



تقنية تحسين البيئة Environmental Technology

SUSTAINABILITY REPORT 2020

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حلول اقتصادية بيئية
Environmental
Economical Solutions

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WELCOME TO ENTEC'S SUSTAINABILITY REPORT FOR 2020

I. CEO LETTER

As a Chief Executive Officer at ENTEC, I work day by day to improve our client's impact on environment and society. We are supporting the Kingdom of Saudi Arabia's action plan to achieve Sustainable Development Goals "SDGs" by providing sustainable and responsible consultancy in several sectors.

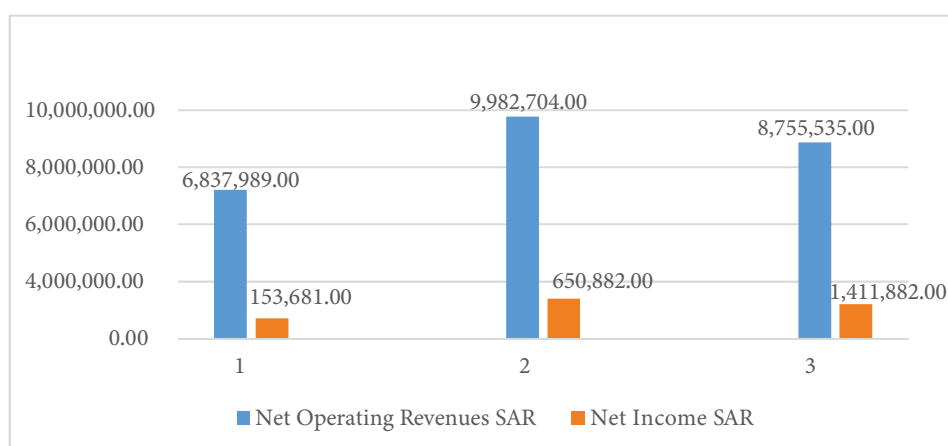
Our mission is to ensure that we as a company have a positive impact in the society and environment by advising our clients on responsible approaches. Our main sector's interventions are significantly linked to climate and corporate social responsibility which give us more credibility on impact management.

To confirm our engagement and leadership on supporting sustainable development we joined the UN Global Compact movement, which is an UN movement helping actors to have a specific roadmap and objectives oriented environmental, social and economic development. We look forward to initiate a large network in KSA and in the region to promote SDGs.

II.SOME FIGURES

Financial Figures and indicators :

Year Ended December 31,	2018		2019		2020	
Summary of Operations						
Net Operating Revenues	SAR	6,837,989.00	SAR	9,982,704.00	SAR	8,755,535.00
Net Income from Continuing Operations		153,681.00		650,882.00		1,411,064.00
Net Income attributable to shareowners of company		153,681.00		650,882.00		1,411,064.00
Per Share Data						
Basic Net Income from Contributing Operations		SAR 153,681.00		SAR 650,882.00		SAR 1,411,064.00
Basic Net Income		153,681.00		650,882.00		1,411,064.00
Diluted net income from contributing operations		0.00		0.00		0.00
Diluted net income		0.00		0.00		0.00
Basic Sheet Data						
Total Sales	SAR	239,234.00	SAR	2,399,184.00	SAR	1,874,764.00
Long-term debt		0.00		0.00		0.00



Employees :



Employees number : 38 employees

Customers :



Customers : 1605

Volunteers:



25 Virtual

III. SUSTAINABILITY AT ENTEC

1. Sustainability Approach:

Looking at the global emphasis towards the SDG's (sustainable development goals), we find a high focus on ensuring availability and sustainable management of water and sanitation for all, making cities sustainable, ensuring access to affordable, reliable, sustainable and modern energy for all, protecting, restoring and promoting sustainable use of terrestrial ecosystems, combating desertification and halting biodiversity loss, strengthening the means of implementation and revitalizing the global partnership for environmental sustainable development.

In ENTEC we have the bigger picture always in perspective where our added value is in offering economical environmental sustainable solutions with international standards and methodologies while linking them to national goals and relation to SDG's that promotes the project's market value by completing the cycle with specialized environmental and sustainable training & CSR strategies.



2. Stakeholder's engagement :

ENTEC'S STAKEHOLDERS



ENTEC aim to have always a sustainable approaches and relations with its stakeholders. The company has several KPIs related to carbon footprint, water & energy saving and different social indicators. This approach make sustainability totally integrated in its core business, supply chain and public affairs. By doing this, ENTEC confirm its engagement on supporting and promoting Sustainable Development Goals on its activities and relations with its environment and society.

3. Memberships: UN Global Compact

ENTEC joined the UN Global Compact to participate in a global movement of sustainable companies and stakeholders to create the world desired.

By this participation we are engaged to:

- ★ Do business responsibly by aligning our strategies and operations with Ten Principles on human rights, labour, environment and anti-corruption.
- ★ Take strategic actions to advance broader societal goals, such as the UN Sustainable Development Goals, with an emphasis on collaboration and innovation.

UN GLOBAL COMPACT PRINCIPLES

HUMAN RIGHTS	<p>Principle 1 : Businesses should support and respect the protection of internationally proclaimed human rights; and</p> <p>Principle 2 : make sure that they are not complicit in human rights abuses.</p>
LABOUR	<p>Principle 3 : Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;</p> <p>Principle 4 : the elimination of all forms of forced and compulsory labour;</p> <p>Principle 5 : the effective abolition of child labour; and</p> <p>Principle 6 : the elimination of discrimination in respect of employment and occupation.</p>
ENVIRONMENT	<p>Principle 7 : Businesses should support a precautionary approach to environmental challenges;</p> <p>Principle 8 : undertake initiatives to promote greater environmental responsibility; and</p> <p>Principle 9 : encourage the development and diffusion of environmentally friendly technologies.</p>
ANTI -CORRUPTION	<p>Principle 10 : Businesses should work against corruption in all its forms, including extortion and bribery.</p>

<https://www.unglobalcompact.org/what-is-gc/mission/principles>

IV. COMPANY PROFILE

1. Corporate Overview

ENTEC Environmental Technology Co. LTD. is a leading company in the field of consulting and environmental services Established in 1995, 2 branches in KSA, and affiliation branches in Spain, India, U.K. and Sweden. Certified by the General Authority for Meteorology and Environmental Protection KSA Registered in most governmental, semi governmental and private sectors. Members of & accredited by the USGBC, CIDARI, IEMA, EUAEO Certificated ISO 9001 and ISO 14001. Alliances with international expertise a professional team, experienced in the local market.

The Company is/has:

- ★Accredited consultancy firm.
- ★The team combines experts with in-depth knowledge in the environmental field.
- ★A track record of successful studies and projects done with the biggest companies & factories.
- ★Cost-effective & eco-friendly solutions.
- ★ Accuracy & professionally of work.
- ★ licenses from accredited environmental entities.

OUR GOALS

Supporting the country to provide a healthy environment that is consistent with international environmental standards and local programs

Providing solutions and services for customers to reduce their operating expenses based on efficiency and professionalism in work

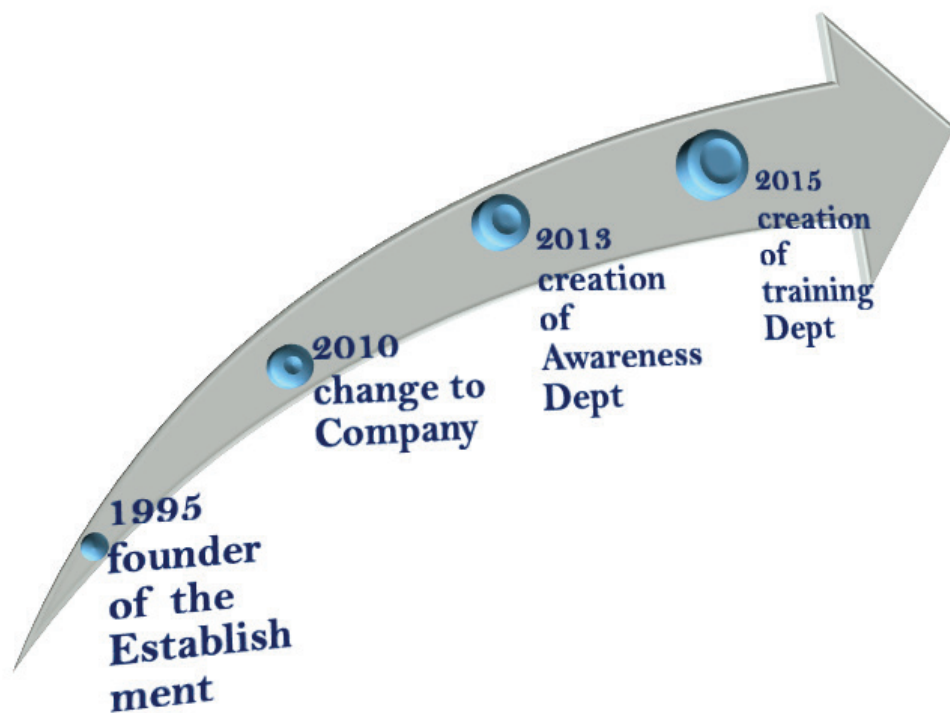
OUR VALUES

- ★Credibility.
- ★Commitment.
- ★Responsibility.
- ★Dedication.

OUR VISION

"To be the main provider of effective strategies and consultations towards a sustainable environment and to implement innovative economic solutions for all sectors, to contribute in achieving Vision 2030."

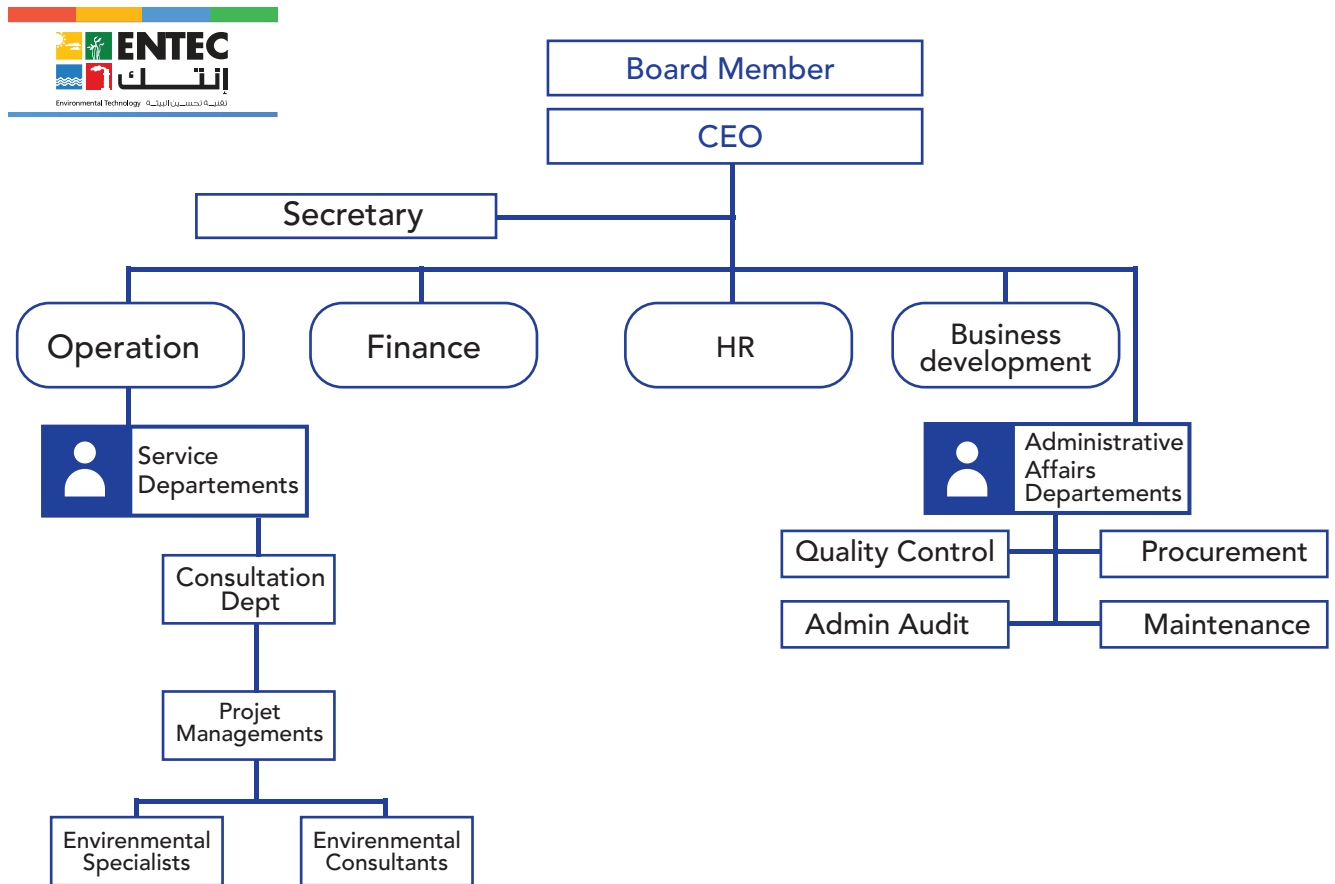
2. Milestones :



Accomplished milestones:

- ★ Registration as vendors in gega projects (owned by PIF « Public Investment Fund in Saudia Arabia »
- ★ Receiving RFP's « Request for Proposal »
- ★ Receiving invitation for bids

3. Management Team :



4. Services:

With a wide range of economical environmental services that are not constricted to a specific segment, but to all segments of society, ENTEC caters to governmental and private sectors.

ENTECH provides :

SUSTAINABILITY AND ENVIRONMENTAL CONSULTANCY :

- ★ The Company provide a holistic approach with comprehensive strategies & solutions for project management in green designing, water efficiency, energy efficiency and waste management that are both economically and environmentally sustainable.

STRATEGIC ENVIRONMENTAL ASSESSMENT (SEA) :

- ★ Set of analytical and participatory processes for incorporating environmental considerations, at early stages of decision making, into policies, plans, and programs that affect natural resources.
- ★ ENTEC provide this type of services for mega projects and smart cities in cooperation with our local and international experts.

STRATEGIC ENVIRONMENTAL PLANNING AND CONSULTING:

- ★ ENTEC provide high level of consultancy during design, implementation and commission of the project based on the output of strategic environmental assessment.

ENVIRONMENTAL AND SOCIAL IMPACT ASSESSMENT (ESIA):

- ★ We have our local and international experts to deliver all stages and types of Environmental and Social Impact Assessment, our technical experts experienced in all of the major infrastructure and developments sectors, such as urban development, energy, waste, water and transport.

ENVIRONMENTAL AND MANAGEMENT PLAN (EMP):

- ★ ENTEC team provide all the effective tools to ensure that undue or reasonably avoidable adverse environmental impacts of the construction, operation and decommissioning of a project are prevented.

ENVIRONMENTAL REVIEW/ENVIRONMENTAL AUDIT:

- ★ An effective tool we provide to evaluate environmental and sustainable performance of the project by using all the required tools to review environmental compliance, waste management, resources, efficient management, air and water quality.

ENVIRONMENTAL SITE ASSESSMENT (ESA):

- ★ Is a process to identify potential or existing environmental contamination liabilities, ENTEC team conducting ESA by experienced personnel in accordance with applicable state and federal guidelines, and relevant ASTM standards.

ENVIRONMENTAL EMERGENCY RESPONSE PLAN (EERP):

- ★ To prepare response procedures for potential accidents and emergency situations that give rise to significant environmental impacts.

CORPORATE SOCIAL RESPONSABILITY « CSR » AND ENVIRONMENTAL AWARENESS :

- ★ ENTEC launched a CSR program in 2013 to achieve sustainable development through environmental awareness in order to reinforce positive behaviors in the community. Our goals had been changed due to Covid 19, and our target audience changed from society to the business.

CSR MAIN GOALS:

- ★ Spreading the concept of the circular economy and stimulating its applications in the public and private sectors.
- ★ Spread awareness of environmental sustainability by preserving natural resources by promoting positive behaviors among the business sector and community members.
- ★ Contribute in the development of the society through the application of social responsibility practices and circular economy
- ★ Collecting and documenting information through monitoring the developmental stages of the initiative and its results, being a model that can be replicated in the future.
- ★ Contribute to the development of volunteerism concepts amongst youth and enhancing its practices
- ★ Raise the patriotism of all segments of society and link it to the preservation of the nation's natural resources and public and private properties.

V. CEO INVOLVEMENT

1. MEMBERSHIPS

- ★2021 to current B20 Italy, Co-Chair of Action Council on Sustainability & Global Emergencies
- ★ 2020 to Current Member of the Industrial Council at Jeddah Chamber of Commerce
- ★2020 to current Member of the advisory authority to King Abdulaziz University
- 2020 to current Member of the National Mining Committee of the Council of Saudi Chambers
- ★ 2020 to 2020 Membership of B20 Saudi Arabia, the Energy, Sustainability & Climate Taskforce
- ★2019 to current Membership of Saudi British Business council
- ★2018 to current Membership to the United Nations Global Compact
- ★2018 to current Membership of Saudi Indonesian Business council
- ★2017 to 2017 Member of Saudi Green Building Council SGBC
- ★2016 to current Membership of unites state green building council USGBC
- ★2016 to 2018 Member in Ektefaa Charity
- ★2015 to current Member in Arab-German Chamber of Commerce and Industry
- ★2013 to 2017 Member in Saudi Society for Environmental Sciences, King Abdul Aziz University
- ★2012 to 2017 Member in Center for Environment and Development for the Arab Region and Europe (CEDARE)
- ★2007 to 2011 Member of Arab Women Investors Union

2. OFFICIAL DELEGATIONS

- ★ Japan (Tokyo): Participated with the Saudi-Japanese Council during 17th Saudi-Japanese Business Council Forum Discuss Furthering Cooperation in Economic, Health, Education Sectors
- ★ Turkey (Konya): Participated with Council of Saudi Chambers to the Konya Business Summit
- ★ Netherlands (Amsterdam): Participated with Ministry of Municipal and Rural Affairs in 5 days program visiting the environmental management and waste management field, organized by Netherlands Embassy
- ★ United Kingdom (London - Birmingham - Manchester): Representing the Saudi private sector in exhibitions of waste and water and representing the environmental sector at Westminster University
- ★ United States America (Washington - New York - Seattle - Cleveland - Kentucky Tulsa - North Carolina): The International Visitor Leadership program from USA's Ministry of Foreign Affairs
- ★ Egypt (Cairo): Represent the Kingdom of Saudi Arabia in the Council of Arab States with Arab Women Investors Union
- ★ UAE (Sharjah): Sharing case studies with Electricity and Water Authority of Sharjah

VI. HUMAN RIGHTS

The company defined clearly several commitments to respect human rights in its activities, sphere of influence (suppliers, external service providers, customers, residents ...), in the contracts with its partners (Suppliers - providers) and with shareholders.

This engagement is confirmed by joining the UN Global Compact which is the icon initiative of Human Rights respect :

« Human rights are universal and every person around the world deserves to be treated with dignity and equality. Basic rights include freedom of speech, privacy, health, life, liberty and security, as well as an adequate standard of living. While Governments have the duty to protect individuals against human rights abuses by third parties, businesses are recognizing their legal, moral and commercial need to get involved.

Businesses have minimum responsibilities to meet to respect human rights. They must act with due diligence to avoid infringing the rights of others. This means they must address any negative human rights impacts related to their business. They must also abide by international standards and avoid causing or contributing to adverse human rights impacts through their activities and relationships.

Beyond these minimum requirements, companies can make voluntary, positive contributions to support human rights. For example, they can create diverse and inclusive workplaces, invest in communities and public policy advocacy, and engage employees and communities to promote collective action. While these types of actions to support human rights are encouraged, they do not substitute basic respect for human rights.

In an increasingly interconnected world, there is closer scrutiny of corporate impact on people and communities. Companies that focus on protecting human rights — and cultivate positive relationships with their stakeholders — can help ensure their business' continued growth and social license to operate ».

<https://www.unglobalcompact.org/what-is-gc/our-work/social/human-rights>

VII. EMPLOYEES

1. Compensation and benefits

ENTEC is offering to its employees several advantages to promote mobility between its branches :

- Providing cars and paid tickets for mobility between branches and cities.
- IT system is prepared to link the branches.

2. Diversity

For ENTEC's employees the opportunities are equal and it depends on their efforts and the results of their work. All contracts have equal percentage scales and there is no discrimination between men and women. The benefits are based on qualifications, responsibilities equally are of gender.

3. Well being at work

ENTEC formalized clearly an hygiene, health and safety at work policy. The document is communicated to all employees. The staff has as well a medical insurance to cover healthy issues.

The company aims to promote well being at work by protecting its employees and raising awareness about hygiene, health and safety for all.

Several actions are planned to increase the level of the well being at ENTEC.

The management has identified the need for providing an adequate and suitable infrastructure to achieve product / service conformity and thus achieve customer satisfaction.

The management also provides for the employees of ENTEC a suitable supporting facilities and services such as transportation, accommodation and medical treatment facilities.

The Infrastructure required in achieving service conformity such as hardware, software, workspaces, associated utilities, transportation, communication or information system are provided and maintained to appropriate functions.

Equipment used for handling of material including vehicle and forklifts are being maintained as per Equipment Maintenance Procedure at subcontractor site .

ENTEC identifies and provides a suitable working environment and support facilities to achieved and maintain service conformity. These facilities include adequate office facilities with computers and network system, adequate personal protective equipment to the workers / labors.

A suitable environment required for maintaining good health and safety and the operational facilities are provided with adequate work environment.

● 4. Training

To ensure that resources employed at various levels are competent and have appropriate education, training and experience, the human resource selection criteria is clearly defined leading to achieve customer satisfaction.

All the records/employees file pertaining to their trainings; education and experience are maintained with the responsible person. (I.e. Curriculum Vitae, Training Certificate & Diplomas, etc.).

All new employees of are required to undergo Induction training program to familiarize their job requirements and the Management System. This program defined in such a way that new employee clearly understands the channels of internal communications and System requirements. Through immediate superior or department head, the Management conducts performance evaluation to each employee as their basis for giving increment and regularization.

The new employee will be evaluated on the basis of their performance by their immediate superior or the department head prior to the completion of their probationary period of 3 months or prior to their regularization.

VIII. ENVIRONMENTAL, HEALTH AND SAFETY

1. Program overview

ENTEC applies latest version of Quality Management System and Environment Management System as per latest version applying the following standards :

- ★ ISO 19011: 2011, Guidelines for auditing management system
- ★ ISO 9000: 2015, Quality Management Systems - Fundamental of Vocabulary
- ★ ISO 9001: 2015 , Quality Management System - Requirements for the Certification
- ISO 14001:2015: Environment Management System - Requirement for the certification
- ★ ISO 31000: 2009, Risk Management, Principle and guidelines

MANAGEMENT SYSTEM & LEADERSHIP:

ENTEC has established, implemented, maintained and continually improved its Management System in accordance with the requirements of ISO 9001:2015 and ISO 14001:2015 . For this purpose ENTEC has determined the following

- ★ Processes required for the Management System and their application throughout the ENTEC
- ★ Inputs required, and the output expected from these processes.
- ★ Sequence and interaction between these processes.
- ★ Criteria and Methods needed to ensure the effective operation and control of these processes.
- ★ Resources needed for these processes and ensuring their availability.
- ★ Assigning the responsibilities and authorities for these processes.
- ★ Address the Risk and opportunities associated with the processes.

- ★ Evaluating these processes through a defined mechanism of monitoring, measurement and analysis of processes performances and evaluating any changes needed to ensure that these processes achieve their intended or planned results.
- ★ Improving the process of the Management System.

ENTEC Management System is structured to achieve a good internal management system and to get the results of customer satisfaction and effective continual improvement.

ENTEC has maintained documented information wherever there is a need or requirement to have documented information, either by international standard "ISO 9001:2015 and ISO 14001:2015 or by organization for its effective planning, control and operation.

Top Management has demonstrated effective leadership and commitment with respect to its Management System by ensuring the following;

- ★ Top Management has undertaken whole accountability for the effectiveness of the Management System.
- ★ Top Management has ensured that Policy and objectives are documented, implemented and maintained. The documented policy and objectives are made compatible with the context and strategic direction of the organization.
- ★ Top Management has ensured integration of the Management System requirements in to its Business process through establishment of effective documentation structure.
- ★ Top Management has ensured the use of "Risk base approach" and "Process approach" through effectively defining and promoting the ENTEC documentation structure.
- ★ Top management is committed for continual improvement. Where training, new equipment, additional support or personnel is needed, the management shall exert all efforts to acquire or hire all essential resources.
- ★ Top management has ensured that effective communication processes are established for communicating the importance of effective management system and importance of conformity to the Management System requirements.

- ★ Top management has ensured, via process for Quality Assurance, including Management review and Internal Audit, that its Management System achieve its intended result.
- ★ Top Management has ensured that personnel at each level are effectively engaged, directed or supported in order to demonstrate their contribution for the effectiveness of the Management System. This is ensured for example, via implementation of defined organization hierarchy, assigned responsibilities and authorities and other monitoring parameters.
- ★ Top Management has emphasized on the promotion of continual improvement of its Management System through defined mechanism of monitoring and / or measurement.
- ★ Top Management has always encouraged and supported personnel on Management Roles for demonstration of their leadership skills, within their area of responsibility.

To secure and sustain its Management System, ENTEC set up many materials :

MANAGEMENT SYSTEM MANUAL :

As documented information, is introductory describing Policy and objectives and broadly stating what are to be done to assure expected quality of services. The manual has covered all the requirements of the International Standard ISO 9001:2015 and ISO 14001:2015 The Manual also makes reference of the applicable Company's Management System Procedures.

MANAGEMENT PROCEDURE :

ENTEC Management Procedure or acronym MP are the documented information which describe the overall procedures and responsibilities for operating the Management System by all divisions/departments/units to effectively implement each requirement of ISO 9001:2015 and ISO 14001:2015 Standard. It covers the documented procedures and records required and to include those other documents and records that may be needed to ensure the effective planning, operation and control of its process.

WORK INSTRUCTION :

Are documented information, which describe the specific Quality Plan and/or work procedures to be implemented for a particular Contract Job/Work.

FORMS:

These comprise the fourth level of the System documentation. They are generated and maintained as per the system requirements. They provide evidence that the quality system has been implemented and maintained effectively.

2. Environnemental, health and safety performance

MONITORING, MEASUREMENT , ANALYSIS AND EVALUATION:

ENTEC has established and maintains documented systems in monitoring, measurement, analysis and improvement processes to prove that conformity of the activity is in relation to the Quality System and customer's requirements.

a) Product and Service Conformity

ENTEC ensures effective and efficient measurement; collection and validation of data to ensure the finished activity conform to the requirements.

All services are subject for test and inspection at appropriate stages of processes, as specified by customer requirement

ENTEC continually monitors its performance improvement actions and retains documented information of its result. These data results from improvement activities shall be used as added input during the Management Review Meeting. These provide information for improving the quality of the activity and operational sequence.

b) Management System Conformity

To ensure effective continual improvement, ENTEC has established and maintained documented information for planning and implementing system audits, to verify quality activities and relates results comply with planned arrangements, and to determine the effectiveness of company's management system

ENTEC shall identify the need for statistical techniques required for establishing, controlling or verifying process capability and service characteristics, including the establishing and maintaining documented information to implement and control the application of the statistical techniques.

c) Management System Effectiveness

Satisfactory results from past products and services shall be the basis of analyzing the effectiveness of the system continual improvement.

Technical reports which features advance technology for effective processes shall be another source of identifying the need of improvements.

Customer's feedbacks and non-conforming reports shall be statistically analyzed to attain appropriate information to implement corrective and preventive actions.

Process conformance results can be analyzed statistically to provide data suitable to the customer's requirement. Statistical analysis generated by the company will be released to the customer (if required).

CUSTOMER SATISFACTION :

Sales Management measures the performance of MS and service conformity to determine customer perception as to whether ENTEC has met their requirements is through customer feedback form and Complaint(s).

Sales Department utilizes a customer feedback Form and sends it through fax, mail or other medium once a year. Data is collected by consistent follow up of Sales Department through customer communication. All the information in this regard is recorded and analyze for improvement.

Customer complaints (whether received in writing or verbally) are immediately recorded by the one who have received the complaint(s) and reported to Operation Manager for preparing a Customer Complaint Report. The result of the investigation along with the corrective action is forwarded to the customer to update him about the action taken.

The Marketing Manager review and summarize customer feedback (including complaints) one month before the Management Review Meeting.

EVALUATION OF COMPLIANCE:

Data related to important process are recorded and monitored for conformity and checked for improvement. These data include.

- ★ Customer Complaint & Feed Back.
- ★ Operational Activity / Supplier Evaluation report.
- ★ Internal Audit Report.
- ★ Nonconformity / Corrective Action Report.

Through ENTEC have identified and developed a suitable and effective plan, which can be reference out to appropriate procedures, work instruction and process map, for service realization process to ensure that the services are in compliance with the specified requirements.

The following planning shall be implemented to achieve and maintain service conformity:

- ★ The objective of Management System i.e. customer satisfaction, safe business operation at minimum environment impact and specific requirements of service (if any).
- ★ The information / documents and resources needed to achieve service realization are defined.
- ★ Verification and inspection activities are implemented to confirm service conformity.
- ★ All documented information is kept in such a way to provide evidence that the realization process and resulting service met the requirements.
- ★ Operational controls tools are in the form of regular meetings telephonic instruction, safe systems of work and effective supervision.
- ★ Controls pertaining to subcontractor and other agencies involved in business process induction, management procedures, work supervision and departmental monitoring.

EMERGENCY PREPAREDNESS AND RESPONSE:

ENTEC has established procedure and maintained to :

- ★ Identify potential emergency and accident situations;
- ★ To respond to such situations; and
- ★ Prevent and mitigate the environmental impacts that may be associated with them.

Potential emergency and accident situations are identified based on previous incidents and probable occurrences. Preventive actions to these situations are determined, documented and communicated to all concerned for its implementation. Implementation of preventive actions and emergency preparedness are reviewed and documented.

Fire extinguishers are provided at required locations for use during emergency situations. Sign boards for safety, speed limit of vehicles, assembly points are identified and made available at different locations. They are monitored and maintained at specified intervals.

Action plans are drawn and documented to meet emergency situations. When an emergency situations occurs, the emergency preparedness and response procedures are reviewed, and if required revised. More details are available in the procedure for emergency preparedness and response.

INTERNAL AUDIT :

A system of planned and documented audit is arranged to monitor the effective and efficient operation of the Management System. The time between audits for each procedure shall not exceed more than twelve months.

Qualified personnel not having direct responsibility in the areas being audited perform audits. The Management Representative is responsible for the planning and frequency of auditing of various sectors. This plan is based upon the results from the previous audit and general performance of the system. These results are recorded as per the procedure for the Internal Audit process. It is the duty of the auditor to discuss the results of the audit with the auditee. In addition, the auditor must document the results along with a completion date of any Correction / Corrective action on the non-conformity report.

Follow-up will verify and record implementation and effectiveness of corrective action.

The Management Representative retains all reports. The results and effectiveness of any corrective action taken are discussed at the management review meetings.

IX. SERVICE RESPONSABILITY

1. Quality, safety & customer relationship

DETERMINING THE REQUIREMENT FOR PRODUCT AND SERVICE:

Business Development Manager identifies the customer requirements through the enquiry received. If there are certain requirement, which are not stated by the customer but necessary for specified or intended use, the same shall be asked from the customers or identified internally.

The specific requirement, which the organization has identified, shall be applied during the service including specific statutory and regulatory requirements. Contract is signed by both of the parties for billing and shipping documentation availability to ENTEC.

REVIEW THE REQUIREMENT FOR PRODUCT AND SERVICE :

Marketing manager of ENTEC ensures that the customer requirements are reviewed prior to the commitment for delivery of services to the customer as per the scope of the Management System.

Once the Inquiry / Contract is received from the customer, these are reviewed by Marketing manager to ensure that the requirements are clearly and completely defined.

Upon review of the Customer requirements, operation manager coordinate with the concerned functions to ensure the organization's capability to deliver services as per requirement before making the commitments to the customer. Preparation of technical documentation and a cost calculation is done utilizing various functions within the company. The offer is, together with the customer, reviewed and evaluated prior to signing the contract agreement.

The customer is notified to ensure that the differences are resolved and the commitment are fully understood and agreed upon by both parties. Records for any changes or cancellation of the contractual requirements shall be maintained with the Marketing manager.

● 2. R&D and Design

R&D management in ENTEC is always systematic depending on the evolution of the market and sectors. The company is following the needs of its customers and the trend in energy, water, waste and CSR activities etc...

There is a specific team providing high level of consultancy during design, implementation and commission of the project based on the output of strategic environmental assessment. They are working on holistic approach with comprehensive strategies & solutions for project management in green designing, water efficiency, energy efficiency and waste management that are both economically and environmentally sustainable.

X. SUPPLY CHAIN

● 1. Supplier management

PURCHASE PROCESS CONTROL :

ENTEC controls Purchase process to assure that the purchased product confirms to the pre-defined requirements. Type and extent of controls applied to the suppliers / sub-contractors are effectively applied and monitored. A list of approved subcontractor is maintained and review annually by operation department. The List of Approved Subcontractor is compiled on the following criteria:

- ★ A Subcontractor that provides quality services that has a high performance history and meet the delivery requirements and alike.
- ★ Recommended by other subcontractor or a source out subcontractor that can provide and meet delivery requirements.
- ★ A subcontractor that provides exclusive services which the company has no option due to availability or contract.
- ★ Trial period and evaluation of performance on regular basis.
- ★ The result of the supplier evaluation should be recorded and kept by the Purchasing Department.

INFORMATION FOR EXTERNAL PROVIDERS:

- ★ ENTEC Management ensures that the purchasing documents must contain information describing the product / services to be purchased. The information should be concise but complete in details.
- ★ ENTEC Management also ensures the adequacy of the specified requirements prior to communication to the subcontractor - ENTEC established a method for the verification of purchased product prior to use, the following methods are: Service inspection which includes receipt and evaluation of service, second party audit on supplier site and through supplier evaluation.
- ★ In cases where ENTEC proposes to perform verification activities at subcontractor premises to requirements for arrangement and method of services release shall be communicated through the purchasing document or a formal contract.

XI. CUSTOMERS

1. Production and Service Provision

PROCESS CONTROL OF PRODUCTION AND SERVICE PROVISION:

Process Control is understood and defined as incorporating all elements of ENTEC operations and procedures that are involved in the planning & execution.

Accordingly ENTEC controls all processes, which directly affect the quality of services, provided. Where appropriate the process control will include:

- ★ Operational planning and execution.
- ★ Display of work instructions (If lack of Work Instructions would degrade the quality of the service).
- ★ All stages of the processes are carried out and monitored by departmental heads and in accordance with customer requirements and established documented procedures.

ENTEC policy is to meet customers' needs by delivering the services shall provide the suitable control of services for the customers.

ENTEC shall not validate any processes for service provision where the resulting output cannot be verified by subsequent monitoring or measurement and, as a consequence, deficiencies become apparent only after the service has been delivered.

ENTEC shall establish arrangements for these processes including, as applicable :

- ★ Defined criteria for review and approval of the processes,
- ★ Approval of equipment and qualification of personnel,
- ★ Use of specific methods and procedures,
- ★ Requirements for records.

IDENTIFICATION AND TRACEABILITY :

ENTEC ensures the effective identification and traceability of products/ services, from the receipt of Material to the delivery to the clients, throughout the stages of the delivery of services as per the scope of the Management System.

PROPERTY BELONGING TO CUSTOMERS:

ENTEC exercise the care for property (Sample and Observation Data) belonging to customers or external providers

● 2. Customer Communication

ENTEC established a channel for communication with in the organization and externally with customer relating to:

- ★ Service Information which is provided directly to customers including verbal and printed information thorough our web site.
- ★ Inquiries are handled by sales manager depending on the nature of the inquiry or who made initial contact. Marketing Manager provides technical assistance and related information as needed.
- ★ ENTEC defines controls to address customer feedback and complaints. Customer feedback is collected by sale manager for review and analysis and served as a basis of necessary improvement to meet the required standard.

XII. ENGAGEMENTS & COMMUNITY SUPPORT :

ENTEC launched « Hand in Hand National Initiative for Environmental Sustainability initiative”, in 2013 to achieve sustainable development through environmental awareness in order to reinforce positive behaviors in the community. Our goals had been changed due to Covid 19, and our target audience changed from society to the business.



CONDUCTING MEETINGS IN 2020:

21 Virtual Meetings.

RESULT OF MEETINGS :

Researches

Designs

Virtual Art gallery

AUDIENCE:

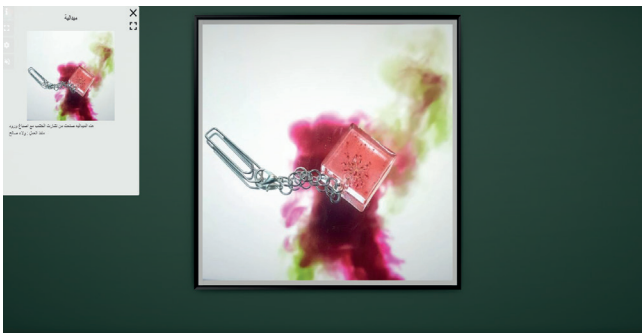
the business (Industrial, mining and logistical support sectors...etc)

To reach the target audiences to enhance awareness of environmental sustainability, the initiative have :

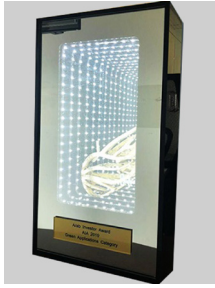
- ★ Establishing awareness and education programs targeting all segments
- ★ Awareness campaigns through social media platforms
- ★ Field events
- ★ Establishing a Virtual environmental art gallery
- ★ Participation in international celebrations and events

SOME ACTIVITIES :

Virtual environmental art gallery: reuse to create art done by volunteer artists



XIII. AWARDS :



Environmental Technology Co. (ENTEC) get the Green Application reward Arab International Investor Forum, regarding the best practices for environmental sustainability. UNESCO PARIS (2019)



Environmental Technology Co. (ENTEC) get an honorary reward from Arab Organization for Social Responsibility, regarding the Initiative Hand in Hand as the best Arab initiative for environmental sustainability. (2016)



Tatweej akademy for `excellence award - UAE



Honorary reward from Jeddah Agriculture forum For participating as a speaker



In 2015, the initiative gets a certificate from Hwar Group as an Appreciation regarding to the efforts made to spread environmental awareness



In 2015, the initiative gets an honorary reward from the coast guard and border guards for participating in the Week of border and coast guards in gulf.



Award for being Member of Judgement comity of Okaz Award for Excellence (ETQAN) , Jeddah, KSA, (2015)



in 10th September, 2014, the initiative gets an honorary reward from Chairman of the MSC coast guard and border guards in Mecca of His Excellency Colonel / Naji al-Juhani.



In 10th April 2014, the initiative get an Honorary reward from Dean of Effat University, Dr. Haifa Jaml Allil



ENTEC receiving the best Company in Saudi Arabia for social responsibility award in the category of Environmental sustainability for organizing Hand in Hand Initiative on 2014.



In 2013 , the initiative get an Honorary reward from Chairman of the Commission for Social Responsibility and the environment of Saudi Arabian Football Federation



In October 2013, the initiative get an Honorary reward from the manger of Euro-Arab Environment Organization as an Appreciation regarding to the efforts made to spread environmental awareness



The initiative get an honorary reward from Jeddah Municipality as an Appreciation regarding to the efforts made to spread environmental awareness.



Guinness world record the largest environmentally friendly handprint canvas measure 10.235m² participants 1.2 million handprints on 23/9/2013.



In 2010, the company get an Honorary reward from PME, In appreciation of the company's efforts of organizing the World Meteorological Day and Earth day.



Environmental Technology تقنية تحسين البيئة

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