

**VISION:**

To be the first choice of all existing & potential customers globally.

**MISSION:**

To promote Quality, Occupational Health & Safety and protection of the Environment by making every effort to be a Safer, Smarter and Greener Organization.

- **SAFER** – by promoting & driving a safety culture to prevent loss or harm to personnel, property and environment,
- **SMARTER** – by using competent personnel to deliver our services and continually improving the reliability of our systems & processes through appropriate research & development, and
- **GREENER** – by sharing knowledge and taking measures to reduce environmental footprints to achieve sustainable development.

**VALUES:**

- Integrity,
- Impartiality,
- Innovation,
- Commitment to customer service,
- Professional development of employees,
- Respect for associates,
- Occupational health and safety of employees, and
- Responsibility towards environmental protection.

**BUSINESS POLICY:**

To provide all our services:

- Based on appropriate research and development,
- In a cost effective and efficient manner,
- With ethical and transparent business practices, and
- Guided by effective Management Systems, through competent personnel, appropriate methodologies and work environment.

**RECRUITMENT, QUALIFICATION & TRAINING POLICY:**

To recruit qualified personnel for all positions, enhance their knowledge and competence continually by relevant training and experience throughout their career.

**QUALITY, OCCUPATIONAL HEALTH, SAFETY & ENVIRONMENT POLICY:**

In pursuit of Customer Satisfaction, Quality of Services provided, Occupational Health & Safety of its employees and to positively influence the safety performance of the industry and protection of the Environment, IRS is committed to:

**QUALITY POLICY:**

- Providing excellence in quality of service Meeting stated and implied needs of customers and other stakeholders by complying with applicable Rules and Regulations,
- Regularly monitoring and reviewing the realization of Quality and Process Objectives, and
- Continually improving the effectiveness of its Quality Management System.
- Ensuring impartiality in all its services and avoiding conflict of interest.

**OCCUPATIONAL HEALTH, SAFETY & ENVIRONMENT POLICY:**

- Providing and maintaining a safe and healthy workplace aimed at prevention of injury and ill-health to all employees,
- Protection of the environment, including prevention of pollution of the Environment related to the processes and activities under its control and establishing a framework for defining, monitoring and reviewing Safety & Environmental policies, objectives, indicators and targets,
- Creating awareness amongst employees and other stakeholders on adopting safe working practices,
- Complying with applicable legal and other requirements, and
- Continually improving systems by recognizing, developing, adopting and promoting best practices within the industry.

**CORPORATE OBJECTIVES:**

- Improve the standards of services and its response,
- Doing things right the first time and every time,
- Enhance knowledge management related to personnel, processes and technology,
- Implementing effective measures to prevent Environmental pollution & to mitigate Occupational Health & Safety risks,
- Compliance to applicable legal and other requirements,
- Upgrading processes and services by utilizing appropriate technology, and
- Evaluate the risks to impartiality and develop measures for mitigation.

**Arun Sharma**  
Executive Chairman

Date: 13<sup>th</sup> April 2017