

	Integrated Management System (QHSE) Policy	Doc. ID. RAKP-IMS-01 Appendix A
		Revision No. 00
		Effective Date: Approval Date

RAK Properties is committed to becoming a world-class service provider in Real Estate to fully meet customer expectations, by managing sustainable business activities and maintaining services with optimum Quality, Health & Safety, and environmental standards for all our employees and others who may be affected by our activities.

We endeavour to have control over all our processes by maintaining an Integrated Management System that complies with the requirements of ISO 9001:2015, ISO 45001:2018, and ISO 14001:2015 International Standards and other applicable specifications/standards through the involvement of our highly trained and motivated employees. The policy will communicate our commitment to employees, as well as to all vendors and contractors performing work on behalf of RAK Properties, to bear a personal responsibility for the following objectives:

- Meet or exceed all applicable Quality, Health, Safety, and Environmental requirements for all activities, products, and services, including legal & other requirements, standards, and voluntary commitments to which RAKP subscribes.
- To continually look for ways to improve our Integrated Management System.
- To ensure all employees are competent to do their tasks and are adequately trained.
- Understanding our customer requirements, both stated and implied, before action is taken.
- Aiming to identify and subsequently minimize customer complaints through corrective and preventive measures.
- Provide an efficient and trouble-free service by updating/upgrading our technology and personnel's skills as required.
- To eliminate hazards and minimize OH&S risks; provide adequate control of the risks arising from our work activities; maintain safe handling of tools, equipment, facilities, and use of materials and substances so that safe and healthy working conditions can be maintained.
- To consult with our employees on matters affecting their health and safety.
- To prevent accidents and cases of work-related ill health.
- Use sustainable business practices and processes that minimize waste, conserve energy, prevent pollution, and ensure proper disposal of waste.
- Conserve natural resources by developing products or services that minimize materials usage, use recycled and environmentally preferable materials, and maximize reuse and recycling opportunities at the end of the product's life.
- Develop and market products or services that are energy efficient and that minimize their impact on the environment.
- Be an environmentally responsible neighbour in the communities where we operate and act promptly and responsibly to correct conditions that may endanger health, safety, or the environment.

RAK Properties Management will set the objectives and targets and review their achievements on a regular basis as their commitment to customer satisfaction, occupational Health and Safety, and sustainable growth. Every employee, vendor, and contractor working on behalf of RAK Properties shall comply with this policy.

Sameh Muhtadi
Chief Executive Officer