SUSTAINABLE GOVERNANCE POLICIES

CORPORATE LEVEL

CORPORATE GOVERNANCE

DOCUMENT REFERNCE: PIH-POL-CG-1106 V.01

Document Review and Approvals:

The signatures below certify that this Policy has been reviewed and accepted and demonstrate that the signatories are aware of all the requirements contained herein and are committed to ensuring their provision.

	Name	Position	Signature	Date
Reviewed by:	Ozkan Ertas	Corporate Performance Excellence Manager		
Endorsed by:	Wessam Alhaj Ali	Senior Corporate Governance Manager		
Approved by:	Khaled Zi Alnon	Group Chief Governance Officer		
	Ramez Al Khayyat	**Executive Committee Chairman**		

Amendment Record:

This Policy is reviewed to ensure its continuing relevance to the systems and process that it describes. A record of contextual additions or omissions is given below:

Section/ Page No.	Context	Version	Date
N/A	**First Issue**	**01**	**02-01-2024**

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1. Introduction:

Understanding Certification Requirements: PIH acknowledges the importance of understanding and complying with ISO and other international certifications. We gather and maintain all relevant information pertaining to these certifications to ensure a comprehensive understanding of their specific requirements, standards, and compliance criteria. This information is regularly updated, allowing us to stay abreast of evolving certification standards and ensuring alignment with our operational context.

Identifying Common Elements: PIH conducts a thorough review of diverse certification standards to identify shared principles across different certification domains. We identify commonalities in quality management, environmental practices, occupational health and safety, information security, sustainability, energy management, food safety, social responsibility, and other critical elements. This approach facilitates the recognition of fundamental synergies, enabling us to integrate these common elements into a unified sustainable governance policy that reflects our commitment to excellence.

Developing a Unified Policy: PIH is dedicated to creating a comprehensive sustainable governance policy that encompasses the shared elements identified across certifications. This policy articulates our unwavering commitment to meeting and exceeding standards, ensuring compliance, and continually enhancing operational processes across all certified areas within our operations. The policy reflects our commitment to aligning with international best practices while considering our local operational context and adhering to local legal and regulatory requirements.

Including Specific Guidelines: While maintaining a unified approach, our policy addresses the specific guidelines and unique requirements of each certification. We achieve this by incorporating references, annexes, or supplementary documents within the policy framework. These detailed documents outline the distinctive aspects of individual certifications and ensure comprehensive coverage within our unified sustainable governance policy, serving as a comprehensive reference for all PIH, any of its Groups, Clusters, Subsidiaries, or Business Units.

Defining Responsibilities: At PIH, we recognize the significance of clearly defined roles and responsibilities for upholding compliance with certifications. We assign specific accountabilities to departments or Employees involved in implementing and maintaining adherence to the standards. This ensures a clear understanding of responsibilities and facilitates effective oversight across our diverse operational units.

Communication and Training: We are committed to disseminating our sustainable governance policy across the entire PIH. PIH conducts regular training programs to educate and empower Employees, ensuring awareness of their roles in upholding certification standards and fostering a proactive approach to compliance. Our communication strategy emphasizes the policy's importance and encourages active participation in maintaining certifications' standards and requirements.

Regular Review and Improvement: PIH has established a robust mechanism for periodic reviews and continual enhancement of the sustainable governance policy. We regularly assess the policy's effectiveness, gauge the performance of compliance measures, and promptly incorporate necessary updates to adapt to evolving certification standards or PIH needs. This proactive approach ensures that our policy remains dynamic, relevant, and aligned with the evolving landscape of certifications and industry best practices.

Through the integration of various certifications under a unified sustainable governance policy, PIH aims to streamline processes, mitigate redundancies, and cultivate a culture of compliance and continuous improvement across PIH's diverse operational units. This policy serves as a foundational reference for all PIH, any of its Groups, Clusters, Subsidiaries, or Business Units, fostering a unified commitment to excellence and adherence to international standards while reflecting our local operational context.

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2. Quality Management System – QMS Policy

2.1. Ownership of Quality Management Commitment:

This policy is vested with the Top Management of PIH, signifying our steadfast dedication to ensuring quality management throughout PIH, any of its Groups, Clusters, Subsidiaries, or Business Units.

2.2. PIH's Commitments to Quality:

PIH management has formalized the following commitments regarding quality:

Visionary Product and Service Delivery: Achieve the PIH vision by delivering world-class, technologically advanced, and dependable products and services, prioritizing customer satisfaction.

Competitiveness and Profitability Enhancement: Enhance competitiveness and profitability by perpetually improving product quality, processes, systems, and after-sales service.

Adherence to ISO 9001 Standards: Utilize ISO 9001 standards to establish and uphold processes essential for maintaining consistent quality standards, integrating quality management into routine business practices.

Quality Objectives Documentation and Evaluation: Document and evaluate quality objectives and targets through internal audits and management reviews, striving for continual enhancement based on specific quality Key Performance Indicators - KPIs.

Sustainable Relationships Cultivation: Cultivate enduring, sustainable relationships with clients, customers, suppliers, and internal personnel.

Continuous Quality Management Enhancement: Adhere to and continuously enhance the efficacy of our QMS in alignment with ISO 9001:2015 standards.

Risk-Based Business Approach: Employ a risk-based approach to address internal and external business needs.

Compliance with Client Specifications: Ensure product and service delivery complies with client specifications and requirements.

Ongoing Service Improvement: Continuous improvement of services to clients by leveraging this QMS policy, quality objectives, performance assessments, audit findings, and Management reviews.

Employee Contribution to Quality Enhancement: Encourage all Employees to contribute to enhancing our quality performance through effective communication channels.

Adherence to Standards and Obligations: Strict adherence to specified standards and all statutory or regulatory obligations.

Resource Allocation for Policy Implementation: Allocation of adequate resources for the comprehensive implementation of this policy.

At PIH, the management is committed to diligently overseeing "Quality Management." It is the responsibility of every Employee to comprehend, implement, and sustain the objectives outlined in this policy within their respective areas of operation.

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3. Occupational Health and Safety – OHS Policy

3.1. PIH's Commitment to Occupational Health and Safety:

At PIH, our OHS framework is ingrained as a fundamental element aligned with our core business values. Our commitment to safety reflects a dedicated focus on maintaining 100% OHS standards, prioritizing the well-being of Employees, the environment, and assets against potential hazards.

3.2. Safe and Healthy Work Environment:

Our primary goal is to operate a safe, healthy, and congenial business atmosphere, ensuring every Employee's right to a secure work environment. We aim to proactively identify and minimize risks pertaining to health, safety, sustainability, and environmental preservation.

3.3. Promoting a Safety Culture:

PIH fosters a pervasive safety culture across all levels, emphasizing a "safety-first" mindset among employees. Our policy mandates adherence to systematic management standards - ISO 45001:2018, symbolizing our unwavering commitment to:

Legal and Standards Compliance: Comply with prevailing laws, regulations, and industry OHS standards.

Robust Health and Safety Procedures: Implement robust health and safety procedures, conducting routine OHS meetings, and ensuring a caring work environment.

Comprehensive Safety Training: Provide comprehensive safety training to our workforce, especially field Employees, before undertaking field duties.

Enforcement across Stakeholders: Enforce OHS standards and regulations among all stakeholders, including contractors and subcontractors.

Safeguarding All Involved Parties: Safeguard the health and safety of all involved parties, including Employees, subcontractors, suppliers, and community members in the vicinity of our operations.

Continuous OHS Standards Review: Demonstrate, implement, and frequently review OHS standards at all work sites.

Incident Prevention Measures: Employ systematic controls to prevent incidents and conducting thorough investigations in line with OHS regulations.

Clear Signage Implementation: Ensure clear and visible display of warning and caution signs.

Full Compliance Assurance: Ensure full compliance of Employees, facilities, equipment, and supervised personnel with OHS standards and governmental regulations.

Safety-Conscious Environment Empowerment: Encourage a safety-conscious environment, empowering all personnel involved in operations to halt any unsafe or environmentally harmful activities.

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4. Environmental Management System – EMS Policy

4.1. PIH's Commitment to the Environment Responsibility:

PIH, together with any of its Groups, Clusters, Subsidiaries, or Business Units, operates with a firm commitment to fulfilling its responsibilities to society and the environment. Adhering to national and international environmental regulations, we strive for ongoing improvement in managing and mitigating the environmental impacts of our activities.

4.2. Environmental Stewardship Guided by ISO 14001:2015 Standards:

Our initiatives are guided by the ISO 14001:2015 EMS, pursuing the following objectives:

Compliance and Innovation: Compliance with national or international environmental regulations and innovative practices beyond obligations.

Continuous Improvement: Continually reduce environmental impact, regularly review, and enhance the EMS policy.

Monitoring and Auditing: Monitor and audit in alignment with the EMS.

Resource Efficiency: Efficient use of energy, water, and materials to support conservation and protect natural resources.

Performance Measurement: Measurement of environmental performance through set goals, targets, KPIs, and reporting results.

Stakeholder Engagement: Communication with stakeholders, welcoming their feedback and opinions on environmental practices.

Employee Training: Provision of environmental training to Employees to enhance responsibility and awareness.

Greenhouse Gas Reduction: Efforts to minimize greenhouse gas emissions, utilizing energy efficiently to support a low-carbon economy and combat climate change.

Air Emissions Reduction: Strategies to minimize non-greenhouse gas air emissions.

Waste Management: Reduce waste at the source, employing recycling techniques, and ensuring proper disposal of waste resources.

Biodiversity and Ecosystem Protection: Promotion of biodiversity and ecosystem protection through Employee awareness programs and stakeholder engagement.

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5. Integrated Management System – IMS Policy

5.1. PIH's Commitment to the Integrated Management System – IMS:

PIH is dedicated to establishing an IMS encompassing quality, occupational health and safety, and environmental management systems. Our processes align to ensure compliance with these systems, forming an integral part of our business strategy, meeting the requisites of ISO 9001:2015, ISO 14001:2015, and ISO 45001:2018.

5.2. Commitment to Customer Satisfaction and Compliance:

PIH remains committed to meeting customer needs, providing a secure and eco-friendly environment for stakeholders, and complying with all pertinent laws and regulations to fulfill our vision and mission.

5.3. Policy Statement:

Customer-Centric Approach: Continuously understand and exceed customer expectations while fostering enduring relationships.

Safe Business Commitment: Ensure safe processes safeguarding customers, Employees, and visitors' lives by minimizing health and safety risks.

Training and Resource Allocation: Provide comprehensive training, resources, and effective management for risk minimization.

Regulatory Compliance: Strict adherence to environmental, health, and safety regulations and legal requirements.

Efficient Customer Complaint Handling: Manage and resolve customer complaints proficiently to prevent reoccurrence and drive continuous improvement.

Stakeholder Engagement: Engage concerned parties in health and safety matters for thorough risk assessment and workplace safety monitoring.

Safety and Welfare Assurance: Ensure the health, safety, and welfare of all affected by our business activities.

Environmentally Friendly Products: Design eco-friendly products, source materials responsibly, and manage operations with environmental awareness.

Continuous Improvement: Foster a culture of continuous improvement by encouraging worker participation, teamwork, and customer feedback.

Employee Awareness: Elevate Employee awareness regarding the benefits of meeting quality, health, safety, and environment objectives.

Adoption of Best Practices: Continuously improve systems by embracing best practices, innovation, and excellence across PIH.

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6. Information Security Management System - ISMS Policy

6.1. PIH's Commitment to Information Security Management:

PIH is devoted to establishing and maintaining a robust ISMS to safeguard the information systems from potential threats to confidentiality, integrity, and availability. Recognizing information as a vital asset, PIH extends this commitment to all Groups, Clusters, Subsidiaries and Business Units, including but is not limited Employees, external vendors, consultants, business partners, and subcontractors.

6.2. Enhancing Information Security - Best Practices for Effective Protection:

The PIH is committed to:

Information Security Management System Implementation: Implement and maintain an effective and auditable ISMS.

Ensuring Data Integrity and Protection: Maintain systems to ensure integrity and protection against unauthorized alteration or destruction.

Advocating Information Security: Promote the security of information and information systems.

Employee Compliance and Awareness: Ensure Employees understand the importance of information security and comply with all related policies, procedures, and standards.

Risk, Threat, and Vulnerability Controls: Implement controls for identified risks, threats, and vulnerabilities.

Compliance with Legal Directives: Comply with statutory, legislative, and government directives regarding information security.

Assurance in Information Protection: Provide assurance to the business network that information held is appropriately protected and handled.

Continuous ISMS Improvement: Continually improve the ISMS and information security posture.

Ongoing Policy and Performance Review: Regularly review the IT policies, procedures and its information security performance to ensure continuous improvement over time.

6.3. Policy Statement:

Protecting Information Assets: Prevent loss or breaches of confidentiality, integrity, and availability.

Risk Management: Identify, assess, and manage information security risks through the risk assessment and treatment processes.

Regulatory Compliance: Meet applicable regulatory and legislative requirements.

ISO Compliance: Comply with ISO 27001:2013 – Information Security Management System.

Employee Awareness: Increase Employee awareness of the ISMS across all PIH.

This policy underscores the PIH's commitment to a resilient ISMS, ensuring the ongoing protection and responsible handling of valuable information assets.

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7. Corporate Social Responsibility - CSR Policy

7.1. PIH's Commitment to the Corporate Social Responsibility:

PIH is deeply committed to corporate social responsibility. We adhere to the ten universally accepted principles covering human rights, labor, environment, and anti-corruption.

PIH's Culture include the CSR policy intended to favor a culture of social responsibility within PIH, which contributes to the sustainable creation of value for society, citizens, customers, shareholders, and the communities in which PIH does business.

PIH:

- Respect the local laws.

- Honor its internal policies.

- Ensure that all its business operations are legitimate.

- Keep every partnership and collaboration open and transparent.

This policy is intended to establish the basic principles and the general framework of activities for the management of CSR practices assumed by PIH and to serve as the basis for integrating social responsibility into PIH's strategy. The corporate website of PIH is one of the main instruments for channeling its relations with the stakeholders.

Holistic Business Sustainability Commitment: PIH is committed to conducting its business in a way that is economically, socially, and environmentally sustainable, and that respects the interests of its stakeholders at all levels.

Community Impact-driven CSR Programs: PIH aims to create measurable positive impacts in its communities by implementing CSR programs that are primarily focused on the areas where PIH operates, and that are closely monitored and evaluated for their effectiveness and outcomes.

Community Engagement for Trust and Reputation: PIH seeks to foster goodwill and trust among its communities through its CSR initiatives, and to enhance its reputation as a socially responsible corporate entity.

7.2. Committed to the Ten Principles

PIH is committed to establishing a consistent approach to CSR within the ten universally accepted principles of human rights, labor, environment and anti-corruption. PIH is committed to adopting the UN Global Compact and its principles as part of our culture and day-to-day business activities.

The Ten UN Principles

Human Rights

Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights.

Principle 2: Make sure that they are not complicit in human rights abuses.

Labor

Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.

Principle 4: The elimination of all forms of forced and compulsory labor.

Principle 5: The effective abolition of child labor.

Principle 6: The elimination of discrimination in respect of employment and occupation.

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Environment

Principle 7: Businesses should support a precautionary approach to environmental challenges.

Principle 8: Undertake initiatives to promote greater environmental responsibility.

Principle 9: Encourage the development and diffusion of environmentally friendly technologies.

Anti-Corruption

Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.

7.3. CSR Framework:

Donations and Aid: PIH preserves a budget to make monetary donations. These donations will aim to:

- Advance the arts, education, and community events.

- Alleviate those in need.

Volunteering: PIH encourages its Employees to volunteer. They can volunteer through programs organized internally or externally. PIH may sponsor volunteering events from other organizations.

Preserving the Environment: Apart from legal obligations, PIH proactively protects the environment. Examples of relevant activities include:

- Effective waste management (reduce, re-use, recycle)

- Conserving energy

- Organizing reforestation excursions

- Using environmentally friendly technologies

Supporting the Community: Initiate and support community investment and educational programs. Provide support to nonprofit organizations or movements to promote cultural and economic development of global and local communities.

Fair Operating Practices: PIH is committed to maintaining and developing our reciprocal business relationships. We strive to maintain our working relationship by maintaining and improving on our industry accreditations by continuing to provide our first-class service to our clients and demonstrating to the appropriate bodies our ability to meet the requirements of other accreditations.

Employees: PIH aims to work toward improving sustainable employment, provide enough training and development opportunities, and grow the business to support our Employees. Our workplace culture promotes Employee participation and direct two-way communications.

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8. Risk Management System – RMS Policy

8.1. Comprehensive Risk Management - Safeguard PIH's Operational Landscape:

PIH recognizes that the effective management of risks is a fundamental component of good corporate governance and is vital for continued growth and success. This statement is based on a systematic approach to the identification, evaluation, and economic management of all the risks associated with PIH activities. This statement sets out the risk management strategy and minimum requirements for the management of risk within PIH. This policy is to be applied to the management of risks that arise in relation to PIH business operations and shall be achieved by:

8.2. Policy Statement:

Embedding Risk Management in Strategic Operations: Embedded risk management into PIH strategic planning and business operations and ensure that there is effective communication and maximum benefit from the activity.

Proactive Identification and Management: Proactively identify risks and manage opportunities in accordance with the requirements of international standards on risk management.

Maximizing Opportunities and Minimizing Risks: Take actions to maximize opportunities and to minimize the likelihood of risks occurring and/or reducing the impact of consequences should risks occur.

Development of Risk Management Framework: Develop a risk management framework to ensure that the process for managing risk PIH's overall policies, strategy and planning, management, and reporting processes.

Comprehensive Identification of Risks: Identify and generate a comprehensive list of all potential risk and hazard exposures which covers all possible outcomes under the various risk categories.

Regular Reporting and Annual Review: Report regularly on the effectiveness of the arrangements, including an annual review to ensure continued compliance with good practice guidance.

Consistency in Risk Rating: Increase consistency of risk rating, through clear and concise guidance and ensure performance data underpins assurances and inform ratings.

Defining Risk Appetite and Tolerance: Ensure risk appetite and tolerance of risk is defined, at all levels, and consistently understood.

Ownership and Monitoring at the Right Level: Ensure that risks are owned and monitored at the right level and are escalated to Top Management when the risk is deemed outside of the local appetite or tolerance.

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9. Sustainability Policy

9.1. Sustainable Development Commitment - PIH's Triple Bottom Line Approach:

PIH is committed to creating a sustainable society and actively managing our operations in a way that balances our social, environmental, and economic objectives.

The purpose of this policy is to enable PIH to fulfill its commitment to create a sustainable society by safeguarding and improving the social, environmental, and economic outcomes, preventing pollution, addressing social disparities, and promoting sustainable economic growth.

9.2. Policy Statement:

PIH is dedicated to creating a more sustainable society and to enhancing the positive impacts by:

Compliance and Stakeholder Satisfaction: Comply with all applicable legislation, standards, and meet the expectations of the customers and other key stakeholders.

Pollution Prevention and Resource Efficiency: Prevent pollution and reduce resource consumption through systems and procedures.

Employee and Supplier Engagement: Enable and motivate the Employees and suppliers to support the sustainability commitments.

Customer-Centric Product Development: Develop services and products that satisfy the needs of the customers.

Continuous Improvement: Review the sustainability performance and seek opportunities for improvement.

Shared Values Adherence: Adhere to the shared values, namely: make a positive difference; stronger together; empower people; do the right thing and build on success.

Employee Support and Recognition: Support, encourage, and reward the Employees through investing in people standard, health and wellbeing initiatives and our reward and recognition programs.

Diversity, Equity and Inclusion Commitment: Committed to act on equal opportunities through our diversity, equity and inclusion policy and positive about disability status.

CO2 Emissions Monitoring: Monitor and report our CO_2 Emissions.

Social Value Integration: Incorporate social value requirements into our supply chain.

9.3. Committed to the 17 Sustainable Development Goals:

PIH sustainability strategy is aligned with the United Nations Sustainable Development Goals - UN SDGs, supporting the aspirations to deliver a significant impact through the operations and engagement with the stakeholders.

The 2030 agenda, which introduced 17 Sustainable Development Goals - SDGs, sets out a transformative plan for people and the planet. It aims to promote shared prosperity, environmental sustainability and progress on sustainable development that leaves no one behind.

No Poverty: End poverty in all its forms everywhere

Zero Hunger: End hunger, achieve food security and improve nutrition and promote sustainable agriculture.

Good Health and Well-Being: Ensure healthy lives and promote well-being for all at all ages.

Quality Education: Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.

Gender Equality: Achieve gender equality and empower all women and girls.

Clean Water and Sanitation: Ensure availability and sustainable management of water and sanitation for all.

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Affordable and Clean Energy: Ensure access to affordable, reliable, sustainable, and modern energy for all.

Decent Work and Economic Growth: Promote sustained, inclusive, and sustainable economic growth, full and productive employment, and decent work for all.

Industry Innovation and Infrastructure: Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation.

Reduced Inequalities. Reduce inequalities within and among countries.

Sustainable Cities and Communities: Make cities and human settlements inclusive, safe, resilient, and sustainable.

Responsible Consumption and Promotion: Ensure sustainable consumption and production patterns.

Climate Action: Take urgent action to combat climate change and its impacts.

Life Below Water: Conserve and sustainably use the oceans, seas and marine resources for sustainable development.

Life On Land: Protect, restore, and promote sustainable use of terrestrial eco-systems, sustainably manage forests, combat desertification, and halt and reserve land degradation and halt biodiversity loss.

Peace Justice and Strong Institutions: Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable, and inclusive institutions at all levels.

Partnerships For the Goals: Strengthen the means of implementation and revitalize the global partnership for sustainable development.

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10. Customer Satisfaction Policy

10.1. PIH's Commitment to the Customer Complaint Handling:

PIH is dedicated to providing excellent products and services while maintaining the highest standards of customer satisfaction. PIH is committed to addressing customer complaints promptly, fairly, and efficiently to enhance customer experience and loyalty.

10.2. Policy Statement

PIH aims to create a customer-centric environment that encourages open communication and timely resolution of complaints. Our policy is to effectively manage customer complaints, demonstrating our commitment to quality, continuous improvement, and customer satisfaction.

Complaint Accessibility: Provides accessible channels for customers to submit complaints through various mediums such as phone, email, or in-person contact.

Fair and Transparent Handling: All customer complaints are treated fairly, respectfully, and without bias. Transparent procedures are established to ensure customers are informed about the progress and resolution of their complaints.

Timely Resolution: Aims to acknowledge complaints promptly upon receipt and achieve resolutions within agreed-upon timelines or as per regulatory requirements.

Effective Investigation and Resolution: Complaints are thoroughly investigated to identify root causes and appropriate corrective actions are taken to prevent recurrence. Resolutions are tailored to meet the complainant's expectations and achieve mutual satisfaction wherever possible.

Documentation and Analysis: All complaints, investigations, and resolutions are systematically documented to enable analysis, learning, and improvement. Trends and patterns in complaints are analyzed to identify recurring issues and implement preventive measures.

Continuous Improvement: Regularly reviews the complaint handling process, identifying areas for improvement to enhance overall customer satisfaction.

Training and Awareness: Training programs are provided to staff involved in handling complaints to ensure they possess the necessary skills and understanding to address complaints effectively.

Monitoring and Review: Regular internal audits are conducted to evaluate the effectiveness of the complaint handling process, ensuring compliance with ISO 10002:2018 standards and other relevant regulations.

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11. Dispute Resolution Policy

11.1. PIH's Commitment to the Dispute Resolution:

PIH is committed to managing disputes with fairness, transparency, and in accordance with ISO 10003:2018 standards. We aim to resolve disputes promptly, impartially, and effectively to ensure customer satisfaction and maintain positive relationships.

11.2. Policy Statement:

Adherence to ISO Standards: Adhere to ISO 10003:2018 standards in handling and resolving disputes with customers or stakeholders.

Accessible Dispute Resolution Channels: Provide accessible channels for customers or stakeholders to initiate and escalate disputes.

Impartiality and Fairness: Ensure impartial and fair treatment of all parties involved in the dispute resolution process.

Timely Resolution: Strive to resolve disputes promptly and within defined timelines as per ISO standards.

Confidentiality: Safeguard the confidentiality of information related to the dispute throughout the resolution process.

Transparency in Resolution Process: Maintain transparency by communicating the stages and progress of the dispute resolution process to the involved parties.

Record-Keeping and Analysis: Systematically record and analyze dispute cases to identify recurring issues and opportunities for improvement.

Integration of Feedback: Integrate feedback from resolved disputes to improve dispute resolution procedures and prevent future occurrences.

Continuous Improvement: Commit to continual improvement of the dispute resolution process based on analysis, feedback, and identified improvement areas.

Employee Training and Awareness: Provide regular training and raising awareness among Employees involved in the dispute resolution process to ensure competence and effective resolution.

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12. Energy Management System – EnMS Policy

12.1. PIH's Commitment to the Energy Management System:

PIH is committed to managing and improving its energy performance, promoting energy efficiency, and continually enhancing the effectiveness of its EnMS to meet ISO 50001 requirements.

12.2. Policy Statement:

Energy Efficiency: Prioritize energy efficiency and conservation measures across its operations and activities to reduce energy consumption and minimize environmental impact.

Compliance and Improvement: Ensure compliance with ISO 50001 standards, adhere to legal energy-related requirements, and consistently strive for improvement in energy performance.

Resource Optimization: Integrate sustainable practices and innovative technologies to optimize energy resources and reduce carbon footprint.

Employee Engagement: Engage and train employees at all levels to raise awareness, encourage energy-saving behaviors, and promote a culture of energy efficiency.

Measurement and Review: Establish a systematic approach to measure, monitor, and review energy performance, setting objectives and targets for continual improvement.

Stakeholder Communication: Communicate energy performance and goals transparently to stakeholders, seeking their engagement and feedback on energy-related initiatives.

Reporting and Documentation: Maintain accurate records, documentation, and reports related to energy consumption, performance, and improvement activities.

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13. Food Safety Management System – FSMS Policy

13.1. PIH's Commitment to the Food Safety management System:

PIH is committed to upholding the highest standards of food safety, ensuring the delivery of safe, wholesome food, and quality services that meet or exceed customer expectations.

13.2. Policy Statement:

Adherence to ISO 22000 Standards: Establish and maintain an ISO 22000:2018-compliant Food Safety Management System (FSMS), aligning with HACCP Codex Alimentarius principles and optionally FSSC 22000 standards.

Stakeholder Engagement: Collaborates closely with stakeholders, including guests, suppliers, customers, staff, local authorities, and environmental bodies, to surpass their expectations while complying with ISO 22000:2018 and relevant food safety regulations.

Hygiene Practices and Training: Ensures that food and beverage staff and kitchen personnel maintain recognized hygiene standards and participate in planned training programs for food safety and hygiene practices.

Continuous Improvement: Strictly adheres to the FSMS, continuously reinforces compliance, motivates Employees through training, and provides necessary resources to maintain high food safety standards.

Diligence and Priority: Prioritizes due diligence in all food production and service operations, ensuring adherence to rigorous food safety measures as a top business priority.

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14. Definitions and Abbreviations:

Business Unit: A PIH owned and managed by PIH, any of its Group or Subsidiaries.

Cluster: A group of Business Units that operate in the same or related industry and share resources, expertise, or technology.

Employee: Individual who works for PIH, any of its Group, Clusters, Subsidiaries or Business Units.

Group: Any group of Business Units that are all owned and managed by a company that is owned and managed by PIH.

Subsidiaries: A company that is either controlled by a parent company, that parent company owns more than 50% of its shares or both cases.

Top Management: Leadership of PIH, any of its group, Clusters, Subsidiaries, or Business Units.

CO2: Carbon Dioxide.

CSR: Corporate Social Responsibility.

EnMS: Energy Management System.

EMS: Environment Management System.

FSMS: Food Safety Management System.

ISO: International Organization for Standardization.

IMS: Integrated Management System.

ISMS: Information Security Management System.

IT: Information Technology.

OHS: Occupational Health and Safety.

PIH: Power International Holding.

QMS: Quality Management System.

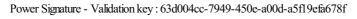**RMS:** Risk Management System.

SDG: Sustainable Development Goals.

UN: United Nations.

15. Ancillary References:

- ISO 9001 Quality management systems — Requirements, Fifth Edition, 15-09-2015.
- ISO 10002 Quality management – Customer satisfaction – Guidelines for complaints handling in organizations, Third Edition, 30-07-2018.
- ISO 10003 Quality management – Customer satisfaction – Guidelines for dispute resolution external to organizations, Second Edition, 31-07-2018.
- ISO 14001 Environmental management systems — Requirements with guidance for use, Third Edition, 15-09-2015.
- ISO 22000 Food safety management systems — Requirements for any organization in the food chain, Second Edition, 06-2018.
- ISO 26000 Guidance on social responsibility, First Edition, 01-11-2010.
- ISO 27000 Information technology — Security techniques — Information security management systems — Overview and vocabulary, Fifth Edition, 02-2018.
- ISO 31000 Risk management — Guidelines, Second Edition, 02-2018.
- ISO 45001 Occupational health and safety management system – Requirements with guidance for use, First Edition, 12-03-2018.
- ISO 50001 Energy management systems — Requirements with guidance for use, First Edition, 15-06-2011.

- HACCP Codex Alimentarius, General Principles of Food Hygiene, CXC 1-1969

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