

## **Integrated Management System Policy**

### **(Quality, Environment, Health and Safety, Customer Service, Service Charter, and Complaint Management)**

The senior management has adopted policies related to ISO systems (Integrated Management System) in line with the Fund's tasks, to include a clear commitment to the following:

- Meeting the requirements of the Quality Management System ISO 9001:2015, Environmental Management System ISO 14001:2015, Health and Safety Management System ISO 45001:2018, Customer Complaint Management System ISO 10002:2018, Customer Satisfaction Management System ISO 10004:2018, and Service Charter Management ISO 10001:2018, meeting requirements, and continuously improving and developing them.
- Reviewing the Fund's operational processes and continuously working to improve them to achieve the highest levels of effectiveness and efficiency.
- Controlling and managing the quality of the Fund's operations, spreading a culture of quality, trust, integrity, mutual respect, continuous communication, and the continuity of improving the quality, environment, health and safety, and customer care management system. This is achieved through strategic objectives and their resulting operational plans at the level of the Fund's departments.
- Performing its tasks and implementing our operations in an environmentally friendly manner, enhancing community contribution, reducing pollution, and minimizing the environmental impact of the Fund's operations.
- Identifying, managing, and addressing all risks associated with employees, customers, property, operations, and the environment.
- Developing procedures and plans to deal with all emergencies and incidents in accordance with the requirements of the Abu Dhabi Emirate's Environment, Health, and Safety Management System.
- Working to prevent workplace accidents through awareness and training of employees to enhance employee health.

- Performing our tasks and operations in a healthy and safe manner for employees, customers, and visitors, and striving to prevent any potential risks that threaten their health and safety.
- Ensuring the prevention of any pandemic outbreak in the Fund, in line with the requirements of local and international environmental, health, and safety management systems, laws, and legislation.
- Adhering to laws and regulations related to the Integrated Management System and handling consultations with stakeholders in this field with high professionalism.
- Managing customer satisfaction with efficiency and professionalism, and providing modern, fast, and error-free services to delight customers in accordance with the Fund's approved service charter.
- Managing customer complaints with integrity and high professionalism to ensure they are resolved, not repeated in the future, and used to improve institutional processes and services.
- Ensuring that service providers and suppliers comply with the requirements of quality systems and local and international environmental, health, and safety management systems, laws, and legislation.

The senior management is committed to disseminating the policies related to the Integrated Management System to all employees, as well as to various stakeholders through available means, and they will be reviewed periodically to ensure their suitability.

Alia Abdullah Al Mazrouei

**Chief Executive Officer**