

# Quality, Health, Safety and Environment (QHSE) Management Systems Policy

01

## PURPOSE

1.1. The purpose of this policy is to define and comply with the requirements of the ISO 9001, ISO 45001 and ISO 14001 international standards for the purpose of the Quality, Health, Safety and Environment (QHSE) Management Systems being implemented in the Company.

02

## SCOPE

2.1. This policy will apply to all the Company staff and persons, performing work under the control of the Company, within the scope of the activities considered part of the Quality, Health, Safety and Environment (QHSE) Management Systems being implemented in the Company.

**03**

## DEFINITIONS

*In applying the statements of this policy, the following words and expressions have the meanings hereby assigned to them, unless the context otherwise states.*

### **3.1. The Company / Ooredoo**

Ooredoo Q.P.S.C. a Qatari Public Shareholding Company (Ooredoo Qatar)

### **3.2. Risk:**

Effect of uncertainty

### **3.3. Risks and opportunities:**

Potential adverse effects (risks) and potential beneficial effect (opportunities).

### **3.4. Context of the Company:**

Combination of internal and external factors and conditions that can have an effect on the Company's approach to its products, services, and investments and interested parties.

### **3.5. Interested party:**

Person or organization that can affect, be affected by or perceive itself to be affected by a decision taken or activity performed by the Company.

### **3.6. Worker:**

Person performing work or work-related activities that are under the control of the Company.

**04****POLICY STATEMENT**

**4.1.** The Company is committed to enrich its customers' everyday lives and fulfilling their aspirations by transforming our customer experience and keeping-up with their changing needs. As a responsible corporate citizen, the Company is strategically focused on continual improvement in quality, health, safety and environmental performance.

**4.2.** Focused on providing necessary resources to deliver cutting edge products and services, ensure a healthy & safe work place and environmentally sound activities leading to execution excellence and becoming an ICT innovation engine.

**4.3. We are committed to achieve this by:**

**4.3.1.** Adopting the concept of risk based thinking, wherever relevant considering the purpose and context of the Company, to plan and implement actions addressing occupational health, safety and environmental, risks and opportunities in support of the Company's strategic direction.

**4.3.2.** Establishing challenging quality, occupational health, safety and environmental objectives and targets to drive performance and continual improvement.

**4.3.3.** Committing to prevent pollution, minimize environmental impacts, and minimize injury and illness by providing safe and healthy work place.

**4.3.4.** Identifying, assessing and elimination, using the hierarchy of controls, of all health and safety hazards and environmental aspects, and management of risks and impacts to acceptable levels within our operations.

**4.3.5.** Compliance with applicable Qatari legal, statutory and regulatory requirements, and other requirements as adopted by the Company, relating to quality, occupational health, safety and environment.

**04****POLICY STATEMENT**

- 4.3.6.** Awareness, consultation and participations of workers towards the implementation of health, safety and environmental management system.
- 4.3.7.** Conserving and optimizing resource use by innovatively decreasing the use of energy, water, land and materials and reduction in carbon emissions.
- 4.3.8.** Actively promoting and encouraging the pursuit and use of best practices in the management of quality, occupational health, safety and environment at the Company.

**4.4. Policy Amendment and exception**

- 4.4.1.** This policy supersedes all previous releases (policy, circular, memos, instructions or any other form) on the subject.
- 4.4.2.** Any change to the provisions of this policy shall be reviewed, and approved by the Chief Executive Officer (CEO).

**05****REFERENCES**

*(Process, Procedures, guidelines, and/or any relevant document)*

- 5.1.** ISO 9001:2015, ISO 45001:2018 & ISO 14001:2015

**06**

## RESPONSIBILITIES

**BU / Department** > Corporate Services

**Policy Owner** > Chief Officer, Corporate Services

**Policy Manager** > 

1. Senior Director, Buildings & Support Services
2. Manager, Operational Excellence

**Policy Custodian** > Senior Manager, Business Process Management

**Approval Authority** > CEO