

IMS Policy

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It is the policy of the Department of Economy and Tourism (DET), Government of Dubai to operate an Integrated Management System in accordance with ISO 9001:2015, ISO14001: 2015, ISO 45001:2018, ISO 10001:2018, ISO 10002:2018 & ISO 10004:2018. We are fully committed to satisfy our customers' requirements, providing a safe and environmentally friendly environment for employees, contractors, visitors and others having access to our workplace and to comply with all relevant laws and regulations in order to achieve our Vision and carry out our Mission.

We are committed to continually improving our products and services, the effectiveness of our management system and both environmental, health and safety issues. We will use the management system as an improvement tool and have set relevant quality, health and safety, Environment, Customer Satisfaction & Complaint Handling objectives, against which we monitor our performance. We also monitor the performance of our business processes against the criteria of the Dubai Government Excellence Programme.

Environmental, health and safety & customer satisfaction are viewed as core business values and in this regard further objectives of the organisation are as follows:

- ENSURING THAT RISKS ARE IDENTIFIED AND CONTROLLED SO THAT EMPLOYEES AND OTHER STAKEHOLDERS CAN BE PROTECTED FROM DANGER.
- ENSURING PARTICIPATIVE AND CONSULTATIVE APPROACH WITH OUR EMPLOYEES AND OTHER STAKEHOLDERS & INTERESTED PARTIES IN RISK EVALUATION
- ENSURING THAT ENVIRONMENTAL IMPACTS ARE CONTROLLED THUS MINIMISING POLLUTION
- ENSURING COMPLIANCE AS A MINIMUM WITH ALL RELEVANT UAE H&S AND ENVIRONMENTAL LEGISLATION, AND OTHER REQUIREMENTS, TO WHICH THE ORGANIZATION SUBSCRIBES, ARE ACHIEVED.

This policy is communicated to all interested parties and is periodically reviewed to ensure it continues to be suitable for the needs of DET, its customers and employees.

HELAL SAEED ALMARRI
DIRECTOR GENERAL