



FAHR Policy for Integrated Management and Business Continuity System



FAHR Policy for Integrated Management and Business Continuity System

Copyright @ 2022 Federal Authority for Government Human Resources (FAHR)

All rights reserved.

No part of this manual may be used, reproduced, or transmitted in any form or media or by any means (electronic, mechanical, photocopying, recording, or any information storage and retrieval system) without the prior written permission of the Federal Authority for Government Human Resources (FAHR), except as provided in the terms and conditions related to the usage of the Authority's publications.

ص.ب. 2350، أبوظبي، الإمارات العربية المتحدة
هاتف +971 2 4036000
فاكس +971 2 6266767
PO Box 2350 Abu Dhabi, United Arab Emirates

ص.ب. 5002، دبي، الإمارات العربية المتحدة
هاتف +971 4 2319000
فاكس +971 4 2959888
PO Box 5002 Dubai, United Arab Emirates

FAHR leadership has adopted the Policy for Integrated Management and Business Continuity System, in line with achieving its vision and within the provision of its tasks related to developing human resources systems, legislation and policies and raising the efficiency and performance of federal government employees by including a clear commitment from FAHR to the following:

- Meet the requirements of ISO 9001:2015 Quality Management System, ISO 14001:2015 Environmental Management System, ISO 45001:2018 Occupational Health and Safety Management System and the National Standard for Business Continuity Management System AE/SCNS/NCEMA 7000:2021
- Reviewing FAHR operational processes and improve them continuously to achieve the highest levels of effectiveness and efficiency.
- Controlling the quality of FAHR operations and spreading a culture of quality, trust, integrity, mutual respect, and continuous communication.
- Implementing FAHR tasks and operations in an environmentally friendly manner, enhancing community contribution, reducing pollution and reducing the environmental impact of the authority's operations.
- Provide every effort to achieve the business continuity of FAHR critical tasks without interruption for the benefit of its customers and partners in cases of emergency, crises and disasters
- Incident management and response with high efficiency and effectiveness in order to reduce the impact on human resources, customers, operations and FAHR infrastructure
- Implementing FAHR tasks and applying its operations in a healthy and safe manner to employees, customers and visitors, and seeking to prevent the occurrence of any potential risks threatening their health and safety.
- Compliance with laws and legislations related to environment, health and safety. and business continuity
- Management of customer complaints in all honesty and high professionalism to ensure that they are resolved and not repeated in the future and benefit from them to improving FAHR processes and services.
- Ensure that service providers and suppliers comply with the requirements of quality systems, environmental management systems, health and safety, business continuity, and its laws and regulations.
- Involving stakeholders in issues related to health and safety, crisis management, disasters, emergencies, and business continuity, and consulting with them on methods that ensure finding, assessment and control of risks related to the work site.
- Disseminate policies related to FAHR Policy for Integrated Management and Business Continuity System to all employees and to the various concerned groups by various ways.
- Periodic review of policies related to the FAHR Policy for Integrated Management and Business Continuity System to ensure their suitability.

