

## IMS Policy

Al Masaood Automobiles Company LLC is widely recognized as an icon in the UAE automotive market –bearing a reputable status and ‘Driven by Ambition’ for over 40 years. Today, this status is further strengthened with Al Masaood Automobiles being the main distributor for Nissan, Infiniti and Renault in Abu Dhabi.

Our Group has a world-class network of well-equipped service centers and extensive spare parts dealers. To help promote its commitment towards world-class facilities, the company has recently opened the Al Masaood Automobiles Nissan Service Centre, the largest Nissan service center in the world.

In applying Al Masaood Group’s adherence to superior service standards, we at Al Masaood Automobiles ensure both client satisfaction and long-term relationships through our highly trained staff and continuous investment in our showroom and service facilities.

Our Vision, ‘**Embracing Heritage, Delivering Excellence and Innovation**’ will be fulfilled through our Mission of ‘**Connecting Employees and Customers on Our Journey into the Future of Mobility.**’

In fulfilling all our responsibilities, Al Masaood Automobiles Company LLC shall act as a role model in promoting a culture of excellence by the application of international standards like ISO 9001, ISO 14001, ISO 45001 ISO 22301 and ISO 31000. We hereby commit to:

- Exceeding customer’s Expectations and achieving business excellence.
- Understanding the organization context and support its strategic directions.
- Providing of qualified human resources, trainings, and other necessary resources to manage Integrated Management System (QHSE, BCM and RMS).
- Demonstrate leadership commitment towards Establishing, implementing, operating, reviewing, maintaining, improving monitoring, measuring, analyzing, and evaluating the Integrated Management System (QHSE, BCMS and RMS). Further take corrective actions to continually improve the company’s resilience strength.
- Reducing incidents, preventing injuries and occupational illnesses and to continuously provide a safe place of work for all personnel working under our control.
- Protection of Environment, including preventing pollution and reducing the impact of our operations and processes on the environment.
- Defining individual roles, responsibilities and accountabilities at appropriate levels within the organization.
- Managing and controlling contractors/suppliers/external providers activities. Sound oversight of contracts, contractors, and committees of management to ensure that appropriate risk controls and insurances are in place.
- Providing framework for setting an Integrated Objectives for (QHSE BCM and RMS).
- Continually improve the Integrated Management System to enhance performances.
- Establish communication needs with employees, customers, partner entities, local community, and other interested parties, including media. Promote a culture within the organization through effective communication, participation and consultation with employees / employees’ representatives in the workplace and through zero- tolerance approach to compromises or shortcuts.
- Embed QHSE, BCM and RMS culture among AMA’s business processes across all levels.

- Establish a holistic risk management strategy taking into account the internal and external issues along with the requirements of the interested parties; applicable legal, regulatory and statutory obligations for identifying, removing risks and hazards. Undertaking risk assessments for key operations, projects, pre-employment screening and strategies, and maintaining a comprehensive and regularly updated risk register to identify and monitor operational and strategic risks and associated response plans.
- Prompt and thorough reviewing of incidents and claims, to respond to imminent risks and highlight patterns and areas of risk management deficiency.
- Provide awareness of the QHSE and BCM risks that are associated with the operations at AMA.
- Identify potential threats which could cause a break in operations.
- Implement cost-appropriate actions to mitigate the likelihood and/or severity of a threat.
- Design an effective plan that recovers lost business functions with minimal downtime and safeguards the reputation of AMA and its stakeholders; and confirm the capability of the business unit to implement the plan.
- Apply due diligence in decision-making.
- Protect Human Resources (people), Information (physical & electronic) and Assets (capital assets) during a disruptive incident.
- Contain and minimize the impact of disruptive incidents on the company’s revenue, operations, and reputation.
- Identify and prioritize activities which support the provision of AMA’s products and services.
- Establish, implement, and maintain a formal documented process for assisting AMA to respond, recover and return to normal business state after an incident.
- Complying with the legal and other applicable obligations, including customer, regulatory requirements, and other requirements of United Arab Emirates.
- Ensuring that interested parties are informed of and understand this IMS policy.
- Reviewing this IMS policy yearly to keep up with the latest developments and implement within the organization.



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20 Feb 2023 13:57:09 (+04:00)

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