

# Quality, Health & Safety and Environment Policy

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Carter Hones Associates is a leading project consultancy firm in the United Arab Emirates.

We take pride in continuously improving our processes and services. We are dedicated to improving the knowledge and motivation of our employees to secure our success. We are committed to:

- Ensuring customer satisfaction in every project we execute through reliability, responsiveness and quality. We contribute to the success of our clients by providing superior solutions.
- Resolve customer complaints in a timely manner.
- Ensuring the quality by controlling all stages of the consultancy.
- Prevent injury and ill health to our employees and any visitor to our premises.
- Conduct operations in an environmentally responsible and sustainable manner. Protecting the environment and prevent pollution by periodically reviewing our environmental performance.
- Comply with applicable legal and other statutory requirements the organization subscribes to. This includes, but not limited to, ISO 9001:2015, ISO 14001:2015, ISO 45001:2018.
- Provide assurance, through regular Internal Audits and Managements Review Meetings that the Management System remains effective in meeting requirements.
- Creating good relations with suppliers of goods and services by means of implementing an effective evaluation system.

Quality, Health, Safety and Environment is regarded as a joint responsibility of management, employees and all stakeholders involved in our operations. This QHSE policy shall be available to interested parties. It shall be communicated throughout the organization and reviewed annually for continuing suitability.

Craig Carter



Founder – CEO