

# Quality, Health, Safety and Environmental Policy

Infracare provides forward thinking asset & facilities management services designed to enhance our customer's market position through unified & talented teams throughout the United Arab Emirates, from its head office in Al Quoz, Dubai.

Infracare is committed to delivering added value to our clients by fostering a quality mindset that ensures their needs, expectations & levels of satisfaction are always met. In addition, Infracare is committed to eliminating hazards & reducing occupational health & safety risks, as well as preventing pollution & enhancing environmental performance across all operations, whilst complying with requirements of interested parties including, but not limited to, **ISO 9001:2015**, **ISO 45001:2018**, **ISO 14001:2015** standards as well as other applicable local & international regulations, standards & guidelines.

In support of these commitments, Infracare will undertake to:

- ✚ Provide well maintained safe systems of work, workplaces, plant, tools & equipment.
- ✚ Supply adequate information, instruction, training & supervision to ensure our employees are aware of their responsibilities towards Infracare as well as interested parties, to enable quality services to be carried out safely, raise environmental awareness & to conform with customers' requirements
- ✚ Ensure established & implemented contract specific operations are planned to reflect & achieve the expectations & needs of interested parties
- ✚ Run our operations in line with our established Integrated Management System (IMS) & its policies
- ✚ Promote an attitude towards safety among management & employees which recognises safety as an integral part of everyone's' job function, not something that can be transferred or delegated
- ✚ Ensure managers demonstrate the leadership & commitment necessary to foster a culture of quality responsibility & providing sufficient resources to implement & maintain the IMS
- ✚ Implement a risk management process to mitigate risks & control hazards, to minimize ill-health, incidents or accidents whilst ensuring protection of the environment & best use of natural resources
- ✚ Ensure continual improvement of the IMS through establishing measurable objectives & targets for safety, environmental & quality performance
- ✚ Provide consultation & participation of workers, and, where they exist, workers' representatives.
- ✚ Monitoring & evaluating the quality performance of subcontractors & suppliers whilst implementing effective communication with them on quality & compliance issues
- ✚ Ensure this Policy & relevant objectives are communicated & understood by all employees and that adequate resources are provided to achieve the same
- ✚ Ensure this policy & management system are regularly reviewed at least once every 12 months, to guarantee continuing suitability to the needs of the organisation & interested parties.

Employees are expected to recognise policy requirements, provide quality of work to our customers, implement all safety rules or instructions, & share in the responsibility for protecting their fellow workers, themselves & the environment. The management of Infracare fully support the procedures & programs implemented to achieve this aim.

This policy is available to interested parties upon reasonable request.

A handwritten signature in blue ink, appearing to read "Suresh Kumar".

Suresh Kumar  
Senior Vice President Properties  
& Infrastructure

2<sup>nd</sup> August 2023