



**PH: 04262 - 261599**

**T.C.TEA AND ENTERPRISES  
PRIVATE LIMITED**

Vision, mission and total management policies

# T.C.TEA AND ENTERPRISES P LTD

VISION

MISSION

CORE VALUES

T.C.TEA AND ENTERPRISES (P) LTD.,’s Mission

*To provide effective Management services to the tea sector for efficient production, processing and marketing of high quality tea for the benefit of Small Tea Growers and Our customers.*

T.C. TEA AND ENTERPRISES (P) LTD’s Vision

*To be a leading black tea and green tea manufacturer by adopting the new technologies and quality improvement methods to enhance the productivity and efficiency and pay more attention to our loyal customers by providing friendly service.*

## OUR CORE VALUES

*Customer Focused*

*High Standards of Ethical Practices*

*Social responsibility*

*Equal Opportunity employer*

*Team work*

## T.C. TEA AND ENTERPRISES (P) LTD., Quality policy

*T.C. Tea and Enterprises (P) Ltd is committed to effective management services in the production, processing and marketing of high quality tea for the benefit of our farmers , our staff and other stakeholders. Our Key goal and objective is to meet and exceed our customers' expectations in providing quality products and consumer expectations in regard to safety, value and associated services. We shall endeavor to continually maintain and improve efficient and effective Quality Management Systems meeting both the regulatory and the TRUSTEA requirements.*

## *T.C.TEA AND ENTERPRISES (P) LTD., Trustea Code Policy*

*We on behalf of the management commit to comply with Trustea Code Requirements and also ensure continuous improvement in our Processes & Systems. We will abide by all National Legal and Statutory requirements. Our commitment with respect to the requirements of the code are enumerated in the body of this policy*

## **T.C.TEA AND ENTERPRISES (P) LTD., Objectives**

*In order to operate within our stated policy and demonstrate our commitment to food safety and TRUSTEA, we shall:*

- *Comply with all applicable product and consumer safety legislation, relevant industry standards or codes of practice, and internal quality and product safety policies and standards.*
- *Identify and evaluate quality and potential consumer safety hazards within our operations and those arising from change, and seek to eliminate, control or minimize them.*
- *Set annual targets for continuous improvement, provide adequate resources and implement quality and consumer safety management programs to address significant quality and consumer safety risks.*
- *Regularly review quality and consumer safety performance, targets, improvement activities and compliance programs.*
- *Establish and maintain procedures to deal with customer and consumer complaints relating to quality and safety.*
- *Establish and maintain TRUSTEA based quality and consumer safety management systems.*
- *Train and educate all management and employees so that they understand their roles and responsibilities, are given the appropriate skills, competencies and involvement, and have good quality and consumer safety awareness.*
- *Encourage our contractors, suppliers, employees and customers to participate in relevant industry or other programs that will lead to quality and consumer safety improvements.*

- *Maintain a communication network which provides relevant information and advice regarding quality and consumer safety risks associated with our products, operations and services. This includes making this policy publicly available.*
- *Remain alert and responsive to developing issues and public concerns. Work with industry bodies, government agencies, business partners and other concerned organizations to promote quality and consumer safety, increase knowledge and disseminate best practice.*
- *We aim to process high quality tea through investment in modern state-of-the-art manufacturing systems as well as ensuring our factory runs efficiently so as to expand capacity in line with production trends.*
- *Our staff constantly drives the process to make our tea the finest, by marrying sustainable agricultural and manufacturing practices to ensure that our quality is always above the bar.*

#### T.C.TEA AND ENTERPRISES (P) LTD., Health, Safety & Welfare Policy

*Policy Statement will, so far as is reasonably practicable, take all necessary steps to ensure the health, safety and welfare of all Management staff, Staff and labour whilst at work. It will also conduct its affairs in such a way as to protect the health, safety and welfare of employees and other persons not in its employ who may be affected by its activities. We have identified, assessed the risk related to occupational health and safety (Including fire safety) and made a risk assessment register with a control, potential threats and communicated it to all employees. We have appointed a Health & Safety representative to look after the H,S & W issues. Wherever and whenever personal protective equipment is needed, it is provided to the employees free of cost. To this end, particular attention will be paid to the provision and maintenance of:*

- *A healthy working environment*
- *A safe place of work with safe access and exit*
- *Arrangements for the identification of hazards and the control of risks*
- *Adequate information, instruction, training and supervision to enable those affected to contribute to their own health, safety and welfare whilst at work*
- *Safe plant, equipment and systems of work*
- *Arrangements for the safe use, handling, storage and transportation of articles, materials and substances*
- *Arrangements for the reporting and investigation of accidents and incidents arrangements for the provision of appropriate first aid treatment for those injured whilst on Factory premises*
- *Adequate welfare facilities and environmental conditions.*

## T.C. TEA AND ENTERPRISES (P) LTD., Equal Opportunities/Non Discrimination Policy

*We are an equal opportunity provider. We do not engage in or support discrimination in hiring, remuneration, access to training, promotion, termination or retirement based on race, caste, national and social origin, disability, gender, sexual orientation, family responsibilities, marital status, union membership, political opinions, age or any other condition that could give rise to discrimination, training, leaves, termination or retirement, transfer etc. are free from discrimination. "Principle of Natural Justice" is followed in case of any disciplinary procedure. We also follow "Standing Order" service rules covering list of acts of misconduct, domestic enquiry etc for the employees. We encourage employees to refer to Grievance Handling procedure in case of any grievance related to discrimination. The Grievance handling procedure has been communicated to all*

## T.C. TEA AND ENTERPRISES (P) LTD., Food Safety Policy

*We shall ensure that our tea factories produce safe tea for our customers by meeting the specifications, pre-requisites and complying with regulatory requirements of Physical, Chemical and Biological hazards related to handling of tea. We will maintain an effective food safety management which includes Hazard Analysis, Critical Control Points and the support systems e.g. Good Manufacturing Procedures, Sanitary Operating Procedures and standard operating procedures. We shall communicate, periodically update and verify implementation of the policy to ensure Food Safety.*

## T.C. TEA AND ENTERPRISE (P) LTD., Environmental Policy

*We are committed to meet all environmental rules and regulations applicable to the Tea industry and strive to protect our environment through sound management practices and decisions. We will prevent pollution by striving to minimize waste generation and resource consumption. We will establish and evaluate achievable environmental performance goals to ensure continual improvement of environmental performance and continue to operate in sustainable manner*

## T.C TEA AND ENTERPRISES (P) LTD., WOOD POLICY

*This wood policy is prepared to reduce the wood contamination by replacement of flaking wood.*

*The non-exclusive parts like lids, trays, ladder and handles of cleaning equipment etc. should be replaced with suitable alternate material in due course of time.*

*During monthly monitoring, the wooden material in the processing area like withering trough walls and sifter sides are identified for chip off and properly mended.*

*The wooden floors, door will be checked monthly for insect infestation, if found, will be treated immediately.*

*Management review includes progress on wood policy*

## T.C. TEA AND ENTERPRISES (P) LTD., GLASS POLICY

*All glass windows and doors are identified with specific reference number.*

*Every day during the rounds, supervisors will check for breakage of glass in the work area. For the common areas and utilities the breakages will be identified by the concerned section supervisors.*

*After clearance from factory officer, the broken glass should be rectified and fresh acrylics sheet to be put in the same location.*

*The products kept near the broken glass to be removed and discarded.*

*The glass registers to be updated with the details of area of breakage, date and replacement details.*

*The glass will be replaced with acrylics sheet in a phased manner.*

#### T.C. TEA AND ENTERPRISES (P) LTD., WASTE AND POLLUTION MANAGEMENT POLICY

*T.C. TEA AND ENTERPRISES (P) LTD., is committed to adopting responsible waste and pollution management practices throughout all our factories, premises, plant and equipment. Our company will focus on achieving objectives of this policy through:-*

*Constant monitoring of waste generation.*

*Wastes are segregated at source to ensure maximum recycling and safe disposal.*

*Ensuring that waste effluent generated is treated before discharge.*

*Monitoring use of electricity, fuel and firewood.*

*Adopting energy efficient technologies to achieve reduced environmental impact by implementing industry best practices.*

#### T.C. TEA AND ENTERPRISES (P) LTD., BIODIVERSITY AND ENVIRONMENTAL MANAGEMENT POLICY

*T.C. TEA AND ENTERPRISES (P) LTD., is committed to effectively maintain biodiversity by adopting the following practices:-*

*We ensure that there is no degradation, deforestation or encroachment of the forestland.*

*Threatened and endangered species with in and around our tea factories are protected and there is no illegal confinement,*

*We train our small tea growers to establish vegetative barriers in between the natural forests using native vegetation and it is assured that the crop protection products and fertilizer application to the crop do not harm the natural ecosystem and human activity areas.*

*We develop biodiversity action plan by analyzing the existing biodiversity issue of our small tea grower's plantation area*