QHSE MANAGEMENT SYSTEM	SAIFCO Electromechanical Works (LLC)	
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Quality, Health, Safety and Environment Manual

Complying with

ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018

Amendment Sheet

Rev.	Date of Issue	Revision Record	Updated By	Reviewed By	Approved By
01	07.2.2011	Original Copy	QHSE Team	MR	Managing Partner
02	28.12.2012	Original Copy	QHSE Team	MR	Managing Partner
03	03.02.2013	Original Copy	QHSE Team	MR	Managing Partner
04	18.03.2014	Inclusion of out sourced activities in the QHSE manual by documenting the control measures for these out sourced activities.	QHSE Team	MR	Managing Partner
05	06.06.2019	Updated the manual as per the new version of the standard ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018	3rd Party	MR	General Manager

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INTRODUCTION

SAIFCO Electromechanical Works LLC Management System for compliance, quality, health, safety and environment manual, gives an overview of our approach of managing and defining SAIFCO Policies and Procedures, to all employees and interested parties.

This manual determines the responsibilities held by management, supervisory personnel and employees with regards to quality, health, safety and environment, as well as applicable regulations statutory requirements by governmental authorities.

SAIFCO is commitment to highest standards of quality, health, safety, welfare and environment. The purpose of this manual is to provide an approach of avoiding and preventing any non-compliance to working standards and applicable business regulations, and reporting incidents to personnel, damage to property and environment through good QHSE performance and that all activities are conducted in line with requirements.

SAIFCO personnel are expected to familiarize themselves with this manual and to implement its content.

1. SCOPE

This manual describes SAIFCO's integrated Quality, Occupational Health and Safety and Environmental Management System. The core processes of the organization's QHSE Management System are defined in this manual. References are made to the supporting procedures of the QHSEMS.
The purpose of SAIFCO's integrated Quality, Health, Safety and Environmental Management System is to ensure that:

a) Product and service quality continue to meet the highest standards demanded by the organization and expected by its interested parties;
b) The health & safety of SAIFCO's assets & personnel as well as those working on its behalf is appropriately managed.
c) All SAIFCO's activities are carried out in an environmentally responsible and protective manner.

The QHSE Management System Manual is for the information to all parties concerned with how SAIFCO organizes the management of QHSE. The document refers to I contains the information required (policies, procedures, rules, regulations etc.) to allow a full understanding of the management of QHSE and provide the foundation upon which continual improvement can be built.

2. NORMATIVE REFERENCES:

ISO 9001:2015 Quality Management System
ISO 14001:2015 Environmental Management System
ISO 45001:2018 Occupational Health and Safety Management System

3. TERMS AND DEFINITIONS:

Audit is a systematic evidence gathering process. Audits must be independent and evidence must be evaluated objectively to determine how well audit criteria are being met. There are three types of audits: first-p arty, second-party, and third-party. First-party audits are internal audits while second and third party audits are external audits.

Audit criteria are used as a reference point and include policies, requirements, and other forms of documented information. They are compared against audit evidence to determine how well they are being met. Audit evidence is used to determine how well policies are being implemented and how well requirements are being followed.

Audit evidence includes records, factual statements, and other verifiable information that is related to the audit criteria being used. Audit criteria include policies, requirements, and other documented information.

Audit findings result from a process that evaluates audit evidence and compares it against audit criteria. Audit findings can show that audit criteria are being met (conformity) or that they are not being met (nonconformity). They can also identify best practices or improvement opportunities.

An audit program (or programme) refers to a set of one or more audits that are planned and carried out within a specific time frame and are intended to achieve a specific audit purpose.

A **characteristic** is a distinctive feature or property of something. Characteristics can be inherent or assigned and can be qualitative or quantitative. An inherent characteristic exists in something or is a (permanent feature of something while an assigned characteristic is a feature that is attributed or attached to something.

Competence means being able to apply knowledge and skill to achieve intended results. Being competent means having the knowledge and skill that you need and knowing how to apply it. Being competent means that you're qualified to do the job.

In the context of ISO 9001, a **Complaint** refers to an expression of dissatisfaction with a product or service and is filed by a customer and received by an organization. Whenever a customer lodges a complaint, a response is either explicitly or implicitly required.

A **Concession** is a special approval that is granted to release a nonconforming product or service for use or delivery. **Concessions** are usually restricted to a specific use and limited by time and quantity and tend to specify that nonconforming characteristics may not violate specified limits.

Conformity is the "fulfilment of a requirement". To conform means to meet or comply with requirements and a requirement is a need, expectation, or obligation. There are many types of requirements including customer requirements, quality requirements, quality management requirements, management requirements, product requirements, service requirements, contractual requirements, statutory requirements, and regulatory requirements.

Context of the organization or organization's context is its business environment. It includes all of the internal and external factors and conditions that affect: its products and services, have an influence on its QMS, and are relevant to its purpose and strategic direction.

Continual improvement is a set of recurring activities that are carried out in order to enhance performance. Continual improvements can be achieved by carrying out audits, self-assessments, and management reviews. Continual improvements can also be realized by collecting data, analyzing information, setting objectives, and implementing corrective and preventive actions.

A **Contract** is a binding agreement between two or more parties.

A **Correction** is any action that is taken to eliminate a non-conformity. However, corrections do not address root causes. When applied to products, corrections can include reworking products, reprocessing them, regarding them, assigning them to a different use, or simply destroying them

Corrective actions are steps that are taken to eliminate the causes of existing nonconformities in order to prevent recurrence. The corrective action process tries to make sure that existing nonconformities and potentially undesirable situations don't happen again.

Customer is anyone who receives products or services (outputs) from a supplier. Customers can be either people or organizations and can be either external or internal to the supplier organization. Examples of customers include clients, consumers, users, guests, patients, purchasers, and beneficiaries.

Customer satisfaction is a perception. It's also a question of degree. It can vary from high satisfaction to low satisfaction. If customers believe that you've met their requirements, they experience high satisfaction. If they believe that you've not met their requirements, they experience low satisfaction

The term **Data** is defined as any facts about an object.

A **Defect** is a type of nonconformity. It occurs when a product or service fails to meet specified or intended use requirements.

Design and development is a process (or a set of processes) that uses resources to transform general input requirements for an object into specific output requirements.

Determination is, to determine means to find or to identify the value of a characteristic.

The term **Documented Information** refers to information that must be controlled and maintained and its supporting medium. Documented information can be in any format and on any medium and can come from any source.

Effectiveness refers to the degree to which a planned effect is achieved. Planned activities are effective if these activities are actually carried out and planned results are effective if these results are actually achieved.

The term **Feedback** is used to refer to a comment or an opinion expressed about a product or service or an interest expressed in a product or a service. It may also be used to refer to the customer complaints-handling process itself.

Improvement is a set of activities that organizations carry out in order to enhance performance (get better results). Improvement can be achieved by means of a single activity or by means of a recurring set of activities.

In the context of this ISO 9001 standard, an **Information System** is a network of communication channels used within an organization.

An **Interested Party** is anyone who can affect, be affected by, or believe that they are affected by a decision or activity. An interested party is a person, group, or organization that has an interest or a stake in a decision or activity.

The term **Management** refers to all the activities that are used to coordinate, direct, and control organizations. These activities include developing policies, setting objectives, and establishing processes to achieve these objectives. In this context, the term management does not refer to people. It refers to what managers do.

Measuring Equipment includes all the things needed to carry out a measurement process. Accordingly, measuring equipment includes instruments and apparatuses as well as all the associated software, standards, and reference materials.

Nonconformity is a non fulfilment or failure to meet a requirement. A requirement is a need, expectation, or obligation. It can be stated or implied by an organization or interested parties.

An **Objective** is a result you intend to achieve. Objectives can be strategic, tactical, or operational and can apply to an organization as a whole or to a system, process, project, product, or service. Objectives may also be referred to as targets, aims, goals, or intended outcomes.

Objective evidence is data that shows or proves that something exists or is true. Objective evidence can be collected by performing observations, measurements, tests, or using other suitable methods.

A **Policy** is a general commitment, direction, or intention and is formally stated by top management. A quality policy statement should express top management's commitment to the implementation and improvement of its quality management system and should allow managers to set quality objectives.

A **Product** is a tangible or intangible output that is the result of a process that does not include activities that are performed at the interface between the supplier (provider) and the customer.

The adjective **Quality** applies to objects and refers to the degree to which a set of inherent characteristics fulfils a set of requirements. An object is any entity that is either conceivable or perceivable and an inherent characteristic is a feature that exists in an object.

A **Quality Management System (QMS)** is a set of interrelated or interacting elements that organizations use to formulate quality policies and quality objectives and to establish the processes that are needed to ensure that policies are followed and objectives are achieved. These elements include structures, programs, practices, procedures, plans, rules, roles, responsibilities, relationships, contracts, agreements, documents, records, methods, tools, techniques, technologies, and resources.

A **Quality Objective** is a quality result that you intend to achieve. Quality objectives are based on or derived from an organization's quality policy and must be consistent with it. They are usually formulated at all relevant levels within the organization and for all relevant functions.

A **Quality Policy** should express top management's commitment to the quality management system (QMS) and should allow managers to set quality objectives. It should be based on ISO's quality management principles and should be compatible with your organization's other policies and be consistent with its vision and mission.

Risk-Based Thinking refers to a coordinated set of activities and methods that organizations use to manage and control the many risks that affect its ability to achieve objectives. Risk-based thinking replaces what the old standard used to call preventive action.

A **Supplier** is a person or an organization that provides products or services. Suppliers can be either internal or external to an organization. Internal suppliers provide products or services to people within their own organization while external suppliers provide products or services to other organizations.

The term **Top Management** normally refers to the people at the top of an organization. It refers to the people who provide resources and delegate authority and who coordinate, direct, and control organizations.

Validation is a process. It uses objective evidence to confirm that the requirements which define an Intended use or application have been met. Whenever all requirements have been met, a validated status is established. Validation can be carried out under realistic: use conditions or within a simulated use environment.

Verification is a process. It uses objective evidence to confirm that specified requirements have been met. Whenever specified requirements have been met, a verified status is achieved.

4. CONTEXT OF THE ORGANIZATION

4.1 Understanding the Organization and Its Context

SAIFCO is committed to defining our position in the marketplace and understanding how relevant factors arising from legal, political, economic, social and technological issues influences our strategic direction and our organizational context.

SAIFCO recognizes that the issues of the organization are of great consideration. In line with the Issues which are external and internal are handled with the following ways:

External Issues:

SAIFCO considers risk depending on its context. That is why our organization analyses the external issues as "Strength, Weaknesses, Opportunities and threats (SWOT)" when required. As opportunities and (threats section of SWOT covers the external factors, however the internal factors are covered by Strength and weaknesses section.

Internal Issues:

SAIFCO considers the internal issues which affects or prevents the success or improvement. SAIFCO internal issues may be listed as "Overall performance of the organization, resource factors (infrastructure, environment of the operation, organizational knowledge), human aspects, operational factors and governance of the organization etc.

During the annual business planning cycle SAIFCO carries out SWOT analysis. It enables the organization to understand the organization strength and weakness identify external and internal opportunities that can be exploited and helps prepare in advance for threats they face. It offers also its leaders to compare and benchmark their performances with the competitors and know exactly the current situation of the organization.

The results of evaluating and responding to these internal and external issues are integral part of our strategic plan and objectives. We regularly review and assess our internal and external content to ensure that we are prepared to effectively manage the risks and changes within our operating environments.

Reference: Understanding the context of the organization procedure

4.2 Understanding the needs and expectations of workers and interested Parties

SAIFCO determines the interested parties and the requirements of the interested parties that are relevant to the QHSE management System. SAIFCO also monitors and review information about these interested parties and their relevant requirements which might be a compliance obligation. Some of the interested parties for SAIFCO may be as customers, end users or beneficiaries, owners, shareholders, bankers, external providers, employees and others working on behalf of the organization, legal and regulatory authorities (local, regional, state/ provincial, national or international), trade and professional associations, local community groups, non-governmental organizations, local neighboring organizations/activities in the locality, competitors etc.

The following table summarizes our relevant interested parties, their needs and expectations, and how we address these needs and expectations.

Relevant Interested Parties	Category	Needs and expectations	How to address them
Regulatory Government Agencies: • Federal Government of the UAE • Local Government of Dubai • Other local UAE authorities	External	Compliance with applicable laws and regulations. Maintenance of licenses as specified by applicable laws. Observing and implementing UAE norms and standards. Due diligence and reporting duties to the authority on all issues related to business ethics, environmental, health and safety incidents.	Maintenance of license as per applicable laws and in good condition. Submission of all required legal documents as and when needed. Allowing access to the company's premises and facilities whenever requested by government authorities.
Local regulatory authorities	External	Compliance with all applicable processes and standards for operations within the jurisdiction of the relevant local Authority. Obtaining all licensing and permissions to perform services within the local authority. Cooperate with the local Authority on all issues to improve QHSE compliance.	Designed and implemented the QHSE processes to ensure compliance with relevant local Authority requirements and standards. Maintaining close communication with the respected local Authority to ensure prompt and up-to-date information sharing. Maintaining all licensing and permissions required by the Authority to perform services within its jurisdiction.
Dubai Municipality	External	Observing and applying all licensing, environmental, health and safety laws and bylaws mandated by the municipality. Reporting duties of incidents. Support and cooperation during investigations.	Designed and implemented the QHSE processes to ensure compliance with Dubai and UAE requirements and standards. Maintaining close communication with the municipality to ensure prompt and up-to-date information sharing. Maintaining all licensing and permissions required by the municipality to perform services within its jurisdiction.
Suppliers	External	Building and maintaining healthy and lasting supply chain relationship. Receiving accurate purchasing and supply chain information. Observing business standards in relationship and financial dealings.	Designed and implemented supply chain and purchasing process to ensure best practices are in place to manage and drive supplier partnership. Implemented supplier performance and management framework to

Relevant Interested Parties	Category	Needs and expectations	How to address them
			monitor supplier performance and provide feedback. Established channels for feedback and complaints from suppliers to receive their input on the status and results of the relationship.
Customers	External	Receiving products and services as per the specified contracts and service level agreements. Fair and accurate financial dealings and partnership. Open channels for feedback and grievance in case of service issues or substandard performance. Keep on innovating and developing services and products to meet market demand.	Developed and implemented quality and business processes to take into consideration the customer focus and needs every step of the service delivery. System for reviewing customers' needs and requirements and ensuring the provided services are meeting these needs and requirements. Open channels for communication and feedback with customers to ensure that the voice of the customer is incorporated in the business processes. Providing services and products as per the stated and agreed service specifications and timelines. Keep the customer informed of any service or product changes or updates, or any delays or deviations from agreed contracts and agreements.
Employees	Internal	Stable career opportunities that provide for development and growth. Continuous learning and personal development and gaining new skills and experiences. Safe and protected work environment. Reputable employer that is respected on the marketplace. Respecting and implementing all legal and labour laws and requirements. Incentives for performance and delivery.	Dedicated Human Resources team and policies to manage the career experience within the company. Company policies in line and respects the applicable labour laws and regulations. The company provides incentives and remunerations in line with fair market value. The company developed and implemented a health and safety management system to safeguard the wellbeing of its employees and visitors. The company started a reward and incentive programme for exceptional performance.
Management	Internal	Clear vision and mission and direction for the business.	The company has created and documented the strategic plan which

Relevant Interested Parties	Category	Needs and expectations	How to address them
		Clear responsibilities and accountabilities. Empowerment to deliver business objectives. Leadership in leading by example and inspiring the business improvement culture. Incentives for performance and delivery.	includes the vision, mission and goals for driving the future of the business. The company implemented an QHSE that captures and documents the roles, responsibilities and accountabilities of management in every critical business aspect. The company started a reward and incentive programme for exceptional performance. The QHSE system include performance monitoring and management processes to ensure feedback and communication with management and all levels of employees for better business performance. The company has set clear business and operational objectives with specific targets to ensure focus within all levels of management on achieving these targets.
Company Owners	Internal	Sound business plan and performance. Ethical business performance and reputation on the market. Growth in business and market share. Continuous compliance with applicable laws and regulations. Growth in partnerships with suppliers and customers.	Senior management has prepared and deployed strategic plans for setting and achieving business objectives. The QHSE system designed to ensure compliance with all applicable local laws and international best practices standards. Senior management ensures communication and partnership is effective with suppliers and customers and works hard on resolving any obstacles or issues. Senior management prepares and presents annual financial and business results to owners to ensure that the business is growing in the right direction.
Competitors	External	Fair market competition. True representation of products and services. Ethical and professional business conduct. Avoidance of unethical practices and misleading of customers.	The company has strict policies regarding ethical behaviour of its employees and fair presentation of its business and products/ services. The company has full commitment to comply with all applicable local and international business practices and laws.

Reference: Understanding the context of the organization procedure

4.3 Determining the scope of the QHSE management system:

The QHSE Management System covers all activities carried out by SAIFCO. The scope of SAIFCO's activities includes:

Project Management, Fabrication, Supply, Servicing, Maintenance, Installation and Commissioning of Electromechanical and Plumbing Works.

This QHSE Manual is equally applicable to all stages of operations and services and it is the responsibility of the department heads to ensure that activities and I or services and facilities meet, if not exceed, the standards expected by this manual.

The scope of our QHSE management system includes all our processes, services, products and operations related to our business which enable us:

- To provide customer focus throughout our organization and business operations.
- To provide necessary guidelines with respect to various permit to work guidelines at site operations.
- To provide effective and systematic Incident investigation and reporting mechanisms, to ensure that further risks of workplace incidents are eliminated.
- To ensure that all waste generated as the result of our activities is stored, segregated, handled and disposed of in a manner that takes account of local authorities, Contractor and Client requirements.
- To mitigate, prepare for, respond to and recover from operational emergencies as may occur in or near our operations and projects during execution of work.
- Comply with all legal and other requirements applicable to our business activities in relation with Health, Safety and Environmental matters.
- To provide and specify the methodology of QHSE risk & impacts assessment; and the development of controls as appropriate for our business and operations.
- To provide instructions and to assign responsibilities for controlling those operations and activities those are associated with QHSE Risk and Impact.
- To determine the criteria and methods to ensure effective operation and control of the processes.
- To ensure the availability of resources and information necessary to support the operation and monitoring of the processes.
- To measure, monitor, analyze the processes and implement actions necessary to achieve planned results and continual improvement.

The clause of the design and development is not applicable, design& development on a typical project, the client provides the design of the MEP systems. The QHSE system therefore excludes design and development of the air conditioning, electromechanical and plumbing systems.

However, if SAIFCO is responsible for design of air conditioning, electromechanical and plumbing systems for any of the future projects, design procedure shall be established and implemented before starting work on such project.

4.4 QHSE Management System and its process

SAIFCO has established documented, implemented and maintained QHSE management system and continually improves its effectiveness covering the requirements of ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018.

Our QHSE manual provides a structural framework for managing the organization significant QHSE risks and Environmental impacts. It provides a process through which we can engage with employees, customers, clients and other stakeholders.

The elements of the QHSE that we follow include:

- Plan what we are going to do.
- Do what we are planning to do
- Check to ensure what we did and what we planned
- Act to make improvements

The QHSE system should lead to the reduction in operational cost, injuries / illnesses of the employees, and accidental spillages / discharges / emissions / release to land, water and atmosphere through systematic QHSE management. To ensure our compliance with international best practices, we seek external assurance of our QHSE from reputable third-party certification firms based on ISO 9001, ISO 14001:2015 and ISO 45001 standards.

To implement the QHSE management system, organization has managed to:

- Identify the processes needed for the QHSE management system
- Determine the sequence and interaction of these processes
- Determine criteria and methods required to ensure the effective operation and control of these processes
- Ensure the availability of information necessary to support the operation and monitoring of these processes
- Measure, monitor and analyze these processes
- Implement actions necessary to achieve the planned results and continual improvement

SAIFCO manages these processes in accordance with the requirements of the standards. When Organization chooses to outsource any process that affects product conformity with requirements, then the management ensures the control over such processes and also identifies these processes within QHSE management system. Enhanced control required for outsourcing to cover "the type and extent of control to be applied" Clause 8.4 now

highlights that organizations should clarify what controls they have In place for any outsourced products or services.

5. LEADERSHIP

5.1 Leadership and Commitment

5.1.1 General

Top Management provides the leadership and governance to all activities related to the lifecycle processes including defining the strategic direction, responsibility, authority, accountability and communication to assure the safe and effective performance.

Top management of our organization is committed to the effective implementation of the Quality, Health and Safety, and Environmental Management System (QHSE) and committed to its effective implementation through:

- Accountability for effectiveness of the QHSE.
- Establishing and ensuring the QHSE policies and objectives that are compatible with the strategic direction in the context of the organization and performance measures.
- Ensuring the integration of QHSE requirements into organizations business processes.
- Communication on the importance of effective QHSE management that are conforming to the system requirements.
- Allocation of budgets and facilitate resources needed for the QHSE Management System.
- Audits and management review meetings for the effectiveness of QHSE Management System.
- Trainings and awareness to communicate the importance of effective QHSE requirements.
- Regular monitoring to ensure that the QHSE management system achieves its intended outcome.
- Assigning roles and responsibilities to contribute to the effectiveness of the management system.
- Promoting initiatives and ideas for continual improvement.
- Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

SAIFCO is responsible for implementing the QHSE MS, which includes the development and deployment of the QHSE policy and objectives, and product/project-specific plans that are customer focused.

SAIFCO governance structure provides necessary support for creating and establishing appropriate processes that are important for maintaining and achieving our QHSE objectives and policies. In addition, activities include systematic verification of the effectiveness of our QHSE MS by undertaking internal audits once a year and analyzing performance data.

Management review meetings will be held once a year to ensure that our QHSE MS is adequate and effective and that any necessary adjustments are made as a result.

SAIFCO Top Management will be committed to implementing and developing the QHSE MS and this commitment is defined by our corporate policies and objectives. SAIFCO ensures that the policies are understood, implemented and maintained throughout at all levels of the organization through printed distribution of our policy statements and through periodic review of the policy statements and corporate level improvement objectives.

SAIFCO communicates its policies and processes to all its employees in order to:

- Create and sustain shared values of fairness and ethical behavior;
- Establish a culture of trust, respect and integrity;
- Encourage commitment to quality, Health, Safety and Environment;
- Provide people with the required resources, training and authority to act with accountability;
- Inspire, encourage and recognize people's contribution.

5.1.2 Customer focus

SAIFCO has established a process for understanding of customer requirements and translating them in the form of defined requirements for the company as well as ensuring total customer satisfaction. To ensure this objective, the management has provided resources to establish appropriate systems.
Customer-supplied documents, drawings etc. are managed in accordance with the section Documented information (see section 7.5).

5.2 QHSE policy

5.2.1 Establishing the QHSE policy

SAIFCO has established a QHSE Policy that is relevant to needs of the interested parties, and nature and scale of environmental aspects and impacts, health& safety risks. The Policy includes commitment to comply with statutory and regulatory requirements, and commitment to continual improvement of the Integrated Management System. It is the basis for setting objectives and targets. S.AIFCO management ensures that the Integrated Management System Policy is communicated and understood by all employees, and be available to interested parties. SAIFCO reviews the Policy yearly for its continued suitability and effectiveness, during management review meetings.

Reference: QHSE Policy Statement

5.2.2 Communicating the QHSE policy

SAIFCO ensures that its QHSE policy is available for all interested parties, and it is SAIFCO'S aim that all employees should understand this statement of QHSE Policy. This is achieved by the following ways:

- By displaying the Policy statement on important locations in the premises.
- By internal training.

Copies of this manual and its supporting documents are held by key staff, thereby ensuring that appropriate information is available to all employees.

Reference: QHSE Communication procedure

5.3 Organizational Roles, Responsibilities and Authorities

Roles, responsibilities, authorities, and interrelationships of personnel who manage, perform and verify work affecting QHSE are defined through Organization chart, job descriptions, policies and procedures.
All employees have authority to report and request action regarding any non-conformances.
The MR is responsible for ensuring that the QHSE MS is established, implemented, and maintained in accordance with the requirements of QHSE MS.

The top management has the authority, responsibility and organizational freedom to ensure that the requirements of the QHSE system are established, documented as necessary, implemented and maintained. The Management Representative has a direct responsibility to the Managing Partner for the activities directly or indirectly related to the QHSEMS for:

- Ensuring that activities/ processes needed for the QHSE management system are established, implemented and maintained
- Reporting to Top Management on the performance of the QHSE management system and any need for Improvement
- Liaison with Interested parties for matters related to QHSE management system
- Developing qualification and training requirements for those personnel within the department performing functions outlined in the QHSE MS
- Issue new or revised Management system Procedures, or other controlled documents for enhancing the performance of the organization.
- Ensuring the promotion of awareness of customer requirements as well as statutory and regulatory requirements throughout the organization.

Other responsibilities, authorities and accountabilities are defined for the respective role in the relevant job descriptions, procedures and work instructions as applicable

Reference: Organization Chart, Job Descriptions

5.4 Consultation and participation of workers

We have established and we maintain processes to ensure effective consultation and participation of workers at all applicable functions and levels within our company. These processes are implemented to ensure consultation and participation of workers throughout the lifecycle of the QHSE management system,

including development, planning, implementation, performance evaluation, and improvement actions. Consultation and participation processes include the establishment of the QHSE committee with participation of workers, and the specified internal communication processes.

To ensure the effectiveness of our workers consultation and participation processes, we are committed and actively support the following:

- We provide the necessary resources and processes, schedules, and training to ensure effective consultation and participation.
- We provide timely accessibility to clear, understandable and relevant information regarding our QHSE management system, policies and procedures.
- We determine and actively remove any obstacles or barriers to participation and we minimize those that cannot be removed. Obstacles and barriers can include failure to respond to worker inputs or suggestions, language or literacy barriers, reprisals or threats of reprisals and policies or practices that discourage or penalize worker participation.
- We emphasize the consultation of non-managerial workers on the following:
    - determining the needs and expectations of interested parties
    - establishing the QHSE policy
    - assigning organizational roles, responsibilities and authorities, as applicable
    - determining how to fulfil legal requirements and other requirements
    - establishing occupational health and safety objectives and planning to achieve them
    - determining applicable controls for outsourcing, procurement and contractors
    - determining what needs to be monitored, measured and evaluated
    - planning, establishing, implementing and maintaining an audit program(s)
    - ensuring continual improvement
- We emphasize the participation of non-managerial workers on the following:
    - determining the mechanisms for their consultation and participation
    - identifying hazards and assessing risks and opportunities
    - determining actions to eliminate hazards and reduce QHSE risks
    - determining competence requirements, training needs, training and evaluating training
    - determining what needs to be communicated and how this will be done
    - determining control measures and their effective implementation and use
    - investigating incidents and nonconformities and determining corrective actions

To ensure the consultation and participation of our workers, we provide training at no cost to our workers and during work hours or as paid work time.

We also encourage workers consultation and participation through the following:

- Top Management shall encourage its employees to participate or submit any new ideas that will help in the improvement of the system.
- We shall promote healthy for any new ideas from the employees.
- Employees' views and good suggestions should be taken into consideration to improve its QHSE policies and procedures.
- Ensure that concerned employees in the operating level including bottom level workers are involved in the environmental Impacts & Occupational health and safety Risk assessment & evaluation process.
- In any environmental, health and safety incident investigation process, making a non-conformance report or corrective and preventive actions documentation, the process owners ensures the employee involvement and participation by giving statement where applicable.

5.5 QHSE Committee

We have established an QHSE Management Committee as a part of our Management Commitment and ensures the QHSE Management System within the organization. This committee will facilitate the implementation of QHSE Management System; provide direction for the development of policies and procedures, act on behalf of the management and report to the management. This committee is also the platform for the consultation and participation of our employees and workers.

The appointed members of the QHSE Committee are as follows:

- General Manager
- Operations Director
- Senior Managers
- QHSE Management Representative

The QHSE Committee routinely invites workers representing various functions and organizational units to its meetings and forums, to discuss any issues related to their work and job duties, and to facilitate their participation and consultation in implementing and maintaining the QHSE management system.

6. PLANNING

6.1 Actions to address the risks and opportunities

6.1.1 General

While planning for the development and implementation of our QHSE Management System, we identify the risks and opportunities related to the external and internal issues and aspects.

We have established, implemented and maintain a Risk Management Procedure to identify and address the risks associated with threats and opportunities within our business operation. By taking such risk-based approach, we ensure that we are more proactive rather than purely reactive by preventing and reducing undesired effects and promoting continual improvement.

We determined QHSE risks and opportunities that need to be addressed to:

- Provide assurance that our QHSE management system can achieve its intended objectives and outcomes.
- Prevent or reduce undesired effects.
- Achieve continual improvement.

RISKS

Following types and categories of risks are determined and addressed:

- Processes: risks of nonconforming output, process breakdown, process in efficiency, excessive variability, etc.
- Quality: risk of defects and non-attainment of specified requirements
- Externally provided products/services: risk of defects and non-attainment of specified requirements
- Business: risks to business continuity, data loss, public relations, etc.;
- HSE: deviations and/or noncompliance with the stipulated HSE program, or environmental aspect and safety hazard.

Risk levels are evaluated using appropriate risk evaluation and analysis methods. When risk levels are high, appropriate risks reduction actions are implemented and integrated into system processes. Risk reduction actions are proportionate to the potential impact on the conformity of products and services.

OPPORTUNITIES

SAIFCO takes all possible opportunities that will help to achieve positive outputs to reduce the risks encountered and to prevent occurrence of future risks.

Opportunities may be identified as positive effects of risks; as in a risk forcing implementation of a risk reduction measure that is beneficial in a broader context than just reducing this particular risk.

Reference: Risk Management procedure

6.1.2 Environmental Aspects and Hazards Identification and assessments of risks and opportunities

- Identification of Health, Safety & Environmental aspects and their associated impacts are performed by various functions whose activities are relevant to QHSE management system under

the guidance of top Management. Similarly, risk assessment is performed to ensure that all activities associated risks are considered while setting objectives & targets and management programs.

- The management of risk is based on identification, assessment, and control of risk. Risk Management is a loss control program where Identification of risk and its potential consequence is the key element. Therefore, all employees should be trained to recognize hazards, think defensively and anticipate problems through preparation and planning, to carry out the operation with the proper protection, training, awareness, coordination and skill to avoid incidents.

- A list of HSE aspects and hazards with associated impact and risk is maintained and this list will be reviewed and updated as per the procedure for identification of HSE aspect and assessment of risks.

- Risk assessment is an important factor in the effective planning of all HSE activities. All significant HSE aspects associated with SAIFCO's business are identified, existing control: measures assessed, and the required risk control plans implemented.

- All Identified risks shall be reported to the QHSE Manager and Operation Engineer. These are categorized, analyzed and prioritized with respect to areas of operations with high potential for loss to be re-appraised and effective changes to be determined, documented, communicated, implemented and monitored.

The environmental aspects and occupational hazards are key factors in the decision-making process. We have established and maintained procedures to identify the environmental aspects and occupational hazards related to our activities, products or services that we can control and which we can be expected to have an influence.

During the identification of the environmental aspects and occupational hazards considerations were given to the following criteria:

- Input and output associated with past and current activities or services.
- Design and development of our facilities, processes, products and services.
- Acquisition of raw materials including extraction.
- Operational processes
- Operation and maintenance of facilities, organizational assets, and infrastructure.
- Legislative and regulatory requirements
- Concerns of interested parties.
- Normal and abnormal operating conditions.
- Existing QHSE practices and procedures including procurement and projects activities.
- QHSE performance and practices of external providers.
- Potential emergency conditions including previous emergency situations and accidents.

- Evaluation of feedback from the investigation of previous QHSE incidents and accidents.
- Storage, usage and end-of-life treatment of the materials or products.
- Waste management, including reuse, refurbishing, recycling and disposal.

We have developed criteria to determine those that have or can have significant impacts on the environment and those that possesses high risk for potential incidents or accidents to workers and/or public.

The process adopted to determine significant environmental aspects associated with the activities has considered, the following:

- Emission of air
- Releases to water
- Releases to land
- Use of raw materials and natural resources
- Use of energy
- Energy emitted (e.g. heat, radiation, vibration, noise, light)
- Generation of waste and/or by-products
- Use of space

And as for the Occupational Health and Safety Hazards, any hazards related to our offices and sites, as well as sub-contractors/vendors/suppliers and/or anyone who might be affected shall be identified and the control measures shall be determined. The procedure for QHSE hazard identification and risk assessment shall take into account, the following:

- Routine and Non-routine activities
- Activities of all personnel having access to the workplace (including contractors and visitors)
- Human behavior, capabilities and other human factors
- Identified hazards originating outside the workplace capable of adversely affecting the health and safety persons under the control of the company within the workplace.
- Hazards created in the vicinity of the workplace by work-related activities under the control of the company.
- Infrastructure, equipment and materials at the workplace, whether provided by the organization or others.
- Changed or proposed changes in the organization, its activities, or materials.
- Modifications to the management system, including temporary changes, and their impacts on operations, processes, and activities.
- Any applicable legal obligations relating to risk assessment and implementation of necessary controls.
- The design of work areas, processes, installations, machinery/equipment, operating procedures and work organization, including their adaptation to human capabilities.

The methodology for environmental aspects & occupational hazards assessment and evaluation together ensures that the following are taken into consideration:

- Severity / Consequence
- Probability / Likelihood (Frequency) of occurrence

Reference: Hazard Identification & RA and Aspect & Impact procedure

6.1.3 Determination of legal requirements and other requirements and Compliance obligations

SAIFCO's management of HSE protection for all its operational activities is governed principally by the applicable legal, other and interested parties' requirements pertaining to these operational activities.

Where no specific HSE requirements exist within an operation, SAIFCO will manage the HSE function ensuring compliance with interested parties HSE requirements as specified in Client's policies, rules and regulations, procedures, engineering standards etc., as a mean to provide the clients with the highest possible HSE standards based on "best industrial practices" .

QHSE Management Representative has the responsibility for advising SAIFCO management of all applicable legal requirements affecting its operational activities. This includes the review and appraisal of any draft legal requirement(s) and guidance.

When new legal requirement(s) is/are introduced, Head of the departments will inform The Management for its operation that would likely to be affected, and provide advice for counter strategy and implementation.

All new legislative requirements will be documented in the QHSE Management System. It will be the responsibility of Department Managers to review, update and incorporate these new requirements into the system.

The management will inform and advise any additional training requirements imposed by any new legal requirement(s).

Compliance with the applicable legal requirements is one of the responsibilities and as such shall be subjected to verification by audit.

A planned program of monitoring and audit will enable SAIFCO organization to identify any deficiency and take the appropriate corrective actions.

Reference: Legal & Other requirements procedure

6.2 QHSE Objectives and Planning to achieve them

QHSE Objectives

SAIFCO has established measurable objectives that are consistent with the QHSE Policy and pursued at relevant levels and functions in the organization. Some of the objectives pertain to the project requirements and all the objectives aim to continual improvement of the QHSE MS.

Objectives and Targets

SAIFCO has defined set of objectives and targets for QHSE Management System to enable and prove the continually improving of QHSE MS performances. Top Management will be responsible to set the targets and objectives and shall be implemented, known and understood by the organization. Objectives & targets are prioritized on the basis of customer requirements, significant of QHSE Aspects/Impact & legal requirements.

Our QHSE objectives are:

- Consistent with our QHSE policy
- Measurable or capable of performance evaluation
- Take into account applicable requirements, the results of risks and opportunities, and the results of consultation with workers
- We monitor our objectives regularly
- We communicate our objectives to all relevant parties and we update them as needed

The following inputs are considered for setting objectives:

- QHSE Policy;
- Legal and other requirements;
- Customer Requirements;
- List of significant of HSE aspects/hazards and risks;
- Views of interested parties;
- Operational and business requirements; and,
- Financial and technological options.

SAIFCO will establish and maintain documented QHSE objectives and targets within the different levels of the organization. Actual performance against specified targets will be measured and documented on its basis. The specified objectives and targets will be consistent with, and reflect the corporate QHSE objectives as stated in the QHSE Policy.

Planning to achieve them

Plans for achieving QHSE objectives include determination of methods, resources, responsibilities, completion due dates, and evaluation criteria. The process for planning and implementing QHSE objectives is defined in process procedures.

Reference: QHSE Objectives & Targets procedure

6.3 Planning of changes

Changes to the QHSE management system are determined and planned within the framework of management reviews. Planning of changes may be in response to changing circumstances, such as product, process, capacity, or other operational or organizational changes; or to improve the effectiveness and efficiency of the QHSE management system.

When planning for changes, the management review considers the purpose and consequences of the change, and it's Impact on the Integrity of the QHSE management system; as well as availability of resources and allocation of responsibilities and authorities.

Actions to implement changes may be defined in Management Review Actions (review output actions), actions to implement QHSE Objectives, Corrective Actions, and Risk Reduction Actions.

7. SUPPORT

7.1 Resources

7.1.1 General

SAIFCO Management has identified and established resources required to implement and improve the processes of the QHSE MS and to satisfy the requirements of its customer, both regarding equipment and personnel to achieve the QHSE Objectives.

Adequacy provision includes trained personnel, equipment, vehicles, etc., with regards to meeting present and future clients' requirements, those requirements are reviewed periodically by the organization during the Project Reviews/ Management Review then the necessary actions will be taken to provide them on a timely manner.

7.1.2 People

SAIFCO Management is responsible to ensure that the personnel assigned to manage, perform and verify work affecting the Quality of product/service supplied to clients, Health & safety of personnel or the environment are competent on the basis of relevant education, training, skills and experience.

7.1.3 Infrastructure

SAIFCO management identifies, provides and maintains necessary facilities to achieve the product and service as well as HSE requirements. The facilities include workspace, appropriate equipment, hardware and software and supporting services like preventive maintenance.
The facilities are reviewed for adequacy and suitability for the existing and future requirements in the Management Review meetings.

7.1.4 Environment for the operation of processes

SAIFCO identifies and manages the human and physical factors of the work environment needed to achieve conformity of the service and product. These are included in the QHSE Plans, procedures, work instructions and safety practices as appropriate. Induction training given to the new employees covers the relevant aspects of the work environment.

The work environment is reviewed for adequacy and suitability for existing and future requirements in the internal audits.

7.1.5 Monitoring and measuring resources

All measuring and monitoring devices, like inspection, measuring and test equipment used for demonstrating the conformity of the product/ service, are controlled and maintained on regular basis. Inspection, measuring and test equipment is used in a manner, which ensures that the measurement uncertainty is known and is consistent with the required measurement capability.

When the availability of technical data is a specified requirement, such data is made available to the customer or his representative for verification that the inspection, measuring and test equipment is functionally adequate.

The measurements to be made and the accuracy required are determined. The appropriate inspection, measuring and test equipment, which is capable of the necessary accuracy, precision is selected.

All these inspection, measuring and test equipment that affect product quality are identified with suitable indicator showing the calibration status and are calibrated to national/ international standards either in house or by independent bodies that state the basis of calibration.

Results of calibration, which also indicate the calibration status, are recorded and maintained.
Calibration certificate are maintained.
The validity of previous inspection and test results done with any equipment are assessed and documented when the equipment is found out of calibration.

It is ensured that the environmental conditions are suitable when the calibration is done. The handling, preservation and storage of equipment are such that the accuracy and fitness for us1e is maintained.

The inspection, measuring and test facilities are safeguarded from adjustments that would invalidate the calibration setting.

7.1.6 Organizational Knowledge

SAIFCO fulfills requirements for the handling of organizational knowledge in the following four phases, which are analogous to the PDCA cycle:

- Determine the knowledge necessary for the operation of processes and for achieving conformity of products and services.
- Maintain knowledge and make it available to the extent necessary
- Consider the current organizational knowledge and compare it to changing needs and trends
- Acquire the necessary additional knowledge.

SAIFCO always considers Organizational knowledge gained from:

Internal sources (e.g. intellectual property; knowledge gained from experience; lessons learned from failures and successful projects; capturing and sharing undocumented knowledge and experience; the results of improvements in processes, products and services);

External sources (e.g. standards; academia; conferences; gathering knowledge from customers or external providers).

7.2 Competence

SAIFCO is responsible for:

- Determining the necessary competence of workers that affects or can affect our QHSE performance through tools such as job descriptions and job assignment requirements.
- Ensuring that our employees and workers are competent (including their ability to identify hazards) on the basis of appropriate education, training or experience. Such qualifications are retained as part of their personnel files.
- We take actions where necessary to acquire and maintain the necessary competence of our workers, and evaluate the effectiveness of the actions taken. Such actions may include training, mentoring and hiring competent individuals.
- We retain documented information as evidence of our workers competence.

7.3 Awareness

SAIFCO ensure that their employees' in the organization are aware of:

- The QHSE Policy
- Relevant QHSE objectives;

- Their contribution to the effectiveness of the QHSE management system, including the benefits of improved performance;
- The implications and potential consequences of not conforming to the QHSE management system requirements.
- Common Workplace aspects and hazards, QHSE risks and actions determined that are relevant to them
- The significant environmental aspects, potential health and safety hazards and related actual potential impacts associated with their work.
- Emergency response plan
- The ability to remove themselves from work situations that they consider present an imminent and serious danger to their life or health, as well as the arrangements for protecting them from undue consequences for doing so

Reference: Training, Awareness & Competency Procedure

7.4 Communication

Internal Communication

We have created internal communication processes to ensure that we internally communicate information relevant to the QHSE management system among the various levels and functions of the company, including changes to the QHSE management system, as appropriate. We also ensure that our communication processes enable our workers to contribute to continual improvement of the QHSE management system.

SAIFCO has developed a system for an effective QHSE MS communication among internal departments through emails, circulars, meetings, and posts on information board. A detailed organization chart and written procedures has been developed and implemented that will clearly show the reporting channel and hierarchy within the departments. This includes communication with regards to the identified environmental aspects & occupational hazards among the various levels of functions.

External Communication

Our external communication processes ensure that we externally communicate information relevant to our QHSE management system and taking into account our legal requirements and other requirements.
SAIFCO communicate with external interested parties with regards to its significant QHSE aspects.
SAIFCO management will be responsible to ensure that communication from external parties is received, documented & responded in an efficient manner.

Reference: Communication Procedure

7.5 Documented information

7.5.1 General

SAIFCO has ensured that the following items are documented, maintained and implemented accordingly:

- QHSE policy and QHSE objectives;
- QHSE manual;
- Procedures required by the standard;
- Procedures required by the organization to ensure the effective planning, operation and control of the processes/ activities.

The type and extent of documents depends upon complexity and nature of the business, competence of personnel. However, IMS documents shall satisfy the contractual requirements, statutory requirements, national/ international standards, needs and expectations of clients/ interested parties, objectives and policy. QHSE Management System documents will be made available to staff and interested parties if required.

Reference: Control of Documented Information Procedure

7.5.2 Creating and updating

SAIFCO has established and maintained a procedure for control of all documentation relating to QHSE MS.

The procedure ensures that:

- All documents shall be reviewed and approved for adequacy by authorized personnel prior to issue.
- The appropriate procedures and work instructions shall be available at the relevant project sites where it is deemed essential for the effective function of the QHSE MS.
- All changes to documents shall be in writing, shall be reviewed and approved by the same functions as original documents, and are distributed to all holders of controlled copies. The reviewing authority will have complete access to background information which will be considered as basis for his review and approval.
- The master set of applicable documents is maintained and updated.
- The document control procedure shall provide adequate identification system for updating to identify the current revision status to preclude the use of invalid documents and/or obsolete documents.
- Obsolete documents shall be immediately removed from points of use and issue.
- Obsolete documents, if retained for knowledge preservation or legal purposes, shall be clearly identified as such.
- Documents shall be re-issued after any change.
- Where applicable, the nature of the change will be highlighted in the document and with appropriate attachments. SAIFCO will consider only revision number instead of issue number and this manual will be the reference and it will be the revision number 00.
- Documents shall be legible, readily identifiable and retrievable.

The procedures shall ensure for the documents of external origin at SAIFCO shall be adequately controlled and will be updated. All Incoming and outgoing correspondence shall be adequately controlled and filed for easy retrieval.

7.5.3 Control of Documented Information

SAIFCO has established a procedure for identification, collection, Indexing, access filing, storage, retrieval, protection and disposition of records necessary to demonstrate the requirements for QHSE will be met and the QHSE MS shall be working effectively. Pertinent QHSE records from the subcontractor will also be controlled.

The QHSE records shall be legible, readily retrievable, and shall be stored in suitable environment to prevent damage, deterioration or loss.

The procedure defines, where and by whom the records are maintained. The procedure also provides or the disposition of QHSE records after prescribed retention period is over. When contractually required, the customer shall be afforded access to the QHSE records pertaining to the relevant contract.

Reference: Control of Documented Information Procedure

8. OPERATION

8.1 Operational planning and control

The company has planned and developed the activities needed for their operations. Planning of the processes is consistent with other requirements of the Integrated Management System and has been documented in a manner that suits the organization's method of operation.

In planning the company has taken into consideration:

- Contract I customer specifications as input into the process including acceptance criteria
- QHSE objectives;
- The need to establish processes, documents, and provide resources specific to the service
- Required verification, validation, monitoring, inspection and test activities specific to the service and the criteria for service acceptance
- Use of appropriate Environmental, Health and Safety Practices.
- Analysis of the process/ activities and changes of the process/ activities
- The need for supporting processes/ activities such as infrastructure, people t raining, managing information, safety tools and equipment, etc.
- Records needed to provide confidence that the realization processes and resulting service fulfill requirements.
- Corrective & preventive actions

When it's a contractual requirement, the company will establish and maintain specific project quality plan, HSE plan, EMP tailored to the needs of the specific project. In the projects sites, consultants/clients may issue or request to use their own formats then SAIFCO will use only those formats related to QHSE MS.

The output of the process will be reviewed against the Input, acceptance criteria, customer needs and corrective action will be taken as necessary. The company's performance will be reviewed periodically against the policy & objectives during management review In order to evaluate suitability, consistency, reliability and chances for improvement.

Performance will be validated in order to evaluate if customers' needs are met. Validation of performance may be in form of obtaining feedback from the customer. Validation of the performance may lead into changing the process. However, such changes shall be recorded, evaluated, reviewed and revalidated again.

Reference: Operational Control Procedure

8.2 Requirements for products and services& Emergency preparedness and response

8.2.1 (A) Costumer communication

The Managers are required to communicate with their respective clients/ customers/ interested parties/ suppliers, as applicable, effectively and without delays. Means of communication could be of the following: Email, Fax, Formal Letter, etc. Communication with the customer may relate to:

- Project I contract information,
- Enquiries, contract or order handling, including amendments, and
- Customer feedback, including customer complaints.

Communication with the customer shall be utilized to assess company's Performance and effectiveness of IMS.

8.2.1 (B) Emergency preparedness and response

A documented procedure is established and maintained to identify the potential emergencies and respond to incidents and emergency situations include the follows:

- Identification of hazards and aspects and evaluating their risk and control will be based on the potential activities performed by the organization and their main contractors I subcontractors at site.
- This procedure includes preventing and mitigating the hazards and aspects and its risks and control associated with the emergencies.
- These preparedness and response will be in the form of operational control, HSE plans, EMP; contacts fire emergency procedure and evacuation procedures, etc ...
- The emergency preparedness and response get reviewed and amended based on occurrence of incidents or emergency situations.

This procedure also incorporates periodical testing of the emergency preparedness and response. The QHSE Manager and HSE Officer will ensure that the control measures were taken to mitigate or eliminate for the identified significant hazard and aspect and its risk and impact. The Managers ensures that the site facilities are adequately provided with suitable equipment and work environment like adequate welfare facilities and Personnel Protective Equipment to achieve the Interested Parties requirements.

Reference: Emergency preparedness and response procedure

8.2.2 Determining the requirements for products and services

In an effort to thoroughly identify all customer requirements, the following are considered as the interface with the customer when any order or service takes place:

- Project and/or service requirements provided by the customer
- Project and/or service performance requirements provided by the customer
- Customer stated availability requirements.
- Customer stated delivery requirements.
- Customer stated support needs.
- Determination of application related requirements, if not provided by the customer
- Determination of relevant legal requirements relating to risk assessment and implementation of necessary controls.
- Determination of any other relevant requirements for which the organization subscribes to.
- Determination of environmental aspect and impact control
- Determination of hierarchy of control for identified Operational Health and Safety risks
- Determination of Testing and Conformance requirement

Post delivery requirements such as warranty / guarantee are defined and noted for providing customer satisfaction even after services are handed over. Customer related process procedure, Identification of aspect and impact control procedures, identification of hazard and evaluating its risk procedure and Legal and regulatory requirements procedures have been developed to study and monitor the requirements of the customer.

8.2.3 Review of the requirements for products and services

All specified and unspecified requirements by The Customer related to the product/s, all enquiries, logistics, warehousing/ distribution, import and export contracts, and the ability of SAIFCO shall be reviewed to ensure that the required level of service can be provided in all respect.

This review shall be done prior to SAIFCO commitment to provide the product to the customer (e.g. submission of tender, acceptance of contracts or orders, acceptance of changes to contracts or orders).

SAIFCO prior to commitment with the customer shall ensure that:

- All product requirements, specified by the customer or unspecified are defined.
- Complete resolution of differences between the requirements of the contract or the order and those previously expressed.
- The company has the adequate ability to fulfill all the requirements.

Amendment to contract with Clients is processed by the manager in charge, documented, and correctly transferred to functions concerned within company.

SAIFCO shall confirm verbal customer requirements before the commitment with the customer.

Routine enquiries for quotations are not necessarily documented where standard rates are applicable.
For non-standard rates a record of the quotation is maintained.

8.2.4 Changes to the requirements for products and service

Customer requirements are reviewed for completeness and, if necessary, to gather more information the respective managers shall initiate it. SAIFCO understands that specification and quantities are main input for review of scope. Product and service requirements, labor requirements and other related cost are studied; quotations are prepared based on the study. Upon reviewing the inquiry, if it is felt that client's requirements can't be met.

8.3 Design and development of products and services

Design and Development is not applicable to the scope of activity of SAIFCO since on a typical project, (the client provides the design of the MEP systems. The QHSE system therefore excludes design and development of the air conditioning, electromechanical and plumbing systems.

8.4 Control of externally provided processes, products and services

8.4.1 General

We have established, implemented and we maintain a procurement process and procedures in accordance with local and international best practices to control the procurement of products and services in order to ensure their conformity to our QHSE management system.

Our procurement processes are supported by our supplier qualification and management system, which is setup and implemented in accordance with international standards for quality management systems.

In regard to materials, equipment, and services, SAIFCO gives critical! Importance to the following, to ensure that the purchased product conforms to the specified requirements and that the QHSE requirements are met.

- SAIFCO made an evaluation and selection of suppliers/ vendors/ subcontractors based on their ability to meet the requirements with respect to QHSE, Criteria for selection and periodic evaluation is defined.
- Results of the evaluations and follow up actions are recorded.

Also SAIFCO gives critical importance to communication of adequate details of requirements to vendors/ subcontractors.

8.4.2 Type and extent of control

Where specified In the Contract, SAIFCO's customer or the customer's representative shall be provided the rights to verify at the subcontractor's premises and SAIFCO's premises that subcontracted service conforms

to specified requirements. Very specifically controls necessary to manage the risk associated to purchase products, environmental Impacts, equipment or services as well as associated to contractors and other visitors to the workplace.

Verification by the Customer shall not absolve company of the responsibility to provide acceptable service, nor shall it preclude subsequent rejection by the customer. All purchased products / services will be verified according to the defined process procedure.

Where SAIFCO proposes to verify purchased products/service at the sub-contractors and supplier's premises, specific verification arrangements in the purchasing documents will be mentioned.

8.4.3 Information for external providers

The purchase order / quotation shall identify the required material / service description clearly so that the supplier can completely understand. Any additional Information such as environment and health and safety required by the supplier shall be communicated in the continuing correspondence.
When material/services are procured from suppllers1 the purchase order may refer as applicable, to suppliers quotation to ensure that they completely understand the requirements and prices are agreed.

The purchasing documents clearly and completely describe the following:

- Description of materials ordered, quantity, prices and date of supply
- The product I service requirements in terms of specification and compliance to specific standards (IMS) as applicable
- The packing and delivery requirement as applicable

8.4.4 Contractors

We consider our contractors as our partners in delivering our products and services. That's why we ensure that we coordinate our procurement processes with our contractors, in order to identify hazards and to assess and control any QHSE risks arising from:

- the contractors' activities and operations that impact our company
- our own activities and operations that impact the contractors' workers
- the contractors' activities and operations that impact other interested parties in the workplace

We ensure that the requirements of our QHSE management system are met by our contractors and their workers. Our procurement processes define and apply occupational health and safety criteria for the selection of contractors. The annual performance review of contractors includes their occupational health and safety performance and their contributions towards safe workplace for all interested parties onsite.

8.4.5 Outsourcing

Whenever we choose to outsource any function or process of our operations, we ensure that outsourced functions and processes are controlled in accordance with the requirements of our QHSE management system. We review outsourcing arrangements to ensure that they are consistent with legal requirements and other requirements and with achieving the intended outcomes of the QHSE management system. We define the type and degree of control to be applied to these functions and processes within the QHSE risk registers and outsourcing agreements as appropriate.

We believe that coordination with external providers can assist us in addressing any impact that outsourcing has on our QHSE management system performance.

8.5 Production and service provision

8.5.1 Control of production and service provision

Upon award of the contract) the Operation Manager prepares the work planner based upon the availability of material, equipment and human resource. Procedures, work instructions, PQP, HSE Plan, and EMP are established to define the processes and responsibilities. Management ensures the availability of supporting services and equipment required for all departments in addition to human resources. Communication is established between the various sections to ensure continuous and efficient operation of the organization. Equipment and machinery are subject to regular maintenance. Suitable material handling equipment is available in the site. Operation staffs are trained to handle customer's properties and premises in accordance to IMS requirement.

SAIFCO has planned and carried out production/service under controlled conditions. Controlled conditions includes, as applicable:

- Availability of information that describes the characteristics of the Product/services.
- Documented procedures (PQP, HSE Plan, EMP) defining the manner of processing, where the absence of such procedures could adversely affect IMS.
- Provision of a suitable working environment;
- Compliance with reference specifications / standard/ codes, quality plans, and/or documented procedures;
- Monitoring and control of suitable process parameters and the approval of processes as appropriate.

The company validation of the activities and process will be achieved by obtaining feedback and Analyzing information related to Product/services. Special processes will be validated by competent people, machines and strict supervision.

Wherever process qualification is required, procedures are established and personnel performing such activities are trained and qualified by reputed agencies for competency. Any new employee is trained on the

assigned process to ensure their capability. Effectiveness of established processes and procedures is examined through internal audits and analysis of trends in the system for further improvements.

Processes that directly affect quality and where the resulting output cannot be verified by subsequent monitoring and measurements is identified and planned.

8.5.2 Identification and traceability

Where appropriate, SAIFCO has identified the product as well as significant hazards and aspects evaluating its risks by suitable means throughout operation. SAIFCO identifies the product status, significant hazard and aspect status with respect to monitoring and measurement requirements.

Where traceability is a requirement, SAIFO shall control and record the unique identification of product as well as related significant hazards and aspects.
Identification during different stages of product realization process shall be by any or a combination of the following:

- Item numbers
- Serial numbers
- Drawings numbers
- Part number
- Job card number
- Unique ID traceable to heat number
- Significant hazard register
- Aspect and impact register
- Legal register and its records
- Other methods as required by customers

Personnel performing verification activities and/or handling of the product shall ensure that traceability identification is maintained.

8.5.3 Property belonging to customer or external providers

It shall be ensured that customer-supplied material and supplies are protected from damage or loss while under custodianship of SAIFCO. All products and materials (including information and data) supplied by the customer shall be identified and tested when required.
Damage if any to customer supplied property shall be recorded and the customer informed about the same. Intellectual property rights of the customer shall be respected and protected and shall not be communicated to third parties without the prior authorization of the customer.

The Stores manager shall ensure that handling and control of customer supplied material are clearly specified and performed in accordance with the customer requirements. The company will identify, verify, protect and

safeguard customer property provided for use. If any customer property is lost, damaged or otherwise found to be unsuitable for use, this will be reported to the customer by the Production/Project Manager and records will be maintained in the job file. Customer property may include intellectual property e.g. information provided in confidence.

8.5.4 Preservation

Material/ equipment shall be handled in a way that prevents damage and deterioration during storage, installation and delivery. Wherever appropriate, special equipment will be used to transport materials from point to point.

Designated storage areas are provided to prevent damage and deterioration of material pending use/finished products. Appropriate method for authorizing receipt and dispatch to and from storage areas will be stipulated. The condition of material in store will be assessed at appropriate intervals. Manufacturer's recommendation (Material Safety Data Sheet) will also be utilized when storing supplied products.

Preservation of materials will be controlled to the extent necessary to ensure conformance to specified requirements. Where appropriate, material shall be stored in a manner that enables them to be issued on a first in first out basis. Materials and equipment will be preserved during the course of the Production/project as required by contract specifications/ manufacturer's recommendation.

Handing over of the project to the customer / client will be made as defined in the contract specifications. Delivery of materials, plant and equipment will be adequately protected and controlled. Delivery order shall clearly specify the project number, destination, items, description and quantity.

8.5.5 Post Delivery Activities

The organization has identified & determined the nature and extent of post-delivery activities it undertakes. When doing this, SAIFCO consider the applicable statutory or legal requirements, and possible unwanted consequences associated with the particular product or service.

8.5.6 Control of Changes

The organization determined to control all changes that are necessary in order to ensure that products or services continue to meet their specified requirements. In such instances, the organization has determined to retain documented information (records) describing the results of the review of the changes, the person(s) authorizing the changes and any necessary actions arising from the review.

8.5.7 Operational Control on Occupational Health and Safety Hazards & its Risks

We have established, implemented and we maintain a process for the elimination of hazards and reduction of occupational health and safety risks. In doing so, we use the following hierarchy of controls:

a) eliminate the hazard
b) substitute with less hazardous processes, operations, materials or equipment
c) use engineering controls and reorganization of work
d) use administrative controls, including training
e) use adequate personal protective equipment

We provide any necessary safety equipment or personal protective equipment (PPE) to our workers at no cost to them.

A team consisting of Managing Director, Management Representative, Operation Manager, HSE Officer, Project Managers, and relevant Department heads & employees has been given the responsibility and the authority to determine hazards of all activities/processes/services of the company, keeping in *view* of the significance of its risk to all the staff.

Significance will be decided based on hazard concern (severity and probability) and business concern (cost, legal and regulatory requirements, difficulty, image and concern of interested parties).

For all significant hazards, an effective hierarchy of control & monitoring mechanism will be applied in order to prevent or mitigate the effect of the evaluated risks. These mechanisms will be in the form of procedures, work instructions, monitoring, training, third party inspections, etc., depending on the level of significance and nature of the activities.

The hazards, which are considered as significant, that are controlled by the above methods are taken into consideration for establishing the SMART objectives. SAIFCO will keep the information concerning identification and evaluation of risks, up to date. This will be done on defined intervals

SAIFCO shall identify associated hazards and its risks as well as its controls prior to introduction of changes in management within the organization. The changes associated with processes, new activity, incident, legal requirements, etc. are taken into consideration. Top management, employees and relevant interested parties participate in evaluating and determining its controls with applicable legal requirements.

Procedure for identification & evaluation of risks and determining the hierarchy of control is defined and documented. The effectiveness and efficiency of these controls will be monitored through Hazard & Risk Assessment, incidents/incidents, complaints ... etc.

8.5.8 Operational Control on Environmental Aspect and Its Impact

The procedure for identification & evaluation of aspects shall be established and documented. These procedures and aspects are designed as an aid to evaluate whether the activity / services require an environment impact assessment or not. This shall be mainly achieved through Environmental Impact Assessment. Environmental impact assessment shall be done periodically in order to assess the environmental impact of the proposed activity whenever there is a change in activi1cy or a new activity.

The aspects, which are considered as significant and legal regulatory non-conformance, shall be taken into consideration for establishing the environmental objectives. For significant aspects, there shall be effective control & monitoring procedures such as Environmental Management Program in order to prevent them from becoming significant. Management Representative keeps the information concerning identification and evaluation of aspects, up to date.

8.6 Release of products and services

SAIFCO has determined to carry out scheduled arrangements at appropriate stages of the production/service delivery in order to verify that products and services meet all requirements (including acceptance criteria).

Products or services In general not normally be released to the customer until all of the planned activities, tests and checks have been satisfactorily completed, unless a relevant authority approves their early release. Where applicable, approvals for early release the organization ensure to obtain from the customer. Documented Information (records) is determined to evidence acceptance criteria conformity, also provide traceability to the individual(s) who authorized the release.

8.7 Control of Non-Conforming output

Inspections are carried out according to a documented procedure to ensure quality in a systematic way.
Results of inspection are reviewed for quality conformance of products.

In case of non-conformance is observed on purchased products, it is identified and separated and communicated to the supplier for necessary corrective action. Only accepted material is further processed. Non-conformances observed during in-process inspection are immediately rectified and re-inspected for conformance. If the non-conformance is observed on the finished products, the effect on the function I property of product is reviewed and if found acceptable, it is communicated to the customer for their agreement. It happens very rarely and as far as possible, rectification is done, re-inspected and delivered I installed. Production Manager is responsible for identification, recording and immediate reporting of any instances of non-conforming product. The authority and responsibility for review and disposition of non-conforming product is defined in procedures/ work instruction.

Nonconforming products can be:

- Replaced or
- Reworked or
- Demolished/Disposed off

Procedure provides for suitable identification of non-conforming products to prevent unintended use. The procedure requires that, apart from immediate disposition, the reasons for product nonconformities be analyzed to determine corrective actions and draw preventive action required to avoid recurrence. Product will be re-verified after correction. Records of the nature of non-conformities and any subsequent action including concession will be maintained.

Reference: Non Conformance & C-P Actions procedure

9. PERFORMANCE EVALUATION

9.1 Monitoring, measurement, analysis and performance evaluation

9.1.1 General

Product characteristics, process characteristics, failures, achievements, satisfaction, aspects & risks shall be measured using various techniques (like PQP, HSE plan, EMP & HIRA) and these shall be analyzed to generate input for continual improvement. The company will plan and implement measurement, monitoring, analysis and improvement processes needed to:

- Demonstrate conformance of the products and services;
- Ensure conformity of the integrated management system, and
- Continually improve the effectiveness of the integrated management system.

We have established the following as part of our QHSE management system:

- What needs to be monitored and measured, including:
  - the extent to which legal requirements and other requirements are fulfilled
  - our activities and operations related to identified hazards, risks and opportunities
  - progress towards achievement of the QHSE objectives
  - effectiveness of operational and other controls
- The methods for monitoring, measurement, analysis and evaluation needed to ensure valid results.
- When the monitoring and measuring shall be performed.
- When the results from monitoring and measurement shall be analyzed and evaluated.

Accordingly, we have established and we monitor the QHSE Key Performance Indicators (KPIs) on a regular basis.

Company's performance shall be measured, as appropriate, by:

- Customer feedback
- Incident reports
- Turnover and profit
- Achievement of goals I objectives

9.1.2 Customer Satisfaction

The company will monitor information related to customer perception as to whether the organization has fulfilled customer requirements, as one measure of system performance. The method used for measuring customer satisfaction will be by means of obtaining a recommendation letter after practical completion. The

Operation Manager/Project Manager will follow up and ensure maintenance of such letter. Where the recommendation letter is not obtained then the Operation/Project Manager will prepare a report indicating the following:

- Number of customers complaints received
- Number of Site Instructions received
- Number and value of reworks or repairs made
- Percentage of handing over delay of project
- Nature of problems raised during defect liability period

Analysis of such information shall be maintained by the same and presented for management review by the Managing Director. Above will lead into continual Improvement and assessment of organizational performance and effectiveness of the IMS.

Reference: Customer Satisfaction & Complaint procedure

9.1.3 Analysis and evaluation

The company will analyze data to determine the suitability and effectiveness of the Integrated Management System and to identify where improvements can be made. The company will collect data generated by measuring and monitoring activities and any other relevant sources. The company analyses applicable data to provide information related to:

- Internal audit;
- Monitoring & measurement of process;
- Monitoring & measurement of product;
- Customer satisfaction;
- Supplier evaluation;
- Non-conformities (incidents & damage);
- Corrective I preventive actions;
- Risk assessment.
- Aspect and Impact assessments.

Managing Director and relevant Dept. Heads shall be responsible for this and they shall do this in a defined period and communicate to the Top Management. Also this shall be a key input to corrective/ preventive action.

Reference: Statistical Techniques procedure

9.1.4 Evaluation of compliance

Our process for evaluating compliance with legal and other requirements helps us in:

- determining the frequency and methods for the evaluation of compliance

- evaluating compliance and taking action if needed
- maintaining knowledge and understanding of our compliance status with legal requirements and other requirements
- retaining documented information of the compliance evaluation results

Management has established the procedure to evaluate level of compliance to legal and other requirements.
The management maintains the legal and other requirements compliance evaluation records.
The managing director initiates correction and corrective actions to improve the legal compliance level.

Legal and other requirements compliance evaluation is carried regularly (at least once year) to ensure that activities and I or products are carried within the limits or guidelines specified in the legal and other requirements

Based on compliance evaluation results, Management varies frequency of legal and other requirements compliance evaluation.

9.2 Internal audit

Our internal audit process provides us with information on whether the QHSE management system conforms to our requirements including QHSE policy and objectives, and to the requirements of international standard to which we subscribe such as ISO 9001, ISO 45001 and ISO 14001. The audit process also informs us on the effectiveness of the QHSE management system implementation and maintenance within our company.

SAIFCO has established a procedure to ensure the QHSE activities and related results throughout the company are regularly audited to check their compliance to plan arrangements and to determine the effectiveness of the QHSE system. Audits shall be scheduled on the basis of the status and importance of the activity.

The procedure shall require for the audit schedule to be conducted at least once a year. The selected/appointed company internal auditors from SAIFCO organization establish an annual internal audit plan. The procedure shall ensure that in all cases the auditors are independent from the persons responsible for the area being audited.

All non-conformities that will be discovered during the audit shall be recorded separately and the audit report will be established. The results of the audit shall be communicated to the Top Management and to be discussed in the management review meeting. The respective personnel of SAIFCO shall be responsible for taking the agreed corrective/ preventive actions in a timely manner for opportunities in the future.
The procedure shall require the implementation and the effectiveness of the action to address risks and opportunities to verify and record in the follow-up audit.

Reference: Internal Audit procedure

9.3 Management Review

9.3.1 General and Review Input

Management Review meetings shall be carried out once in a year, in order to ensure the continuing suitability, adequacy and effectiveness of the QHSE MS in meeting QHSE objectives, in satisfying the requirements of the applicable standards and meeting the client's requirements. The Management Review meeting is chaired by Chief Executive Officer and/or Deputy Chief Executive Officer attended by:

- Appointed SAIFCO Internal auditors
- Department Manager
- Project Managers
- Sen. QA/QC Engineer

The following topics as a minimum shall be reviewed during the meeting in addition to the agenda proposed by the appointed internal auditors.

- QHSE System Internal Audit Results.
- Supplier/ Sub-Contractor Performance.
- Customer Feedback, Complaints, & Relevant Communications from Interested Parties.
- Overall Risks and Opportunities Status.
- Review The QHSE Policy And Achievement Of Objectives.
- Process Performance and Product Conformity.
- Follow Up Actions From Previous Management Reviews.
- changes in external and internal issues that are relevant to the QHSE management system, including:
  - the needs and expectations of interested parties
  - legal requirements and other requirements
  - risks and opportunities.
- QHSE System Improvements.
- Accidents/ Incidents/ Near Misses Reports and corrective actions.
- Environmental Performance.
- results of evaluation of compliance with legal requirements and other requirements
- Emergency preparedness and response issue / effectiveness of mock-drills and/or exercises
- Review of changes to environmental aspects and its evaluation
- Review of changes to operational hazards and associated risks
- The Results for Statistical Techniques.
- Recommendation For Improvements
- Any Subject Thought Important To Be Discussed.
- Review of the resources needed.
- The results of participation & consultation

In addition to the topics listed above, management review may also consider such issues as cost of quality and non-quality; integration of the QHSE system with other operations and activities; market and customer response to the quality effort; and any other such issues related to the! QHSE management system.

The Managers shall discuss the issues, compare their status and performance with preceding periods, and will identify areas where Improvement is required.

Reference: Management Review procedure

9.3.2 Review Output

Minutes of the meeting shall be recorded, documented and filed by internal auditors and copies shall be distributed to key personnel.

The minutes include as a minimum the actions relate to:

- Improvements of the QHSE MS and its processes
- Improvements of deliverables and service as related to interested parties.
- Resource needs
- Actions, if needed, when QHSE objectives are not achieved
- Opportunities to improve integration of the QHSE MS with other business processes

10. IMPROVEMENT

10.1 General

The organization has determined actively to seek out and realize improvement opportunities that will better enable the organization to meet customer requirements and enhance their customers' satisfaction.

10.2 Incident, Non-conformity and Corrective Action

We have established, implemented and we maintain a process and procedures for determining and managing incidents and non-conforming related to the QHSE management system, including reporting, investigation and taking actions.

Controls have been established to ensure that customer complaints are acted upon in a timely manner and effectively processed to a satisfactory conclusion. In order to avoid the recurrence of problems, appropriate corrective actions will be taken through the procedure "Corrective I Preventive Action" it provides a systematic approach action problems that Includes:

- Investigating the incident, reviewing non conformities including Customer Complaints, or potential non-conformity
- The determination of causes of the incident or nonconformities

- Determining if similar incidents have occurred, if nonconformities exist, or if they could potentially occur
- Assessing the need for actions to avoid recurrence
- The determination of corrective actions needed
- The implementation of determined corrective actions
- Review existing assessments of QHSE risks and other risks, as appropriate
- Determine and implement any action needed, including corrective action, in accordance with the hierarchy of controls and the management of change
- Assess QHSE risks that relate to new or changed hazards, prior to taking action
- Making records of the outcomes from action taken
- Verifying the effectiveness of corrective action taken
- Determine underlying QHSE MS deficiencies and other factors that might be causing or contributing to the occurrence of incidents;
- Make changes to the QHSE management system, if necessary

All the incidents & nonconformance shall be investigated and communicated to the relevant processes owners and interested parties in a timely manner.

All justified complaints are subject to analysis in order to determine the immediate curative action as well as to establish the root cause of the problem in order to implement suitable corrective action. Customers are notified of any immediate curative measures taken as well as what corrective action will be taken to avoid recurrence.

The Integrated QHSE Management system requires that prompt and effective corrective action is taken in all cases where product, process or system related non-conformance occur.

Non-conformities discovered are recorded and reported. Procedure ensures that the reasons for occurrence of non-conformity are thoroughly studied such that the root cause shall be determined. Results of such investigations are recorded. Corrective actions are implemented commensurate with the magnitude of the problem. The implementation and effectiveness of corrective actions is monitored. Any permanent changes resulting from corrective action taken are recorded in appropriate system documentation. Procedure also requires that available information is studied in order to detect, analyze and eliminate potential causes of non-conformities. Information on subsequent preventive action taken is submitted for consideration during Management Review.

Personnel are encouraged to indicate areas where potential non-conformities may occur and report such situations. Any suggestions on possible improvements of the quality system are also welcomed from all staff. Preventive actions must be appropriate to the impact of the potential problems. The documented procedure for preventive action process will cover:

- Determining potential non-conformities and their causes,
- Evaluating the need for actions to prevent occurrence of non-conformities,
- Determining and implementing action needed,
- Recording the results of action taken

- Reviewing of preventive action taken.

The information on preventive actions taken will be submitted to management review.

10.3 Continual improvement

SAIFCO will continually improve the effectiveness of the Integrated Management System through the use of the QHSE policy, QHSE objectives, audit results, analysis and evaluation, corrective and preventive action, legal requirement and management review. Based on the established SMART objectives, the responsibility for achieving such objectives is defined. All concerned Managers/ heads of departments will be requested to set up their own methodology for achieving QHSE objectives and should continually review their performance indicators. SAIFCO's management will provide necessary resources and infrastructure in order to facilitate such achievement. Results of such issues mentioned above shall be checked during internal audit and the overall conclusion will be presented and discussed during management review meeting.

SAIFCO shall take suitable corrective action if such performance indicators that continual improvement cannot be ensured. The corrective action in such case can be in form of either increase provision of resources or modify the QHSE objectives to a less degree but increasingly.

We continually improve the suitability, adequacy and effectiveness of our QHSE management system, by:

- Taking actions to enhance QHSE performance
- Promoting a culture that supports an QHSE management system
- Promoting the participation of workers in implementing actions for the continual improvement of the QHSE management system
- Communicating the relevant results of continual improvement to workers
- Maintaining and retaining documented information as evidence of continual improvement