

## Integrated Management System

# HEALTH, SAFETY AND ENVIRONMENTAL POLICY

At Carlo Gavazzi Arabia (CGA), Health, Safety and Environmental (HSE) responsibilities are essential to the way we do business. Positively managing HSE issues is a vital component of our business strategy. Through adherence and reassurance of this Policy, we are committed to establish HSE objectives and strengthen our HSE leadership and responsibilities to assist in protecting environment and the overall health and safety welfare of all our shareholders, our personnel, clients, subcontractors, communities and other interested parties.

So as to achieve these objectives, we will take accountability on continual initiative approach towards creating a safe and healthy working environment for the prevention of work related injury and ill health to our personnel and other interested parties, identify HSE risks & opportunities to eliminate the hazards and reduce the HSE risks to the lowest feasible levels.

Carlo Gavazzi Arabia Management will continue to address potential environmental impact of our operations by pollution prevention, reducing waste, emission and discharges, sustainable resource use and efficient use of energy, climate change mitigation and adaptation, protection of biodiversity and ecosystems and restoration that can be relevant to the context of our organization.

We will uphold knowledge of HSE matters, so as to be proactive in providing a better-quality service to our clients. This knowledge is achieved through education, communication and definition of goals and standards appropriate to our operations and those undertaken on behalf of our clients.

We will abide by our HSE Principles to accentuate our persistent commitment to HSE issues, applicable legal and other requirements, compliance obligations, consultation and participation of workers and where may exist, the worker's representative. These Principles are the keystone of Carlo Gavazzi Arabia's HSE value and address issues such as accountability, training, communication, resources, engineering design, performance measurement and sustainable development.

We work toward and pursue continual improvement on Health, Safety and Environment in performing all our activities.



**CARLO FERRARI**

Chief Executive Officer  
Carlo Gavazzi Arabia Co. Ltd.

## QUALITY POLICY

Competence, technical ability, professionalism and attentive management have provided satisfaction to CUSTOMERS and the competitive position and steady development of CARLO GAVAZZI ARABIA Co. Ltd. It has become inevitable in the highly competitive market where we work to continually improve our Quality Management System, in order for us to obtain more business opportunities. We should meet the scheduled time, avoid inefficiency and/or interferences in the organization interface and render services that fully satisfy the CUSTOMER's needs.

ALL personnel shall pursue these aims to assure the implementation of the QUALITY MANAGEMENT SYSTEM and its continual improvement.

It is CARLO GAVAZZI ARABIA's policy to:

- Fulfills all the requirements, needs and expectations of internal and external interested parties.
- Spread to all company levels and interested parties the established QUALITY MANAGEMENT SYSTEM
- To achieve "Ultimate Client Satisfaction" by providing excellent quality service not only meeting but exceeding customer expectations.
- Takes into account, the risks involved in and out of the organization and committed to assess and control those risks through effective risk management techniques.
- Consider the management of organizational knowledge and changes as a key element of focus and are committed to do so.
- Keep the QUALITY MANAGEMENT SYSTEM in conformity with the requirements of ISO 9001:2015 International Standard.
- Provide resources necessary to meet the quality level defined by ISO 9001:2015 International Standard.
- Plan training to improve personnel's competency & skills, both technical and managerial.
- Monitor the enforcement of the QUALITY MANAGEMENT SYSTEM through audit verifications.
- Control documented information as evidence of work compliance and record purposes.
- Convey that Quality is not just for the Quality Department but that "QUALITY IS EVERYBODY's BUSINESS".
- Carry out periodic review of the QUALITY MANAGEMENT SYSTEM in order to implement the improvements of the system & the Company.
- Stay abreast with the latest improved standards and specifications.



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**CARLO FERRARI**  
Chief Executive Officer  
Carlo Gavazzi Arabia Co. Ltd.

## INFORMATION TECHNOLOGY (IT) POLICY

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All employees share the Information Technology facilities at **Carlo Gavazzi Arabia Co. Ltd.** These facilities are provided to employees for the purpose of conducting Company business. The Company does permit a limited amount of personal use of these facilities, including computers, printers, e-mail and Internet access. However, everyone must use these facilities responsibly, since misuse by even a few individuals has the potential to negatively affect productivity, disrupt company business and interfere with the work or rights of others. Therefore, all employees are expected to exercise responsible and ethical behavior when using the Company's Information Technology facilities. Any action that may expose the Company to risks of unauthorized access to data, disclosure of information, legal liability, or potential system failure is prohibited and may result in disciplinary action up to and including termination of employment.

To protect the integrity of **Carlo Gavazzi Arabia Co. Ltd.**, computing facilities and its users against unauthorized or improper use of those facilities, and to investigate possible use of those facilities in violation of Company rules and policies, **Carlo Gavazzi Arabia Co. Ltd.**, reserves the right, without notice, to limit or restrict any individual's use, and to inspect, copy, remove, or otherwise alter any data, file, or system resource which may undermine the authorized use of any computing facility or which is used in violation of Company rules or policies. **Carlo Gavazzi Arabia Co. Ltd.**, also reserves the right periodically to examine any system and other usage and authorization history as necessary to protect its computing facilities.

**Carlo Gavazzi Arabia Co. Ltd.** disclaims any responsibility for loss of data or interference with files resulting from its efforts to maintain the privacy and security of those computing facilities or from system malfunction or any other cause.



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