

IMS INDUCTION

2023



Presentation Overview:

- Designed for Company staff to know the Integrated Management System

Contents:

- Safety
- Why do we need this Orientation?
- EA History & Organization Structure
- EA Integrated Management System-IMS (QMS & EMS)
- EA Corpnet
- AWI, DWI, EWI & TWI documents and its Salient Points

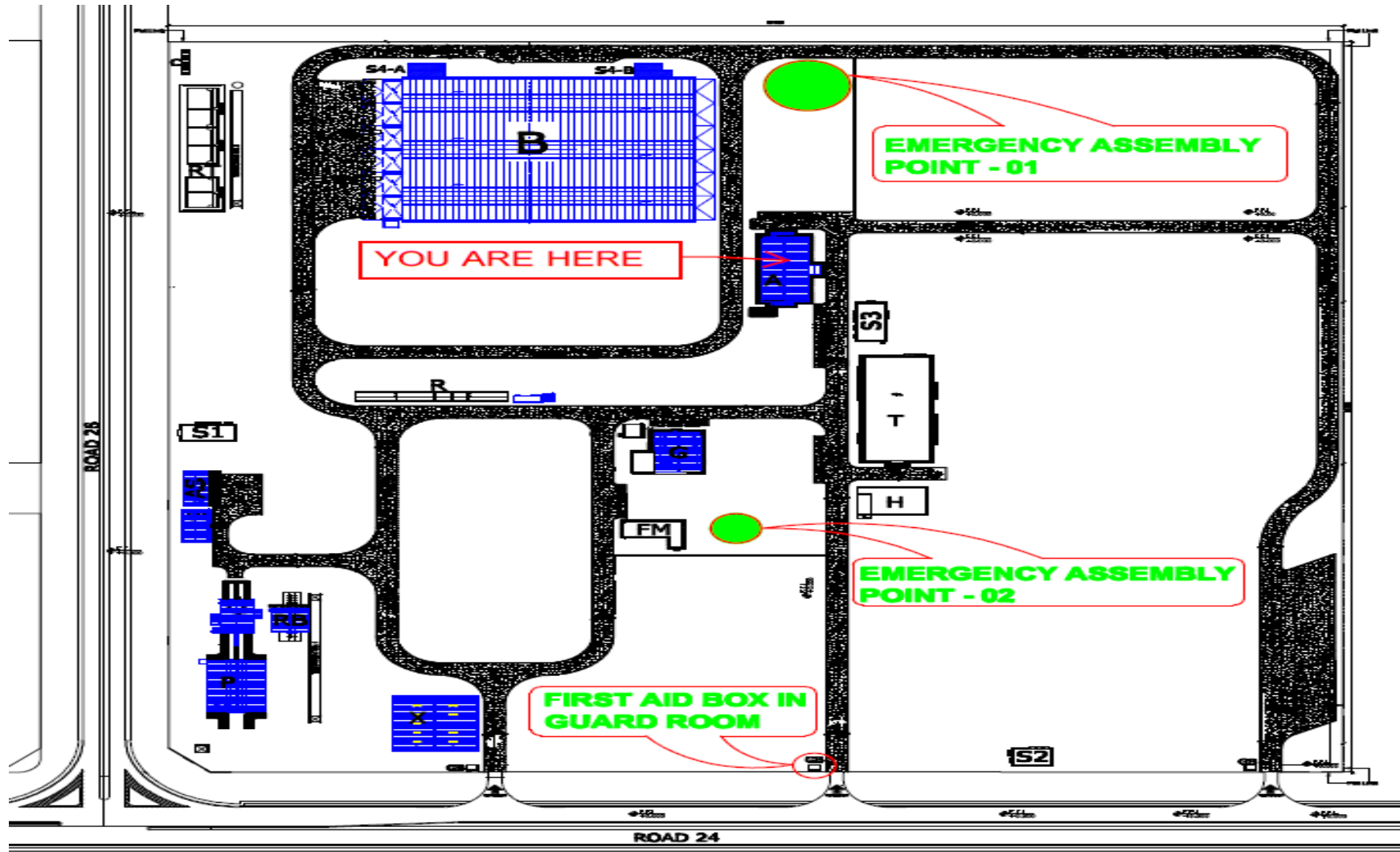
Safety

General Safety Rules



(Designated Smoking
area-Admin Bldg)

Safety-Emergency Assembly Points



Why do we need this Orientation

Why do we need this Orientation

- Familiarization with the Company policies and procedures will help you to start your job in an efficient manner

(you won't be an expert on procedures after this orientation)

- Number of procedures in IMS

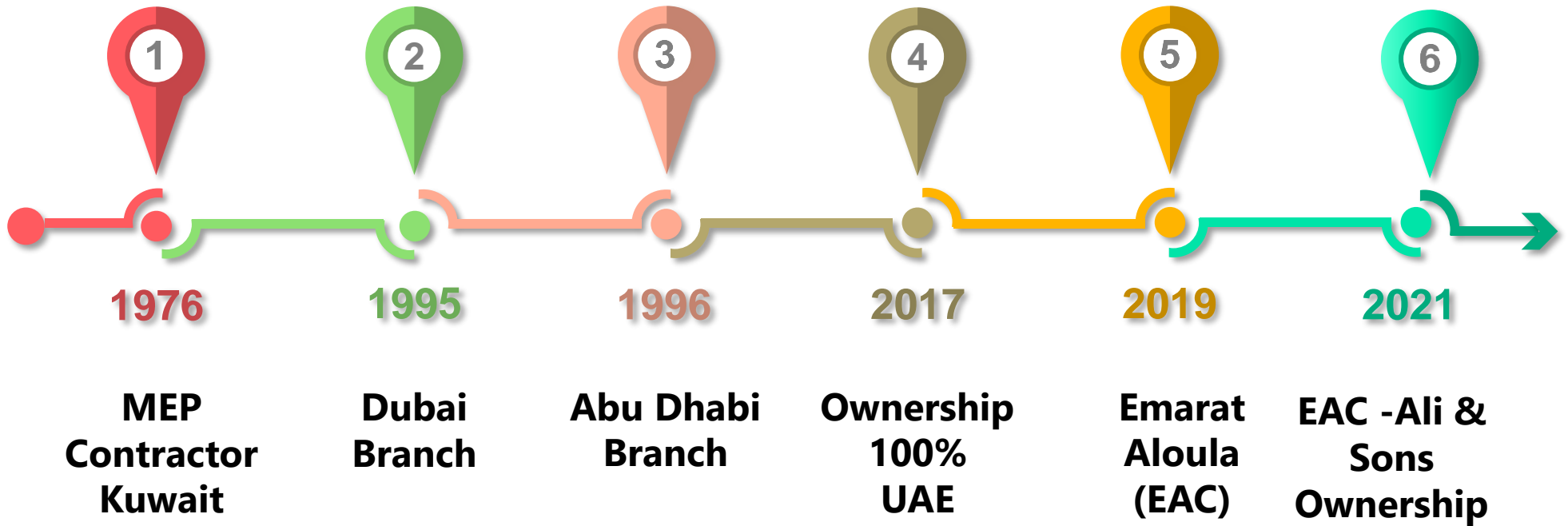
- IMS Manual	- 01 No.
- Compliance Manual	- 01 No.
- AWIs	- 55 Nos.
- DWIs	- 28 Nos.

Total = 85 Nos.

- EWIs	- 08 Nos.
- OCPs	- 05 Nos.
- OHSMSPs	- 13 Nos.
- OHSCPs	- 28 Nos.
- TWIs	- 130 Nos.

EA History & Organization Structure

Emarat Aloula At A Glance



Emarat Aloula History

EMARAT ALOULA located in the Emirate of Abu Dhabi previously known as Kharafi National Group in United Arab Emirates which has been fully acquired by Emirati Management in December 2017. The Company names has been changed from “Kharafi National to “**EMARAT ALOULA**. In 2021 Emarat Aloula Group Companies has been taken over by M/s. Ali & Sons Contracting Company, which is a member of M/s. Ali & Sons Holding LLC.

“**EMARAT ALOULA Group**” consists the following Organizations;

شركة المهيا لخدمات المياه ذ.م.م
Al Maha Water Services L.L.C



EMARAT ALOULA CONTRACTING (EAC)

EAC is an Operational Investor undertaking investment, design, engineering, procurement, construction, commissioning and facilities management services as well as a leading multi-discipline general contractor and facilities management services provider to the Oil & Gas, Petrochemical, Power, Water, wastewater Commercial and Industrial sectors in the Middle East.

Emarat Aloula History

The success of build-operate-transfer (BOT), build-operate-own (BOO) and public- private partnership (PPP) approaches has turned the traditional contractor's role from a service provider to a business partner in the operation of an enterprise.

EMARAT ALOULA INDUSTRIES LLC (EAI)

Emarat Aloula Industries (EAI) “Previously known as ABJ Industries” is the fabrication arm of Emarat Aloula Group. The facility is located at Zone III of Industrial city of Abu Dhabi, United Arab Emirates and is in operation since 2010.

EAI is specialized in design and manufacturing of pressure vessels, heat exchangers, pressure piping, pressurized tanks, atmospheric tanks, steel structures, modular skids and evaporators for oil and gas, petrochemical, , power, water, wastewater and industrial infrastructure sectors.

AL MAHA WATER SERVICES

Al Maha Water services is the Special Purpose Company formed for the O&M of Waste Water Treatment Plant at WATHBA & SAAD.

EA Integrated Management System- IMS (QMS & EMS)

Introduction to ISO

- The **International Organization for Standardization (ISO)** is an international standard-setting body composed of representatives from various national standards organizations.
- **ISO** is an independent, non-governmental international organization with a membership of 164 national standards bodies.
- Founded on 23 February 1947, the organization promotes worldwide proprietary, industrial and commercial standards.
- It is headquartered in Geneva, Switzerland

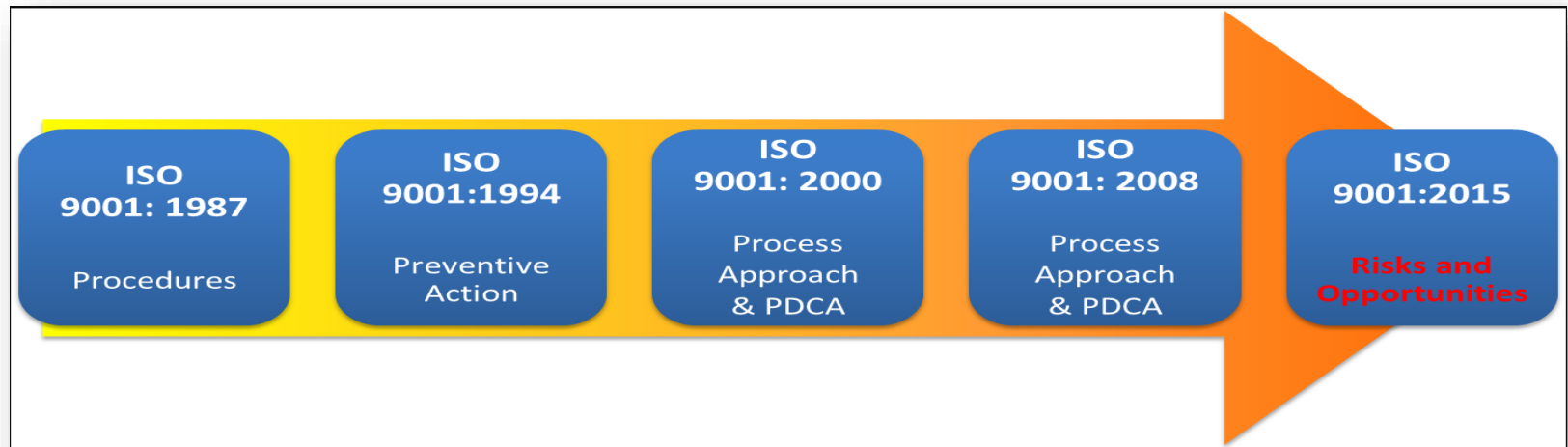


Introduction to ISO

ISO 9001:2015 specifies requirements for a quality management system when an organization:

- needs to demonstrate its ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements, and
- aims to enhance customer satisfaction through the effective application of the system, including processes for improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.

Note: All the requirements of ISO 9001:2015 are generic and are intended to be applicable to any organization, regardless of its type or size, or the products and services it provides.



ISO 9001-2015

PLAN				DO	CHECK	ACT
4. Context of the organisation	5. Leadership	6. Planning for the QMS	7. Support	8. Operation	9. Performance evaluation	10. Improvement
4.1 Understanding the organization and its context	5.1 Leadership and commitment	6.1 Actions to address risks and opportunities	7.1 Resources	8.1 Operational planning and control	9.1 Monitoring, measurement, analysis and evaluation	10.1 General
4.2 Understanding the needs and expectations of interested parties	5.2 Quality policy	6.2 Quality objectives and planning to achieve them	7.2 Competence	8.2 Determination of requirements for products and services	9.2 Internal audit	10.2 Nonconformity and corrective action
4.3 Determining the scope of the QMS	5.3 Organizational roles, responsibilities and authorities	6.3 Planning of changes	7.3 Awareness	8.3 Design and development of products and services	9.3 Management review	10.3 Continual improvement
4.4 QMS and its processes			7.4 Communication	8.4 Control of externally provided products and services		
			7.5 Documented information	8.5 Production and service provision		
				8.6 Release of products and services		
				8.7 Control of nonconforming process outputs, products and services		

ISO 9001-2015 and ISO 14001-2015

Annex XL (new structure/ High Level Structure)

- ISO now follows the same overall structure for its Management System Standards, This making it **easier for anyone using multiple management systems.**

ISO 9001-2015 & ISO 14001-2015

0. Introduction

1. Scope

2. Normative References

3. Terms and Definitions

4. Context of the Organization

5. Leadership

6. Planning

7. Support

8. Operation

9. Performance Evaluation

10. Improvement

ISO 9001-2015

Risk Based Thinking

- ISO 9001-2015 emphasis on risk-based thinking.
- One of the key purpose of implementing a management system is to act as a preventive tool.
- As per ISO 9001-2015- Preventive action is no more existing. This is being replaced with risk based thinking.

Organizational Knowledge

- | | |
|---|-----------------------------|
| • Information from Lessons Learned | Client/ Project Experiences |
| • Non Conformities and Corrective Actions | Audit Findings |
| • Project Close Outs | Customer Feedback |

ISO 9001-2015 Emphasis more focus on Top management engagement/ commitment

ISO 9001- EAC Certification

The Organization's first certification to ISO was in 2002 and maintained the Company Certification with upgradation to the new versions.

Presently we are holding the following ISO Certifications.

- ISO 9001:2015 - QMS-Requirements (Basis for QMS Certification)
- ISO 14001:2015 - Environmental Management System Requirements
EA QMS & EMS Certification (Certification Body :M/s Bureau Veritas)
- ISO 45001:2018 - Occupational Health & Safety Management System
EA Health & Safety Certification (Certification Body :M/s Bureau Veritas)
- Audits
 - IMS Internal Audits
 - External Audits
 - a) IMS Surveillance Audits (Once / Year) by Certification Body
 - b) Company / Client Project Specific audits

EA QMS, EMS & HSE ISO Certificates

- EA's Integrated Management Systems (ISO-9001-2015-QMS, ISO 14001-2015-EMS & ISO 45001:2018 OHSMS) Name change & surveillance audits completed on Jan 2022, Certification Body: Bureau Veritas, UAE

Bureau Veritas Certification



**EMARAT ALOULA CONTRACTING CO – SOLE PROPRIETORSHIP
LLC – ABU DHABI**

PLOT NUMBER: 22NR24, INDUSTRIAL CITY OF ABU DHABI – III, (ICAD-III), MUSAFFAH, P.O. BOX: 26831, ABU DHABI, UNITED ARAB EMIRATES
This is a multi-site certificate, additional site(s) are listed on the next page(s)

Bureau Veritas Certification Holding SAS – UK Branch certifies that the Management System of the above organisation has been audited and found to be in accordance with the requirements of the management system standards detailed below

ISO 9001:2015

Scope of certification

ENGINEERING DESIGN, PROCUREMENT, CONSTRUCTION, PROJECT MANAGEMENT, COMMISSIONING, OPERATION & MAINTENANCE AND FACILITY MANAGEMENT IN RESIDENTIAL, SOCIAL INFRASTRUCTURE, INFRASTRUCTURE, COMMERCIAL & INDUSTRIAL, PETROLIUM, CHEMICAL, POWER, WATER, WASTE WATER, WASTE MANAGEMENT AND COMMUNICATION SECTORS.

Original cycle start date:	18 February 2018
Expiry date of previous cycle:	17 February 2021
Certification / Recertification Audit date:	23 January 2021
Certification / Recertification cycle start date:	22 March 2021

Subject to the continued satisfactory operation of the organization's Management System, this certificate expires on: 17 February 2024

Certificate No.: AB003370 Version: 2 Issue date: 31 January 2022
Previous Certificate No.: MER/21.182/UQ


 Krupa Rahul - Certification Manager


 0008

Certification Body Address: 5th Floor, 66 Prescot Street, London, E1 8HG, United Kingdom
Local Office: Bureau Veritas – Abu Dhabi branch of Bureau Veritas S. A, 1st Floor, AlZubara Tower, Salam St, P. O. Box 26264, Abu Dhabi, UAE

Further clarifications regarding the scope and validity of this certificate, and the applicability of the management system requirements, please call +971 2 444 4720



Bureau Veritas Certification



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ISO 45001:2018

Scope of certification

ENGINEERING DESIGN, PROCUREMENT, CONSTRUCTION, PROJECT MANAGEMENT, COMMISSIONING, OPERATION & MAINTENANCE AND FACILITY MANAGEMENT IN RESIDENTIAL, SOCIAL INFRASTRUCTURE, INFRASTRUCTURE, COMMERCIAL & INDUSTRIAL, PETROLEUM, CHEMICAL, POWER, WATER, WASTE WATER, WASTE MANAGEMENT AND COMMUNICATION SECTORS.

Original cycle start date:	26 November 2019
Expiry date of previous cycle:	NA
Certification / Recertification Audit date:	09 November 2019
Certification / Recertification cycle start date:	26 November 2019

Subject to the continued satisfactory operation of the organization's Management System, this certificate expires on: 25 November 2022

Certificate No.: AB003013 Version: 2 Issue date: 09 March 2022
Previous Certificate No.: MER19.539U/OH


 Krupa Rahul - Certification Manager


 0008

Certification Body Address: 5th Floor, 66 Prescot Street, London, E1 8HG, United Kingdom
Local Office: Bureau Veritas – Abu Dhabi branch of Bureau Veritas S. A, 1st Floor, AlZubara Tower, Salam St, P. O. Box 26264, Abu Dhabi, UAE

Further clarifications regarding the scope and validity of this certificate, and the applicability of the management system requirements, please call +971 2 444 4720



IMS Document Hierarchy



- *IMS Manual*
- *Quality & Environmental Policy*
- *AWI , DWI ,TWI, EWI & OCPs*
- *Project Specific Procedures*
- *Records*

Quality Policy



QUALITY POLICY

The Organization's Quality Policy is a commitment to comply with the requirements of the quality management system and continually improve its effectiveness.

The principles of the Quality Policy are:

1. To ensure that Projects and Operations are executed in accordance with Customer / Contractual requirements, meeting applicable codes, standards, statutory and regulatory requirements, thus providing a reliable performance for the purpose intended.
2. To involve all employees in the improvement of the quality system and train them and develop their skills in order to get the job done 'Right First Time' thereby eliminating rework.
3. To ensure that the quality objectives established by the management are pursued and reviewed.
4. To maintain and continually improve a Quality System that conforms to the requirements of ISO 9001:2015

For EMARAT ALOULA CONTRACTING CO –
SOLE PROPRIETORSHIP L.L.C

A handwritten signature in blue ink that reads 'Mohamed Metawie'.

MOHAMED METAWIE
General Manager

DMS-EAC Issue 2 App. 4 Rev. 6 30 May 2022

Compliance Policy



COMPLIANCE POLICY

The Organization's Compliance Policy is a commitment to conduct its business according to applicable laws and its own work standards, policies and procedures.

The principles of the Compliance Policy are:

- 1. Fair Competition**
To pursue business only through fair competition, and therefore, not to indulge in any activities aimed at restricting competition
- 2. Integrity in Business Dealings**
To prevent corruption and follow the established integrity requirements while conducting its business and to oblige the Subcontractors and Suppliers to uphold total and unyielding integrity in their dealings.
- 3. Upholding Foreign Trade Laws**
To comply with the requirements of all national and foreign trade laws applicable to its business.
- 4. Ethics in Workplace**
The employees are obliged to:
 - conduct business in the full spirit of honest and ethical behavior;
 - conduct themselves in a professional manner at all times, demonstrating a positive attitude, and showing respect for co-workers, customers and their property;
 - avoid any activities involving conflict of interest.The Organization is an equal opportunity employer and is committed to equal opportunity without regard to race, religion, color, sex, age, national origin, citizenship or disability
- 5. Confidentiality of Proprietary Information**
To safeguard confidential information, including systems, software, procedures and technology
- 6. Transparent Financial Reporting and Record-keeping**
To establish and maintain adequate financial controls for ensuring that all transaction details for financial and accounting purposes are fully and rightly captured.
To ensure proper documentation and record-keeping of key business processes
- 7. Cooperation with Governmental Authorities**
The organization shall take all the necessary steps to attain full compliance to the legal and regulatory requirements.
To remain cooperative in its dealings with all governmental authorities and submit all information required by law promptly.

For EMARAT ALOULA CONTRACTING CO –
SOLE PROPRIETORSHIP L.L.C

A handwritten signature in blue ink that reads "Mohamed Metawie".

MOHAMED METAWIE
General Manager

CCM Issue 2 App. 1 Rev 4 30 May 2022

Occupational Health & Safety Policy



OCCUPATIONAL HEALTH AND SAFETY POLICY

Emarat Aloula Contracting will endeavor to execute all of our activities in such a manner that will ensure the health and safety of all our employees, clients, contractors, suppliers, visitors and the community at large in which the company activities are carried out.

The Organization's OHS Policy is a commitment to comply with the requirements of OHS Management System and to continually improve its effectiveness.

The principles and objectives of the OH&S Policy are:

1. Build a healthy work culture where Safety comes first and the safety of employees & public shall take precedence over the Organization's commercial interests.
2. Provide a safe working environment where the work-related health and safety risks were eliminated or adequately controlled to acceptable levels.
3. Comply with all applicable occupational health and safety Legal, Statutory requirements and standards.
4. Ensure OHS Objectives and Targets are established, pursued and monitored.
5. To provide adequate resources to ensure the implementation of the OHS management system.
6. Timely responses to Crisis & Emergencies as mandated by Authorities and ensuring compliances with all prevailing requirements pertaining to those Emergencies.
7. Provision of information, training, instruction, and supervision to enhance and ensure the competency of all personnel.
8. Ensure that all employees are involved in the improvement of the OHS management system and acknowledge their responsibilities including taking reasonable care of their own health and safety, and that of others in the workplace.
9. To regard all industrial incidents are preventable. If happened, investigate those incidents and ensure implementation of corrective action to prevent reoccurrence.
10. Monitor and review the OHS performances

Emarat Aloula Contracting management will ensure that this policy is communicated and implemented across the Organization, for assuring the above stated commitments

For EMARAT ALOULA CONTRACTING CO –
SOLE PROPRIETORSHIP L.L.C

A handwritten signature in blue ink that reads 'Mohamed Metawie'.

MOHAMED METAWIE
General Manager

OHS&M-EAC Issue 3 Alt. 1 Rev. 4 30 May 2022

Environmental Policy




ENVIRONMENTAL POLICY

Emarat Aloula Contracting will manage its operations in ways that are environmentally sustainable and economically feasible and provide appropriate environmental education program for its employees.

The principles of the Environmental Policy are:

1. To comply with the requirements of environmental and waste management authorities, as a minimum, to protect the environment.
2. To eliminate/ minimize adverse environmental impact during any new developments, maintenance/ decommissioning and disposal of the Company assets.
3. To ensure sustainable development by the conservation of natural resources and establishing controls, to minimize waste generation.
4. To ensure adequate resources and necessary training for the legal compliances, implementation of environmental plans.
5. To promote environmentally responsible procurement of goods and services such as purchase of recyclable materials and those which are suitable for recycling, etc.
6. To adopt and promote 4R principle (Reduce, Reuse, Recycle & Recover), wherever possible.
7. To segregate wastes at source, transport and dispose them through approved Environmental Service Providers.
8. To monitor/ review environmental/ waste management plan implementation, through inspections and audits.
9. To continually improve environmental performances

For EMARAT ALOULA CONTRACTING CO –
SOLE PROPRIETORSHIP L.L.C


MOHAMED METAWIE
General Manager

IMS-EAC Issue 2 App. 6 Rev. 6 30 May 2022

Vision Statement

VISION STATEMENT

“Emarat Aloula will become the best regional provider of value added services to our customers”.

Revision Date: 30 Jan. 2019

Mission Statement

MISSION STATEMENT

CONSTRUCTION

“Emarat Aloula through our employees, will maintain our pre-eminence in Commercial and Industrial contracting and be committed to significantly increasing our market share of Petroleum, Chemical, Power, Waste, Waste Water, Waste Management and Communications related works throughout the Middle East region. We will continue to build on our reputation as a company that values our customers and employees, and maintain standards of safety and excellence that will not be compromised.”

Rev. Date: 30 Jan. 2019

OPERATION & MAINTENANCE

“Emarat Aloula through our employees, will continue to expand our Maintenance and Facility Management Operations throughout the Middle East and Africa region by accepting the fiduciary responsibility of protecting and prolonging the lifespan of major capital investments made by our customers. We will continue to build on our reputation as a company that values our customers and employees, and maintain standards of safety and excellence that will not be compromised.”

Values and Beliefs

OUR VALUES AND BELIEFS

We believe customer satisfaction is first and foremost.

We believe we must meet our commitments together with a fiduciary responsibility to safety, health and environment.

We believe it takes sustained great performance to be a great company.

We believe that the growth of our people will be the future of our company.


We believe we should earn a profit, earn it as an outgrowth of performance.

Revision Date: 26 Apr. 2009

EA Corpnet

EA Corpnet



<http://corpnet.emarataloula.com/>



Home : great company . We believe that the growth of our people will be the future of our company . We believe we should ear

MANAGEMENT SYSTEM PROCEDURES

Updated on 01st Jan. 2021 Rev. 135

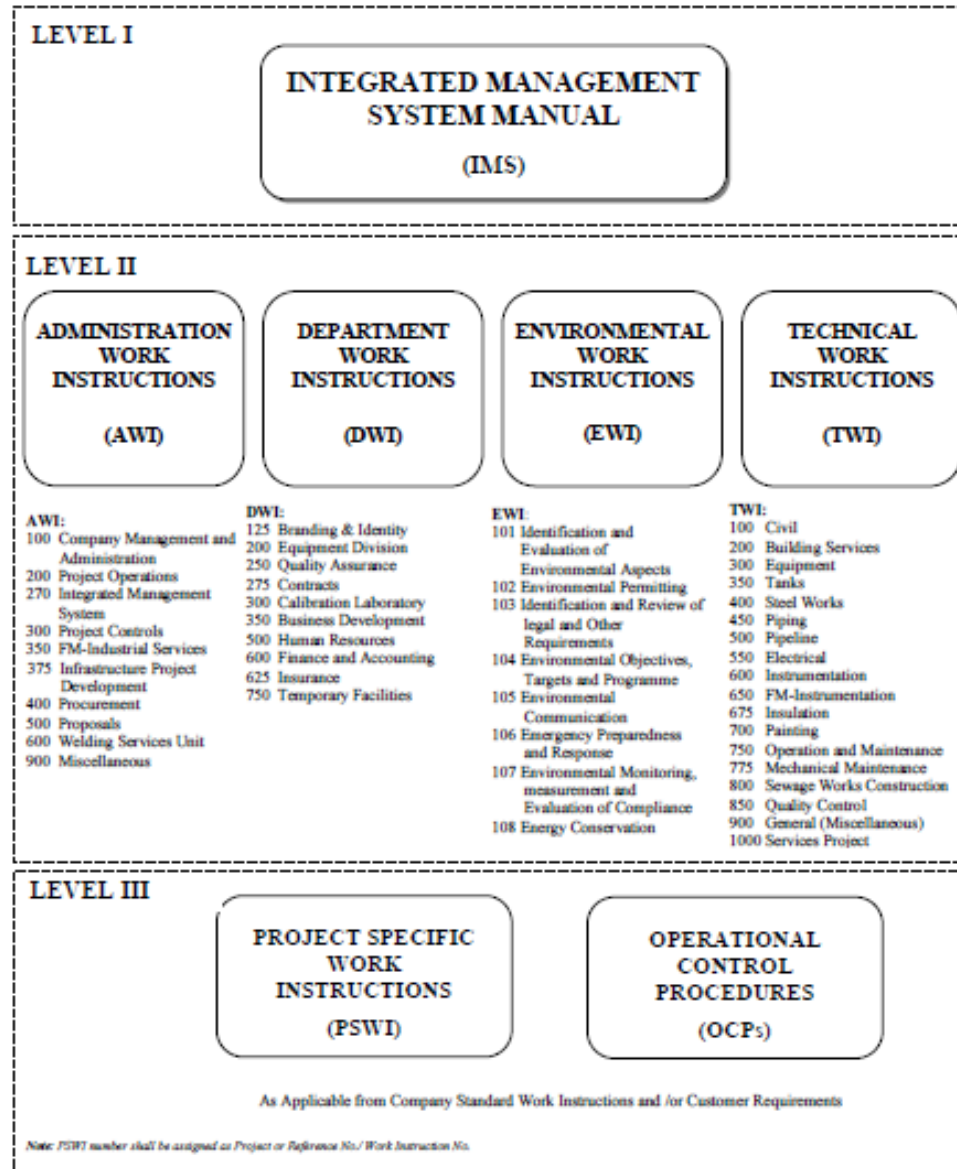
<p>شركة امها لخدمات المياه ذ.م.م Al Maha Water Services L.L.C</p>		
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[Click on the Logos for respective Company's Procedures](#)

[To see a summary of the main changes in this update, please click here](#)
[For quick self orientation of Integrated Management System, please click here](#)

The QA&C Department continues to work on improvements on various procedures and will be pleased to receive any suggestions that can improve the efficiency and remove bottlenecks of operations

IMS Document Hierarchy



AWI, DWI Documents and its Salient Points

AWI –Administrative Work Instruction

- AWI- 101: Company Procedures and Instructions Preparation and Control
- AWI- 102: Management of Change
- AWI- 103: Standard Filing System
- AWI- 106: Correspondence Format and Control
- AWI- 109: Control of Records
- AWI- 110: Quality Objectives
- AWI- 111: Levels of Authority
- AWI- 120: Fixed Assets Purchase and Control
- AWI- 122: Mobile Telephone Lines
- AWI- 126: Office Services
- AWI- 130: Computer Software – Hardware & Hardware Rental
- AWI- 140: Business Travel
- AWI- 148: Job Descriptions, Career Ladders and Behavioural & Technical Competencies
- AWI- 150: Employee Classifications
- AWI- 155: Non Manual Employees Leave Schedule
- AWI- 156: Employee Transfer, Resignation, Termination & Dismissal Procedure

AWI –Administrative Work Instruction

- AWI- 157: Employee Performance Evaluation
- AWI- 159: Professional Societies Membership
- AWI- 202: Project Execution Plan
- AWI- 204: Project Quality Plan
- AWI- 205: Project Weekly Status Report
- AWI- 206: Daily Reports
- AWI- 211: Documents/ Drawings Control
- AWI- 217: Documenting the Lessons Learnt in Projects
- AWI- 222: Subcontract Administration
- AWI- 223: Sundry and In-house Works Agreements
- AWI- 231: Handling, Storage and Preservation of Materials, Machineries and Fixed Assets
- AWI- 234: Scaffolding Purchase, Rental and Control
- AWI- 235: Main Store Procedure
- AWI- 241: Control of Non-conforming Product
- AWI- 270: Corrective Action
- AWI- 271: Monitoring and Measurement of Customer Satisfaction
- AWI- 272: Organizational Context and Management of Risks and Opportunities
- AWI- 273: Business Continuity Plan

AWI –Administrative Work Instruction

- AWI- 301: Assignment of Project Numbers
- AWI- 302: ATS: Cost Engineering Cost Codes and ERP: Task Numbers & Expenditure Types
- AWI- 303: Monthly Cost Status Reports, Project Forecast Review Reports and Service Units Forecast Review Reports
- AWI- 305: Planning and Scheduling
- AWI- 306: Budget Maintenance
- AWI- 311: Progress Measurement and Reporting
- AWI- 325: Overheads Budget Formation
- AWI- 330: Financial Plan Preparation & Performance Review Meetings
- AWI-331: Invoicing Procedure
- AWI- 356: Technician's Training & Assessment Program
- AWI- 358: FM Project Initiatives
- AWI- 360: Call Center Operations
- AWI- 404: Suppliers Evaluation and Approved Listing
- AWI- 405: Subcontractors Evaluation and Approved Listing
- AWI- 406: Prequalification of Subcontractors
- AWI- 410: Engineering & Procurement
- AWI- 411: Purchasing
- AWI- 501: Proposal
- AWI- 601: Welding Services

AWI-101: Company Procedures and Instructions Preparation and Control

Purpose:

- To define entities responsible for preparing, reviewing and approving procedures

Objective:

- Establishes a standard layout for procedures.
- Defines how procedures are to be distributed and controlled.
- Defines a mechanism for providing suggestions for changes in procedures.

AWI-102: Management of Change

Purpose:

- To ensure that integrity of IMS and OHS Management Systems are maintained when changes to the management system are planned and implemented, by identifying the potential risks or opportunities associated with the change, taking adequate action to restore the integrity and any required approvals, prior to the introduction of such changes.

Objective:

- All activities under the scope of the IMS and OHS Management Systems of Emarat Aloula Group Companies; the organizational structure, relation with valuable customers, critical suppliers' performance, key or essential personnel, processes / activities and documentations including changes resulting from corrective and preventive actions within its Management System.

AWI- 103: Standard Filing System

Purpose:

- To standardize the filing index for projects and departments.
- Establishes a standard file label for easy identification & traceability

AWI-106:Correspondence Format and Control

Purpose:

- To standardize correspondence formats
- Letters
- Faxes
- Minutes of Meetings
- Interoffice Memorandums (IOMs)
- Presentations
- Company Seals
- Identification Stamps
- Briefing Note for GM"s Meetings
- Requests for Information/ Action (RFI/A)
- RFI/A Closeout Stamp
- Task Closeout Stamp
- Company logo
- Emails
- Business Cards
- Envelopes
- Compliment Card
- Purchase Order
- Greeting Card
- Guidelines for sending confidential information through email
- GM"s Approval Box
- GM"s Comment Box

AWI- 109: Control of Records

Purpose:

- Define the controls needed for the identification, storage, protection, retrieval, retention time and disposition of records.

Objective:

- To provide evidence of conformity to the requirements and of the effective operation of the management system.

AWI- 110: Quality Objectives

Purpose:

- To provide guidelines for the Operations/ Department Managers & Unit Heads for preparing Quality Objectives

Objective:

- Quality Objectives (format)
- Guidelines for preparation of Quality Objectives

AWI- 111: Levels of Authority

Purpose:

- To define authorities of Managers

Objective:

- Defines which documents can be approved by the various managers at all levels
- Establishes a mechanism for delegating authority to acting managers
- Establishes a mechanism to delegate authority to staff

AWI- 120: Fixed Assets Purchase and Control

Purpose:

- To procure and control fixed assets

Objective:

- Mechanism for identifying fixed assets
- How to procure fixed assets
- Transfer of fixed assets
- Writing off of fixed assets
- Recovery of cost of misplaced fixed assets
- Crediting the recovered cost of fixed

AWI-130: Computer Software – Hardware & Hardware Rental

Purpose:

- The instruction applies to all Company Computer hardware, software and related peripherals; primarily independent PC applications, but also extending to integrated system application's access, maintenance and changes.

Objective:

- The objective of this instruction is to provide the guidelines to be followed to achieve the maximum efficient utilization of Company assets and applications, by operating a centralized Control and Rental System for Computer hardware, software and related peripherals, under the direct control and responsibility of the IT Department.

AWI-140: Business Travel

Purpose:

- Business travel of the employees for work purposes..

Objective:

- To establish the Organization's policy for facilitating the business travel of the employees.
- To ensure that the business trip allowance covers the expenses but does not constitute any extra hidden benefit/ bonus to the employees.
- To provide instructions on the actions to be taken by employees

AWI-148: Job Descriptions, Career Ladders and Behavioural & Technical Competencies

Purpose:

- Job Descriptions, Career Ladders and Behavioural & Technical competencies for all Non Manual employees.

Objective:

- To establish job descriptions for all non manual employees in order to make them aware of the relevance and importance of their job responsibilities and how they contribute to the achievement of the job objectives.
- To establish career ladders for all non manual employees in order to facilitate effective career development by making them aware of their career progress, subject to the standard of their performance and the availability of suitable vacancies at a higher level.
- To establish behavioral & technical competencies for all non manual employees, ensure that they are utilized in recruitment, personal development & training and are used as the guideline for promotion & succession planning within the Organization.

AWI-150: Employee Classifications

Purpose:

- To provide the basis for the assignment of Employee Classifications for all Company employees, to be used for all employee related administration and control procedures.

Objective:

- To establish a consistent and structured employee classification system to be used as the basis for all employee related administrative functions; including employment conditions, payroll calculations, cost/ man-hour accruals and reporting.

AWI-155: Non Manual Employees Leave Schedule

Purpose:

- Planning and control of annual leave for all Employees in the Operations and Support Services.

Objective:

- To establish a system for planning and control of annual leave absence in a manner which will ensure adequate coverage for key positions within the Organization, and within individual departments and projects.

AWI-156: Employee Transfer, Resignation, Termination & Dismissal Procedure

Purpose:

- Transfer of employees between Cost Centers within the same Company, between Companies within the same country and also between countries.

Objective:

- To record and control the transfer of employees, in order to ensure that the Finance & Accounting Department records for payroll and personnel data are always current and accurate in their identification of an employee's location and status.

AWI-157: Employee Performance Evaluation

Purpose:

- To be implemented for Manual and Non Manual employees for evaluating their performance.

Objective:

- To establish a uniform and structured approach to employee capability appraisal and future development; through the implementation of a Performance Evaluation which assesses the employees capability against defined categories, identifies and recommends action for areas requiring improvement, and provides a record of discussion between the supervisor and employee (Non Manual only) in these matters.

AWI- 202: Project Execution Plan

Purpose:

- To ensure that projects have a PLAN from the beginning

Objective:

- Guidelines and responsible entities for preparing Preliminary PEP and PEP
- Preliminary PEP will be decided in bid review meeting by senior managers
- PEP Presentations (for all EPC projects and other mega projects as decided by the GM)
- Defines project scope, execution strategy, early critical items, resources required, and subcontracts, as well as financial matters
- Employees in Benefit Bands A to E to be involved in its preparation

AWI- 204: Project Quality Plan

Purpose:

- To provide a standard quality plan

Objective:

- Needs to be modified in accordance with requirements of the project
- Sections include:
 - List of Project Specific Work Instructions
 - Project Organization Structure
 - List of Inspection & Test Plans (ITPs)
 - List of Contract Documents
 - Project Internal Quality Audit Plan

AWI- 205: Project Weekly Status Report

Purpose:

- Preparation of weekly status report by all Projects to record and report their weekly status and identify main concerns.

Objective:

- To provide a summary status report, i.e. two to three pages maximum in size, that highlights to management:
 - Key status indicators, including percentage progress against plan and manpower against plan.
 - Significant events and or achievements in current week and planned for next week.
 - Contractual Notices received from the Client that can affect revenue/ management overheads.

AWI- 211: Documents/ Drawings Control

Purpose:

- To ensure that work is carried out using only the latest approved documents and drawings

Objective:

- Defines controlled and uncontrolled documents
- Document Control Office
- Documents/ Drawings Register
- Document control stamps – sizes and colors

AWI-217: Documenting the Lessons Learnt in Projects

Purpose:

- To provide guidelines in the preparation of a project specific “Lessons Learnt” procedure to avoid previous mistakes.

Objective

- Criteria for preparation of “Lessons Learnt” procedure
- Guidelines for preparation of “Lessons Learnt” procedure
- Review of Lessons Learnt during bidding

AWI-222: Subcontract Administration

Purpose:

- To administrate subcontracts before and after award

Objective:

- Provides standard forms of contracts for different values and types depending upon risk involved
- Subcontract Agreement Checklist
- Invoicing through payment certificates
- Supply Agreements & Subcontracts (involving Supply & Installation of Materials and Testing & Commissioning) to be reviewed by Engineering & Procurement
- Restriction on Value of Subcontracts awarded to Individuals
- Acceptance of Liability certificate
- Commitment to Integrity

AWI- 223: Sundry and In-house Works Agreements

Purpose:

- To administrate agreements other than subcontracts

Objective:

- Sundry Agreements to be used for agreements not related to main contract scope of work
- Standard Agreements for Customs Clearance Services, Vendor Managed Inventory, Engineering & Consultancy Services, and Scrap Sales
- In-house works Agreements to be used where a cost center needs to avail services that another cost center can provide
- Invoicing through payment certificates, similar to subcontracts
- Commitment to Integrity

AWI- 231: Handling, Storage and Preservation of Materials, Machineries and Fixed Assets

Purpose:

- This procedure defines the method adopted by EAC to ensure that the quality of material, tools, fixed assets and other parts are adequately maintained during handling, storage, issuance and preservation stages.

Objective:

- Material Receipt Voucher (MRV)
- Return of Materials to the Supplier (where MRV has been approved)
- Charging Cost Centers based on Storage & Preservation of Materials
- Managing the Free Issue (Client) Material
- Material Issue Voucher (MIV)
- Material Transfer Voucher (MTV)
- Asset Request
- Asset Disposal
- Scrap Disposal

AWI- 234: Scaffolding Purchase, Rental and Control

Purpose:

- Scaffolding services for in-house projects as well as external entities

Objective:

- To provide clear instructions and guidelines for requesting, purchasing and invoicing of all scaffolding materials and entering into an agreement.
- To provide full scaffolding services, or stand alone services for scaffolding erection & dismantling, supply of scaffolding materials, manpower, scaffolding design, and scaffolding training to projects and external customers.
- To make sure scaffolding job is carried out by trained, qualified and certified personnel.

AWI-235: Main Store Procedure

Purpose:

- The procedure describes the method adopted by EAC Main Store department to ensure that quantity and quality of Main store assets & materials are maintained during transfer and issuance as well as the services and maintenances done by Main store as a support to the Projects sites.

Objective:

- Material Control shall administer issuance and control of tools
- Employees will have tools assigned to them
- Asset Receiving Inspection Report
- Repair of Power Tools
- Replacing lost/ worn tools
- Fixed Asset Hand/ Power Tools and Office Equipment Return

AWI- 241: Control of Non-conforming Product

Purpose:

- To control non-conforming product

Objective:

- Mandatory procedure under ISO 9001, ISO 14001, ISO 45001 and ISO 17025 standards
- Non-conformance is the non-fulfillment of a specified requirement
- Recording of Client issued NCRs

AWI- 270: Corrective Action

Purpose:

- To ensure that we learn from our mistakes

Objective

- Mandatory procedure under ISO 9001, ISO 14001, ISO 45001 and ISO 17025 standards
- Corrective actions focus on eliminating the causes of nonconformities in order to avoid their recurrence

AWI-271: Monitoring and Measurement of Customer Satisfaction

Purpose:

- To know what our customers say about us and improve

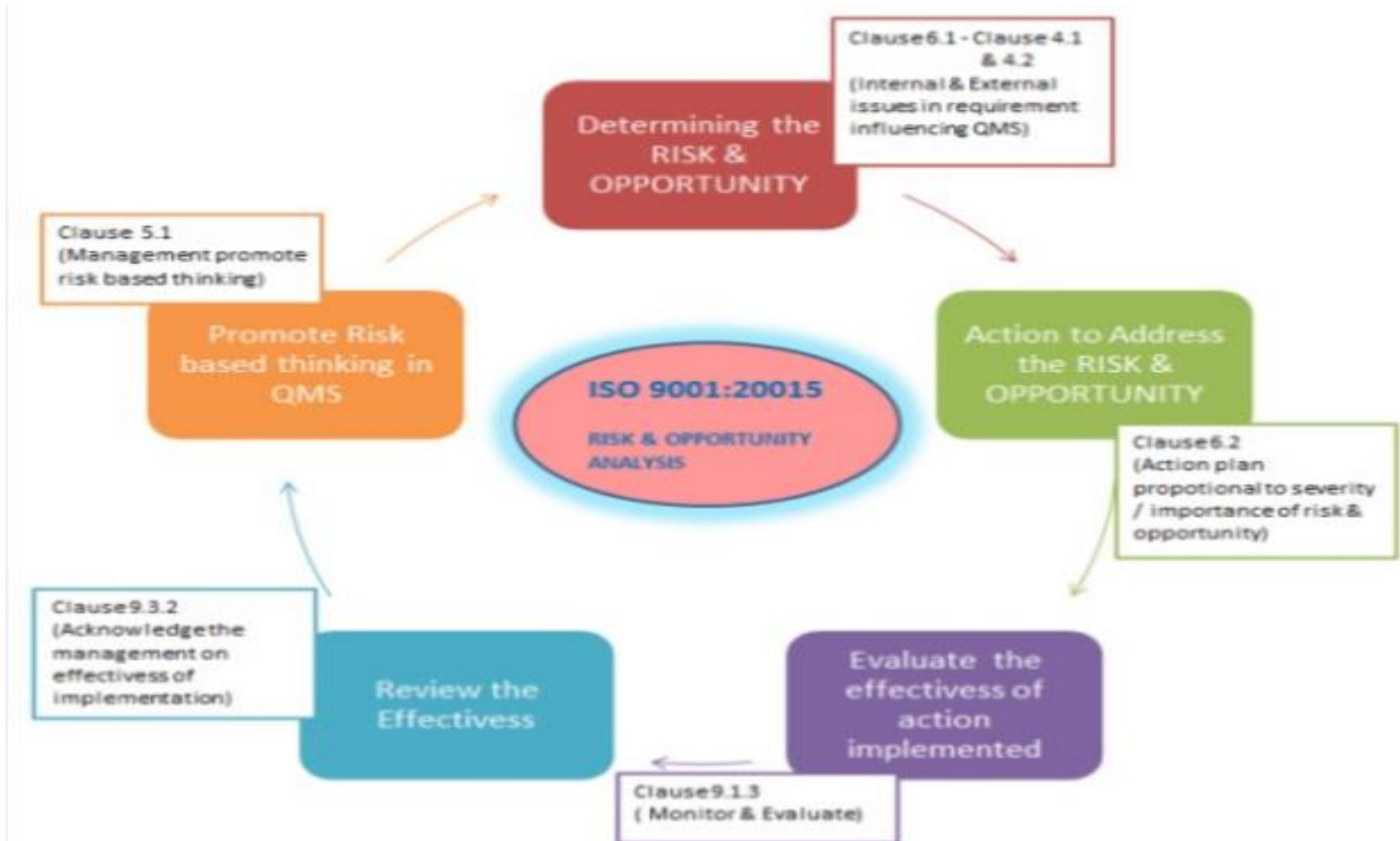
Objective:

- Customer feedback questionnaire
- Visits by customers to company facilities
- Goal is to continually improve

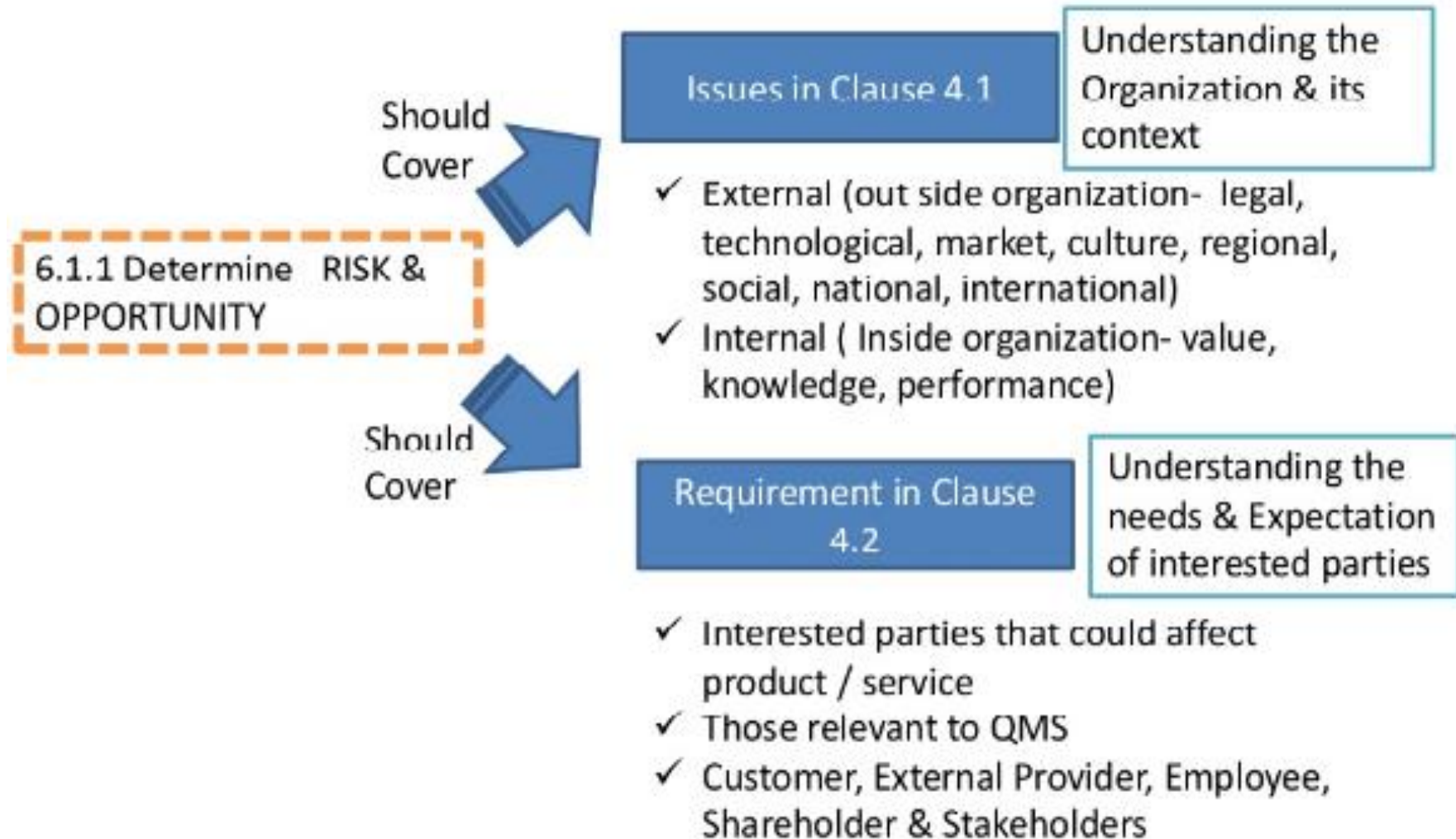
AWI 272-Organizational Context and Management of Risks and opportunities

- Identification of internal and External Issues
- Risk and Opportunity Control Matrix
- Mitigation and Control of Identified Risk & Opportunity
- Monitoring of Mitigation and Control Actions
- Continual Improvements

Risk and Opportunity Control



Identification of Internal and External Issues



Identification of Internal and External Issues

Tools used for identification of Internal & External Issues as per AWI 272.

- Issue Register ([Link for sample](#))
- Internal and External Interested Parties ([Link for sample](#))
- SWOT Analysis ([Link for sample](#))

Risk and Opportunity Control Matrix

RISK & OPPORTUNITY CONTROL MATRIX													Revision No:	
													Date of Last Update:	
													Next Review Date:	
Department / Project:				Cost Center No:										
SL No.	Risk / Opportunity Description	Risk / opportunity	Discipline Responsible	Impact Assessment (Risk/Opportunities)	Risk Evaluation Before Control Measures / Mitigation			Control Measures/ Mitigation action	Risk evaluation after control measures / Mitigation			*Frequency Of Measurements/ Evaluation	Remarks	
					Likelihood	Severity	Ranking		Likelihood	Severity	Ranking			
Prepared By			Reviewed By				Approved By			Notes:				
Name:														
Designation:														
Signature:														
Date:														
** The review period is once in year/revision will be done as & when major changes identified.														
Legends:														
Likelihood:				Severity				Ranking						
Low:				Low:				Low:						
Medium:				Medium:				Medium:						
High:				High:				High:						

Sample reference - Procurement

Likelihood & Severity Rating

LIKELIHOOD		
Rating	Description	
1	Rare	Unlikely to occur, but Possible
2	Unlikely	Unlikely, but can be reasonably expected to occur
3	Possible	May occur several Times
4	Likely	Will occur frequently
5	Certain	Continually experienced

SEVERITY		
Rating	Description	
1	Insignificant	Slight effect on Project/Department performance
2	Medium	Moderate effect on Project/Department performance
3	High	Severe effect on Project/Department performance
4	Critical	Project/Department performance cannot be attained
5	Catastrophic	Total failure of Project/Department function.

Risk Ranking

Risks are ranked/ categorized as per the Risk Assessment Matrix demonstrated below.

	1	2	3	4	5
Likelihood of occurrence 1	1	2	3	4	5
2	2	4	6	8	10
3	3	6	9	12	15
4	4	8	12	16	20
5	5	10	15	20	25
	Severity of Impact				

Monitoring of Mitigation and Control Actions

- Mitigation/ Control action shall be addressed in the Risk and Opportunity Matrix.
- Mitigation action and its effectiveness shall be monitored.
- Frequency of monitoring shall be either yearly or upon any changes to the Management Systems / any change in process approach.
- Any Changes in identified Mitigation / Control action shall be updated in the Risk and Opportunity Matrix.
- Documented Information related to implementation actions shall be retained for references.

AWI- 301: Assignment of Project Numbers

Purpose:

To provide a unique identification number & name for each project and cost center

Objective :

- To provide a unique number for each project and cost center
- The Project Number Assignment Form shall be used to transmit essential information and instructions to all operating units and departments
- It is mandatory that the Cost Center/ Project number be clearly stated on all Purchase Orders, Invoices and similar accounting related documents
- Distribution of Project Assignment Number Form and Master List (By PCSD)

Project Deactivation

Partial Deactivation: Within one week of receipt of the completion certificate from the client certifying that the Project has completed its scope of work

Final Deactivation : Once the Project has received all pending payments from the client, the defects liability period/ warranty period is complete, and the Client has issued the Final Taking Over certificate

AWI- 303: Monthly Cost Status Reports, Project Forecast Review Reports and Service Units Forecast Review Reports

Purpose:

- Preparation of the Monthly Cost Status Reports, Project Forecast Review Reports and Service Unit Forecast Review Reports.

Objective:

- To generate a monthly report of a project's cost status and financial performance against budget, through a common database of budget, expense to-date and forecast cost, (jointly prepared by FAD, PCSD and Operations).
- To carry out a Project Forecast Review (PFR) to determine profitability of a project.
- To carry out a Service Unit Forecast Review (SUFR) to determine the profitability of a Service Unit.

AWI-305: Planning and Scheduling

Purpose:

- Development and implementation of Planning and Scheduling tools in the projects.

Objectives:

- To establish consistent application guidelines, with flexibility to adapt to the Customers' requirements, for the various planning tools to be used.

AWI-306: Budget Maintenance

Purpose:

- To provide a method for the maintenance of the budget at current status, by incorporating all changes to the original budget.

Objectives:

- To identify the required steps for developing the Original budget, and accounting for changes due to change orders and budget adjustments.
- There are three types of budget adjustments
 - A) Internal Changes
 - B) Approved Client Changes (External Changes)
 - C) Pending Client Changes (Pending External Changes)

Note: Cost center creation and entering the budget to the ERP will be done by PCSD

AWI-311: Progress Measurement and Reporting

Purpose:

- To ensure planning requirements are implemented in a systematic manner so that the project can be delivered within the budgeted cost and time.
- To ensure schedules representing the plan and logic for execution of the project are consistent with Client requirements and reflecting the total scope.
- To establish a monitoring system which continually compares actual performance with planned performance and allows early review and corrective actions on deviations.

Objectives:

- To record projects' progress identifying particularly areas of concern, delayed activities and actions required to achieve planned targets.

AWI-325: Overheads Budget Formation

Purpose:

- Preparation of Annual Budgets for Overhead Cost Centers (including Departments/ Service Units).

Objectives:

- To provide guidelines to the Cost Center Managers to develop their annual budgets.
- To ensure that the annual budget of overhead Cost Centers (including Departments/ Service Units) is within the company's targeted turnover.

AWI-330: Financial Plan Preparation & Performance Review Meetings

Purpose:

- Preparation of Financial Plan, reporting the Monthly Income Statement & conducting Monthly Performance Review Meetings to analyze the results.

Objectives:

- To define and explain the sequence of steps and the associated responsibilities involved in the preparation, review, and approval of the following:
 - Financial Plan
 - Monthly Income Statement
- To define the guidelines for organizing and conducting Monthly Performance Review Meetings.

AWI-356: Technician's Training & Assessment Program

Purpose:

- To establish a training program aimed at developing the competence of maintenance technicians working at the project

Objective

- Levels of Competence
- Planning the Training Program
- Training Course Material Preparation
- Conducting the Training
- Issuance of Skill Card

AWI-358:FM Project Initiatives

Purpose:

- Preparation, review and approval of improvement initiatives in Facility Management projects.

Objective

- To establish a process for the preparation, review and approval of FM - project initiatives before communicating them to the Client.

AWI-360: Call Center Operations

Purpose:

- Call Center Operation for Planned Preventive Maintenance/ Corrective Maintenance activities of FM-I&C Projects (with maintenance as scope) and Organization's facilities

Objective

- To explain the following activities of the Call Center:
 - Updating the Asset Register details in the CAFM
 - Uploading the PPM in the CAFM
 - Generating and issuing the PPM (Attachment 7) & Corrective Maintenance Job Cards (Attachment 8) to the projects
 - Receipt of maintenance requests from External/ In-House Clients
 - Close-out of Job Cards upon completion of the work

AWI-404:Suppliers Evaluation and Approved Listing

Purpose:

- Establishment and update of the Organization's Approved Suppliers List.

Objectives:

- To provide criteria for evaluating and re-evaluating suppliers based on their ability to supply products that meet the Organization's requirements.
- To provide a format for the recording of results of evaluations made on suppliers.
- Evaluation of Suppliers (Refer AWI-404-Att-01 Supplier Evaluation Format, *For First Time Inclusion In Approved Suppliers List*)
- Re-evaluation of Suppliers

SUPPLIER CATEGORY	CRITERIA	Frequency of Evaluation
CLASS - "A"	<i>Total annual number of Orders > 50 Nos. (or) Total annual value of Purchase > AED 300000 /-</i>	Once every January
CLASS - "B"	<i>Total annual number of Orders between 10 to 50 Nos. (or) Total annual value of Purchase between AED 120000 to 300,000 /-</i>	any substantial dissatisfaction is noted with the performance of the suppliers
CLASS - "C"	<i>Total annual number of Orders < 10 Nos. (or) Total annual value of Purchase < AED 120000 /-</i>	

AWI-404:Suppliers Evaluation and Approved Listing

Supplier Categorization based on "Level of Cooperation" during Organization's periods of Tighter Cash Flow

Type	Criteria
Type-1	Suppliers extended their usual cooperation.
Type-2	Suppliers extended their cooperation upon follow-up without affecting the Organization's day to day requirements.
Type-3A	Essential suppliers whose services cannot be ignored due to their competitive prices, market conditions/ Client requirements and sourcing the materials from alternate supplier outside the market will be more expensive. These suppliers also expressed reluctance to cooperate and extensive efforts were required to continue working without affecting the Organization's day to day requirements.
Type-3B	Non-critical suppliers having alternatives in the market. Suppliers expressed reluctance to cooperate and shall be suspended from the Approved Suppliers List due to non-cooperation . Such suspension will not affect the Organization's day to day requirements.

AWI-405: Subcontractors Evaluation and Approved Listing

Purpose:

- To provide criteria for evaluating and re-evaluating subcontractors

Objective

- Defines responsibility for updating and distributing the approved subcontractors list
- Establishes criteria for evaluating subcontractors
- Provides guidelines for re-evaluating subcontractors after a suspension

AWI-406:Prequalification of Subcontractors

Purpose:

- To ensure that potential subcontractors are commercially sound and technically competent to carry out work
- Engineering & Procurement and Operations are responsible for prequalifying the subcontractors

AWI-410: Engineering & Procurement

Purpose:

- Engineering and Procurement processes guidelines

Objectives:

- To provide the Engineering & Procurement services in the project pre-award phase and project post-award phase.
- To manage the Centralized Procurement activities for the concerned Operations.
- To manage the Engineering design changes during execution of the project
- To ensure compliance with the Purchase Order/ project schedule requirements
- All subcontractor process are initiated through procurement department.

AWI-411: Purchasing

Purpose:

- To ensure that the purchasing process of items or services for Emarat Aloula is performed in a controlled manner as per the required specifications.
- To provide instructions and to assign responsibilities for specifying quality requirements for purchased materials and services

Objectives:

- This procedure applies to all material requisitions handled by Emarat Aloula in the UAE.
- Material Requisition (MR)
- Cost Comparison Sheets
- Payment Request
- Purchase Order

AWI- 501: Proposal

Purpose:

- To establish instructions and guidelines for the preparation of all estimates and proposals.

Proposal Types

- Formal proposals will generally be for contracts within one of the two following categories:
 - i) Client Direct (As Contractor) ii) As Subcontractor (Third Party)

AWI- 601: Welding Services

Purpose:

- Welders and brazers training/ qualification services for entry level, semi-skilled as well as skilled welders.

Objectives:

- Assessment of welding filler metal requirements (welding electrodes, filler rod/ bare wire), based on the project specifications.
- Preparation and qualification of welding procedures (WPS/ PQR) and brazing procedures (BPS/ BPQR).
- To produce our own welders, from mechanical helpers and tack welders.
- To enhance the qualification of welders.
- To ensure that all welders meet the qualification requirements of the projects.
- To support the projects in assessing the welding filler metal requirements.
- To develop and qualify new welding procedures (PQRs) and brazing procedures (BPQRs).

DWI- Department Work Instructions

- **DWI-125: Control of Company's Brand Identity**
- **DWI-126: Projects and Facilities Photographs & Videos**
- **DWI-127: Standard Company Uniforms**
- **DWI-128: Sponsorships and Donations**
- **DWI-213: Control and Maintenance of Equipment/ Vehicles**
- **DWI-214: Rental of Equipment/ Vehicles (from PMV Division)**
- **DWI-251: Integrated Management System Audit**
- **DWI-252: Electronic Data Control of Management System Procedures**
- **DWI-275: Main Contract / Agreement**
- **DWI-300: Control of Monitoring and Measuring Equipment (Calibration Lab)**
- **DWI-501: Non Manual Employees Recruitment**
- **DWI-502: Training & Development Non Manual Employees**
- **DWI-504: Leave, Resignation and End of Service**

DWI- Department Work Instructions

- **DWI-526: Non Manual (Project Specific) and Manual (Regular & Project Specific) Recruitment and Selection**
- **DWI-550: Administration**
- **DWI-551: Accommodation**
- **DWI-601: Inventory Audit (For Preparation of Financial Statements)**
- **DWI-602: FAD Services**
- **DWI-603: Payroll**
- **DWI-604: Financial Audits of Joint Ventures (Non-Legal Entities)**
- **DWI-607: Financing for Projects**
- **DWI-625- Insurance Administration**
- **DWI-705: Security**
- **DWI-751: Temporary Office Facilities (Office Cabins)**
- **DWI-752: Office Furniture for Projects**

DWI-125: Control of Company's Brand Identity

Purpose:

- Communications Department's services for core business, sub- brands, affiliates and partner companies for those of which has a brand identity.

Objective:

- To develop, control and ensure the consistency of the identity, image, logo and the marketing collateral & advertising materials' types for the core business, all sub-brands, affiliates and partner companies.

DWI-126: Projects and Facilities Photographs & Videos

Purpose:

- Photographs and videos for core business, sub-brands, affiliates and partner companies, facilities, strategic projects and events.

Objective:

- To record in photo & video media, all major events and achievements of the company, affiliates and projects, for use in websites, DVDs, presentations, brochures, prequalifications, etc.
- To record the work progress of the strategic projects of the company and affiliates with an interval of four months at most.
- To create a library for company video presentations.

DWI-127: Standard Company Uniforms

Purpose:

- Standard design of uniforms, material composition and logo placement.

Objective:

- To implement a standard design for company uniforms.
- To easily identify categories and disciplines within the workforce.

DWI-128: Sponsorships and Donations

Purpose:

- Sponsorship of an event, activity, or entity financially or through the provision of products or services as part of brand identification and marketing, in the Organization's line of business.

Objective:

- To provide guidelines for giving donations to entities involved in the areas given in the scope.
- To provide guidelines for sponsoring an event, activity or entity involved in the areas given in the scope.
- To establish guidelines for participating in events that the Organization is sponsoring.

DWI-213: Control and Maintenance of Equipment/ Vehicles

Purpose:

- Procurement, Insurance, Marking, Registration, and Maintenance of construction equipment and vehicles by Equipment Division.

Objective:

- To evaluate the equipment needs of the Company and procure them.
- To control the equipment to ensure their proper functionality, availability, cost effectiveness and safety.
- To specify type and frequency of maintenance required for equipment and to carry out preventive maintenance at scheduled intervals.

DWI-214: Rental of Equipment/ Vehicles (from PMV Division)

Purpose:

- Rental of construction equipment and vehicles from PMV Division.

Objective:

- To fulfill cost centers' total requirements of equipment and vehicles from a single source (PMV Division).
- To provide reliable and safe equipment to the cost centers. Safety of operators and equipment shall be of paramount importance and equipment shall not be used for any unsafe operation.

DWI-251: Integrated Management System Audit

Purpose:

- To define the entire audit process

Objective:

- Mandatory procedure under ISO 9001, ISO 14001, ISO 45001 and ISO 17025 standards
- Non-conformance Reports (NCR)
 - •Internal, •Operational, •Supplier/ Subcontractor
- Internal Audit Report Format
- Mandatory Non-conformance Reports (NCR)
- Quality Audit Rating for ISO 9001 & ISO 17025 Internal Audits
- Internal Safety Audit Report Format

DWI-252: Electronic Data Control of Management System Procedures

Purpose:

- Electronic storage and protection of Management System procedures

Objective:

- To establish controls for the development of Management System documentation data, its electronic storage, and issue in CD-ROM format ensuring that the system master files are protected from incorrect change or loss.

DWI-275: Main Contract / Agreement

Purpose:

To describe responsibilities of Contracts Department with regards to reviewing Main Contracts/ Agreements

Objective:

- Standard format for Agreements
- Tender/ Contract Review Sheet
- Letter of authorization to sign Contracts/ Agreements
- Request/ Approval for Preparation of Agreement (RAPA)
- Responsible entities for preparation & review of RAPA.

DWI-300: Control of Monitoring and Measuring Equipment (Calibration Lab)

Purpose:

- To ensure all projects use properly calibrated instruments

Objective:

- Explains role of Calibration Laboratory
- Identification of Monitoring & Measuring Equipment
- Calibration process defined
- Laboratory Calibration Methods to provide general instructions for calibrating particular type of instrument
- Rental and calibration charges for all monitoring & measuring equipment

DWI-501: Non Manual Employees Recruitment

Purpose:

- Applicable to the selection and recruitment of all non-manual employees.

Objective:

- To establish guidelines for the selection and recruitment of all non-manual employees in order to ensure that the skill levels and capabilities of the selected manpower meets the requirements of the work to be performed.
- To enable the development of the Company's non-manual manpower resource by employing only those applicants who meet satisfactory standards of education and/ or have demonstrated a past experience in a position similar to the work which they may be required to perform.
- To develop a workforce that shall comprise of highly motivated employees to play an important role in the continued success of the Company.

DWI-502: Training & Development Non Manual Employees

Purpose:

- The identification of training needs for non-manual employees to develop their abilities and skills in support of the goals of the Organization and in accordance with the Organization's quality policy.

Objective:

- To provide guidelines for identifying training needs and providing training of non-manual employees performing activities affecting Quality and efficiency.
- To maintain records of all Organization sponsored formal training provided to non-manual employees.
- To establish employee development as an essential component of the work environment and as an important part of Organization's effort to achieve its mission.

DWI-526: Non Manual (Project Specific) and Manual (Regular & Project Specific) Recruitment and Selection

Purpose:

- Recruitment of non-manual (project specific) and manual (regular and project specific) employees.

Objective:

- To establish guidelines for the recruitment and selection of non-manual (project specific) and all manual (both regular and project specific) employees in order to ensure that the skill levels and capabilities of the selected manpower meet the requirements of the work to be performed.
- To develop a workforce that shall comprise of highly motivated employees to play an important role in the continued success of the Organization.

DWI-550: Administration

Purpose:

- Administration support and services including fulfilling of legal requirements for employees related issues.

Objectives:

- To ensure that all legal formalities for employees (work permits, labor contracts, residencies, visas, civil IDs/ labor cards, etc.) are in place for them to work with peace of mind.
- To provide administration support to operations and departments to deal with government agencies/ ministries/ departments.
- Other assistance in miscellaneous services

DWI-551: Accommodation

Purpose:

- Accommodation services for manual and non-manual employees.

Objective:

- To provide accommodation facilities to suit the organization's requirements and ensure that they have the necessary amenities for good living.
- To maintain the accommodation facilities and monitor their utilization, in order to provide a good service at economical rates.

DWI-601: Inventory Audit (For Preparation of Financial Statements)

Purpose:

- Inventory audit on the Cost Centers to facilitate timely preparation of financial statements.

Objective:

- To provide guidelines for conducting inventory audits to facilitate the preparation of the Organization's Financial Statements.

DWI-602: FAD Services

Purpose:

- Finance and Accounting Department's (FAD) support and services to cost centers for financial issues.

Objective:

- To provide timely support to Operations, Departments and external customers for financial issues.

DWI-603: Payroll

Purpose:

- Payroll services for all employees.

Objective:

- To provide clear guidelines for Payroll staff to help them carry out their tasks properly.

DWI-604: Financial Audits of Joint Ventures (Non-Legal Entities)

Purpose:

- Financial audit of Joint Ventures (non-legal entities) where accounting is not handled by Emarat Aloula (EAC) in accordance with international financial reporting standard.

Objective:

- To evaluate the adequacy and effectiveness of the financial management and control system in the companies

DWI-607: Financing for Projects

Purpose:

- Financing of projects excluding IPD Projects.

Objective:

- To ensure that the FAD receives the essential information to start the Project Financing negotiations with the banks/ Lending Institutions once there is clear evidence that the Organization is the lowest bidder for a tender.
- To define the mechanism for requesting, processing and concluding Credit Facility Agreements required for the Projects.

DWI-625- Insurance Administration

Purpose:

- Assessment of contractual and legal liabilities & securing proper mitigation of risks for the Projects, Company Assets and Employees.

Objective:

- To assess contractual liabilities at the tendering stage and advise Proposals Department of the best strategy of mitigating risks with the optimal cost.
- To identify potential risks/ insurance requirements for the Projects and to secure adequate insurance cover in order to protect the interests of the Company.
- To provide insurance coverage for Company assets and employees as per Company policies and/ or statutory/ regulatory requirements.
- To provide insurance services to employees and their dependents at employees' cost as per Company policies.
- To facilitate timely processing and adequate reimbursement of insurance claims.
- To streamline the collection of required information necessary for securing adequate insurance cover.

DWI-705: Security

Purpose:

- The scope of this procedure includes the security of:
 - Organization's employees and its visitors,
 - Organization's facilities, fixed assets, materials, and
 - Project Sites facilities (on request).

Objective:

- To define and explain the security program designed to protect its employees, assets and property from any security risks.
- To establish guidelines and clear responsibilities for security personnel to follow.
- To establish minimum standards for the installation and operation of security devices.
- To discourage crimes and to assist in the identification of individuals who commit such acts.

DWI-751: Temporary Office Facilities (Office Cabins)

Purpose:

- Fabrication and supply of office cabins to projects

Objective:

- To provide temporary office facilities (standard office cabins fitted with air conditioners) to project sites.
- To standardize the type of office cabins for projects.
- To ensure that office cabins are well maintained and are reusable for several projects (one after another).

DWI-752: Office Furniture for Projects

Purpose:

- Supply of furniture to projects.

Objective:

- To standardize the type of office furniture for projects.
- To ensure that office furniture is well maintained and is reusable for several projects (one after another).

EWI & TWI

- Please go through the procedures including TWIs, EWIs & OCPs which are available on the corpnet

This orientation is just the beginning.

- EWI - Environmental Management Work Instructions
- TWI - Technical Work Instructions
- OCP - Operational Control Procedures

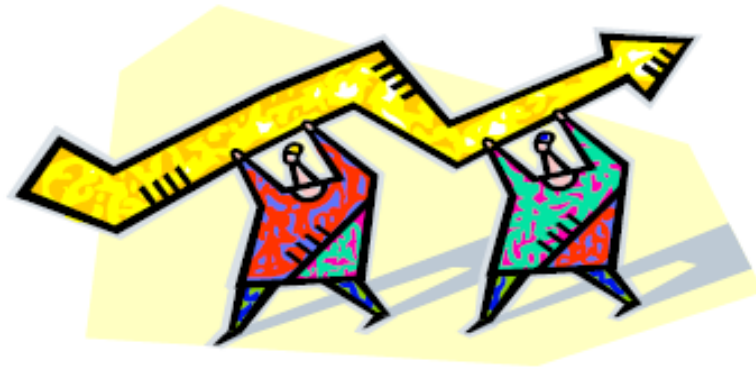
Quality

“Quality is never an accident; it is always the result of high intention, sincere effort, intelligent direction and skillful execution; it represents the wise choice of many alternatives”

- William A. Foster

Feedback for Improvement

- The QA&C Department welcomes any suggestions to improve the Company procedures that can enhance the performance of your work without compromising quality.



Conclusion

- Please give feedback for this Orientation session.
- QA Department is here to assist you to do your job right first time; avoid rework.

For future clarifications, please contact:

Ext. : 2302

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