



# **Dawlance Management Systems Policies**



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# **DAWLANCE QUALITY POLICY**



## Dawlance Quality Policy

### **Management is committed:**

To develop and manufacture affordable, easy to use, reliable home appliances and deliver after sales service to satisfy our customers needs beyond their expectations.

### **We perform our activities to:**

1. Continually improve our quality management system to comply with ISO 9001 standard , legal and other applicable requirements.
2. Attain departmental and organizational targets and objectives with team work concept, taking total quality management philosophy in account.
3. Enhance productivity of all our processes in a direction of continual quality improvement approach.



## ڈاؤلینس کوالٹی پالیسی

ڈاؤلینس (پاکستان) کی مینجمنٹ صارف کے انتہائی اطمینان اور توقعات پر پورا اُترنے کے لئے مناسب، استعمال میں آسان ، قابل اعتماد گھریلو مصنوعات اور بہترین سروس کی فراہمی میں کوشاں ہے -

اس مقصد کی تکمیل کے لئے ہم مندرجہ ذیل اصولوں پر عمل پیرا ہیں

- 1- کوالٹی مینجمنٹ سسٹم کے معیار میں مسلسل بہتری لانا اور تمام متعلقہ قوانین و ضوابط پر عمل درآمد کرنا -
- 2- مستعد افرادی قوت کے باہمی اشتراک اور ٹوٹل کوالٹی مینجمنٹ کے فلسفے کی مدد سے کمپنی اور ڈیپارٹمنٹس کے اہداف اور مقاصد حاصل کرنا -
- 3- معیار میں مسلسل بہتری کے ساتھ پیداوار میں اضافہ کرنا -



# **HEALTH & SAFETY POLICY**



Dawlance being a leading household appliances manufacturer gives prime importance to Health and Safety of its employees, community, and all stakeholders

**Dawlance is committed to:**

- Creating and sustaining safe work environment by eliminating hazards and reducing risks specific to our operations & in accordance with the context of the organization. We implement this by providing adequate resources and training to help implement and support this commitment.
- Fostering a working environment that promotes employee health and productivity and is ultimately free of injuries.
- Continual Improvement through identification of H&S opportunities and integration of sound H&S practices into all aspects of the business, in addition to maintaining regulatory, legal & all other compliances.
- Ensuring consultation & participation of workers towards improving workplace safety.

Dawlance H&S Objectives shall be derived from this policy. This policy applies to all Dawlance locations and employees. It is the responsibility of every employee to work safely, to adhere to the letter and spirit of this policy, and to report practices and conditions which are inconsistent with the policy or pose a recognized or unacceptable risk to human health or safety. In addition, each Dawlance leader shall support workplace implementation of this policy.



# **DAWLANCE ENVIRONMENTAL POLICY**





### **DAWLANCE ENVIRONMENTAL POLICY**

*Dawlance, a leading home appliances manufacturer, and its employees comply with all applicable national and international environmental laws and regulations; manufacture environmentally friendly products in line with environmental management system based on continual improvement and sustainability principles.*

We perform our activities to:

- inherit a climate change respected, clean and healthy environment to the new generations
- use energy and natural resources efficiently
- minimize the adverse environmental impacts of products and production through product life cycle
- prevent pollution at the source
- prioritize climate change and sustainability in all activities
- raise environmental awareness of our employees and the society

accompanying the Quality, Health and Safety and Energy Management Systems and we strive to set a model in durable goods sector with regard to environmental efforts.

### **ڈاولینس ماہولیاتی پالیسی**

ڈاولینس، ایک معروف ہوم ایپلائنسز کمپنی، اور اس کے ملازمین، قابل اطلاق قومی اور بین الاقوامی ماہولیاتی قوانین اور قواعد و ضوابط کے مطابق؛ اور ماہولیاتی مینجمنٹ کے نظام کے ساتھ، مسلسل ماحول میں بہتری اور برقرار رکھنے کے اصولوں پر مبنی ماحول دوست مصنوعات تیار کرتی ہے۔

ہم مندرجہ ذیل سرگرمیوں کو انجام دینے میں پرعزم ہیں:

- ہم ماہولیاتی تبدیلی کے احترام کرتے ہوئے، نئے نسلوں کو صاف اور صحت مند ماحول مہیا کرنے کی کوشش کرتے ہیں؛
- توانائی اور قدرتی وسائل کو مؤثر طریقے سے استعمال کرتے ہیں؛
- مصنوعات کی ردوبدل کے ذریعہ پروٹکشن اور پروٹکٹس کے خراب ماہولیاتی اثرات کو کم سے کم کرتے ہیں؛
- کسی بھی مؤثر ذریعے سے ماحول کو آلودگی سے بچاتے ہیں۔
- تمام سرگرمیوں میں ماہولیاتی تبدیلی اور استحکام کو ترجیح دیتے ہیں۔
- ہم اپنے ملازمین اور معاشرے کے ماہولیاتی آگاہی کو بڑھاتے ہیں۔

کوالتی، صحت اور سیفتی اور انرجی مینجمنٹ سسٹم کو ساتھ لے کر اور ماہولیاتی کوششوں کے سلسلے میں ہم پائیدار ہوم ایپلائنس کے شعبے میں ایک ماڈل قائم کرنے کی کوشش کرتے ہیں۔





# **DAWLANCE ENERGY POLICY**



## **DAWLANCE ENERGY POLICY**

As the leading manufacturer of home appliances in Pakistan and part of Arçelik global family, Dawlance is committed to the establishment, maintenance and continual improvement in its Energy Management System (EnMS) by:

- Complying to all applicable local regulations and other energy codes/ practices as followed by Arçelik plants, across the globe.
- Driving energy conservation awareness at all levels within the organization through employee participation and process ownership.
- Communicating relevant information and setting energy performance objectives, targets, performance indicators at different functions and levels of the organization.
- Reviewing progress of planned activities aimed at reducing energy consumption and usage and providing necessary resources to meet energy efficiency targets.
- Adopting technologies including Design, aimed at improving energy performance in business operations, processes and products.
- Supporting sustainability in procurement activities and exploring opportunities to increase share of Renewable energy in prevailing energy mix.

Along with our Quality, Occupational Health & Safety, Environmental Management System, Dawlance Energy Management system is an integral part of our business model and we look forward to actively playing our role in Global Energy Conservation.