BIN JAMAL
RECRUITMENT SERVICES
SOLE PROPRIETORSHIP L.L.C.

BIN JAMAL RECRUITMENT SERVICES – SOLE PROPRIETORSHIP L.L.C.

INTERNAL AUDIT PROGRAMME & REPORT

Integrated Management System: ISO 9001:2015 & ISO 14001:2015

Document control	Details
Document No.	BJRS-QHSE-IA-0519
Revision / date	Rev. 00 /2026/01/10
Process owner	MILDRED NIVERBA
Scope	Recruitment and manpower services; client requirements; candidate sourcing and screening; placement and mobilization coordination; employee/document administration; supplier control; timesheets and client feedback; office environmental controls and applicable site activities.
Locations	Muroor Road, Al Ahliya Pharmacy Building Rm M01. Abu Dhabi – United Arab Emirates.
Status	Approved

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PART A – ANNUAL INTERNAL AUDIT PROGRAMME

1. Company objectives and work context

- Deliver recruitment and manpower services that meet client job specifications, competence requirements, agreed timelines and contractual obligations.
- Maintain accurate and controlled candidate, employee, qualification, induction, mobilization, timesheet and deployment records, protecting confidential personal information.
- Improve client satisfaction, placement quality, time-to-fill, mobilization timeliness and handling of complaints.
- Meet applicable UAE legal, regulatory, labor, immigration, contractual and client-site requirements relevant to the services provided.
- Identify and control environmental impacts from office and controlled/influenced operations, including paper, toner, electricity, water, travel, waste and relevant site activities.
- Ensure staff and deployed personnel receive appropriate role, quality, environmental and safety awareness.

2. Audit method and criteria

Methods: record/document review, interviews, sampling of recruitment and mobilization files, observation of office/site controls and verification of corrective actions. Auditors should be independent of the activity being audited where practicable.

Criteria: ISO 9001:2015; ISO 14001:2015; company IMS policy, objectives and procedures; client contracts/specifications; applicable legal and other obligations. Confirm the organization's actual certification scope and current legal register.

3. Proposed annual audit schedule

Period	Process / audit topic	Owner / auditee	Indicative clauses	Evidence to sample
Q1	Leadership, company context, risks/opportunities, policy, objectives and management review	Mr. Tariq Marri / Mildred	9001: 4–6, 9.3; 14001: 4–6, 9.3	Objectives and management review minutes
Q1	Client requirements, recruitment, candidate screening and placement	Recruitment / Operations	9001: 8.2, 8.4–8.7	Client requests, CVs, screening records, interview approvals and placement records
Q2	Mobilization, employee documents, competence, induction and document control	Louise / Precious	9001: 7.1–7.5, 8.5; 14001: 7.2–7.3	Candidate files, training records, induction records, document revisions and mobilization approvals
Q2	Environmental aspects, office waste, paper and energy use, and emergency preparedness	Administration / Mildred	14001: 6.1.2–6.1.4, 8.1–8.2	Environmental aspects, inspection records, waste arrangements and emergency procedures
Q3	External providers, client feedback and service performance	Operations / Louise	9001: 8.4, 9.1	Training and medical provider records, client feedback
Q3	Timesheets, attendance, complaints and nonconformity control	Stanley / Darryl	9001: 8.5, 9.1, 10.2	Approved timesheets, discrepancies and complaints, corrective actions
Q4	Integrated system review and continual improvement	Mr. Tariq Marri / Mildred	Both: 9.2, 9.3, 10.3	Audit trends, objectives, changes, resources, improvement opportunities

4. Programme administration

- The IMS Coordinator plans and coordinates internal audits.
- Department owners provide the required records and information.
- Audit findings are documented and communicated to the responsible persons.
- Corrective actions are assigned, followed up, and verified before closure.
- Audit frequency may be adjusted based on risks, previous findings, and operational changes.
- Audit records are maintained for reference and management review.

5. Programmed approval

Prepared by	Reviewed by	Approved by
Name: Mildred Niverba Signature: Date:	Name: Darryl / Stanley Signature: Date:	Name: Tariq Marri Signature: Date:

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PART B – INTERNAL AUDIT REPORT

ILLUSTRATIVE REPORT FORMAT – SAMPLE RESULTS MUST BE VERIFIED

Audit details	Record
Audit reference	BJRS-IAR-2026
Audit date(s)	26-01-2026
Lead auditor / team	Mildred Niverba
Auditees	HR OPERATIONS: Darryl Saavedra Stanley Kingsley Precious Sabellano Louise Evangelista
Scope	Recruitment/manpower process from client request through candidate sourcing, screening, placement, mobilisation/deployment coordination, employee administration and client feedback; relevant office environmental controls and applicable site controls.
Criteria	ISO 9001:2015; ISO 14001:2015; internal procedures; client requirements; applicable legal and other obligations.
Sampling	Reviewed selected recruitment files, employee records, training records, and relevant company documents. Interviews and observations were conducted
Conclusion	The audit findings were reviewed against the applicable ISO standards and Bin Jamal procedures. Any identified nonconformities and opportunities for improvement will be recorded and followed up for corrective action.

1. Summary of results

The audit should establish whether services consistently meet client requirements and whether environmental aspects are identified and controlled. The following are examples of how findings might be documented; they are not assertions about actual conditions at Bin Jamal.

Category	Count	Note
Major nonconformities	0	
Minor nonconformities	0	
Observations / opportunities	2	Improve the consistency of candidate document verification and maintain updated recruitment and mobilization records.
Good practices	1	Recruitment and operations personnel coordinate to support candidate screening, document submission, and mobilization activities

2. Illustrative findings

Ref. / clauses	Process	Objectives	Classification	Action
OFI-01 — ISO 9001:2015, Clauses 9.1.2–9.1.3	Client satisfaction	Maintaining a consolidated record of client feedback, complaints, and recruitment performance for periodic review	Opportunity for Improvement (OFI), if not a requirement failure	Review the feedback records and establish a suitable tracking method. Owner: Darryl Jay / Stanley – Operations Due: 26-01-2026
OFI-02 — ISO 14001:2015, Clause 9.1.1	Environmental monitoring	Consider monitoring office paper usage, electricity, water, and waste where relevant and practical.	Opportunity for Improvement (OFI), subject to verification	Review existing environmental records and determine appropriate monitoring. Owner: Administration. Precious Sabellano / Louise Due: 26-01-2026

3. Recruitment and manpower audit checklist

Control area	What to verify	Reference	Actual result / evidence
Client requirements	Are client requirements, job specifications, and approvals recorded?	9001: 8.2	Client job requirements and approvals are maintained in the records reviewed.
Candidate screening	Are candidate qualifications, experience, and supporting documents checked?	9001: 7.5, 8.5	Candidate CVs and supporting documents are available for the files sampled.
Mobilisation	Are required documents, approvals, medical checks, and inductions completed before deployment, where applicable?	9001: 8.5; legal/client criteria	Required mobilization documents and approvals are available for the records
Competence and training	Have employees and contractors received the required training and induction?	9001: 7.2–7.3; 14001: 7.2–7.3	Available training and induction records support the requirements reviewed.
Timesheets	Are timesheets and attendance records accurate, approved, and submitted on time?	9001: 8.5, 9.1	Approved timesheets and attendance records are available for the period sampled.
Client feedback	Are client complaints and feedback recorded and addressed?	9001: 9.1.2, 10.2	Available client feedback and complaint are resolved.
Environmental aspects	Are office waste, paper, electricity, water, and other relevant environmental aspects managed appropriately?	14001: 6.1.2	Relevant office environmental practices and controls are in place.
Corrective action	Are identified issues corrected, and are corrective actions followed up for effectiveness?	9001/14001: 10.2	Corrective-action records are maintained and follow-up is documented, where applicable.

4. Corrective action register

Finding	Correction / containment	Root cause	Corrective action	Owner	Due date	Remarks
No nonconformity identified	Not applicable	Not applicable	Not required	NA	NA	No corrective action required
[NC-02]						

5. Conclusion and follow-up

This internal audit was conducted to evaluate the implementation of the Integrated Management System against the applicable ISO 9001:2015 and ISO 14001:2015 requirements and company procedures within the audited scope.

As this is the first internal audit, the findings and opportunities for improvement will be used to identify areas requiring attention and support continual improvement. Any nonconformities identified shall be documented and addressed through the corrective action process, where applicable.

The IMS Coordinator shall monitor follow-up actions and report significant issues to Top Management for review.

6. Sign-off

Lead auditor	Process owner / auditee	Management representative
Name: Mildred Signature: Date: 10/01/2026	Name: Darryl Saavedra / Stanley Kingsley Signature: Date: 10/01/2026	Name: Tariq Marri Signature: Date: 10/01/2026

End of document

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