## Amendment Details (If any)

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<td>CSR-P-01, OCP-04 added in the list of support processes</td>
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<td>Integration of Solar Business activities &amp; reference to related procedures. The manual is revised to Edition 02.</td>
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<td>Addition of 'Result of Participation and Consultation’ in clause 5.6.2 and updation in clause 7.2.2.2 relates to other requirements</td>
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<td>10.3</td>
<td>Continual improvement</td>
<td>10.3</td>
<td>10.3</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>11.0</td>
<td>Process inter-relation matrix</td>
<td>Annex 1</td>
<td>Annex1</td>
<td>Annex1</td>
<td></td>
</tr>
</tbody>
</table>
The Requirements of Quality Management System for this activity are not applicable in the Organization. (For justification, refer details in Section 01: Scope – Exclusions)

This Chart is only up to the level of Head of Department, however, detailed Departmental specific Organization Charts are given in the Documentation.

Note: The Titles of above clauses may not be same as given in respective Management System Standards. However considering IMS, the titles have been modified by maintaining the same intent.

0.2 FOREWORD


The Integrated Management Systems have been formulated on the basis of ISO 9001:2015, ISO 14001:2015 and OHSAS 18001:2007. This Section titled "Introduction" explains the Structure, Issue and Updation procedure of Apex Manual. This Manual and the information incorporated herein are the property of ReNew Power. It must not be reproduced in whole or in part or otherwise disclosed without prior consent in writing from ReNew Power.

0.3 STRUCTURE OF THE MANUAL

This Apex Manual is structured as shown in the content pages of the Manual. Different sections are arranged sequentially as per clause number of ISO 9001:2015; however reference of clause numbers related to ISO 14001:2015 and OHSAS 18001:2007 have also been referred in Contents of this manual. For all Sections, relevant sub-clause numbers under the main clause of ISO 9001 have been indicated in the text there under. Apex Manual pages are numbered serially with page number indication. The first page of IMS Manual bears signature(s) of Chairman & CEO (Approving Authority of manual). The current revision number of Section and edition number of the manual on each page are also indicated. This manual is available in English Language only.

0.4 MANUAL ISSUE PROCEDURE

The Management Representative is authorized by Chairman & CEO to carry out the activities of preparing, issuing, maintaining and updation of this Apex Manual.
The distribution of the Manual and the amendment(s) are controlled and Management Representative carries out this activity.

The Master Copy bears the signatures of the approving authority (in original) on the first page of IMS Manual and issuing authority in original on the first page of each section. The Master Copy does not bear stamp of "Controlled". The soft copy of manual is available which is non-printable, non-editable on LAN / Google drive (link is provided by MR) to all users of Corporate Office/ site office with "CONTROLLED" watermark on it. Any printed part of the manual bearing watermark shall be treated as uncontrolled. In addition, the copies of this manual are legibly photocopied from Master Copy and bear stamp "CONTROLLED" on each page of the manual and distributed as per the Distribution list.

Management Representative issues additional copies of the Manual, required by external agen-cies, if any, and such copies of the Manual issued are stamped "UNCONTROLLED". These uncontrolled copies do not come under the purview of document amendment procedure and are not used within the Company.

The MR maintains a record for the distribution of Apex Manual. However for information to all employees, E-manual is available in Google drive watermarked as ‘CONTROLLED’ on each page.

0.5 MANUAL REVISION, UPDATION AND AMENDMENT PROCEDURE

Management Representative reviews the Apex Manual periodically in consultation with other related departments. No revision is implemented unless it has been approved and formally issued.

Management Representative introduces each revision formally by distributing the updated manual for use of the personnel identified in the distribution list.

When revisions take place, the revisions are indicated by the revision number in each of the revised sections and recorded in the Amendment Sheet (Refer Amendment History Sheet) available on cover sheet of manual. If there are more than 20 amendments in the manual, the complete manual is revised to next edition number.

The insertion of the additional/amended sections and the removal of the old sections in the Hard Copies of the Manual is the responsibility of respective copyholder of Manual. All old sections so removed are crossed with an inscription of the marking "OBSOLETE" and one copy of same is retained by Management Representative. Other obsolete copies will be destroyed.

0.6 COMPANY PROFILE

ReNew, founded in 2011, with the purpose of establishing a robust, sustainable and growing presence as an IPP across the clean energy space such as wind, solar and hydro power, ReNew has grown organically to 350 MW of capacity, thereby helping reduce India’s carbon footprint significantly. ReNew has secured USD 400 million of funding (more than Rs. 2,000 crores) from Goldman Sachs - the largest FDI investment in a sector that is starved of investments. ReNew employs more than 100 engineers and technical people. In FY13, ReNew generated 81,200 MWH of clean energy (enough to power 25000 homes approximately), and saved 75,516 tons of CO2
emissions (equivalent to planting 3.85 km2 of Sunder ban forests). The company intends to invest more than USD 1 billion totally over a three year period which would be the fastest such roll out in India’s history.

ReNew Power Ventures develops different wind and solar power projects through different SPVs (Special Purpose Vehicles). Each SPV is 100% held by ReNew Power Ventures and houses a specific Project. The structure has been adopted for ease of accounting and obtaining finance from different lenders on a non-recourse basis.

SECTION 01 - SCOPE

1.1 GENERAL

The Organization has adopted Integrated Management Systems (IMS) based on ISO, 9001: ISO 14001:2015 and OHSAS 18001:2007 which specifies the requirements for a Quality Management System, Environmental Management System, Occupational Health and Safety Management System, respectively in order to:

a) Demonstrate its ability to consistently provide product/services(s) that meet(s) customers applicable regulatory requirements,

b) Enhance customer satisfaction, prevent pollution, and ensure safe working conditions through effective application of the IMS, including the processes for continual improvement of the system and the assurance of conformity to customer and applicable regulatory requirements.

The established system is applicable to the activities of ReNew Power Corporate Office situated at Gurgaon and site offices.

The scope of the Integrated Management System is as given below:

Project Management related to
a) Identification & Selection of Wind Farm, Solar Project sites
b) Investment, Construction, Operation & Maintenance of Wind Farms
c) Investment, Design, Procurement, Construction, Operation & Maintenance of Projects
d) Generation and Sale of Wind & Solar Power

1.2 APPLICATION

Management System requirements laid down in International Standards ISO 9001:2015, 14001:2015 and OHSAS 18001:2007 are applicable to the organization, except the exclusions from Clause 7 of ISO 9001:2015 standard which are given below:

1.2.1 EXCLUSIONS

ISO 9001:2015

a) Clause 7.5.2 – Validation of Special Processes: ReNew Power does not have any such act where the outputs cannot be tested / verified for its conformity. The turbine & solar panels supplied by the OEM are well tested and certified by the government agency. Therefore ReNew Power does not need to establish any special process for validation. Hence, this clause is not applicable.
activities of the office.

**ISO 14001: 2015**

No exclusion from any clause of ISO 14001: 2015.

**OHSAS 18001: 2007**

SECTION 02 - REFERENCES

The List of References, which includes Standards, Manuals, Procedures and applicable product Regulatory Requirements, used in developing and implementing the systems, is given below:

2.1 STANDARDS


2.2 PRODUCT REGULATORY REQUIREMENTS

NIL

2.3 REGULATORY REQUIREMENTS

Company maintains "Legal Register" which covers all applicable Quality, Environmental and Occupational Health & Safety Regulatory Requirements for office and verifies the compliance of the legal requirements during Construction and Operation & Maintenance at sites.

2.4 REFERENCE PROCEDURES

A list of related Reference Procedures with their Titles is given below:

Solar Processes:

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Function</th>
<th>Process Title</th>
<th>Document Number</th>
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<tbody>
<tr>
<td>1</td>
<td>Design</td>
<td>Proposal Engineering</td>
<td>DEN(SOL)-P-01</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Design &amp; Engineering</td>
<td>DEN(SOL)-P-02</td>
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<td></td>
<td></td>
<td>Drawing Control</td>
<td>DEN(SOL)-P-03</td>
</tr>
<tr>
<td>2</td>
<td>BD</td>
<td>Bidding</td>
<td>BD(SOL)-P-01</td>
</tr>
<tr>
<td>3</td>
<td>O&amp;M</td>
<td>Contract implementation - O&amp;M</td>
<td>O&amp;M(SOL)-P-01</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Operation</td>
<td>O&amp;M(SOL)-P-02</td>
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<td></td>
<td></td>
<td>Maintenance</td>
<td>O&amp;M(SOL)-P-03</td>
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<tr>
<td>Sr. No.</td>
<td>Function</td>
<td>Process Title</td>
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<tr>
<td>1</td>
<td>Commercial</td>
<td>Proposal evaluation &amp; contract finalization</td>
<td>C&amp;C(WND)-P-01</td>
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<tr>
<td></td>
<td></td>
<td>Selection of supplier</td>
<td>C&amp;C(WND)-P-02</td>
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<td></td>
<td>Procurement</td>
<td>C&amp;C(WND)-P-03</td>
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<tr>
<td></td>
<td></td>
<td>Payment processing as per contract milestone</td>
<td>C&amp;C(WND)-P-04</td>
</tr>
<tr>
<td>2</td>
<td>WRA</td>
<td>Energy Yield Report</td>
<td>WRA(WND)-P-01</td>
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<tr>
<td></td>
<td></td>
<td>Met mast installation</td>
<td>WRA(WND)-P-02</td>
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<td></td>
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<td>Power curve verification</td>
<td>WRA(WND)-P-03</td>
</tr>
<tr>
<td>3</td>
<td>O&amp;M</td>
<td>Contract implementation</td>
<td>O&amp;M(WND)-P-01</td>
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<tr>
<td>Sr. No.</td>
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<tr>
<td>1</td>
<td>HR</td>
<td>Recruitment and Joining</td>
<td>HR-P-01</td>
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<td></td>
<td>Joining &amp; Induction Training</td>
<td>HR-P-02</td>
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<td></td>
<td></td>
<td>Employee Exit</td>
<td>HR-P-03</td>
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<tr>
<td>2</td>
<td>Finance</td>
<td>Debt financing</td>
<td>FIN-P-01</td>
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<tr>
<td></td>
<td></td>
<td>Compilation of documents</td>
<td>FIN-P-02</td>
</tr>
<tr>
<td>3</td>
<td>CSR</td>
<td>Corporate Social Responsibility</td>
<td>CSR-P-01</td>
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<tr>
<td>4</td>
<td>Legal</td>
<td>Compliance to legal requirements</td>
<td>LGL-P-01</td>
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<td></td>
<td>Legal due diligence</td>
<td>LGL-P-02</td>
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<td>5</td>
<td>IT</td>
<td>Procurement of IT applications</td>
<td>IT-P-01</td>
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<td>Procurement of hardware</td>
<td>IT-P-02</td>
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<td>IT support services</td>
<td>IT-P-03</td>
</tr>
<tr>
<td>6</td>
<td>CEO Office</td>
<td>Investment committee approval</td>
<td>IC-P-01</td>
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<td></td>
<td></td>
<td>Commercial operation date change process</td>
<td>IC-P-02</td>
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<td></td>
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<td>Management Review (including CEO Review)</td>
<td>IC-P-03</td>
</tr>
<tr>
<td>7</td>
<td>Quality &amp; HSE</td>
<td>Material Quality Inspection</td>
<td>QHSE-P-01</td>
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<td></td>
<td></td>
<td>Site Quality Assurance &amp; Control</td>
<td>QHSE-P-02</td>
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<td></td>
<td></td>
<td>Selection &amp; performance evaluation of TPA</td>
<td>TEC-P-01</td>
</tr>
</tbody>
</table>
## Continual improvement
- QHSE-P-03

## Lesson learnt
- QHSE-P-04

## ESIA
- QHSE-P-05

## Site EHS
- QHSE-P-06

## Incident investigation
- EHSS-P-03

<table>
<thead>
<tr>
<th>Sr. No.</th>
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<th>Document Number</th>
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<td>1</td>
<td>MR</td>
<td>Control of documents</td>
<td>IMS-P-01</td>
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<td>Internal Audit</td>
<td>IMS-P-02</td>
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## System Processes:

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<tr>
<td>8</td>
<td>RA &amp; Offtake</td>
<td>Contract Review for Private Parties</td>
<td>RA-P-01</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Contract Review for Utilities</td>
<td>RA-P-02</td>
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<td></td>
<td></td>
<td>Customer Feedback</td>
<td>RA-P-03</td>
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<td></td>
<td></td>
<td>Complaint Handling</td>
<td>RA-P-04</td>
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<tr>
<td></td>
<td></td>
<td>Invoicing</td>
<td>RA-P-05</td>
</tr>
</tbody>
</table>
SECTION 03 - TERMS, DEFINITION & ABBREVIATIONS

The following terms / definitions and abbreviations have been used at various places in IMS

3.1 TERMS

Company / Organization / Office: ReNew Power, Gurgaon

Vendors: The suppliers, contractors, OEM supplying the materials and / or services to company

Customer: The Customer / End User who uses the Products / Services of company. It is also used for Internal Customers.

3.2 DEFINITIONS

3.2.1 INTEGRATED MANAGEMENT SYSTEM

The part of the overall management system that includes organizational structure, planning activities, responsibilities, practices, procedures, processes and resources for developing, implementing, achieving, reviewing and maintaining the IMS policy.

3.2.2 IMS POLICY

Statement by the organization of its intentions and principles in relation to its overall IMS performance which provides a framework for action and for the setting of its objectives and targets.

3.2.3 OBJECTIVE

Goals arising from the IMS policy, that an organization sets itself to achieve and which is quantified where practicable.

3.2.4 TARGET

Detailed performance requirement, quantified where practicable, applicable to the organization or parts thereof, that arises from the IMS objectives and that needs to be set and met in order to achieve these objectives.

3.2.5 PRODUCT

Product is defined as “results of a process”.

3.2.6 PROCESS
Process is defined as “set of inter-related or interacting activities which transforms inputs into outputs”.

### 3.2.7 CONTINUAL IMPROVEMENT

Process of enhancing the IMS to achieve improvements in overall IMS performance in the with the organization’s IMS policy.

**Note:** The process of improvement need not take place in all areas of activity simultaneously.

### 3.2.8 AUDIT

Systematic examination to determine whether activities and related results conform to planned arrangements and whether these arrangements are implemented effectively and are suitable for achieving the organization’s policy and objectives.

### 3.2.9 AUDITOR

Person with the competence to conduct an audit.

### 3.2.10 AUDITEE

Department / Area / Organization being audited.

### 3.2.11 AUDIT FINDINGS

Results of the evaluation of the collected audit evidence against audit criteria.

### 3.2.12 NON-CONFORMITY

Non-fulfillment of a requirement.

### 3.2.13 CORRECTIVE ACTION

Action(s) to eliminate the cause of a detected non-conformity or other undesirable situation.

### 3.2.14 PREVENTIVE ACTION

Action(s) to eliminate the cause of a potential nonconformity or other undesirable potential situation.

### 3.2.15 CORRECTION / REMEDIAL ACTION

Action(s) to eliminate a detected nonconformity.
3.2.16 RECORD

Document stating results achieved or providing evidence of activities performed.

3.2.17 REVIEW

Activity undertaken to determine the suitability, adequacy and effectiveness of the subject matter to achieve established objectives.

3.2.18 INTERESTED PARTIES

Person or organization that can affect, be affected by, or perceive itself to be affected by a decision or activity.

3.2.19 QUALITY

Degree to which a set of inherent characteristics fulfils the requirements i.e. needs & expectation.

3.2.20 QUALITY CONTROL

Part of quality management focused on fulfilling quality requirements.

3.2.21 QUALITY ASSURANCE

Part of quality management focused on providing confidence that quality requirements will be fulfilled.

3.2.22 CUSTOMER SATISFACTION

Customer’s perception of the degree to which the customer’s requirements have been fulfilled.

3.2.23 ENVIRONMENT

Surroundings in which an organization operates, including air, water, land, natural resources, flora, fauna, humans and their interrelation.
3.2.24 ENVIRONMENTAL ASPECT

Element of an organization’s activities, products or services that can interact with the environment.

3.2.25 ENVIRONMENTAL IMPACT

Any change to the environment, whether adverse or beneficial, wholly or partially resulting from an organization’s activities, products or services.

3.2.26 PREVENTION OF POLLUTION

Use of processes, practices, materials or products that avoid, reduce or control pollution, when may include recycling, treatment, process changes, control mechanisms, efficient use of resources and material substitution.

3.2.27 OCCUPATIONAL HEALTH AND SAFETY

Conditions and factors that affect the well being of employees, temporary workers, contractor personnel, visitors and any other person in the workplace.

3.2.28 ACCIDENT

Undesired event giving rise to death, ill health, injury, damage or other loss.

3.2.29 INCIDENT

Event that gave rise to an accident or had the potential to lead to an accident including near misses.

3.2.30 HAZARD

Source or situations with a potential for harm in terms of injury or ill health, or a combination of these.

3.2.31 HAZARD IDENTIFICATION

Process of recognizing that a hazard exists and defining its characteristics.

3.2.32 RISK

Combination of the likelihood of an occurrence of a hazardous event or exposure(s) and the severity of injury or ill health that can be caused by the event or exposure(s).
3.2.33 RISK ASSESSMENT

Process of evaluating the risk(s) arising from a hazard(s), taking into account the adequacy of any existing controls, and deciding whether or not the risk(s) is acceptable.

3.2.34 SAFETY

Freedom from unacceptable risk of harm.

3.2.35 compliance obligations (preferred term)

legal requirements and other requirements (admitted term)

legal requirements that an organization has to comply with and other requirements that an organization has to or chooses to comply with.

3.3 ABBREVIATIONS

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
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<tbody>
<tr>
<td>EHS</td>
<td>Environmental, Occupational Health &amp; Safety</td>
</tr>
<tr>
<td>EMS</td>
<td>Environmental Management System</td>
</tr>
<tr>
<td>HOD</td>
<td>Head of Department</td>
</tr>
<tr>
<td>IMP</td>
<td>Improvement Programme</td>
</tr>
<tr>
<td>IMS</td>
<td>Integrated Management System</td>
</tr>
<tr>
<td>IS</td>
<td>Indian Standard</td>
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<tr>
<td>ISO</td>
<td>International Organization for Standardization</td>
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<tr>
<td>MOM</td>
<td>Minutes of Meeting</td>
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<tr>
<td>MR</td>
<td>Management Representative</td>
</tr>
<tr>
<td>MRM</td>
<td>Management Review Meeting</td>
</tr>
<tr>
<td>OHS</td>
<td>Occupational Health &amp; Safety</td>
</tr>
<tr>
<td>OHSAS</td>
<td>Occupational Health &amp; Safety Assessment Series</td>
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<tr>
<td>PPE</td>
<td>Personal Protective Equipment</td>
</tr>
<tr>
<td>QMS</td>
<td>Quality Management System</td>
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</tbody>
</table>
SECTION 04 – CONTEXT OF ORGANIZATION

4.1 Understanding the organization and its context

ReNew Power has determined external and internal issues - positive and negative factors, legal, technological, competitive, market, cultural, social and economic environments – 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. ReNew Power monitors and review information about these external and internal issues.

Reference:
Annex – 2 List of interested parties, their needs and expectations
Annex – 3 Risks and Opportunities Management Matrix

4.2 Understanding the needs and expectations of interested parties

ReNew Power has, after taking into consideration the effect or potential effect of its ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements, has determined:

a) Interested parties that are relevant to the Integrated Management System;
b) Requirements of these interested parties that are relevant to the Integrated Management System.
c) Those needs and expectations that becomes its compliance obligations

ReNew Power monitors and review information about these interested parties and their relevant requirements.

Reference:
Annex – 2 List of interested parties, their needs and expectations.

4.3 Determining the scope of the Integrated Management System

ReNew Power has determined the boundaries and applicability of the Integrated Management System to establish its scope. While determining this scope, the following were considered:

a) external and internal issues;
b) compliance obligations;
c) organizational sites, functions and physical boundaries;
d) activities, product and services;
e) authority and ability to exercise control and influence;
f) requirements of relevant interested parties; and

g) services delivered and electricity generation.

ReNew Power has applied all applicable requirements of ISO 9001:2015, ISO 14001:2015, OHSAS 18001:2007 within the determined scope of its Integrated Management System. The scope of ReNew Power’s Integrated Management System is available and maintained in this Manual (Refer 1.0 Scope). The scope mentions the types of products and services covered, and provides justification for exclusions to, if any, requirements of Integrated
Scope of this integrated management systems is maintained as documented information and is made available to interested parties upon request.

4.4 Integrated Management System and its processes

ReNew Power has utilized the knowledge gained during understanding the organization and its context, understanding the needs and expectations of interested parties and has established, implemented and maintained an Integrated Management System in accordance with the requirements of ISO 9001:2015, ISO 14001:2015, OHSAS 18001:2007. It has determined the processes needed for the IMS and their application throughout the organization, and:

a) Determined the inputs required and the outputs expected from processes;
b) Determined the sequence and interaction of processes;
c) Determined and applied criteria and methods (including monitoring, measurements and related performance indicators) needed to ensure the effective operation and control of processes;
d) Determined the resources needed for processes and ensuring their availability;
e) Assigned responsibilities and authorities for processes;
f) Addressed risks and opportunities (Refer 6.1);
g) Evaluates processes and implement any changes needed to ensure that processes achieve their intended results;
h) Improves the processes and the Integrated Management System

ReNew Power maintains documented information to support the operation of its processes; and retains documented information to have confidence that the processes are being carried out as planned.

Reference:
Process Map in Respective Departmental Manual
Annex 01 – Process Mapping
SECTION 05 - LEADERSHIP

5.1 Leadership and commitment

5.1.1 General

Top management of ReNew Power demonstrates its leadership and commitment with respect to the Integrated Management System by:

a) Taking accountability for the effectiveness of the Integrated Management System;
b) Ensuring that policy and objectives are established for the Integrated Management System and are compatible with the context and strategic direction of the organization;
c) Ensuring the integration of the Management Systems requirements into ReNew Power’s business processes;
d) Promoting the use of the process approach and risk-based thinking;
e) Ensuring that the resources needed for the Integrated Management System are available;
f) Communicating the importance of effective QMS, EMS, OHSMS and of conforming to the Integrated Management System requirements;
g) Ensuring that the Integrated Management System achieves its intended results;
h) Engaging, directing and supporting persons to contribute to the effectiveness of the Integrated Management System;
i) Promoting continual improvement;
j) Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility

5.1.2 Customer Focus

Top management of ReNew Power demonstrates leadership and commitment with respect to customer focus by ensuring that:

a) Customer and applicable statutory and regulatory requirements are determined, understood and consistently met;
b) Risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed;
c) Focus on enhancing customer satisfaction is maintained.

5.2 Policy

5.2.1 Establishing the policy

ReNew Power has prepared a corporate level IMS Policy for all businesses. This Policy:

a) Is appropriate to the purpose and context of the organization including the nature, scale and environmental impacts of its activities, products and services and supports its strategic direction;
b) Provides a framework for setting objectives;
c) Includes a commitment to satisfy applicable requirements, protection of
environment, prevention of pollution, prevention of injury & ill health and other specific commitments relevant to organization;

d) Includes a commitment to fulfill its compliance obligations;
e) Includes a commitment to continual improvement of the Integrated Management System to enhance management system performance.

5.2.2 Communicating the policy

The Policy:

a) Is made available and maintained as documented information;
b) Is communicated, understood and applied within the organization. Respective business and functional heads are responsible for ensuring all employees understand the policy;
c) Is available to relevant interested parties, as appropriate.

Reference:
ReNew Power’s IMS Policy

5.3 Organizational roles, responsibilities, accountabilities and authorities

Top management of ReNew Power ensures that the responsibilities, accountabilities and authorities for relevant roles are assigned, communicated and understood within the organization.

Top management assigns the responsibility, accountability and authority for:

b) Ensuring that the processes are delivering their intended outputs;
c) Reporting on the performance of the IMS and on opportunities for improvement (Refer 10.1 Improvement), in particular to top management;
d) Ensuring the promotion of customer focus throughout the organization;
e) Ensuring that the integrity of the Integrated Management System is maintained when changes to the IMS are planned and implemented.

In addition, they are also responsible and accountable for:

- Identifying IMS related problems encountered in their area of activity,
- Initiating action to prevent the occurrence of any non-conformity related to Quality, Environment, Health and Safety.
- Initiating, recommending or providing solutions through designated channels,
- Verifying the effectiveness of solutions implemented, and
- Control of non-conforming products / activities in their area.

Reference:
Annex 4 – Organization Chart
Departmental Responsibility Matrix
Quality, Environment, Health & Safety Policy

ReNew Power is committed to continually improve Quality, Environment, Health & Safety performance of its operations.

This shall be achieved by involvement of all employees through -

- Effective selection, construction and monitoring of Projects
- Effective monitoring of Operations and Maintenance
- Sound Technical & Financial due diligence with a view to maximise the Return on Investment
- Commitment to prevention of pollution, injuries & ill health
- Complying with requirements of customers, applicable legal & other statutory requirements

Date: 1.10.2013

Sumant Sinha
Chairman & CEO
6.1 Actions to address Risks and Opportunities

ReNew Power during planning of IMS has considered all the applicable Internal & External issues and the requirements of its Interested Parties and determined the risks and opportunities that need to be addressed to:

a) Assure that the Integrated Management System can achieve its intended result(s);

b) Enhance desirable effects;

c) Prevent, or reduce, undesired effects;

d) Achieve improvement

ReNew Power has planned:

e) Actions in respective process to address the identified risks and opportunities;

f) how to:
   1) Integrate and implement the actions into its IMS processes (Refer 4.4);
   2) Evaluate the effectiveness of these actions.

g) Actions proportionate to the potential impact of risks and opportunities on the conformity of products and services.

Reference:

Identified Risks – Respective Procedure

Annex - 3 Risks and Opportunities Management Matrix

6.1.1 General

ReNew Power has processes to meet the requirements in 6.1.1 to 6.1.4. When planning for the integrated management system, the following has been considered:

a) issues referred to in 4.1;

b) requirements referred to in 4.2;

c) scope of its integrated management system;

and determined the risks and opportunities, related to its environmental aspects (see 6.1.2), OHS risks, compliance obligations (see 6.1.3) and other issues and requirements, identified in 4.1 and 4.2, that need to be addressed to:

— give assurance that the integrated management system can achieve its intended outcomes;

— prevent or reduce undesired effects, including the potential for external environmental conditions to affect the organization;

— achieve continual improvement.

Within the scope of the integrated management system, ReNew Power has determined potential emergency situations, including those that can have an environmental, OHS impact. ReNew Power has maintained documented information of its:
— risks and opportunities that need to be addressed;
— OCPs needed in 6.1.1 to 6.1.4, to the extent necessary to have confidence they are carried out as planned.

6.1.2 Environmental aspects
Within the defined scope of the environmental management system, ReNew Power has determined the environmental aspects of its activities, products and services that it can control and those that it can influence, and their associated environmental impacts, considering a life cycle perspective.

When determining environmental aspects, ReNew Power has taken into account:
- a) changes, including planned or new developments, and new or modified activities, products and services;
- b) abnormal conditions and reasonably foreseeable emergency situations.

ReNew Power has determined those aspects that have or can have a significant environmental impact, i.e. significant environmental aspects, by using established criteria. ReNew Power communicates its significant environmental aspects among the various levels and functions of the organization, as appropriate. ReNew Power maintains documented information of its:
- environmental aspects and associated environmental impacts;
- criteria used to determine its significant environmental aspects;
- significant environmental aspects.

Reference:
HSE Plan
Identification of environmental aspects and OHS risks OCP-01

6.1.2.1 Hazard identification & risk assessment
ReNew power has established, implemented and maintained a OCP for HIRA for ongoing identification, evaluation and documentation of OHS Hazards and Risks from its activities, products and services that it can control and influence within the defined scope of its IMS. Significant score is decided and control methodology in the form of Improvement Management Programs and / or Operation Control Procedure. The documented HIRA are periodically updated based on planned or new developments and new or modified activities, products and services; “Management of Change” concept is also implemented.

Reference:
HSE Plan
Identification of environmental aspects and OHS risks OCP-01

6.1.3 Compliance obligations
ReNew Power has:
ReNew Power has determined and have access to the compliance obligations related to its environmental aspects, OHS risks using online CTech Tool;

b) determined how these compliance obligations apply to its activities, products and services;

c) taken these compliance obligations into account when establishing, implementing, maintaining and continually improving its integrated management system.

ReNew Power maintains documented information of its compliance obligations.

Reference:
CTech Tool
Compliance to legal requirements LGL-P-01
Legal due diligence LGL-P-02

6.1.4 Planning action
ReNew Power has planned:

a) to take actions to address its:
   1) significant environmental aspects, OHS risks;
   2) compliance obligations
   3) risks and opportunities identified in 6.1.1;

b) how to:
   1) integrate and implement the actions into its integrated management system processes (see 6.2, Clause 7, Clause 8 and 9.1), or other business processes;
   2) evaluate the effectiveness of these actions (see 9.1).

When planning these actions, ReNew Power considers its technological options and its financial, operational and business requirements.

6.2 Objectives and planning to achieve them

As part of annual strategic planning ReNew Power establishes strategic objectives at relevant functions, levels and processes for improvement of products, reducing environmental aspects, reducing OHS risks and customer satisfaction. These objectives are supported by specific measures that track performance against those objectives. Business and functional heads in turn set objectives with specific performance measures and targets that support the company objectives.

It is ensured that the objectives are:

a) Consistent with the policy;

b) Measurable;

c) Taking into account applicable requirements, including statutory regulatory & customers';

d) Relevant to conformity of products and services and to enhancement of customer satisfaction;

e) Monitored;

f) Communicated;
g) Updated as appropriate.

For established objectives ReNew Power plans:

a) What will be done;

b) What resources will be required;

c) Who will be responsible;

d) When it will be completed;

e) How the results will be evaluated.

**Reference:**
KPIs including Action Plans

### 6.3 Planning of changes

Whenever any change in IMS is envisaged ReNew Power determines the need for change, and the changes shall be carried out in a planned manner (Refer 4.4). ReNew Power considers following while making changes:

a) Purpose of the changes and their potential consequences;

b) Integrity of the Integrated Management System;

c) Availability of resources;

d) Allocation or reallocation of responsibilities and authorities.
SECTION 07 - SUPPORT

7.1 Resources

7.1.1 General

ReNew Power has determined and provided the resources needed for the establishment, implementation, maintenance and continual improvement of the Integrated Management System. ReNew Power has considered:

a) Capabilities of, and constraints on, existing internal resources;
b) What needs to be obtained from external providers.

7.1.2 People

ReNew Power determines the person necessary for the effective implementation of its IMS and for the operation and control of its processes and sends the requirements to HR department for recruitment.

7.1.3 Infrastructure

ReNew Power has determined, provided and maintains the infrastructure necessary for the operation of its processes and to achieve conformity of products and services. Infrastructure identified by ReNew Power includes:

a) Buildings and associated utilities;
b) Equipment, including hardware and software;
c) Transportation resources;
d) Information and communication technology

References:

| Contract implementation – O&M Maintenance | O&M(SOL)-P-01 |
| Contract implementation – O&M Maintenance | O&M(WND)-P-03 |

7.1.4 Environment for the operation of processes

ReNew Power has determined necessary environment required for working at site. The determined environment is combination of social, psychological & physical factors that is necessary for the operation of its processes, and to achieve conformity of products and services.

7.1.5 Monitoring and measuring resources

7.1.5.1 General
ReNew Power has determined and provided the resources needed to ensure valid and reliable results when monitoring or measuring is used to verify the conformity of products and services to requirements. ReNew Power ensures that the resources provided:

a) are suitable for the specific type of monitoring and measurement activities being undertaken;

b) are maintained to ensure their continuing fitness for their purpose.

ReNew Power retains appropriate documented information like calibration records as evidence of fitness for purpose of the monitoring and measurement resources.

7.1.5.2 Measurement traceability

ReNew Power consider measurement traceability to be an essential part of providing confidence in the validity of measurement results, therefore it ensures that all measuring equipment are:

a) Calibrated or verified, or both, at specified intervals, or prior to use, against measurement standards traceable to national or international measurement standards; when no such standards exist, the basis used for calibration or verification are retained as documented information;

b) Identified in order to determine their status;

c) Safeguarded from adjustments, damage or deterioration that would invalidate the calibration status and subsequent measurement results.

ReNew Power determines if the validity of previous measurement results has been adversely affected when measuring equipment is found to be unfit for its intended purpose, and takes appropriate action as necessary.

Reference:
Calibration CAL-P-01

7.1.6 Organizational knowledge

ReNew Power had determined the knowledge necessary for the operation of its processes and to achieve conformity of products and services. This knowledge or experience (learnt from failures and successful projects, the results of improvements in processes, products and services) is maintained in form of SOPs, Work Instructions, One Point Lessons, Lessons Learnt and is made available to the extent necessary.

When addressing changing needs and trends, ReNew Power considers its current knowledge and determines how to acquire or access any necessary additional knowledge and required updates.
7.2 Competence

ReNew Power has:

a) Determined the necessary competence of person(s) doing work under its control that affects the performance and effectiveness of the Integrated Management System and ability to fulfill the compliance obligations (Refer Competence Norms);

b) Ensured that these persons are competent on the basis of appropriate education, training, or experience (Refer Competence Matrix);

d) Determined training needs associated with quality risks and environmental aspects and its IMS;

c) Where applicable, taken actions to acquire the necessary competence, and evaluate the effectiveness of the actions taken;

d) Retained appropriate documented information as evidence of competence

Reference:
Recruitment & Joining HR-P-01
Induction & Training HR-P-02

7.3 Awareness

ReNew Power has ensured that persons doing work under the organization’s control are aware of:

a) Quality policy, environment, health and safety policy;

b) Significant quality risks, environmental aspects, OHS risks

c) Relevant objectives;

d) Their contribution to the effectiveness of the Integrated Management System, including the benefits of improved performance;

e) Implications of not conforming to the IMS requirements including not fulfilling the compliance obligations.

Reference:
Induction & Training HR-P-02

7.4 Communication, Consultation & Participation

ReNew Power has determined the internal and external communications relevant to the IMS, including:

a) What it will communicate;

b) When to communicate;

c) With whom to communicate;

d) How to communicate;

e) Who communicates.

When establishing its communication process(es), ReNew Power has:

— taken into account its compliance obligations;
— ensured that environmental, OHS information communicated is consistent with information generated within the integrated management system, and is reliable.

ReNew Power responds to relevant communications on its integrated management system and retains documented information as evidence of its communications, as appropriate.

The workers participation is ensured by their appropriate involvement in carrying out HIRA, determining controls on significant risks, investigation of incidents, development of policies and objectives related to OHS.

7.4.2 Internal communication

ReNew Power has:

a) internally communicated information relevant to the integrated management system among the various levels and functions of the organization, including changes to the integrated management system, as appropriate;
b) ensured that its communication processes enables persons doing work under its control to contribute to continual improvement.

7.4.3 External communication

ReNew Power externally communicates information relevant to the integrated management system, as established by the organization’s communication processes and as required by its compliance obligations.

Reference:

7.5 Documented information

7.5.1 General

ReNew Power’s IMS includes:

b) Documented information determined by ReNew Power as being necessary for the effectiveness of IMS.

7.5.2 Creating and updating

When creating and updating documented information, ReNew Power ensures appropriate:

a) Identification and description (title, effective date, approval date, reference number);
b) Format and media (paper, electronic);
c) Review and approval for suitability and adequacy.
7.5.3 Control of documented information

ReNew Power controls all the documented information required by IMS and by ISO 9001:2015, ISO 14001:2015, OHSAS 18001:2007 to ensure:

a) It is available and suitable for use, where and when it is needed;
b) It is adequately protected from all kind of losses.

For the control of documented information, ReNew Power has addressed the following activities, as applicable:

a) Distribution, access, retrieval and use;
b) Storage and preservation, including preservation of legibility;
c) Control of changes (revision control);
d) Retention and disposition.

Documented information of external origin determined by the organization to be necessary for the planning and operation of IMS are identified as appropriate, and controlled. Documented information retained as evidence of conformity is protected from unintended alterations.

Reference:
Control of Documents IMS-P-01
8.1 Operational planning and control

ReNew Power has planned, implemented and controlled the processes (Refer 4.4) needed to meet the requirements for the provision of products & services, and to implement the actions determined in planning (Refer Clause 6), by:

a) Determining the requirements for the products and services;
b) Establishing criteria for:
   1) Processes;
   2) Acceptance of products and services;
c) Determining the resources needed to achieve conformity to the product and service requirements.
d) Implementing control of the processes in accordance with the criteria;
e) Determining, maintaining and retaining documented information to the extent necessary:
   1) To have confidence that the processes have been carried out as planned;
   2) To demonstrate the conformity of products and services to their requirements.

ReNew Power ensures that outsourced processes are controlled or influenced. All outsources agencies that affect quality, environment, health and safety are periodically evaluated.

Consistent with a life cycle perspective, ReNew Power has:

a) established controls, as appropriate, to ensure that its environmental requirements are addressed in the design and development process for the product or service, considering each life cycle stage;
b) determined its environmental requirement(s) for the procurement of products and services, as appropriate;
c) communicated its relevant environmental requirement(s) to external providers, including contractors;
d) considered the need to provide information about potential significant environmental impacts associated with the transportation or delivery, use, end-of-life treatment and final disposal of its products and services.

ReNew Power ensures that the output of this planning is suitable for the organization’s operations. ReNew Power controls planned changes and review the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary. It also ensure that outsourced processes are controlled (Refer 8.4).

Reference:
Debt financing FIN-P-01
Compilation of documents FIN-P-02
Investment committee approval IC-P-01
Proposal evaluation & contract finalization C&C(WND)-P-01
Energy Yield Report WRA(WND)-P-01
Met mast installation WRA(WND)-P-02
Power curve verification WRA(WND)-P-03
8.2.1 Customer communication

In ReNew Power communication with customers is done by Regulatory Affairs and it includes:

a) Providing information relating to products and services;
b) Handling enquiries, contracts or orders, including changes;
c) Obtaining customer feedback relating to products and services, including customer complaints;
d) Handling or controlling customer property, if any is done by projects and O&M team;
e) Establishing specific requirements for contingency actions, when relevant.

8.2.2 Determining the requirements for products and services

When determining the requirements for the products / services to be offered to customers, RA team ensures that:

a) Requirements for the products and services are defined, including:
   1) Applicable statutory and regulatory requirements;
   2) Those considered necessary by the organization;
b) ReNew Power can meet the claims for the products and services it offers.

8.2.3 Review of the requirements for products and services

RA team ensures that it has the ability to meet the requirements for products / services to be offered to customers. It conducts a feasibility check of the customer’s requirement with the available resources in the company before committing to supply products / services, to include:

a) Requirements specified by the customer, including the requirements for delivery and post-delivery activities;
b) Requirements not stated by the customer, but necessary for the specified or intended use, when known;
c) Requirements specified by the organization;
d) Statutory and regulatory requirements applicable to the products;
e) Contract or order requirements differing from those previously expressed

RA team ensures that contract or order requirements differing from those previously defined are resolved. The customer’s requirements are confirmed before acceptance, when the customer does not provide a documented statement of their requirements.

Documented Information is retained, as applicable:

a) On the results of the review;
b) On any new requirements for the products.

8.2.4 Changes to requirements for products and services

RA team ensures that relevant documented information is amended, and that relevant persons are made aware of the changed requirements, when the requirements for products / services are changed. A mechanism for amendment is also defined to effect a change in its communication to all concerned through change in customers’ requirements.
8.2.5 Emergency preparedness and response

ReNew Power has established, implemented and maintained process needed to prepare for and respond to potential emergency situations identified in 6.1.1.

ReNew Power:

a) prepares to respond by planning actions to prevent or mitigate adverse environmental impacts, OHS risks from emergency situations;

b) respond to actual emergency situations;

c) take action to prevent or mitigate the consequences of emergency situations, appropriate to the magnitude of the emergency and the potential environmental impact;

d) periodically test the planned response actions, where practicable;

e) periodically review and revise the process and planned response actions, in particular after the occurrence of emergency situations or tests;

f) provide relevant information and training related to emergency preparedness and response, as appropriate, to relevant interested parties, including persons working under its control.

ReNew Power maintains documented information to the extent necessary to have confidence that the process is carried out as planned.

Reference:
Bidding BD(SOL)-P-01
Site identification & clearances LAN(SOL)-P-01
Contract Review for Private Parties RA-P-01
Contract Review for Utilities RA-P-02
Customer Feedback RA-P-03
Complaint Handling RA-P-04
Bidding DSOL-P-01
Business Development DSOL-P-02
Site identification & clearances DSOL-P-04
HSE plan

8.3 Design and development of services

8.3.1 General

ReNew Power has a design and development process that is appropriate to ensure the subsequent provision of services.

Note: ReNew Power is not involved in design and development of product.

8.3.2 Design and development planning

In determining the stages and controls for design and development, D&E team consider:

a) nature, duration and complexity of the design and development activities;

b) required process stages, including applicable design and development reviews;
c) required design and development verification and validation activities;
d) responsibilities and authorities involved in the design and development process;
e) internal and external resource needs for the design and development of products and services;
f) need to control interfaces between persons involved in the design and development process;
g) need for involvement of customers and users in the design and development process;
h) requirements for subsequent provision of products and services;
i) level of control expected for the design and development process by customers and other relevant interested parties;
j) documented information needed to demonstrate that design and development requirements have been met.

8.3.3 Design and development inputs

D&E team has determined requirements essential for the specific types of services to be designed and developed. D&E team considers:

a) functional and performance requirements;
b) information derived from previous similar design and development activities;
c) statutory and regulatory requirements;
d) standards or codes of practice that the organization has committed to implement;
e) potential consequences of failure due to the nature of the products and services.

It is ensured that inputs are adequate for design and development purposes, complete and unambiguous. Conflicting design and development inputs are resolved. D&E team retains documented information on design and development inputs.

8.3.4 Design and development controls

D&E team apply controls to the design and development process to ensure that:

a) results to be achieved are defined;
b) reviews are conducted to evaluate the ability of the results of design and development to meet requirements;
c) verification activities are conducted to ensure that the design and development outputs meet the input requirements;
d) validation activities are conducted to ensure that the resulting products and services meet the requirements for the specified application or intended use;
e) any necessary actions are taken on problems determined during the reviews, or verification and validation activities;
f) documented information of these activities is retained.

8.3.5 Design and development outputs
D&E team ensure that design and development outputs:

a) meet the input requirements;

b) are adequate for the subsequent processes for the provision of products and services;

c) include or reference monitoring and measuring requirements, as appropriate, and acceptance criteria;

d) specify the characteristics of the products and services that are essential for their intended purpose and their safe and proper provision.

D&E team retains documented information on design and development outputs.

8.3.6 Design and development changes

D&E team identify, review and control changes made during, or subsequent to, the design and development of products and services, to the extent necessary to ensure that there is no adverse impact on conformity to requirements.

D&E team retains documented information on:

a) design and development changes;

b) results of reviews

c) authorization of the changes;

d) actions taken to prevent adverse impacts

Reference:
Proposal Engineering DEN(SOL)-P-01
Design & Engineering DEN(SOL)-P-02
Drawing Control DEN(SOL)-P-03
Proposal Engineering DSOL-P-03
Design & Engineering DSOL-P-05

8.4 Control of externally provided processes, products and services

8.4.1 General

ReNew Power ensures that externally provided processes, products and services conform to requirements. ReNew Power determines the controls to be applied to externally provided processes, products and services when:

a) Products and services from external providers are intended for incorporation into the products and services;

b) Products and services are provided directly to the customer(s) by external providers on behalf of the organization (not applicable in current scenario);

c) Process, or part of process, is provided by an external provider as a result of a decision by ReNew Power.

ReNew Power determines and apply 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. ReNew Power retains documented information of these activities and any necessary actions arising from the evaluations.
8.4.2 Type and extent of control

ReNew Power ensures that externally provided processes, products and services do not adversely affect the organization’s ability to consistently deliver conforming products and services to its customers. ReNew Power:

a) Ensure that externally provided processes remain within the control of its IMS;

b) Define both the controls that it intends to apply to an external provider and those it intends to apply to the resulting output;

c) Take into consideration:
   1) the potential impact of the externally provided processes, products and services on the organization’s ability to consistently meet customer and applicable statutory and regulatory requirements;
   2) the effectiveness of the controls applied by the external provider;

d) Determine the verification, or other activities, necessary to ensure that the externally provided processes, products and services meet requirements.

8.4.3 Information for external providers

ReNew Power ensures the adequacy of requirements prior to their communication to the external provider. ReNew Power communicates to external providers its requirements for:

a) Processes, products and services to be provided

b) Approval of:
   1) Products and services;
   2) Methods, processes and equipment;
   3) Release of products and services;

c) Competence, including any required qualification of persons;

d) External providers’ interactions with ReNew Power;

e) Control and monitoring of the external providers’ performance to be applied by ReNew Power;

f) Verification or validation activities that ReNew Power, or its customer, intends to perform at the external providers’ premises

Reference:
Selection of Supplier PRO(SOL)-P-01
Procurement PRO(SOL)-P-02
Selection of supplier C&C(WND)-P-02
Procurement C&C(WND)-P-03
Procurement of IT applications IT-P-01
Procurement of hardware IT-P-02
Material Quality Inspection QHSE-P-01
Site Quality Assurance & Control QHSE-P-02

Selection & performance evaluation of TPA TEC-P-01
8.5 Production and service provision

8.5.1 Control of production and service provision

ReNew Power implements production provision under controlled conditions. Controlled conditions includes, as applicable:

a) Availability of documented information that defines:
   1) Characteristics of the products to be produced / services to provided, or the activities to be performed;
   2) Results to be achieved;

b) Availability and use of suitable monitoring and measuring resources (Refer 7.1);

c) Implementation of monitoring and measurement activities at appropriate stages to verify that criteria for control of processes or outputs, and acceptance criteria for products, have been met (Refer 8.6);

d) Use of suitable infrastructure and environment for the operation of processes (Refer 7.1.3, 7.1.4);

e) Appointment of competent persons, including any required qualification (Refer 7.2);

f) Validation, and periodic revalidation, of the ability to achieve planned results of the processes for service provision, where the resulting output cannot be verified by subsequent monitoring or measurement;

g) Implementation of actions to prevent human error;

h) Implementation of release, delivery and post-delivery activities.

Reference:

Contract implementation - O&M O&M(SOL)-P-01
Operation O&M(SOL)-P-02
Project management – EPC PRJ(SOL)-P-01
Site erection & commissioning PRJ(SOL)-P-02
Monitoring of project execution & commissioning - Turnkey projects PRJ(SOL)-P-03
Power Evacuation PE(SOL)-P-01
Project management – EPC DSOL-P-06
Project Management – Turnkey DSOL-P-07
Contract implementation - O&M DSOL-P-08
Project Allotment PD(WND)-P-01
Commercial operation date change process IC-P-02
Site EHS QHSE-P-06
Invoicing RA-P-05
Payment processing as per contract milestone C&C(WND)-P-04

8.5.2 Identification and traceability

ReNew Power uses suitable means to identify items stored at site when it is necessary to ensure the conformity of products / services. ReNew Power identifies the status of items with respect to monitoring and measurement requirements. ReNew Power ensures that unique identification is controlled when traceability is a requirement, and retains the documented information necessary to enable traceability.
8.5.3 Property belonging to customers or external providers

The roofs and lands used for erecting projects are the only customer property and RenEw Power takes all care with customer property while under its custody or being used by the organization. The customer properties are identified, verified, protected and safeguarded. If any customer property is lost, damaged or otherwise found to be unsuitable during verification for further use, it is reported to the customer and the necessary records are maintained.

8.5.4 Preservation

ReNew Power in order to preserve the items at site, to the extent necessary to ensure conformity to requirements ensures proper identification, handling, proper packaging, proper storage, and protection.

8.5.5 Post-delivery activities

ReNew Power meets requirements for post-delivery activities associated with the products. In determining the extent of post-delivery activities that are required, ReNew Power considers:

a) Statutory and regulatory requirements;
b) Potential undesired consequences associated with its products and services;
c) Nature, use and intended lifetime of its products and services;
d) Customer requirements;
e) Customer feedback

8.5.6 Control of changes

ReNew Power reviews and control changes, to the extent necessary to ensure continuing conformity with requirements. ReNew Power retain documented information describing the results of the review of changes, the person(s) authorizing the change, and any necessary actions arising from the review.

8.6 Release of products and services

ReNew Power has defined the characteristics for the different outputs achieved at appropriate stages for meeting the customer requirements. All these characteristics are monitored and measured by designated personnel in respective departments in order to ensure that the product (Output) requirements meet Internal / external customer & legal requirements.

These characteristics have been defined either in the department procedures/process documents, Work Instructions, Operational Control Procedures, as applicable, to the relevant stages of processes.

For all identified characteristics, the acceptance criteria for the evidence of conformity have also been defined. The in-process and final verifications are
conducted to make evidence for the same. The necessary records are maintained as given in the above stage documents.

ReNew Power ensures that all Quality and/or Inspection requirements are planned & implemented and that their verification records are maintained to verify that at each stage of process, the characteristics conform to applicable instructions, procedures, inspection plans and/or specifications, as applicable. The release of products and services to the customer does not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, as applicable, by the customer.

ReNew Power retains documented information on the release of products. The documented information includes:

a) Evidence of conformity with the acceptance criteria;
b) Traceability to the person(s) authorizing the release

Reference:
Project management – EPC PRJ(SOL)-P-01
Site erection & commissioning PRJ(SOL)-P-02
Monitoring of project execution & commissioning - Turnkey projects PRJ(SOL)-P-03
Power Evacuation PE(SOL)-P-01
Project management – EPC DSOL-P-06
Project Management – Turnkey DSOL-P-07
Monitoring of installation and commisioning of turnkey wind projects PRJ(WND)-P-01
Site erection & commissioning PRJ(WND)-P-02
Technical due diligence of Power evacuation and BOP PE(WND)-P-01

8.7 Control of nonconforming outputs

ReNew Power ensures that outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery. Appropriate actions are taken based on the nature of the nonconformity and its effect on the conformity of products/services. This applies to nonconforming products/services detected after delivery. ReNew Power deals with nonconforming outputs in one or more of the following ways:

a) Correction;
b) Segregation, containment, return or suspension of provision of products and services;
c) Informing the customer;
d) Obtaining authorization for acceptance under concession (Deviation).

Conformity to the requirements are verified when nonconforming outputs are corrected.

ReNew Power retains documented information that:
a) Describes the nonconformity;
b) Describes the actions taken;
c) Describes any concessions obtained;
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<tbody>
<tr>
<td>ReNew POWER</td>
<td>IMS APEX MANUAL</td>
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<tr>
<td>Doc. No.: IMS-AM-01</td>
<td>Edition No.: 03</td>
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**d)** Identifies the authority deciding the action in respect of the nonconformity
SECTION 09 – PERFORMANCE EVALUATION

9.1 Monitoring, measurement, analysis and evaluation

9.1.1 General
ReNew Power has determined:

a) What needs to be monitored and measured;
b) Methods for monitoring, measurement, analysis and evaluation needed to ensure valid results;
c) Criteria against which the organization will evaluate its management system performance, and appropriate indicators
d) When monitoring and measuring shall be performed;
e) When results from monitoring and measurement shall be analyzed and evaluated.

ReNew Power evaluates the performance and the effectiveness of IMS. Appropriate documented information is retained as evidence of the results.

Reference:
KPIs in Process Map

9.1.2 Customer satisfaction
RA team monitors customers’ perceptions of the degree to which their needs and expectations have been fulfilled. The information on customer satisfaction is determined through means indicated below:

a) Customers’ Complaints & Delivery performance
b) Customer response / customer feedback through dealers

ReNew Power monitors and reviews the above information and uses it for improvement.

9.1.3 Analysis and evaluation
ReNew Power analyses and evaluates appropriate data and information arising from monitoring and measurement. The results of analysis are used to evaluate:

a) Conformity of products and services;
b) Degree of customer satisfaction;
c) Performance and effectiveness of the Integrated Management System;
d) Planning has been implemented effectively;
e) Effectiveness of actions taken to address risks and opportunities;
f) Performance of external providers;
g) Need for improvements to IMS

9.1.4 Evaluation of compliance
ReNew Power has established, implemented and maintained a process needed to evaluate fulfillment of its compliance obligations. All compliances are monitored using CTech Tool.

ReNew Power has:

a) determined the frequency that compliance will be evaluated;
b) evaluates compliance and takes action if needed;
c) maintains knowledge and understanding of its compliance status.

ReNew Power retains documented information as evidence of the compliance evaluation result.

9.2 Internal audit

ReNew Power conducts internal audits at planned intervals to provide information on whether the IMS:

a) Conforms to:
   1) Its own requirements for its IMS;

b) Is effectively implemented and maintained.

ReNew Power has:

a) Planned, established, implemented and maintained an audit programme including the frequency, methods, responsibilities, planning requirements and reporting, which shall take into consideration the importance of the processes concerned, changes affecting the organization, and the results of previous audits;

b) Defined the audit criteria and scope for each audit;

c) Selected auditors and conduct audits to ensure objectivity and the impartiality of the audit process;

d) Ensured that the results of the audits are reported to relevant management;

e) Taken appropriate correction and corrective actions without undue delay

f) Retained documented information as evidence of the implementation of the audit programme and the audit results.

Reference:
Internal Audit IMS-P-02

9.3 Management review

9.3.1 General

Top management of ReNew Power reviews the organization’s IMS, at planned intervals, to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of the organization.

9.3.2 Management review inputs

The management review is planned and carried out taking into consideration:

a) Status of actions from previous management reviews;

b) Changes in:
   1) External and internal issues that are relevant to IMS;
   2) Needs and expectations of interested parties, including compliance obligations
   3) Significant environmental aspects
   4) Risks and opportunities

c) Information on the performance and effectiveness of the IMS, including trends in:
   1) Customer satisfaction and feedback from relevant interested parties;
   2) Extent to which objectives have been met;
3) Process performance and conformity of products and services;
4) Nonconformities and corrective actions;
5) Monitoring and measurement results;
6) Audit results;
7) Performance of external providers
8) Fulfillment of compliance obligations;

d) Adequacy of resources;
e) Effectiveness of actions taken to address risks and opportunities;
f) Opportunities for improvement.

9.3.3 Management review outputs
The outputs of the management review includes decisions and actions related to:

a) Opportunities for continual improvement;
b) Need for changes to the Integrated Management System;
c) Resource needs;
d) Actions, if needed, when environmental objectives have not been achieved;
e) Any implications for the strategic direction of the organization.

ReNew Power retains documented information as evidence of the results of management reviews.

Reference:
Management Review (including CEO Review) IC-P-03
SECTION 10 - IMPROVEMENT

10.1 General

ReNew Power determines and selects opportunities for improvement and implements any necessary actions to meet customer requirements and enhance customer satisfaction. These includes:

a) Improving products and services to meet requirements as well as to address future needs and expectations;

b) Correcting, preventing or reducing undesired effects;

c) Improving the performance and effectiveness of the Integrated Management System.

10.2 Incident Investigation, Nonconformity and corrective action

When incident / nonconformity occurs, including any arising from complaints, ReNew Power:

a) Reacts to the incident / nonconformity and, as applicable:
   1) Take action to control and correct it;
   2) Deal with the consequences;

b) Evaluates the need for action to eliminate the cause(s) of the incident / nonconformity, in order that it does not recur or occur elsewhere, by:
   1) Reviewing and analyzing the nonconformity;
   2) Determining the causes of the nonconformity;
   3) Determining if similar nonconformities exist, or could potentially occur;

c) Implement any action needed;

d) Review the effectiveness of any corrective action taken;

e) Update risks and opportunities determined during planning, if necessary;

f) Make changes to the Integrated Management System, if necessary.

Corrective actions shall be appropriate to the effects of the incident / nonconformities encountered. ReNew Power retains documented information as evidence of:

a) Nature of the nonconformities and any subsequent actions taken;

b) Results of any corrective action.

Reference:
Incident investigation EHSS-P-03

10.3 Continual improvement

ReNew Power continually improves the suitability, adequacy and effectiveness of the IMS. It considers the results of analysis and evaluation, and the outputs from management review, to determine if there are needs or opportunities that shall be addressed as part of continual improvement.

Reference:
Continual improvement QHSE-P-03