

QUALITY, OCCUPATIONAL HEALTH & SAFETY, AND ENVIRONMENT POLICY

At Falak Tayyeb Platinum Government Services LLC (**FTP**), we are more than just a service centre—we are a beacon of excellence. Our mission is to embody the UAE’s vision by making customer happiness the central focus of government work, delivering an exceptional customer experience that transcends expectations and elevates satisfaction to new heights.

At FTP, we maintain the highest standards in quality, health, safety, and environmental management. This policy outlines our dedication to excellence, regulatory compliance, and continuous improvement to ensure the well-being of our employees, customers, and the environment.

We are committed to:

- Upholding honesty, transparency, and ethical behaviour in all our services and activities.
- Establishing a clear framework for setting QHSE objectives aligned with our mission and values. These objectives will be regularly monitored, reviewed, and updated to drive continuous improvement and align with organizational goals.
- Striving for the highest standards in quality, health, safety, and environmental management.
- Adhering to all applicable laws, regulations, and quality standards.
- Providing safe and healthy working conditions for our employees and stakeholders.
- Minimizing our environmental impact through responsible business practices and promoting environmental awareness among our employees and customers, contributing to the protection of natural resources and ensuring sustainability for future generations.
- Ensuring transparency, trust, and collaboration, fostering strong relationships with our employees, customers, and stakeholders through clear communication.
- Continuously improving our processes, technologies, and services to enhance effectiveness, and customer satisfaction.
- Implementing a robust quality management system that emphasizes customer satisfaction and operational excellence.
- Identifying and mitigating health and safety risks, and environmental impacts through proactive measures and regular risk assessments.
- Providing ongoing training, awareness, and resources to ensure the health and safety of all employees and stakeholders.
- Encouraging environmental awareness and responsibility among employees and stakeholders.
- Ensuring this policy is documented, implemented, and communicated to all interested parties. This policy will be reviewed annually and communicated internally and externally.

To strengthen our commitment to excellence, we pledge to:

- Actively involve employees and stakeholders through participation and consultation in health, safety, and environmental matters. This ensures diverse perspectives are considered in decision-making and policy implementation.
- Champion a culture of excellence by rigorously complying with all regulations, ensuring clear accountability, conducting regular audits, maintaining transparency, and engaging our employees through continuous improvement, learning, comprehensive training, and recognition of their contributions to QHSE excellence.

Falak Tayyeb Platinum Government LLC is dedicated to delivering high-quality government services while ensuring the highest standards of health, safety, and environmental stewardship. By adhering to this QHSE policy, we aim to build trust, enhance satisfaction, and continuously improve our operations for the benefit of our employees, customers, and the environment.



Muna Al Hamd
Executive Director

Date:
23rd Jan 2025