



QUALITY & ENVIRONMENTAL POLICY

- Bombay Gymkhana Limited is a company incorporated under the Indian Companies Act 1913, established to afford its members all the usual advantages, conveniences and privileges of a club;
- Bombay Gymkhana Limited's quality and environmental policy is to provide services in a manner, which will meet the expectation levels of its members.
- These levels are expected to be achieved by adopting a system of procedures that reflect the efficient functioning of the Bombay Gymkhana and to its members as well as to statutory and regulatory bodies.
- Achievement of this policy involves constant training and guidance to all staff members to perform their assigned tasks in compliance with the International Standards ISO 9001 and ISO 14001 by the:
 - a) fulfillment of legal and other requirements.
 - b) maintenance of an effective and relevant Quality and Environmental Management System.
 - c) creation of workable and measurable objectives and targets for each department.
 - d) creation of a documented procedure.
 - e) regular audit and evaluation of the Quality and Environmental Management System for conformity, effectiveness and to determine what improvements need to be made, through regular internal audits, meetings and reviews.
 - f) maintenance of adequate records to allow deficiencies in services and problems to be traced to their root cause, and to be used as a tool to improve the system.
 - g) determination of member requirements and creation of systems for communicating with members about available services, offers, enquiries, feedback and complaints.
 - h) implementation of the Quality and Environmental Management System procedures and observance of all relevant statutory and safety requirements by all staff members.
 - i) prevention of pollution within our limit
- Improve continually through integrated management system of the International Standards ISO 9001 and ISO 14001.

President

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