



CORPORATE SOCIAL RESPONSIBILITY POLICY

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Shanfari & Partners Co. LLC is an ISO 9001:2015 and ISO 45001: 2018 Certified company registered and operating its businesses in Sultanate of Oman. We integrate our business values and operations to meet the expectations of our stakeholders. They include customers, employees, investors, suppliers, the community and the environment.

- We recognize that our social, economic and environmental responsibilities to our stakeholders are integral part of our business. We aim to demonstrate these responsibilities through our actions and within our corporate policies.
- We take seriously all feedback that we receive from our stakeholders and, where possible, maintain open dialogue to ensure that we fulfil the requirements outlined within this policy.
- We are open and honest in communicating our strategies, targets, performance and governance to our stakeholders in our continual commitment to sustainable development.
- The CEO is responsible for the implementation of this policy and will make the necessary resources available to realize our corporate responsibilities. The responsibility for our performance on this policy rests with all employees throughout the company.

To achieve this:

- We ensure a high level of business performance while minimizing and effectively managing risk ensuring that we uphold the values of honesty, partnership and fairness in our relationships with all our stakeholders.
- Our contracts will clearly set out the agreed terms, conditions and the basis of our relationship and will operate in a way that safeguards against unfair business practices.
- We encourage suppliers and contractors to adopt responsible business policies and practices.
- We encourage dialogue with local communities for mutual benefit.
- We register and resolve customer complaints in accordance with our Quality Management System.
- We support and encourage our employees to help local community organizations and activities in our locality.
- We operate an equal opportunities policy for all present and potential future employees and offer our employees clear and fair terms of employment and provide resources to enable their continual development.
- We provide safeguards to ensure that all employees of whatever nationality, colour, race or religious belief are treated with respect and without sexual, physical or mental harassment.
- We shall provide, and strive to maintain, a clean, healthy and safe working environment in line with our Health and Safety policy and safe systems of work.
- We develop Environmental policies and objectives as part of the business planning cycle.

Salalah
15.02.2021




Chief Executive Officer