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.			



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