

	Document Number	CL-QM-2-00-V00	Document Classification	Available
	Document Title	Quality, Safety and Environmental Policy		
	Owner	Chief Business Officer		

**Revision History:**

Revision	Date	Description

**Approvals:**

	Prepared by	Reviewed by	Approved by
Name			
Position			
Signature			

**Document Control Stamp**



Date: .....

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## 1. Purpose

The purpose of this document is to establish and control the guiding principles of managing Quality, Safety and Environment that align with the vision, mission and values in SAPTCO.

This policy also serves as one of the foundational guidelines to organize SAPTCO's business and ensures that all stakeholders (interested parties) are aware of the implications related to this policy.

## 2. Scope

This policy applies to all functions in SAPTCO and shall be communicated to all stakeholders as applicable.

## 3. Roles and Responsibilities

- The Chief Business Officer (CBO) shall own this policy. The CBO is accountable for its implementation and is authorized to make amendments as deemed necessary in accordance with the change management process and authority matrix.
- Quality and Safety function shall ensure alignment of all its processes with this policy.
- Quality function shall administer amendments to the policy and ensure adequate access to the latest version in accordance with documented information system and change management process.
- Internal Audit and compliance functions shall ensure implementation of this policy along with its supporting processes and procedures and identify

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opportunities for improvement.

- All employees shall ensure conduct of business is in alignment with this policy.

## 4. References

- This policy is established in alignment with the industry best practices while considering all relevant standards and laws applicable in SAPTCO.
- HC-TR-2-00 (Training Policy)
- CU-CC-2-00 (Customer Service Policy)

## 5. Policies

### 1. CL-QM-2-01 QHSE Policy


#### Objective

The objective of this policy is to adopt an integrated Quality, Safety, Health and environmental (QHSE) policy that is consistent with the organizational values in SAPTCO and that meets the expectations of all stakeholders.

#### Statement

SAPTCO is committed to the following:

- 1.1. Keep pace with the best viable and available technology, fleet of vehicles, infrastructure and management systems to ensure that the

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company conduct of business aligns with its quality, safety, health and environmental commitments.

1.2. Consistently evaluate the company's organizational context to:

- understand and consistently meet stakeholders expectations
- Identify and manage the risks associated with conduct of business
- Identify and address all applicable legal and regulatory requirements
- Identify opportunities for improvement.

1.3. Adopt an Integrated (QHSE) Management System that shall ensure synergy and efficiency in fulfilling the requirements of the standards adopted in managing QHSE systems.

1.4. Adopt a QHSE management system that shall focus on better efficiency with optimal resource utilization, waste elimination, sustainability, business continuity and consistency while ensuring alignment to SAPTCO's strategic objectives and compliance to all quality, environmental, occupational health, safety and legal obligations.

1.5. Adopt a QHSE management system that shall ensure alignment with SAPTCO's values in providing quality services in a safe environment to the satisfaction of all stakeholders. SAPTCO shall ensure timely and adequate availability of all resources necessary to ensure the same.

1.6. Adopt a QHSE Management system whose effectiveness shall continually be measured as Key Performance Indicators (KPI) based on

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objectives (yearly). These QHSE objectives shall be aligned with the company's corporate objectives for the corresponding period.

1.7. Adopt a QHSE management system that is committed to continual improvement through performance monitoring (KPI), risk management, data analysis, surveillance, training and effective communication. Training requires special mention here and shall be aligned with HC-TR-2-00 (Training Policy).

1.8. Adopt a QHSE management system that shall ensure effective communication with all stakeholders. Customer satisfaction requires special mention here and shall be aligned with CU-CC-2-00 (Customer Service Policy).