QUALITY, HEALTH, SAFETY & ENVIRONMENT (QHSE) MANUAL

Quality Management System (ISO 9001:2015)
Occupational Health & Safety Management System (ISO 45001:2018)
Environmental Management System (ISO 14001:2015)

FALCON MIDDLE EAST CONTRACTING AND GENERAL MAINTENANCE – SOLE PROPRIETORSHIP L.L.C.

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Introduction to the IMS Manual

FALCON MIDDLE EAST CONTRACTING AND GENERAL MAINTENANCE –SOLE PROPREITORSHIP L.L.C., *(hereafter will be referred to as FALCON MIDDLE EAST)*, has developed and implemented an Integrated Management System (IMS), compliant with the requirements of ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018 in order to improve the overall performance and provide a sound basis for sustainable development and organizational growth. The IMS has been implemented to achieve the following:

- the ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements
- facilitating opportunities to enhance customer satisfaction
- addressing and managing risks and opportunities associated with delivering the products and services
- the ability to demonstrate conformity to specified IMS requirements.

This IMS Manual defines and describes the processes within FALCON MIDDLE EAST, the responsibility and authority of the management or personnel involved in the process, and provides a general description of the requirements of the standard as they apply to the Organization.

This manual is used internally to guide FALCON MIDDLE EAST' employees through the various requirements of the standard that must be met and maintained.

This manual is also used externally to introduce the IMS to our customers and other external organizations or individuals; to familiarize them with the controls that have been implemented and; to demonstrate that the integrity of the IMS is maintained while focusing on interested parties' satisfaction and continuous improvement.

1. Purpose

The purpose of this manual is to outline FALCON MIDDLE EAST's integrated management system that applies to the organization's activities. This manual defines the scope of the IMS that FALCON MIDDLE EAST has adopted in order to provide product and services that meet customer requirements.

FALCON MIDDLE EAST's IMS is established, documented, implemented, and maintained following the principle of "Plan-Do-Check-Act", as described in Figure 1: The PDCA Model of IMS.

Plan	Establish the objectives and processes necessary to deliver the results in accordance with the policies.
Do	Implement the procedures, processes, and programs in order to achieve the objectives.
Check	Regularly monitor and measure the processes against the policies and objectives, and legal requirements, and report the results for review.
Act	Regularly review the IMS to determine its continuing suitability, adequacy, and effectiveness. Take actions to continually improve the IMS performance.

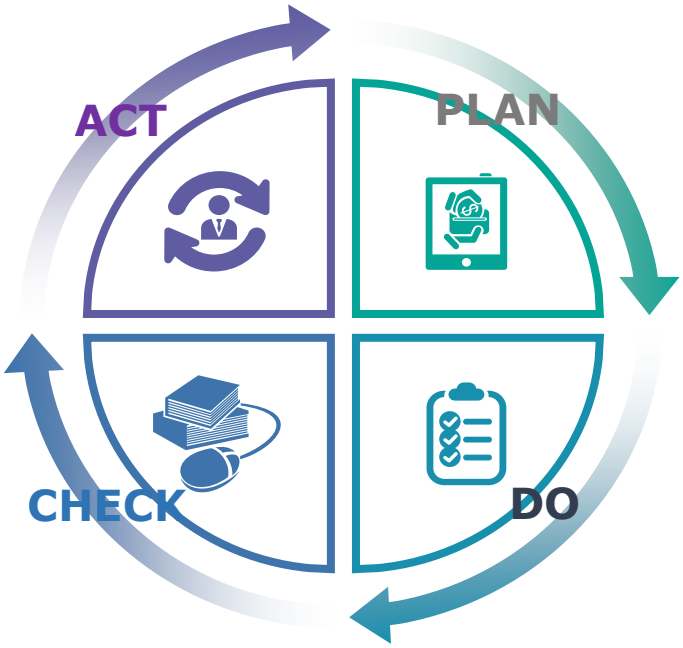


Figure 1: The PDCA Model of FALCON MIDDLE EAST's IMS

2. Normative References

The following documents were used as reference during the preparation of the IMS:

- International Standard ISO 9001:2015 Quality Management System - requirements
- International Standard ISO 14001:2015 Environmental Management Systems – requirements
- International Standard ISO 45001:2018 Occupational Health and Safety Management Systems – requirements

3. Terms, Acronyms and Abbreviations

Terms	Definition
Accident	It is an incident which has given rise to injury, illness or fatality.
Asset	Anything that has value to the organization.
Conformity	Conformity is the "fulfilment of a requirement". To conform means to meet or comply with specified requirements and that requirement is a need, expectation, or obligation.

Terms	Definition
Context of the Organization	An organization's context is its business environment. It includes all of the internal and external factors and conditions that affect its products and services, have an influence on its IMS, and are relevant to its purpose and strategic direction.
Customer	A customer is anyone who receives products or services (outputs) from a supplier. Customers can be either people or organizations and can be either external or internal to the supplier organization. These are those agencies who place their orders in FALCON MIDDLE EAST as per their requirements.
Documented Information	It refers to information that must be controlled and maintained and its supporting medium. It can be in any format and on any medium and can come from any source. It includes information about the management system and related processes. It also includes all the information that organizations need to operate and all the information that they use to document the results that they achieve (a.k.a. records).
Documents	Documents are that guiding information which is used for performing the activities. (For example: standards, manual, operating procedures, work instructions, and blank formats etc.
Environment	Surroundings in which an organization operates, including air, water, land, natural resources, flora, fauna, humans, and their interrelation.
Environmental Aspects	Element of an organization's activities or products or services that can interact with the environment.
Environmental Impact	Any change to the environment, whether adverse or beneficial, wholly or partially resulting from an organization's environmental aspect.
Environmental Management System	Part of the management system used to manage environmental aspects, fulfill compliance obligations and address risks and opportunities.
Ill health	Identifiable, adverse physical or mental condition arising from and/ or made worse by a work activity and/ or work-related situation.
Improvement	Continual improvement is a set of recurring activities that are carried out in order to enhance performance. It can be achieved by carrying out audits, self-assessments and management review. It can also be realized by collecting, analyzing information, setting objectives, and implementing corrective and preventive actions. It is also the ongoing improvement of products, services or processes through incremental and breakthrough improvements.
IMS Manual	It is the FALCON MIDDLE EAST documents which describe the scope and applicability of the elements of ISO 9001:2015, ISO 14001:2015, and ISO 45001: 2018. It also interlinks operating procedures, policies, work instructions, formats or templates as per requirements.
Incident	It is a work-related event(s) in which an injury or illness (regardless of severity) or fatality occurred, or could have occurred. It includes accidents, near-miss, near-hit, close calls and dangerous occurrence.
Internal Audit	Also called "First Party Audit", it is an audit wherein the organization itself audits a process or set of processes in the quality management system to ensure it meets the procedure that the company has specified.
Nonconformity	It is a nonfulfillment or failure to meet a requirement.
Occupational Health & Safety Management System	Part of the organization's management system that is used to develop and implement its OHS policy and manage its OHS risks.

Terms	Definition
Organization	Organization refers to the company, corporation, or unit to which this International Standard applies. An organization can be a single person or a group that achieves its objectives by using its own functions, responsibilities, authorities, and relationships. It can be a company, corporation, enterprise, firm, partnership, charity, association, or institution and be either incorporated or unincorporated and be either privately or publicly owned. It can also be an operating unit that is part of a larger entity.
Personal Protective Equipment	These include but shall not be limited to hard hats, masks, gloves, safety shoes, eye goggles, and chemical-resistant aprons that are worn to protect the person from any potential harm.
Process	A process is a set of activities that are interrelated or that interact with one another. Processes use resources to transform inputs into outputs.
Products	A product is a tangible or intangible output that is the result of a process that does not include activities that are performed at the interface between the supplier (provider) and the customer.
Quality Management System	A set of interrelated or interacting elements to establish policy & objectives and to achieve those objectives to direct and control an organization with regard to quality.
Records	Record is that information which provides evidence of conformity to the requirements.
Resource	Resource includes application of manpower, material, method, machine, and money to meet the requirements.
Risk	It is the "effect of uncertainty on an expected result" and an effect is a positive or negative deviation from what is expected.
Supplier	A person or an organization that provides products or services. A supplier can be either internal or external to an organization.

Acronyms / Abbreviations	Definition
ALARP	As Low As Reasonably Possible
CRM	Customer Relationship Management
EMS	Environmental Management System
ERP	Emergency Response Plan
HSE	Health, Safety and Environment
IA	Internal Auditor
IMS	Integrated Management System
ISO	International Organization for Standardization
KPI	Key Performance Indicators
QHSE MR	QHSE Management Representative
OHSMS	Occupational Health and Safety Management System

Acronyms / Abbreviations	Definition
OHS	Occupational Health & Safety
QMS	Quality Management System
PDCA	Plan, Do , Check, Act
FALCON MIDDLE EAST	Falcon Middle East Contracting and General Maintenance – Sole Proprietorship L.L.C.

4. Context of the Organization

4.1 Understanding the organization and its context

Falcon Middle East Contracting and General Maintenance – Sole Proprietorship L.L.C.is located at Abu Dhabi, United Arab Emirates providing contracting and building maintenance services.

More details about FALCON MIDDLE EAST are available at the company profile.

FALCON MIDDLE EAST' External and Internal Context

FALCON MIDDLE EAST determines and identifies factors that may affect the ability to satisfy FALCON MIDDLE EAST' customers and stakeholders, as well as factors that may adversely affect the stability of process or management system's integrity. FALCON MIDDLE EAST will then monitor and review this information to ensure that a continual understanding is derived and maintained. To facilitate the understanding of our context, we regularly consider issues that influence our context during review meetings and are conveyed via minutes and business planning documents.

FALCON MIDDLE EAST has determined and identified the internal and external issues that are relevant to its business and strategic direction and its ability to achieve its management system policies.

Reference Documents: FALCON-IMS-MAN-01_Annexure A – Internal Context
FALCON-IMS-MAN-01_Annexure B – External Context
FALCON-IMS-MAN-01_Annexure C – SWOT Analysis

4.2 Needs and expectations of interested parties

FALCON MIDDLE EAST adapts and understands to the needs and requirements of interested parties. All these requirements also follows applicable regulatory and statutory requirements based on the information provided by the interested parties. FALCON MIDDLE EAST will develop, monitor, and review these requirements whenever applicable.

Reference Documents: FALCON-IMS-MAN-01_Annexure D –Interested Parties

4.3 Determining the scope of the IMS

FALCON MIDDLE EAST' has established documentation (manual, policies, processes and procedures, etc.) to effectively control and manage its activities. These documentations serve the purpose of fulfilling the requirements of ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018 and to be coherent with the IMS policies and objectives. FALCON MIDDLE EAST had determined the scope of the integrated management system by considering external and internal issues, requirement of relevant

interested parties, the planned or performed work-related activities and products & services of the organization.

The scope of FALCON MIDDLE EAST' *Quality, Health & Safety, and Environmental (QHSE) Management System* covers the following activities and projects sites in Abu Dhabi, United Arab Emirates;

- All kind building projects contracting
- Electrical contracting
- Onshore and offshore oil and gas fields and facilities services

The office facility is located at Mussafah Abu Dhabi, United Arab Emirates.

4.4Integrated management system and its processes

FALCON MIDDLE EAST has established, implemented, maintained and will continually improve the IMS including the processes and their interactions in accordance with ISO 9001:2015, ISO 14001:2015, ISO 45001:2018 requirements.

The criteria and methods needed to ensure effective operation and control of these processes are determined through documented information. These criteria and methods are defined in the appropriate process documentation.

Quality Management System

FALCON MIDDLE EAST has determined the processes needed for its QMS and their application throughout the organization and has accordingly:

- determined the inputs required and the outputs expected from these processes
- determined the sequence and interaction of these processes
- determined and applied the criteria and methods (including monitoring, measurements, and related performance indicators) needed to ensure the effective operation and control of these processes
- determined the resources needed for these processes and ensure their availability
- assigned the responsibilities and authorities for these processes
- addressed the risks and opportunities
- evaluated the processes and implemented any changes needed to ensure that these processes achieve their intended results
- improved the processes and the QMS.

Occupational Health & Safety and Environmental Management System

FALCON MIDDLE EAST has established, documented and implemented an HSE management system, including the processes needed and their interactions in accordance with the requirements of ISO 45001:2018 and ISO 14001:2015 standard and is maintained and continually improved through the use of Occupational Health & Safety Policy, Environmental Policy, objectives, audit results, analysis of data, correction and corrective actions and management review.

5. Leadership

5.1Leadership and commitment to the IMS

5.1.1 General

FALCON MIDDLE EAST's top management demonstrate their leadership and commitment to the IMS and to its continual improvement by:

- establishing IMS policies and objectives
- taking accountability for the effectiveness of the integrated management system
- taking overall responsibility and accountability for the prevention of work-related injury and ill-health, as well as provision of safe and healthy workplace and activities
- allocating the resources for IMS
- communicating the importance of effective management system and of conforming to requirements

FALCON MIDDLE EAST ensures that policies are understood, implemented and maintained at all levels of the organization through widespread distribution of our policies statement. It describes the organization policy, mission, vision and processes to all employees in order to:

- create and sustain shared values of fairness and ethical behavior
- establish a culture of trust and integrity
- encourage commitment to the IMS
- provide people with the required resources, training and authority to act with accountability
- inspire, encourage and recognize people's contribution.

FALCON MIDDLE EAST' leadership demonstrate their commitment to the development and improvement of the IMS through the provision of necessary resources, through their involvement in the internal audit process, carrying out review meetings and through proactive involvement in the continual improvement activities– where emphasis is placed on improving both effectiveness and efficiency of our key IMS processes.

5.1.2 Customer focus

FALCON MIDDLE EAST' top management ensures that customer requirements are determined, understood and consistently met to enhance customer satisfaction.

Customer complaints and customer feedback are continually monitored and measured to identify opportunities for improvement. FALCON MIDDLE EAST continually interact directly with the customers to ensure that FALCON MIDDLE EAST meets the needs and expectations of the customers.

FALCON MIDDLE EAST have established an interactive website and/or company profile to provide customers with quick access to information and points of contact within the organization.

5.2Policy

The Quality Policy, Environmental Policy, and Occupational Health & Safety Policy is the overall intention and direction of the organization formally expressed by the top management towards the quality, environment, and health & safety of its product, processes, and services. The Managing Director ensure the establishment and regular update of the policies and ensure that it is documented, implemented and maintained.

The Managing Director authorizes the policies, ensuring that it is communicated and understood within all the levels in the organization by driving awareness through orientation and other suitable means. To enhance the visibility of the policies among those who closely interact with the company, these policies is also exhibited at strategic locations. All the employees are given the training to understand the crux of the policies and are advised to comply with the requirements to fulfill the policy commitments.

Review and approval of the policies are done by the Managing Director, to ensure that the policies:

- is appropriate to the purpose of the organization and what the organization wants to achieve (see Vision and Mission statements under Clause 4.1)
- provides a framework for setting objectives
- includes a commitment to the protection of the environment, including prevention of pollution

- includes a commitment to provide safe and healthy working conditions for the prevention of work-related injury and ill health
- includes a commitment to fulfil legal requirements and other requirements
- includes a commitment to eliminate hazards and reduce OH&S risks
- includes a commitment to consultation and participation of workers
- includes the commitment to comply with the requirements of the policy and continually improve the effectiveness of the IMS.

The Managing Director shall ensure that these policies are reviewed for its continuing suitability and effectiveness on a regular basis, at least annually or as necessary. As appropriate, the revisions shall be made by the QHSE Management Representative. The revisions made by the QHSE Management Representative shall be approved by the Managing Director.

The Managing Director's commitment for implementing and maintaining the IMS policies throughout the organization is demonstrated by ensuring that the objectives and targets that are in support of the IMS policies are set, tracked, monitored, and reviewed.

Reference Documents: FALCON-POL-01 Health, Safety and Environment Policy
FALCON-POL-02 Quality Policy

5.3Organizational roles, responsibilities and authorities

Responsibilities and authorities for relevant roles are assigned by top management and communicated within the organization.

FALCON MIDDLE EAST' top management has defined and communicated the roles, responsibilities, and authorities of personnel through the organizational chart, job descriptions and procedures.

In order to ensure that the manpower of the organization is utilized efficiently and effectively in the realization of IMS policies and achievement of objectives, the management has determined the optimum personnel requirements. A periodically reviewed and updated organization structure document is maintained, keeping in view of the manpower attritions, external employment conditions, project requirements, changes in technology, etc. Documents related to these are maintained by the Human Resources team and are reviewed and updated when necessary. The roles, responsibilities, and authorities of each position are defined in any of the following:

- Organizational structure
- IMS manual
- Policies and procedures
- Job description

Specific roles and responsibilities are:

Managing Director

- Providing leadership and direction for implementing, maintaining and improving the IMS within the organization.
- Ensuring that the IMS policies are communicated within the organization and to other relevant interested parties.
- Establishing and ensuring implementation of the organizational policies and procedures.
- Ensuring employees' involvement to IMS initiatives.
- Ensuring that objectives, targets and plans are established, implemented, monitored and measured.
- Approving and providing appropriate adequate resources.
- Chairing review meetings to evaluate the performance of IMS.

Department/ Section Managers

- Ensuring that activities and operations are performed in accordance to approved procedure/ guidelines etc.
- Identifying and providing adequate resources for implementing and improving the IMS.
- Planning and implementing actions necessary to improve performance in the respective areas of operations.
- Ensuring that necessary trainings are provided to staffs for enhancing the competency of employees.
- Determining and implementing necessary corrections and corrective actions when planned results are not achieved.
- Implementing recommended measures for continual improvement.

QHSE Management Representative

- Ensure that processes needed for the IMS are established, documented, implemented and maintained in accordance to the requirements of ISO 9001:2015, ISO 14001:2015, and ISO 45001:2018.
- Planning, conducting and reporting of audits.
- Coordinating with certification bodies for certification audit.
- Reporting to top management on the performance of IMS and recommending actions needed for improvement.
- Ensuring desired level of awareness amongst the staffs on policies, objectives and procedures.
- Providing regular updates to employees on the changes and development to IMS.

Employees

- Performing work in accordance to approved policies and procedures;
- Following the provisions of IMS relevant to their work and communicated from time to time;
- Participating in trainings as and when arranged and provided; and
- Participating in development and improvement of IMS by providing feedback and suggestions.

5.4Consultation and participation of workers

FALCON MIDDLE EAST established, implemented and maintains processes for consultation and participation of workers at all levels and function, as well as representatives of employees in development, planning, operation, performance evaluation and actions to improve the OH&S management system.

The consultation shall take place at all stages of risk assessment, incident investigation, development and review of policies and objectives, root cause analysis, correction and corrective actions identification and contractors activities.

Consultation can be carried out through individual or group meetings, direct or indirect means with staff and all stakeholders (e.g. emails, suggestions boxes, surveys, etc.), review meetings, toolbox talks or during the inspection or walk around the area.

6. Planning

6.1Action to address risks and opportunities

6.1.1 General

FALCON MIDDLE EAST' management is responsible for incorporating risk-based thinking into the organization's culture. Accordingly, FALCON MIDDLE EAST adopts a risk-based approach as an essential principle in guiding the IMS.

The overall aim of risk and opportunity management within FALCON MIDDLE EAST is to ensure that the capabilities and resources are employed in an efficient and effective manner to take advantage of opportunities and to mitigate risks.

6.1.2 Risk management

6.1.2.1 Quality risk assessment

Top management spearheads the QMS planning in order to meet the requirements of the ISO 9001:2015 standard that the organization subscribes to. The QMS documentation form part of the output of this QMS planning.

FALCON MIDDLE EAST identifies and evaluates risks that impact the quality of products, services and processes, in order to prevent undesirable effects and to achieve improvements. While evaluating the risks, the improvement opportunities are also targeted alongside. This includes the adoption of new practices, launching new products, opening new markets, addressing new customers, building partnerships, using new technology and other desirable and viable possibilities to meet the needs of the organization and clients.

6.1.2.2 Hazard identification and assessment of risks and opportunities

FALCON MIDDLE EAST believes that incidents, ill-health and other emergency situations can be prevented by handling hazards and risks proactively. These pro-active measures include the identification of OHS hazards & risk and assessing the level of significance; and that appropriate control measures are determined and implemented in order to mitigate any OHS consequences.

To ensure that the process of risk management is carried out in a proper manner, a documented procedure is prepared specifying the mechanisms and processes involved in:

- Identifying risks related to FALCON MIDDLE EAST' activities, processes and operations.
- Determining and deciding who will be harmed.
- Assessing risks and deciding the appropriate control measures.
- Implementation of the selected control measures.
- Monitoring, reviewing and recording the performance.

The hazard identification, risk assessment and determination of controls are applied to all processes, activities and operations of FALCON MIDDLE EAST including that of the contractors, customers, visitors in the workplace. Employees, contractors and/or visitors are consulted and encouraged to participate in providing inputs to the risk assessments.

Legal and other requirements applicable to FALCON MIDDLE EAST are also identified, considered during the risk assessments and complied to.

Results of hazard identification, risk assessment and determination of controls are documented and maintained in a risk register. This shall be communicated to all relevant workers for implementation of controls.

6.1.2.3 Environmental aspects

Potential environmental aspects and impacts for all activities, products and services under normal, abnormal and emergency operating conditions are identified by evaluating their interactions with the environment.

In addition to current activities, consideration shall be given to relevant past/ planned activities and indirect environmental impacts as a result of goods and services purchased.

Evaluation of identified environment aspects is conducted. Where ever any environmental aspects are identified as significant, such aspects shall be managed to prevent, minimize or mitigate the environmental impacts.

Where ever practicable, preventive measures consisting of a combination of the following shall be taken into consideration:

- Planned programmes for improvement;
- Controls to maintain performance, e.g. Operational control and Emergency preparedness and response procedure to ensure that they are in line with environmental policy;
- Investigation and development of opportunities for further improvement.

6.1.3 Compliance obligations

6.1.3 Determination of legal requirements and other requirements

FALCON MIDDLE EAST is committed to comply with all applicable legal requirements that are directly related to the IMS.

In order to ensure this, the company has developed and documented a procedure for legal requirements compliance, which addresses the following:

- Identification;
- Communication;
- Access;
- Monitoring;
- Evaluation of Compliance

A Legal register is established, maintained and updated, which identifies all federal laws, ministerial decrees and sector regulations that are applicable to FALCON MIDDLE EAST.

6.1.4 Planning action

FALCON MIDDLE EAST shall plan to take actions to address its:

- Significant environmental aspects
- Prepare for and respond to emergency situations
- Address legal requirements and other requirements / Compliance obligations
- Identified risks and opportunities.

FALCON MIDDLE EAST shall also plan how to integrate and implement the actions into its environmental and OHS management system processes, or other business processes and evaluate the effectiveness of these actions.

When planning these actions, FALCON MIDDLE EAST shall consider its best practices, technological options and its financial, operational and business requirements.

6.2IMS Objectives and planning to achieve them

In support of the Quality Policy, Occupational Health & Safety Policy, and Environmental Policy, the Managing Director and QHSE Management Representative ensures that objectives and measurable goals/ targets are defined by each Departments, and are established and communicated at relevant roles/ levels in the organization.

The objectives and targets are to be measurable, wherever practicable, and consistent with the IMS policies and are aimed at continually improving the effectiveness of the IMS.

In setting and reviewing the IMS objectives and targets, the organization considers the legal and other requirements, the significant risks that are associated with the organization's activities, processes & products, the risk levels, the technological landscape, the organizations financial, operational and business requirements, and the views of relevant interested parties.

Each Department has implemented a system to achieve the IMS objectives and targets. This includes a description of how the objectives and targets shall be achieved, what are the resources required, responsibility and authority required, and time-scales by which the targeted objectives are achieved. The actual performance against the set objectives and targets are monitored, reviewed and updated regularly by the top management.

At regular and planned intervals, at least quarterly, the management team reviews the progress of achievement of the objectives and gives necessary support to ensure the attainment of the objectives and targets. The results are used as a basis for identifying areas for continually improving the effectiveness of the IMS. A documented information is maintained and retained by the Departments.

The details of the objectives are maintained and documented by the respective Departments.

6.3 Planning of changes

The IMS is planned and implemented in order to meet the objectives and the requirements of ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018. The planning process involves establishing and communicating our policies, objectives and associated procedures.

Whenever FALCON MIDDLE EAST determines a need for changes to the IMS, the top management takes responsibility to carry them out in a planned manner. They ensure that all personnel is made aware of any changes which may affect their process and that subsequent monitoring is undertaken to ensure that IMS changes are effectively implemented.

Whenever FALCON MIDDLE EAST determines a need for changes to the IMS in either the procedures, processes, technologies engaged, material used, product or services specifications etc.; these changes are routed to the relevant Departments for review and approval considering the risks and opportunities associated with the changes.

7. Support

7.1 Resources

7.1.1 General

FALCON MIDDLE EAST has determined and provided the resources needed for the establishment, implementation, maintenance and continual improvement of the IMS. This includes assigning sufficient resources to:

- implement and maintain the IMS and continually improve its effectiveness, and the capabilities and constraints on existing internal resources and what needs to be obtained from external providers; and

- enhance customer satisfaction by meeting customer requirements.

FALCON MIDDLE EAST' management identify and plan for adequate resources during the annual budgeting process. The budgets are reviewed and resources are allocated (and adjusted/ revised) as necessary.

These resources include manpower, infrastructure, knowledge management and documentation requirements.

7.1.2 People

FALCON MIDDLE EAST ensures that adequate manpower resources are available to effectively implement the IMS as well as to effectively control and operate FALCON MIDDLE EAST' processes. The company ensures that all personnel has the required education, skills, training and experience to perform their assigned tasks.

In line with above, employee qualifications are reviewed at the time of hiring by Human Resources team and records of employees' qualifications like curriculum vitae, educational certificates, training certificates etc. are all obtained and kept in respective employee files.

7.1.3 Infrastructure

FALCON MIDDLE EAST' management determines, provides and maintains the infrastructure and facilities needed to deliver the products and services including:

- workspace and associated utilities
- process equipment namely hardware and software, equipment/ machines
- supporting services namely transportation, communication and information system

All maintenance and improvement opportunities with regard to equipment and facilities are monitored by the respective Department who coordinate with the relevant teams to ensure that the infrastructure is in good working condition.

7.1.4 Environment for the operation of processes

FALCON MIDDLE EAST determines, provides and maintains the work environment needed to achieve conformity of products and services delivered by the company. A suitable working environment is provided to all employees and our clients to ensure a high standard of output.

FALCON MIDDLE EAST continually reviews the work environment to have a positive influence on motivation, satisfaction and overall performance of the organization.

FALCON MIDDLE EAST management will continue to monitor and study human and physical factors in the work environment to ensure that these do not pose a compromise to the organization's performance and commitment. Safety equipment is made available, wherever and whenever required. Workplace conditions are monitored to maintain a safe and conducive working and learning environment.

7.1.5 Monitoring and measuring resources

7.1.5.1 General

FALCON MIDDLE EAST determines and provides the resources required to monitor and measure conformity of products and services delivered by the company. FALCON MIDDLE EAST ensures that the resources used are suited and compatible with the type of monitoring and measurement activities. The resources are maintained in accordance with the prescribed norms to ensure that they continue to be fit for the purpose of monitoring and measuring. A documented information is retained as evidence of fitness for purpose of the monitoring and measuring resources as appropriate.

7.1.5.2 Measurement traceability

FALCON MIDDLE EAST determine the measurements to be made and the accuracy required to assure conformity of our product to specified requirements. We identify and select monitoring and measuring equipment and verify their capability of meeting such requirements prior to use.

Monitoring and measuring equipment are used and controlled in a manner that ensures continuing suitability; this includes ensuring that the environmental conditions are suitable for the calibration, inspections, measurements and tests being carried out. We also define the processes employed for the on-going calibration, control and maintenance of monitoring and measuring equipment including their identification, location, frequency/method of checks, uses/acceptance criteria and the action to be taken when results are unsatisfactory.

All monitoring and measuring equipment that can affect product quality are identified and calibrated at prescribed intervals against certified equipment having a known valid relationship to internationally or nationally known standards.
Appropriate calibration records are maintained to document results of calibration activities and suitable indicators are used to show current calibration status. A number or other identifier is used to provide traceability to the calibration record.
All monitoring and measuring equipment are handled, maintained and stored in a manner that ensures accuracy and fitness for use is maintained.

7.1.6 Organizational knowledge

FALCON MIDDLE EAST recognizes that organizational knowledge is a valuable resource that supports the integrated management system.
To ensure that organizational knowledge is retained and transferred, organizational knowledge is recorded in documented information and is embedded in our processes and services.

At FALCON MIDDLE EAST, organizational knowledge is preserved through the documented information such as the policies, manuals, procedures, records, guidelines, emails, knowledge transfer sessions, meetings etc.

Sources of knowledge could be both internal and external. Internal sources include documentation, knowledge gained from experience and coaching, lessons learned from failures and successes, nonconformities and results of improvements in the processes, products, and services. On the other hand, sources of external knowledge include international standards (and keeping up to date with the latest and current versions), information gained from attending service and industry conferences and from the latest innovations in the industry, or knowledge gathered from our clients, stakeholders or interested parties.

7.2Competence

FALCON MIDDLE EAST ensures that all persons under its control, is competent on the basis of appropriate education, training, and relevant work experience.

Personnel requisitions are processed after defining the required education, skills, training and experience when hiring new employees or when transferring employees from one function to another. Human Resources and the requisitioning Department are jointly responsible for ensuring that competent personnel is deployed to the new position/ function/ assignment. A system is also established to ensure that adequate and appropriate manpower is provided in order to meet customer requirements and perception. A manpower planning analysis is conducted based on the requirements of the Department to start the recruitment process.

All new employees will undergo induction and orientation training. This includes awareness of the customer satisfaction, compliance with the regulatory and statutory requirements, and compliance with the organizations' policies, procedures, and guidelines on IMS. Where applicable, additional/advanced training is provided in order to achieve or improve the competency requirement of the job.

Every employee is oriented on his/her job description which contains the responsibilities and authorities for his/her function.

The training needs of employees in relation to the effective implementation and maintenance of the IMS will be continually identified. The Human Resources together with the Departments conducts the annual training needs analysis to identify the training needs of the employees, and the training plans are developed corresponding to the identified training needs.

As part of the employee performance appraisal, on an annual basis, or as necessary, all employees go through an evaluation and competence review with the management that assesses their performance and to discuss the competency requirements in relation to the goals and targets for the coming year.
The training plan is established and then reviewed as necessary to ensure that the new training needs identified are included in the scope of training. The training can be an internal training or external training course. The effectiveness of the training provided is evaluated by suitable means depending on the nature of training conducted. Corrective and improvement actions are provided when the conducted training found ineffective.
Appropriate employee records of experience, education, qualification, training, and the result of training effectiveness evaluation of employees are maintained.

7.3Awareness

FALCON MIDDLE EAST management is aware that the success of its integrated management systems relies on the understanding and awareness of its staff. All employees are trained in the relevance and importance of their activities and how they contribute to the achievement of our policies and objectives.

Where required, awareness training and monitoring are conducted in-house, although, for more technical training, external courses are utilized.

All new staff undergoes onboarding process performed by Human Resources.

FALCON MIDDLE EAST management also ensures that all personnel are aware of the following:

- Quality Policy, Occupational Health & Safety Policy, Environmental Policy– displayed prominently at various locations in the organization and accessible via shared folder
- Objectives applicable to their Department
- Their contribution to the effectiveness of the IMS, including the benefits of improved performance
- The implications of not conforming to the IMS requirements.

7.4Communication
7.4.1 Internal Communication

FALCON MIDDLE EAST has determined that all internal communication shall be managed by Human Resources on what to communicate, when, with whom, how as well as who will communicate.

Internal communication relates to communication addressing to the employees and other resources of the Company. These are usually in the nature of circulars, memos, announcements, emails, internal publications, share point etc.

7.4.2 External Communication

Correspondences received by external interested parties shall be responded to by the relevant personnel. Records of those shall be kept in the local site files where applicable.

Visitors entering the office should follow the visitor's instructions which details the important information regarding the company's policies and security. All external communications concerning the health, safety, and environmental aspects of the company, which are received by relevant personnel, shall be directed to the management for proper response and filing.

7.5Documented Information

The documented information required for FALCON MIDDLE EAST is controlled to ensure that it is available and suitable for use, where and when it is needed and also adequately protected.

FALCON MIDDLE EAST has established and maintained procedures for the systematic control of the company's documented information management system. The system ensures that:

- documents are assigned with a reference number, current version status, effective date, page number, FALCON MIDDLE EAST logo, data classification, etc.
- version/revision is made for preventing the unintended use of obsolete documents and/or identification if they are retained for any purpose
- correct document is available at all points of use
- documents remain legible, traceable and readily identifiable
- documents of external origin are identified, stored and their distribution is controlled.

The IMS documents are reviewed and approved for adequacy prior to issue.

8. Operation

8.1Operational planning and control

8.1.1 General

Consistent with the IMS policies and objectives, FALCON MIDDLE EAST identify the operations and activities associated with the product/ service/ process quality, identified significant environmental aspects, OHS hazards and information security controls.

FALCON MIDDLE EAST provides products and services (see section 4.1) in accordance with the detailed specifications and scope of work agreed with the customer. Before commencement of any work, FALCON MIDDLE EAST obtains a signed contract/ agreement/ proposal/ local purchase order from the third party customer, wherein the specifications and scope of work agreed are formally documented.

The contract/ agreement/ proposal/ local purchase order provides the basis for determining the requirements of the customer. In addition, this contains specific milestones for acceptance of work at each stage.

Based on the scope of work agreed and the timelines for completion, FALCON MIDDLE EAST determines the appropriate resources required. Before commencement of any work, FALCON MIDDLE EAST performs a solutioning exercise whereby the resources required are clearly identified and steps are initiated to procure the same at economic rates. These required resources could be internal or from external sources (e.g., manpower, hardware such as equipment and components, software including licenses, etc.).

Every engagement with a customer is managed by appointing either a Project Manager or Staff for the concerned project. The work is then completed employing proper project management approach which includes drawing up a clear project plan, identification, and fixing of project milestones. The Project Manager or Staff will closely monitors the project ensuring both qualities of deliverables as an also timely completion to avoid cost and time over-run.

If any changes in the scope of work or specifications are required during the execution of the work, the same shall be done only with the full consensus of the customer. Such changes are formally recorded and these revised specifications become the basis for determining the outputs.

Customer sign-offs are obtained on completion or achievement of each milestone (based on which invoices are raised to customers).

8.1.2 Eliminating hazards and reducing OHS risks

Control measures are determined and decided as per the hierarchy of controls. In order to manage, control and reduce the risk to an acceptable level or ALARP Level (As Low As Reasonably Practicable), FALCON MIDDLE EAST management consider the following OHS Hierarchy of Controls:

- Elimination of the Hazard
- Substitution
- Engineering Control
- Administrative Control
- Personal Protective Equipment

8.1.3 OHS management of change

FALCON MIDDLE EAST implements proper management of changes in order to ensure that such changes do not pose any risk to its employees, contractors/subcontractors, clients, visitors and the community as a whole. The purpose is to ensure that all permanent and temporary changes are managed and controlled, including;

- New products, services and processes, or changes to existing products, services and processes, including
    - workplace locations and surroundings
    - work organization
    - working conditions
    - equipment
    - workforce

- changes to legal requirements and other requirements
- changes in knowledge or information about hazards and OHS risks
- development in knowledge and technology

FALCON MIDDLE EAST will review the consequences of unintended changes, taking action to mitigate any adverse effects as necessary.

8.2Requirements of products and services

8.2.1 Customer communication

FALCON MIDDLE EAST shall communicate with customers providing regular updates on products and services handled by the company.

Products and services information is provided through the established catalogs, brochure, flyers, etc. to provide customers with quick access to information and points of contact within the organization.
FALCON MIDDLE EAST shall also obtain feedback from customers in order to identify areas of strength and opportunities for improvement. Handling or controlling of customer property are also communicated with the customer while it is under FALCON MIDDLE EAST control or it is being used.

8.2.2 Determining the requirements for products and services

Products and services are offered to customers based on their specific requirements, which are documented through contract/ agreement/ proposal/ local purchase order. In designing these services, FALCON MIDDLE EAST determines the statutory and regulatory requirements related to product/ service, requirements not stated by the customer but necessary for specific or intended use (where known), any additional requirements determined by the FALCON MIDDLE EAST.

8.2.3 Review of the requirements for products and services

Before offering any products and services to customers, FALCON MIDDLE EAST carries out an internal capability review, by involving the concerned Departments and management team, to ensure that the same can be delivered using internal resources or external resources or a combination of both. A review is also conducted considering the following:

- requirements specified by the customer, including the requirements for delivery and post-delivery.
- requirements not stated by the client, but necessary for the specified or intended use, when known.
- requirements specified by FALCON MIDDLE EAST
- applicable statutory and regulatory requirements
- contract or order requirements differing from those previously expressed

FALCON MIDDLE EAST ensures that the requirements are confirmed by the organization before acceptance and only thereafter a proposal is submitted to the customer. A documented information shall be retained of the review of requirements for products and services.

8.2.4 Changes to requirements for products and services

Any changes to the products or services, shall be formally agreed with the Customer and fully documented so that such changes are incorporated into the final product or service.

FALCON MIDDLE EAST ensures that related and relevant documented information are amended and those relevant persons are made aware of the changed requirements.

8.2.5 Emergency preparedness and response

FALCON MIDDLE EAST has identified all potential emergency situations through its risk management process. Specific emergency procedures have been determined, developed and implemented in order to ensure that HSE is capable of responding to and handling all identified emergencies.

Firefighting, fire prevention, chemical spills prevention and medical emergencies are among the identified emergency response situation that can be carried out within FALCON MIDDLE EAST in case of fire, chemical spills and medical incidents. As part of prevention and control programs, fire detection system, firefighting equipment and first aid kits are readily made available in FALCON MIDDLE EAST.

FALCON MIDDLE EAST ensures that competent and trained emergency responders by selecting key employees capable of responding and dealing with emergencies. Emergency mock drills and evacuations are carried out on a consistent and regular basis.

8.3Design and development of products and services

8.3.1 General

FALCON MIDDLE EAST has established the appropriate process to monitor the design and development phases to ensure that projects will be delivered in a timely manner that comply with client and statutory requirements.

8.3.2 Design and Development Planning

During the design and development planning, FALCON MIDDLE EAST will monitor on the following:

- The design and development stages;
- The review, verification and validation that are appropriate to each design and development stage, and

- The responsibilities and authorities for design and development through project roles and responsibilities.

Through the planning phase, FALCON MIDDLE EAST regularly communicate with the responsible persons for timely completion of the tasks and determination of areas for improvements.
The output of planning is checked, as appropriate, as the design and development progresses.

8.3.3 Design and Development Inputs

FALCON MIDDLE EAST oversees the section concerned in their process of collecting requirements from clients as inputs relating to project planning, development and execution.

Design and development requirements are reviewed internally by the designated team of the relevant companies and sometimes jointly with consultants for its adequacy.

The process of monitoring of the determined inputs for the design and development are maintained in appropriate records.

FALCON MIDDLE EAST ensures that the designated team of the company review the inputs to warrant that the requirements are complete, unambiguous and not in conflict with each other and that it includes:

- Functional and performance requirements;
- Applicable legal *(statutory / regulatory)* requirements;
- Where applicable, information derived from previous similar designs, and
- Other requirements essential for design and development.

8.3.4 Design and Development Controls

An established processes exist in the relevant companies to perform systematic reviews of design and development at suitable stages in accordance with the design and development planning. Thus, FALCON MIDDLE EAST ensures that these processes are implemented.

Reviews are performed:

- To evaluate the ability of the results of design and development to meet requirements; and
- To identify any problem and propose necessary actions.

Participants in such reviews include representatives of the section concerned with the design and development stage*(s)* being reviewed by consultants *(where appropriate)*.

Records of the results of the monitoring of the review processes and any necessary actions are maintained.

FALCON MIDDLE EAST performs the monitoring of the verification of design and development processes in accordance with design and development planning to ensure that the design and development outputs have met the design and development input requirements.

Records of the results of the monitoring of verification and any necessary actions / approvals of clients are maintained.

FALCON MIDDLE EAST monitors the design and development process in accordance with design and development planning, to ensure that the resulting constructed facility is capable of meeting the requirements for the specified application or intended use, where known.
Validation is performed independently or jointly with the consultants upon completion of the different project.

Records of the results of the monitoring of validation (as approvals for completion and any necessary actions) are maintained.

8.3.5 Design and Development Outputs

FALCON MIDDLE EAST monitors the relevant section in their development of the design outputs by the project team or consultants like specification, project plan and drawings for the projects. FALCON MIDDLE EAST ensures that the project team developed the outputs in a manner suitable for verification against the design and development inputs and are reviewed for adequacy and approved prior to release to the client for final approval.

It is ensured by FALCON MIDDLE EAST that the output submitted by the consultants or internal team:

- Meets the input requirements for design and development;
- Provides appropriate information for purchasing and service provision;
- Contains required projects acceptance criteria; and
- Specify the characteristics of the project that are essential for its safe and proper use.

8.3.6 Design and Development Changes

FALCON MIDDLE EAST monitors the design and development changes identified and recorded by the relevant companies in their project design and development. FALCON MIDDLE EAST has ensured that the project teams assigned review, verify and validate, as appropriate and approve the changes before making recommendation to the clients for final approval and implementation.
Records of the results of monitoring of the review of changes and any necessary actions are maintained.

8.4Control of externally provided processes, products and services

8.4.1 General

External providers of products, materials, and services are selected on their ability to meet FALCON MIDDLE EAST's requirements; as well giving due consideration to the quality, statutory obligations, time-scale, and cost. A list of approved suppliers is maintained.

The suppliers are selected and evaluated based on their ability to supply the ordered products or services in accordance with FALCON MIDDLE EAST's requirements, which include quality, delivery, price, and service.

The performance of external provider is monitored on an annual basis. Evaluation will be done by the procurement team in consultation with the concerned Department. External provider showing inadequate performance are asked to implement corrective actions and are discontinued if there is no improvement or action.

8.4.2 Type and extent of control

Purchased products or services are verified to ensure their conformity with the specified requirements. These verifications will be done by the designated Department at the time of delivery. The verification will be in line with the requirements stated in the purchase order and relevant specifications to ensure that purchased products and services do not adversely affect the company's ability to consistently deliver conforming products and services to its customers.

8.4.3 Information for external providers

The Procurement team, with the recommendation of the requesting BU/ Sub BU, prepares a description of the product or service to be purchased specifying the purchase requirement before communicating to the external provider.

Communication with external providers is done to inform them of the requirements for:

- the processes, products, and services to be provided
- the approval of:
    - products and services
    - methods, processes, and equipment
    - the release of products and services
- competence, including any required qualification of persons
- their interactions with the organization
- control and monitoring of their performance
- verification or validation activities that are intended to perform at their premises

8.5 Production and service provision

8.5.1 Control of production and service provision

While delivering products and services to customers, FALCON MIDDLE EAST ensures that these are carried out under controlled conditions. This includes the following:

- there are adequate controls over the provision of services by ensuring availability of adequate documented information throughout the execution of the project
- suitable monitoring and measurement methods are in place to ensure that the quality of the product and/or service provided is not in any way affected
- availability and use of suitable monitoring and measuring resources
- availability of necessary infrastructure for execution of projects
- appointing of competent personnel
- implementation of release, delivery, and post-delivery activities

8.5.2 Identification and traceability

Identification and traceability systems are in place for every project. Projects are identified with a Code or identification numbers.

All equipment including hardware and software is suitably identified for traceability. Relevant documented information for identification and traceability are maintained.

8.5.3 Property belonging to customers or external providers

At FALCON MIDDLE EAST, customer supplied properties are suitably identified, verified and protected for use. Any unsuitable, lost and damaged customer-supplied item is reported to the customer and appropriate documented information is maintained.

Customer property received at FALCON MIDDLE EAST includes company documents, records, intellectual property, equipment, premises, personal data, etc.

8.5.4 Preservation

FALCON MIDDLE EAST preserves the outputs during service provision, to the extent necessary to ensure conformity to requirements.

8.5.5 Post-delivery activities

FALCON MIDDLE EAST ensures to meet the requirements for post-delivery activities associated with the products and services as agreed in the scope of work with the customer.

In determining the extent of post-delivery activities that are required, FALCON MIDDLE EAST considers the following:

- statutory and regulatory requirements
- the potential undesired consequences associated with its products and services
- nature, use and intended lifetime of its products and services
- client requirements
- client feedback

8.5.6 Control of changes

Whenever FALCON MIDDLE EAST determines a need for changes during the project/service provisions, the top management controls the changes to ensure continuing conformity with the requirements.

Documented information describing the results of the review of changes, the person(s) authorizing the change, and any necessary actions arising from the review shall be retained.

8.6 Release of products and services

FALCON MIDDLE EAST has implemented planned arrangements at appropriate stages, to verify that the service requirements have been met.

The release of products and services to the customer, do not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, as applicable, by the customer.

8.7 Control of nonconforming outputs

FALCON MIDDLE EAST ensures that outputs that do not conform to the requirements are identified and controlled to prevent unintended use or delivery. FALCON MIDDLE EAST takes appropriate action based on the nature of the nonconformity and its effect on the conformity of products and services. This also applies to nonconforming products or services detected after delivery of products, during or after the provision of services.

FALCON MIDDLE EAST deals with nonconforming outputs in one or more of the following ways:

- correction
- segregation, containment, return or suspension of provision of products or services
- informing the customer
- obtaining authorization for acceptance under concession.

Conformity to the requirements is verified when nonconforming outputs are corrected.

Documented information is retained on the nature of nonconformities and any subsequent actions taken, including concessions obtained.

9. Performance evaluation

9.1 Monitoring, measurement, analysis and evaluation

9.1.1 General

In order to evaluate the performance and effectiveness of the IMS, FALCON MIDDLE EAST has determined appropriate objectives and the methods for monitoring, measurement, analysis, and evaluation.

IMS monitoring, measurement, analysis and evaluation are planned in order to:

- demonstrate conformity to service requirements
- ensure conformity to the IMS
- continually improve the effectiveness of the IMS
- determine and implement as necessary, the applicable methods, including statistical techniques

FALCON MIDDLE EAST has also determined the periodicity of such reviews and the timelines for analysis and evaluation of the results. Results of the monitoring and measuring shall be evaluated at appropriate levels and functions in the organization. Top Management will evaluate the performance of IMS during the management review.

9.1.2 Customer satisfaction

FALCON MIDDLE EAST accords great importance to customer satisfaction as it considers the same to be a priority commitment to its customer. FALCON MIDDLE EAST aims to satisfy its customers through several means which include on-time delivery, providing timely response to customer inquiries, feedbacks, and complaints, conducting analysis, and determining & implementing the appropriate corrective actions for complaints. As part of this process, FALCON MIDDLE EAST monitors the information and trends relating to customer perception as to whether the organization has fulfilled the customers' requirements.

Customer's feedback on FALCON MIDDLE EAST's performance and areas that require improvement are obtained by conducting customer satisfaction surveys at the end of the projects or training delivery. Based on the survey results, customer satisfaction is analyzed, appropriate corrective actions are taken to improve the performance of service.

Customer complaints, whether received in writing, verbally or electronically are immediately acknowledged by concerned Department and necessary action is initiated.

All complaints are analyzed and closed after detailed investigation. Complaints and feedback results are analyzed and shared with the concerned Department for continual improvement. These are also reviewed in the review meetings.

9.1.3 Analysis and evaluation

FALCON MIDDLE EAST management collect and analyze data using appropriate analytical techniques to determine the suitability and effectiveness of integrated management system processes applicable to their area(s) of responsibility and to identify opportunities for improvement. At a minimum, data is analyzed to assess achievement of the corporate level objectives and customer requirements.

Data is analyzed for monitoring and evaluating the following:

- characteristics of processes, services, and their trends
- conformity to service, customer and legal requirements
- customer satisfaction and perception
- external service provider performance
- results of actions taken to address risks and opportunities
- effective implementation of IMS planning
- improvement opportunities identified during internal audits and management reviews

9.1.4 Evaluation of compliance

FALCON MIDDLE EAST has establish, implement and maintain a process to evaluate the fulfilment of its compliance. The Top management and QHSE Management Representative shall be primarily responsible for ensuring that controls are in place to maintain compliance.

FALCON MIDDLE EAST evaluates compliance at least once a year and takes appropriate actions if necessary.

9.2Internal audit

FALCON MIDDLE EAST conducts internal audit at planned intervals to determine if the IMS:

- conforms to the requirements of ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018 standards as well as FALCON MIDDLE EAST's own requirements specified in the IMS
- is effectively implemented and maintained

The established process for internal audit defines the responsibilities and requirements for planning, execution of the audit, reporting of the audit results and maintaining of the audit records. Audit objectives, criteria, and scope are defined.

The audits are carried out by the trained and qualified internal auditor, who are independent of the processes being audited in order to ensure objectivity and impartiality of the audit process. As a general rule, an Auditor cannot audit his/her own work.

When nonconformities are identified, the concerned personnel of the area audited is requested to propose and promptly implement all necessary corrections and corrective actions without undue delay to eliminate the nonconformity and its causes. The implementation and effectiveness of the actions taken are verified by a follow-up audit and verification results are reported.

9.2.1 Internal audit programme

An audit programme is planned, established, implemented and maintained based on:

- the status and importance of the process and areas to be audited
- results of the previous audits

Audit records are kept and maintained as part of the IMS records.

9.3Management review

Review meeting is conducted at planned intervals, chaired by the Managing Director or his nominated deputy/deputies, and attended by the Department Heads and relevant employees to ensure continued suitability, adequacy, and effectiveness of the implemented IMS.

9.3.1 Management review inputs

The review takes inputs such as:

- status of actions from previous management reviews
- changes in external and internal issues that are relevant to the IMS
- client satisfaction and feedback from relevant interested parties
- process performance and conformity of services
- monitoring and measurement results
- audit results
- the performance of external providers
- adequacy of resources
- effectiveness of actions taken to address risks and opportunities
- opportunities for continual improvement

- changes in the needs and expectations of interested parties, including compliance obligations
- changes in significant environmental aspects
- changes is risks and opportunities
- the extent to which policies and objectives have been achieved
- fulfillment of compliance obligations
- relevant communications from interested parties, including complaints
- evaluations of compliance with applicable legal requirements and other requirements
- results of consultation and participation of workers
- status of incident investigations, nonconformities and corrective actions

Note: The above agenda may not be necessarily discussed all at the same time (can be discussed in other monthly meeting schedule) and additional topics maybe added for discussion at the discretion of the Managing Director.

9.3.2 Management review inputs

It is ensured that decisions and actions arising from management reviews are consistent with the company's commitment to continual improvement.

Based on the review of inputs, FALCON MIDDLE EAST identifies improvement opportunities, need for possible changes to the IMS and if any more resources are needed.

Minutes of meetings of the review meetings are recorded and shared with respective Department for necessary follow up action.

10.Improvement

10.1 General

FALCON MIDDLE EAST determines and selects opportunities for improvement and implements actions to ensure customer requirements are met and customer satisfaction is enhanced.

This is achieved by:

- improving products and services meeting/exceeding current and future needs and expectations (continual improvements, innovation, etc.)
- correcting, preventing or reducing any undesirable effects that impact customer satisfaction (corrections, corrective actions, etc.)
- improving the performance and effectiveness of the QMS (identified through management reviews)

10.2 Nonconformity and corrective action

In the event of occurrence of nonconformity, FALCON MIDDLE EAST corrects the same and takes adequate measures to deal with the consequences. FALCON MIDDLE EAST also performs root cause analysis of the nonconformity and implements corrective action to prevent the recurrence of nonconformities.

A documented information is established, implemented and maintained for providing a systematic approach to corrective action implementation that includes:

- reacting to the nonconformity and, as applicable
  - take action to control and correct it
  - deal with the consequences

- evaluating the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recur or occur elsewhere, by
  - Reviewing and analyzing the nonconformity

  - determining the causes of the nonconformity
  - determining if similar nonconformities exist, or could potentially occur
- implementation of any action needed
- reviewing the effectiveness of the corrective action taken
- updating risks and opportunities determined during planning, if necessary
- make changes to the quality management system, if necessary

FALCON MIDDLE EAST shall retain documented information of the nature of the nonconformities and any subsequent actions taken and the results of any corrective action.

10.3 Incident investigation

FALCON MIDDLE EAST has established a standard procedure for systematic method of investigation and analysis for all types of incidents with the objective to:

- determine basic and intermediate causes of health, safety and environment incidents and other contributing factors
- analyze the corrective/preventive actions and the opportunities for continual improvement
- communicate the results of the investigations

The results of all incidents are well recorded and maintained.

10.4 Continual improvement

FALCON MIDDLE EAST continually improves the suitability, adequacy, and effectiveness of its integrated management system through reviews of results of analysis and evaluations and from the outputs of the management reviews.

The data of actual performance are analyzed and compared with the goals/targets, and appropriate actions are taken for continual improvement.