

Quality Policy

We at the Environment Protection and Development Authority in Ras Al Khaimah are committed to protect the environment, sustain its resources, provide a clean and healthy environment for all its residents, and work towards achieving sustainable development goals in the emirate by finding a delicate balance between social and economic development and environmental protection. The authority is also constantly working to improve its services and better meet the needs of its customers, as a quality management system has been adopted to ensure the maintenance of service quality, innovation and excellence in control and awareness methods, and the preparation of legislation based on specialized research programs that contribute to the protection of the environment and natural resources, through close cooperation with the governmental federal and local authorities and global stakeholders towards achieving its future, vision, with a commitment to the following:

- Providing proactive services to achieve and exceed customers' expectations
- Managing the complaints system with the integrity and professionalism to ensure that all complaints received are resolved on time and considered as improvement opportunities
- Making positive changes in the quality of performance and ensuring continuous development
- Aiming to achieve the quality of life in the work environment
- Communicate effectively with the interested parties to meet their expectations and involve them in continuous improvement and development processes
- Ensure the optimal achievement of governance in EPDA
- Obligation to review this policy to ensure its suitability, and to communicate it to the interested parties.


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