

	Emirates Safety Services LLC	No.	PY01
		Revision No.	0
		Date	01-08-2018
Quality Policy Statement			

Quality will pervade **Emirates Safety Services LLC**'s technical, operational and service delivery process. Our quality service culture is characterized by customer focus and continuous improvement in all we do:

The delivery of quality service shall be the focus of everyone at **Emirates Safety Services LLC**. This policy is implemented complying to ISO 17020: 2012. As we achieve success in the long-term pursuit of quality, our people will strive to:

- Meet customer needs and exceed customer expectations
- Respond quickly and wisely to rapid changes in the business environment and changing customer needs.
- Attract and retain customers by being best-in-class.

To ensure continuing success of the quality initiative, our leadership will:

- Maintain an absolute, proactive and long-term commitment to customer focussed, continuous service improvement.
- Understand the concepts, be familiar with the tools and encourage techniques that enable us to fully integrate customer focussed continuous improvement in everything we do.
- Act as role models for the quality values of **Emirates Safety Services LLC**
- **Emirates Safety Services LLC** has formulated an Impartiality committee for ensuring strict adherence to laid down impartiality norms and for reviewing of the norms on a time to time basis.

The Director, Management, Staff and Sub-contractors of **Emirates Safety Services LLC** are fully committed to providing all our customers and potential customers with a service that fully meets their requirements.

The certification process will ensure that all examinations and certification decisions are conducted in accordance with the requirements of the relevant standard.

Emirates Safety Services LLC will ensure that a professional service will be offered to customers through the use of trained, experienced and competent examiners and support staff.

Emirates Safety Services LLC will continually seek to improve the services it offers and will do so through acting upon customer's feedback, regular internal and external examinations, and reviews of reports, reviews of staff, management review meetings and management meetings.

Any customer who feels dissatisfied with any aspect of the service provided by **Emirates Safety Services LLC** is encouraged to put in writing their complaint, which will be responded to promptly and thoroughly investigate.

In conducting certification activities **Emirates Safety Services LLC** fully understands the importance of ensuring that the personnel certification process and all examinations are conducted in an impartial manner and no conflict of interest exists. To this end checks have been introduced throughout the personnel certification process to identify any potential conflicts of interest and an independent Impartiality Committee has been established to oversee the operations of **Emirates Safety Services LLC** and in particular the personnel certification process.



Originator	Approved by	Signature	Page 1 of 1
Management Representative	Director		