeting requirements for the organization's services. They are established at relevant functions and levels within the organization, so that everyone can contribute to their achievement.

The objectives meet the "SMART" principle, which means that they are:

- specific;
- measurable;
- achievable;
- realistic;
- time-definite.

Each process has at least one objective established for it; this is a statement of the intent of the process. Each objective is then supported by at least one "metric" or key performance indicator (KPI) which is then measured to determine the process' ability to meet the quality objective.

Note: some processes have multiple objectives and multiple metrics. This is determined by the nature of the process, its impact on Product & Services, and associated risks.

Note: Whereas ISO 9001 discusses process measurements and "quality objectives" as separate concepts, Orient Paper and Industries Ltd combines them; i.e., quality objectives are used to control the processes. Additional objectives for Production & Services may be assigned, but these will also be used to measure process effectiveness.

Throughout the year, metrics data is measured and gathered by process owners or other assigned managers, they are analyzed and presented to top management. The top management may set goals and make adjustments for the purposes of long-term continual improvement.

The specific quality objectives for each process are defined in the Functional KPI sheet.

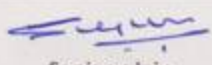

Metrics, along with current standings and goals for each objective, are recorded in records of management review.


When a process does not meet a goal, or an unexpected problem is encountered with a process, the corrective and preventive action process is implemented to research and resolve the issue. In addition, opportunities for improvement are sought and implemented, for the identified processes.

Ref :F/CMR/02 IMS Objective & Target

6.3 Change Management

When Orient Paper and Industries Ltd determines the need for changes to the management system or its processes, these changes planned, implemented, and then verified for effectiveness; see the document (Ref.F/CMR/03) Capex approval. Documents are changed in accordance with process of Capex approval.

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7.0 Support

7.1 Provision of Resources

7.1.1 General

Orient Paper and Industries Ltd determines and provides the resources needed:

- to implement and maintain the management system and continually improve its effectiveness
- to enhance customer satisfaction by meeting customer requirements

Resource allocation is done with consideration of the capability and constraints on existing internal resources, as well as needs related to supplier expectations.

Resources and resource allocation are assessed during management reviews.

These resources include:

- people;
- infrastructure;
- work environment;
- information;
- suppliers and partners;
- natural and financial resources.

7.1.2 Human Resources & Competence

Top management ensures that it provides sufficient staffing for the effective operation of the management system, as well its identified processes.

Staff members performing work affecting product & service quality, environment quality, HSE quality, are competent on the basis of appropriate education, training, skills and experience.

Ref: (IDM/HR/02), (IDM/HR/03)

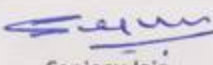
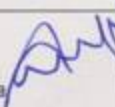
7.1.3 Infrastructure


Orient Paper and Industries Ltd determines, provides and maintains the infrastructure needed to achieve conformity to product requirements. Infrastructure includes, as applicable:

- buildings, workspace and associated facilities;
- process equipment, hardware and software;
- supporting services such as transport;
- information and communication technology.

Ref: (IDM/ELE/02), (IDM/INS/02), (IDM/ MECH/PMC-TIS-WS/02), (IDM/MECH/PULP/02), (IDM/MECH/SR/02), (IDM/IT/ 02), (IDM/CIVIL/02)

(IDM/ELEC/03), (IDM/MECH/03), (IDM/INST/03), (IDM/EDP/03), (IDM/CIV/03)

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7.1.4 Environment for the operation of processes

Orient Paper and Industries Ltd provides a clean, safe and well lit working environment. The Senior Management Team of Orient Paper and Industries Ltd manages the work environment needed to achieve conformity to product requirements. Specific environmental requirements for products are determined during quality planning and are documented in subordinate procedures, work instructions, or job documentation. Where special work environments have been implemented, these shall also be maintained per 6.3 above.

Human factors are considered to the extent that they directly impact on the quality of Services.

Note: Social, psychological and safety aspects of the work environment are managed through activities outside of the scope of the management system. Only work environment aspects which can directly affect process efficiency or product and service quality are managed through the management system.

Ref: (IDM/ SF/02), (IDM/EM/02), (IDM/SAF/03), (IDM/QAEP/03)

7.1.4 Monitoring and measuring resources

Orient Paper and Industries Ltd has determined and provides resources needed to ensure valid and reliable results when monitoring or measuring is used to verify conformity of services to the organisation's requirements.

Orient Paper and Industries Ltd ensures that the resources provided:

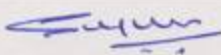
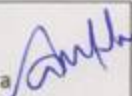
- are suitable for the specific type of monitoring and measurement activities being undertaken
- are maintained to ensure their continuing fitness for their purpose.


Orient Paper and Industries Ltd shall retain appropriate documented information as evidence of fitness for purpose of the monitoring and measurement resources.

Measuring equipment are calibrated/verified at specific intervals or prior to use against measurement standards traceable to national or international standards. They are identified in order to determine their status and safeguarded from damage, deterioration and adjustments. In case previous measurement results are found invalid due to unfit measuring equipment, Orient Paper and Industries Ltd ensures appropriate actions as necessary.

Ref:-(IDM/INS/02), (IDM/INST/03)

Note: Calibration and measurement traceability is not employed for all measurement devices. Instead, [Short Client Name] determines which devices will be subject to calibration based on its processes, products and services, or in order to comply with specifications or requirements. These decisions are also based on the importance of a measurement, and considerations of risk.

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7.1.5 Knowledge

Orient Paper and Industries Ltd also determines the knowledge necessary for the operation of its processes and to achieve conformity of products and services. This may include knowledge and information obtained from:

- internal sources, such as lessons learned, feedback from subject matter experts, and/or intellectual property;
- External sources such as standards, academia, conferences, and/or information gathered from customers or suppliers.

This knowledge shall be maintained, and made available to the extent necessary.

When addressing changing needs and trends, Orient Paper and Industries Ltd shall consider its current knowledge and determine how to acquire or access the necessary additional knowledge.

Ref:- (IDM/HR/02), (IDM/HR/03)

7.2 Competence

Orient Paper and Industries Ltd has determined necessary required competence of person(s) doing work under its control. Staff members performing work affecting service quality, environment quality, health & safety performance, are ensured competent on the basis of appropriate education, training, skills and experience.

Where applicable, necessary actions like coaching, training, re-training are done and effectiveness of such actions are evaluated. Competence related records are maintained.

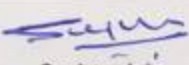
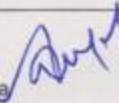
Ref:- (IDM/HR/02), (IDM/HR/03)


7.3 Awareness

Orient Paper and Industries Ltd ensures that persons doing work under its control are aware of:

- Orient Paper and Industries Ltd IMS Policy
- IMS Objectives/ KPIs
- Significant environmental aspects, non-tolerable OHS risks or potential of QEHS risks associated with their work
- Contribution to the effectiveness of **QEHS** management system, including the benefits of improved performance
- Implication of not conforming with the **QEHS** management system requirements including not fulfilling compliance obligation of Orient Paper and Industries Ltd.

The documented procedure defines these activities in detail.

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Ref.: (IDM/HR/02), (IDM/HR/03), (IDM/SF/02), (IDM/SAF/03)

Note: the management system does not include other aspects of Human Resources management, such as payroll, benefits, insurance, labor relations or disciplinary actions.

7.4 Communication

Ref.- SOP/CMR/03

7.4.1 Internal communication

Orient Paper and Industries Ltd' management team ensures that appropriate regular communication takes place with interested parties within and outside the organization about the effectiveness of the IMS Management System:

- information from the CEO is passed on to the management team, who cascades this information further to their teams;
- twice per year a meeting is organized where important information is communicated by the management to the whole staff;
- ad-hoc information from the CEO or the management team is distributed via e-mail communication.

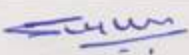
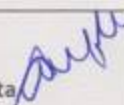
Internal communication methods include:


- a) use of corrective and preventive action processes to report nonconformities or suggestions for improvement
- b) use of the results of analysis of data
- c) meetings (periodic, scheduled and/or unscheduled) to discuss aspects of the QMS
- d) use of the results of the internal audit process
- e) regular company meetings with all employees
- f) internal emails
- g) memos to employees
- h) Orient Paper and Industries Ltd has adopted "open door" policy which allows any employee access to top/ senior Management for discussions on improving the QEHS system.

7.4.2 Participation & consultation

It is required that employees are involved in the development and review of procedures used to manage risks and they must be consulted when there are changes that affect workplace health & safety. Involvement in other QEHS areas is encouraged.

Representatives of both the management and the employees participate monthly in a legally installed forum called "Committee for Environment, Health & Safety ". This forum discusses and is consulted about occupational health & safety matters.

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7.4.3 External communication

The organization will respond to relevant communications from external stakeholders like suppliers, contractors, governments, etc... For customer-related communication, Orient Paper and Industries Ltd has established procedures for effective communication with the customer regarding service specifications, the receipt and handling of product orders, amendments and any questions regarding these and obtains customer feedback on these services.

Reff. – SOP/CMR/03

7.5 Documented Information

7.5.1 General

The management system documentation includes both documents and records.

Note: the ISO 9001:2015& ISO 14001:2015 standard uses the term "documented information"; Orient Paper and Industries Ltd does not use this term, but instead relies on the terms "document" and "record" to avoid confusion. In this context the terms are defined by Orient Paper and Industries Ltd as:

- *Document – written information used to describe how an activity is done.*
- *Record – captured evidence of an activity having been done.*

Documents and records undergo different controls as defined herein.

The extent of the management system documentation has been developed based on the following:

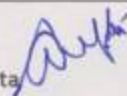
- The size of the business unit
- Complexity and interaction of the processes
- Risks and opportunities
- Competence of personnel


7.5.2 Creating and updating

Orient Paper and Industries Ltd ensures that when creating and updating documented information, appropriate identification and descriptions are mentioned, format and media in which the information is to be kept is defined and periodically reviewed and approved for adequacy and suitability.

7.5.3 Control of Documented information

Documents required for the management system are controlled. The purpose of document control is to ensure that staff have access to the latest, approved information, and to restrict the use of obsolete information. All documented procedures are established, documented, implemented and maintained. Controls needed for the identification, storage, retrieval, protection, retention time, and disposition of QEHS records are established. Departmental Manual also defines the methods for controlling records that are created by and/or retained by suppliers.

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These controls are applicable to those records which provide evidence of conformance to requirements; this may be evidence of Service requirements, contractual requirements, procedural requirements, or statutory/regulatory compliance. In addition, QEHS records include any records which provide evidence of the effective operation of the management system. Documented information of external origin are also determined and controlled, which are necessary for planning and operation of QEHS management system.

DOCUMENT NUMBERING SYSTEM

REFERENCE NO.

DOCUMENT

QEHSMSM-01 QEHS Management System Manual (L-1)

IDM/XX/Num Management System Departmental manual (L-2)

(XX-Department Code)

EHSIRA :XX:Num Register of EHS Hazards and associated Risks

ROR-HR-LEGAL-01 Register of Applicable QEHS Regulation

OEP-OPM-SAFETY-01 Emergency Preparedness Plan

MP:XX:Num Department wise management programme number

(XX-Department Code)

OCP:XX::Num Department wise Operational Control Procedure

(XX-Department Code)

SOP:XX:Num Standard Operating Procedure

(XX-Department Code)

WI:XX:Num Work Instruction

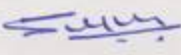
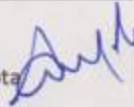
Where WI stands for Work Instructions, Num stands for serial number of format, xx stands for department code


F:XX:Num Formats

Where F stands for formats, Num stands for serial number of format, xx stands for department code,

R:XX:Num Records

Where R stands for Records, Num stands for serial number of File in which records pertaining to specific formats is being kept, xx stands for department code,

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8.0 Operation

8.1 Operational Planning and Control

Orient Paper and Industries Ltd plans and develops the processes needed for service realization. Planning of service realization is consistent with the requirements of the other processes of the management system. Such planning considers the information related to the context of the organization, current resources and capabilities, as well as product and service requirements.

Changes to operational processes are done in accordance with the document capex (F/CMR/03) approval.

Orient Paper and Industries Ltd service operations are conducted under planned procedures that control the activities involved. These include operations monitoring and measuring, delivery and post-delivery servicing.

Orient Paper and Industries Ltd will also plan and control those operations and activities that are associated with its identified health and safety risks and significant environmental aspects and that they are consistent with its policy and objectives. The organization controls the following items to ensure that its processes and services conform to customer specifications and other requirements:

- availability of information describing the service;
- availability of procedures and work instructions;
- the use of suitable equipment and facilities for service operations;
- use of monitoring and measurement devices to ensure service conformity;
- implementation of monitoring and verification procedures;
- implementation of service release, delivery and post-delivery activities

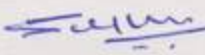
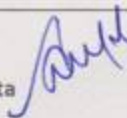
Ref:- (IDM/PULP/02), (IDM/PMC/02), (IDM/FH/02), (IDM/TIS/02), (IDM/SRP/02)
(IDM/IEM/03), (IDM/CL2/03), (IDM/CSF-CCU/03)


8.2 Requirements for products and services

8.2.1 Customer Communication

Orient Paper and Industries Ltd has implemented effective communication with customers in relation to:

- providing information relating to products and services;
- handling enquiries, contracts or orders, including changes;
- obtaining customer feedback relating to products and services, including customer complaints;
- handling or controlling customer property;

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- e) establishing specific requirements for contingency actions, when relevant.

Ref:- (IDM/SLS/02), (IDM/SALES/03)

8.2.2 Capture of Customer Requirements

During the intake of new business Orient Paper and Industries Ltd captures:

- requirements specified by the customer, including the requirements for delivery and post-delivery activities;
- requirements not stated by the customer but necessary for specified or intended use, where known
- statutory and regulatory requirements related to the product;
- any additional requirements determined by Orient Paper and Industries Ltd.

These activities are defined in greater detail in the procedure ***Orient Paper and Industries Ltd***

Ref:- (IDM/SLS/02), (IDM/SALES/03)

8.2.3 Review of Customer Requirements

Once requirements are captured, Orient Paper and Industries Ltd review the requirements prior to its commitment to supply the Service. This review ensures that:

- Service requirements are defined,
- contract or order requirements differing from those previously expressed are resolved,
- the organization has the ability to meet the defined requirements, and /or the claims for the products and services it offers, and
- risks have been identified and considered.

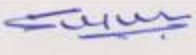
These activities are defined in greater detail in the procedure ***Orient Paper and Industries Ltd***


Ref:- (IDM/SLS/02), (IDM/SALES/03)

8.2.4 Changes to requirements for Product & Services

Orient Paper and Industries Ltd ensures that relevant documented information is amended and relevant persons are made aware of the changed requirements when the product & services are changed.

Ref:- (IDM/SLS/02), (IDM/SALES/03)

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8.2.5 Emergency Preparedness & Response

Orient Paper and Industries Ltd identifies potential accident and emergency situations and establishes, implements and maintains procedures to prevent and mitigate any injuries or illnesses and/or adverse environmental impacts that may result.

The emergency preparedness and response procedures are periodically tested and reviewed/revised where necessary, including after accidents and incidents.

Related documents:

EHS Risk Assessment

EHS Identification and Determination of Environmental Aspects and Impacts

Ref : OEP/OPM/SAFETY/01 Emergency Preparedness and Response

8.2.6 Accident & incident investigation

Orient Paper and Industries Ltd has established and implemented a procedure to investigate work and environmental accidents and incidents in order to:

- determine underlying deficiencies and other factors that might be causing or contributing to the occurrence of accidents and incidents;
- identify the need for corrective action;
- identify opportunities for preventive action;
- identify opportunities for continual improvement;
- communicate the results of such investigations.

Related documents:

Ref. :- (IDM/SF/02), (IDM/SAF/03)

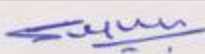
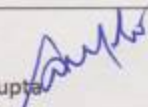
Incident, Accident and Dangerous Situation Reporting and Investigation


List of Corrective and Preventive Measures (Register of unwanted events)

8.3 Design and development of Product & Services (Not Applicable)

Design & Development: Manufacturing of all products as per specifications given in Indian standards (IS) and /or as per customer specifications,

8.4 Control of externally provided process, products and services

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Orient Paper and Industries Ltd ensures that externally provided processes, products and services conform to requirements. Orient Paper and Industries Ltd determine the controls to be applied to externally provided processes, products and services when:

- products and services from external providers are intended for incorporation into the Orient Paper and Industries Ltd's own services;
- products and services are provided directly to the customer(s) by external providers on behalf of the organization;
- a process, or part of a process, is provided by an external provider as a result of a decision by Orient Paper and Industries Ltd.

Orient Paper and Industries Ltd has determined and applied criteria for the evaluation, selection, monitoring of performance, and re-evaluation of external providers, based on their ability to provide processes or products and services in accordance with requirements. Documented information of these activities and any necessary actions arising from the evaluations are maintained.

Reference Document:-(IDM/PUR/02), (IDM/PUR/03)

Vendor Registration
Vendor Selection
Vendor Performance evaluation

Purchasing

Orient Paper and Industries Ltd ensures that purchased Product or Service conform to specified purchase requirements. The type and extent of control applied to the supplier and the purchased product is dependent on the effect on subsequent service realization or the final service.

Orient Paper and Industries Ltd evaluates and selects suppliers based on their ability to supply product and service in accordance with the organization's requirements. Criteria for selection, evaluation and re-evaluation are established.

Purchases are made via the release of formal purchase orders and/or contracts which clearly describe what is being purchased. Received Products or Services are then verified against requirements to ensure satisfaction of requirements. Suppliers who do not provide conforming Products or Services may be requested to conduct formal corrective action.

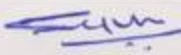
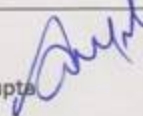
These activities are further defined in the documents


Ref. :- (IDM/PUR/02),(IDM/PUR/03), (IDM/RMD/02), (IDM/RMS/03)

8.5 Production and service provision

8.5.1 Control of Production and service provision

To control its provision of Services, Orient Paper and Industries Ltd considers, as applicable, the

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following:

- the availability of documents or records that define the characteristics of the Services as well as the results to be achieved;
- the availability and use of suitable monitoring and measuring resources;
- the implementation of monitoring and measurement activities;
- the use of suitable infrastructure and environment;
- the appointment of competent persons, including any required qualifications;
- the implementation of actions to prevent human error;
- the implementation of release, delivery and post-delivery activities.

At this time, Orient Paper and Industries Ltd does not utilize any in-house "special processes" where the result of the process cannot be verified by subsequent monitoring or measurement. Any such special processes are sent to outside suppliers, and controlled and an outsourced process per **Control of Outsourced Processes as per agreement**.

Ref:-(IDM/PULP/02), (IDM/PMC/02), (IDM/FH/02), (IDM/TIS/02), (IDM/SRP/02)
(IDM/IEM/03), (IDM/CL2/03), (IDM/CSF-CCU/03)

8.5.2 Identification and Traceability

Orient Paper and Industries Ltd ensures that there is a system in place for unique identification throughout the delivery of its service, including inspection and test status, whenever these are needed. Where traceability is a requirement, the results are recorded.

The documented procedure **Identification & Traceability Procedure in Ref. :-**

(IDM/CLAB/02), (IDM/QAEP/02)

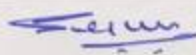
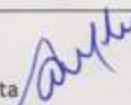
8.5.3 Property Belonging to Third Parties


Orient Paper and Industries Ltd keep customer or supplier property while it is under the organization's control or being used by the organization.

8.5.4 Preservation

Orient Paper and Industries Ltd preserves service outputs in terms of Tissue paper & Chloro -Alkali Products, drawings, method statements, job completion certifications. Preservation also includes, identification, handling, damage control, storage, transportation and protection.

Ref:- (IDM/STR/02),(IDM/STR/03)

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8.5.5 Post-Delivery Activities

As applicable, Orient Paper and Industries Ltd conducts the following activities which are considered "post-delivery activities":

- workmanship warranty for all precast segments
- customer feedbacks
- release of payment based on satisfactory delivery of product
- financial closure, release of retention money
- HSE performance ratings

Post-delivery activities are conducted in compliance with the management system defined herein.

Ref.:- (IDM/SLS/02), (IDM/SALES/03)

8.5.6 Process Change Control

Orient Paper and Industries Ltd reviews and controls both planned and unplanned changes to processes to the extent necessary to ensure continuing conformity with all requirements.

Process change management is defined in the document **Change through capex (F/CMR/03) approval Procedure.**

8.6 Release of Product & Services

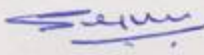
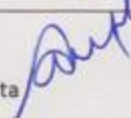
Acceptance criteria for Services are defined in appropriate subordinate documentation. Reviews, inspections and tests are conducted at appropriate stages to verify that the service requirements have been met. This is done before execution of Product & Services.


Each process utilizes different methods for measuring and releasing Product. These methods are defined in (IDM/CLAB/02),(IDM/QAEP/03)

8.7 Control of Nonconforming Outputs

Orient Paper and Industries Ltd ensures that Product & Service or other process outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery.

The controls for such non-conformances are defined in (IDM/CLAB/02), (IDM/QAEP/03)

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9.0 Performance evaluation

9.5 Monitoring, measurement, analysis and evaluation

9.1.1 General

Orient Paper and Industries Ltd has determined the needs, methods, periodicity of monitoring and measurements. It has also determined when the results from monitoring and measurement shall be analysed and evaluated. Overall performance and effectiveness of QEHS management system is evaluated and records of such evaluations are retained as evidence.

9.1.2 Customer Satisfaction

Customer satisfaction is for Orient Paper and Industries Ltd one of the key indicators of its QEHS Management System. The organization has therefore established a program to collect, measure and take action on data regarding customer satisfaction. The methods for obtaining and using this information include:

- recording customer complaints
- Product failures, incidents
- repeat orders
- changing volume of orders for product
- obtain customer scorecards from certain customers
- submittal of customer satisfaction surveys

Related documents:

Process Flow

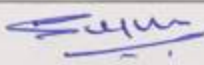
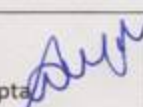
Orient Paper and Industries Ltd Project Management - The methodology (IDM/SLS/02, (IDM/SALES/03)


The corrective action system shall be used to develop and implement plans for customer satisfaction improvement that address deficiencies identified by these evaluations, and assess the effectiveness of the results.

9.1.3 Analysis and evaluation

Orient Paper and Industries Ltd uses the QEHS management system to improve its processes and services. Such improvements aim to address the needs and expectations of customers as well as other interested parties, to the extent possible.

Improvement shall be driven by an analysis of data related to:

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The results of analysis shall be used to evaluate:

- conformity of services;
- the degree of customer satisfaction;
- the performance and effectiveness of the management system;
- the effectiveness of planning;
- the effectiveness of actions taken to address risks and opportunities;
- the performance of external providers;
- other improvements to the management system.

Orient Paper and Industries Ltd shall evaluate fulfillment of its EHS compliance obligations as per ROR *Identification of legal and other requirements and the Evaluation of Compliance at least once in six months* and keep records thereof

Monthly Performance Review

9.6 Internal Audit

Orient Paper and Industries Ltd has established a documented internal audit program to assess the effectiveness of its QEHS Management System in meeting the requirements of the international standards. This internal audit program is also used to assess that the QEHS Management System is functioning and that the Orient Paper and Industries Ltd employees execute their organizational activities conform this QEHS Management System.

Orient Paper and Industries Ltd' Internal QEHS Auditors plan and conduct audits of each process, procedure and area at least once in a year thoroughly enough to ensure the System's effective operation.

The management, for an area where nonconformity is identified, is responsible for ensuring that prompt and effective corrective action is taken. The Internal Auditors are responsible to verify that these actions eliminate the nonconformities and its causes.

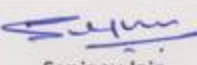

Related documents:


F/CMR/04 Internal Audit Programme

F/CMR/05 Internal audit Plan/schedule

F/CMR/06 Audit observation report

F/CMR/07 Non-conformity report

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9.7 Management Review

9.7.1 General

This management system is reviewed at planned intervals at least once in a year by top management to ensure the continuous suitability, adequacy and effectiveness of the system. All the reviews include assessing opportunities for improvement and the need for changes to the management system, including the policy, the objectives and targets. Records of the review meetings are retained.

9.7.2 Review Input

Inputs to the management review include:

- Status or Previous Management Review Meeting
- Changes in external and internal issue that are relevant to the QEHS
- The current level of EHS Hazard and Risk
- The extent to which objectives have been achieved
- Information on the Organization QEHS performance including trend's
Non Conformities and corrective action, process performance and conformity to products and Service
Monitoring and Measurement results
Performance of external providers is being monitored
Customer satisfaction and feedback from relevant interested parties
Information on incident workers, participation and consultation
- Adequacy of resources
- Need and expectation form interested parties including compliance, Obligation and inputs from risk and opportunities as indentified by the organization
- Departmental key performance indicator as per business plan
- Recommendation for improvement
- Any other as relevant as declared by CMR (IMS)

9.7.3 REVIEW OUTPUT

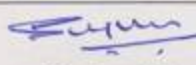
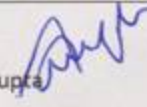
The outputs from the management reviews are consistent with the organization's commitment to continuous improvement and includes any decisions and actions related to eventual changes to:


- QEHS policy;
- QEHS objectives and targets;

QEHS processes.

Related documents:

F/CMR/08 Management Review

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10.0 Improvement

10.5 General

Orient Paper and Industries Ltd determines opportunities for improvement and implement required actions to achieve intended outcomes of its QEHS management system. These can include, improving services to meet requirements as well as to address future needs of customer and expectations. Correcting, preventing or reducing undesired effects, improving the overall QEHS management system performance and effectiveness.

10.6 Nonconformity and Corrective Action

Orient Paper and Industries Ltd takes corrective action to eliminate the cause of nonconformity in order to prevent *recurrence*. Likewise, the company takes preventive action to eliminate the causes of potential nonconformities in order to prevent their *occurrence*.

These activities are done through the use of the formal Corrective Action system, and are defined in the document ***Nonconformity and Corrective Action Procedure***.

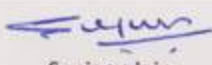
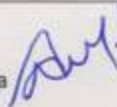
10.7 Continual Improvement


Monitoring of customer satisfaction requires the evaluation of information relating to customer perception as to whether our organization has met the customer requirements. In addition, the methodology known as "Plan-Do-Check-Act" (PDCA) is applied to all appropriate processes and can be briefly described as follows:

- Plan:** Establish the objectives and processes necessary to deliver results
- Do:** Implement the processes
- Check:** Monitor and measure processes and product against policies, objectives and requirements for the product and report the results
- Act:** Take actions to continually improve process performance

Inputs at 3 different levels add to the continual improvement cycle (see figure. 1):

- customer complaints, non-conformities and observations;
- analysis and trends discussed during management reviews;
- classic PDCA, starting at the QEHS policy and objectives, through action planning, measurement of indicators and ending with amendments in action plans, objectives and policy.

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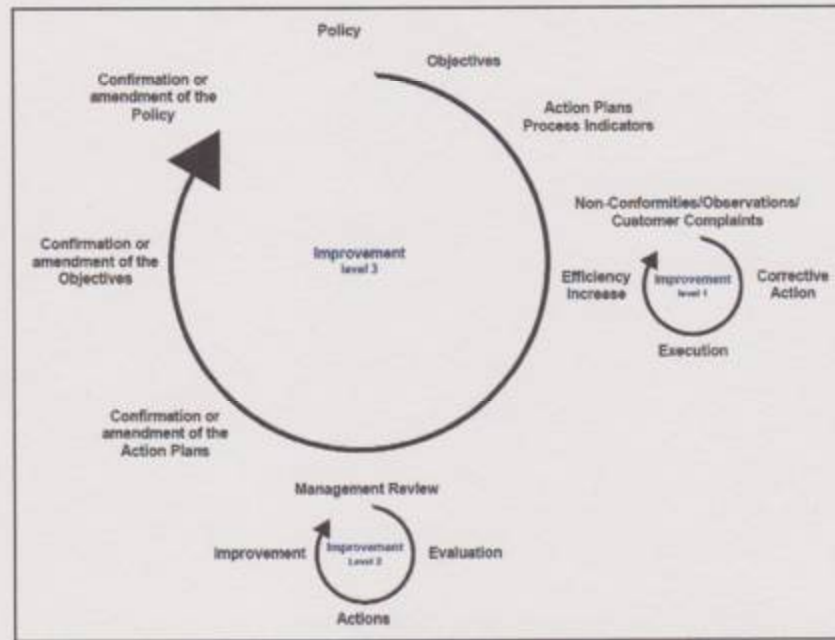
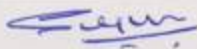
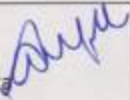


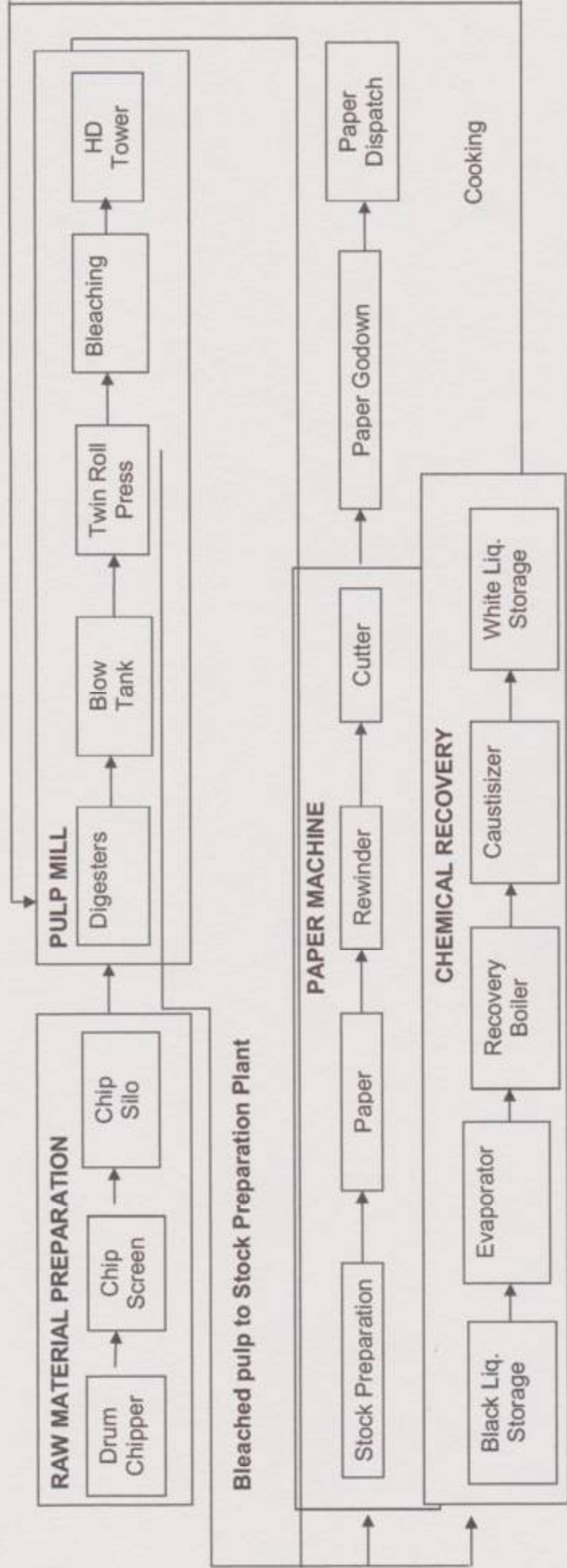
Figure 1



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 CK BIRLA GROUP ORIENT PAPER	INTEGRATED QEHS MANUAL		PAPER DIVISION	
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Annexure-1: Overall Process Sequence & Interaction

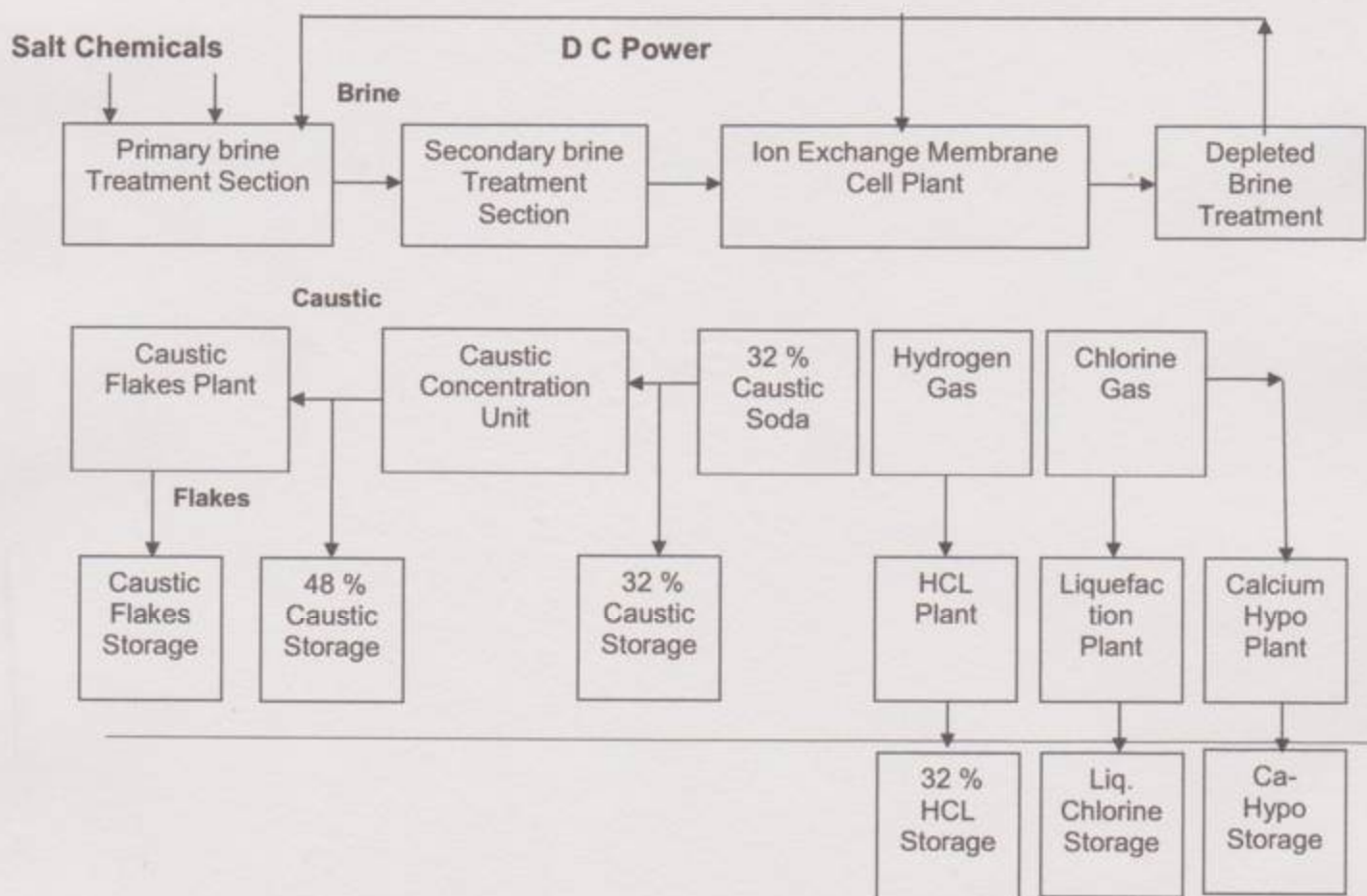
BLOCK DIGRAM OF PAPER MILL OPERATION AT ORIENT PAPER MILL AMLAI

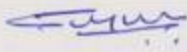
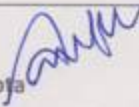



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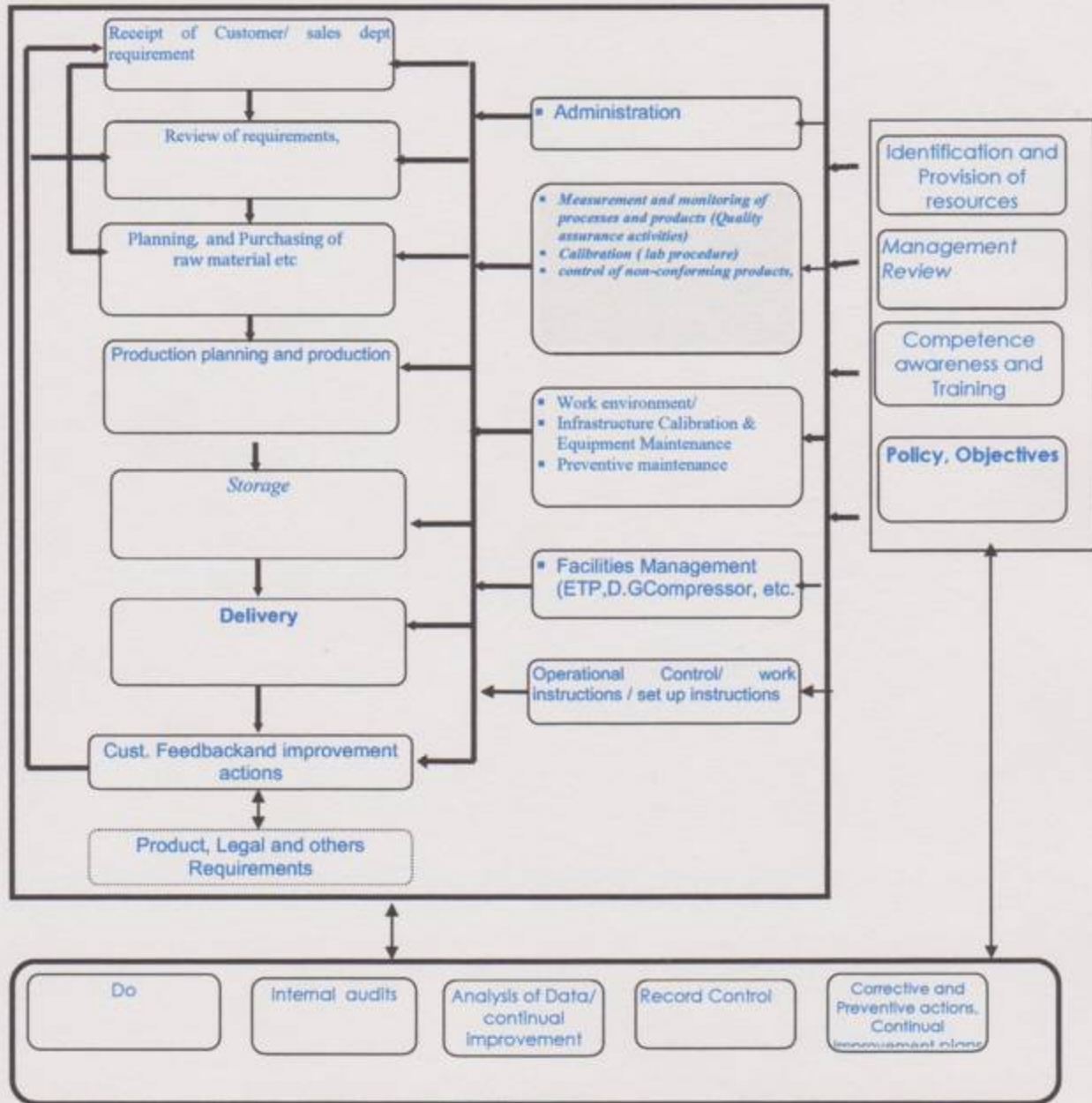
PROCESS FLOW CHART –ORIENT PAPER MILLS, CAUSTIC SODA UNIT AMLAI (MP)

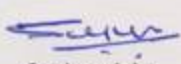
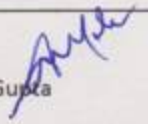



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Process Interface Chart

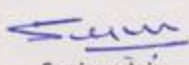
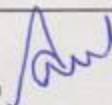



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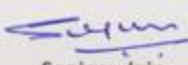
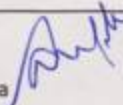
Annexure:2


ISO 9001:2015		ISO 14001:2015		OHSAS 18001:2007	
0	Introduction	0	Introduction	0	Introduction
1	Scope	1	Scope	1	Scope
2	Normative References	2	Normative References	2	Normative References
3	Terms and definitions	3	Terms and definitions	3	Terms and definitions
4	Context of the Organization (title only)	4	Context of the Organization (title only)		
				4	OH&S Management system elements (title only)
4.1	Understanding the organization and its context	4.1	Understanding the organization and its context		
4.2	Understanding the needs and expectations of interested parties	4.2	Understanding the needs and expectations of interested parties		
4.3	Determining the scope of the quality management system	4.3	Determining the scope of the environment management system	4.1	General Requirements
4.4	Quality Management system and its processes	4.4	Environmental Management system	4.1	General Requirements
5	Leadership (Title Only)	5	Leadership (Title Only)		
5.1	Leadership & Commitment	5.1	Leadership & Commitment		
5.2	Policy	5.2	Environmental Policy	4.2	OH&S Policy

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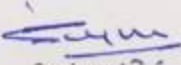
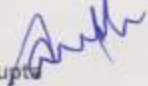
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5.3	Organizational responsibilities & authorities	5.3	Organizational responsibilities & authorities	4.4.1	Resources, roles, responsibility, accountability and authority
6	Planning (title only)	6	Planning (title only)	4.3	Planning (title only)
6.1	Actions to address risks and opportunities	6.1	Actions to address risks and opportunities	4.3.1, 4.3.2	Environmental aspects Legal and other requirements
6.2	Quality objectives and planning to achieve them	6.2	Environmental objectives and planning to achieve them	4.3.3	Objectives and programme(s)
6.3	Planning of changes				
7	Support (title only)	7	Support (title only)	4.4	Implementation and operation (title only)
7.1	Resources	7.1	Resources	4.4.1	Resources, roles, responsibility, accountability and authority
7.2	Competence	7.2	Competence	4.4.2	Competence, awareness and training
7.3	Awareness	7.3	Awareness		
7.4	Communication	7.4	Communication	4.4.3	Communication
7.5	Documented information	7.5	Documented information	4.4.4	Documentation
				4.4.5	Control of documents
				4.5.4	Control of records
8	Operation	8	Operation	4.4	Implementation and operation (title only)
8.1	Operational planning and control	8.1	Operational planning and control	4.4.6	Operational control
8.2	Requirements for products and services	8.2	Emergency preparedness and response	4.4.7	Emergency preparedness and response
8.3	Design and development of products and services	-			
8.4	Control of externally provided processes, products and services	-			

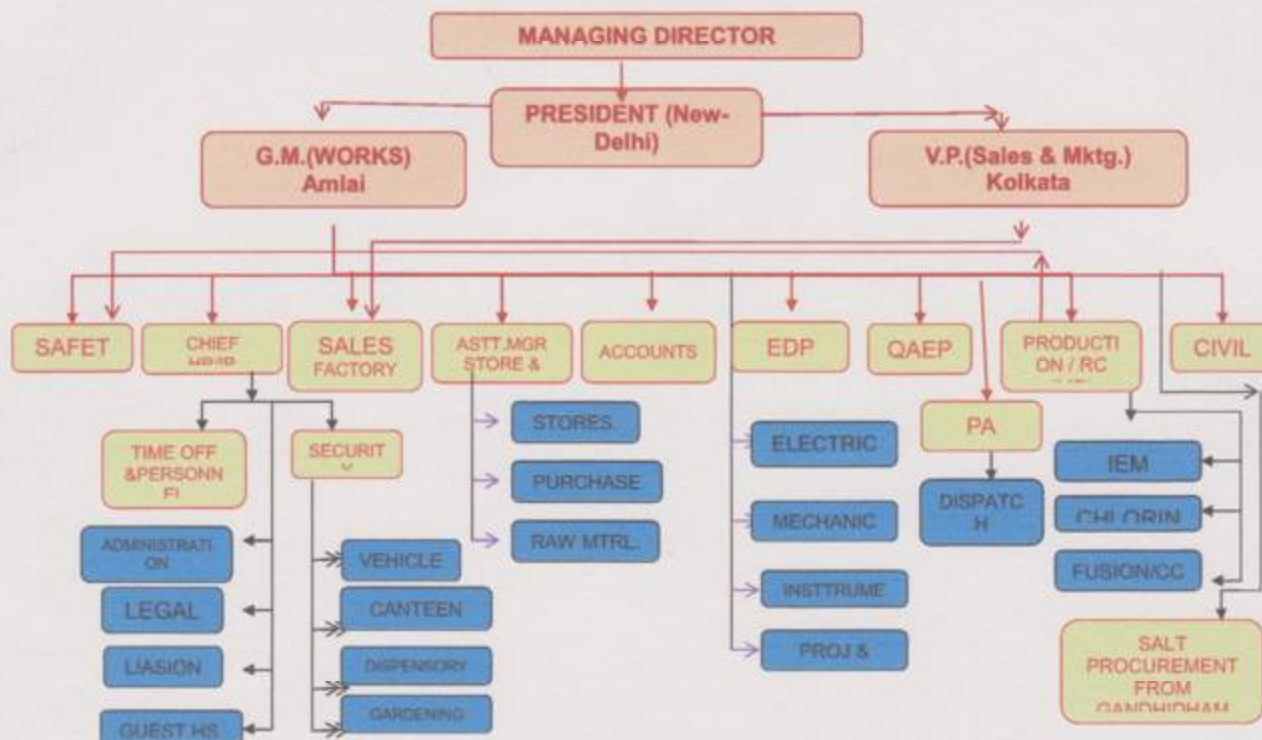
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8.5	Production and service provision		-		
8.6	Release of products and services		-		
8.7	Control of nonconforming outputs		-		
9	Performance evaluation	9	Performance evaluation	4.5	Checking (title only)
9.1	Monitoring measurement, analysis and evaluation	9.1	Monitoring measurement, analysis and evaluation	4.5.1	Performance measurement and monitoring
				4.5.2	Evaluation of compliance
9.2	Internal audit	9.2	Internal audit	4.5.5	Internal audit
9.3	Management review	9.3	Management review	4.6	Management review
10	Improvement	10	Improvement		
10.1	General	10.1	General		
10.2	Nonconformity and corrective action	10.2	Nonconformity and corrective action	4.5.3	Incident investigation, nonconformity, corrective action and preventive action
10.3	Continual improvement	10.3	Continual improvement		

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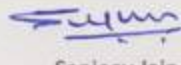
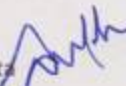
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Annexure-4

List of Departmental Manual: Paper Unit


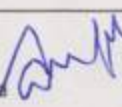
1. Pulp Mill	-	IDM/PULP/02
2. Paper Machine	-	IDM/PMC/02
3. Tissue and Pilot M/c	-	IDM/TIS/02
4. Finishing & Converting	-	IDM/FH/02
5. Central Laboratory	-	IDM/CLAB/02
6. Research and Development	-	IDM/R&D/02
7. Soda Recovery	-	IDM/SRP/02
8. Environment	-	IDM/EM/02
9. Electrical	-	IDM/ELE/02
10. Instrument	-	IDM/INS/02
11. Power House	-	IDM/PH/02
12. Captive Power Plant	-	IDM/CP/02
13. Paper Machine, Tissue and Workshop Maintenance	-	IDM/MECH/PMC-TIS-WS/02
14. Pulp Mill Maintenance	-	IDM/MECH/PULP/02
15. Soda Recovery Maintenance	-	IDM/MECH/SR/02
16. Sales & Dispatch	-	IDM/SLS/02
17. Purchase	-	IDM/PUR/02
18. Store	-	IDM/STR/02
19. H.R Department	-	IDM/HR/02
20. Civil	-	IDM/CIVIL/02
21. Safety & Fire	-	IDM/SF/02
22. Raw Material	-	IDM/RMD/02
23. Computer Department	-	IDM/IT/02
24. ROR	-	ROR/HRR/LEGAL/01
25. Emergency Preparedness & response	-	QEP/OPM/SAFETY/01


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List of Departmental Manual: Caustic Soda Unit

1. IEM Plant	-	IDM/IEM/03
2. Chlorine Plant	-	IDM/CL2/03
3. Caustic Concentration	-	IDM/CSF-CCU/03
4. QAEP	-	IDM/QAEP/03
5. Instrumentation	-	IDM/INST/03
6. Mechanical	-	IDM/MECH/03
7. Electrical	-	IDM/ELEC/03
8. Sales	-	IDM/SALES/03
9. Store	-	IDM/STR/03
10. Purchase	-	IDM/PUR/03
11. HR	-	IDM/HR/03
12. Safety	-	IDM/SAF/03
13. Raw Material	-	IDM/RMS/03
14. Civil	-	IDM/CIV/03
15. EDP	-	IDM/EDP/03
16. Security	-	IDM/SEC/03

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Annexure : 5

CEO

- To determine & communicate the organization's strategic Mission & Vision.
- To provide the proper resources in terms of capital & human resource.
- To build positive culture in the organization by bringing positive changes in attitudes, goals, behavior and values of the sub ordinates by positive leadership and team efforts.
- To maximize profit earnings by adopting efficient operations techniques, innovative ideas and cost reduction.
- To co-ordinate all functional heads and provide necessary directions and guidelines.
- To provide guidelines for unit annual report, goal settings, planning, budgeting, statistical reporting etc.
- Measurement, evaluation and taking corrective actions of complete operations of Mill.

V.P. (COMMERCIAL)

- Responsible for overall coordination, monitoring and ensuring all targets relating to the following functional areas –

Accounts

Finance

Costing

Taxation (except Excise Duty)

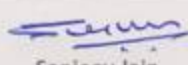
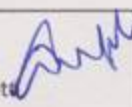
Information Technology


Purchase

Stores

Weighbridge

Railway siding

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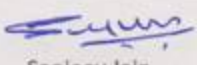
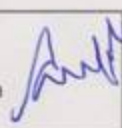
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Sr. V.P. (Operation)

- Responsible for output and efficiency in areas of working like –
 - Pulp Mill
 - Paper Machine
 - Chemical Recovery
 - Utilities like Boiler House & Turbines
- Coordinate the maintenance activities for Mechanical Electrical and Instrumentation job.
- To provide guidelines for R & D activities
- To coordinate with Marketing Dept. for planning & execution and activity of orders.
- To ensure IMS Policy, Procedure, Review and implementation in his respective area. Administration functions of all production Depts. Factory Manager under Factories Act

VP (RM-PD)

- General Administration of Mill's two departments- Raw Material and raw Material Development to fulfill material requirement and departmental troubleshooting.
- Farm forestry through colonel and seed routed plantations to augment future raw material supply covering 5-6 adjoining districts. Production of quality colonel plants in Mills' vegetative propagation units.
- Coordination of Mill's Environment Protection and Pollution Control Programmes.
- Liaisoning with various department and statutory bodies at both State and Central level. Legal cases. Major area of activity.
- Development of green belt area in and around factory and adjoin areas.
- To ensure IMS Policy, Procedure, Review and implementation in his respective area.

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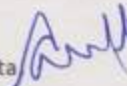
Sr. GM (RMP)


- General Administration of Mill's Raw Material Procurement department.
- Ensuring availability of Raw Material for the continuous running of plant operation.
- Liaisoning with different vendors and bargaining with them.
- Liaisoning with various department and statutory bodies at both State and Central level. Legal cases. Major area of activity.
- Overall responsible for Raw Material procurement activities.
- To ensure IMS Policy, Procedure, Review and implementation in his respective area.

GM (HR)

Human Resources Management

- Personnel & Industrial Relations functions.
- General Administration.
- Security, Health & Safety, Welfare and Transport Management.
- Legal activities
- Public Relations & CSR Functions
- Liaisoning with related Govt.
- Land & Revenue functions
- Estate Management
- Management of Educational Institution & Hospital.
- To ensure IMS Policy, Procedure, Review and implementation in his respective area.

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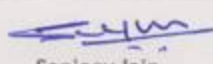
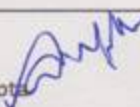
G.M. (Sales)


- Coordination between mill / corporate office / regional office / wholesalers / distributors / industrial consumers with regards to sales and order execution.
- Planning & coordinating all activities related to sales allocation & targets.
- Looking after cost reduction in paper godown / conversion plant in respect of manpower / machineries and atomization where ever necessary.
- Implementation of SAP in SD Module in plant and all offices in regional offices.
- Coordination and liasioning with Central Excise.
- Planning and supervision of the converter plant from order booking to order execution.
- Marketing activities in central India, MP and Chattisgarh.
- To ensure IMS Policy, Procedure, Review and implementation in his respective area.

Attending market complaints with technical people as when required.

GM (Engineering)

- Coordination of Mill-wide engineering and Instrumentation related activities
- Energy Conservation
- Improving environmental management system
- Waste Management
- Management and Control of spare parts inventory.
- Proper planning for materials procurement & inventory controls relating to instrumentation.
- To ensure IMS Policy, Procedure, Review and implementation in his respective area.

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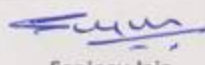
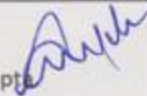
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GM (P,R,C& E)

- Overall responsible for day to day management and co-ordination of the operations of Pulp, Recovery, Chemicals & Environment.
- Assumes an active role in the development and implementation of long range plans, objectives, policies, standards and schedules.
- To ensure that the budgeted production targets are met on day to day basis, week to week basis and month to month basis.
- Develop a team of effective managers to ensure proper and effective functioning of the department under control. Ensure fully engagement of the departmental staff.
- To keep abreast of latest technologies in pulp and paper industry, increase production volume and develop strategy to become eco friendly by adopting the specific standards of ISO 14001 & OHSAS Renovation of new and updated technologies for better productivity.
- To ensure IMS Policy, Procedure, Review and implementation in his respective area.

GM (Power Plant)

- Overall responsible for the functioning of power plant.
- To develop a team of effective staff to ensure proper and effective functioning of the department.
- Motivate sub ordinates to give cost reduction and innovative ideas for efficient working of the power plant.
- To ensure IMS Policy, Procedure, Review and implementation in his respective area.

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Chief Medical Officer

Medical examination

- 1 Workers employed in a hazardous process shall be medically examined by a qualified medical practitioner herein after referred to as Factory Medical officer in the following manner---
 - A} Once before employment to ascertain physical fitness of the person to do the particular job.
 - B} Once in a period of 6 months to ascertain the healthy status of the workers in respect of occupational health hazards to which they are exposed and in cases where in the opinion of factory medical officer it is necessary to do so at a shorter interval in respect of any worker.
 - C} The details of pre-employment and periodical medical examinations carried out as aforesaid shall be received in the Health Register in form 17.
- 2} No person shall be employed for the first time without a certificate of fitness in form 17 A Granted by factory Medical officer.
- 3} Any findings of the Factory Medical Officer revealing any abnormality or unsuitability of any person Employed in the process shall immediately be reported to the certifying surgeon.
- 4} A certifying surgeon on his own motion or on a reference from inspector may conduct medical examination of worker to ascertain the suitability of his employment in a hazardous process or for ascertaining his health status. The opinion of the certifying surgeon is final.
- 5} The worker taken away from employment in any process may be employed again in the same process
- To ensure IMS Policy, Procedure, Review and implementation in his respective area.

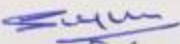
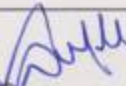
Only after obtaining the fitness certificate from the certifying surgeon and after making entries in the Health register.


DGM (Personnel)

- Manpower Planning for Staff & workmen
- Prepared the database of department wise training need identification through performance appraisal.

Updated promotion details

- Maintained the database for the training taken by the employees.
- Monthly & half yearly HR-MIS report
- Master update
- Attendance

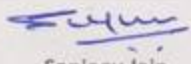
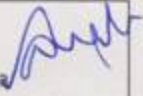
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- Employee engagement survey of staff and its analysis
- Employee Engagement survey and its analysis
- Organizing training programmer
- Campus recruitment
- Job description
- Balance Score Card
- Presentations made for MD and LTP
- Organizing safety week
- Talent Management
- HR-Initiatives
- overseeing of all legal matters
- Appraisal
- Making policies and Scheme
- Training Calendar
- Exit interview
- Disciplinary action initiation with the assistance the law officer and Union matters- Liaising, meeting and external interaction with them concerning various worker issues.
- Planning and co-ordination of Quality Management Systems.
- To ensure IMS Policy, Procedure, Review and implementation in his respective area.

DGM (Pulp)

- Overall responsible for operations and administrations of Pulp Section.
- Co-ordinate with other depts. and planning.
- Maintain leave and attendance administration.
- Provide Shift arrangements.
- Look after safety and welfare of employees in the plant.
- Ensure modification / alteration / expansion of plant for better results.
- Overall responsible for achieving set targets of production performance and quality.
- Motivate subordinates for house keeping and ISO 14001 activities.

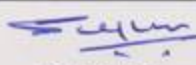
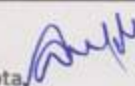
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- Ensure optimum utilization of utilities like water, steam and power.
- Supervise cost reduction activities.
- Ensure maximum utilization of manpower and minimize over time.
- Minimize wastage of time (idle time) and materials.
- Attend technical meeting for production & performance planning.
- Involvement in implementation of upgradation projects at Pulp Mill and provide necessary technical support to Projects dept. for execution of these new projects.
- Necessary guidance to KRA circle for providing plant performance and work culture.
- Ensure Safe working practices.
- To ensure IMS Policy, Procedure, Review and implementation in his respective area.

DGM (Tissue & pilot)

- Overall responsible for production, planning and control of Soft Tissue right from stock PPN.
- Control the inventory.
- Intimate / execute plant upgradation & modification activities.
- Implement Company's policy
- Attend plant trouble shooting
- Attend sales promotional activities and marketing complaints
- Maintain discipline, house keeping
- Overall responsible for the activities of Tissue & Pilot plant.
- To ensure IMS Policy, Procedure, Review and implementation in his respective area.

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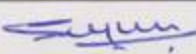
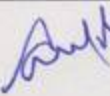
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D.G.M (Electrical)

- To Manage entire Electrical installation and activities of Electrical Dept. in mills and colony.
- Implementation of management policies.
- Guide and help sub-ordinates for proper upkeep of plant and equipments through preventive maintenance, indenting and selection of materials, selection of employees, search for import substitution, control and co-ordination of activities at various level for proper functioning.
- Planning and execution of project and development jobs. Electrical inspector related work. Power supply management and energy conservation.
- Replacement and retrofitting of obsolete equipments.
- To ensure IMS Policy, Procedure, Review and implementation in his respective area.

DGM (Mechanical)

- Total upkeep of Mechanical Engineering sections.
- Maintaining plant & machineries, men and material.
- Planning/indenting & procurement of spares and inventory control. Budgeting, jobs planning, coordination and execution.
- Up grading skill of engineers and workers by in-house training.
- To increase machines uptime and reduce maintenance cost by proper checking and timely rectification, implementation of preventive maintenance and condition monitoring.
- Planning till completion for Annual Shuts, Development jobs, Modifications and alterations jobs.
- Maintaining plant & machineries, men and material.
- Planning/indenting & procurement of spares and inventory control. Budgeting, jobs planning, coordination and execution.
- Maintaining plant & machineries, men and material.

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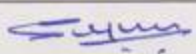
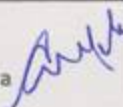
- Planning/indenting & procurement of spares and inventory control. Budgeting, jobs planning, coordination and execution.
- Up grading skill of engineers and workers by in-house training.
- To increase machines uptime and reduce maintenance cost by proper checking and timely rectification, implementation of preventive maintenance and condition monitoring.
- Planning till completion for Annual Shuts, Development jobs, Modifications and alterations jobs.
- Coordinate & ensure implementation of ISO14001, KRA Circles, Safety etc.
- Maintaining discipline in the departments and harmonious relations with all concerned.
- In addition many more miscellaneous jobs.
- To ensure IMS Policy, Procedure, Review and implementation in his respective area.


DGM (Power Plant)

- To assist GM (power plant) in Overall functioning of power plant.
- To develop a team of effective staff to ensure proper and effective functioning of the department.
- Motivate sub ordinates to give cost reduction and innovative ideas for efficient working of the power plant.
- To ensure IMS Policy, Procedure, Review and implementation in his respective area.

DGM (Recovery)

- Overall responsible for day to day management and co-ordination of the operations of Recovery plant.
- Assumes an active role in the development and implementation of long range plans, objectives, policies, standards and schedules.
- To ensure that the budgeted production targets are met on day to day basis, week to week basis and month to month basis.
- Develop a team of effective managers to ensure proper and effective functioning of the department under control. Ensure fully engagement of the departmental staff.
- To increase production volume and develop strategy to become eco friendly by adopting the specific standards of ISO 14001 & OHSAS Renovation of new and updated technologies for better productivity.
- To ensure IMS Policy, Procedure, Review and implementation in his respective area.

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DGM (Paper)

- Overall responsible for production, planning and control of paper section right from stock PPN, Main Paper Mc., Cutter, Finishing Hs., Pilot Plant and Tissue Plant.
- Control the inventory.
- Intimate / execute plant up-gradation & modification activities.
- Implement Company's policy
- Attend plant trouble shooting
- Attend sales promotional activities and marketing complaints.
- Maintain discipline, house keeping
- To ensure IMS Policy, Procedure, Review and implementation in his respective area.



DGM (Accounting & Cost)


- Provide day to day progress report of financial and accounting activities and status of Taxation, Insurance, Credit Control, Inventory control, budgeting and forecasting report.
- Provide the production and productivity report and the cost effectiveness reports.
- To ensure IMS Policy, Procedure, Review and implementation in his respective area.

DGM (MM)

Over all control for Purchase/ Stores

- Facilitate implementation of Management direction/policies and objective
- Identify Key result in areas
- Setting targets in each area
- Review procurement cost of major chemicals and Stores item.
- Negotiation of rate for all major items
- Check comparative statement and signing of Purchase orders.

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- Discussion and attending the production team
- Cost saving
- Job given by Senior time to time
- To ensure IMS Policy, Procedure, Review and implementation in his respective area.

AGM (IT)

- Ensure proper operations of networking, Software used, storage of Data and provide the different MIS reports.
- Overall responsible for administration of IT operations in the Mill.
- Identifying, procuring and installing necessary computer hardware and software with prior sanction.
- Processing vendors payment
- To ensure IMS Policy, Procedure, Review and implementation in his respective area.



AGM (Civil)


- Maintenance and construction of plant buildings, structures, pipe lines etc
- Make plan design, construction and maintenance of plant buildings, structures ,drinking water pipe lines & plumbing jobs ,effluent drains, drainage and sewage system and road inside mill. Execution of refractory and insulation works. Co-ordinate & liaison with Govt. agencies. Supervise construction and maintenance works of welfare and village relief works.
- Develop a team of effective staff to ensure proper and effective functioning of the departments. Induction of High Caliber young professionals and develop the carrier / succession plan. Ensure fully engagement of the departmental staff with specific job responsibilities.
- To ensure IMS Policy, Procedure, Review and implementation in his respective area.

AGM (MM)

Identify Key result in areas

- Setting targets in each area
- Review procurement cost of major chemicals and Stores item.
- Negotiation of rate for all major items
- Check comparative statement and signing of Purchase orders.
- Discussion and attending the production team

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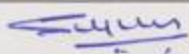
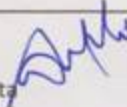
- Cost saving
- Job given by Senior time to time
- Facilitate implementation of Management direction/policies and objective.
- To ensure IMS Policy, Procedure, Review and implementation in his respective area.


AGM (Pulp)

- Ensure all the parameters of the plant.
- Ensure production of maximum pulp of good quality, and as per demand of machines.
- Co-ordinate with other plants and depts.
- Take frequent rounds of the plant to avoid wastage of water, steam, condensate, pulp, liquor
- Ensure House keeping.
- Give special attention to reduce grade III effluent.
- Prepare pulp mill down time analysis report every month.
- Attend stores work, indent-work, sanction job for extra mazdoors whenever required.
- Mill and provide necessary Technical support to projects Dept. for execution of these new projects.
- Involvement in KRA circle activities for improving plant performance and work culture.
- Involvement in implementation of upgradation project at Pulp
- To ensure IMS Policy, Procedure, Review and implementation in his respective area.

AGM (Recovery Maint.)

- Ensure implementation of ISO 14001, safety and KRA circles. Also continuity of plant operation, Manage entire mechanical engineering sections, machinery etc. Assist the staff to diagnose more complex problems with machines.

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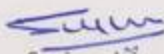
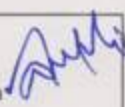
- Develop a team of effective staff to ensure proper and effective functioning of the departments. Induction of High Caliber young professionals and develop the carrier / succession plan. Ensure fully engagement of the departmental staff with specific job requirement.
- Procurement and negotiate large or strategically important supplier and vendor contracts to secure terms that are in the organizations best interest.
- Reduce the Maintenance cost, Monitor the cost effectiveness of the equipments.
- To ensure IMS Policy, Procedure, Review and implementation in his respective area.


AGM (Instrument)

- Supervise renovation and developmental job and key result areas.
- Ensure day to day maintenance.
- Proper planning for materials procurement & inventory controls relating to instrumentation.
- Ensure manpower requirements, recruitment and selection.
- Maintain overall administration in the department.
- Fixing of goals & targets & encouraging to the crew members, proper coordination with the internal customer.
- Proper communication among the authority.
- To ensure IMS Policy, Procedure, Review and implementation in his respective area.

Sr. Manager (R&D)

- Overall supervision / administration of quality control, process control, central laboratory.
- Attending internal & external customer complaints.
- Conduct lab / plant trails with new products / or to improve quality.
- Product development as per market demand

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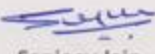

- Alternate vendor development
- Thrust on key result areas, market paper samples examination.
- Daily plant rounds & supervision of Chipper Hs. around the clock to check the quality of raw materials.
- Report evaluation
- Production meetings
- Preparation of synopsis reports
- Qualify checks in machines
- C.M.R related jobs for IMS.
- To ensure IMS Policy, Procedure, Review and implementation in his respective area.


Sr. Manager(Electrical.)

- Supervise and control on daily basis department activities for maintenance and repairing jobs. Planning and execution of shut jobs. Energy bills checking and calculation of Electricity duties on generation. Inventory control, power supply management as per requirement. Electrical inspector related work. To assist project work.
- To ensure IMS Policy, Procedure, Review and implementation in his respective area.

Sr. Manager (Instrument)

- Proper planning for materials procurement & inventory controls relating to instrumentation.
- Ensure manpower requirements, recruitment and selection.
- Fixing of goals & targets & encouraging to the crew members, proper coordination with the internal customer.
- Proper communication among the authority.
- To ensure IMS Policy, Procedure, Review and implementation in his respective area.

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Sr. Manager (Stores)

Supervisor overall stores function and report to DGM(MM)

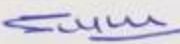

- Disposing the scrap
- Verification of weighing machines from Govt. Officials
- Chasing with Staff for timely monthly closing
- Dealing with labor involved in various function of stores.
- To ensure IMS Policy, Procedure, Review and implementation in his respective area.


Sr. Manager (R.M.P.)

- Preparing approval note.
- Preparing purchase order in SAP.
- Checking SRV punched in SAP.
- Verification and bill passing for appropriate payments of RM receipts.
- Preparing and ensuring timely submission of govt. returns.
- Audit compliance of Raw Material procurement functions.
- Costing of RM available in govt. depot/RM Vendor.
- Preparing MIS reports.
- Submission of Bills of costing.
- To ensure IMS Policy, Procedure, Review and implementation in his respective area.

Sr. GM (RMP)

- General Administration of Mill's Raw Material Procurement department.
- Ensuring availability of Raw Material for the continuous running of plant operation.
- Liasioning with different vendors and bargaining with them.

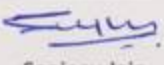
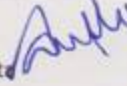
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- Liaisoning with various department and statutory bodies at both State and Central level. Legal cases. Major area of activity.
- Overall responsible for Raw Material procurement activities.
- To ensure IMS Policy, Procedure, Review and implementation in his respective area.

Sr. Manager (Personnel)


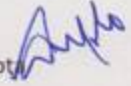
- Responsible for smooth functioning of Legal, Public Relation, Gen. Administration, Hospital, Safety & Training and Garage & Fire Department.
- Monitoring and ensuring cost control of the department.
- Taking proactive action for boosting the corporate image of the organization with help of print and electronic media and through corporate in-house magazine.
- Providing the support and guidance to above concern department for achieving their goal.
- Maintaining cordial relationship with the Govt. authorities, civic bodies, local leaders and media personnel.
- Monitoring the CSR activities in the vicinity area of the organization.
- Discharging the other miscellaneous work as and when it requires.
- To ensure IMS Policy, Procedure, Review and implementation in his respective area.

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Manager (Finishing House & Converting)

- Supervise the work of Wrapper checking, Process checking, Wastage control to make the indent for the requirement of all departmental goods to keep proper record of the department to maintain stock of all consumable items to allot duty of mazdoors in three shifts and to look after all work of the in-charge in his absence and other works allotted by the in-charge
- To determine & communicate the organization's strategic Mission & Vision.
- To provide the proper resources in terms of capital & human resource.
- To build positive culture in the organization by bringing positive changes in attitudes, goals, behavior and values of the sub ordinates by positive leadership and team efforts.
- To maximize profit earnings by adopting efficient operations techniques, innovative ideas and cost reduction.
- To co-ordinate all functional heads and provide necessary directions and guidelines.
- To provide guidelines for unit annual report, goal settings, planning, budgeting, statistical reporting etc.
- Measurement, evaluation and taking corrective actions of complete operations of Mill.
- To ensure IMS Policy, Procedure, Review and implementation in his respective area.

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