



Integrated Management System Policy

Within the framework of the corporate governance strategy, the Federal Authority for Identity, Nationality, Customs and Ports Security is committed to establishing, documenting and implementing an integrated system for managing quality, occupational health, safety and the environment, and developing it continuously in accordance with the requirements of international standards: ISO 9001:2015- ISO 45001:2018- ISO 14001:2015

The integrated management system includes the following commitments:

1. The commitment of the senior management of the Federal Authority for Identity and Nationality, Customs and Ports Security to identify, understand and effectively meet the requirements of its customers, exceeding their expectations and achieving their satisfaction through the implementation of the Customer Happiness Charter and the Customer Complaints Charter.
2. Controlling, monitoring and reviewing the processes of providing services to customers and improving them continuously, whether the services provided by the Authority or its external partners and suppliers.
3. Continuous improvement of the quality management system, occupational health, safety and the environment, setting ambitious goals and targets and following up on achieving them.
4. Building and developing the energies and capabilities of employees through effective training, to ensure raising the level of quality of services provided to customers and improving the level of performance in dealing with their opinions and complaints.
5. Identifying and defining potential risks, opportunities and impacts on the conformity of the services provided, and defining the necessary procedures and controls to limit their impact on the level of quality of services provided to customers and all concerned parties.
6. Identifying and defining potential risks, opportunities and impacts related to its routine and emergency work and activities on occupational health, safety and the environment, in order to ensure the provision of an environmentally friendly and safe work environment for employees, customers, visitors and all concerned parties.
7. Work to prevent environmental pollution, environmental accidents, occupational health and safety, and occupational illness whenever possible.
8. Compliance with the laws, legislations, agreements and treaties of the State related to quality, occupational health and safety and the environment.
9. Ensuring the efficiency and ability of employees to accomplish their tasks with a high degree of quality and excellence, communicating with them, consulting them, and involving them in decision-making on an ongoing basis, encouraging them to assume their responsibilities with regard to quality, environmental impacts, and occupational health and safety risks, and providing the infrastructure, resources, personal protection equipment, and guidance necessary to make the work environment safe. And risk free.
10. Attention to customer feedback by monitoring their opinions and surveying their satisfaction, responding to their complaints and analyzing them, and developing effective improvement and corrective measures, with the aim of addressing their root causes and avoiding recurrence.
11. Ensure readiness and readiness for various emergencies affecting occupational health, safety and the environment.
12. Implementing tight environmental practices and controls in the management of buildings, facilities, vehicles and equipment of the Authority.
13. Apply controls and standards based on the resources consumed in the Authority, in order to rationalize consumption and encourage recycling and use.
14. Use safe materials and equipment, and provide information on appropriate methods of handling, carrying, storing and disposing of them, in a way that preserves the environment and occupational health and safety, and avoids the use of materials harmful to the environment.
15. Adopting quality, health, safety and environment standards when selecting suppliers of goods and services to the Authority.

Major General/ Suhail Saeed Al Khaili
Director General of the Authority