

QHSE INTEGRATED MANUAL

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| | QHSE | | | |
| | Operations | | | |
| | HR | | | |
| | Procurement | | | |
| | Free-Zone | | | |
| | Accounting | | | |

References:

- ISO 9001:2015 Quality management systems — Requirements
- ISO 45001:2018 Occupational health and safety management systems — Requirements with guidance for use
- ISO 14001:2015 Environmental management systems — Requirements with guidance for use

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1. Introduction

Ital Services Egypt has developed and implemented an integrated management system (QHSEMS), which uses ISO 9001:2015, ISO 45001:2018 & ISO 14001:2015 as a framework that allows our organization to document and improve our practices to better satisfy the needs and expectations of our customers, stakeholders and interested parties.

This manual describes the integrated management system, delineates authorities, inter relationships and responsibilities of personnel operating within the management system. The manual also provides references to procedures and activities that also comprise our integrated management system.

The manual is used to familiarize customers and other external organizations or individuals with the controls that have been implemented and to assure them that the integrity of our integrated management system is maintained and is focused on customer satisfaction and continual improvement.

2. References

In addition to ISO 9001:2015, ISO 45001:2018 & ISO 14001:2015 we also refer to other relevant international standards as well as customer specifications appropriate to our services and market.

- ISO 9000:2015 Quality Management Systems – Fundamentals and Vocabulary
- ISO 9004:2000 Quality Management Systems – Guidelines for performance improvements
- ISO 19011:2011 Auditing Management Systems – Guidelines for Auditing

3. Abbreviations

For the purposes of this document, the terms and definitions given in below table apply:

| Term | Definitions |
|-------------------|--|
| QHSEMS | Quality, Occupational Health, Safety & Environment Management System |
| QHSE | Quality, Occupational Health, Safety & Environment |
| Mgr. | Manager |
| GM | General Manager |
| L.Mgr. | Local Manager |
| OPRT | Operations |
| HR | Human Resources |
| PUR | Purchasing |
| FZ | Free Zone |
| MSR | Material / Services Request |
| CM | Cargo Manifest |
| Qty. | Quantity |
| dd/mm/yyyy | Day/month/year |
| X | Numerical figure |
| # | Number |

| | |
|------|--|
| ITT | Invitation to tender |
| EPPS | Externally Provided Products or Services |
| EP | External Provider |
| EPL | External Providers List |

4. Context of Ital Services Egypt LLC

4.1. About Ital Services Egypt

Ital Services Egypt is incorporated under law No. 8 of 1997 for investment of Egypt as Free Zone Company and is owned by the same private partnership that holds Smape Corporate operating in oilfield services in Italy and Worldwide over the past 30 years. Ital Services Egypt is registered in EGPC approved vendor list on February 05th, 2008 with Registration Number 1072008-02/ and in EGAS approved vendor list on March 17th, 2009 with Registration Edition dated 30.03.2009.

Vision statement:

“The real value can be created through clients’ satisfaction and by means of ethical, responsible, and proactive behavior. Ital Services Egypt aspire to set the benchmark, offering reliable services while fostering trust, sustainability, and growth in the sector.”

Services offered by Ital Services Egypt in the Oil&Gas market:

- Early Production Facilities.
- Well Intervention Services:
 - Well Testing.
 - Coiled Tubing.
 - Nitrogen Services.
 - Liquid Pumping Services.
 - Well Stimulation.



Mission statement:

“Committed to the world needs of protection and control, and towards maximizing shareholders’ wealth and stakeholders’ benefits; Ital Services Egypt will provide MENA markets a specialized and/or diversified services and/or products according to the best standards of quality, safety and environment.”

Ital Services Egypt determine external and internal issues that are relevant to its purpose and its strategic direction and that affect its ability to achieve the intended result(s) of its QHSE management system.

Workshop owned by top management and engaging all concerned departments is held on a periodical bases to review and discuss such external and internal issues thru brainstorming and applying various analysis tools considering the following categorization:

- a. Internal / External

- b. Positive / Negative
- c. Strengths / Weaknesses / Opportunities / Threats
- d. Political / Economical / Social / Technological / Legal / Environmental

Both internal and external issues are reviewed systematically through our management review meetings, where findings from audits and feedback are discussed. This process ensures that our QHSE management system remains relevant and effective, addressing any changes in internal processes or external conditions. Action plans are developed and implemented to address any identified gaps, with the aim of enhancing our QHSE performance and ensuring compliance with ISO 9001, ISO 45001, and ISO 14001 standards.

[Reference document # ITAL-F-01, Internal & External Factors]

4.2. Interested Parties and their Needs & Expectations

Ital Services Egypt recognizes that it has a unique set of interested parties whose needs and expectations change and develop over time, and furthermore; that only a limited set of their respective needs and expectations are applicable to its operations.

Such interested parties and their needs and expectations broadly include those shown in the table below:

| Interested Parties | Type | Needs & Expectations of Interested Party | Needs & Expectation of Organization |
|--------------------------|----------|--|---|
| Clients | External | Quality, Price, reliability & value | Clear requirements, mutual respect, good relation & consistent cashflow |
| Shareholders | Internal | Profitability & growth | Continues support in all directions |
| Employees | Internal | Shared values & security | Productivity, commitment, honesty, representation & loyalty |
| Suppliers | External | Clear requirements, mutual respect, good relation & consistent cashflow | Price, reliability & value |
| Governmental Authorities | External | Compliance & reporting | Continues support in all directions |
| Community | External | Minimal Environmental Impact, Job Creation, Community Development, Safe Operations, Respect for Culture, and Indigenous Rights | Security, Operational Support, and Skilled Labor Pool |

Interested parties and their relevant requirements are reviewed systematically through our management review meetings, where feedback, changes in laws and regulations, and any shifts in

market or societal expectations relevant to our sector are discussed. Based on the review, actions are taken to address any risks or opportunities for improvement identified in meeting the requirements of interested parties. This approach not only supports our commitment to satisfying interested parties' requirements but also contributes to the continual improvement of our QHSE management systems.

4.3. Scope of QHSE Integrated Manual

The QHSE Integrated Management System is fully applied on the provision, design, operations and maintenance of Early Production Facilities, and Well Intervention Services including Well Testing, Coiled Tubing, Nitrogen Pumping, Liquid Pumping and Stimulation.

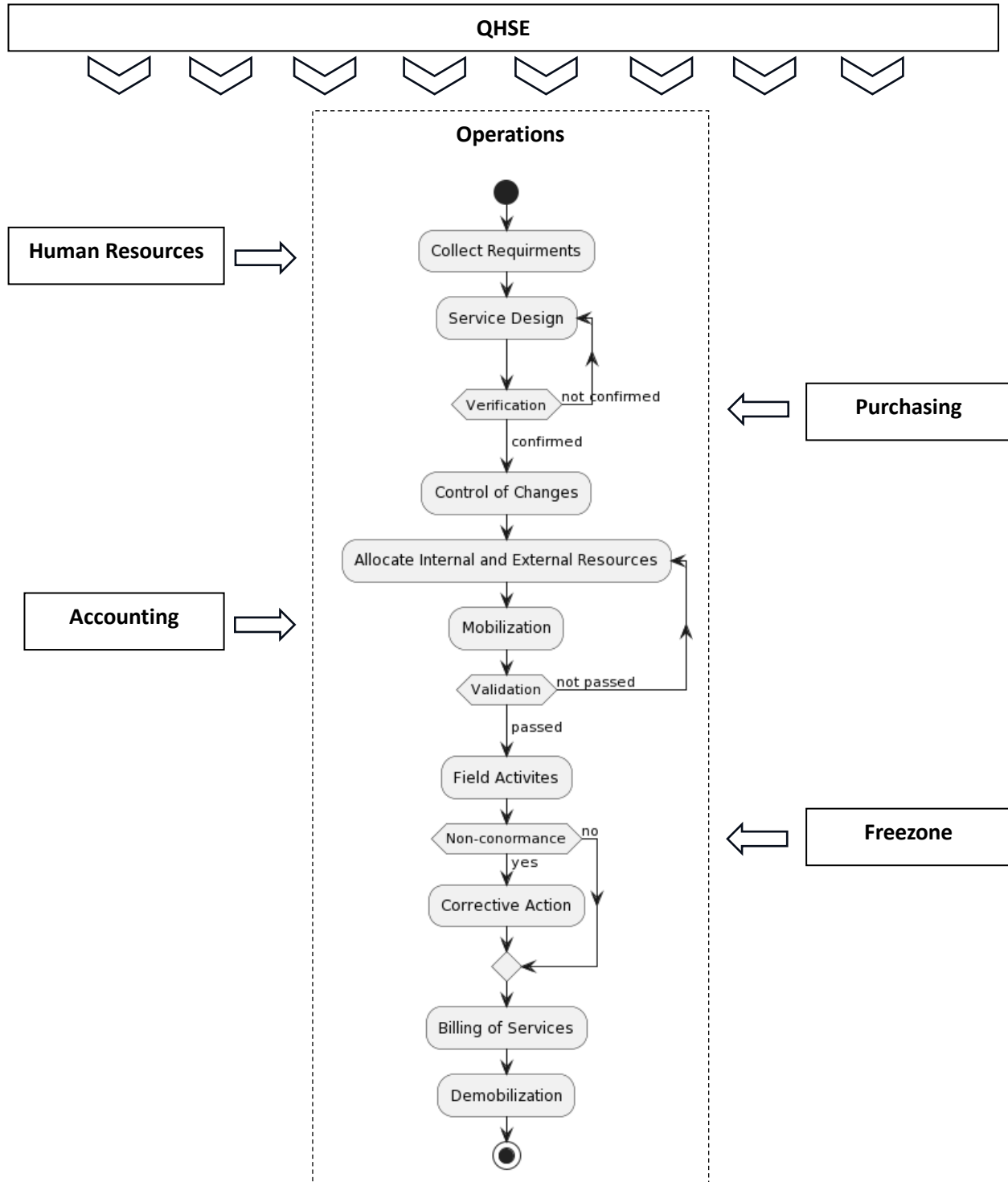
The Company applies all ISO 9001, ISO 14001, and ISO 45001 requirements with the exception of ISO 9001 clause 8.5.5 on post-delivery activities, as these activities are not applicable to our operations.

4.4. QHSE Integrated Processes

Ital Services Egypt establish, implement, maintain, and continually improve its QHSE Integrated Manual & Processes needed and their interactions, in accordance with the requirements of ISO 9001, ISO 14001 and ISO 45001.

To achieve this, Ital Services Egypt has determined the processes required for achieving the intended outputs. By defining core process of operations and supportive processes like human resources, purchasing, freezone and accounting... etc.; and by managing their inputs, activities, controls, outputs, and interfaces; we ensure that system effectiveness is established maintained.

The following map shows the outline of the integrated processes:



5. Leadership

5.1. Leadership & Commitment

5.1.1. General

Ital Services Egypt demonstrates leadership and commitment with respect to the integrated management system by:

- a. taking accountability for the effectiveness of the integrated management system
- b. ensuring that the integrated policy and quality objectives are established and are compatible with the context and strategic direction of the organization
- c. ensuring the integration of the quality management system requirements into the organization's business processes
- d. promoting the use of the process approach and risk-based thinking
- e. ensuring that the resources needed for the quality management system are available
- f. communicating the importance of effective quality management and of conforming to the integrated management system requirements
- g. ensuring that the integrated management system achieves its intended results
- h. engaging, directing, and supporting persons to contribute to the effectiveness of the integrated management system
- i. promoting improvement
- j. supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

5.1.2. Customer Focus

Top Management of Ital Services Egypt is also committed to the customer satisfaction thru:

- 1- assuring client engagement by seeking on going feedback
- 2- maintain strong and consistent relationship with client representatives by establishing various communication channels
- 3- applying various key performance indicators
- 4- analyzing the risks and opportunities that may affect conformity and consistency of the service provision

[Reference document # **ITAL-F-02, Risks & Opportunities Register**]

5.2. QHSE Integrated Policy

Top management of Ital Services Egypt demonstrates leadership and commitment with respect to the QHSE integrated management system thru QHSE Integrated Policy.

[Reference document # **ITAL-IP-01, QHSE Integrated Policy**].

The QHSE Integrated Policy is communicated to all Ital Services Egypt's staff in office and field, and kept available to all Interested Parties.

Reference to the QHSE Integrated Policy, and context of Ital Service Egypt, Top Management is totally committed to:

1. Deliver on-time and on quality services that meet or exceed our clients' applicable requirements through identifying and understanding our clients' expectations.
2. Provide safe and healthy working conditions for the prevention of work-related injury and ill health.
3. Eliminate hazards and Occupational safety and health risks by applying protective and preventive measures.
4. Assess the Occupational Safety and Health opportunities to enhance the performance of the Occupational Safety and Health.
5. Protect the environment and prevent any pollution of soil, air, and water.
6. Determine the environmental aspects and their associated impact.
7. Determine aspects that have or can have a significant environmental impact.
8. Ensure that the responsibilities and authorities for relevant rules within QHSEMS are assigned and communicated to all levels within the company.
9. Ensure that company QHSEMS Requirements are met by contractors and its workers.
10. Fulfill legal requirements and other requirements related to QHSE.
11. Establish smart QHSE Objectives with proper planning and auditing to ensure full implementation.
12. Ensure the participation and consultation of workers in Occupational Health & Safety Matters.
13. Determine competence requirements and provide training at no cost for workers.
14. QHSEMS continual improvement.
15. Communicate this policy within the company and to all interested parties (for example but not limited to: Client, contractors, service providers, visitors, governmental parties).

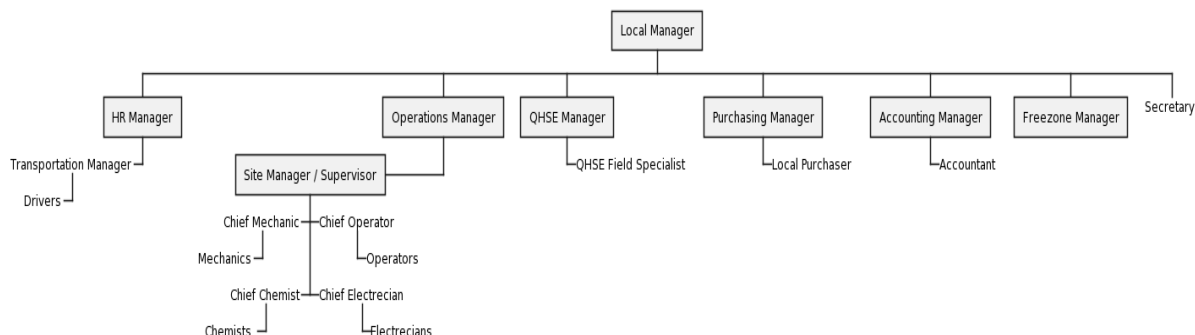
5.3. Roles & Responsibilities

The Local Manager is responsible for ensuring the promotion of customer focus throughout the organization, and that the processes deliver their intended outputs. Meanwhile, QHSE Manager is authorized by the Top Management for:

- 1- Ensuring that the quality management system conforms to the requirements of ISO 9001:2015, ISO 45001:2018 & ISO 14001:2015,
- 2- Reporting on the performance of the quality management system and on opportunities for improvement to top management, and
- 3- Ensuring that the integrity of the quality management system is maintained when changes to the quality management system are planned and implemented.

Other detailed roles and responsibilities towards the QHSE Integrated management system are specified in the job description of each process owner.

5.3.1. Ital Service Egypt local organization chart



5.4. Consultation and participation of workers

Ital Services Egypt committed to ensuring effective consultation and active participation of workers in matters related to Occupational Health and Safety (OH&S), in accordance with ISO 45001:2018 standards.

Ital Services Egypt recognizes the invaluable insights and expertise that its workers bring to the table. Regular and meaningful consultation approaches is followed to gather input on OH&S matters. Feedback from workers is actively sought and considered in decision-making processes.

Active involvement of workers is integral to OH&S management system. Workers be encouraged and facilitated to actively participate in OH&S activities. This participation ensures that diverse perspectives contribute to the continuous improvement of OH&S processes.

To enhance the consultation and participation process, QHSE Field Specialists/Site supervisors serve as the representatives of the workers. They play a crucial role in bridging communication between the workers and management, ensuring that concerns and suggestions are effectively communicated and addressed. The representation of workers not only facilitates communication but also fosters a collaborative and cooperative Occupational Health and Safety (OH&S) culture within the organization.

Ensuring transparency, workers will have access to relevant information pertaining to OH&S. This includes information on hazards, risks, control measures, and performance indicators. Open communication channels maintained to keep workers informed and engaged in the ongoing improvement of OH&S management system.

A systematic approach adopted for addressing health and safety issues raised by workers. An effective mechanism for reporting, investigating, and resolving concerns established, ensuring that workers feel confident in raising issues without fear of reprisals. This approach emphasizes commitment to continuous improvement in OH&S.

Consultation and participation approaches are explained in details in HSE Management procedure no. ITAL - HSE - 06.

6. Planning

6.1. Risks & Opportunities Analysis

When planning for the QHSE Integrated management system, Ital Services Egypt consider the Internal and External Factors referred to in clause 4.1 and identified in record of ITAL-F-01 and the Needs & Expectations referred to in clause 4.2.

6.1.1. Assessment of Risks and Opportunities:

In our organization, we employ a 5x5 matrix methodology to systematically assess risks and opportunities as part of our integrated management system. This approach enables us to quantify and prioritize risks and opportunities effectively, guiding strategic decision-making and resource allocation.

Risks and Opportunities Assessment Process

we calculate the Risk and opportunity Level using the formula:

- Risk/Opportunity Level = Probability x Severity
- Each element is scored on a scale of 1 to 5, where:
 - Probability: 1 = very low, 2 = low, 3 = medium, 4 = high and 5 = very high
 - Severity: 1 = very low, 2 = low, 3 = medium, 4 = high and 5 = very high

The resulting Risk/ opportunity Level is then classified as:

- Low (1-4): Risks that are unlikely to occur or would have minimal impact. Opportunities with limited feasibility or impact. No actions required to address these risks and opportunities.
- Medium (5-12): Risks that have a moderate likelihood of occurrence or impact. Opportunities with moderate feasibility and potential impact. The required action is continuous monitoring and bi-annual reassessment.
- High (15-25): Risks that are highly likely to occur or would have significant impact. Opportunities with high feasibility and significant positive impact. Risks mitigation and opportunities intensification actions required.

This 5x5 matrix approach allows us to visually and quantitatively analyze risks and opportunities, facilitating a structured and objective assessment. Risks and opportunities identified as 'High' are prioritized for action plans to either mitigate the risk or capitalize on the opportunity. Those classified as 'Medium' are monitored for potential elevation, while 'Low' classifications require no immediate actions.

Reference form: ITAL-F-02 Risks and Opportunities Register

6.1.2. OHS Hazard identification and assessment of OHS risks

Ital Services Egypt committed to maintaining a vigilant approach to identify potential hazards within its workplaces. A systematic process is in place to identify hazards. This comprehensive approach ensures that hazards are proactively identified, and their potential impact on occupational health and safety is thoroughly assessed. A robust risk assessment process implemented to evaluate the

potential risks associated with identified hazards. This includes the likelihood and severity of consequences. This proactive approach allows Ital Services Egypt to prioritize actions to prevent or mitigate risks and seize opportunities for enhancement. HSE Management procedures no. ITAL – HSE – 06 explaining in details the process of OHS hazard identification and risk assessment.

6.1.3. Identification and Evaluation of Environmental Aspects

Ital Services Egypt committed to identifying all environmental aspects associated with its activities and services. Through a systematic and thorough process, it considers potential interactions with the environment, such as emissions, resource use, and waste generation. This comprehensive identification ensures that Ital Services Egypt has a clear understanding of the environmental impacts associated with its operations. Once identified, each environmental aspect rigorously evaluated. This assessment includes considerations of the significance and potential impact on the environment. By determining the aspects with significant environmental impact, Ital Services Egypt prioritize its efforts to address and manage those aspects effectively. This evaluation process is integral to Ital Services Egypt commitment to environmental sustainability. HSE Management procedures no. ITAL – HSE – 06 explaining in details the process of identification and evaluation of environmental aspects.

6.1.4. Determination of legal requirements, other requirements and compliance obligations

Ital Services Egypt committed to conducting a thorough examination of legal requirements relevant to occupational health and safety. This encompasses a continuous review and assessment of national, regional, and local regulations that impact its operations. Ital Services Egypt will stay vigilant to ensure ongoing compliance and will adapt to any changes in legal obligations. In addition to legal requirements, Ital Services Egypt acknowledges the significance of other requirements pertinent to occupational health and safety. This includes industry standards, guidelines, and specific requirements identified by interested parties. Ital Services Egypt systematically identify, evaluate, and integrate these additional requirements into its integrated management system. Similar attention is devoted to identifying compliance obligations related to environmental aspects. This includes legal requirements, industry standards, and other obligations outlined in ISO 14001:2015. Ital Services Egypt systematic approach ensures that it remain abreast of environmental compliance obligations and integrate them seamlessly into its Environmental Management System. HSE Management procedures no. ITAL – HSE – 06 explaining in details the process of Determination of legal requirements, other requirements and compliance obligations.

6.1.5. Planning action

Ital Services Egypt dedicated to proactive planning in Occupational Health and Safety (OH&S), covering hazard identification, risk assessment, and the implementation of controls. This planning is aimed at ensuring a secure and healthful workplace aligning with its policy and objectives. Ital Services Egypt focus lies on initiatives that proactively prevent incidents, safeguard employee well-being, and consistently enhance its OH&S performance. Similarly, Ital Services Egypt strategically plans actions for environmental management, taking into account identified environmental aspects,

compliance obligations, and opportunities for improvement. This planning encompasses the establishment of objectives and targets, the implementation of controls, and the allocation of resources to reduce environmental impact. Ital Services Egypt dedication extends to promoting sustainability, minimizing resource consumption, and improving overall environmental performance. HSE Management procedures no. ITAL – HSE – 06 explaining in details these planned actions.

6.2. QHSE Objectives

Ital Services Egypt establish QHSE objectives at relevant functions, levels and processes needed for the integrated management system. The QHSE objectives are consistent with the integrated policy, SMART, relevant to conformity of Ital Service Egypt's services and aim to enhance customer satisfaction.

The QHSE objectives and planning to achieve them are monitored and documented reference to "Annex # **ITAL-A-01, QHSE Objectives Plan**".

6.3. Planning of Change

A process owner, QHSE Manager or Top Management may determine the need for changes to the QHSE Integrated management system, the changes shall be carried out in a planned manner following the next sequence:

- 1- Submit a Form of Change [Reference Document # **ITAL-F-03, Document Update/Change Request**] to the QHSE Manager determining the purpose of changes and their potential consequences.
- 2- QHSE Manager to review the integrity of the QHSE Integrated management system.
- 3- QHSE Manager to review with Top Management the availability of resources and the allocation or reallocations of responsibilities and authorities.
- 4- QHSE Manager draft the agreed upon changes and get the Top Management approvals in reference to the specified Documented Information procedures.
[Reference Document # **ITAL-DIM-13, Documented Information Management**]

7. Support

7.1. Resources

Ita Service Egypt's Top Management provided external consultation services for the establishment of the integrated management system; while Internal resources of Ital Services Egypt are capable of implementation, maintenance, and continual improvement of this integrated management system.

7.1.1. People

Persons necessary for the effective implementation of Ital Services Egypt's integrated management system and for the operation and control of its processes:

1. Local Manager
2. QHSE Manager
3. Operations Manager

4. HR Manager
5. Procurement Manager
6. Free Zone Manager
7. Accounting Manager

7.1.2. Infrastructure

The infrastructure necessary for the operation of Ital Services Egypt's processes and to achieve conformity of its services:

1. Cairo Office
2. Suez Yard
3. Field Equipment

7.1.3. Environment for the operation of processes

Ital Services Egypt provides and maintains the environment necessary for the operation of its processes and to achieve conformity of its services, by:

1. Applying necessary engineering controls.
2. Providing necessary training.
3. Monitoring and controlling work environment measurements (e.g., temperature, heat, humidity, light, airflow, hygiene, noise).
4. Providing personal protective equipment.
5. Monitoring and dealing with social and psychological factors.
6. Assuring of comfort work environment at office.

7.1.4. Monitoring and measuring resources

Ital Services Egypt provides the resources needed to ensure valid and reliable results when monitoring or measuring is used to verify the conformity of services to requirements. Control of measuring equipment is detailed in the Operations Management – ITAL-OPRT-02 clause 2.3.3 "Inspection and Test Programs". [Reference Document # ITAL-OPRT-02]

7.1.5. Organizational knowledge

The knowledge necessary for Ital Services Egypt's operation of its processes and to achieve conformity of its services are:

7.1.5.1. Internal sources:

1. Engineering Designs
2. Equipment Database
3. Personnel Database
4. Working Instructions
5. History of Projects
6. Exit Interviews
7. Handovers
8. Management System Processes

7.1.5.2. External sources:

1. International Standards
2. Participated Exhibitions
3. Tender Documents and Customer Requests

7.2. Competence

Ital Services Egypt ensures that the person(s) doing work under its control that affects the performance and effectiveness of the integrated management system are competent based on appropriate education, training, or experience. The Human Resources' processes show how Ital Service Egypt manage its competent resources. [Reference Document # **ITAL-HR-04**]

7.3. Awareness

Ital Services Egypt ensures that persons doing work under its control are aware of the quality policy; relevant quality objectives; their contribution to the effectiveness of the integrated management system, including the benefits of improved performance; and the implications of not conforming with the integrated management system requirements, through various training sessions and direct meetings at office and in field.

7.4. Communication

Ital Services Egypt' Communication Plan determine the internal and external communications relevant to the integrated management system, including on what it will communicate; when to communicate; with whom to communicate; how to communicate; and who communicates.

[Reference Document # **ITAL-A-02**]

7.5. Documented information

Ital Services Egypt's documented information required by this integrated management system includes but not limited to:

- a) documented information required by international standards: ISO9001: 2015, 45001: 2018 and 14001: 2015;
- b) documented information determined as being necessary for the effectiveness of the QHSE Management System.

7.5.1. Creating and updating

When creating and updating documented information, Ital Services Egypt ensures appropriate:

- a) identification and description (e.g. a title, date, author, or reference number);
- b) format (e.g. language, software version, graphics) and media (e.g. paper, electronic);
- c) review and approval for suitability and adequacy.

7.5.2. Control of documented information

For the control of documented information, Ital Services Egypt addresses the following activities, as applicable:

- a) distribution, access, retrieval, and use;
- b) storage and preservation, including preservation of legibility;
- c) control of changes (e.g. version control);
- d) retention and disposition.

ITAL - DIM - 13 Procedure explaining in details the process Documented Information Management.

8. Operations

8.1. Operational Planning and Control

8.1.1. General

Ital Services Egypt dedicated to establishing robust procedures for planning and controlling operational processes, integrating ISO 9001:2015, ISO 45001:2018, and ISO 14001:2015. This includes the identification and assessment of risks and opportunities relevant to its operational objectives. Ital Services Egypt commit to implementing measures to mitigate risks and capitalize on opportunities to enhance overall performance, considering quality, occupational health and safety, and environmental aspects. ITAL - OPRT - 01 and ITAL - OPRT - 02 Procedure explaining in details the operation process.

8.1.2. Eliminating Hazards and Reducing OH&S Risks

Ital Services Egypt committed to a rigorous process of hazard identification and assessment. This includes a comprehensive examination of all activities, processes, and potential sources of harm to determine the nature and extent of associated risks. By staying vigilant, Ital Services Egypt ensures that hazards are accurately identified, leading to informed decision-making for effective risk reduction. Ital Services Egypt places a paramount emphasis on the elimination of hazards whenever feasible. By employing the hierarchy of controls, Ital Services Egypt systematically identify and prioritize safeguards to safeguard workers from hazards. This hierarchy is structured in descending order of effectiveness and encompasses elimination, substitution, engineering controls, administrative controls, and personal protective equipment. Ital Services Egypt also integrates various control methods to optimize the protection of workers. HSE Management procedure no. ITAL – HSE – 06 explaining in details the process of eliminating hazards and reducing OH&S Risks.

8.1.3. OH&S Management of change

Ital Services Egypt embraces a proactive approach to change management; this involves identifying and assessing changes that may impact Occupational Health and Safety (OH&S). Ital Services Egypt prioritize effective consultation and communication with interested parties, incorporating their insights into decision-making. Risk management is integral to the used approach, assessing and mitigating potential OH&S impacts through the application of control measures, aligning with the hierarchy of controls. Training programs empower the workforce to adapt to changes, ensuring ongoing competence development. Comprehensive documentation and record-keeping support transparency and accountability, while post-implementation reviews contribute to the continuous

improvement cycle. HSE Management procedure no. ITAL – HSE – 06 explaining in details the process of OH&S Management of change.

8.1.4. Procurement

8.1.4.1. General

In procurement activities, Ital Services Egypt will prioritize suppliers and contractors that adhere to high OH&S standards. Ital Services Egypt procurement processes will ensure that products and services obtained contribute to a safe and healthy working environment while considering quality and environmental aspects.

8.1.4.2. Contractors

When engaging contractors, Ital Services Egypt committed to ensuring that their activities align with its OH&S requirements. Ital Services Egypt will establish clear communication channels, provide necessary information, and monitor contractor performance to uphold occupational health and safety standards, considering quality and environmental considerations. ITAL – EPPS – 03 Procedure explaining in details the process of contractors’ management.

8.1.4.3. Outsourcing

When outsourcing processes, Ital Services Egypt external providers’ evaluation includes comprehensive OHS selection criteria. Ital Services Egypt committed to monitoring and controlling externally provided processes, products, and services to ensure conformity with its standards, considering quality and environmental factors. ITAL – EPPS – 03 Procedure explaining in details the process of outsourcing.

8.2. Determination of Requirements for Services

Ital Services Egypt defines and document comprehensive customer requirements for its services. Clear communication of relevant information to departments involved in the provision of services is a priority, ensuring alignment with customer expectations while considering health, safety, and environmental considerations. ITAL - OPRT - 01 and ITAL - OPRT - 02 Procedure explaining in details the process of determination of requirements for Services.

8.3. Design and Development of Services

Ital Services Egypt committed to a systematic approach to the design and development of its services. Rigorous reviews and controls will be in place to manage design and development changes effectively while considering occupational health and safety, as well as environmental considerations. ITAL - OPRT - 01 and ITAL - OPRT - 02 Procedures explaining in details the process of design and development of services.

8.4. Control of Externally Provided Products and Services

Evaluation and selection of external providers will be based on their ability to meet specified requirements. Simultaneously, Ital Services Egypt commit to monitoring and controlling externally provided processes, products, and services to ensure conformity with its standards, considering

occupational health and safety, and environmental factors. ITAL – EPPS – 03 Procedure explaining in details the process of controlling the externally provided products and services.

8.5. Service Provision

Ital Services implements controls to ensure the conformity of services to the identified requirements during service delivery. Criteria for the release of services established and maintained to guarantee adherence to Ital Services Egypt defined standards, considering occupational health and safety, as well as environmental factors. ITAL - OPRT - 01 and ITAL - OPRT - 02 Procedures explaining in details the process of service provision.

8.6. Release of Services

Before release, Ital Services Egypt commit to ensuring that services meet the identified requirements. Detailed records of release activities will be maintained for traceability purposes, reflecting Ital Services Egypt commitment to delivering high-quality outcomes. This includes considerations for occupational health and safety, as well as environmental impact. ITAL - OPRT - 01 and ITAL - OPRT - 02 Procedures explaining in details the process of release of services.

8.7. Control of Nonconforming Outputs

Ital Services Egypt establishes procedures for identifying, documenting, and addressing nonconformities. Actions to eliminate the causes of nonconformities will be determined promptly, preventing recurrence and promoting a culture of continual improvement. This approach considers quality, occupational health and safety, and environmental considerations. ITAL - IMPV - 08 Procedure explaining in details the process of controlling nonconformities.

8.8. Emergency preparedness and response

Recognizing the importance of being prepared for emergencies, Ital Services Egypt established and maintained procedures for emergency preparedness and response. This includes regular drills, communication plans, and measures to safeguard the health and safety of our personnel during unforeseen events. Simultaneously, we consider the environmental aspects, promoting an integrated response to emergencies. ITAL - HSE - 06 Procedure explaining in details the process of emergency preparedness and response.

9. Performance Evaluation

9.1. Monitoring, Measurement, Analysis, and Evaluation

Ital Services Egypt committed to systematically monitor, measure, analyze, and evaluate its performance across quality, occupational health and safety, and environmental aspects. This includes setting up processes to assess customer satisfaction, compliance with legal requirements, identify risks and opportunities, and evaluate the effectiveness of its management systems. Performance indicators established to gauge the success in meeting objectives and targets.

9.1.1. Customer satisfaction

Ital Services Egypt is dedicated to satisfying its customers. Recognizing the paramount importance of customer satisfaction in Ital Services Egypt quality management system, Ital Services Egypt employs a systematic approach to monitor, measure, and enhance its performance in meeting customer expectations. Ital Services Egypt systematically monitor customer satisfaction through various channels, including feedbacks from customer and direct communication with customer. This ongoing monitoring provides valuable insights into the performance, identifies areas of improvement, and ensures that Ital Services Egypt remain responsive to the changing customer needs and expectations. Customer satisfaction data is subjected to thorough analysis and evaluation. By identifying patterns, trends, and areas requiring attention, Ital Services Egypt gains a comprehensive understanding of its strengths and opportunities for improvement. This analysis informs strategic decision-making and contributes to the commitment to delivering services that consistently meet or exceed customer requirements.

9.1.2. Evaluation of compliance

Ensuring compliance with applicable legal requirements and other requirements related to occupational health and safety and environment is a priority. Ital Services Egypt commit to establishing, maintaining, and regularly evaluating procedures to demonstrate its conformity and identify opportunities for improvement.

9.2. Internal audit

Regular internal audits shall be conducted to assess the effectiveness of the Integrated Management System as per the international standards for Quality Management System (ISO 9001:2015), Occupational Health and Safety Management System (ISO 45001:2018), and Environmental Management System (ISO 14001:2015). These audits shall be objective, independent, and systematic, ensuring compliance and identifying opportunities for improvement.

9.3. Management Review

Management reviews shall be conducted at planned intervals to evaluate the suitability, adequacy, and effectiveness of the integrated management systems. Top management shall assess the need for changes to policies, objectives, and processes, ensuring that the systems remain relevant and aligned with the Ital Services Egypt's strategic direction.

ITAL - PE - 07 Procedure explaining in details the process of Performance Evaluation.

10. Improvement

10.1. General

Ital Services Egypt committed to continual improvement as a fundamental aspect of its organizational culture. This commitment extends across quality, occupational health and safety, and environmental performance. Ital Services Egypt recognizes that continuous enhancement is essential for meeting customer expectations, ensuring a safe workplace, and minimizing environmental impact.

10.2. Incident, nonconformity and corrective action

Incidents, including near misses, shall be thoroughly investigated to determine their causes and contributing factors. This investigation process aligns with ISO 45001:2018 requirements for incident management. The findings will inform corrective actions to prevent the recurrence of incidents, enhancing overall occupational health and safety performance. Nonconformities identified in Ital Services Egypt processes and services shall be addressed promptly and effectively. Root cause analysis shall be conducted to eliminate the causes of nonconformities and prevent recurrence. Corrective actions will be taken to restore conformity and prevent similar issues in the future, addressing quality, occupational health and safety, and environmental considerations.

10.3. Continual Improvement

Ital Services Egypt commitment to continual improvement is integral to its organizational strategic direction. By embracing a systematic, dynamic, and interconnected approach, Ital Services Egypt strive not only to meet but to exceed the expectations outlined in the international ISO standards for quality, occupational health & safety and environment. Through continual improvement, Ital Services Egypt ensures that its integrated management system evolves in tandem with the ever-changing landscape of quality, occupational health and safety, and environmental management, ultimately contributing to the long-term success and sustainability.

ITAL - IMPV - 08 Procedure explaining in details the process of Improvement.

11. Forms and Annexes

ITAL - F - 01 Internal & External Factors.

ITAL - F - 02 Strategic Risk and Opportunities Register.

ITAL - A - 01 Objectives and Planning to Achieve Them.

ITAL - A - 02 Communication Plan.