The Abu Dhabi Agriculture and Food Safety Authority (ADAFSA), in line with the purpose and context of the Abu Dhabi Agriculture and Food Safety Authority, and adopting applicable standards, specifications, practices and federal, local and international laws and regulations to achieve excellence in its operations and services to customers, farmers, stakeholders and interested parties.

Legal Compliance, Standards

Ensure that the Integrated Management System’s policy is in line with the purpose and context of the Abu Dhabi Agriculture and Food Safety Authority, and adopt applicable standards, specifications, practices and federal, local and international laws and regulations to achieve excellence in its operations and services to customers, farmers, stakeholders and interested parties.

Sustainable Agriculture and strengthening the food security system through enhancing good agricultural practices and appropriate farm systems. Achieve sustainable agricultural development programs and agriculture interventions to enable the agricultural sustainability to transform into competitive and economically viable agricultural sector.

Environmental

Assess and mitigate all environmental impacts of ADAFSA processes, activities and services provided. Committed to protection of the environment, including prevention of pollution, maintain natural resources and complying with related environmental standards and regulations by adapting the best environmental practices for emissions reduction, waste management and minimize resources consumption such as fuel, energy, and water.

Occupational Health and Safety

Adopt safe and secure work methods to protect employees, visitors and stakeholders by identifying all occupational health and safety hazards associated with the activities and operations of ADAFSA and evaluate potential risks in participation and consultation with ADAFSA employees and mitigate risks to prevent occupational injury and illness and committed to the control of OHS risks using the hierarchy of controls.

Veterinary Laboratory Testing Services

Ensure competence, impartiality and consistent operation of the laboratory and continual improvement in the Quality of Laboratory services by following Good Laboratory Practice and comply with relevant standards requirements to provide excellent services to stakeholders.

Control & Food Inspection

Ensure impartiality and achieving the highest standard of Food Safety, through monitoring and food chain inspection, Agriculture Inspections in accordance with relevant Food Law, Policies, Legislations, Regulations, Degrees, Code of Practices and Guidelines.

Customer Complaints

Provide high quality services to maintain a distinguished relationship with stakeholders/customers, and ensure all customer complaints and appeals are handled efficiently and effectively.

Information System

Protect and secure information from unauthorized access, while maintain its confidentiality, integrity and availability by complying to applicable requirements of information security, information security risks management.

ICT Service Management

Delivery of high quality Information & Communication Technology services to interested parties by implementing the Information Technology Service Management System.

Business Continuity

Ensure Continuous business and service delivery by reducing the likelihood of occurrences to emergencies, crises, and disasters, thus ensuring effective recovery of operations with minimal impact.

Risk Management

Enable an Enterprise Risk Management Framework which is aligned with ADAFSA scope of work, by identifying, assessing and mitigating related risks, in addition to, review and monitor assigned mitigation plans. To, reduce the impact of risks to the acceptable level to support achieving ADAFSA strategic priorities and objectives effectively.

Competency Management and People Development

Apply planned and systematic environment for competence management and people development by identifying, developing, evaluating the knowledge, skills, behaviour, work environment and improving their capabilities to achieve consistent outcomes to meet strategic direction and achieve the relevant ADAFSA performance objectives.

Employee Welfare and Involvement

Improve ADAFSA’s employee welfare by enhancing working culture, motivating employees, promoting team-work, voluntary work, improving personnel’s competence, enriching their organizational knowledge through appropriate training, development and shaping their attitude towards exceeding Abu Dhabi Government and ADAFSA stakeholders’ expectations as applicable.

Data Management

Ensure high quality and data hygiene of all ADAFSA data by maximizing the quality of data and allowing ADAFSA to deliver high quality customer services by establishing Data Management program and adopting the required data management standards and its controls across the relevant data domains in ADAFSA.

Continual Improvement and Sustainable Excellence

Assuring continual improvement of the Integrated Management System through periodic review by providing appropriate resources, meeting key performance indicators, following up, and reviewing IMS objectives and targets.

Communication & Review

This policy is available to all ADAFSA stakeholders and relevant parties. This policy is reviewed periodically & as and when required. To ensure its efficiency to ADAFSA’s operation and services. This policy is available to all employees on their behalf and make them aware of their responsibilities to meet IMS requirements and standards.