ITG ITG RESOURCES FZCO	QHSE OBJECTIVES	Effective Date: 20 Oct 2026 Document Code: IMS-OTK-F01 Rev No.: 00

Serial No.	Objective	Action to Be Taken	Responsible Team	Target Completion	Measure of Success
1	Ensure compliance with applicable UAE regulations governing commodity trading, import/export, customs, taxation and licensed commercial activities.	Monitor applicable legal requirements, maintain valid trade licenses, comply with customs and tax regulations, maintain statutory records and conduct periodic compliance reviews.	Compliance & Legal Team	Oct 2027	100% compliance, zero fines/penalties
2	Increase customer satisfaction through reliable supply of ghee, vegetable oils, steel products, crude and refined oil products, metal ores, paper, solar components, grains, cereals, legumes, pipes and fittings.	Collect customer feedback, respond promptly to inquiries, provide accurate product specifications and pricing, ensure product availability, coordinate timely deliveries and resolve customer complaints effectively.	Sales & Customer Service Team	Nov 2027	≥95% satisfaction, <2% complaints
3	Establish a reliable supplier network for food commodities, steel products, oil products, metal ores, paper, solar energy systems and components, grains, reinforcement bars, pipes and fittings.	Evaluate supplier performance, maintain an approved supplier list, verify product specifications and applicable certificates, assess supplier reliability and develop long-term supplier relationships.	Procurement & QA Team	Oct 2027	100% certified products, zero rejected batches
4	Improve efficiency in procurement, importing, exporting, warehousing and distribution of traded commodities and industrial products.	Optimize stock levels, improve warehouse organization, monitor purchase and sales orders, coordinate import/export shipments and deliveries, and	Logistics & Operations Team	Sept 2027	≥90% on-time deliveries, minimal stockouts

		track key operational performance indicators.			
5	Strengthen control of purchasing, import/export, sales, customs and financial documentation for all traded commodities and products.	Implement document control procedures, maintain purchase orders, commercial invoices, packing lists, shipping and customs documents, import/export records, sales records and customer transaction files, and periodically verify document accuracy	Documentation & Accounts Team	Oct 2027	≥95% on-time and error-free documentation
6	Maintain a safe and healthy workplace during warehousing, handling, loading, unloading and transportation of traded commodities and industrial products.	Conduct workplace inspections, provide safety training, ensure safe handling and storage of products, implement emergency procedures, and monitor hazards associated with warehouses, loading, unloading and transportation activities.	HSE & Warehouse Team	Dec 2027	Zero lost-time incidents, 100% safety compliance
7	Improve employee competence in commodity trading, product specifications, procurement, sales, customer service, inventory management, logistics and workplace safety.	Identify training needs, conduct product awareness sessions, provide training in product handling, storage, trading documentation and occupational safety, and evaluate employee competency according to assigned responsibilities.	HR & Training Team	Nov 2027	≥90% staff competency rating
8	Improve inventory accuracy and ensure safe, suitable storage of food	Conduct regular stock checks, maintain inventory control	Warehouse & Environmental Team	Oct 2027	100% compliant storage & disposal

	commodities, steel products, oil products, metal ores, paper, solar components, grains, pipes and fittings.	records, organize storage areas, establish suitable storage conditions, apply appropriate stock rotation methods and prevent product damage, contamination, loss or deterioration.			
9	Ensure reliable operation of IT systems and business resources supporting purchasing, sales, inventory, supplier and customer records, shipment tracking and administration.	Perform preventive maintenance, monitor system performance, maintain business and inventory software, perform regular data backups and implement corrective actions when system issues occur.	IT & Maintenance Team	Oct 2027	≥95% uptime & maintenance compliance
10	Reduce environmental impact through responsible waste management and efficient resource use during trading, warehousing, packaging and transportation activities.	Segregate recyclable and general waste, properly manage cardboard, paper, plastic packaging and other waste, prevent spills and pollution, promote recycling, reduce unnecessary resource consumption and increase employee environmental awarenes	Sustainability & Admin Team	Oct 2027	≥80% eco-measures adopted
11	Continually improve the effectiveness of the Quality Management System covering product sourcing, trading, import/export, storage and	Conduct internal audits, monitor quality objectives, review customer feedback, evaluate supplier performance and product conformity, analyze	Admin & Records Team	Nov 2027	100% records ready for audits

	distribution activities.	purchasing and inventory processes, implement corrective actions and conduct management reviews.			



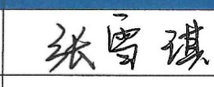
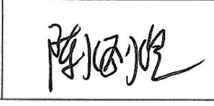
AUTHORIZED OFFICER

ITG GROUP CORP., LTD. ITG RESOURCES FZCO

ITG RESOURCES FZCO

QUALITY, HEALTH, SAFETY, AND ENVIRONMENT SYSTEM

OBJECTIVES & TARGETS PROCEDURE

ROLE	NAME	SIGNATURE	DATE
PREPARED BY	XUEQI ZHANG		16 OCT 2026
APPROVED BY	BINGHUANG CHEN		20 OCT 2026

1. REVISION AND APPROVAL

Rev.	Date	Nature of Changes	Approved By
00	20 Oct 2026	Original issue.	GENERAL MANAGER

1. PURPOSE:

The purpose of this procedure is to establish, implement and maintain a system for developing, achieving and monitoring the QHSE targets and key performance indicators (KPIs), as well as the development of QHSE objectives necessary in improving QHSE performance of ITG RESOURCES FZCO

2. SCOPE:

This is applicable to all departments and key functions of ITG RESOURCES FZCO in conformance to its QHSE MS based on the requirements of the International Standards of ISO 9001:2015, ISO 14001:2015, and ISO 45001:2018.

3. DEFINITIONS:

3.1. Target – is measurable and specific objective and/or goals that are being aimed for.

3.2 KPI – 'Key Performance Indicators' are a quantifiable measurement and/or indicator, agreed to beforehand, that reflects the critical success of an entity.

4. PROCEDURE:

4.4.1 Developing Targets & KPIs

a) QHSE Objectives and targets shall be developed in ITG RESOURCES FZCO on the basis of the QHSE risk assessments results.

b) The QHSE Management Representative shall coordinate the development of QHSE objectives, targets & KPIs with the QHSE Committee, relevant functional heads and key personnel. The QHSE objectives, targets and KPIs shall be made through workshops and small groups using brainstorming technique.

The QHSE objectives, targets and KPIs shall be relevant and specific to ITG RESOURCES FZCO 's operations, core functions and activities; and in-line with the minimum standard requirements set by the regulatory bodies.

c) In developing the QHSE objectives, targets and KPIs, the QHSE Management Representative shall ensure that these are SMART (Specific, Measurable, Attainable, Realistic and Time-bounded).

d) Once the QHSE objectives, targets & KPI's has been developed, the QHSE Management Representative shall ensure that appropriate QHSE Management Programs are established and implemented in such way as to achieve the set objectives, targets and KPIs.

4.4.2 Achieving QHSE Objectives, Targets & KPIs

a) To achieve the QHSE objectives, targets and KPIs, and QHSE Management Program are established, documented and implemented by the QHSE Committee, relevant functional heads and key personnel.

b) The QHSE objectives, targets and KPIs, including the QHSE Management Programs are prepared and documented using the "QHSE Objectives, Targets & Programs" form).

c) Resources, responsible persons, due dates & time frames are clearly defined for every program to be implemented. For more details relate details related to the QHSE Management Programs.

4.4.3 Monitoring & Review of QHSE Objectives, Targets & KPIs

a) The QHSE Management Representative is responsible for monitoring the progress and status of achieving the organization's QHSE Objectives, Targets & KPIs on a quarterly basis through updated information and reports submitted regularly by each person responsible for achieving it.

b) Results of achieving the QHSE objectives, targets & KPIs shall be discussed during the Management Review Meeting on a semi-annual basis. Inputs related to the status of achieving the QHSE objectives, targets & KPIs are presented to the Top Management and appropriate actions plans are established and carried out in case a specific objectives and targets has not been met.

c) The QHSE Management Representative is responsible for ensuring that updated information on the status of the company's QHSE objectives, targets and KPIs are prepared and submitted to the top management. This is for the top management to establish and verify whether the QHSE objectives, targets and KPIs set by the company has been met. This may include information and/or data on energy & water consumption, waste generation, number of incidents, injuries and accidents, etc.

5. RESPONSIBILITIES:

5.1 QHSE Management Representative – is responsible for ensuring that appropriate QHSE objectives, targets & KPIs are established and documented in ITG RESOURCES FZCO Likewise, it is the responsibility of the QHSE Management Representative to ensure that QHSE Management Programs are established and implemented that would enable the company to achieve its set objectives.

5.2 Functional Heads & Key Personnel – are responsible for establishing their specific QHSE objectives, targets and KPIs appropriate to the purpose and function of their organization.

They are responsible for assisting the organization as a whole in achieving the QHSE objectives, targets & KPIs by supporting, cooperating and participating in the programs.

6.0 RELATED DOCUMENTS

Objectives & Targets	IMS-OT-F01