

Quality Management, Environmental Management and Occupational Health & Safety Management Policy

Ayesa strives to build a more efficient and fairer world by seamlessly combining cutting-edge engineering and technology. We offer engineering, consulting, information technology and outsourcing services across multiple lines of business and industries, as well as design, back and front office outsourcing, installation, and support services for technology and digital services.

Our drive to ensure customer satisfaction, offer excellence in terms of our projects and services, and protect the environment, in addition to our commitment to provide safe and healthy working conditions to prevent injury and ill health, are at the heart of everything we do at Ayesa. To achieve this, the company has an Integrated Management System in place which complies with ISO 9001, ISO 14001 and ISO 45001.

At Ayesa, we are committed to pursuing continual improvement in order to offer solutions which fully meet the needs of our clients and all relevant stakeholders. This continual improvement applies not just to the projects we undertake and the services we provide, but also to our unique way of doing things, which is constantly evolving and being reviewed. This reflects our firm belief that a good management system sets a company up for success.

That is why the Top Management **undertakes to** :

- Promote, steer, develop, implement and maintain the company's Integrated Management System, which is designed to ensure the continual improvement of its processes at all levels.
- Establish objectives and targets relating to the processes and performance of the Integrated Management System, be transparent in everything we do relating to these and do everything possible to ensure they are met internally and externally.
- Identify the requirements and needs of the company's clients and stakeholders, carefully studying these and putting forward the best overall solution in each case, anticipating and providing quick solutions to their problems, and handling any complaints received.
- Comply with applicable laws and regulations, in addition to any other codes the company is bound by, and with international Management System standards.
- Foster amongst staff a sense of responsibility in terms of the customer service offered, the quality of their work, protection of the environment and preservation of the health and safety of people, promoting awareness in this regard, ensuring equal treatment, providing staff with the appropriate information and training for their career development, and motivating them in order to enhance their performance as well as that of our management systems.
- Minimise the environmental impact of our business activity by prioritising the responsible consumption of resources, reducing waste and emissions, and adopting good environmental practices.
- Monitor energy consumption and seek opportunities to improve energy efficiency in our facilities and operations.
- Ensure occupational health and safety is part of the company's management strategy, with the aim of making OHS something each and every member of staff at Ayesa is responsible for.
- Plan the necessary occupational health and safety actions in order to provide safe and healthy working conditions, with the aim of preventing work-related injury and ill health.
- Encourage the consultation and participation of workers in matters relating to occupational health and safety.
- Promote vertical and horizontal communication in both directions.
- Foster and facilitate the sharing of knowledge by providing tools available for this purpose.
- Foster and drive innovation, new ideas and new working methods amongst employees of Ayesa.
- Provide the means necessary for making companies Ayesa works with (suppliers and subcontractors) fully aware of this policy and ensuring they accept it.
- Communicate this policy, our Code of Ethics and all other relevant documents relating to our Integrated Management System with the company's stakeholders, in addition to taking steps to ensure these are complied with.
- Provide the tools, and technical and human resources necessary for achieving the above.



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Managing Director