



	QHSE policy	Issue no.: 02
		Issue date: 01/12/2021
		Update date:

QHSE Policy

TELETECH is a MEP: Engineering, procurement, construction, commissioning and hand-over provider that undertakes to develop and deliver high quality service in accordance with the following strategic directions:

- 1- Complying with all applicable legal and regulation requirements; also, International and Local Standards Requirement.
- 2- Maintaining and continually improving the effectiveness of QHSE management system.

To reach these goals, the company pursued a scientific approach through the development of QI-ISE Management Systems consistent with the requirements of standards specifications ISO 9001 :2015, ISO 14001:2015 & ISO 45001:2018 in terms of coordinating work, raising efficiency, the provision of human and technical resources, and training systems necessary to achieve the development and continuous improvement of the service quality, safety and environment.

The company developed targets to measure the process effectiveness of QI-ISE to be reviewed and updated annually with the Policy to ensure the professionalism of the operations implementation for customers as a result of accurate and long experience of the company.

Creating a suitable environment for the development and achievement of QHSE objectives according to the context of the organization and its strategic direction.

The company is committed to follow the QHSE procedures for employees, suppliers and customers. It is also committed to legislation and laws of the HSE, secure the means of HSE for all activities of the company, prevention of pollution and prevention of illness, injury, accidents and fatality and illumination of hazards to be reviewed periodically to create a healthy and secure working environment for the company workers.

It is also committed to consultation and participation of workers in OH&S issues.

So, TELETECH's top management asks all employees to apply the QHSE Management System in all activities as well as to develop good performance and continual improvement of QHSE and put the full customer satisfaction in mind and make every effort to achieve TELETECH objectives.

Approved by:

Eng. Ayman Elhemaily

CEO