HSQE Policy

Health and Safety, Quality and Environment policy

HSQE Policy

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DISTRIBUTION

This Health and Safety, Quality and Environment policy is communicated to all employees. A copy is available at the Head Office, held in the sites folder, and published on the internal company shared drive. All employees are encouraged to read it and communicate any queries to a Director.

REVISION HISTORY

Issue Number	Review Date	Changes	Signed
01	07/06/2022	Original version (draft)	
01	07/06/2022	Signed off	
01	07/06/2023	Reviewed	
01	26/03/2024	Reviewed	
01	26/03/2025	Reviewed	
01	26/03/2026	Reviewed	
02	20/05/2026	Address Updated	

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INTRODUCTION

ZAM FM LTD stands as a premier provider of Facilities Management and security solutions, catering to the diverse needs of the Industrial, Commercial, and Retail sectors. As a privately owned company, we take pride in delivering professional and effective services that exceed client expectations. Our operations are managed through an Integrated Management System (IMS), meticulously designed to encompass Health and Safety, Quality, and Environmental policies. This comprehensive approach ensures that we operate in accordance with the highest standards, aligning with ISO 9001:2015, ISO 14001:2015, and ISO 45001:2018 requirements, as well as the SIA Approved Contractor Scheme and relevant British Standards (BS7858:2019, BS7499:2020).

At ZAM FM LTD, our top management is unequivocally committed to excellence and continuous improvement. We prioritize satisfying applicable requirements by diligently determining, understanding, and consistently meeting customer needs, as well as relevant statutory and regulatory requirements. Moreover, our dedication to continuous improvement is evident in our proactive approach to managing risks and seizing opportunities within our Integrated Management System (IMS). By addressing potential risks and capitalizing on opportunities, we enhance the conformity of our products and services while maintaining a steadfast focus on enhancing customer satisfaction. Through this commitment to excellence and continual improvement, we strive to not only meet but exceed the expectations of our valued clients, ensuring their utmost satisfaction with our services.

The objectives are set adherence with the quality, health and safety and environmental standards.

HEALTH AND SAFETY POLICY

At ZAM FM LTD, ensuring the safety and well-being of our employees, customers, visitors, and communities is paramount. Our Health and Safety policy is meticulously designed to uphold this commitment across all aspects of our operations. Through rigorous adherence to legal mandates such as Working Time Regulations and proactive measures like comprehensive risk assessments and hazard management, we prioritize the creation of safe and healthy workplaces. Regular training programs and awareness initiatives empower our employees to actively engage in maintaining safety standards and preventing workplace accidents.

Oversight of policy implementation is entrusted to our Managing Director, who conducts regular audits and annual reviews to ensure compliance and drive continuous improvement. By fostering a culture of safety, we not only meet legal requirements but also exceed industry standards, safeguarding the well-being of all stakeholders. We give prime attention to reducing health and safety-related issues by implementing proactive measures such as regular risk assessments, comprehensive training programs, and effective hazard management protocols.

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QUALITY POLICY

Quality excellence is deeply ingrained in the culture of ZAM FM LTD. Our Quality Policy underscores our unwavering commitment to delivering superior services that consistently exceed customer expectations. Central to our approach is the establishment and maintenance of rigorous quality objectives aligned with our company's strategic direction. Through systematic internal audits and management reviews, we continually monitor and evaluate our performance to ensure adherence to these objectives. Every facet of our operations, from service delivery to customer interactions, is guided by our dedication to quality. We cultivate a culture of accountability and continuous improvement, empowering our employees to actively contribute to enhancing service quality.

In pursuit of our commitment to quality, we are determined supplying quality, trained, and motivated staff to all clients to ensure superior service delivery. Additionally, we aim to react promptly to resolve all complaints to mutual satisfaction, demonstrating our dedication to customer satisfaction.

ENVIRONMENTAL POLICY

At ZAM FM LTD, we recognize our duty to protect and preserve the environment for future generations. Our Environmental Policy reflects this commitment, integrating sustainable practices into every aspect of our operations. We prioritize awareness and education among our employees and stakeholders, believing that fostering a culture of environmental stewardship begins with understanding and engagement. Through training programs, workshops, and communication initiatives, we empower our employees to minimize our impact on the planet.

We are focused on environmental sustainability include reducing energy consumption and carbon footprint through energy-saving initiatives and promoting sustainable practices. We also aim to minimize our use of paper to reduce environmental impact and contribute to conservation efforts.

We strive to maintain gross profit at a level that allows investment in environmentally friendly technologies and practices, aligning our business goals with environmental sustainability.

Additionally, we are committed to fostering partnerships with like-minded organizations and suppliers who share our commitment to environmental sustainability. By collaborating with stakeholders who prioritize environmental stewardship, we aim to amplify our impact and drive positive change within our industry and communities.

Ultimately, our Environmental Policy reflects our unwavering dedication to environmental conservation and sustainable development. Through proactive measures, education, and

collaboration, we strive to minimize our environmental impact and contribute to a greener, more sustainable future for all.

POLICY REVIEW

The Policy is reviewed at least annually, and any amendments must be brought to the attention of all employees.

Signed by: Danish Iftikhar
Managing Director



Signed:

Date: *26 March 2026*