



SHARK OILFIELD SERVICES FZ LLC

Corporate Policy Manual

Integrated Management System Policy Pack

Document Ref.	IMS-POL-00	Revision	00 / 01
Status	Draft for approval	Issue Date	07 Mar 2026
Owner	Top Management / MR-HSE	Review Cycle	Annual or upon change

Manual purpose. This manual consolidates five standalone company policies prepared from the SOS IMS Manual, the existing SOS Code of Conduct, Appendix A QHSE Policy Statement, and relevant IMS procedures. It is suitable as a draft controlled document for internal use, client prequalification packages, and management review.

Contained policies

- IMS-POL-01 – Code of Conduct Policy
- IMS-POL-02 – Operational Integrity Policy
- IMS-POL-03 – Service Quality and HSE Policy
- IMS-POL-04 – Doing Business Ethically Policy
- IMS-POL-05 – Collaborate for Success Policy

Use of this manual

- Each policy in this manual may be issued as a standalone controlled document under the SOS document control process.
- Detailed implementation remains governed by the SOS IMS Manual and the referenced IMS procedures.
- The document is provided as a draft for approval and signature by SOS management.



IMS-POL-01

Code of Conduct Policy

Standalone policy reproduced from the approved draft package

Document Ref.	IMS-POL-01	Revision	00 / 01
Status	Draft for approval	Issue Date	07 Mar 2026
Owner	Top Management / HR / MR-HSE	Review Cycle	Annual or upon change

1. Purpose

To define the ethical, professional, and lawful standards of behavior expected from all personnel representing SHARK OILFIELD SERVICES FZ LLC (SOS), and to reinforce the company's culture of integrity, safety, accountability, and respect.

2. Scope and applicability

This policy applies to all SOS employees, directors, managers, temporary staff, subcontractors, consultants, agency personnel, and any person acting on behalf of the company across all operations within the scope of "Oil Exploration Engineering Services" and supporting business activities.

3. Policy statement

SOS requires every person acting for or on behalf of the company to work with integrity, professionalism, respect, and accountability. Compliance with law, client requirements, company policies, and the SOS Integrated Management System (IMS) is mandatory. Where local practice is less stringent than SOS requirements, the stricter internal requirement shall apply.

4. Core commitments

- Act honestly, fairly, and professionally in all dealings with clients, suppliers, coworkers, regulators, and communities.
- Comply with applicable legal, regulatory, client, and company requirements at all times.
- Treat people with dignity and respect and maintain a workplace free from harassment, discrimination, intimidation, retaliation, and abuse.
- Protect company assets, confidential information, intellectual property, records, and data from loss, misuse, unauthorized disclosure, or manipulation.
- Maintain accurate, complete, and truthful operational, financial, HSE, quality, and business records.
- Follow all safety, health, environmental, security, and emergency requirements as a condition of work.
- Avoid conflicts of interest and disclose any actual, potential, or perceived conflict that could affect objective decision-making.
- Report suspected misconduct, unsafe conditions, legal non-compliance, fraud, corruption, or breaches of this policy promptly and in good faith.



- Cooperate fully with investigations, corrective actions, audits, and management review activities.
- Understand that violations of this policy may result in disciplinary action up to and including removal from site, termination of employment or contract, and legal action where applicable.

5. Roles and responsibilities

Role	Responsibility
Top Management	Set the tone from the top, provide resources, approve the policy, and ensure ethical leadership and enforcement.
Line Managers / Supervisors	Communicate expectations, lead by example, address concerns promptly, and escalate breaches or risks.
All Employees and Contractors	Comply with the policy, complete required training, stop and report misconduct or unsafe behavior, and protect company reputation.

6. Implementation requirements

- All new personnel shall receive induction on the Code of Conduct, IMS expectations, reporting routes, and basic QHSE responsibilities before or shortly after assignment.
- Ethics, legal compliance, confidentiality, records integrity, and respectful workplace requirements shall be reinforced through periodic communication, toolbox talks, meetings, and refresher training.
- Documented information relating to the policy, investigations, actions, and updates shall be controlled in line with the document control process.
- Breaches, complaints, incidents, near misses, and nonconformities arising from conduct issues shall be investigated and corrective action tracked to closure.
- The effectiveness of this policy shall be reviewed through audits, complaints analysis, incident reviews, and management review.

7. Monitoring, reporting, and review

- Completion of induction and periodic awareness training.
- Timely reporting and closure of complaints, breaches, and corrective actions.
- Audit findings related to ethics, records, communication, and compliance.
- Management review of trends, lessons learned, and policy suitability.

8. IMS / ISO alignment

Framework	How this policy supports the IMS
ISO 9001:2015	Supports leadership, customer confidence, documented information, and improvement culture.
ISO 14001:2015	Reinforces compliance obligations and environmental responsibility in daily behavior.
ISO 45001:2018	Supports worker participation, safe behavior, reporting, and non-retaliation culture.



9. Related IMS documents and procedures

Reference document	Application to this policy
SOS IMS Manual	Leadership, communication, documented information, operational control, improvement
Existing SOS Code of Conduct	Source content and behavioral expectations
IMS-PRO-01 Training	Competence, induction, awareness, refresher training
IMS-PRO-05 Legal Compliance	Legal and regulatory obligation management
IMS-PRO-07 Control of Documents	Issue, revision, protection, retention, controlled distribution
IMS-PRO-10 Communication	Internal and external communication, consultation, reporting
IMS-PRO-11 Complaints	Complaint handling, investigation, corrective action
IMS-PRO-14 Management Review	Review of complaints, actions, trends, and effectiveness

10. Approval and control

Control item	Requirement
Approved by	Managing Director
Next review trigger	Annually, or earlier when legal, organizational, operational, or customer requirements change
Compliance	All personnel shall comply with this policy together with all supporting IMS procedures and site-specific controls
Controlled copy note	This document is intended to be controlled under the SOS document control process

Prepared by	Reviewed by	Approved by
Name / Signature / Date	Name / Signature / Date	Name / Signature / Date

Operational Integrity Policy

Standalone policy reproduced from the approved draft package

Document Ref.	IMS-POL-02	Revision	00 / 01
Status	Draft for approval	Issue Date	07 Mar 2026
Owner	Operations / MR-HSE / Department Managers	Review Cycle	Annual or upon change

1. Purpose

To ensure that SOS plans, mobilizes, executes, and closes all activities in a disciplined, risk-based, and controlled manner so that services are delivered safely, reliably, consistently, and in compliance with applicable requirements.

2. Scope and applicability

This policy applies to operational planning, field execution, engineering, transport, equipment use, procurement interfaces, subcontracted work, emergency response, and all associated support activities conducted by or for SOS.

3. Policy statement

SOS is committed to operational integrity across all company activities. No schedule, production target, or commercial objective shall take priority over the safe, compliant, and technically controlled execution of work. Work shall be planned, risk assessed, authorized, monitored, and improved using the SOS IMS and approved procedures.

4. Core commitments

- Establish and maintain operational controls so work is performed using approved procedures, method statements, work instructions, checklists, and defined acceptance criteria.
- Identify hazards, environmental aspects, operational risks, and change impacts before work begins and whenever conditions change.
- Apply the hierarchy of controls to eliminate hazards where practicable and reduce HSE risk to the lowest reasonably practicable level.
- Ensure that only competent, trained, and authorized personnel perform tasks that affect quality, HSE, customer requirements, or service integrity.
- Use fit-for-purpose equipment, materials, transport, and resources that are inspected, maintained, and suitable for the intended task.
- Control outsourced activities, suppliers, and subcontractors so that external parties meet SOS technical, quality, HSE, and legal requirements.
- Report, investigate, and learn from incidents, near misses, unsafe acts, operational deviations, and nonconforming outputs.



- Prepare for emergencies and respond effectively to protect people, the environment, assets, and business continuity.
- Stop work when conditions are unsafe, unclear, uncontrolled, or non-compliant, and resume only when risks are reassessed and controls restored.
- Maintain accurate operational records to demonstrate planning, execution, verification, acceptance, and follow-up.

5. Roles and responsibilities

Role	Responsibility
Top Management	Provide resources, approve operational controls, and reinforce that integrity overrides production pressure.
Operations and Department Managers	Plan work, verify competence, ensure risk assessments are completed, and confirm controls are implemented.
Supervisors / Engineers / HSE Personnel	Monitor field execution, enforce procedures, address deviations, and coordinate reporting and corrective action.
All Workers and Contractors	Follow approved controls, use stop-work authority, report deviations immediately, and protect people, assets, and the environment.

6. Implementation requirements

- Operational planning shall integrate risk assessment, legal requirements, customer requirements, competence, equipment readiness, and emergency considerations.
- Driving and journey management for company business shall require approved drivers, roadworthy vehicles, pre-trip checks, seat belt use, cargo securement, and prohibition of distracted or impaired driving.
- Management of change shall be applied for temporary or permanent changes affecting people, process, equipment, materials, organization, or scope of work.
- Nonconforming products, services, or process outputs shall be identified, segregated where applicable, reviewed, corrected, and formally dispositioned before release or continued use.
- Follow-up inspections, audits, and management reviews shall verify the effectiveness of corrective actions and systemic improvements.

7. Monitoring, reporting, and review

- Completion and quality of risk assessments, permits, and pre-job controls.
- Incident, near miss, nonconformity, and stop-work reporting trends.
- Equipment readiness, inspection, and preventive maintenance completion.
- Subcontractor performance, audit results, and corrective action closure.

8. IMS / ISO alignment

Framework	How this policy supports the IMS
ISO 9001:2015	Supports operational planning, control of service provision, external providers, and nonconforming outputs.



ISO 14001:2015	Supports aspect/impact control, compliance obligations, pollution prevention, and emergency response.
ISO 45001:2018	Supports hazard elimination, risk reduction, worker participation, competence, change management, and incident learning.

9. Related IMS documents and procedures

Reference document	Application to this policy
SOS IMS Manual	Operational control, hazard elimination, management of change, emergency response, monitoring
Existing SOS Code of Conduct	Operational integrity, driving, HSE, service quality, asset protection
IMS-PRO-02 Hazard and Risk Assessment	Hazard identification, aspect/impact review, risk ranking, change risk review
IMS-PRO-03 Incident & Near Miss	Reporting, investigation, follow-up, corrective action
IMS-PRO-04 Control of Subcontractors	Supplier and subcontractor HSE and work control
IMS-PRO-05 Legal Compliance	Applicable legal and regulatory obligations
IMS-PRO-06 Emergency Preparedness & Response	Emergency planning, testing, review, and information
IMS-PRO-09 QHSE Audits	Audit planning, nonconformity reporting, effectiveness checks
IMS-PRO-12 Control of Non-Conforming Product/Services	Control, disposition, and verification of nonconformities
IMS-PRO-15 Handling, Storage, Delivery	Protection of materials, preservation, hazardous storage
IMS-PRO-16 Purchasing	Control of external provision and procurement requirements

10. Approval and control

Control item	Requirement
Approved by	Managing Director
Next review trigger	Annually, or earlier when legal, organizational, operational, or customer requirements change
Compliance	All personnel shall comply with this policy together with all supporting IMS procedures and site-specific controls
Controlled copy note	This document is intended to be controlled under the SOS document control process

Prepared by	Reviewed by	Approved by
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IMS-POL-03

Service Quality and HSE Policy

Standalone policy reproduced from the approved draft package

Document Ref.	IMS-POL-03	Revision	00 / 01
Status	Draft for approval	Issue Date	07 Mar 2026
Owner	Top Management / MR-HSE / Operations	Review Cycle	Annual or upon change

1. Purpose

To define SOS's integrated commitment to quality, occupational health and safety, and environmental protection in support of reliable service delivery and sustainable business performance.

2. Scope and applicability

This policy applies to all SOS activities within the scope of Oil Exploration Engineering Services, including office, warehouse, transport, field, subcontracted, procurement, and customer-facing processes.

3. Policy statement

SOS is committed to delivering services that meet or exceed customer expectations while preventing injury, ill health, pollution, and avoidable loss. The company shall maintain an Integrated Management System aligned with ISO 9001:2015, ISO 14001:2015, and ISO 45001:2018 and shall continually improve its suitability, adequacy, and effectiveness.

4. Core commitments

- Set and review measurable quality, health, safety, and environmental objectives and targets at relevant functions and levels.
- Comply with applicable legal, regulatory, contractual, and other requirements related to quality, health, safety, and environment.
- Understand customer requirements clearly and deliver conforming services using competent people, controlled processes, and fit-for-purpose resources.
- Prevent injury, ill health, pollution, damage, and service failures through proactive planning, hazard identification, risk assessment, and operational controls.
- Provide training, supervision, communication, equipment, PPE, infrastructure, and financial support necessary to achieve QHSE objectives.
- Conserve natural resources, minimize waste generation and emissions, and protect the environment throughout company activities.
- Encourage reporting of incidents, near misses, hazards, complaints, opportunities for improvement, and customer feedback without fear of retaliation.



- Monitor, measure, analyze, and evaluate QHSE performance using audits, inspections, customer feedback, trend analysis, and management review.
- Control nonconforming products, services, and process outputs and implement timely correction and corrective action.
- Promote continual improvement through worker participation, lessons learned, audits, reviews, and corrective action closure.

5. Roles and responsibilities

Role	Responsibility
Managing Director / Top Management	Approve the policy, establish objectives, provide resources, review performance, and demonstrate leadership.
MR-HSE / Process Owners	Coordinate IMS implementation, maintain registers and records, support monitoring, and drive improvement.
Managers / Supervisors	Translate policy into site and departmental controls, communicate requirements, and monitor compliance.
All Employees and Contractors	Work in accordance with approved procedures, participate in consultation, and contribute to improvement.

6. Implementation requirements

- This policy shall be communicated to employees and relevant interested parties and made available as controlled documented information.
- Departmental and project objectives shall be aligned to the policy and tracked using agreed indicators, action plans, responsibilities, and target dates.
- Customer feedback, complaints, audits, incidents, inspections, and management review outputs shall be used as inputs for corrective action and continual improvement.
- Relevant risks, significant aspects, compliance obligations, and business issues shall be reviewed periodically and when changes occur.
- The policy shall be reviewed periodically for continuing relevance to SOS context, strategic direction, client expectations, and IMS performance.

7. Monitoring, reporting, and review

- Achievement of objectives, targets, and action plans.
- Customer feedback and satisfaction trend analysis.
- Audit results, compliance evaluations, incidents, and corrective action status.
- Resource adequacy, training completion, and management review decisions.

8. IMS / ISO alignment

Framework	How this policy supports the IMS
ISO 9001:2015	Provides the quality policy foundation, customer focus, objectives, monitoring, and continual improvement.



ISO 14001:2015	Provides environmental commitments, compliance obligations, pollution prevention, and performance evaluation.
ISO 45001:2018	Provides OH&S commitments, hazard control, consultation, competence, emergency readiness, and improvement.

9. Related IMS documents and procedures

Reference document	Application to this policy
SOS IMS Manual	Integrated management system basis and policy framework
APPENDIX A QHSE Policy Statement	Existing QHSE commitments for Oil Exploration Engineering Services
IMS-PRO-01 Training	Competence and awareness
IMS-PRO-02 Hazard and Risk Assessment	Hazard, aspect, impact, and risk identification
IMS-PRO-05 Legal Compliance	Evaluation of compliance obligations
IMS-PRO-08 Objectives & Targets	Planning, metrics, and QHSE targets
IMS-PRO-09 QHSE Audits	Audit program and improvement findings
IMS-PRO-10 Communication	Communication, consultation, awareness
IMS-PRO-11 Complaints	Complaint handling and corrective action
IMS-PRO-12 Control of Non-Conforming Product/Services	Control of deviations and release decisions
IMS-PRO-14 Management Review	Suitability, adequacy, effectiveness, decisions, improvement
IMS-PRO-17 Customer Satisfaction	Feedback, analysis, and improvement inputs

10. Approval and control

Control item	Requirement
Approved by	Managing Director
Next review trigger	Annually, or earlier when legal, organizational, operational, or customer requirements change
Compliance	All personnel shall comply with this policy together with all supporting IMS procedures and site-specific controls
Controlled copy note	This document is intended to be controlled under the SOS document control process

Prepared by	Reviewed by	Approved by
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IMS-POL-04

Doing Business Ethically Policy

Standalone policy reproduced from the approved draft package

Document Ref.	IMS-POL-04	Revision	00 / 01
Status	Draft for approval	Issue Date	07 Mar 2026
Owner	Top Management / Finance / HR / Procurement	Review Cycle	Annual or upon change

1. Purpose

To define SOS requirements for ethical business conduct, anti-bribery, fair dealing, conflicts of interest, accurate records, and responsible third-party engagement.

2. Scope and applicability

This policy applies to all business development, tendering, procurement, finance, contracting, client engagement, supplier interaction, sponsorship, donations, records, reporting, and other commercial or administrative activities undertaken by or for SOS.

3. Policy statement

SOS conducts business with honesty, integrity, fairness, and transparency. The company has zero tolerance for bribery, corruption, kickbacks, facilitation payments, falsification of records, improper influence, fraud, or unethical business conduct.

4. Core commitments

- No employee, contractor, or representative shall offer, promise, give, request, or accept any bribe, kickback, facilitation payment, or other improper advantage.
- Business decisions shall be based on objective criteria, legitimate business need, competence, quality, safety, compliance, and total value—not personal benefit.
- Conflicts of interest shall be avoided and promptly disclosed so they can be reviewed and managed transparently.
- Gifts, hospitality, sponsorships, donations, and charitable or political contributions shall only be allowed when lawful, reasonable, transparent, approved, and not intended to influence a decision improperly.
- All financial transactions, books, records, invoices, quotations, time records, reports, and supporting data shall be complete, accurate, truthful, and auditable.
- SOS shall deal fairly with customers, suppliers, competitors, subcontractors, and authorities and shall respect intellectual property and confidential information.
- Third parties acting on behalf of SOS shall be selected, instructed, monitored, and, where appropriate, qualified to meet company ethical and compliance expectations.



- Concerns about unethical conduct, fraud, corruption, record falsification, theft, coercion, or other improper behavior shall be reported immediately and investigated impartially.
- Retaliation against good-faith reporting is prohibited.
- Confirmed violations shall result in corrective and disciplinary action and may be escalated to contractual or legal remedies where appropriate.

5. Roles and responsibilities

Role	Responsibility
Top Management	Approve policy, enforce zero tolerance, and ensure ethical leadership and oversight.
Finance / Commercial / Procurement Functions	Maintain transparent records, controls, approvals, and supplier selection processes.
Managers and Supervisors	Review conflicts, escalate concerns, and prevent circumvention of controls.
All Employees and Third Parties	Act ethically, disclose conflicts, refuse improper requests, and report concerns.

6. Implementation requirements

- Ethics awareness shall be included in induction, refresher training, supplier engagement, and management communication.
- Commercial approvals, supplier selection, purchase documentation, and contract commitments shall follow defined delegated authority and documented review requirements.
- Relevant records shall be created, reviewed, retained, and protected under the SOS document control system.
- Complaint, audit, and management review processes shall be used to detect patterns, verify controls, and identify improvement actions.
- Where external parties work under SOS contracts or on SOS sites, ethical expectations shall be communicated as part of prequalification, contracting, or onboarding.

7. Monitoring, reporting, and review

- Audit results and management review inputs related to procurement, records, and complaints.
- Conflict of interest disclosures and closure actions.
- Supplier qualification and performance review outcomes.
- Corrective action completion arising from complaints, audits, or investigations.

8. IMS / ISO alignment

Framework	How this policy supports the IMS
ISO 9001:2015	Supports customer confidence, fair purchasing, supplier controls, and accurate records.
ISO 14001:2015	Supports compliance obligations and ethical external provider management.
ISO 45001:2018	Supports lawful and transparent controls for contractors, workers, and reporting.



9. Related IMS documents and procedures

Reference document	Application to this policy
Existing SOS Code of Conduct	Anti-corruption, gifts, conflict of interest, data integrity, confidentiality
SOS IMS Manual	Leadership, communication, documented information, external provider controls, improvement
IMS-PRO-04 Control of Subcontractors	Contractor expectations and HSE/IMS requirements
IMS-PRO-05 Legal Compliance	Applicable legislation and compliance review
IMS-PRO-07 Control of Documents	Control, approval, integrity, retention, and protection of records
IMS-PRO-10 Communication	Communication, consultation, escalation, external communication
IMS-PRO-11 Complaints	Complaint investigation and corrective action
IMS-PRO-14 Management Review	Review of complaints, nonconformities, supplier performance, and improvement
IMS-PRO-16 Purchasing	Supplier qualification, approvals, purchasing controls, traceability

10. Approval and control

Control item	Requirement
Approved by	Managing Director
Next review trigger	Annually, or earlier when legal, organizational, operational, or customer requirements change
Compliance	All personnel shall comply with this policy together with all supporting IMS procedures and site-specific controls
Controlled copy note	This document is intended to be controlled under the SOS document control process

Prepared by	Reviewed by	Approved by
Name / Signature / Date	Name / Signature / Date	Name / Signature / Date



IMS-POL-05

Collaborate for Success Policy

Standalone policy reproduced from the approved draft package

Document Ref.	IMS-POL-05	Revision	00 / 01
Status	Draft for approval	Issue Date	07 Mar 2026
Owner	Top Management / HR / MR-HSE / Department Managers	Review Cycle	Annual or upon change

1. Purpose

To promote a respectful, inclusive, well-coordinated, and high-performing culture in which employees, contractors, clients, and suppliers work together safely and effectively to achieve successful outcomes.

2. Scope and applicability

This policy applies to internal teamwork, worker consultation, subcontractor interaction, customer communication, meetings, planning, issue escalation, crisis coordination, and all collaborative activities carried out within or on behalf of SOS.

3. Policy statement

SOS believes strong performance depends on disciplined collaboration, mutual respect, competence, communication, and shared accountability. We are committed to a workplace and business environment where people work together professionally, challenge risks constructively, and contribute to customer satisfaction and continual improvement.

4. Core commitments

- Maintain a workplace free from harassment, bullying, discrimination, intimidation, and unprofessional conduct.
- Provide equal opportunity, respectful treatment, and fair participation regardless of nationality, religion, gender, age, disability, or other protected characteristics.
- Consult workers and relevant interested parties on matters affecting quality, health, safety, environment, and operational performance.
- Promote open communication, lessons learned, toolbox talks, meetings, and appropriate escalation so information is shared accurately and on time.
- Ensure roles, responsibilities, authorities, and interfaces between departments, sites, and external parties are clearly defined and communicated.
- Build competence through induction, training, supervision, and knowledge sharing.
- Work constructively with subcontractors and suppliers and require them to cooperate with SOS controls and site rules.



- Use customer feedback, complaints, meetings, and joint reviews to improve service performance and strengthen relationships.
- Prohibit substance abuse at work and require professional behavior during company duties and business interactions.
- Coordinate effectively during incidents, emergencies, and crises, with safety and clear communication as the top priority.

5. Roles and responsibilities

Role	Responsibility
Top Management	Promote a respectful culture, support participation, remove barriers, and review collaboration effectiveness.
Managers / Supervisors	Define interfaces, communicate expectations, encourage participation, and address conduct issues early.
HR / MR-HSE	Support awareness, consultation, documentation, and improvement initiatives.
Employees, Contractors, and External Partners	Cooperate, share information, respect others, and support safe and successful execution.

6. Implementation requirements

- Roles and responsibilities affecting QHSE and service delivery shall be communicated through induction, meetings, documented information, and internal notes where appropriate.
- Internal and external communication shall follow the SOS communication process, including emergency communication, incident reporting, nonconformity reporting, and change communication.
- Subcontractors shall be informed of SOS expectations before work begins and shall participate in inductions, site meetings, and relevant inspections or walk-rounds.
- Customer satisfaction and complaints data shall be reviewed and converted into actions, lessons learned, and service improvements.
- Management review shall evaluate trends in complaints, incidents, audits, training, supplier performance, participation, and opportunities for better collaboration.

7. Monitoring, reporting, and review

- Training and induction completion for employees and contractors.
- Worker participation records, meetings, toolbox talks, and internal communication effectiveness.
- Customer feedback, complaints, and improvement actions.
- Supplier and subcontractor cooperation performance, including HSE and communication behavior.

8. IMS / ISO alignment

Framework	How this policy supports the IMS
ISO 9001:2015	Supports customer communication, competence, satisfaction monitoring, and process interface control.
ISO 14001:2015	Supports communication with interested parties and environmental awareness.



ISO 45001:2018	Supports consultation and participation of workers, roles and responsibilities, competence, and emergency coordination.
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9. Related IMS documents and procedures

Reference document	Application to this policy
Existing SOS Code of Conduct	Working together, anti-harassment, anti-discrimination, crisis management
SOS IMS Manual	Communication, customer focus, worker participation, continual improvement
IMS-PRO-01 Training	Induction, competence, awareness, responsibility understanding
IMS-PRO-04 Control of Subcontractors	Cooperation with suppliers and subcontractors
IMS-PRO-10 Communication	Internal/external communication, roles, change notification, reporting
IMS-PRO-11 Complaints	Interested party complaints and response
IMS-PRO-13 Identification of Internal & External Issues	Context, stakeholders, business risk, communication issues
IMS-PRO-14 Management Review	Review of participation, complaints, incidents, suppliers, training
IMS-PRO-17 Customer Satisfaction	Customer feedback collection, analysis, and improvement

10. Approval and control

Control item	Requirement
Approved by	Managing Director
Next review trigger	Annually, or earlier when legal, organizational, operational, or customer requirements change
Compliance	All personnel shall comply with this policy together with all supporting IMS procedures and site-specific controls
Controlled copy note	This document is intended to be controlled under the SOS document control process

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