ITG RESOURCES FZCO

QUALITY, HEALTH, SAFETY, AND ENVIRONMENT SYSTEM

RESOURCE MANAGEMENT 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

2. PURPOSE

- This procedure defines the Management's responsibility in providing adequately trained personnel, work space, utilities, equipment, transport and communication to effectively fulfill its obligations towards clients and quality commitments.

3. SCOPE

Management responsibilities under this procedure shall include:

- Appoint adequately educated and experienced personnel.
- Determine the competence of personnel.
- Provide training to personnel as necessary.
- Monitor and evaluate the effects of training on work progress and quality.
- Ensure that personnel are aware of their contribution to the company quality objectives.
- Ensure that personnel records of education, training, skill and experience are maintained.
- Provide suitable infrastructure and work environment to efficiently conduct the company business.

4. RESPONSIBILITES & AUTHORITIES

- Department Manager, Admin Head, Departments' and Sections' Heads are responsible for identifying the training needs of employees under their control, and for planning and implementing suitable training programs.
- HR Head is responsible for coordinating the quality training courses. Also, he is responsible for conducting quality awareness training sessions as necessary.
- HR Department is responsible for keeping records for all employees.

5. DEFINITION

- Infrastructure includes building, workspace, utilities, process equipment, supporting services such as transport and communication.
- Work environment means a suitable environment needed for all employees to conduct their work efficiently without disturbances to be fully productive.
- In-house training is employee training conducted at the Head Office or Site by an internal or external qualified trainer.

- On-job training is the training given to an inexperienced employee by an experienced employee side by side while doing the actual work.

6. PROCEDURE

6.1 Provision of Resources

- The Management should oversee and plan ahead the resources requirements albeit human, infrastructure, equipments and tools, transportation and communication.
- The management shall ensure that the needed resources, human infrastructure, equipment and tools, transportation and communication, etc. are adequately provided for its present workload.
- If Supervisor, Department or Sections Head requires extra manpower then he shall discuss this with the management and complete a Manpower Request.
- If Supervisor, Department or Sections Head requires an infrastructure item such as equipment, machinery, computer, software, etc, then he shall discuss this with the Management and complete a purchase requisition.
- Records / lists of all employees shall be maintained at each work location. Also, employees transfer sheets /records shall be maintained.

6.2 Hiring of Personnel

- The job requirements and specifications for a position (e.g., minimum qualification, experience and other requirements related to the job position) are defined in the concerned Job Description.
- The requirement for any hiring is identified by concerned departmental in charge, which is liaised to GENERAL MANAGER.
- HR Head reviews and assesses the legitimacy and validity of the new hiring and makes recommendations for the new hiring, which is then forwarded to GENERAL MANAGER for approval of new hiring.
- After approval, the position is advertised in the local newspapers or the correspondent Media. In addition, personnel having any reference may be directly contacted. The candidates are asked to submit their CVs/biodata.
- The CVs/biodata are scrutinized and short-listed by HR Head based on the requirements of the job position. GENERAL MANAGER then interviews short-listed

candidates. If required, short listed candidates are re-interviewed for final screening and selection.

- After selection of candidates, HR Head settles the terms and conditions with the selected candidates and issues appointment letter. Regret letters are issued to unsuccessful candidates.
- The candidate is initially hired on a temporary basis for a 6-month probationary period after which his/her performance is reviewed and assessed by his departmental head. In case of satisfactory performance, he is hired on permanent basis.
- HR Head maintains the personal files of personnel, which includes their biodata, credentials and training records.

6.3 Training and Skill Development

6.3.1 Orientation of new employees includes:

- Orientation on administrative policies (e.g., working hours, leaves, medical, disciplinary policies)
- ISO and HSE Awareness
- Understanding of job responsibilities and authorities

6.3.2 On-job training

- After the joining by the new employee, HR Head initiates the orientation of employee. HR Head first gives the employee orientation on administrative policies, quality policy departmental structure and functions, and the concerned position's responsibilities and authorities. The training is recorded on training form.
- The employee is then assigned specific tasks and assignments related to his position and given on-job training. During the on-job training, his/her performance is monitored.

6.3.3 Continual Identification of Training Needs

- Training needs of employees are continually identified by their departmental heads/in charges as a result of following developments:
  a) Changes in services or operations
  b) New or revised procedures, or changes in the quality policy
  c) Inadequate performance of individuals or group of personnel
  d) Results of internal quality audits
  e) Corrective actions

- Based on these identified training needs, HR Head arranges internal training sessions of employees. The training records of concerned persons are updated.

6.3.4 External Training

- In case when the organization wants to train their personnel from the external institution, GENERAL MANAGER nominates and approves the right person for the training. HR Head makes arrangements for registration of persons in the course.
- After completion of course, the concerned person submits a copy of course certificate to HR Head. These certificates are filed in the personal record and the training records of concerned employees are updated.

6.4 Performance Evaluation

- At the end of each year, HR Head initiates the performance evaluation of company's personnel by using Employees Performance form based on the following criteria within management review meeting:

  a) Company's objectives
  b) Achievement of specific tasks
  c) Completion of assignments
  d) Management's expectations

- In addition, the improvement areas and the corresponding training needs/ requirements are also identified after their performance evaluation process.
- the Appraisals are properly controlled by using Appraisal form

6.5 Infrastructure

i. The requirements for infrastructure are regularly up-dated on and when required basis. These include:

  a) Building, workspace and associated facilities.
  b) Process equipment, both hardware and software.
  c) Supporting services such as transport or communication.
  d) Records of all equipment, machinery, site accommodation, computers and ancillaries, vehicles, communication devices, etc should be maintained at all work locations including the Head Office and kept updated with the Administration Dept.

6.6 Work Environment

i. The work environment of the organization is considered an important process to manage. The quality system in this regard, the top management ensures that a healthy,

safe, and conducive environment is maintained in each department. The company has determined and manages the work environment needed to achieve conformity to product requirements. This includes health and safety conditions, and ambient working conditions.

7.0 DOCUMENTS & RECORDS

Personal Data	IMS-RM-F01
Employment Letter	IMS-RM-F02
Job Description	IMS-RM-F03
New Employee Checklist	IMS-RM-F04
Leave Application	IMS-RM-F05
Performance Evaluation	IMS-RM-F06
List of Employees	IMS-RM-F07