

Cover Letter - Sustainability & Compliance Supporting Documents

Please find attached Certas Support Services' Sustainability & Compliance Supporting Documents package.

The attached documents outline Certas Support Services' policies, commitments, and practices relating to sustainability, health and safety, responsible procurement, ESG principles, human rights, ethical business conduct, corporate governance, and continuous improvement.

- ✓ The attached documents outline our policies, commitments, and practices relating to:
- ✓ Sustainability & Environmental Responsibility
- ✓ Health, Safety & Occupational Standards (HSE)
- ✓ Responsible Procurement & Supplier Selection
- ✓ Social Responsibility & Labor Practices
- ✓ Human Rights & Workforce Welfare
- ✓ Environmental, Social & Governance (ESG) Principles
- ✓ Anti-Bribery, Anti-Corruption & Ethical Business Conduct
- ✓ Corporate Governance & Accountability
- ✓ Continuous Improvement & Responsible Supply Chain Management
- ✓ Women's Empowerment & Inclusive Workplace Principles

While Certas Support Services is not currently certified under formal ISO management systems, we remain committed to aligning our operations, procedures, and business practices with internationally recognized standards and principles of sustainability, ethical governance, transparency, responsible procurement, human rights protection, and continuous improvement.

The attached package includes:

1. [Sustainability, HSE, Responsible Procurement & Corporate Social Responsibility Policy](#)
2. [Corporate ESG, Governance, Human Rights & Ethical Business Commitment Declaration](#)

These documents reflect our ongoing commitment to conducting business in a responsible, transparent, ethical, and sustainable manner while supporting the long-term interests of our clients, employees, suppliers, communities, and other stakeholders.

Should you require any additional information or supporting documentation, please do not hesitate to contact us.

Sustainability, HSE, Responsible Procurement & Corporate Social Responsibility Policy

1. Corporate Commitment Statement

Certas Support Services is committed to maintaining effective standards of health, safety, environmental responsibility, responsible procurement, and social responsibility across its operations and supply chain. This policy establishes the company's guiding principles and practices for managing these areas in a responsible, compliant, and sustainable manner.

2. Health, Safety & Environmental (HSE) Guidelines

Certas Support Services is dedicated to providing a safe, healthy, and environmentally responsible workplace for employees, subcontractors, suppliers, and all project stakeholders.

Key HSE Practices:

- ✓ All personnel are required to use appropriate Personal Protective Equipment (PPE), including helmets, gloves, safety footwear, and task-specific protective gear.
- ✓ Worksites are maintained in a clean, organized, and hazard-controlled condition to minimize accidents and environmental impact.
- ✓ Hazardous materials are stored, handled, transported, and disposed of in accordance with applicable safety and environmental regulations.
- ✓ Emergency procedures, evacuation plans, and incident response measures are clearly communicated to all personnel.
- ✓ Regular supervision, inspections, and safety monitoring are conducted to ensure compliance with workplace safety standards.
- ✓ Effective subcontractor safety coordination is enforced across all projects.
- ✓ Accident prevention and continuous safety awareness remain core operational priorities.

3. Responsible Procurement & Supplier Selection Policy

Certas Support Services follows a transparent, fair, and sustainability-oriented procurement approach that promotes quality, integrity, and responsible sourcing.

Key Procurement Principles:

- ✓ Preference is given to qualified local suppliers and subcontractors whenever practical, supporting local economic development.
- ✓ Suppliers are evaluated based on quality, reliability, legal compliance, ethical conduct, and sustainability considerations.
- ✓ Materials or services that may negatively impact the environment, violate regulations, or conflict with ethical standards are avoided whenever feasible.
- ✓ Procurement decisions are based on transparent supplier evaluation and fair competition principles.

- ✓ Long-term value, durability, efficiency, and lifecycle considerations are incorporated into purchasing decisions.
 - ✓ All procurement activities are conducted with integrity, accountability, and anti-corruption principles.
 - ✓ Suppliers and subcontractors may be requested to demonstrate compliance with ethical, labor, health and safety, and environmental standards as part of supplier evaluation processes.
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4. Environmental Responsibility Statement

Certas Support Services is committed to minimizing environmental impact by integrating responsible environmental practices into project execution and operational planning.

Environmental Actions Include:

- ✓ Reducing construction and operational waste through efficient planning and resource management.
 - ✓ Reusing and recycling materials whenever practical and safe.
 - ✓ Promoting efficient use of water, fuel, and energy across all projects.
 - ✓ Supporting environmentally responsible products, technologies, and operational practices where applicable.
 - ✓ Controlling pollution, dust, noise, and environmental disturbance wherever possible.
 - ✓ Ensuring compliance with applicable environmental regulations and legal requirements.
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5. Social Responsibility & Labor Practices

Certas Support Services upholds ethical labor standards and fundamental human rights throughout all operations.

Commitments Include:

- ✓ Zero tolerance for child labor, forced labor, or exploitative employment practices.
- ✓ Fair wages, lawful working hours, and ethical employment conditions.
- ✓ Equal opportunity and non-discrimination regardless of gender, religion, nationality, or background.
- ✓ Respectful treatment, dignity, and protection of worker welfare.
- ✓ Safe and healthy working conditions at all times.
- ✓ Promotion of employee development, awareness, and fair treatment.

Certas Support Services is proud to support diversity, inclusion, and women's participation in leadership and business operations. The company is women-owned, and more than 50% of management positions are held by women.

The company promotes equal opportunity, gender equality, and inclusive workplace practices that support professional growth regardless of gender, nationality, religion, or background.

6. Diversity, Inclusion & Women Leadership

Certas Support Services is committed to promoting diversity, inclusion, equal opportunity, and women's participation across its business operations and leadership structure.

The company is women-owned, and more than 50% of management positions are held by women. We believe that inclusive leadership and gender diversity contribute to stronger decision-making, operational effectiveness, innovation, and sustainable business growth.

Certas Support Services promotes fair and respectful workplace practices that support equal opportunity, professional development, and non-discrimination regardless of gender, nationality, religion, or background.

7. Economic Sustainability & Local Support

Certas Support Services contributes to economic sustainability through responsible project execution and support for local economies.

Key Practices Include:

- ✓ Prioritizing local suppliers, subcontractors, and service providers whenever feasible.
- ✓ Supporting responsible supply chain practices.
- ✓ Selecting durable, efficient, and long-term value materials.
- ✓ Promoting fair and sustainable business relationships.
- ✓ Supporting sustainable growth through operational efficiency and community-conscious business practices.

8. Anti-Bribery, Ethics & Corporate Governance

Certas Support Services maintains zero tolerance for bribery, corruption, fraud, or unethical business conduct.

The company is committed to:

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| ✓ Transparent procurement practices | ✓ Ethical supplier engagement |
| ✓ Fair competition | ✓ Accountability in all business decisions |
| ✓ Legal and regulatory compliance | ✓ Prevention and disclosure of conflicts of interest |
| ✓ Accurate and reliable business records | |

9. Continuous Improvement

Certas Support Services is committed to the continuous improvement of its policies, procedures, and operational practices to enhance sustainability, safety, governance, compliance, and social responsibility performance. The company also promotes employee awareness and responsible workplace practices in line with evolving business and stakeholder expectations.

Corporate ESG, Governance, Human Rights & Ethical Business Commitment Declaration

1. Corporate Commitment to Responsible Business

Certas Support Services is committed to conducting its business with integrity, transparency, accountability, and respect for human rights, ethical governance, and responsible business practices.

This declaration outlines the company's commitments relating to Environmental, Social, and Governance (ESG) principles, anti-corruption, human rights, social responsibility, and ethical business conduct, which guide our relationships with employees, clients, suppliers, partners, and other stakeholders.

2. Governance, Integrity & Corporate Accountability

Certas Support Services maintains a strong commitment to sound corporate governance principles that ensure accountability, transparency, and ethical conduct across all levels of operation.

This Includes:

- ✓ Transparent procurement and supplier engagement
- ✓ Accurate financial reporting and record keeping
- ✓ Legal compliance in all jurisdictions of operation
- ✓ Responsible contract execution
- ✓ Prevention of conflicts of interest
- ✓ Accountability in executive and operational decision-making
- ✓ Internal policy monitoring and review mechanisms

The company believes that integrity is fundamental to sustainable commercial success and long-term stakeholder confidence.

3. Anti-Bribery, Anti-Corruption & Ethical Compliance

Certas Support Services enforces a zero-tolerance policy against all forms of:

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|---------------|---------------------------------|
| 1. Bribery | 4. Financial misconduct |
| 2. Corruption | 5. Bid manipulation |
| 3. Fraud | 6. Unethical supplier influence |

We are committed to fair competition, lawful business practices, and transparent commercial engagement. Employees, subcontractors, suppliers, and representatives are expected to uphold these principles without exception.

4. Human Rights, Labor Protection & Workforce Dignity

Certas Support Services recognizes that responsible business requires the protection of fundamental human rights and worker dignity.

We Are Committed To:

- ✓ Prohibiting child labor, forced labor, or exploitative employment practices
- ✓ Ensuring lawful and fair compensation
- ✓ Promoting equality, diversity, and non-discrimination
- ✓ Providing safe and respectful working conditions
- ✓ Protecting worker welfare and wellbeing
- ✓ Supporting grievance reporting without retaliation
- ✓ Respecting cultural and community values

We believe workforce dignity is essential to sustainable growth and operational excellence.

5. Social Responsibility & Community Engagement

Certas Support Services recognizes its broader role in supporting social and economic development through responsible employment, ethical partnerships, and community respect.

Our Objectives Include:

1. Supporting local workforce participation whenever practical
2. Promoting skills development and capacity building
3. Respecting project-area communities
4. Minimizing social disruption during project execution
5. Building long-term trust with stakeholders

6. Environmental & Sustainability Integration

Beyond compliance, Certas Support Services is committed to integrating sustainability considerations into strategic planning and operational decision-making.

This Includes Commitment Toward:

- ✓ Resource efficiency
- ✓ Pollution prevention
- ✓ Waste minimization
- ✓ Responsible material sourcing
- ✓ Environmental awareness
- ✓ Sustainable procurement principles

7. Continuous Improvement & ESG Evolution

Certas Support Services acknowledges that sustainability and governance are evolving responsibilities. Accordingly, we are committed to the continuous improvement of our Environmental, Social, and Governance (ESG) systems through:

1. Policy enhancement
2. Staff awareness and training
3. Supplier engagement and expectations
4. Risk management improvements
5. Stakeholder feedback integration

8. Supplier & Business Partner Expectations

We encourage all suppliers, subcontractors, and strategic partners to align with our commitment to:

- ✓ Ethical business conduct
- ✓ Human rights protection
- ✓ Legal compliance
- ✓ Safe labor practices
- ✓ Environmental responsibility
- ✓ Anti-corruption standards

9. Executive Declaration

Certas Support Services formally confirms that responsible business, ethical governance, social responsibility, and sustainable operational practices are core principles guiding the company's present and future development.

Approved by: Sami Afaneh / General Manager

