

Integrated Management System (IMS) Policy

Ras Al-Khaimah Tourism Development Authority “RAKTDA” is committed to establishing, documenting and implementing an integrated system of quality, occupational health, safety and environment management in line with the requirements of the international standards ISO 9001: 2015, ISO 45001: 2018, ISO 14001: 2015.

RAKTDA commitments involve the following:

1. Commitment of RAKTDA senior leadership to identify, understand and meet the requirements of its customers efficiently in a way that exceed their expectations and achieve their satisfaction.
2. Controlling, monitoring and reviewing the processes of delivering top-notch services to customers and regularly improving them, whether such services are provided by RAKTDA or through its external partners and stakeholders.
3. Adopting objectives and targets that would improve the quality management, environment, occupational health, and safety systems to ensure consistent achievement of such objectives, as well as measuring, monitoring, and improvement of systems performance.
4. Providing the required resources to ensure the efficiency and effectiveness of the management systems applied, as well as the involvement and training of employees to achieve these systems objectives.
5. Identifying and defining the risks and impacts resulting from the routine and contingent business and activities pertaining to RAKTDA on the environment and occupational health and safety in order to provide a safe and eco-friendly working environment for employees, customers and stakeholders.
6. Ensuring the authority's ability to continue its vital activities during emergencies, crises and disasters, or because of a sudden interruption or interruption of business and a reduction in the period of interruption of vital activities to the acceptable level of performance by setting and implementing Business continuity management policy & program and ensuring having and implementing contingency and disaster recovery plans.
7. Ensuring the readiness and willingness for the various emergency situations that may affect the occupational health, safety and environment.
8. Preventing the environmental pollution, and incidents related to environment, and occupational health and safety, as well as the occupational diseases wherever possible.
9. Abiding to all legal and legislative requirements issued by government relevant to quality management, environment, occupational health and safety systems.

10. Ensuring that all RAKTDA employees are capable and efficient in performing their tasks with a high level of quality and excellence; in addition to engaging, consulting and communicating with them on a regular basis and encouraging them to assume their responsibilities regarding the quality, environmental impacts as well as occupational health and safety risks. Moreover, RAKTDA is committed to providing the infrastructure, resources, personal protection equipment and necessary guidelines for a secure and risk-free environment.
11. Focusing on the customers feedback through monitoring their opinions, conducting surveys on measuring their satisfaction, responding to their complaints and analyzing them along with developing efficient improving and corrective procedures in order to address their root causes and avoid their recurrence.
12. Implementing rigid environmental controls and practices in managing RAKTDA building, facilities, vehicles and equipment.
13. Applying controls for the resources consumed by RAKTDA in order to rationalize the consumption and encourage recycling and reusing processes.
14. Using safe materials and equipment, and providing information related to the appropriate handling, storage, disposal techniques in a manner that preserves the environment, occupational health and safety, besides avoiding the use of the materials hazardous to the environment.
15. Assuring the suppliers' and service providers compliance to the quality, environment, health, and safety regulations and legislation systems.
16. Engaging and consulting with the concerned parties on health and safety issues and methods to ensure knowledge, assessment and monitoring of workplace risks.
17. Publicizing and communicating this policy to all partners involved in its activities and services and creating opportunities regularly to provide their suggestions about this policy.
18. This policy would be annually reviewed to ensure its suitability and effectiveness.

Furthermore, the leadership team undertakes to publish the IMS policy through the available means to all interested parties such as employees (part time/full time), and stakeholders.


Raki Phillips
CEO of RAKTDA



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