PROCEDURE FOR CONTROL OF DOCUMENTED INFORMATION

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.

Mussafah MW4, Plot 100 Abu Dhabi, United Arab Emirates

Document & Record Control

Document Reference Number	FALCON-PRO-01
Issued	01 April 2021
Effective	01 April 2021
Next Review	01 April 2026
Owner	QHSE Management Representative

Review and Approval

Task	Author	Designation	Signature
Prepared by:	Ravinder Singh	HSE Engineer	
Reviewed by:	Tareq Badran	Project Manager	
Approved by:	M. Al Shaer	General Manager	

Revision History

Revision	Date	Summary of Changes	Author
00	01 April 2021	Initial release	MR
01	01 April 2022	Review	MR
02	01 April 2023	Review	MR
03	01 April 2024	Review	MR
04	01 April 2025	Review	MR
05	17 Oct 2025	Review	MR

TABLE OF CONTENTS

1.0 PURPOSE 4
2.0 SCOPE 4
3.0 ROLES AND RESPONSIBILITIES 4
4.0 TERMS AND DEFINITION 4
5.0 PROCEDURE 5
5.1 DOCUMENTATION STRUCTURE 5
5.2 DOCUMENTED INFORMATION CREATION 6
5.3 REVIEW AND APPROVAL OF IMS DOCUMENTED INFORMATION 6
5.4 ISSUE AND DISTRIBUTION OF IMS DOCUMENTED INFORMATION 7
5.5 CONTROLLING ISSUE NUMBER AND REVISION NUMBER 8
5.6 CONTROLLING ISSUE NUMBER AND REVISION NUMBER 8
5.7 CONTROLOF EXTERNAL DOCUMENTS 9
5.8 RECORDS CONTROL – GENERAL INFORMATION 9
5.9 IDENTIFICATION OF RECORDS 9
5.10 STORAGE OF RECORDS 10
5.11 RETENTION PERIOD OF RECORDS 10
5.12 ACCESS OF RECORDS 10
5.13 CONFIDENTIAL OR PROPRIETARY RECORDS 11
5.14 RECORD MONITORING AND DISPOSAL 11
6.0 REFERENCES 11

1.0 PURPOSE

This document defines the procedure for the identification, documentation, generation, review, approval, updating, revision, registration, distribution and retrieval of documents that are necessary for the effective and efficient operation of FALCON MIDDLE EAST' Integrated Management System (IMS).

2.0 SCOPE

This procedure is applied to all documented information (such as Policies, Manual, Procedures, Forms, etc.) that are needed to establish, implement and maintain the requirements of the Integrated Management System that FALCON MIDDLE EAST subscribes to i.e., ISO 9001:2015, ISO 14001:2015, and ISO 45001:2018.

This procedure is applicable to all full-time, part-time, permanent and contracted staff working for and on behalf of FALCON MIDDLE EAST.

3.0 ROLES AND RESPONSIBILITIES

The **General Manager (GM)** shall be responsible to approve all the IMS Documented Information.

The **Department Heads** or his designate shall be responsible to identify and document all the necessary and related documents.

The **QHSE Management Representative** shall ensure that:

- This procedure is implemented and enforced.
- All controlled documents are registered and readily available, preferably in a shared folder.
- The master list of documents is updated.
- All documents follow the required format, numbering, review and approval.
- The documents are reviewed and approved prior to implementation.
- Copies of documents are available/accessible at points of use.
- Documents are issued only to authorized recipients.
- External parties are issued with a copy of a document only when the request is approved, and a Confidentiality Non-Disclosure Agreement is signed by the requestor.
- Annual review of documents are carried out by the responsible originators/functions.
- The documents are updated or revised as necessary in a timely manner, and published/ distributed subsequently.
- The changes and version status are identified.
- The obsolete copies are retrieved in time to prevent unintended use

All **Employees** are responsible to comply with the requirements of this procedure, ensuring that the documented information are stored properly, safely and securely.

4.0 TERMS AND DEFINITION

Terms	Definition
Controlled Document	Internal and external documents that are registered, with specified effective date, distributed to all points of application, being updated as needed, retained for a specified period, and retrieved when they become obsolete.
Distribution	Provision of hard copy and/or softcopy to the users of the document.
Document	An information (such as manuals, policies, procedures, process flow charts, books, standards, work instructions, machine operating instructions, guidelines, agreements, reports, records, etc.) in its supporting medium such as paper or electronic.
Documented Information	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).
External Documents	Documents of external origin that are being used by the organization either directly for performing a process/activity, or as a reference for generating the internal documents. These shall include, but shall not be limited to the: customer documents, management system standards, applicable laws and regulations, etc.
Internal Documents	Documents that are originated by the organization.
Obsolete Documents	Documents that are superseded by another document, or are no longer applicable to the organization. Obsolete documents may be retained for a specific period.
Uncontrolled Documents	Documents which are issued for reference purposes only, and do not warrant retrieval and updating when revised.

5.0 PROCEDURE

5.1 DOCUMENTATION STRUCTURE

Following shall be the structure of FALCON MIDDLE EAST documentation;

Level 1:

Policy – the overall intention and direction of FALCON MIDDLE EAST as expressed by the Top Management with regards to quality, occupational safety & health, and environmental.

Integrated Management System Manual – consistent with the requirements of IMS standards ISO 9001:2015, ISO 14001:2015, and ISO 45001:2018. It defines the scope, policy, documentation structure, and description of the processes of the IMS and its interaction, and references.

Level 2:

Procedures – a step by step instruction for implementation of the processes and policies.

Processes – these are activities that use inputs and deliver intended outputs.

Level 3:
Pertains to logs, minutes of meeting, reports, letters, memos, certificates, permits, forms, checklists, etc. that provide an objective evidence of performed activities or achieved results, as required by any of the level 1 or 2 documents.

5.2 DOCUMENTED INFORMATION CREATION

The requirement or need for new or additional documented information will be introduced to the integrated management system and will be initiated by the QHSE Management Representative and Top Management in coordination with the Department Heads. The requirement or need may be based on, but not limited to:

- Legislation;
- internal/ external evaluation findings;
- outcome of system reviews;
- suggestions from employees or consultative arrangements;
- changes to FALCON MIDDLE EAST' activities and/or structure
- industry or organizational best practice initiatives

Any personnel who identifies the need to change of document shall communicate to their respective Department Head and fill-up the Document Creation/Revision/Deletion Form to request the creation, revision, or deletion of a document.

The Department Head in coordination with the personnel who identified the requirement creates the draft copy of the document. The QHSE Management Representative and Department Head review the draft copy. The General Manager will approve the document.

Upon approval, the QHSE Management Representative will:

- Create the applicable control status
- Include document in IMS documents
- Amend relevant procedures, if required
- Ensure document is available in place of work
- Issue new document to all concerned users
- Maintain the evidence of issue of document
- Update the Master List of Documents

5.3 REVIEW AND APPROVAL OF IMS DOCUMENTED INFORMATION

The authority to approve and issue the various integrated management system documented information is defined as below:

Document	Author/ Originator	Reviewer	Approver	Maintained by
Policy (Quality, Environmental, OSH)	QHSE Management Representative or Department Heads	General Manager	General Manager	QHSE Management Representative

Document	Author/ Originator	Reviewer	Approver	Maintained by
QHSE Manual	QHSE Management Representative	Department Heads	General Manager	QHSE Management Representative
IMS Procedures, Flowcharts, Forms, Checklist	QHSE Management Representative	Department Heads or assigned Manager	General Manager	QHSE Management Representative
Operational Policies, Procedures, Guidelines, Forms, Checklist, etc.	Representative of originating Department	Originator's Line Manager	General Manager	QHSE Management Representative

Document shall become effective once it is approved or from any specific declared date.

Once the document is effective, the originator/ author shall orient or give awareness to the Department representatives of the affected Department on the requirements of the newly released/ revised document. The Department representatives will then conduct an orientation/ awareness to the rest of the affected functions in his Department.

Note: For documents that are revised due to minor changes (e.g. correction of typo-error or paragraph numbering, additional approver, etc.), orientation/ awareness is not a requirement.

Evidence of review and approval is maintained in the review and approval portion of the IMS manual, procedures, and work instructions, etc.

The QHSE Management Representative prepares the Master List of Documents and shall be updated when there are new documented information added.

5.4 ISSUE AND DISTRIBUTION OF IMS DOCUMENTED INFORMATION

Only approved documented information are made available to all users. The QHSE Management Representative shall issue approved IMS documents and shall use Document Distribution Register to control issuance.

IMS documented information that are issued to recipients other than FALCON MIDDLE EAST employees are identified as UNCONTROLLED COPY as they reflect the IMS status at the time of issue only.

The QHSE Management Representative maintains Documents Distribution Register for distributing the documents.

The QHSE Management Representative ensures that after issuing the latest revision document, recipient destroys the earlier document or removes document from the place of use.

Only latest documents are at the place of work.

Any modification to documents without authorization of the QHSE Management Representative is deemed as invalid.

Any printed document that does not have CONTROLLED COPY stamp shall be considered as uncontrolled document.

5.5 CONTROLLING ISSUE NUMBER AND REVISION NUMBER

All documents will be filed and stored with the applicable naming convention & numbering as follows:

Document	Naming Convention	Description
Level 1	FALCON-IMS-MAN-xx	Manual
	FALCON-POL-xx	Policy (Quality, Environmental, OSH)
Level 2	FALCON-PRO-xx FALCON-OBJ-xx	Procedure Objectives
Level 3	FALCON-PRO#-FRM-xx	Form / Checklist

Where:
FALCON - Falcon Middle East Contracting and General Maintenance
IMS - Integrated Management System
POL - Policy
PRO - Procedure
OBJ - Objective
FRM - Form / Checklist
xx - the number assigned to a document in series

5.6 CONTROLLING ISSUE NUMBER AND REVISION NUMBER

The Department Head is encouraged to highlight the need for any update or amendment to the QHSE Management Representative. Amendments may also be identified through internal/external audits.

Any need for amendment is advised by personnel initiating the change to the Department Head to review the requested changes.

The Department Head advises the QHSE Management Representative to arrange for documents to be revised (amended/updated and reviewed/approved).

The QHSE Management Representative issues new document to all concerned users and maintain the evidence of issue of document. The QHSE Management Representative updates the Master List of Documents.

If the document is no longer applicable or no longer required to be implemented, the responsible originating Department or affected function shall inform the QHSE Management Representative

that the document is either for deletion or no longer applicable. This obsolete documents shall be labeled 'Superseded' and removed and kept in a folder titled "Obsolete".

5.7 CONTROLOF EXTERNAL DOCUMENTS

The QHSE Management Representative in coordination with department establishes the need of external documents such as reference standards, codes of practice, applicable laws, operations manual, etc.
Receipt, filing and distribution of external documents (e.g. product data sheet, catalogues) which affect quality service is controlled by QHSE Management Representative.

Need of amending any international standard shall be notified to the QHSE Management Representative.

The QHSE Management Representative in coordination with the Department Heads or General Manager ensures that latest standard is available for use.

The QHSE Management Representative is responsible to control origin of external documents.

Equipment or material information provided by the vendors / manufacturers is maintained by concerned department.

5.8 RECORDS CONTROL – GENERAL INFORMATION

FALCON MIDDLE EAST has established and maintains a process of controlling documented information as per the requirement of the ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018.

All records shall be legible and identifiable to the activity, process, or product involved.

The records shall be retained by each Department for future reference and traceability within the period defined.

Records shall be readily retrievable.

Records shall be stored in a suitable environment that shall minimize deterioration and prevent damage or loss.

5.9 IDENTIFICATION OF RECORDS

The Department Head shall ensure that all the records that need to be controlled are identified. All IMS records must be filed in a systematic manner.

Hard copy files in the folder must have file names for identification. All electronic records of FALCON MIDDLE EAST are identified according to the file name in the designated locations.

5.10 STORAGE OF RECORDS

The records are stored in the respective Department/ Owner and shall be provided with adequate protection from any type of damage, deterioration, loss, etc.

The arrangement of records is organized in a systematic manner (both hard copies and electronic copies) where they can easily be accessed and retrieved by authorized users.

The storage areas shall be checked to ensure that there are no roof leaks and are protected from flooding and pest.
The storage areas shall be away from easily-combustible/ ignitable materials. Hard copies shall not be placed near electrical outlets

Regular checking shall be done to verify that the records do not get damaged.

In case the records are stored electronically, they shall be stored appropriately in such a way that they are easily retrieved.

5.11 RETENTION PERIOD OF RECORDS

Retention period for IMS records across FALCON MIDDLE EAST is retained as per ADOSH SF 4.0 as under :
Occupational health records: The employer must maintain an employee's medical record for the duration of their employment plus 30 years. This includes records related to medical surveillance, screening, and exposure monitoring.
Other retention requirements and considerations
OSH incident reports: For OSH (Occupational Safety and Health) incidents, entities must preserve all associated evidence. This must be done until the relevant authorities (e.g., Police, Civil Defense) have completed their investigation and have confirmed that the evidence is no longer required.
OSH performance reports: Entities with an approved OSHMS must submit quarterly performance reports to their relevant Sector Regulatory Authority (SRA) or the Abu Dhabi Public Health Centre (ADPHC). While a specific retention period for the employer's copies is not specified in the search results, it is a mandatory reporting requirement.
Risk management documents: The framework requires employers to record the risk management process. Although a specific retention period is not mentioned, it is a crucial component of the OSHMS that should be retained to demonstrate compliance.

5.12 ACCESS OF RECORDS

All personnel performing various tasks addressed in the IMS shall have access to any record required by them in connection with their work, as authorized by personnel maintaining the records.

Whenever required, the records shall be made available immediately for analysis, audit purpose and for any other reference purpose such as for customer’s information, legal/regulatory requirements, etc.

5.13 CONFIDENTIAL OR PROPRIETARY RECORDS

For confidential or proprietary records, the Department Heads shall ensure that:

- Records that are classified as such are properly identified
- Only authorized personnel are given access to those records
- His/her approval shall be secured prior to issuance
- Photocopying, shredding, tearing and disposal are done by the authorized personnel only.

5.14 RECORD MONITORING AND DISPOSAL

The QHSE Management Representative along with the Department Head concerned shall dispose the records after the retention period, with the approval of the General Manager.

Records that are filed beyond the retention period shall be destroyed prior to disposal.

The QHSE Management Representative shall ensure that all records disposed are recorded/ updated in the Records Disposal Register.

For hard copies, the disposal of records shall be done through the use of a shredding machine or torn into pieces.

6.0 REFERENCE DOCUMENTS

- FALCON-PRO-01-FRM 01 Master list of Documents
- FALCON-PRO-01-FRM 02 Document Creation/Revision/Deletion Form
- FALCON-PRO-01-FRM 03 Documents Distribution Register
- FALCON-PRO-01-FRM 04 Master list of Records
- FALCON-PRO-01-FRM 05 Records Disposal Register
- FALCON-PRO-01-FRM 06 Logsheet of Borrowed Documents_ Records