



INTEGRATED MANAGEMENT SYSTEM POLICY

As an organization established to play a key role in the development of Qatar, UDC will commit to its growth strategy and continue to be a benchmark in real estate development and community management in the Middle East.

UDC have developed and deployed a comprehensive yet pragmatic Integrated Management System with recognition of health and safety, environmental, and quality as integral part of business performance, which subscribes to all applicable legal and regulatory standards, and complies with the requirements of ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018, 22301:2019, and hereby ensuring that UDC:

- ❖ Create a sustainable and competitive advantage in the market by adopting innovative products and best practices to deliver Quality results and building our business relationships by upholding honesty and integrity.
- ❖ Apply transparent governance principles and practices, to advance an environmental profile to benefit the community and furnish an inspiring workplace for its employees.
- ❖ Provide the framework for setting objectives through diligent consideration of customer focus, process approach, evidence-based decision making, and relationship management.
- ❖ Safeguard people by establishing effective operational procedures, structured Monitoring, Measurement, and elevation systems, and involves assessment and preparation for proper response to unplanned events.
- ❖ Fulfil the commitments made to the internal and external customers in an effective and efficient manner exceeding their expectations.
- ❖ Enhance customer satisfaction by delivering high-quality services in a timely, accurate, and reliable manner.
- ❖ Integrate the Integrated Management System objective and promote the use of process approach & risk-based thinking.
- ❖ Allocate necessary resources and provide the required training to all employees.
- ❖ Develop and nurture a safe Risk-free culture by conducting regular Risk assessments and deploying appropriate measures to mitigate risks on existing activities.
- ❖ Ensure commitment to consultation and participation of workers and workers' representatives.
- ❖ Ensure to minimise the impact on nature, human and built environmental and prevent pollution, and whenever possible through activity enhance the environment and be socially aware.
- ❖ Ensure that IMS policy is available to relevant interested parties, as appropriate.
- ❖ Committed to the continual improvement of the Integrated Management System, and involve our employees, customers, suppliers and all interested parties to help achieve this.
- ❖ Regularly reviewing IMS policy objectives & targets and ensuring continual improvements and prevention of pollution, protection of the Environment and prevention of ill-health & injury.

UDC have a shared commitment and leadership to the effective operation of the Integrated Management System and we set up to implement this policy and regular audit will be conducted to test its effectiveness in achieving the high standard of performance by implementing this Policy to achieve the Objectives derived from it.


Ibrahim J. Al-Othman
President & Chief Executive Officer