

QUALITY ASSURANCE POLICY

Royal Catering is committed to exceed customer expectations by offering:

- › Superior quality food reflecting the best of Arabic, Western and Asian gastronomy by exclusively using high quality ingredients.
- › Continually improving our processes and systems by setting SMART objectives to enable maximum customer satisfaction.
- › Recruiting exceptionally high caliber staff and providing a stimulating and collegial work environment which is conducive to obtaining the highest product and service quality with excellent etiquettes.
- › Complying with applicable legal and other requirements related to products and services for ensuring world class recognition.
- › Providing exclusive equipment and innovative set up concepts combined with upscale logistic means enabling on-time delivery of unique products service experiences.
- › Exploring ethical and sustainable business opportunities in compliance with our business plan.
- › We should always remember our mantra statement 'Expect Excellence'.

OCCUPATIONAL HEALTH, SAFETY & ENVIRONMENT POLICY (OHSE)

Royal Catering Services LLC committed towards OHSE requirement among various locations and activities at the Central Production Unit (CPU) and Abu Dhabi, outlets and restaurants, RC3-Shah and Ruwais residential city facilities during day to day catering, hospitality services, events, operations activities and facilities management as follows:

- › Royal Catering Services committed to comply with all applicable statutory, federal and local OHSE laws and regulations in Abu Dhabi Emirate as per OSHAD beside other legal requirement.
- › Strive to protect our employees, contractors, stakeholders, clients and visitors from injuries and illness work-related by ensuring a safe working environment through the implementation of OHSE Policy.
- › Strive to protect environment from occupational damages and implementing an effective system to prevent pollution, ill health and depletion of natural resources resulting from our business practices.
- › Integrate hazard identification and risk minimization into all aspects of OHSE Royal Catering Services shall ensure the identification and effective implementation of necessary requirements for managing OSHE risk
- › Promote positive OHSE culture by implementing effective training programs, seminars and awareness.
- › Protect the assets of Royal Catering Services, clients, subcontractors and stakeholders and other internal and external parties from damages or lost.
- › Encourage employees to communicate, participate and work as a team to develop safe working environment and healthy business practices as per OSHAD and other legal requirement.
- › Ensure the continual improvement of the OHSE management system by setting occupational Health, Safety and Environment system objectives, targets and regular performance monitoring with an emphasis on environment and personal safety.
- › Review the OHSE Policy periodically and ensure its being communicate to all stakeholders, clients, contractors, visitors, employees and public.
- › Setting, Monitoring and reviewing OHSE targets and objectives.
- › Royal Catering Services shall ensure a appropriate provision of OSHE resources.
- › Investigating and reporting OHSE incidents and propose appropriate corrections, corrective and preventive actions and lesson learnt.
- › Royal Catering Services committed to serve internal and external parties by creating an environmental friendly atmosphere with an emphasis on health and safety aspects.

FOOD SAFETY & HYGIENE POLICY

Royal Catering is committed to ensure food produced and distributed is safe and wholesome. This objective shall be met by:

- › Identifying and evaluating food safety risks using HACCP Principles.
- › Minimizing food safety hazards and effectively controlling the risks.
- › Complying with all relevant legal, other regulatory requirements and establishing standards of best practices.
- › Setting standards, monitoring and auditing compliance and implementing continual improvement strategies.
- › Ensuring effective corrective actions for reported noncompliance.
- › Delegating responsibilities and communicating to all relevant parties for an effective food safety practices.



JEAN PIERRE-GARAT
Chief Operating Officer

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