

Integrated Management System Policy (Quality, Health, Safety and Environment)

Our Vision is to be a **world-class utility contributing to the sustainable development of Oman.**

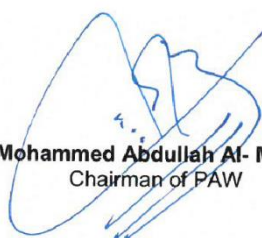
We will employ a **responsible and sustainable approach** - in line with the Corporate Policy - to protect our staff and the environment in the course of providing our customers with **reliable and high quality water services**. The implementation of an Integrated Management System is a strategic and voluntary decision to support Diam's vision.


In order to achieve this, we are committed to:

- **Comply with all the applicable requirements** and meet the needs and expectations of our interested parties.
- Establish a customer centric organization to enhance customer satisfaction and reduce customer complaints by virtue of **adopting process based approach** and **integrating risk based thinking** in organizational activities.
- **Fulfil compliance obligation** by complying with the applicable legislation, permits & licenses and as applicable, other requirements.
- **Provide safe and healthy working conditions** for the prevention of work-related injury and ill health through proactive identification and elimination/reduction of OH&S hazards & risks by applying adequate controls.
- Through **consultation and participation of workers**, create an environment in which they become fully empowered and involved in achieving the organization's IMS objectives.
- **Protect the environment** by minimizing the adverse environmental impacts of our activities, preventing pollution and other specific commitment relevant to our context by considering significant environmental aspects & adopting a lifecycle perspective.
- Safeguard assets from detrimental impacts of our activities and achieve **effective and efficient utilization of resources and energy** by optimizing asset management and operations.
- **Identify, communicate and implement best practices** in order to standardize and improve activities.
- Create a culture in which our **interested parties are encouraged to share our commitment** to Quality, Health, Safety and Environment at work.
- Provide resources & methods to **ensure the continual improvement of the integrated management system** and enhance its overall performance.
- **Play a leading role in promoting best practices** of quality, health, safety and environment within the Sultanate of Oman and be recognized as a good corporate citizen.

We are fully committed to **lead and promote** the development and continual improvement of Integrated Management System to achieve real benefits to our customers and our staff.

We will provide the necessary human and financial resources to achieve these aims and the associated training to develop our staff to implement this policy.

A blue ink signature of HE Mohammed Abdullah Al-Mahrouqi, Chairman of PAW.
HE Mohammed Abdullah Al-Mahrouqi
Chairman of PAW

A circular blue seal with the text "Sultanate of Oman" at the top, "Office of The Chairman" in the center, and "Public Authority for Water" at the bottom, flanked by two stars.