



# IntelloACE

## Sustainability Policy

At IntelloACE, we believe that true progress can only be achieved through a balanced approach that integrates environmental stewardship, social responsibility, and economic resilience. As a consultancy committed to advancing quality, environment, health, and safety solutions, we recognize our responsibility to contribute to sustainable development and support our clients in building a more resilient and inclusive future.

We are committed to embedding sustainability into our strategy, operations, and services. Our commitments include:

- Integrating environmental, social, and governance (ESG) considerations into decision-making, project delivery, and partnerships.
- Reducing our own environmental footprint through resource efficiency, low-carbon practices, and sustainable procurement.
- Supporting our clients in adopting sustainable practices aligned with international frameworks such as the UN Sustainable Development Goals (SDGs), IFC Performance Standards, and national climate commitments.
- Promoting inclusivity, diversity, and equity within our workforce and in the communities we serve.
- Ensuring respect for human rights, fair labour practices, and safe working conditions across our operations and supply chain.
- Encouraging innovation, digital solutions, and evidence-based approaches that drive positive social and environmental impact.
- Building partnerships that create shared value for clients, employees, suppliers, and society at large.
- Setting measurable sustainability objectives, monitoring progress, and continually improving our performance.
- Maintaining transparency and accountability by openly communicating our sustainability commitments and progress to stakeholders.

This policy applies to all IntelloACE employees, projects, and services. Leadership is responsible for ensuring the resources and direction to achieve these commitments, while every employee is expected to contribute to our sustainability goals. The policy will be reviewed regularly to ensure its continued relevance and effectiveness.

**Sajida Khalid**  
Chief Executive Officer

**Warisha Azam**  
Chief Operating Officer



# IntelloACE

## Environmental Policy

At IntelloACE, we recognize that protecting the environment is fundamental to building a sustainable future. As a consultancy dedicated to advancing quality, environmental, health, and safety solutions, we are committed to embedding environmental responsibility into every aspect of our services, operations, and stakeholder engagement.

In line with the requirements of ISO 14001:2015 and our vision for sustainable development, IntelloACE is committed to:

- Preventing pollution, reducing emissions, minimizing waste, and conserving natural resources across our operations and projects.
- Supporting biodiversity conservation and ecosystem protection in all our work.
- Meeting and, where possible, exceeding all applicable environmental laws, regulations, and other compliance obligations.
- Guiding our clients to adopt practices aligned with international standards such as IFC Performance Standards, World Bank Guidelines, and the Sustainable Development Goals (SDGs).
- Promoting energy efficiency, water conservation, and responsible material use in our offices and consultancy projects.
- Encouraging digital solutions to minimize paper and resource consumption.
- Supporting clients in greenhouse gas accounting, climate risk assessments, and low-carbon transition strategies.
- Reducing our own organizational carbon footprint and striving for continual improvement in climate performance.
- Collaborating with employees, clients, suppliers, and communities to foster awareness, participation, and shared responsibility for environmental stewardship.
- Integrating environmental considerations into procurement and partnership decisions.
- Setting measurable environmental objectives and targets, regularly reviewing progress, and continually improving our Environmental Management System.
- Leveraging innovation and evidence-based practices to deliver impactful and sustainable solutions.

This policy applies to all IntelloACE employees, projects, and services. Leadership is responsible for ensuring its implementation and effectiveness, while every team member shares responsibility for contributing to our environmental goals. IntelloACE will communicate this policy to all employees, clients, contractors, and other stakeholders, and make it publicly available. Progress against our environmental objectives will be reviewed annually and reported transparently.

**Sajida Khalid**  
Chief Executive Officer

**Warisha Azam**  
Chief Operating Officer



# IntelloACE

## Health & Safety Policy

At IntelloACE, we believe that the health, safety, and well-being of our employees, clients, contractors, and communities are essential to the success of our business. As a consultancy committed to advancing quality, environment, health, and safety solutions, we strive to maintain a safe and healthy workplace, prevent work-related injuries and ill health, and foster a culture of shared responsibility.

In line with the requirements of ISO 45001:2018 and our vision of sustainable and responsible business practices, IntelloACE is committed to:

- Providing a safe and healthy working environment for all employees, contractors, and visitors.
- Preventing work-related injuries, illnesses, and unsafe conditions through proactive risk identification, assessment, and control.
- Complying with all applicable occupational health and safety laws, regulations, and other requirements relevant to our operations and consultancy services.
- Ensuring meaningful participation and consultation of employees at all levels in the development, implementation, and improvement of our health and safety practices.
- Promoting a culture of safety awareness, accountability, and continuous learning through regular training and capacity building.
- Protecting the mental health and overall well-being of employees, recognizing the importance of psychological safety alongside physical safety.
- Ensuring safe and healthy practices are promoted not only within our operations but also through the guidance we provide to clients and partners.
- Setting measurable health and safety objectives and targets, monitoring progress, and striving for continual improvement of our Occupational Health and Safety Management System.
- Preparing for and responding effectively to potential emergencies and incidents.
- Collaborating with clients, contractors, and stakeholders to strengthen health and safety performance across the value chain.

This policy applies to all IntelloACE employees, projects, and services. Leadership is accountable for providing resources, support, and direction to ensure its effectiveness, while every employee is responsible for actively contributing to a safe and healthy work environment. IntelloACE will communicate this policy to all stakeholders and make it publicly available. The policy and related objectives will be reviewed regularly to ensure continuing suitability and effectiveness.

**Sajida Khalid**  
Chief Executive Officer

**Warisha Azam**  
Chief Operating Officer



# IntelloACE

## Quality Policy

At IntelloACE, we are dedicated to delivering high-quality training and consultancy services that meet and exceed the expectations of our clients and stakeholders. We recognize that quality is the foundation of trust, long-term relationships, and sustainable growth. Our commitment is to continually enhance the effectiveness of our Quality Management System and ensure that quality is embedded into every aspect of our operations and services.

- In line with the requirements of ISO 9001:2015 and our vision of operational excellence, IntelloACE is committed to:
- Understanding and meeting the needs and expectations of our clients, stakeholders, and communities.
- Providing consultancy services that consistently meet contractual, regulatory, and international standards.
- Complying with all applicable quality-related laws, regulations, and obligations relevant to our scope of services.
- Fostering a culture of quality awareness, responsibility, and continuous improvement across the organization.
- Enhancing client satisfaction through effective communication, responsive service delivery, and value-driven solutions.
- Setting measurable quality objectives and targets, regularly monitoring performance, and ensuring continual improvement of our Quality Management System.
- Investing in the professional development and competence of our employees to deliver services with integrity, accuracy, and innovation.
- Encouraging teamwork, accountability, and knowledge-sharing to strengthen service excellence.
- Applying evidence-based decision-making and risk-based thinking to improve operational efficiency and outcomes.
- Building lasting partnerships with clients, suppliers, and stakeholders based on mutual trust, respect, and shared value creation.

This policy applies to all IntelloACE employees, projects, and services. Leadership is accountable for ensuring the provision of adequate resources and support to implement and maintain this policy, while every employee is responsible for upholding quality standards in their daily work. The policy and related objectives will be reviewed regularly to ensure their ongoing suitability, adequacy, and effectiveness.

**Sajida Khalid**  
Chief Executive Officer

**Warisha Azam**  
Chief Operating Officer