

Nirmaya Estates Limited



Policy Framework and Operating Manual

Approval Date : 14.03.2025

Version : NE1.1

Policy Details	
Policy Name	Policy Framework and Operating Manual
Date Approved	14.03.2025
Policy Review Date	10.03.2026
Version	NE1.1
Policy Owner	Charisma Borkakoty, Director, Nirmaya Estates Limited
Policy Manager	Sukhwinder Singh, Director, Nirmaya Estates Limited
Policy Waiver/Breaches	Waivers will be considered. Breaches identified will be managed via 'Compliance with Legal and Regulatory Requirements' section outlined below.
Policy applies to	Directors, All employees, contractors, and third-party service providers, Vendors, and Clients.

1. Introduction

This Policy and Procedure Manual provides a framework for the implementation, management, and completion of all projects within the organization. It aims to standardize project management processes, ensuring consistency, compliance with relevant regulations, safety, quality, and environmental standards, while also promoting efficient communication and stakeholder management.

2. Project Governance

2.1. Objective The objective of this policy is to ensure that all projects are executed effectively and in alignment with the Nirmaya's strategic goals. This includes proper planning, execution, monitoring, and closure of the project.

2.2. Scope This manual applies to all projects undertaken by Nirmaya Estates Limited, regardless of size or complexity, including new builds, refurbishments, and maintenance projects.

2.3. Responsibilities

- **Project Manager:** The Director is responsible for overall project delivery, including scope, budget, and timeline management.
- **Team:** Supports the Director/Project Manager in execution.

3. Project Management Process

3.1. Project Initiation

- **Project Proposal:** A formal document must be prepared detailing the project's objectives, scope, and deliverables.

3.2. Planning

- **Project Plan:** The Project Manager/Director will create a detailed project plan, including a timeline, resource allocation, and financial budget.

3.3. Execution

- **Implementation:** The underlying team will implement the tasks outlined in the project plan.
- **Stakeholder Updates:** Regular updates will be provided to all stakeholders (the client) on progress, challenges, and upcoming milestones.

3.4. Monitoring and Control

- **Progress Tracking:** Progress will be tracked regularly, and adjustments to the plan will be made as necessary to stay on track.
- **Quality Control:** A quality control system will be in place to ensure the work meets the expected standards.
- **Change Management:** Any changes to scope, cost, or timeline must be documented and approved by the relevant stakeholders (both the client and Directors of Nirmaya Estates Limited).

3.5. Closure

- **Project Review:** Once completed, a project review will be conducted to evaluate the project's performance and identify lessons learned.

Health & Safety Policy

At Nirmaya Estates Limited, the health and safety of all staff, subcontractors, clients, and the public is our top priority. We aim to maintain a safe working environment through proactive risk management and ongoing training.

Procedures:

- Site risk assessments
 - Mandatory use of PPE where required
 - Toolbox talks and safety briefings
 - Incident reporting and investigation
 - Compliance with CDM regulations
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Subcontractor Management Policy

We use qualified and compliant subcontractors for specialist work, such as electrical, plumbing, and waste removal.

Procedures:

- All subcontractors must provide evidence of insurance, licences, and prior experience
 - Only subcontractors who demonstrate compliance with regulatory standards are onboarded
 - Subcontractors receive site inductions and safety briefings
 - We maintain oversight and retain responsibility for their work
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Quality Assurance Policy

We are committed to delivering quality workmanship and high customer satisfaction.

Procedures:

- Pre-start review of specifications
 - Regular site supervision and quality checks
 - Midway reviews and final snagging checks
 - Client sign-off before completion
 - Feedback forms post-completion
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Environmental Policy

We aim to reduce waste, conserve resources, and minimise our environmental footprint.

Procedures:

- Use of licensed waste carriers
 - Waste segregation and recycling on-site
 - Material usage optimisation
 - Noise and dust control measures
 - Our attempt to Eco-conscious sourcing where feasible
 - Where applicable, energy efficient solutions will be incorporated into the design and construction phases. (<https://nirmaya-estates.co.uk/energy-savings>)
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Equal Opportunities & Inclusion Policy

We are an equal opportunity employer and operate without bias or discrimination.

Procedures:

- Equal hiring practices
 - Anti-discrimination training for staff
 - Respectful conduct required on all sites
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Client Communication Procedure

Strong communication is key to project success and client trust.

Procedures:

- Clear project manager assigned, Director of Nirmaya is responsible.
 - Regular update meetings or reports
 - Transparent issue escalation process
 - Written confirmation of variations or delays
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Safeguarding Policy

We take safeguarding seriously, especially when working near schools, homes, or public areas.

Procedures:

- All staff briefed on professional conduct

- Enhanced DBS checks arranged if project location requires it
 - Barriers and signage around sites
 - Supervision and controlled access to worksites
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Complaints Handling Procedure

We value client feedback and respond promptly to concerns.

Procedures:

- Acknowledge all complaints within 48 hours
 - Investigate the issue and provide resolution plan
 - Track complaint resolution and review for improvements
 - Straight Escalation to the directors of Nirmaya Estates
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Social Value Commitments

We aim to make a positive impact on the communities we work in.

Commitments:

- Source materials and services locally when possible
 - Respect the community through clean and considerate sites
 - Promote sustainability in design and execution
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Compliance with Legal and Regulatory Requirements

All projects must comply with relevant local, national and laws, including building codes, safety regulations, and environmental standards.

Nirmaya Estates ensure all required permits, licenses, and approvals are obtained before the commencement of the project.

All required insurances must be maintained to cover potential risks, including property damage, personal injury, and third-party liability.

Policy Breach Management

Any deviation or non-compliance with the project management policies, standards, or procedures will be considered a policy breach.

The Project manager, Director will conduct a thorough investigation into the breach.

If a policy breach is confirmed, corrective actions must be implemented to address the issue and prevent future occurrences. This may include:

- Retraining or upskilling staff.

All breaches and corrective actions taken should be documented thoroughly.

After addressing the breach, steps should be taken to review and refine policies and procedures to prevent future breaches.