

RAK PORTS

IAPH 2025 SUSTAINABILITY AWARDS SUBMISSION

OCTOBER 2025 | KOBE, JAPAN

**ELEVATING HSEQS PERFORMANCE THROUGH INTEGRATED DIGITAL INTELLIGENCE:
A PIONEERING INITIATIVE BY RAK PORTS GROUP | RAK, UAE**



HEALTH, SAFETY AND SECURITY / DIGITALIZATION / ENVIRONMENTAL CARE & COMMUNITY BUILDING

WHO ARE RAK PORTS

RAK PORTS IS A MODERN, DYNAMIC AND FLEXIBLE NETWORK OF PORTS WHICH ACT AS A MAJOR CENTRE FOR INTERNATIONAL INDUSTRY AND MANUFACTURING.

RAK PORTS OPERATIONS ARE BUILT UPON THE PILLARS OF **SAFETY, SECURITY, SUSTAINABILITY AND ENVIRONMENTAL CARE.**



RAK Ports, the largest Dry Bulk handling port in the Middle East is committed to creating a sustainable future for our employees, customers, communities and shareholders.

RAK Ports are dedicated to provide as well as support the ongoing drive towards a growing sustainable future for the organization, taking action in a proactive manner which we trust would have a positive impact on all our stakeholders to adopt the same.

As a major key role player in the United Arab Emirates economy, RAK Ports has a duty of care to ensure our local communities are well looked after in terms of provision, support and protection where required.

RAK Ports is committed to invest in an improved sustainable future for ourselves, our families as well as all our stakeholders.

RAK PORTS OVERVIEW



SAQR Port 1.0: Core Business is Bulk, Largest Bulk Port in MENA Region



- **Berths:** 15 Wet
- **Total Berth Length:** 3km
- **Draft:** 12.2 to 18m
- **Vessel Size:** ~ Cape Size
- **Bulk Markets:** Aggregates & Minerals
- **Annual TEU Capacity:** 375k
- **Annual Bulk Capacity:** 100 Million Tonnes
- **Land Area:** 1.8 million sqm
- **Harbor Cranes:** 24 Units
- **Vessel Load rate:** 3,000t per hour

RAK Maritime City: Core Business is Freezone, Break Bulk & Projects Port



- **Berths:** 32 Wet
- **Total Berth Length:** 6.1km
- **Draft:** 6.5m
- **Ownership:** 100% foreign ownership
- **Land Area:** 8million sqm (Freezone)
- **Industry:** Break Bulk, Out of Gauge, RORO, Layby, Fuels, & Manufacturing
- **Key:** Direct Freezone to Quay access

Al Jazeera Port: Core Business is Bulk, Dry-docking, & Ship Repair Facility



- **Berths:** 9 Wet & 12 Dry
- **Total Berth Length:** 1.11km
- **Draft:** 6m
- **Core Vessel Size:** Boat & Barge Market
- **Synchro Lift:** 1,100t capacity
- **Annual Bulk Capacity:** 1mmt
- **Land Area:** 150,000 sqm
- **Warehousing:** 7,500 sqm

Khor Port: Core Business is Vessel Layby, Cruises, & Warehousing



- **Berths:** 8 Wet
- **Total Berth Length:** 870m
- **Draft:** 8m
- **Vessel Size:** Up to 220metres
- **Land Area:** 324,000 sqm
- **Undeveloped:** 150,000 sqm
- **Warehousing:** 28,000 sqm
- **Units:** Bonded, Customers & Freezone

Al Jeer Port: Core Business is Agriculture, Vessel Layby, & Quay to Warehouse



- **Berths:** 4 Wet
- **Total Berth Length:** 440m
- **Draft:** 4m
- **Warehouse:** 42 Facilities
- **Land Area:** 52,100sqm
- **Industry:** Live Export, Layby, & Repairs

Location: At the Entrance to the Arabian Gulf



- **Scale:** 1,100+ staff
- **Connectivity:** Highways to all Emirates
- **Quality:** ISO 9001/14001/45001
- **Annually:** ~20k vessels pass by SAQR 1.0
- **Located:** Near the World's largest quarries
- **Marine:** Inhouse Towage & Pilot fleet

Greenfield Development: SAQR 2.0 Port and Industrial estate



- **Draft:** 12 to 18m
- **Multipurpose Quay:** Liquids, Agri Bulk, Project Cargo, Ship Recycling, Energy Projects, Break Bulk, & Minerals.
- **Industry Land:** 6million sqm (Freezone)
- **Industry Targets:** Refinery, Tank Farm, Fabrication, Oil & Gas, Processing, Packaging, & Warehousing



RAS AL
KHAIMAH

RAK Ports are only 70Minutes drive from Dubai International Airport

LEADERSHIP & VISION



Chief Executive Officer
Mr. Roy Cummins

“At RAK Ports, our commitment to safety, sustainability, and operational excellence is unwavering. The implementation of the “INBISCO” system marks an important step in our digital transformation – empowering our people and setting a new standard for sustainable port operations.”

- Roy Cummins, CEO, RAK Ports



HSEQ Manager
Mr. Lourens van Zyl

“Through the power of IRIS, we have transformed traditional HSEQ systems into a smart, agile, and fully digital ecosystem. IRIS delivers real-time insights, streamlines risk management, and fosters a proactive safety culture — empowering us to safeguard our people, protect the environment, and uphold sustainable operational excellence at RAK Ports”.

- Lourens van Zyl, HSEQ Manager, RAK Ports

EXECUTIVE SUMMARY

RAK Ports has embraced digital transformation as a strategic pathway to enhance **health, safety, and security** across all its operations. Implemented across Saqr Port, Al Jazeera Port, RAK Khor Port, Al Jeer Port and RAK Maritime City Free Zone Authority, the **INBISCO** software suite represents a cutting-edge solution to safety-focused port management.

The INBISCO project began in the first quarter of the year 2022 with the onboarding of the software developer 'INBISCO' together with the process consultant 'RASCI'. The project was successfully completed involving all relevant stakeholders and effectively launched in January 2023.

INBISCO integrates three key modules PM (Process Manager), IRIS (Item Registration and Information System) and RAS (Risk Assessment System) providing a digital transformation of the RAK Ports Integrated Management System – minimizing risk, strengthening compliance, and building a resilient safety culture.

The software enables streamlined communication, enhanced safety reporting, risk management, digital auditing, legal compliance and environmental care, thus revolutionizing port management and operations at RAK Ports.

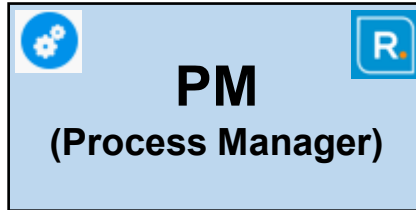
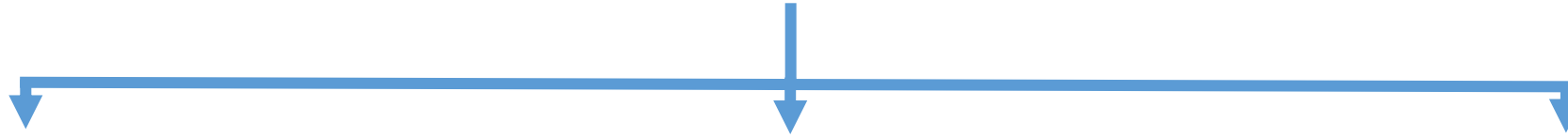
The following slides showcases the innovative application of INBISCO in enhancing port operations, aligning with UN Sustainable Development Goals and IAPH's sustainability themes, reinforcing RAK Ports a global leader in safe, secure and sustainable port management.

INBISCO OVERVIEW

INBISCO is a comprehensive software solution with three main modules:

- **PM:** Digitalizes and simplifies all company processes in RASCI framework. An example would be consolidation of a 50-page procedure into a 1–2-page flowchart.
- **IRIS:** An electronic reporting system for incidents, audits, managing change requests, scanning QR codes for accessing employee records and more.
- **RAS:** A digital system for managing risk assessments at both strategic and operational levels encompassing all risk assessments at RAK Ports.

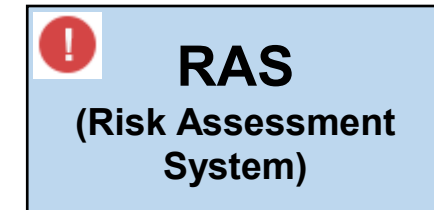
INBISCO OVERVIEW



1. View the RAK Ports Business model.
2. View all RAK Ports processes.
3. **RASCI**: View employee duties & responsibilities.
4. Built-in Document Management System.
5. Draft and approve processes.
6. Use Reports for data search on processes.



1. Create and monitor **items**.
2. Open and fill in forms.
3. Conduct audits, inspections & TBTs.
4. Report accidents/ incidents/ near misses.
5. Communicate with your colleagues.
6. Access all relevant information regarding training, compliance, suppliers etc.



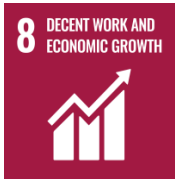
1. Conduct digital **risk** analyses for projects, processes and tasks at RAK Ports.
2. Standardize and centralize risk assessments at both corporate and operational level at RAK Ports.
3. Gain insights into risk treatment plans.
4. Implement targeted control measures.
5. Fully customizable fields.

ALIGNMENT WITH UN SDGs

INBISCO supports the following United Nations Sustainable Development Goals:



Goal 3 (Good Health and Wellbeing): Improved health and safety incident reporting, investigation and follow ups with real time dashboards in **IRIS**.



Goal 8 (Decent Work and Economic Growth): Promotes safe and inclusive working conditions through risk-based task/ project planning in **RAS**, digital training verification and proactive safety communication in **IRIS**.



Goal 9 (Industry, Innovation and Infrastructure): Digitalization of the processes using **RASCI**, Health & Safety in **IRIS** and Risk management in **RAS**.



Goal 12 (Responsible Consumption and Production): Digitalized Integrated management system is completely paperless including safety inspections, incident reporting, digital checklists and audit/ inspection reports minimizing carbon footprint.



Goal 13 (Climate Action): Efficient resource management through environmental risk assessments using **RAS** supporting ISO 14001 environmental standard.

ALIGNMENT WITH IAPH

The INBISCO project aligns with several IAPH key themes:

- **Health, Safety & Security:** This is achieved through the user-friendly **IRIS** system for incident reporting and QR code scanning for employee training and records keeping.
- **Digitalization:** This is achieved by digitalizing all operational processes like cargo handling, marine operations, security, procurement, stores, HR etc. in **RASCI** formats.
- **Environmental care:** This is achieved by eliminating paper usage with digital auditing, follow up of findings etc. in **IRIS**.
- **Community Building:** This is achieved by enhancing communication and collaboration with stakeholders when developing new processes or addressing changes to existing processes fostering ownership and safer collaborative operations.

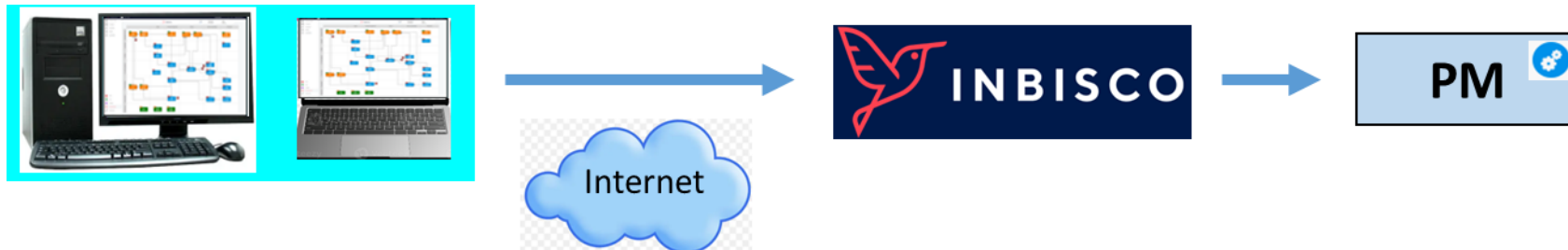
DIGITALIZATION-PM

The PM module integrates all the RAK Ports **health, safety, security, environmental and quality** processes in a digital RASCI format. It enables easy tracking of roles and responsibilities and ensures efficient process management.

Key benefits:

- Provides a comprehensive view of all processes in the form of Business model.
- Consolidates 50-page lengthy procedures on to a 1–2-page flowchart.
- Easy to follow workflows reduces human error and miscommunication.
- Simplifies processes and enhances accountability.

PM can only be accessed in a web-based environment.



REFER VIDEO NO.1: DIGITALIZATION - RASCI PROCESSES IN PM (1 min 15 sec)



RASCI Method

RAK PORTS BUSINESS MODEL IN INBISCO PM



Version
0.97

Version date
07-12-2022

Status
Draft

For internal use only

Business model

Processes

Documents

Reports

Legend and RASCI

Process categories

- 1XX MANAGEMENT PROCESSES
- 2XX SUPPORTING PROCESSES
- 3XX PRIMARY PROCESSES
- 4XX IMPROVEMENT PROCESSES

IRIS

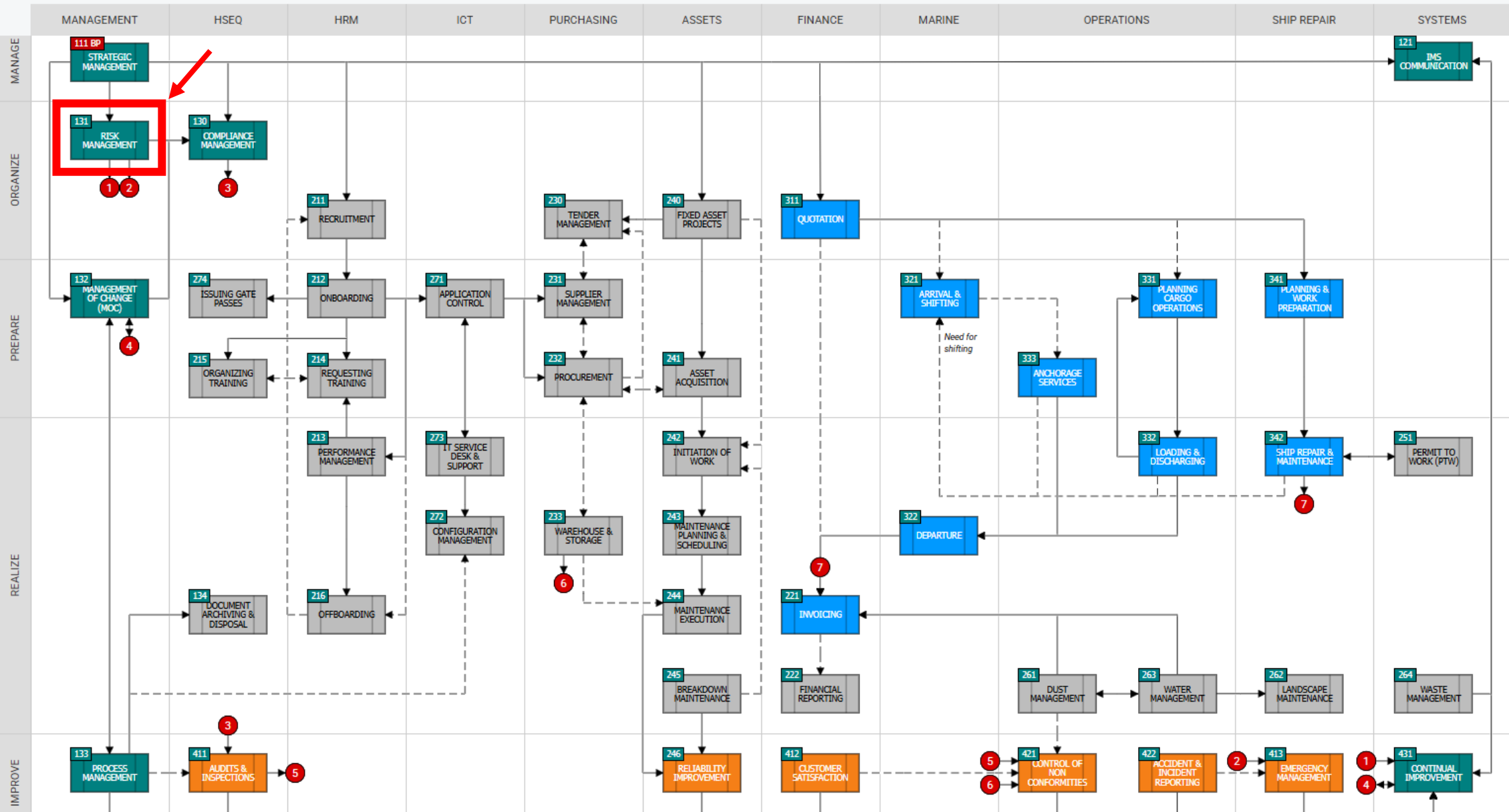
RAS

PM

Published area

Admin area

1.32.0



RAK PORTS ENTERPRISE RISK MANAGEMENT POLICY

1. INTRODUCTION

- 1.1 The RAK Ports strives to ensure that all its strategic and administrative decisions are made in a manner consistent with the RAK Ports objectives and appetite for risk. The RAK Ports should minimise financial loss and the potential adverse effects on the RAK Ports image and reputation in the event of its occurrence.
- 1.2 This Policy sets out the RAK Ports policy in respect of Enterprise Risk Management ("ERM") and the key procedures for implementing ERM, which include organisational arrangements for the design, implementation, monitoring, review, and continual improvement of ERM activities across the RAK Ports.
- 1.3 The objective of this policy is to:
 - 1.3.1 ensure RAK Ports, in its endeavours to achieve its objectives, does not undertake unnecessary or unacceptable risks that could jeopardise achieving its objectives;
 - 1.3.2 encourage employees to properly identify, mitigate, monitor, and manage risk; and
 - 1.3.3 ensure that the RAK Ports is in line with best practices and the principles and guidelines of ISO 31000:2018.
- 1.4 Capitalised terms used, but not defined, in this Policy shall have the meaning given to them in the RAK Ports master glossary for policies, as updated from time to time.

2. SCOPE OF THIS POLICY

- 2.1 This Policy applies to all RAK Ports Entities and all RAK Ports employees.
- 2.2 All RAK Ports employees are required to comply with this Policy. Compliance with this Policy includes reading the Policy, completing any compulsory risk management training, and complying with the policies, procedures, and reporting requirements set out in this Policy.

3. WHAT IS ENTERPRISE RISK MANAGEMENT?

3.1 Introduction

- 3.1.1 ERM is a methodology that looks at risk management strategically from the perspective of the entire firm or organisation. It is a top-down strategy that aims to identify, assess, and prepare for potential losses, dangers and hazards that may interfere with an organisation's operations and objectives and/or lead to losses.
- 3.1.2 The ERM at the RAK Ports has been developed using the ISO 31000:2018 framework.
- 3.1.3 This ERM Policy describes the importance of ERM and embedding it throughout the RAK Ports.

3.2 Objectives of ERM

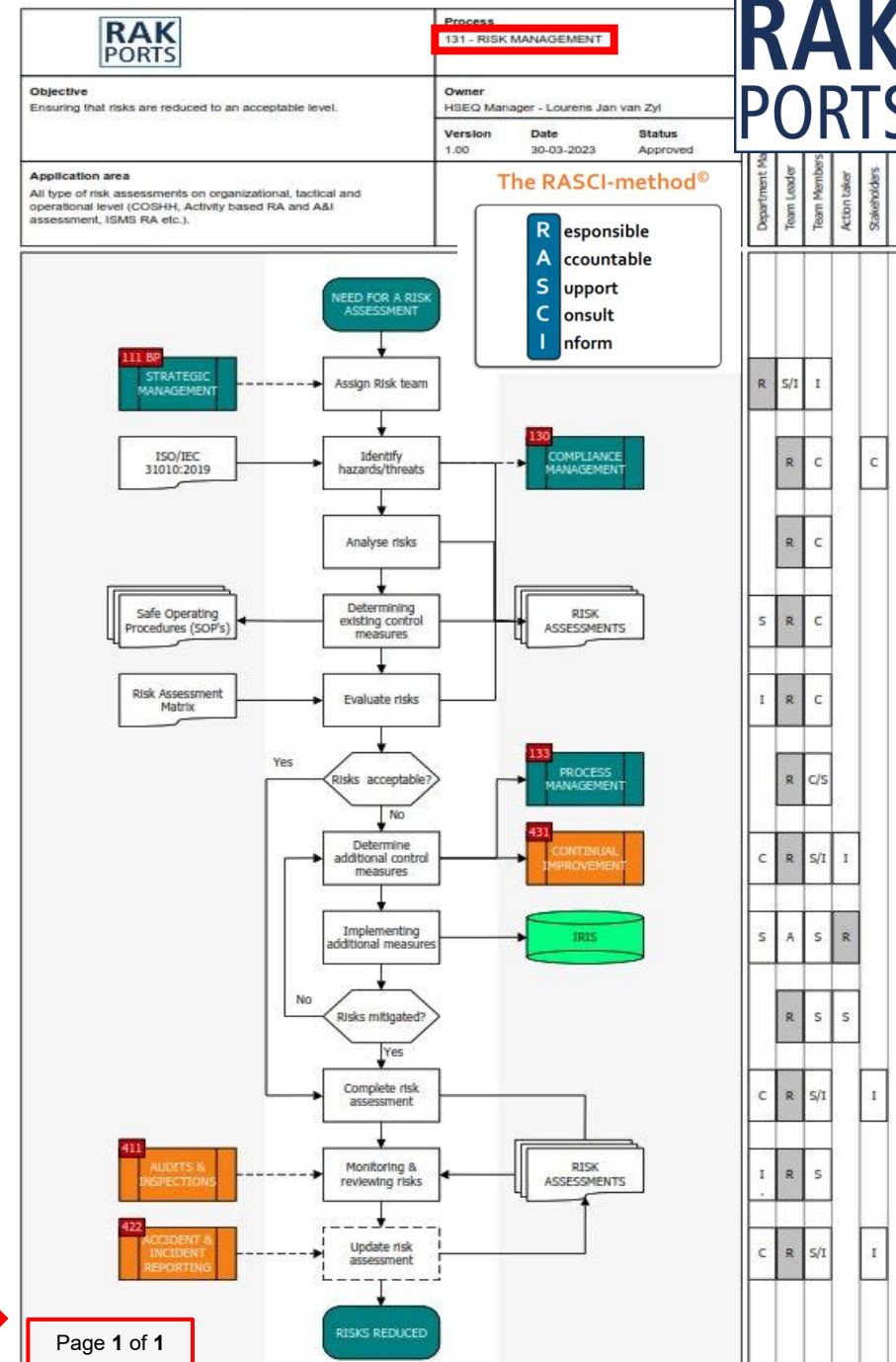
The objectives of ERM are:

- 3.2.1 Embedding a risk aware culture and aligning risk management with management tasks.

INBISCO PM – TRANSITION TO RASCI PROCESSES

Previously the Integrated Management System (IMS) at RAK Ports were documented as narrative procedures (see left for example of ERM process with 20+ pages).

With the implementation of INBISCO, the IMS processes are now documented as **flowcharts**, simple and short in the form of **RASCI** method (see right for example of ERM process in RASCI in 1 page).



DIGITALIZATION – IRIS SYSTEM

IRIS is a digital reporting system that handles **incidents, audits, inspections, change requests, legal compliance**, and more. It centralizes data and provides real-time dashboards enabling visibility into management and operations.

Key benefits:

- Real-time dashboards and statistical analysis for incident reporting.
- Improved accuracy and communication in safety reports.
- Legal compliance mapping for each department supporting compliance evaluations.

IRIS is available on mobile platforms enabling **reporting from field to boardroom**.

IRIS app can be downloaded from 'Google Playstore' or the 'App store' using the name "INBISCO IRIS".



IRIS – INTERFACE

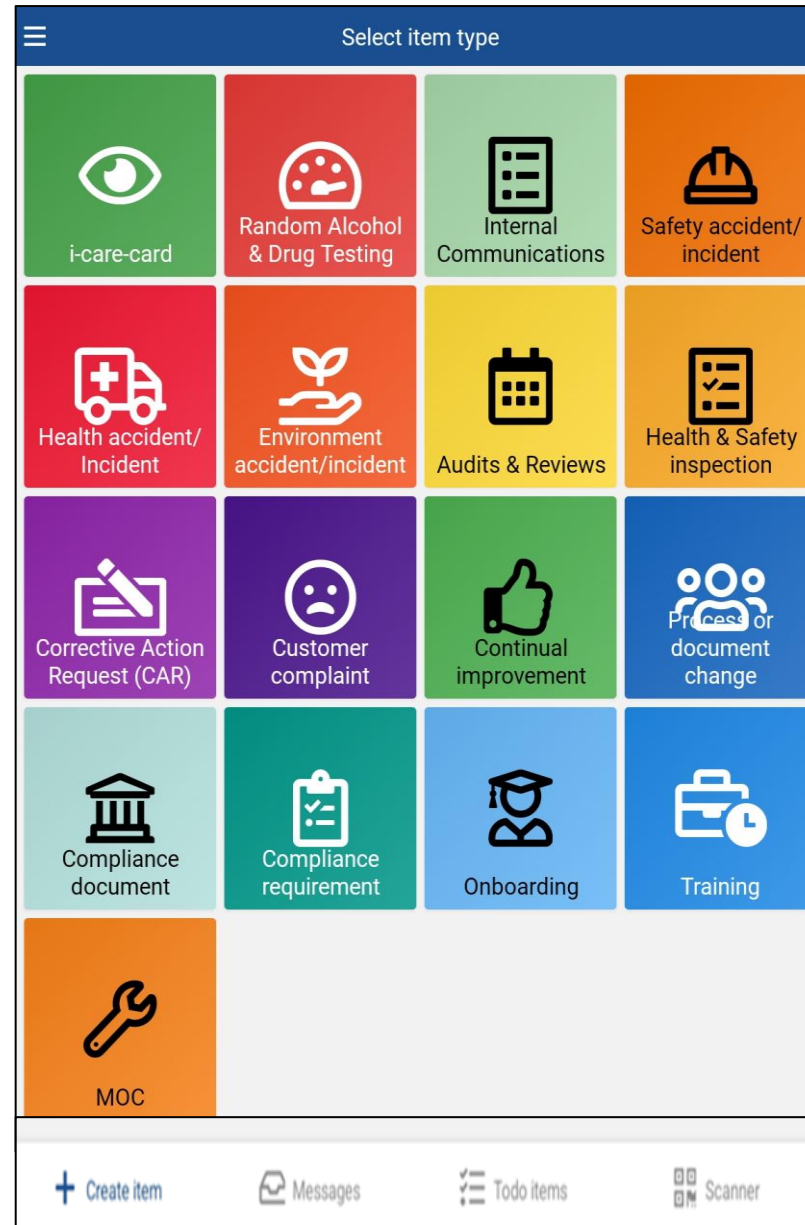
ANYTIME, ANYWHERE

On mobile platform, IRIS provides access to;

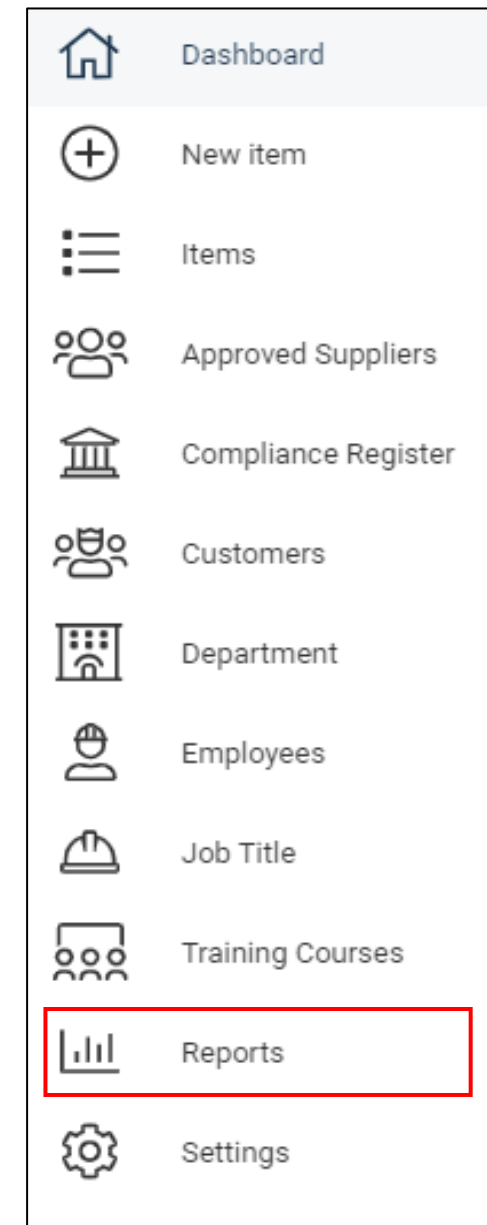
- Incident reporting,
- Audits,
- Inspections,
- Trainings,
- Communications,
- Change requests,
- Corrective actions,
- Legal registration, and more.

On PC's, IRIS provides additional access to;

- Dashboard,
- Departments,
- Customers KYC,
- Approved Suppliers,
- Training courses,
- Employee register,
- Legal compliance register,
- Real-time reports, and more.



Mobile App version of IRIS



PC version of IRIS

IRIS - REAL-TIME SAFETY DASHBOARDS FOR INCIDENT REPORTING

- Dashboard
- New item
- Items
- Approved Suppliers
- Compliance Register
- Customers
- Department
- Employees
- Job Title
- Training Courses

Reports

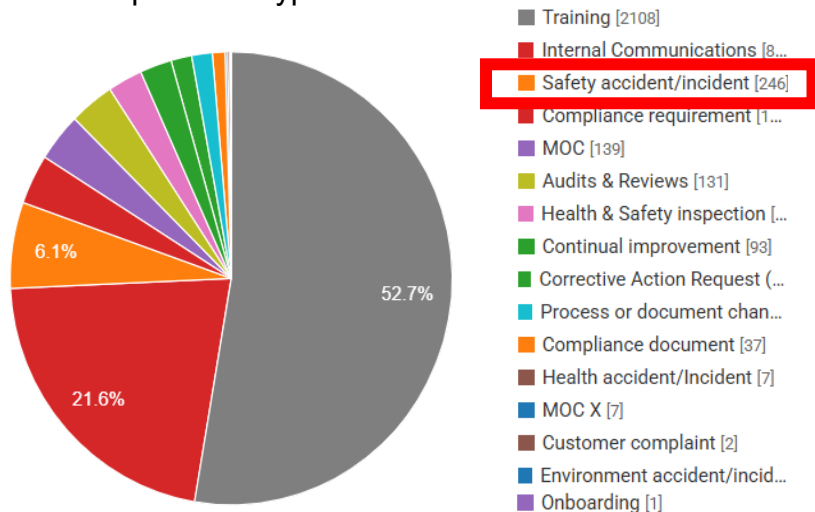
Settings

IRIS

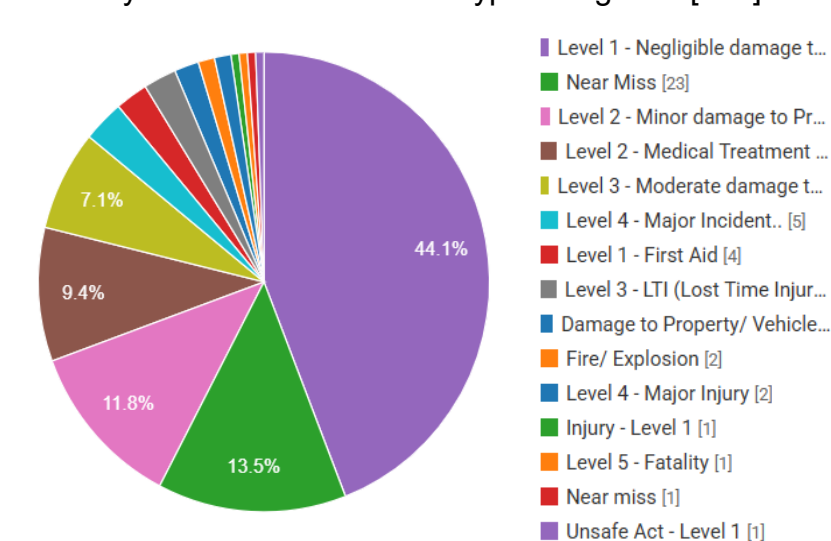
RAS

PM

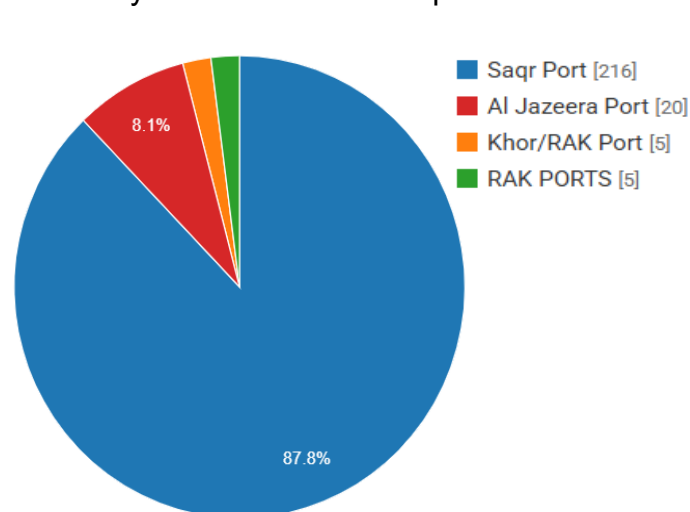
Items per Item Types



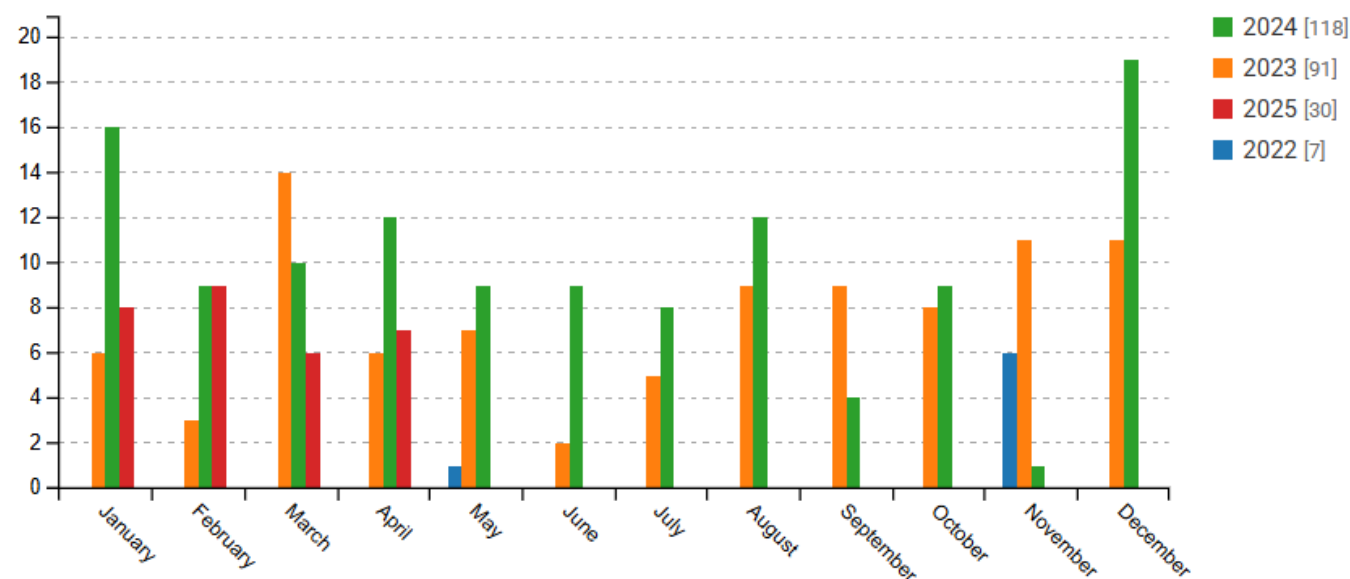
Safety accident/incident Item type categories [246]



Safety accidents/incidents per Port



Safety accident/incident items per Month [2022 - 2025]



IRIS – COMPLIANCE REGISTER WITH MAPPING & EVALUATION

Views: **H&S legislation register** ▼

Active filters: Item type = Compliance requirement and Item type specification = Health and safety legislation X

Q Search

From

To

25

50

100



| Item number | Applicable activity/s | Hazard/s | Description of applicable legal and other requirement/s | Business unit | Status ▼ |
|-------------|---|--|--|-----------------|-----------------|
| 202302540 | Infrastructure/equipment maintenance, MHC/Crane ... | Fall from height. | Risk assessment, Supervisor, Competent and certified personnel, use of inspected ... | Saqr Port | 100 - Compliant |
| 202302502 | MHC Operation, Fuelling plant/equipment & ... | Exposure to fire and explosions, Danger from ... | Risk assessment & controls, training/tool box talks, suitable PPE, safety ... | Saqr Port | 100 - Compliant |
| 202302361 | Fabrication/maintenance work, ... | Fall from height, Contact with sharp objects, ... | Proper PPE & clothing, Risk Assessments, Toolbox talks, Work Permits, Safety ... | Saqr Port | 100 - Compliant |
| 202302329 | Vessel berthing, Loading/discharging operations | Risk of drowning, Adverse weather/tides, ... | Two-way VHF radiotelephone apparatus, Radar transponders, On-board communicatio... | Al Jazeera Port | 100 - Compliant |
| 202302548 | Maintenance & repair of plant and equipment. | Exposure to high noise levels, Fall from height, ... | Risk assessment & controls, appropriate PPE & clothes, PPE training. | Saqr Port | 100 - Compliant |
| 202302385 | Access & Egress to Port | Vehicle & pedestrian access | Customs Clearance for bunkering vehicle at Port security gate | Saqr Port | 100 - Compliant |
| 202302567 | Handling/storage of hazardous substances/gas ... | Exposure to flammable, corrosive, hazardous or... | Risk assessment, appropriate storage facility, COSHH assessment /SDS, emergency ... | Al Jazeera Port | 100 - Compliant |
| 202302509 | Maintenance & repair of plant & equipment and Use ... | Incorrect installation of equipment and ... | Risk assessment & controls, trained and competent installers, inspectors and ... | Saqr Port | 100 - Compliant |
| 202302308 | All Activities | Fatigue/shift work/ night working/lone working | Medical surveillance by physical & medical exam, drug & alcohol policy, rest, risk ... | Al Jazeera Port | 100 - Compliant |
| 202302506 | Maintenance & repair of plant & equipment and Use ... | Incorrect installation of equipment and ... | Risk assessment & controls, trained and competent installers, inspectors and ... | Saqr Port | 100 - Compliant |
| 202302306 | All Activities | Fatigue/shift work/ night working/lone working | Medical surveillance by physical & medical exam, drug & alcohol policy, rest, risk ... | Saqr Port | 100 - Compliant |
| 202302386 | Access & Egress to Port | Vehicle & pedestrian access | Customs Clearance for bunkering vehicle at Port security gate | Al Jazeera Port | 100 - Compliant |
| 202302523 | Maintenance & repair of plant and equipment. | Hand Arm Vibration Syndrome (HAVS). | Risk assessment & controls, Training to personnel exposed to vibration, training to ... | Saqr Port | 100 - Compliant |
| 202302314 | Access & Egress to Port | Vehicle & pedestrian access | Port facility security assessment, Port facility security plan, Port facility security officer,... | Khor/RAK Port | 100 - Compliant |
| 202302375 | Maintenance and repair of plant & equipment, Securit... | Exposure to extreme temperature | Provision of first aid kits, nurse holding a nursing certificate recognised by the Ministry ... | Khor/RAK Port | 100 - Compliant |
| 202302390 | Vessel berthing | Collision/grounding | Ship Safety Checklist. | Saqr Port | 100 - Compliant |



Dashboard



New item



Items



Approved Suppliers



Compliance Register



Customers



Department



Employees



Job Title



Training Courses



Reports



Settings



IRIS



RAS



PM

DIGITALIZATION - RAS

The RAS system digitizes risk assessments and provides a structured framework for managing risks at all levels within RAK Ports including **safety, security, environmental, operational and corporate** risks. It allows for quick risk identification and ensures all assessments are stored and managed efficiently.

Key benefits:

- Streamlined risk management process.
- Customized access to all risk assessment data.
- Ensures compliance to ISO 31000 standard.



Risk treatment plan measures

HEALTH, SAFETY AND SECURITY – QR CODE INTEGRATION

QR code integration into INBISCO IRIS was a pioneering initiative by RAK Ports supported by the developers of the INBISCO system.

Key features:

- Improves health and safety by scanning QR code on employee IDs to verify training, certifications and competencies.
- Registers employees for tool-box talks, risk assessments, meetings etc.
- Instant verification of employee competencies i.e. working at heights, confined spaces, inductions, etc.

RETRIEVE EMPLOYEE SAFETY TRAINING RECORD IN IRIS IN UNDER 10 SECONDS!



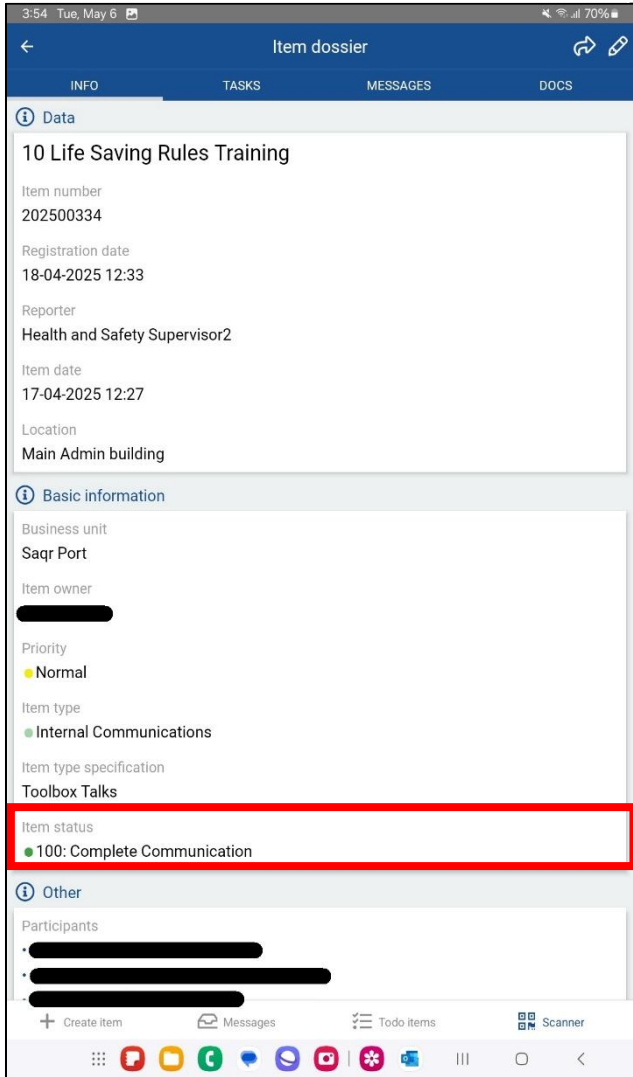
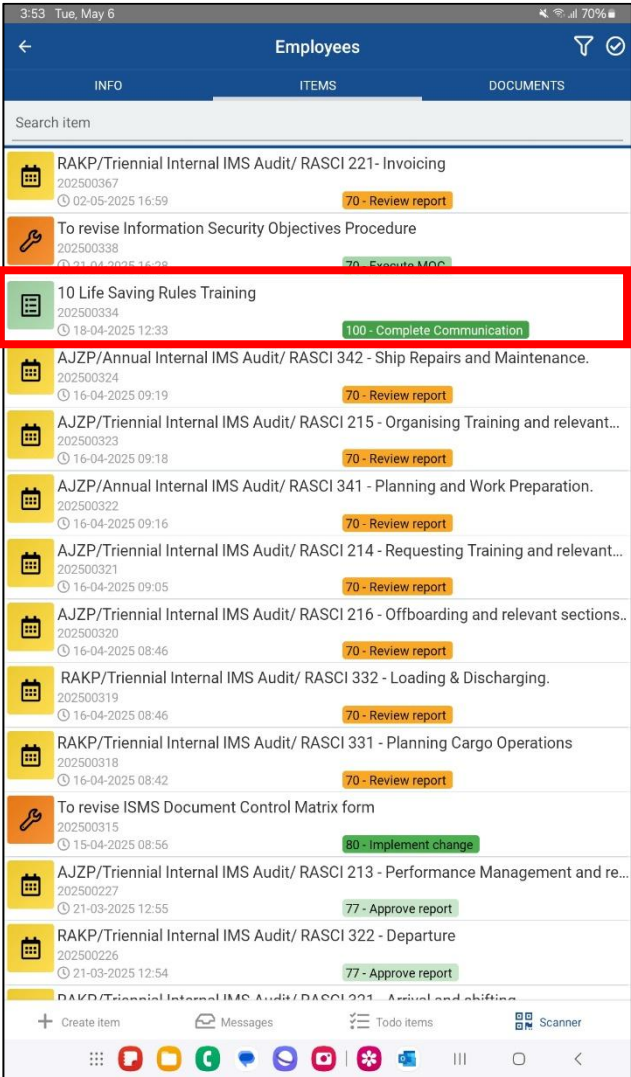
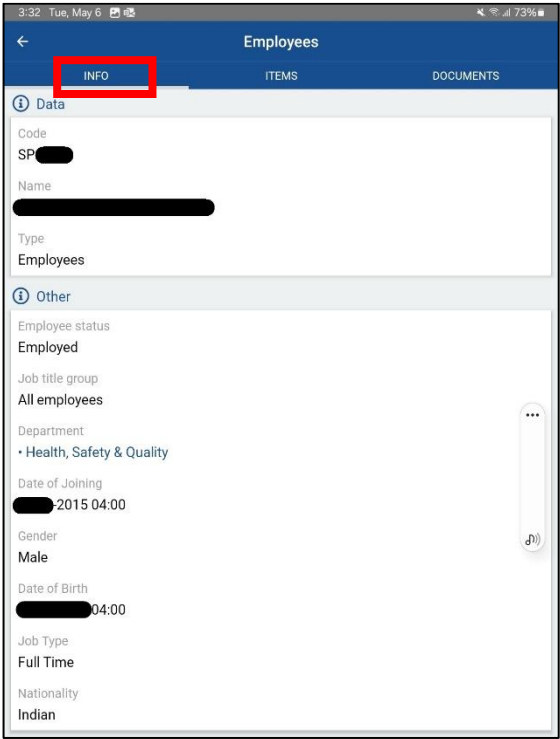
E.g. Scanning the QR code of an employee ID below in IRIS mobile App instantly shows the completed training on the 10 Life Saving Rules.

IRIS scanning QR code on Emp ID

IRIS displays employee info

IRIS displays all related items

IRIS shows training status of emp



HEALTH, SAFETY AND SECURITY – IRIS INCIDENT REPORTING

The IRIS system provides a user-friendly platform for logging all health, safety and security incidents. It allows for immediate data entry, instant updates, and provides real-time dashboards.

Key benefits:

- Instant incident logging and reporting.
- Incident investigations and tracking corrective actions.
- Automated generation of real-time safety reports.

IRIS is transforming safety culture at RAK Ports, making incident reporting **faster, more transparent, and fully auditable**.

REFER VIDEO NO.3: VIDEO: HEALTH, SAFETY & SECURITY – INCIDENT REPORTING IN IRIS
(1 min 39 sec)

Reporting incidents is very important for the safety and quality of the organisation.

ENVIRONMENTAL CARE – DIGITAL AUDITING

Digital auditing with INBISCO system **eliminates paper** and contributes to sustainability efforts.

Key benefits:

- 100% paperless auditing process.
- Real time tracking of audit findings, improving accuracy and efficiency.
- Digital retention and retrieval of audit records saves time and money spent on archiving physical records.

**REFER VIDEO NO.4: VIDEO: ENVIRONMENTAL CARE – DIGITAL AUDITING IN
IRIS (1 min 30 sec)**



Audit: Planning & Execution

ENVIRONMENTAL CARE – RAS

The RAS system contributes to environmental care by enabling structured risk assessments fostering efficient environmental management thus laying the cornerstone for successful ISO 14001 implementation.


Key benefits:

- Better identification of environmental risks.
- Centralized digital risk assessment storage for all ports within RAK.
- Supports the global risk assessment framework ISO 31000

**RAK
PORTS**

BEFORE RAS

[illegible]



OCCUPATIONAL HEALTH & SAFETY RISK ASSESSMENT

(EXCELSHEET)

Rev: 01/2020
V1.0, Issue date: 07-08-2020

PORT NAME ☐ **BP** ☐ **AJCP** ☐ **BAKP** ☐

Engst Location
Location
Process Owner
Reviewed by
Approved by
(Department Manager)

Technical / Fabrication
As Issued Port
Revised Port
Document Central
Risk Assessment prepared by:
Signature:
Date:

Risk Evaluation
Risk -105 - Hazard 35 - Risk Rating -3
Risk Assessment prepared by:
Signature:
Date:

Team Leader
Team Members
Reviewed by
Approved by
Page
Best Practice date

| Ref. | Activity/Task | Identified hazard | Risk or Impact Effect | Existing Risk Controls | Initial Risk Evaluation | Proposed Risk Controls | Residual Risk Evaluation (after all risk measures) | Legislative Requirements | |
|------|---------------|---|--|--|---|---|--|--------------------------|---|
| | | | | | Severity Likelihood Risk Rating | Severity Likelihood Risk Rating | Severity Likelihood Risk Rating | | |
| | | Indirect potential for incident or ongoing condition | Who might be harmed and how? (Physical address effects) | What is already doing to reduce the harm | Low Consequence Severely Ranking Medium | Low Risk Ranking Severely Ranking Medium | Low Consequence Severely Ranking Medium | | |
| | | → Damaged access gangways. → Limited access gangway → Access obstructed by materials, valves or slippery surfaces | Affected: Technical staff, sub contractors, Visitors, Ship crew (if involved) Threats: Risk of fall from height, Risk of Choking Effects: Personal Injury (fractures, Sprains, Strains, L3, MFL, Fat) | → HSE Induction. → Trained and competent staff deployed. → Two-way talk e.g. Safe access & Stop → Continuous supervision and monitoring by competent supervisor → Adequate Lighting → Use of appropriate PPE e.g. Anti slip safety shoes, life jackets etc. → Safe and secured gangway provided by the port. → Proper housekeeping. → Health & safety inspections during the safety walk. | 3 | 1 | 3 | 3 | 3 |
| | | → Inhabling cables & hoses. → Wet or slippery surfaces. → Poor housekeeping | Affected: Technical staff, sub contractors, Visitors, Ship crew (if involved) Threats: Risk of slip, trip, fall Effects: Personal Injury (fractures, Sprains, Strains, L3, MFL, Fat) | → HSE Induction. → Trained and competent staff deployed. → Two-way talk e.g. slip, trip & falls → Continuous supervision and monitoring by competent supervisor → Adequate Lighting → Use of appropriate PPE e.g. Anti slip safety shoes, protective controls, Hand Fall, Safety gloves → Staffs are trained in best practice for cable and hose management → Health & safety inspections during the safety walk. | 3 | 1 | 3 | 3 | 3 |

As per Compliance Register (in HSE)

AFTER RAS

CENTRALIZED RISK ASSESSMENT INCLUDING HSEQ, ISMS & CORPORATE RISKS USING RAS (DIGITAL)

Home Print Share Library Edit revision Remove revision + Create new version Request for approval

| B02 - Auditing | PM B02 - Auditing | Type Process assessment | Author Michael Williams | Business unit INBISCO NL | Creation date 15-07-2024 | Version 1.00 | Status Draft | | |
|------------------|---|---|----------------------------|-----------------------------|-----------------------------|---|-----------------|---|---|
| Notes - | | | | | | | | | |
| Risk source | Cause | Consequence | S | L | R | Measure | S | L | R |
| 1 Inform auditor | Miscommunication or lack of information can lead to misunderstandings or inadequate preparation by the auditor. | Misunderstandings: If auditors are not clearly informed, they might misunderstand the scope and objectives, leading to misaligned efforts. QHSE » Quality ✕ | 3 | 3 | 9 | Provide a Clear, Written Brief: Outline all necessary details in a written document and hold a kickoff meeting to address any questions. Advance Provision of Documentation: Ensure auditors receive all relevant documents and background information well in advance. Early Schedule Coordination: Confirm auditor availability and coordinate schedules early to prevent conflicts. | 3 | 1 | 3 |
| 2 Perform audit | Inefficiencies or disruptions can hinder the audit process. | Inefficiencies: Unstructured audits can lead to wasted time and | 3 | 3 | 9 | Structured Audit Plan: Use timelines and milestones to guide the | 3 | 1 | 3 |

COMMUNITY BUILDING – STAKEHOLDER ENGAGEMENT

INBISCO system at RAK Ports fosters community building by improving **communication, transparency and collaboration** between RAK Ports and stakeholders.

Key benefits:

- Enhanced stakeholder engagement through real-time data and statistical reports.
- Efficient handling of change management involving all relevant stakeholders.
- Customer and supplier interface with KYC details.



COMMUNITY BUILDING – RAK PORTS SUPPLY CHAIN COMMUNITY IN IRIS



RAK
PORTS

Dashboard

New item

Items

Approved Suppliers

Compliance Register

Customers

Department

Employees

Job Title

Approved Suppliers

Views: Default

Search

Name

Product group

RAK Ports Training Institute

RASCI Methode B.V.

INBISCO Management Systems

Consultancy

Software & Services

RAK
PORTS

Dashboard

New item

Items

Approved Suppliers

Compliance Register

Customers

Department

Employees

Job Title

Training Courses

Reports

Settings

Info

Code

I

Name

INBISCO Management Systems

Type

Approved Suppliers

Address

Baanhoek 144 B
3361 GM Sliedrecht

Country

Nederland

Business unit

Khor/RAK Port

Supplier status

Preferred Supplier

Product group

Software & Services

Date Acceptance

03-03-2022 03:00

Basis for acceptance

Cooperation agreement

Explanation basis for acceptance

Level of supervision

Periodic coordination per assignment

Contacts

Name

Email

Phone mobile

Position

Managing Director

Items

All

Item type

Status

Training Courses

Subject

Employees

Item owner

Business

No items found.

Documents

All (1)

Certificate (1)

Name

Uploader

Document type

Date

INBISCO 27001 Certificaat BSI.png

Arno Schilders

Certificate

19-04-2021 12:15

Notes

No results were found.

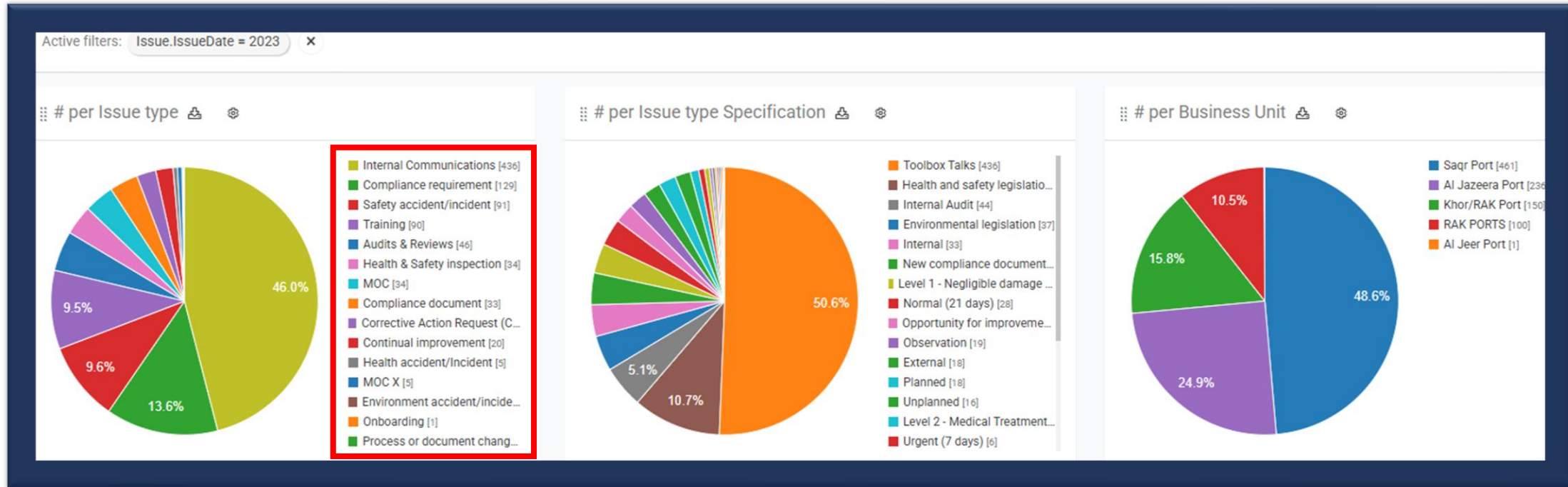
IRIS

IRIS supports a **supply chain ecosystem** by providing real-time **bidirectional** access to supplier information, certifications, compliance records and communication tools.

MEASURABLE IMPACTS

INBISCO has had **strong** measurable impacts on RAK Port's operations.

System adoption:



With the introduction of the INBISCO digital management systems in January 2023 at RAK Ports, a total of 948 Items were newly registered in IRIS during the same year indicating a **high overall adoption of 80%** of the digital systems by all RAK ports. As indicated in the chart, the items include internal communications, safety incidents and inspections, internal and external audits, training, change requests & legal compliance registered by various departments within RAK Ports.

MEASURABLE IMPACTS CONTINUED..

Operational efficiency:

- 75% reduction in time taken to access procedures using digital RASCI flowcharts.

Health & Safety:

- 60% improvement in near miss and incident reporting timelines.
- 100% digitalization of audits and inspections, eliminating over **10,000 sheets of paper annually**.

Risk Management:

- 100% of operational and corporate risk assessments centralized within RAS and accessible.
- 95% compliance rate in risk review deadlines due to automated reminders.

Training and competency:

- Over 90% of workforce can be verified digitally for required competencies using QR scanning.
- 100% training and induction records available instantly during inspections or emergencies.

Environmental:

- Estimated reduction of **500+ kg** of paper waste annually.



LEADERSHIP & VISION

RAK Ports senior leadership and vision have driven the success of the INBISCO project. The Port's management has consistently prioritized sustainability and digital transformation by supporting the phased implementation of the INBISCO system.

Key achievements:

- Continued support from senior leadership.
- Commitment to safety, security, environment, quality, and sustainability.

The leadership's strategic vision is reflected in the achievement and maintenance of **ISO certifications**, underpinning RAK Ports unwavering commitment to excellence and regulatory compliance.



ISO CERTIFICATIONS VALIDATING EXCELLENCE

RAK Ports' successful implementation of INBISCO is further validated through strict adherence to internationally recognized ISO standards including **ISO 45001, 14001, 9001 and 27001** confirming our compliance with health, safety, environment, quality and information security.

ISO 45001:2018 OCCUPATIONAL HEALTH & SAFETY



MANAGEMENT SYSTEM CERTIFICATE

| | | |
|---|--|--|
| Certificate No: 00004-NOFF-AND-RVA-ARR | Initial issue/issue date: 26 September 2018 (by relevant Certification body) | Valid 26 September 2024 – 25 September 2027 |
|---|--|--|

This is to certify that the management system of
Government of Ras Al Khaimah - RAK Ports
Saqr Port, Khor Khwair, Ras Al Khaimah, United Arab Emirates
and the sites as mentioned in the appendix accompanying this certificate

has been found to conform to the Occupational Health and Safety Management System standard:
ISO 45001:2018

This certificate is valid for the following scope:
Marine and Port Operations including Ship Repair.

Place and date:
Dubai, 21 September 2024



Look at the back of certificate as set out in the Certification Agreement may render this Certificate invalid.
ACCREDITED UNIT: DNV BUSINESS ASSURANCE D.V., Copenhagen 1, 2804 LD, Denmark, Denmark - TEL: +45 70224400 www.dnv.com/certification


For the issuing office:
DNV - Business Assurance
Floor 14th, Burjbanat Tower, P.O. Box 11523,
Dubai, United Arab Emirates





Amal Bhatia
Management Representative

ISO 14001:2015 ENVIRONMENTAL MANAGEMENT



MANAGEMENT SYSTEM CERTIFICATE


| | | |
|----------------------------|---|--|
| Certificate No: 0770002 | Initial issue/issue date: 26 July 2017 | Valid 26 September 2024 – 25 September 2027 |
|----------------------------|---|--|

This is to certify that the management system of
Government of Ras Al Khaimah - RAK Ports
Saqr Port, Khor Khwair, Ras Al Khaimah, United Arab Emirates
and the sites as mentioned in the appendix accompanying this certificate

has been found to conform to the Environmental Management System standard:
ISO 14001:2015




This certificate is valid for the following scope:
Marine and Port Operations including Ship Repair.

Place and date:
Dubai, 21 September 2024




Look at the back of certificate as set out in the Certification Agreement may render this Certificate invalid.
ACCREDITED UNIT: DNV BUSINESS ASSURANCE D.V., Copenhagen 1, 2804 LD, Denmark, Denmark - TEL: +45 70224400 www.dnv.com/certification

For the issuing office:
DNV - Business Assurance
Floor 14th, Burjbanat Tower, P.O. Box 11523,
Dubai, United Arab Emirates

Amal Bhatia
Management Representative

ISO 9001:2015 QUALITY MANAGEMENT



MANAGEMENT SYSTEM CERTIFICATE


| | | |
|----------------------------|---|--|
| Certificate No: 0770008 | Initial issue/issue date: 26 July 2017 | Valid 26 September 2024 – 25 September 2027 |
|----------------------------|---|--|

This is to certify that the management system of
Government of Ras Al Khaimah - RAK Ports
Saqr Port, Khor Khwair, Ras Al Khaimah, United Arab Emirates
and the sites as mentioned in the appendix accompanying this certificate

has been found to conform to the Quality Management System standard:
ISO 9001:2015




This certificate is valid for the following scope:
Marine and Port Operations including Ship Repair.

Place and date:
Dubai, 21 September 2024



Look at the back of certificate as set out in the Certification Agreement may render this Certificate invalid.
ACCREDITED UNIT: DNV BUSINESS ASSURANCE D.V., Copenhagen 1, 2804 LD, Denmark, Denmark - TEL: +45 70224400 www.dnv.com/certification

For the issuing office:
DNV - Business Assurance
Floor 14th, Burjbanat Tower, P.O. Box 11523,
Dubai, United Arab Emirates

Amal Bhatia
Management Representative

ISO 27001:2022 INFORMATION SECURITY



MANAGEMENT SYSTEM CERTIFICATE

| | | |
|----------------------------|---|--------------------------------------|
| Certificate No: 0341002 | Initial issue/issue date: 09 July 2022 | Valid 09 July 2027 – 08 July 2029 |
|----------------------------|---|--------------------------------------|

This is to certify that the management system of
Government of Ras Al Khaimah - RAK Ports
Saqr Port, Khor Khwair, Ras Al Khaimah, United Arab Emirates
and the sites as mentioned in the appendix accompanying this certificate

has been found to conform to the Information Security Management System standard:
ISO/IEC 27001:2022

This certificate is valid for the following scope:
The management of information security applicable to IT and Cyber Security Services for Marine and Port Operations along with supporting functions. This is in accordance with Statement of Applicability v3.0 dated 24 May 2024.

Place and date:
London, 01 July 2024



Look at the back of certificate as set out in the Certification Agreement may render this Certificate invalid.
ACCREDITED UNIT: DNV BUSINESS ASSURANCE D.V., Copenhagen 1, 2804 LD, Denmark, Denmark - TEL: +45 70224400 www.dnv.com/certification

For the issuing office:
DNV - Business Assurance
20th Floor, Vero Building, 30 Stamford Street,
London, SE1 9LQ, United Kingdom





Eric Kook
Management Representative

EXTERNAL AUDIT BY ISO - AUDIT REPORT FINDINGS

External Audit Report validates on successful implementation of INBISCO.

EXTERNAL PEREODIC AUDIT IN AUGUST 2023

Government of Ras Al Khaimah - RAK Ports
P2 Report

Management System Certification
ISO 9001:2015, ISO 14001:2015,
ISO 45001:2018

5

Other results

Key points observed during the audit not included in the Focus Areas.

Positive indications

- Successful implementation of on-line QHSE-New systems “RASCI/ INBISCO” (rak-ports.inbisco.nl).

EXTERNAL RECERTIFICATION AUDIT IN AUGUST 2024

Government of Ras Al Khaimah - RAK Ports
RC Report

Management System Certification
ISO 9001:2015, ISO 14001:2015, ISO 45001:2018

8

Other results

Key points observed during the audit not included in the Focus Areas.

Positive indications

- Documents are found adequately controlled and personnel are well conversant with the relevant documented information (Inbisco RASCI).

RAK Port:

- Facility is well maintained, and adequate controls are in place for effective implementation of QHSE management system.

REFER VIDEO NO.5: SUSTAINABILITY IN RAK PORTS

The video illustrates sustainable port management using INBISCO (1 min 31 sec)



INBISCO QHSE

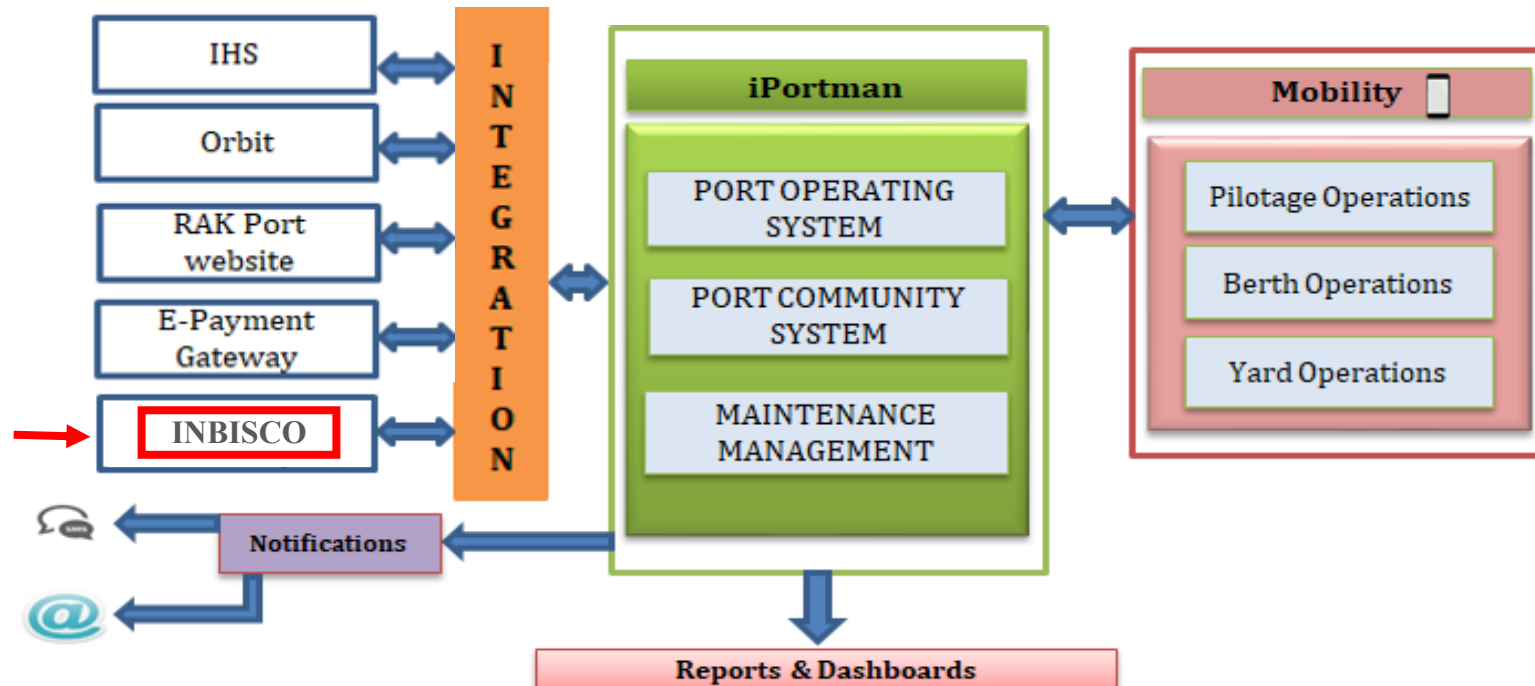
One tool for your entire quality and safety cycle.

STRATEGIC INTEGRATION WITH PORT COMMUNITY SYSTEM

RAK Ports has enhanced interoperability and implemented collaborative digital ecosystems by integrating INBISCO with the Port Community System (PCS).

Seamless API integration:

- INBISCO's API (Application Programming Interface) allows real-time, bidirectional; data exchange with RAK Ports PCS, developed in collaboration with Envision.
- Enables automatic synching of HSEQ data between INBISCO and PCS.



STRATEGIC INTEGRATION WITH PORT COMMUNITY SYSTEM continued..

Unified digital ecosystem:

- Integration allows centralized and controlled access to incident reports (IRIS), risk assessments (RAS) and process flows (PM) directly through the PCS dashboard.
- Promotes real-time compliance monitoring and faster stakeholder response across port departments and external users.

Enhanced stakeholder collaboration:

- Port users, contractors, and authorities gain access to verified HSEQ records through the PCS interface.
- Supports shared learning from incident data, and joint risk mitigation strategies.

Scalable framework for Inter-Port Cooperation:

- The integration framework can be extended to other regional ports for standardized HSEQ data exchange.
- Lays the groundwork for future partnerships and benchmarking initiatives with other IAPH member ports.

CONCLUSION

The innovative approach of INBISCO implementation has revolutionized operations across the entire RAK Ports group, contributing significantly to Health, Safety, Security, sustainability and efficiency over the years.

By digitalizing processes, enhancing real-time safety reporting, and fostering a culture of proactive risk management, RAK Ports is proud to lead the way in safeguarding our people, environment and community.

We look forward to sharing our progress and continued innovations with IAPH as we embark on other sustainable projects in the future!



HEALTH, SAFETY AND SECURITY / DIGITALIZATION / ENVIRONMENTAL CARE & COMMUNITY BUILDING

THANK YOU

Presented by:

RAK Ports

Ras Al Khaimah, UAE

Regular member of the IAPH since 2021

Website: <https://rakports.ae/>