

PCFC Integrated Management System Policy

We, at Ports Customs and Free Zone Corporation, are committed to facilitate economic transformation of Dubai by providing innovative processes, regulations, and solutions ensuring sustainable business activities in compliance with, ISO standards, international standards such as, but not limited to, ISPS Code, local laws and relevant legislations.

We, therefore, are committed to:

1. Regulate, monitor, secure, develop and support sustainable infrastructure planning and developments, maritime onshore and offshore, by providing various services for licensing, compliance certification consultation, permits, facilitate investment process and ensuring compliance and proper implementation of international and local regulations within PCFC jurisdiction areas.
2. Provide support for PCFC Business Units and in their requirements related to Strategy, Business Excellence, Customer Happiness, Finance, Procurement, Legal, Human Resources, Communication, Information Security and Technology.
3. Develop and implement effective procedures in compliance with international code and standards of:
 - Quality Management System **(ISO 9001)***: through managing our processes to meet our customers' needs and expectations in line with the organization's strategic direction.
 - Environmental Management System **(ISO 14001)**: through protecting our planet from vagaries of climate change and prevention of pollution through responsible and sustainable activities.
 - Health and Safety Management System **(ISO 45001)**: through prevention of injury and ill health within our working areas.
 - Risk Management **(ISO 31000)**: through control, elimination, and mitigation of organizational risks.
 - Complaint Management **(ISO 10002)**: through considering the input from customers and enhance customer satisfaction and loyalty.
 - Information Security Management System **(ISO 27001)**: through securing the information and data of the organization and other stakeholders.
 - Inspection Management System **(ISO 17020)****: through conducting inspections impartially, with confidentiality and integrity.
 - Testing and Calibration Laboratories **(ISO 17025)****: through effective analysis, measurements, sampling and calibration laboratory.
 - Security Management System **(ISO 28000)****: through ensuring control of possible security threats pertaining to supply chain security management system, upstream and downstream, within the ports and free zones.
 - **International Ships and Port Facilities Security Code Regulations for ports and free zones facilities serving International Ships****: through regulating and managing ISPS Compliance legal requirements to meet the maritime port and free zone functionalities.
4. Promote awareness and interactive trainings to our employees that comply with applicable standards.
5. Continue improving and innovating the existing procedures, processes, and systems with periodic review of PCFC objectives and targets to deliver best-in-class quality services to all our stakeholders.

This policy covers services and products rendered from our offices located at different locations within PCFC jurisdiction. Moreover, this policy will be circulated to all our stakeholders and reviewed periodically to ensure excellence in all our services.

H.E. Sultan Ahmed Bin Sulayem

Chairman of Ports, Customs and Free Zone Corporation (PCFC)

*Clause 8.3 (design and development of products and services) in ISO 9001:2015 is excluded due to the nature of our services.

** Wherever applicable