

EHQMS POLICY

Purpose and Scope

SmartSec Solutions is committed to an operating philosophy based on open communication, integrity in serving our customers, fairness and concern for our employees, and responsibility to the communities within which we operate. Our vision is to exceed customer expectations for quality, safety, sustainability, value, and service delivery at a competitive cost.

Additionally, we are dedicated to creating a profitable business culture that is based on the following principles:

Our People

SmartSec Solutions is committed to equality in employment opportunities and rewards, wholeheartedly embracing cultural diversity within our communities. Our employees' welfare and interests are foremost throughout all aspects of our business and how we conduct our affairs.

SmartSec Solutions is committed to:

1. Creating and nurturing an environment of success based on honesty and integrity;
2. Equitable sharing in the success of the company;
3. Empowerment through training and communication;
4. Individual growth and equal opportunity;
5. Prevention of accidents and incidents;
6. Designing and providing a safe and secure work environment.

Our Customers

Customer needs are paramount and represent the highest priority within our business. We proactively seek out and define customer needs while addressing all requests expeditiously without creating false expectations.

Our Community and Environment

SmartSec Solutions is committed to supporting the communities within which we operate. We believe in social responsibility and encourage similar behaviour in our employees and suppliers. We support the conservation of the physical environment and the prevention of pollution at our facilities, and as such, our environmental commitments include:

1. Protection of the environment;
2. Conformity to compliance obligations;
3. Continual improvement;
4. Prevention of pollution and sustainable use of resources;
5. Climate change mitigation and adaptation;
6. Protection of biodiversity and ecosystems;
7. Other specific commitment(s) relevant to our context.

Our Wellbeing

We proactively comply with all applicable health and safety, legal and regulatory requirements to which we subscribe to:

1. Prevent accidents and work-related ill health by managing health and safety risks in the workplace;
2. Provide clear instructions and information and adequate training to ensure employee competence;
3. Engage and consult with employees on day-to-day health and safety conditions;
4. Implement emergency procedures in case of fire or another significant incident;
5. Maintain safe and healthy working conditions, provide and maintain plant, equipment and machinery, and ensure safe storage/use of substances.

Our Quality

SmartSec Solutions is committed to achieving competitive excellence and providing our customers with products and services designed, produced and maintained to meet or exceed their expectations by:

1. Complying with all customer, statutory and regulatory requirements;
2. Enabling employees to achieve business and professional goals;
3. Continually improving our processes via our EHQMS;
4. Extending our EHQMS practices throughout our Supply Chain.

Beginning with a clear definition of customers' expectations, we strive to consistently meet or exceed them. We adhere to all applicable standards and customer-specific requirements and endeavour to implement processes that ensure we achieve them, building a robust, world-class business.

By implementing our EHQMS, we aim to improve all areas of operations continuously. This will be achieved by reviewing processes, objectives, results and the context of our business.

By continually improving the EHQMS, SmartSec Solutions will commit to improving its quality management system and, therefore, its service to both internal and external stakeholders.



Helmey El-Aasar
Managing Director
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Policy Owner: Human Resources Manager
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Policy Sponsor: Managing Director

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