

## **INTEGRATED MANAGEMENT SYSTEM POLICY**

### **Quality, Environment, Occupational Health & Safety Management systems**

ZAJEL is one of the fastest-growing courier and logistics companies in the UAE, committed to providing a world-class experience for its customers every day. Offering convenient, cost-effective transportation services to domestic, international, and government customers. Additionally, we provide a wide range of reliable services to large enterprises and small businesses, including immigration, customer service, legal, health, banking, cold chain, and electronic commerce.

Our operations are in compliance with ISO 9001:2015 (Quality), ISO 14001:2015 (Environment), and ISO 45001:2018 (Occupational Health and Safety).

We, at ZAJEL shall strive to:

1. Deliver quality and cost-effective services to our customers, ensuring a flexible, tailored, and prompt response to their needs, which enhances their overall experience.
2. Address internal & external issues relevant to our scope of work and follow a risk-based approach to maintain an effective Integrated Management System (IMS).
3. Meet customers' needs and expectations through the quality of our products and services and timely completion of services.
4. Ensure that all business products and services comply with all statutory, regulatory, and legal requirements related to Quality, Environment & OH&S Management systems.
5. Maintain suitability to the purpose and context of the organization that includes nature, scale, and environmental impacts of its activities, products, and services.
6. Continually improve the Integrated Management System by providing a framework for objectives, tracking and enhancing its performance.
7. Assure fulfillment of applicable IMS requirements, protection of the environment & prevention and control of pollution, minimizing consumption of resources, and generation of waste through the adoption of better practices and technology.
8. Provide safe and healthy working conditions for the prevention of work-related injury and ill health.
9. Ensure consultation and participation of workers to eliminate hazards and reduce occupational risks to improve the OH&SMS fostering a positive safety culture.
10. Eliminate hazards and identify, correct, and prevent non-conformities and risks related to quality, health, safety and environment.
11. Create awareness and communicate amongst employees, relevant interested parties, and stakeholders about this policy, significant environmental aspects & impacts, OH&SMS risks, opportunities, and control measures.

  
**Nabeel AlKharabsheh**  
General Manager



This policy statement is communicated to all employees and persons working for or on behalf of the organization and will be made available to the public, stakeholders, and any other interested parties upon request. IMS Policy will be reviewed on an annual basis by the Management.

Document No. ZJL-IMS-POL-03

Rev. No. 03

Date: 01.11.2024