

INTEGRATED MANAGEMENT SYSTEM POLICY

Quality, Environment, Occupational Health & Safety Management systems

Zajel Courier Services is the fastest-growing courier and logistics company in the UAE & expertise and an unwavering commitment to offer customers a greater experience day after day. Top-of-the-range shipping fleet, to supply convenient, cost-effective services to customers across domestic, international and government spaces also offer a growing range of reliable services for large enterprises and SMEs, covering immigration, customers, legal, health, banking, cold chain and ecommerce.

We are committed to conduct our operations in line with the ISO 9001:2015 (Quality), ISO 14001:2015(Environment), ISO 45001:2018 (Occupational Health and Safety) Management Systems.

We, at ZAJEL shall strive to:

1. Provide quality and cost-effective services to our customer as well as a flexible, personal and rapid response to customer requirements, Customer Satisfaction.
2. Address internal & external issues relevant to our scope of work and follow a risk-based approach for maintaining an effective Integrated Management System (IMS).
3. Meeting customer's needs and expectations through quality of our products and services and timely completion of Services.
4. Comply with all statutory, Regulatory, and legal requirements related to Quality, Environment & OH&S Management systems.
5. Maintaining suitability to the purpose and context of the organization that includes nature, scale and environmental impacts of its activities, products, and services.
6. Continually improve Integrated Management System by providing a framework on objectives and tracking its performance.
7. Assuring fulfilment of applicable IMS requirements, Protection of the environment & Prevention and control pollution, minimize consumption of resources and generation of waste through adoption of better practices and technology.
8. Providing safe and healthy working conditions for the prevention of work-related injury and ill health as suitable for its OH&S risks and OH&S opportunities by eliminating Hazard and reduce OH&S risk.
9. Ensure consultation and participation of workers to eliminate hazards and reduce occupational risks to improve the OHSMS.
10. Identify, correct, and prevent non-conformance and risks related to Health & Safety Management, and environment.
11. Create awareness / communicate amongst employees & relevant interested parties, Stakeholder about this policy, significant environmental aspects & impact, OHSMS risks, opportunity, and control measure.


Yousuf AlKhaja
Chief Executive Officer



This policy statement is communicated to all employees and persons working for or on behalf of the organization and will be made available to the public, stakeholders, and any other interested parties upon request. IMS Policy will be reviewed on an annual basis by the Management.

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