

## QUALITY POLICY

RAK Ports is committed to performing all its duties and tasks in a timely, positive and cost-effective manner, balancing the needs and expectations of stakeholders to ensure the Ports remains a vibrant contributor to the economy of the region. RAK Ports is also committed to continual improvement in the performance of its tasks, in its use of resources to accomplish them, and to maintaining its registration under the ISO 9001:2015 quality standard.

To this end it is Board policy that RAK Ports shall:

- Comply with all legal requirements and pursue established best practice.
- Review all byelaws, directions and other regulations at no longer than three yearly intervals to ensure they remain appropriate.
- Implementing and developing an integrated management system conforming to the requirements of ISO 9001:2015, which will provide a framework for the setting, monitoring and auditing of quality objectives and targets relating to the improvement of services and operations.
- Measure performance as a basis for establishing improvements in key areas and regularly review the progress in achieving the objectives at Senior Management and Board level and report key performance indicators.
- Encourage feedback from stakeholders, and ensure that any possible improvements in systems or procedures are fully considered and, where appropriate, put into effect.
- Achieve, sustain, and enhance stakeholder satisfaction by continually improving the effectiveness of integrated management system through involvement of all employees in the Ports.
- Consult regularly with the Ports stakeholders, both individually and in groups, to remain aware of stakeholders requirements.
- Fully consult stakeholders on any changes being considered and invite suggestions for improvement.
- Operate at all times openly and transparently in the overall long-term interests of the Ports' stakeholders.

Using all appropriate means of communication to publicise and promote this statement and our continuing commitment to this policy for the benefit of all stakeholders.

Further, as RAK Ports' services depend upon the quality of its staff, the Ports is dedicated to the training and continuous development of all its people.

This Quality Policy was approved by RAK Ports on 1<sup>st</sup> March 2010 and will be reviewed at no longer than three-yearly intervals.

SIGNED ON CONTROLLED COPY

**Chief Executive Officer  
RAK Ports**



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