



GULF INTEGRATED GROUP CO.W.L.L

PRE-QUALIFICATION AND QMS MANUAL

ISO 9001:2008

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1. COMPANY PROFILE

Gulf Integrated Group Co W.L.L. (GIG) is one of the leading Electro-Mechanical & Engineering Company in the Qatar, undertaking major Mechanical, Plumbing Fire Fighting, Fire Alarm, Electrical and Low Current System Projects. Our principal activities include the design, installation, testing, commissioning and maintenance of electro-mechanical and engineering installation works.

We are actively rendering MEP and Engineering Services to government and private clients.

The member companies have a long history of cooperation and have achieved seamless integration among their key staff and near-total uniformity of process between them.

GIG, now has diversified skill set which enables it to provide its client with best-in-class professional contracting services in the Electrical, Low Voltage, Electrical and Mechanical disciplines.

GIG, is best known for its integrated approach to projects with quality-driven Engineers, Technicians, and Professionals. Since wave's business strategy is built on cultivating long-term relations with its clients.

GIG, continuous basis to provide high standard services through innovation and ongoing investment in highly professional administrative personnel, technical and engineering staff and a work force comprising of 500 specialized technicians and skilled workforce best and high standard services as fulfillment to our set missions commitment.

Our operations are aligned with a strong focus on Health and Safety Environment (HSE) and Quality concerns with abundant resources of highly skilled and self-motivated Engineers and staff which make us a perfect choice for solving any kind of electro-mechanical works.

Group 5 Technical Services as Sister Company.



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THE COMPANY

Name	: Gulf Integrated Group Co. W.L.L.
Commercial Registration	: 24554
Foundation	: 2002
Head office	: Al-Ain Commercial Centre, Salwa Road P. O. Box: 19002, Doha Qatar. Tel: +974-4458 2289 / 90 / 91 Fax: +974-4468 7886
Website	: www.gulfintegrated-group.com
E-mail	: info@gulfintegrated-group.com
E-mail	: hatim@gulfintegrated-group.com
Showroom	: Salwa Road, Al Ain Complex Building.
Holding Company	: Pioneer Projects Development W.L.L.
Affiliate Companies	: Group 5 Technical Services. : Commercial & Engineering Supplies Group. : I Dimensions for IT Solutions. : Cosmoplast Qatar & Inter Metal.
Banks	: Doha Bank : Commercial Bank : Arab Bank
Auditors	Ibrahim Abbassi & Co.



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MANAGEMENT



NAME : HATEM AL SALEH

TITLE : C.E.O

PROFESSION: MASTERS IN COMMERCE

EXPERIENCE: 25 YEARS

MOBILE : +974 55552996

EMAIL : hatim@gulfintergated-group.com



NAME : MOHAMMAD AL HAYEK

TITLE : GENERAL MANAGER

PROFESSION: MECHANICAL ENGINEER

EXPERIENCE: 15 YEARS

MOBILE : +974 5594 1406

EMAIL : mhayek@gulfintergated-group.com



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NAME : RAMI BAYYARI

TITLE : PROJECT MANAGER

PROFESSION: MECHANICAL ENGINEER

EXPERIENCE: 15 YEARS

MOBILE : +974 5519 9694

EMAIL : rami@gulfintegrated-group.com

NAME : SYED VASEEM

TITLE : OPERTAION MANAGER

PROFESSION: MECHANICAL ENGINEER

EXPERIENCE: 25 YEARS

MOBILE : +974 33473670

EMAIL : syedvs@gulfintegrated-group.com

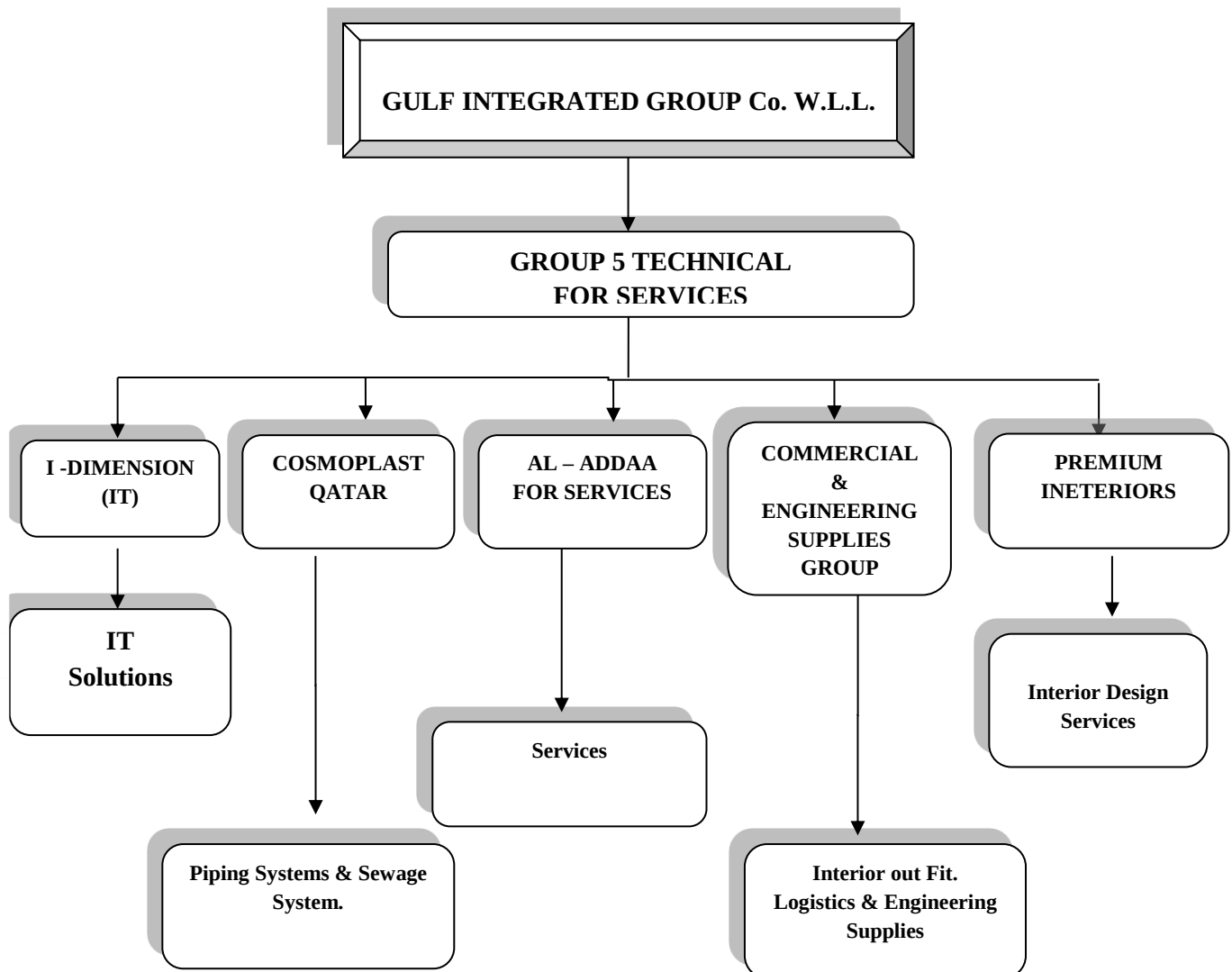


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AFFILIATIONS



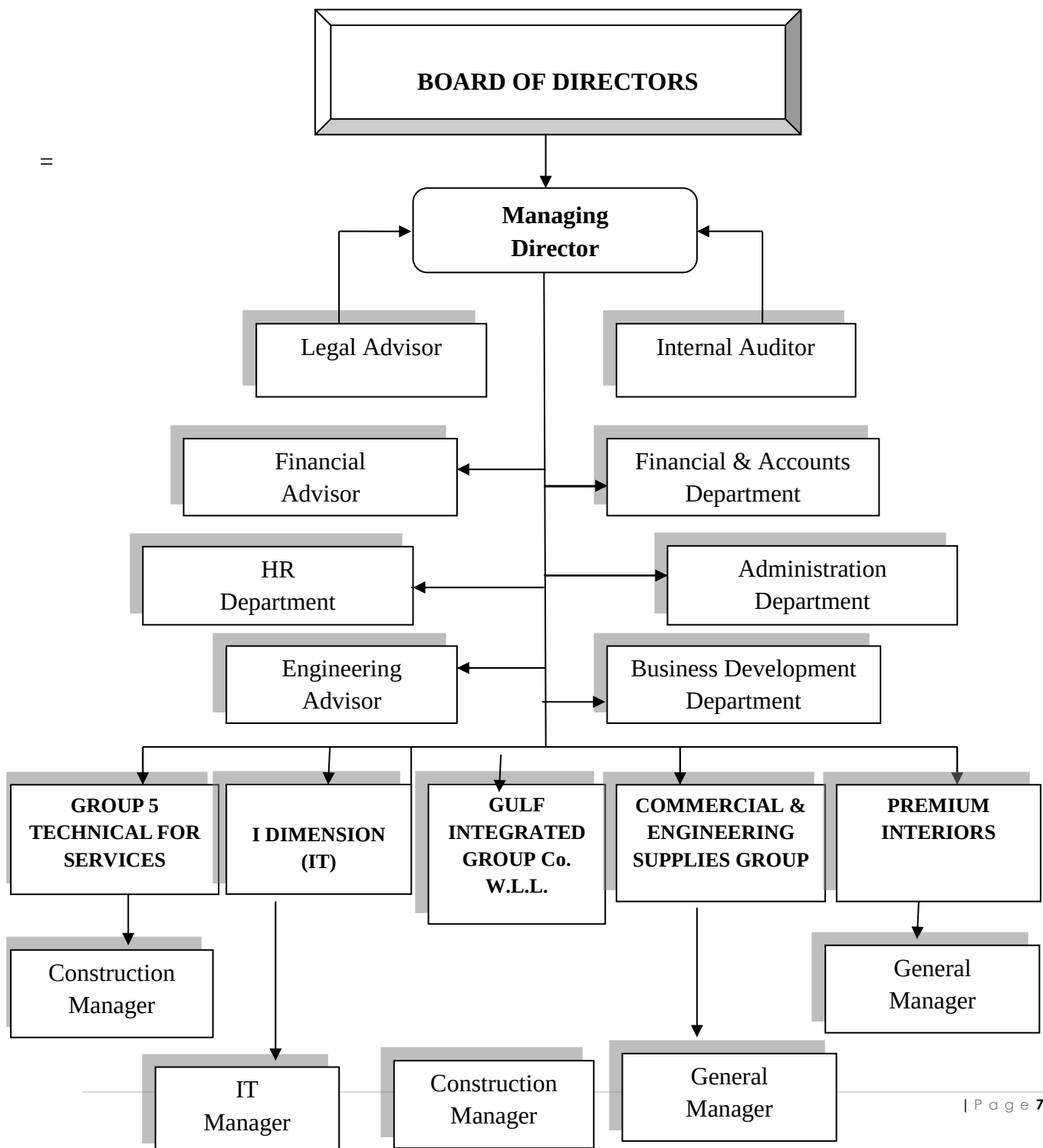


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GROUP ORGANIZATIONS CHART





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2. SERVICES

GIG, has the expertise and experience to offer a full range of electro-mechanical services as follows:-

➤ **HVAC (Heating, Ventilation and Air Conditioning) Works:-**

HAVC System includes Chillers, AHU's, FCU's, Packaged AC Units, VRV's, Ducted Split Units, Split Units, Exhaust Fans, Interlock with FA/CO system, Vibration isolators, Duct sheet metal works, Dampers, Fresh Air Intake, Filters, Flexible Connections, Flexible Round Ducts, Sound Attenuators, Air Terminals, Chiller pipes, Refrigerant pipes, Condensate Drain pipes, Duct Insulation, Pipe Insulation Works, Electrical installations and BMS control system.

➤ **Plumbing Works:-**

Plumbing work includes Storage Tanks, Filling Pumps, Boosters pumps, Water Heaters, Water Filters, Cold Water System and Hot Water System using Copper/PPR/CPVC Distribution.

➤ **Drainage Works:-**

Drainage Work includes UPVC/ESVC/DI Soil, Waste, Vent Rain water pipes, Storm Sewage, Lifting station, Floor Drains, Floor Clean outs, Floor gullies, Road Gullies, Gully traps, Overflows, Bottle Traps, Manholes, Sump pits, Pumps, Holding tank and final connection to the Municipal Drainage and Disposal system in the vicinity.

➤ **Fire Fighting and Fire Alarm Works:-**

Fire Fighting works includes Wet riser, Dry riser using seamless/welded/black/Galvanized pipe works, Threaded/Grooved Fittings, Pipe Supports, Fire Fighting Pumps, Fire Hose Reel and Cabinets, Fire Extinguishers, Hydraulically calculated sprinkler system, Control valves, Check Valves, Alarm check valves, Landing Valves, Alarm, Supervisory devices Tamper switch, Water Flow Switches, complete system accessories., Test/Drain valves and Pressure gauges, Fire Hydrants and Fire Department connections.

➤ **Electrical Works:**

Electrical Works includes HV Substation, Unit Substations, Package Substations, Transformers, 50Hz, 400Hz, 60Hz Frequency Converters, 400Hz Service points, HV/LV Cables, Main, Sub Main & Final Distribution Panels, Small Power, Lighting,



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Dimming/Lighting Control, Central Battery, Generators, Synchronizing Panels, ATS/MTS, UPS, Grounding & Lighting Protection system.

➤ **Low Current Systems:-**

LC/ELV System includes Telephone, Data, Access Control System, CCTV System, PA/BGM System, SMATV System, Open Conference System, Video Conference System, Audio Visual System, Audio Door Entry System, Audio/Video Door Entry System, Intruder Alarm System, Road Barrier System, Car Parking Management System, Servant Call System, Structural Cabling with networking server, software management and “LEX” Smart Homes.

- Specialized systems like Building Management System (BMS).
- Engineering consultancies, technical Assistances, Maintenance and Procurements.
- Design, Prefabrication, Erection and Commissioning of all new installations up to final completion.
- Operation, Training and Maintenance Services including spare parts, Consumables, etc.
- Refurbishment and upgrading of MEP Systems.
- Coordinating with local Authorities and obtaining approvals.
- Value Engineering & Design Services through our Engineering Centre (**GIG**)

Engineering & Design Centre (GIG)

The Gulf Integrated Group Co. W.L.L. (GIG) & Engineer Cell of the International & Domestic operation of Gulf Integrated Group Co. W.L.L.

GIG, functions to provide professional and complete Design & Engineering Solutions in Mechanical, Electrical and Public Health & Safety System (MEP Solutions).

➤ **STANDARDS**

GIG complies with respective International and Local Authority Standards and Codes:

- ASHRAE, DW144 (BS), SMACNA (AS), CIBSE for Mechanical.



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- IEC, IEEE, BS, NEC, NEMA and respective Local Authority Standards KAHRAMAA for Electrical.
- IPC (AS), PDG (BS), UPC, AWWA and respective Local Authority Standards for Public Health.
- NFPA and respective Local Authority Standards for Fire Protection.

Mechanical Systems Design:

- Heating / Cooling Load Calculation.
- Pump Head Calculation.
- Fan Static Pressure Calculation.
- Air Distribution.
- Chilled Water / Condenser Water Piping.
- Kitchen Ventilation.
- Car Park Ventilation.
- Staircase and Lift Pressurization.
- Precision Air-Conditioning.
- Clean Room Application.
- Cold Room Application.

Electrical Systems Design:

- Power Supply (HV / LV).
- Power Distribution System.
- Lighting and Lighting Controls.
- Lightning Protection and Grounding.
- Emergency Lighting.
- Extra Low Voltage System.
- CCTV.
- Fire Alarm.
- Master Clock.
- Security & Access Control.
- Public Address System.
- Data and Communication.

Public Health Systems Design:

- Hot & Cold Water Supply.
- Drainage & Sewage.
- Storm Water Drainage.
- Sewage Lifting Stations.
- Pump Systems.



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Fire Protection Systems Design:

- Hydrants and Hose Reel
- Smoke Exhaust and Pressurization

- Sprinklers.
- Fire Fighting Pumps.
- Wet Riser / Dry Riser.
- Gas Based Extinguishing System.

GIG is actively present in the following segments:

Commercial Offices.
Residential Towers.
Luxury Hotels.
Hospitals.
Industry & Infrastructure Facilities.
Defense Facilities.
Power Plants & Sub-stations.
Airports/Air Base.

Client operating costs are significantly lowered, as also a tangible improvement in the occupant's comforts and indoor environment is brought about, through energy efficient design solutions and optimized selection of equipment.

Operating Costs:

GIG adds value to the client projects by providing cost effective design and engineering solutions.

GIG ADDS VALUE IN

Design:

Clients benefit from GIG design solutions that are an optimum mix of cost and performance.

Value Engineering:

Client project designs, as existing, are optimized by GIG to reduce cost and increase efficiency of the system.

Projects:

Client projects are benefitted by accelerated installations and rework elimination by GIG providing them with coordinated MEP engineering solutions.



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Construction Costs: GIG clients are vastly benefited due to the *KEY DIFFERENTIATORS* which make GIG a preferred MEP Design & Engineering Services provider.

These are: group strength, comprising of Design Engineers, CAD Operators and Support Staff, having strong skills, experience, dedication and the diligence to deliver high quality output. A highly trained & customer focused workforce that undergoes continuous skill enhancement and technology upgradation as a set norm. High Quality, time bound and cost efficient deliverables following the strictest confidentiality standards. Flexible delivery models for assisting clients to meet vital business needs, quickly and in a cost effective manner. A modern work facility, equipped with latest and State-of-the-art Design tool to execute projects on-site as well as off-site with equal efficiency.

A very efficient document management system ACONEX to ensure streamlined information sharing with customers. GIG uses the following state of the art software's:

Design Software's:

- AutoCAD 2017
- Revit MEP 2016
- Navisworks
- CAD Duct
- HAP 4.1

QUALITIES:

All activities and processes at GIG are designed to achieve internationally accepted standards of designing & drafting. Checks & Balances are diligently installed, monitored, re-assessed and continuously reviewed every step of the way in the designing & engineering system development. With all the requisite quality control measures in place, GIG ensures that its service effort is not compromised or diluted in any way or for any reason.

ON-TIME DELIVERY:

GIG is always geared up with an assured capability to handle complex Project requirements having aggressive time bound targets. All the resources and their respective efficiencies at SEC are directed to ensure timely delivery of services and solutions to clients.

COST EFFECTIVENESS:

Clients are provided with an edge to be more profitable in their ventures through reduction in costs resulting from the GIG solutions. Having all the right resources in place and utilizing these optimally, GIG ensures cost-effectiveness at all times.



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CONFIDENTIALITY:

There is an instilled sense of security in clients, who work with GIG without being apprehensive about its capability to protect Intellectual Property and other relevant confidential information. GIG strictly believes in ethical corporate practices. Appropriate Confidentiality & Non-Disclosure Agreements that are in place, act as a strong deterrent to misuse of client data as well as Project related information. Every possible care is taken to avoid information leakages in either a deliberate or an inadvertent manner.

RELIABILITY:

An approach, which begins and ends in providing services to clients, with a focus on true-to-the purpose deliverables, has been a hallmark of GIG performance in the field. GIG takes every effort to justify and retain the faith shown by clients by remaining reliable in its services.

Project Practices:

GIG employs best-in-class engineering practices and Project Management in an integrated approach ensuring a superior method of delivery and client satisfaction. GIG retains a client minded approach in all its activities.

GIG Electromechanical Services is a certified company and professionally managed, well experienced and trusted partner for International clients and contractors in meeting their MEP requirements for building top class Projects. We are committed to satisfy all the requirements of our customers by delivering the projects they have undertaken at the agreed quality, cost and time.

Quality Control:

Each member company of the GIG individually utilizes ISO-9000 compliant formalized processes for aspects of its work including for each typical project:

- A highly qualified Project Manager to handle project logistics.
- Highly qualified Subject Matter Experts help assure compliance of design to the client's interests.
- Formalized production processes.
- Per review.

Services Offered:

GIG comprises a diversified and complementary skillset. Our in-house resources are capable of delivering the following condensed list of services:



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Electro Mechanical Contracting:

- Hotels & Country Clubs.
- Hospitals.
- Theaters.
- Residential Complexes.
- Commercial/Office Buildings.
- Shopping Malls.
- High Rise Buildings.
- Industrial Projects.
- Low-Current networks.
- MV/LV networks for public distribution.
- MV/LV networks for street lighting.
- Urban Traffic management systems.

Project Management:

- Project Control and Procedures.
- Procurement.
- Planning and Scheduling.
- As-Built documentation.
- Contractual expertise.

Our Project-Based Approach:

- Obtain computer-aided design (CAD) backgrounds usually provided by the Client / Main Contractor.
- Coordinate electrical and low-current trades to determine clearance needs.
- Coordinate with Mechanical systems, including all piping work and ductwork, to avoid conflicts.
- Electronically circulating drawings to different stakeholders and project participants to ensure smooth coordination and execution.
- Make changes and deviations as necessary.
- Issue "Good for Construction" drawings to the site once coordination is completed.
- Utilize a Request for Information (RFI) system to concisely and accurately document the process of site enquiry to resolve ambiguities and conflicts. Maintain Log and Track RFIs to ensure smooth communication and timely response.
- Track changes necessitated during installation so that any RFI responses affecting the Drawings are posted on the as-built drawings upon project closeout.

Strategy for Excellence in Project Delivery:

- Build the best project team possible.
- Manage the project with a core group committed to our clients.
- Maintain our commitment to long-term client service.



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- Provide clients with high-quality services at a reasonable cost.
- Implement a multi-disciplinary approach for solving complex problems.
- Ensure that we adhere to our quality assurance and safety systems.





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3. QUALITY POLICY MANAGEMENT

We at GIG Electromechanical Services W.L.L. Company are committed to maintain the Quality Management System to meet the requirement of ISO 19001:2008 and high level of Customer Satisfaction.

Our aim is to provide a high standard Electromechanical Services in accordance with Engineering, Design, Installation, Testing, Commissioning, Maintenance and Trading of Electrical Installation, Plumbing & Drainage Installation, Fire Fighting Installation and HVAC Installations.

The QMS Program is established to cover the following areas:

- Proper understanding of customer requirements.
- Establishing procedure and instruction for all functions, which have a role in achieving the objective Quality Policy.
- Setting quality objectives for various functions to monitor the effective and efficiency of process, thereby to improve.
- Selection of suppliers and subcontractors fundamentally based on the quality of their product and service.
- Continual improvement of quality and productivity, complying with legal and statutory requirements.
- Ensuring adequate resources for effective implementation of the document quality system.
- Establishing responsibilities and authorities for each designation as job description.
- Delegation of responsibilities and authorities.
- Periodically audit and review the implement of the quality of management system and initiate Appropriate corrective action when required.
- Providing appropriate job related and quality system related to training for employees at all levels.



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4. AUTHORITIES APPROVAL

General:

GIG is committed to maintain an effective Quality Management System. This commitment has been awarded full authority by the General Manager.

This manual has been prepared to satisfy the requirements of ISO 9001:2008 for Quality Management Systems for the activities carried out at our location.

GIG Quality System is based upon a “process approach” (see Clause 4.1 Process Diagram) to quality management that:

- Identifies the processes needed for the quality system and their application throughout the organization.
- Determines the sequence and interaction of these processes.
- Determines criteria and methods required to ensure that control, operation and management these processes are effective.
- Ensures the availability of resources and information necessary to support operation and monitoring of these processes.
- Monitors, measures, and analyzes these processes, and implement actions necessary to achieve planned results and continual improvement.
- Implements actions required to achieve planned results and continual improvement of these processes.

GIG continually maintains and improves these processes in accordance with requirements of ISO 9001:2008, Quality Systems-Requirement.



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5. QUALITY MANAGEMENT SYSTEM

5.1) General Requirements:

Plan:

Top Management:

- To decide about adoption of ISO 9001-2008 standard and arrange for all preparatory works, on own efforts or with the help of an External Consultant, to finalize Quality Policy, Objectives, Documentation and Records keeping paraphernalia and provide all plant, product, people, procedure, process related resources accordingly.
- To discuss and decide about service provision, trading activities, to plan and monitor of Quality Objectives etc. and arrange to prepare documents accordingly.

Do:

Management Representative:

- To implement approved systems and arrange for compliance with applicable documentation a record keeping procedures

Pre-Contracting Department:

- To take care of all Customer related processes, like, surveying the Project potential, identifying and understanding Customer Requirements, arranging to get approval for own designed or Customer given design made products/services and resolving all issues thereon, including arranging to get Customer feedback, redressing Customer grievances if any etc. and maintaining records thereof accordingly.

Design & Development Department:

- GIG Design and Development is managed directly in the view of General Manager by the GIG Engineering Centre, Design Planning, Validation, Verification activities are carried out as per customer requirements.

Purchase Department:

- To arrange to evaluate Suppliers, Service Providers and Sub Contractors and get the approval of Top Management, to re-evaluate them periodically, to issue Purchase Order,



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clarify issues with Supplier's group and to arrange to make payments and maintain records thereof accordingly.

Service Rendering/Projects Departments:

To arrange for, from designing and developing a service or doing the same, based on proven design, Under Controlled conditions, as applicable to the type of service handled, delivered and maintaining Records thereof /to supply products, as per customer /user department requirement.

Check:

Management Representative and other Senior Personnel:

- To arrange for monitoring system related activities through conducting Management Review Meetings, Internal Quality Audits, Customer Satisfaction Rating, Product/ Process / Personnel Performance Evaluation, Vendor Rating, Analyses of Data and arranging to maintain records thereof.

Purchase Department:

- To arrange to conduct, In-coming, material checking or arranging for test certificates etc. as per Customer requirement from Suppliers and taking care of Control on Nonconforming Products and Maintaining records thereof accordingly.

Site personnel:

- Own, or Customer's representatives check the quality of incoming materials service activities, in between and the end of completion of installation work etc.

Act:

All departments:

- To take corrective and preventive actions on site, Product, Service, personnel and procedure related nonconformities and maintaining records thereof accordingly.

OUT SOURCING ACTIVITIES

At present all the core process activities are done by us directly, involving our own employees and we do outsource the services for excavation etc, when required for any specialized field of work. We have taken care how we are going to control, by specifying the type ,nature and extent of control, depending on the impact it could have on our products or services, whether or not process control will be shared with the process supplier and whether or not adequate controls can be contractually established using our purchasing process (Selection and approval



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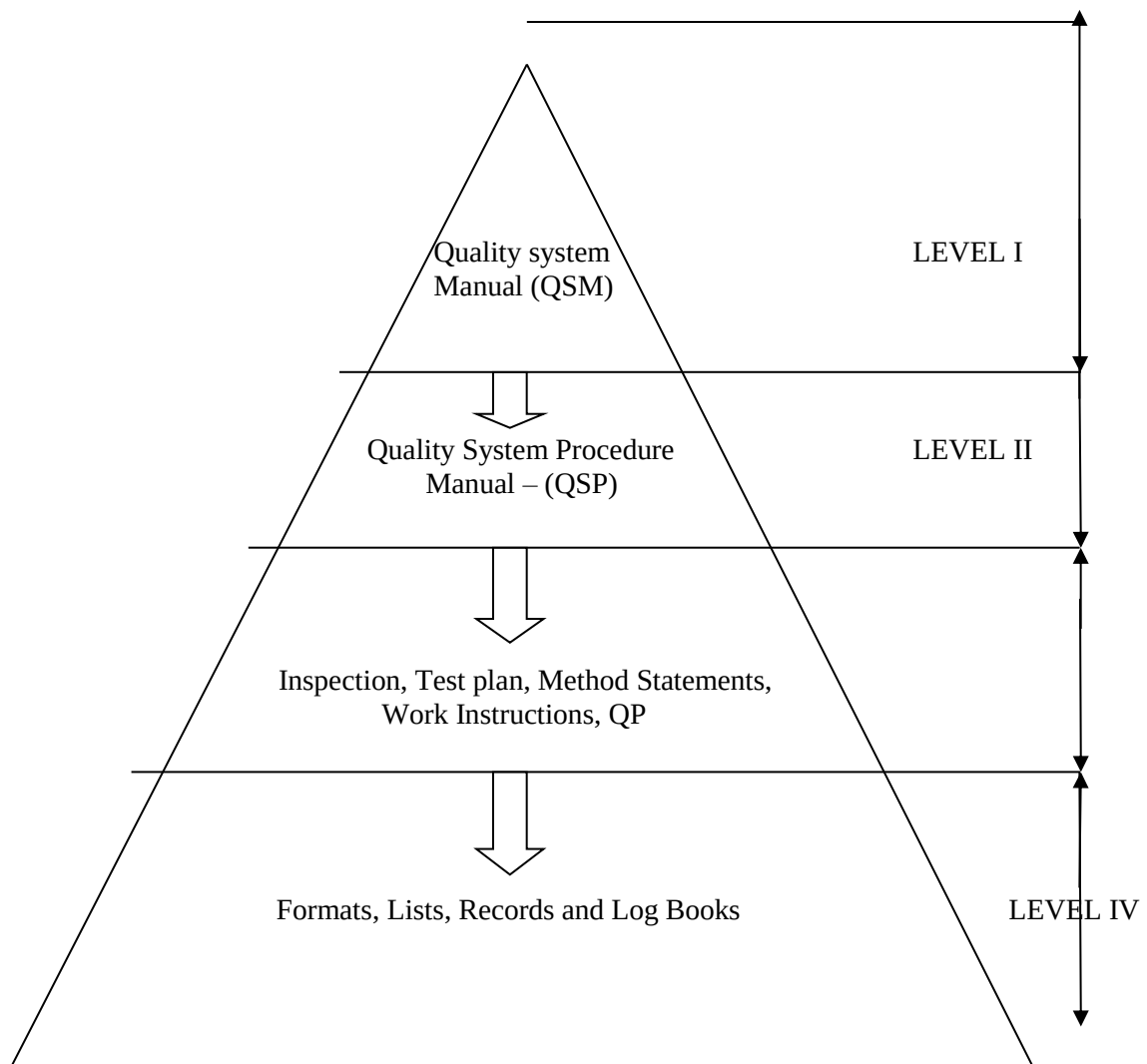
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of Outsourcing Agency, based on established criteria, periodic evaluation of their premises, activities, supplied products etc. including reevaluation as appropriate)

We understand that outsourced process is still part of our own QMS even though it is performed by an external body on our behalf. We would also ensure that outsourced process complies with customer, legal and statutory regulations and requirements and we are responsible for all acts of omission and commission and deal with any customer complaints thereon accordingly.

Documentation requirement:

A four – tier documentation Structure is followed in GIG as depicted in the pyramid below:-





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HIERARCHY OF QMS DOCUMENTATION

5.2) DOCUMENT REQUIREMENTS

5.2.1) GENERAL

QMS documentation covers, documented statements of quality policy, measurable quality objectives, a quality manual based on ISO 9001: 2008 Standard, mandatory documented procedures required by the standard, all other documents needed to ensure effective planning, operation and control of our processes, including records required by the standard and organization developed records etc. List of system Documents and Organization developed for All 4 level documents are maintained on need basis same as hard copy and some others as soft copy.

5.2.2) QUALITY MANUAL (Level 1)

The Quality Management Manual is the primary document (Level 1) of the documented quality system. This document describes the Quality Policy declared by the Managing Partner, Quality Objectives, the Organization Chart and responsibilities and authorities of the key personnel performing, verifying and managing the various processes in the organization. Each requirement of ISO 9001: 2008 and their fulfillment by the organization are individually addressed under sections- 5, 6, 7 and 8, where references are made to establish procedures. The scope and control of the quality manual is listed in section 1.3.

5.2.2.1. Quality System Procedures (Level 2)

They are the documented procedures as required by the ISO 9001: 2008 standard and designed to define various processes in operation of the organization. These documents clearly define the flow of activities and information, responsibilities and the records to be maintained to demonstrate the Quality Assurance measures adopted by the organization to ensure the effective operation of the Quality Management System. These documents are implemented by various staff in the organization to manage quality in all activities.

5.2.2.2. Method of Statements, Job Descriptions (Level 3)

They form the third level of the documented quality system. Method of Statements describes the systematic management of processes to achieve quality in jobs. They define specific activities. When required by clients, quality plans are prepared to define the quality assurance inspections and records. Whenever quality plans are provided by clients, they are strictly complied. Quality plans of client supersede in-house quality plans. Job descriptions are established to define the



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responsibilities and authorities of different levels of staff in the organization. They are communicated to employees to increase their awareness and commitment.

Ref: Project Specific Method of Statements.

5.2.2.3. Quality Records (Level 4)

Records that form level 4 of the quality system are generated, and maintained as evidence of system implementation. These records are analyzed at defined intervals as defines in a documented procedure to identify the trend in the system and hence to establish quality objectives and quality improvement actions. The particular record to be generated and the standard formats to be used are detailed under the relevant procedures. Quality records as required by customers are issued upon request / if contractually agreed.

5.2.3) CONTROL OF DOCUMENTS:

Documents prepared within the organization

The Quality Management Manual, Quality System Procedures and Method of statements are coded with unique identification number, document title, date of issue/ re-issue, revision status and signatures or persons who review and approve the document. All forms carry the title, document number and revision status.

Preparation, review and approval of documents are defined in the procedure for document control. A master list of quality system documents is maintained which is the primary reference record for document control. Documents are issued to the locations where tasks are being performed. Only “CONTROLLED” copies of QM Manual, Quality System Procedures and Work Instructions are issued within the organization.

“Uncontrolled” copies of Quality Manual and Procedures are issued to customers / external auditing agencies at the discretion of Management Representative. Such documents are current only at the time of issue and the organization has no obligation to issue revisions of those documents.

Documents of external origin

National / International standards applicable to the industry are updated by the Managing Partner as and when revisions are published. Customer specifications / purchase orders / contracts are controlled as defined in relevant procedures.



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Document Changes / Modifications

Changes to system related internally prepared documents could be requested by any user to Management representative who verifies and approves the suggested change with regards to the requirements of ISO 9001: 2008. Document change, review, approval and distribution follow the same control procedures as per the issue of the original documents.

All documents subjected to change or revisions are distributed to those persons or sections that received '**CONTROLLED**' copies of the original documents. Obsolete or non-applicable sections are withdrawn or marked as '**VOID**' to prevent their inadvertent use.

Documents & Records:

1. Procedure for Control of Documents.

2. List of Documents Doc No.

5.2.4) CONTROL OF RECORDS

In order to establish evidence for the implementation of quality system, records are generated by various departments and sections and maintained. These records are the evidence for systematic quality management in the operation of the organization. These records are reviewed periodically to identify the trend and weaknesses in the system and hence to initiate actions to improve processes.

A section is included in each procedure which defines the storage and retention time of various quality records. The retention period of records is defined based upon their importance. Quality records such as Equipment Calibration certificates / Test certificates are issued to customers as required.

Documents & Records:

5.3) MANAGEMENT RESPONSIBILITY

5.3.1) MANAGEMENT COMMITMENT:

We consider quality as: Value for our customers, Value for the Organization, Value for employees and Value for Society. We believe that only by achieving quality in all our processes and services, we can fulfill the requirements of our valued customers. The various value addition processes and services involved in the operation of the organization are identified by the management and their inter action are established in a flow chart included at the end of section The management ensures the commitment of employees through surveys and provides necessary



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support to establish comfortable work atmosphere. The importance of quality management is explained to all employees' through various training and a Quality Policy is established by the Managing Partner. Procedures are established to achieve objectives of quality policy and they are subject to periodic review for objectiveness. The management ensures availability of competitive resources necessary for effective operation of the organization. Improvements potentials are sought and pursued by the management to strengthen customer base and services. Management of the organization is committed to implement actions to achieve customer satisfaction.

The key processes of the Organization are:

1. Inquiry / Quotation / Order review and follow up.
2. Purchasing
3. Project execution which includes Workshop operations, installation, testing, commissioning and handing over.
4. Site Store operations.

Supporting processes are:

1. Inspection.
2. Calibration of instruments
3. Recruitment and Training of Employees
4. Administration.
5. Accounts.

Customer requirements and expectations along with regulatory and legal requirements are communicated to all relevant area, which have roles in realizing the services. These include the product specifications, local government regulations etc.

5.3.2) CUSTOMER FOCUS:

Pre-Contracting/Tendering/ Estimation department takes care of project requirements and also covers, to survey, study and understand customer required products and services and product supply/service rendering departments ensure that only customer expected outputs are delivered to them without any variation or dilution. Customers are also advised on alternate cheaper, but equivalent products, components, accessories etc., to reduce overall cost as well as expedite the delivery.



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5.4) PLANNING

Quality system planning is carried out by the management to establish processes and procedures to deliver the services and products required by customers. Job planning is based upon the jobs which are awarded by customers. This is taken care of by the GM / Operations Manager / Planning Engineers defined in section-7 of this manual.

5.4.1) QUALITY OBJECTIVES:

In order to achieve the objectives of quality policy, procedures are established by the organization. Overall quality objective of the organization is achieving customer satisfaction through fulfilling their requirements and eliminating discrepancies. The management considers the importance of setting objectives for various functions, which are measurable at defined intervals. It is ensured that the functional objectives are consistent with the objectives of quality policy. The achievement of these goals is reviewed as part of system review and necessary actions are implemented as required. New Objectives are set aiming improvements.

5.4.2) QUALITY SYSTEM MANAGEMENT PLANNING:

In order to add quality to processes in a systematic way, consideration is given by the management while establishing procedures. Management ensures procedures are well understood by all responsible and required information and resources are available to implement the procedures. Effectiveness of procedures is verified through internal audits and hence necessary continual improvement actions are initiated. Whenever it becomes a contractual obligation, quality plans are prepared to describe the stages of inspections and reports are maintained as evidence.

5.5) RESPONSIBILITY, AUTHORITY AND COMMUNICATION:

Organization Chart is included Annexure - 01, Responsibility and Authority is given under Annexure- 02 and Inter relation is given under Annexure-03 .Upon joining induction programs are conducted to employees, wherein the job profiles are clearly explained. On line training is also given, where appropriate and the new comer is taught about the Company, goals and culture of the work.

Key responsibilities and authorities for implementing effectively the quality system are described below. Detailed responsibilities are defined as job descriptions and communicated to the employees.

General Manager:

- Directing & coordinating all management policies.
- Development of the Company's Quality Policy and establishing quality objectives.



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- Providing adequate resources for the effective implementation of the quality System.
- Carrying out periodic management reviews of the Quality System.
- Control of external standards (National / International standards).

Management Representative:

- Developing and maintaining the Quality System.
- Internal Quality Audits planning and reporting to MP.
- Monitoring of Corrective and Preventive Actions.
- Review and statistical analysis of various quality records.
- Review of customer feedback and proposal to management about potentials for improvement.
- Report to the Managing Partner on the quality system performance.
- Liaison with customers / external bodies on matters affecting the Quality system.
- Distribution control of external standards.
- Administrative affairs as per directives of MP.
- Review of Quotations / offers.
- Contract Review and approval of quotations.
- Approval of purchase orders which exceeds authorization of Purchase Manager.

Operations Manager:

- Administration of projects.
- Review of inquiries, estimates, offers, contracts / orders.
- Recruitment of personnel.
- Liaison with customers during all stages of project execution.

Project Manager:

- Project execution and management of all types of projects.
- Allocation of manpower to various sites.
- Assignment of Site Engineers.
- Liaison with clients on project progress.
- Identify training needs of operation crew.
- Report of Operations Manager about the project progress.
- Establish safety regulations and housekeeping instructions.
- Supervision of workshop.

Purchase Manager:

- Selection and approval of suppliers.
- Purchasing of material / equipment for the operations.



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- Liaison with suppliers on material quality / deviations.

Estimation Engineer:

- Preparation of BOQ
- Pretender Enquiries and obtaining quotations from suppliers / sub-contractors
- Estimation for quotations / tenders.

Planning Engineer:

- Preparation of project schedules.
- Preparation of material procurement schedules.
- Participation in project review meetings with clients.
- Updating the schedules and appraising to the operations manager on the projects with regard to the agreed schedules and variations if any.

Foreman-Workshop:

- Planning of workshop operations
- Supervision of personnel in the workshop and establish instructions.
- Incoming material inspection as well as in-process and final inspections.
- Ensure safety aspects of the personnel in workshop.

Site Engineers:

- Site supervision and functions as contractor's representative at site.
- Report to Project Manager about the job execution and progress.
- Coordination with client's representatives / third party inspectors for inspections.
- Ensure safety of personnel and surroundings at sites.

Storekeeper:

- Receiving, inspection and storage of purchased material.
- Maintenance of central store.
- Issue control of material to site.

Finance Manager:

- Settlement of payments to suppliers.
- Product coding for store operations.
- Invoicing and payment follow up with clients.

Administration Manager:

- Recruitment Follow up.
- Personnel Administration.



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- Legal Matters.
- Time Keeping.
- Control of company vehicles.

Internal quality auditors:

- Perform internal audits
- Record and report results of audits to the audited and Management Representative.
- Recommend improvements possible for effective operation of quality system.

5.5.2) MANAGEMENT REPRESENTATIVE:

Top Management has been appointed an MR individually in addition to his regular job. As MR, he ensures that QMS is established, in the form of Quality Policy, Objectives, System Manual ,Procedure Manual, Work Instructions, Standardization of Formats and Record keeping, implemented through Awareness Program, Display of Policy and Objectives, QMS monitoring activities etc. and maintained through record keeping, conforming to customer requirements, continual improvement etc. He reports to the top management on the performance of improvement, through minutes of MRM meeting, Internal Quality Audits, Customer Feedback and Corrective and Preventive actions on nonconformance of any sort. He also promotes customer oriented approach by explaining to all how important it is to meet customer requirements, to improve the business. He also liaises with external bodies like Certification Bodies, Government Officials and coordinates with internal personnel on all matters, relating to QMS. A separate letter of appointment of MR is available in HR file. A copy is also displayed in the Notice Board, to communicate to all.

5.5.3) INTERNAL COMMUNICATION:

The QMS is communicated to all level of employees in the organization through documents pertaining to their area of activities. Each section head assumes the responsibility for proper communication to his / her subordinates. All technical / commercial information for processes are communicated through documents to relevant functions. Intercom services and mobile phones are provided to various personnel for fast and easy passage of information. In addition to that, special information when required is communicated through memos or meetings organized within offices /sites. Project specific information is reviewed regularly among the Operations Manager, GM, Project Manager, Purchase Manager, Planning Engineer and Site Engineers. Effectiveness of QMS is communicated through Quality Performance Analysis Reports.

5.6) Management Review:

A review of the Quality Management System Performance is carried out, as required or at least once in a year. The review is as per a fixed agenda, with flexibility to discuss any other matter pertaining to the performance of the Quality Management System. The responsibility for convening the



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Management Review Meeting (MRM) and compiling the inputs for the review rests with the Management Representative.

The fixed agenda for the review will cover the following topics. The General Manager and all the Heads of processes will attend the meeting normally. The relevant points pertaining to the proceedings of the meeting are recorded.

AGENDA FOR MRM:

- Results of internal and external audits if any.
- Customer feedback, including complaints, if any.
- Process performance (Quality, quantity, timely delivery, competitive price, nil nonconformance's, warranty claims, customer compliments, criticism, lost business opportunities etc) Product/Service conformity (100% meeting with Customer Specifications in all respects)
- Preventive and Corrective action status (root cause analysis of nonconformities, appropriate corrective actions and possible preventive measures to prevent recurrence of problems)
- Tracking the enforcement of previous MRM decisions/ action plans.
- Any changes proposed during the meeting, which may affect QMS (Revision of Organization Profile, New Services/ New Customer Requirements, Additional Customer Requirements, New regulations etc., review of Quality Policy and Objectives etc.)
- Recommendations for improvement (New layout, Work flow, mechanized operations, on line training by seniors for Juniors etc.)

The purpose of the Quality Management Review Meeting is to ensure that the documented Quality Management System remains effective and is revised where necessary to reflect the changes in the Organization's operations, and that the purpose of having a Quality policy and related objectives is being accomplished. The review committee is empowered to take action, as felt appropriate.

Review Inputs:

The inputs to the Quality Management Review Meeting are the data required to substantiate the agenda points, generated from the different project/ operation records by the respective process owners, compiled by the Management Representative.

Minutes of the meeting, which systematically describe the process of the meeting, decisions, action targets and assigned responsibilities.



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5.4) RESOURCE MANAGEMENT

GIG determines and provides resources to implement and maintain QMS and continually improve its effectiveness as follows:

- Services of External Consultants are taken to develop manuals and launch the implementation scheme.
- Top management appointed MR, arrange series of internal/external training programs.
- It has been decided to invite Certification Body, for audit, before quarter of this year.
- To enhance customer satisfaction, efforts are made to offer multi-disciplined services, under one roof and trading wing is strengthened to diversify marketing activities, to penetrate in to new items and markets.

5.4.1. Provision of Resources:

- General Manager is responsible for providing resources needed: to improve and maintain the Quality Management System and continually improve its effectiveness, and
- To enhance customer satisfaction by meeting customer requirements.

5.4.2. Human Resources:

Competence required for each job is decided and job descriptions are defined by the management, which are considered for recruitment. Necessary training will be provided to all employees before assigning the responsibility. Immediate superiors monitor the performance of their subordinates and if any weakness is identified, it is communicated to the management for necessary training. A documented procedure is established by the organization for recruitment and training of employees. Job qualifications and specific training are ensured depending upon the special skills required. Since there is a close monitoring of employee performance by immediate supervisors, if there is any training required, it is recommended to the Management Representative for necessary action. Also performance of employees is evaluated annually to identify training needs. Upon completion of any training, the supervisor for the function evaluates the effectiveness of training to ensure required knowledge is gained. All training records are maintained in the administration office.

5.4.2.1 General:

All assigned personnel are employed and entrusted with jobs, depending on their proven competence based on applicable education, training, skills and experience.



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5.4.2.2. Competency, Training and Awareness:

The necessary competence for QMS personnel whose activities are directly or indirectly affect organization's ability or willingness to meet product requirements are identified via Competency Matrix. Since any QMS task could directly or indirectly influence product quality, the competence any one and every one that carries out any QMS task is assured. Hence now the competence matrix covers accounts and admin personnel also Training needs have been identified, planned and provided as required, the training details are recorded in Personnel Record and the effectiveness of training evaluated and documented in the same Personnel record.

There is an in- house training plan upon induction, refresher training etc .Senior, trained persons cover the programs and the services of external consultants, experts are hired, where appropriate.

On job training can also be given where appropriate. All the personnel are made aware of the relevance and importance of their activities and how they contribute to the achievement of the quality objectives.

Evaluating the effectiveness of actions taken, through interaction, appraisal etc. Creating awareness among personnel on the significance of every one's contribution for the achievement of Quality Objectives.

Maintenance of appropriate records of education, skills, training and experience. Awareness programs are organized by Consultant during ISO implementation stage and later on carried over by MR.

Involvements in work, team spirit, sincerity, customer focus are highlighted, including Good House Keeping etc., during induction programs.

Records of above activities are maintained in HR division

Ref: Competency, Awareness & Training

5.4.3. Infrastructure:

General Manager determines the necessary infrastructure as per the needs of the organization, like, location, space, layout, amenities, display style, logistics ,ware house, accommodation, maintenance aspects (Internal/External arrangements-Annual Maintenance Contracts, Service Reports, Monitoring of Service Providers activities etc.) General Manager makes the necessary arrangements to provide the determined infrastructure accordingly.



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Personnel/ Material pick up and dropping/ delivering at Client Place/ Sites are provided and they are maintained in their service stations. Stationery/CDs and other office articles are purchased, on need basis. Annual Maintenance Contracts are entered into where appropriate or the problems are attended on call basis.

5.4.4. Work Environment:

All the human and physical factors of the working environment in Sine Wave like lighting, ventilation facilities are identified and provided by the respective Department Heads.

Good Housekeeping/First in First out (FIFO) followed strictly, as appropriate, in Site stores. Drivers take care of vehicle maintenance on a day to day basis. There is a tie up with service stations to take care of repairs etc.

Fire extinguishers are provided at vantage points and the filling status slip with next due date is affixed on each device. Some employees are trained already on how to operate fire extinguishers and certificates are maintained accordingly.

There is a regular maintenance of all equipment to ensure their effective functioning and records of internal preventive/ external Corrective maintenance are available.

Package waste, damaged pallets, scrap items etc. will be disposed periodically as per the municipal regulations.

There is no noise nor fumes or effluent pollution as no such industry is located nearby.

Employees use Personal Protective Equipment (PPEs), like goggles, gloves, ear plugs, mask etc. as appropriate during welding or other processes.

Air conditioning takes care of the weather conditions, where appropriate.
Office equipment is maintained on service call basis.

Since activities take place at site, safety measures are ensured at site and monitored by own supervisors as well as Clients representatives. For Safety control measures, maintenance aspects please refer separate manual at the end.

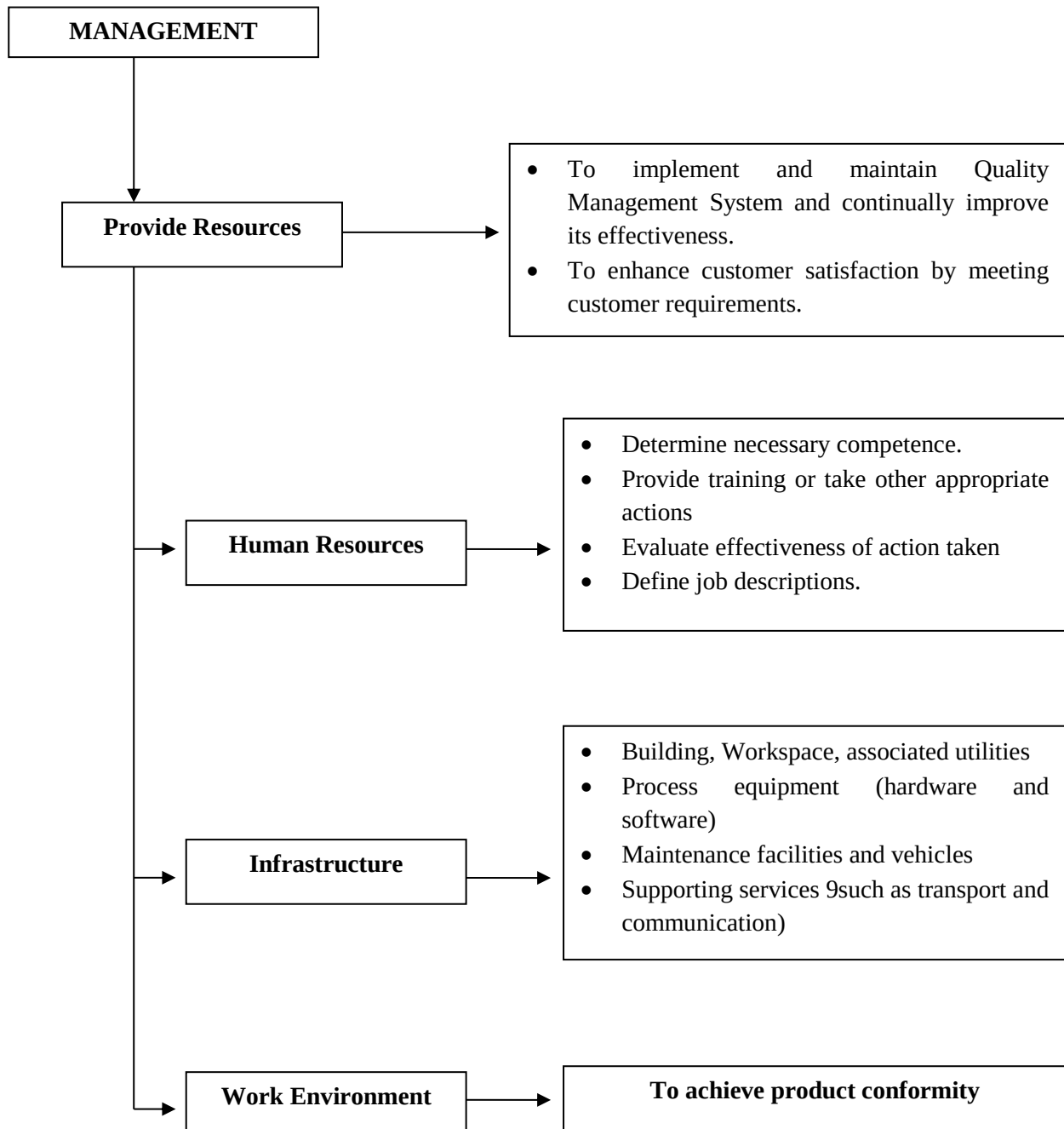


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RESOURCE MANAGEMENT (Flow Chart)





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5.5) PRODUCT REALIZATION:

GIG has documented the processes for product realization in the related individual procedures. Planning is evidenced by the existence of these procedures themselves. Records relating to the provision of services are subject to the documented procedures describing the control of quality records.

5.5.1) PLANNING OF PRODUCT/SERVICE REALIZATION.

GIG plans and develops processes needed for product realization, like taking part in various tenders, preparing estimates for such works and quoting to clients.

While planning, GIG also decides on the following:

Quality objectives and requirements for products/services like to import or buy from local market, to stock or arrange to buy, on need basis etc.

The need to develop procedures and provide resources specific to the products and service. Arrangements to conduct verification, validation, inspection, testing etc specific to the products and services, to ensure criteria for acceptance. In the case of Government work, it is demonstrated to the Consultant's Representatives at every stage of work.

Arrangements to maintain records, to provide evidence that the realization processes and resulting products and services meet requirements.

Pre-Contracting section works are elaborated.

5.5.2) CUSTOMER- RELATED PROCESSES.

The client's needs are emphasized before design activities and continue to be the focal point during the design development process. Proper understanding and articulation of these needs is a cornerstone of achieving a successful project.

5.5.2.1) DETERMINATION OF REQUIREMENTS RELATED TO THE PRODUCTS/SERVICES.

All enquiries are reviewed by a Managing Partner to ensure that the Company can, in principle, meet the client's requirements before proceeding with product development. The requirements include those unspecified but necessary for the product's intended use as well as statutory and regulatory provisions.



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Requirements specified by customers, including delivery and post-delivery activities alone form basis for any transaction. Additionally requirements not stated by customer, but necessary for specified or intended use, would also be considered, if found adequate. Statutory/regulatory requirements, like safety considerations etc. would be taken care while discharging the duties or delivering the products.

5.5.2.2) REVIEW OF REQUIREMENTS RELATED TO THE PRODUCT OR SERVICE SERVICES:

Wherever required amendments and Conformation of Verbal Information are taken in writing from the customers and every requirement is clarified with them before executing a service. Estimation persons make site visits to confirm that bill of quantities indicated is OK.

PRODUCTS:

Based on customer order only quotations are forwarded and every variation if any from customer side or GIG side is clarified, orally or through emails or other mode of correspondence. No product is dispatched without the backup supporting document. In both cases GIG ability is ascertained that the required product or service can be delivered.

5.5.2.3) CUSTOMER COMMUNICATION.

Quotations / Tenders prepared are forwarded to the customers for communicating the terms and conditions. Orders received in any form are completely reviewed by the General Manager and Estimation section against the submitted quotation. If any points are unclear or any clarification is required, it is taken up with the customer. Only after ensuring the conditions are mutually agreed, material purchase and production / execution activities are planned.

There is close communication between the organization and customer regarding the work start, progress and completion. Customer complaints are registered to the quality system and immediate corrective actions are implemented. Actions are communicated to customers and if the complaint is due to unawareness / negligence of any staff, necessary training is provided as preventive action to avoid repetition in future.

A system is established to collect the data about customer feedback about the quality of service as explained in Section-8 of this manual. The objective of the system is to measure customer satisfaction and hence to introduce improvement actions to delight customers.



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5.5.3.1) DESIGN & DEVELOPMENT PLANNING.

An authorized person of GIG prepares the drawings, if not given by Customers for some special services. The stages involve drawing preparation, estimation of cost, based on self prepared bill of quantities and getting the clearance of customers (consultants), prior to taking up a service. All these activities are benchmarked based on regular orders received from Government customers. No separate validation of design is required. We perform product design and development review and verification and customer approval of drawings/ samples for projects serves the purpose of validation of design and development.

5.5.3.2) DESIGN AND DEVELOPMENT INPUTS.

Rough sketches and ideas given by Customers and Consultants (Private), or the job descriptions given in Government tenders. Applicable statutory and regulatory requirements, like safety measures, Floor Space Index, product specifications are considered. Inputs from previous similar works are also taken as guideline. Other requirements if any on intended use, aesthetics, durability, present ability, space utilization, etc. are also considered as appropriate. All inputs are decided and confirmed that there is no ambiguity or lack of clarity with clients as well as within the organization.

5.5.3.3) DESIGN AND DEVELOPMENT OUTPUTS.

Senior Engineers crosscheck and confirm that the drawing, bill of quantities cover all input requirements, including the type of product/materials to be used, whether all sorts of costs are included depending on the locality and extent of work etc., including safety aspects if any. We not only make sure that the design and development process generates information outputs, that our purchasing, production and service provision processes need to have but also cover information that explains how the product can be preserved during production and service provision.

5.5.3.4) & 5.5.3.5) DESIGN AND DEVELOPMENT REVIEW& VERIFICATION.

This is done by Design Engineers (GIG), Project Manager, General Manager, Customers and Consultants and their approval is considered as final in taking up the job.

5.5.3.6) DESIGN AND DEVELOPMENT VALIDATION.

As consultants and contractors monitor every activity at the site and our own senior engineers also confirm the progress at every stage validation of drawing design is not considered as essential.

5.5.3.7) CONTROL OF DESIGN AND DEVELOPMENT CHANGES.

Changes in drawings are reviewed and approved by consultants or contractors or our own senior service engineers prior to taking up a work.



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Ref: Procedure for Design and Development.

5.5.4. PURCHASING.

The purchasing section has established criteria for selection, approval and monitoring of suppliers performance. According to the procedure, if any supplier fails to maintain the quality of their service, they are disqualified and removed from the list of company's approved suppliers. All purchases are made from approved suppliers and purchasing documents clearly specify the grade / specification of items to be purchased, packing conditions if any and the required delivery time in addition to payment conditions. Purchasing documents are subject to review and approval by authorized personnel as defined in a procedure Supplier evaluation records are maintained to demonstrate the practice.

5.5.4.1) PURCHASING PROCESS.

Since only standard and branded products or components and spare parts are used and product quality can be checked at user end at sites for servicing activities, only a visual checking is done while purchasing or upon receipt, at Site Stores. Suppliers are approved based on certain criteria of ability and past performance and as such, receiving good condition of materials itself is considered as evaluation. Test certificates etc. are obtained for Suppliers itself and no sample is sent for local analysis at Qatar.

5.5.4.2) PURCHASING INFORMATION.

Based on Purchase Requisitions materials are ordered over Phone or Purchase Orders are issued/ LCs opened etc., as appropriate. Purchase Manager/ Executive are the authorized persons to place orders, with the approval of senior managers. QMS requirements, like product conformance to purchase requirements are achieved through selection and approval of suppliers and taking action against erring suppliers, arranging replacement for defective items etc.

5.5.4.3) VERIFICATION OF PURCHASED PRODUCT.

As informed under 7.4.1, only visual inspection is done. Nonconforming products, if any are kept in quarantine area, an ear marked place at the ware house, to avoid stoppage of work at the sites due to defective items, always some extra quantities are kept and defective items are got replaced or their values are adjusted in the invoices, where appropriate.

Customers do not insist for verification or inspection of products at the Supplier's premises, as they have access at the sites. Products from ware house are released by the Store Keeper both for sites and for sales.



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Service Providers, like labor contractors, excavation personnel are engaged based on GM approval. Excavation work is supervised by company senior engineers as well as consultant/ contractors' representatives. No separate evaluation is needed.

5.5.5.1) PRODUCTION AND SERVICE PROVISION.

Upon award of contract / LPO, the Planning Engineer prepares the plan for job execution which meets the service delivery conditions. Operations Manager assigns Site Engineer for each site and planning of manpower is done. Procedures and Method of Statements are established to define the processes and responsibilities. Management ensures the availability of supporting services and equipment required for all departments in addition to human resources. Communication is established between the various sections to ensure continuous and efficient flow of information. Equipment and tools are subject to regular maintenance. Operation crew is trained for safe handling or customer's properties and premises.

General Manager ensures the skill required for various personnel in the organization and coordinate with the Administration section for necessary training as and when required. Skill Matrix will be prepared and followed.

5.5.5.2) Validation of processes for production and service provision (Exclusion given justification)

5.5.5.3) IDENTIFICATION AND TRACEABILITY.

All jobs are identified through records with clear traceability to various processing stages, conditions, inspection status and personnel who performed the job. Project codes (Job numbers) are marked on all fabricated members for traceability. System is very simple but provides its own identity to each job.

5.5.5.4) CUSTOMER PROPERTY.

Original Drawings if any given by customers are considered as their property and they are stored safely in estimation wing. However enough number of copies are taken and circulated to sites for any reference, verification and compliance.

Scope is very limited and mostly applicable to stores received at sites. Customer's properties received are subject to close inspection and any damages / loss / unsuitability for use not specified by the customer are communicated to the customer. Only after getting customer comments and



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management's acceptance, further processes are started. Utmost care is taken by all responsible to avoid any damage during the agreed processes done by the company.

5.5.5.5) PRESERVATION OF PRODUCTS.

All the materials maintained in the store is protected from dust and environmental impacts. Necessary ventilation and temperature controls are ensured to avoid any damage during storage. All fabricated products are properly arranged in the workshop premises and during delivery to site necessary precautions are taken to avoid any damage. All crew working at sites are trained for proper handling and installation to ensure safety of products and systems.

Site Stores are well protected against adverse effects of sunshine or rain etc. Different packs are kept in earmarked places and racks and no extra identification is found needed. Half used paint drums are closed air tight. First In First out (FIFO) Principle is adopted and hence there is no obsolete/unusable stock of materials and components or spare parts in the stores .Expiry period considerations of some items, like jointing compounds take over FIFO.

5.5.6) CONTROL OF MONITORING AND MEASURING EQUIPMENTS.

Scope of application of this requirement is limited to control of few instruments used for testing and commissioning processes. Such instruments are identified by the Project Manager and calibrated to ensure the accuracy and reliability according to the description in a documented procedure. Equipment found to be out of calibration or damaged, are removed from the work area until recalibration. Any parameters checked with discrepant equipment are considered as "non-conforming" until it has been verified that it meets all requirements, or until it is re-tested with accurate instruments. Calibration records are maintained until instrument / equipment is in use.

Contactors and Consultants use their own equipment to monitor and measure any parameters. GIG Monitoring devices like Mega test meters, Earth resistance meter Multi meters, tapes, calipers etc. used at the sites are got calibrated once in a year.

Certificates are traceable to International Standards and they are kept in the Stores. Technicians are advised to safeguard gadgets, by not making any adjustments that may invalidate the measurement results.

After every use instruments are stored safely in an ear marked place.

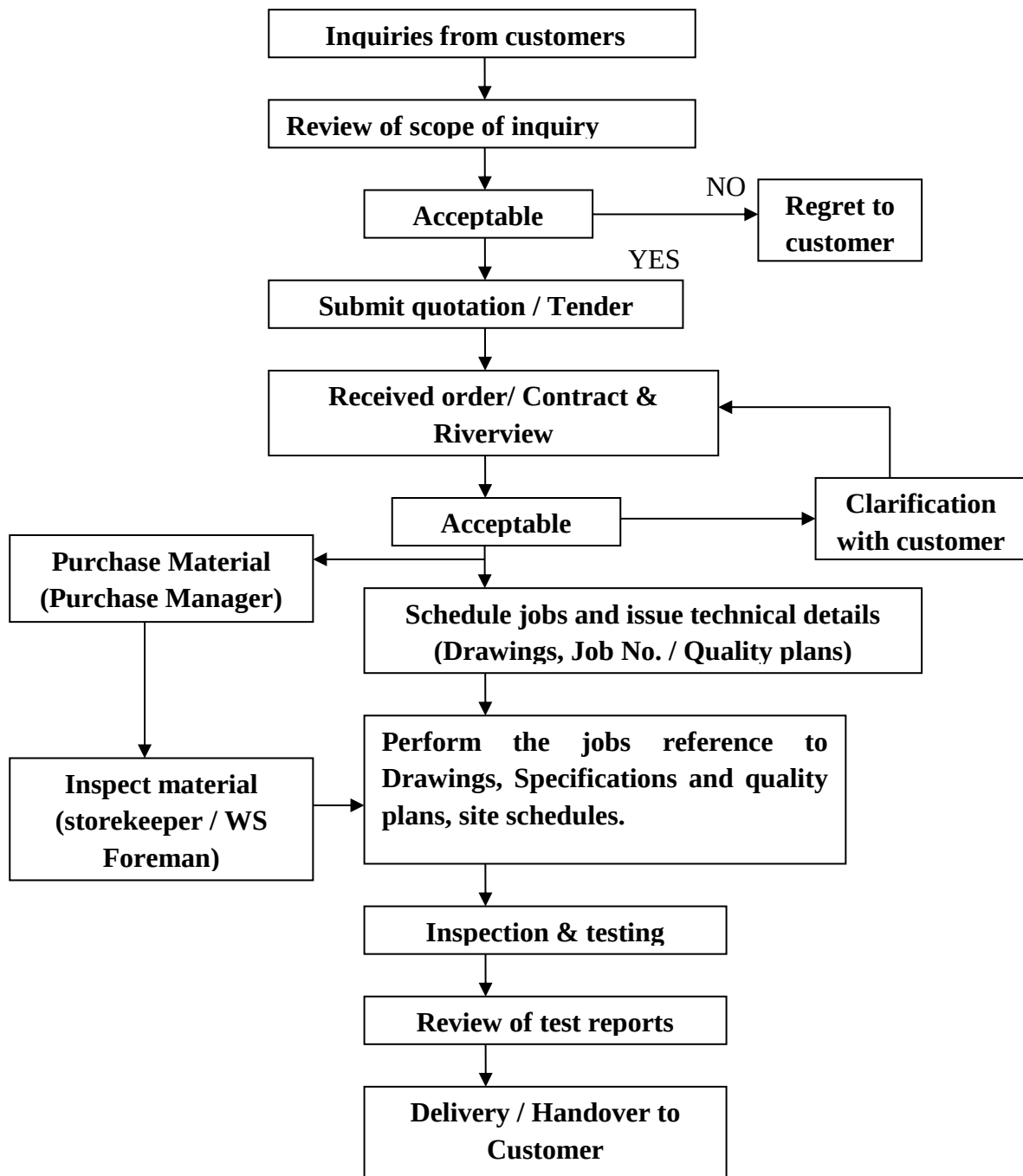


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PRODUCT REALISATION (Flow Chart)





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5.6. MEASUREMENT, ANALYSIS AND IMPROVEMENT

This section describes the system exercised by the company for quality assurance for various processes, the review of effectiveness of such measures, the statistical analysis of data to identify the potential weaknesses and trend in the system and hence to decide corrective and preventive actions for improvement.

5.6.1. GENERAL:

We have planned & implemented monitoring, measurement, analysis & improvement processes needed

- To demonstrate product/service conformity (parameters meeting with Customer Specifications)
- To ensure QMS conformity (Meeting with PDCA cycle – Plan, Do, Check & Act)
- To continually improve QMS effectiveness (By updating product/process/procedure information).

Rating charts are used to judge customer satisfaction level.

5.6.2. MONITORING & MEASUREMENT:

5.6.2.1. CUSTOMER SATISFACTION.

In a formal way, customer perception about the performance of our company is gathered, annually once, from all leading customers and this information will be discussed in MRM meetings and follow-up actions can be taken accordingly.

Customer satisfaction is measured periodically through customer feedback survey form. There are many ways to monitor customer satisfaction. Our survey report form covers in addition to usual parameters like quality /quantity of supply, timely delivery etc., post-delivery product quality data, track warranty claims and remarks column to indicate customer compliments and criticism and unwillingness to further continue the business quoting some valid reason. We analyze lost business opportunities and discuss in the management review meeting and initiate corrective / preventive actions as appropriate.

5.6.2.2. INTERNAL AUDIT

External Consultant/Company Managers conduct audit of all sections, including top management to ensure that QMS conforms to planned arrangements & to the requirements of ISO 9001:2008.



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Standards and it is effectively implemented & maintained. It is ensured that Auditors do not audit their own work.

Audit Schedule : A standard schedule is available and the concerned people are informed orally In advance.

Scope of audit : To cover system/service process/product conformance

Audit criteria : ISO 9001:2008 standard, Customer Specifications.

Audit Frequency : Once in a year.

Audit Method : Online Checking, interaction and verification of records and documents.

List of Auditors : Managers cover all divisions, and MR audits on top management. Provision of Hiring external consultant services is also available.

Audit Planning & Records Maintenance : Internal Audit records cover audit plan, schedule, conformance and non-conformance reports, corrective action and preventive action reports with objective evidence to close the NCR accordingly .MR ensures that respective divisional heads maintain records accordingly

Follow up Actions : Conformance or otherwise of audit findings are discussed during MR meetings & in the case of NCR's, it is ensured that they are closed within the stipulated target time. Corrective Actions are also re verified accordingly. Responsibility- MR.

5.6.2.3. MONITORING & MEASUREMENT OF PROCESSES.

We monitor & measure effective implementation of QMS processes, through regular MRM meetings, internal quality audits, customer satisfaction ratings (including customer feedback & complaints), performance evaluation, analysis of data and other regular inspection and checking techniques.

We also consider the impact of each process has, on the overall effectiveness of QMS Process and the impact on our ability to meet product requirements, when we are making decisions about what kinds of process monitoring methods should be used.

Responsibility-Top Management and MR.

Appropriate corrections & corrective actions are taken to ensure product/service conformity. MR coordinates all the above activities.



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5.6.2.4. MONITORING & MEASUREMENT OF PRODUCT/SERVICE.

Inspections are carried out on purchased material / services according to documented procedures. Results of inspection are reviewed to decide the acceptance. All Non-conformances are rectified and re-inspected before further processing. Purchase records provide the information about the inspection and acceptance / rejection.

All jobs performed in the workshop and sites are inspected by the concerned Foremen / Site Engineer/ Supervisor to ensure quality and if any deviation from specifications is observed, it is rectified before further processing.

5.6.3. CONTROL OF NON-CONFORMING PRODUCT:

A procedure is established by the organization for the control of non-conformances observed at any stage of product realization. All processes are closely monitored by Foreman in each site and finally records are reviewed and verified by Project Engineers. If any deviations are observed, immediate corrective actions are taken to avoid the problem reaching to next stager / customer. Data of such deviations are reviewed by the General Manager / Management Representative to decide actions and to prevent in future.

In case non-conformance is observed on purchased products, it is identified and separated and communicated to the supplier for necessary corrective action. Only accepted material is further processed. Since all material is locally available, immediate replacement is done and under no circumstances, defective material is accepted for processing. If Clients Raise any Non conformity or changes during execution the verbal Instruction are recorded as Conformation of Verbal Instruction as CVI forms are Raised and Filed at both Site and Office for Review

5.6.4. ANALYSIS OF DATA:

The following information is vital to do analysis of data.

- Customer satisfaction
- Product /service conformity
- Opportunity for preventive actions
- Product/ Process characteristics and trends
- Suppliers (Mostly quality/delivery schedule)

This analysis is mainly carried out to understand customer satisfaction about the services provided, employee commitment towards the organization, trend in quality of processes, suppliers performance, customer complaints, internal audit results etc. Results of analysis are considered by the management as potential for improvements.

It is discussed during MRM and used for any improvement purpose.



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5.6.5. IMPROVEMENT:

The quality management system defined is aimed at continuous improvement in all processes, achievement of customer satisfaction and growth of the organization. Various control mechanisms used for measuring the performance are aimed to identify the weakness in the system and hence for improvements. Procedures are established for corrective actions and preventive actions (improvement actions), which are communicated throughout the organization.

5.6.5.1. CONTINUAL IMPROVEMENT

- We continually improve the effectiveness of QMS by,
- Making personnel understand quality policy and objectives
- Analyzing audit results
- Conducting data analysis
- Taking appropriate corrective & preventive actions and management review.

5.6.5.2. CORRECTIVE ACTION

Whenever any deviation is observed from requirements-either service related, process related or system related - immediate corrective action is implemented for rectification. Re-inspection is carried out to ensure the effectiveness of action. The suggestion scheme introduced in the company is aimed at encouraging all levels of employees to suggest ideas for improvements. A format is designed to record the deviations and corrective actions and the system is communicated to all level of employees. Records of corrective actions are maintained.

As our products and processes are standard and checked by Customer Representatives, corrections and corrective actions are inherent in the process itself.

However corrective actions are taken on customer complaints, after completion of work and within or beyond warranty period, in all such cases, the causes are determined, need for action is evaluated to prevent recurrence of non-conformities, the action is implemented and records of results of actions is maintained & reviewed accordingly. Preventive Maintenance records have in built controls on corrective actions accordingly.

5.6.5.3. PREVENTIVE ACTION

In addition to product/service nonconformity preventive measures, fire & personal safety measures can be considered under this head & provisions are made as per current industry norms & certificates received and renewed periodically. This covers first aid measures, provision of appropriate gadgets etc., amenities etc, All are done, in accordance with statutory regulation and customer supervision.

Root cause of nonconformity is analyzed, suitable preventive measures taken and continued.

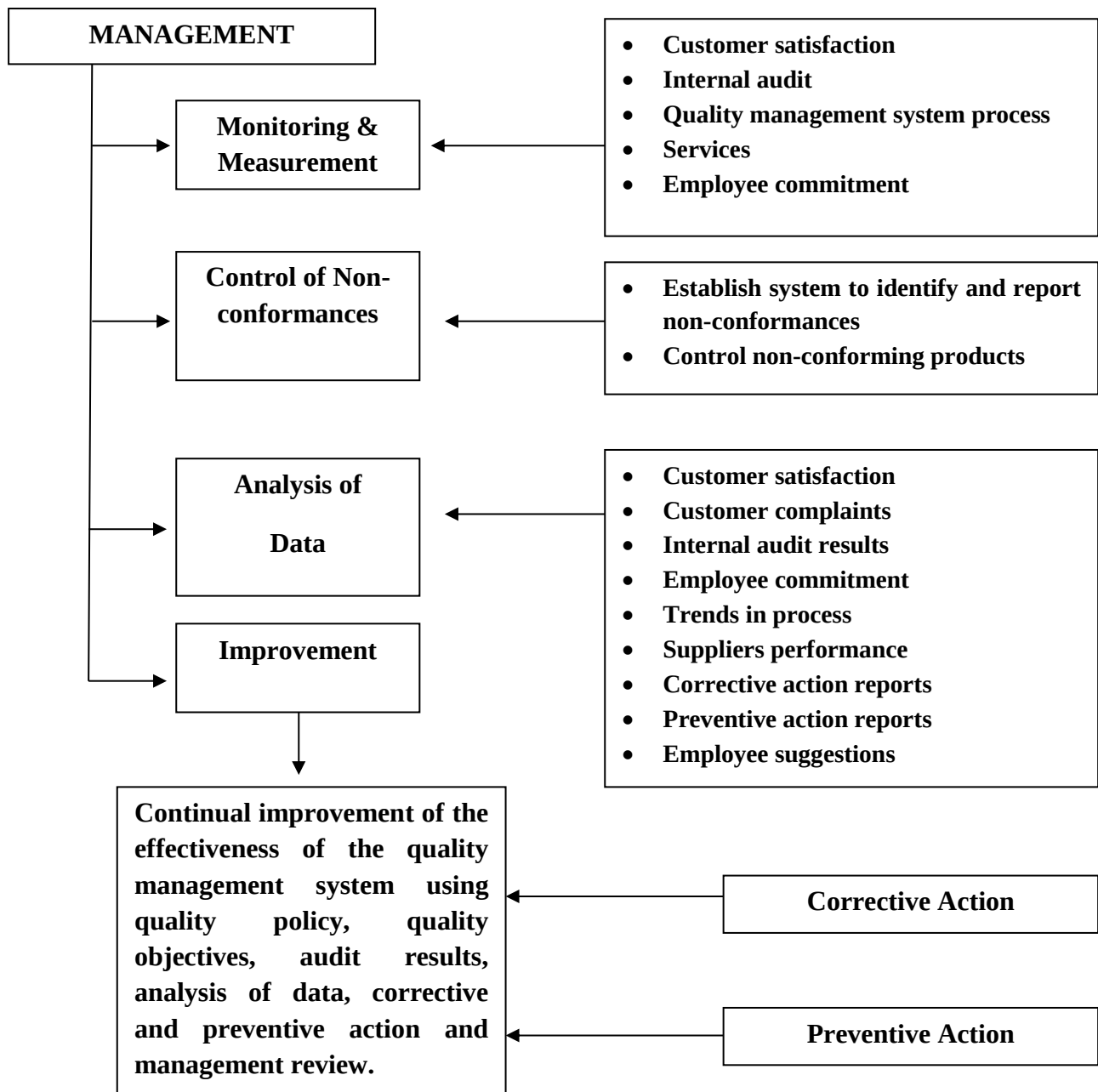


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MEASUREMENT, ANALYSIS, IMPROVEMENT (Flow Chart)





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ISO 9001:2008

6. CERTIFICATES



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ISO 9001:2008

COMMERCIAL REGISTER (CR) & COMPUTER ID COPIES



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إدارة التسجيل والتراخيص التجارية
Registration and Commercial Licenses Department

وزارة التجارة والصناعة
Ministry of Commerce and Industry
دولة قطر - State of Qatar

مستخرج بعض بيانات السجل التجاري Summary of commercial registry info

متوسطة Medium
شركة ذات مسؤولية محدودة
Limited Liability Company

تصنيف المنشأة
SME Classification

24554

الشكل القانوني

المجموعة الخليجية المتكاملة للتجارة
والمقاولات

Legal form

GULF INTEGRATED GROUP CO . w .
L . l

رقم السجل
C.R Number

الاسم التجاري

Commercial Name

بيانات السجل التجاري Commercial Registry Information

حالة السجل C.R Status	جنسية Nationality	عدد الفروع Active	رأس المال Capital	تاريخ الانتهاء Expiry Date	تاريخ الإنشاء Est. Date
نشط محجوز Active Blocked	قطر QATAR	13	300,000	10/04/2027	14/04/2002

الحالة Status	الجنسية Nationality	النسبة Percentage	رقم السجل C.R Number	رقم الأثاث Identification Number	اسم المالك أو الشركاء Owner Name or Partners
نشط Active	الأردن JORDAN	24.5		26640000527	حاتم محمود محمد صالح HATIM M M SALEH
نشط Active	قطر Qatar	75.5		28063400712	سيف هلال إبراهيم هلال الهلال SAIF HILAL I H AL-HILAL

الصفة (الصلاحية) Position (Authority)	الجنسية Nationality	رقم الأثاث Identification Number	اسماء المدراء Directors Names
مدير(صلاحيات كاملة ومطلقة) Manager(Full and Absolute Authority)	سوريا SYRIA	28876000854	مهند محمد لاوي كويد MOHANAD KWIDLAWI

حالة الفرع Branch Status	تاريخ الإنشاء Date Created	اسم الفرع Branch Name	أرقام الفروع Branch's Numbers	ت S/N
نشط Active	29/04/2003	مجموعة التوريدات الهندسية والتجارية GROUP ALTWRIDAT ALHANDDASIA AND ALTJARIA	24554/3	1
نشط Active	26/04/2007	شركة الأبعاد الذكية ALABAD ALTHAKIA A COMPANY	24554/5	2
نشط Active	08/11/2010	العداء للخدمات ALADAA FOR SERVICRS	24554/9	3

14/10/2025

تاريخ الطباعة
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سجل تجاري رقم
C.R Number



GULF INTEGRATED GROUP
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إدارة التسجيل والتراخيص التجارية
Registration and Commercial Licenses Department

وزارة التجارة والصناعة
Ministry of Commerce and Industry
دولة قطر - State of Qatar

حالة الفرع Branch Status	تاريخ الإنشاء Date Created	اسم الفرع Branch Name	أرقام الفروع Branch's Numbers	ت S/N
نشط Active	08/09/2009	تشبي تشبي TCHE TCHE	24554/7	4
مشطوب Scarified	25/10/2010	المتخصصون للدعاية MEDIA SPECIALIST	24554/8	5
مشطوب Scarified	01/04/2012	جودي للإلكترونيات	24554/11	6
مشطوب Scarified	08/12/2010	فريق الثمان وعشرون	24554/10	7
مشطوب Scarified	08/07/2009	جودي شيك	24554/6	8
مشطوب Scarified	25/06/2002	كراج الاخوين	24554/1	9
مشطوب Scarified	28/09/2004	المجموعة الخماسية للتجارة والمقاولات	24554/4	10
مشطوب Scarified	26/04/2015	المجموعة الخماسية للتجارة والمقاولات	24554/13	11
مشطوب Scarified	21/05/2012	ليو تاردو للموضه الايطالية	24554/12	12
مشطوب Scarified	13/01/2003	الكوادر الفنية للمقاولات مفاول	24554/2	13

14/10/2025

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سجل تجاري رقم
C.R Number



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إدارة التسجيل والتراخيص التجارية
Registration and Commercial Licenses Department

وزارة التجارة والصناعة
Ministry of Commerce and Industry
دولة قطر - قطر
State of Qatar - Qatar

بيانات الأنشطة التجارية Commercial Activities

اسم النشاط التجاري Activity Name	رمز النشاط Activity code	اسم النشاط التجاري Activity Name	رمز النشاط Activity code
التجارة في الأثاث المكتبي Trading in Office Furniture	4659201	القيام بالأعمال الإلكترونية الميكانيكية Executing electro mechanical works	2002572
التجارة في مواد البناء building materials trade	4752801	صيانة أجهزة الأطفاء والإنذار والسلامة Maintenance of warning and safety devices	2004340
أعمال صيانة المباني Building maintenance works	8110031	تركيب أجهزة ومعدات الأطفاء والإنذار والسلامة Installation of fire alarm and safety equipment and devices	2004342
		مقاولات عامة للمباني (الانشآت العامة للمباني) General contracts for buildings (public construction of buildings)	452100
		أعمال كهربائيه (تجهيزات كهربائيه) مثل تمديد الأسلاك و عمل الوصلات و ... واصلاحها Electrical work (electrical equipment) such as extension cords and connectors ... and fixing it	457060
		التجارة في معدات الأمن والسلامة Trading in security , and safety equipments	544700



عضو في غرفة تجارة وصناعة قطر
Member of the Qatar Chamber of Commerce and Industry

الرقم الاقتصادي الموحد
Unified Economic No.

رقم التسجيل الضريبي
Tax Registration Number

رقم قيد المنشأة
Entity Number

5000481614

11-6085-00

وثيقة إلكترونية معتمدة بدون توقيع أو ختم، للتحقق من صحة البيانات يرجى زيارة موقع الوزارة الإلكتروني www.moc.gov.qa أو مسح رمز التحقق.
An electronic document certified without a signature or stamp. To verify the data, please visit the Ministry's website at www.moc.gov.qa or scan the QR code.



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Print Date

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سجل تجاري رقم
C.R Number



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STATE OF QATAR
MINISTRY OF INTERIOR
General Directorate of Passport



دولة قطر
وزارة الداخلية
الادارة العامة للجوازات

Establishment Card بطاقة قيد المنشأة

Est. ID	11-6085-00	رقم قيد المنشأة
اسم المنشأة : المجموعة الخليجية المتكاملة للتجارة والمقاولات		
Est. Name :	GULF INTEGRATED GROUP CO . W . L . L	
Sector :	SPECIAL	القطاع : خاص
First Issue :	2005-09-13	تاريخ اول اصدار :
Expiry Date :	2026-02-24	تاريخ الصلاحية :
مدير عام الادارة العامة للجوازات		

Authorizers		المفوضين
التوقيع	الاسم	رقم الوثيقة
	مهند محمد لاوي كويد	28876000854

Cards	عدد البطاقات	تعليمات
• على من يجد هذه البطاقة ان يقوم بتسليمها الى اي مركز للشرطة • Whoever finds this card should deliver it to any police station.		



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CIVIL DEFENCE CERTIFICATES



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بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

701

State of Qatar
Ministry of Interior
General Admin. of Civil Defence



كافة قبض
وزارة الداخلية
الإدارة العامة للدفاع المدني
إدارة الوقاية

الإشارة : أ ع د م / و / 1095
التاريخ : 31/07/2012 م

المحترم ،،

السيد / مدير إدارة الشؤون التجارية
وزارة الأعمال والتجارة
السلام عليكم ورحمة الله وبركاته ،،

الموضوع: الموافقة على إضافة نشاط

نفيدكم علما بأن شركة المجموعة الخليجية المتكاملة للتجارة والمقاولات والتي
تحمل السجل التجاري رقم (٢٤٥٥٤) تقدمت إلينا بطلب إضافة نشاط (تركيب
وصيانة) أجهزة ومعدات الإطفاء والإنذار والسلامة.
وتم بحث الطلب المقدم من الشركة أعلاه ولا يوجد لدينا مانع من ممارسة
الشركة للنشاط المذكور أعلاه وإضافته إلى سجلها التجاري .

وتفضلوا بقبول فائق الاحترام والتقدير،،،



المحترم

نسخة إلى :
• السيد / مدير عام الإدارة العامة للدفاع المدني



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بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

State of Qatar
Ministry of Interior
General Admin. of Civil Defence



كولة قطر
وزارة الداخلية
الإدارة العامة للدفاع المدني
إدارة الوقاية

Raf :

Date :

الإشارة : ٣٩٨ / ٣١٣ / ١٠ / ٢٠٠٤ م
التاريخ : ٢٠١٠ / ٠٤ / ١١ م

السيد / مدير إدارة الشؤون التجارية
وزارة الأعمال والتجارة
السلام عليكم ورحمة الله وبركاته ..

الموضوع : الجهة الخلية المتكاملة ذ.م.م

نحيطكم علماً بأنه لا مانع لدينا من إضافة نشاط استيراد معدات الأمن والسلامة وتركيب
أنظمة الحريق على السجل التجاري رقم (٢٤٥٥٤) الخاص بالشركة أعلاه.

،، وتفضلوا بقبول فائق الاحترام والتقدير ،،

الإدارة العامة للدفاع المدني
مدير إدارة الوقاية
عبدالله بن محمد
الإدارة العامة للدفاع المدني

عبر



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تاريخ الطباعة: 2016-01-06
وقت الطباعة: AM 7:54
رقم الطلب: EAC16000003



وزارة الداخلية
الإدارة العامة للدفاع المدني
إدارة الوقاية

شهادة تأهيل

نوع الشهادة : تصنيف شركات تركيب / صيانة أنظمة السلامة

بيانات المنشأة

المجموعه الخليجي المتكامله للتجاره والمقاولات

الاسم التجاري:

رقم الرخصة التجارية: 40577

24554

رقم السجل التجاري:

رقم الهاتف:

11-6085-00

رقم قيد المنشأة:

المهندسين

اسم المهندس	الرقم الشخصي / جواز السفر	المجال	نوع التعاقد	تاريخ الانتهاء
محمد احمد محمد الحايك	28340000687	إطفاء الحريق	مقيم	2018/10/12
جمال وحيد ابراهيم الشلبي	26040000402	إنذار الحريق	مقيم	2018/10/05
سيمون سعيد متری	25642200171	إطفاء الحريق	مقيم	2018/10/04
محمد عبدالعزيز احمد الجده	25481802010	إنذار الحريق	مقيم	2018/12/16

تفاصيل الشهادة

لا مانع من مزاوله المهندسين المذكورين أعلاه لأنشطة التركيب والصيانة حسب المجال الموضح في الجدول علما بأن تصنيف الشركة هو - فئة ثالثة / اطفاء - فئة ثالثة / انذار

ملاحظات :

- 1 - يجب على المهندسين المسجلين الالتزام بكافة اللوائح والقوانين المنظمة لمزاولة المهنة بدولة قطر مع مراعاة أي قرارات تصدر من لجنة قبول المهندسين بصفتها جهة الاختصاص.
- 2 - يجب مراجعة الإدارة العامة للدفاع المدني في حالة الرغبة بإعتماد مهندسين إضافيين للشركة من أجل الحصول على بطاقة تسجيل المهندسين.
- 3 - ضرورة تواجد المهندس في الموقع اثناء مواعيد تفتيش الإدارة العامة للدفاع المدني وإبراز بطاقة تسجيل المهندس الخاصة به والصادرة من قبل إدارة الوقاية.
- 4 - ان تكون تقارير الفحص والصيانة موقعة ومصدقة من قبل المهندسين المذكورين أعلاه.
- 5 - يمكن طباعة هذه الإفادة من موقع خدمات وزارة الداخلية في أي وقت من الأوقات .

* هذه الإفادة صالحة لمدة شهر من تاريخ الطباعة.

1/ع
مدير إدارة الوقاية
الإدارة العامة للدفاع المدني



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Ministry of Municipality
Engineers & Engineering Offices
Accrediting & Classifying Committee



وزارة البلدية
لجنة قبول وتصنيف المهندسين
ومكاتب الاستشارات الهندسية

شهادة قيد مهندس ENGINEER REGISTRATION CERTIFICATE

Based on Law No. (19) of 2005, as amended by Law No. (2) of 2014, and its implementing regulations by Ministerial Resolution No. (226) for the year 2016.

The committee decided, in Minutes No. to grant a license to practice the profession to engineer:

استناداً إلى القانون رقم (19) لسنة 2005، والمعدل بالقانون رقم (2) لسنة 2014، ولائحته التنفيذية بالقرار الوزاري رقم (226) لسنة 2016.

قررت اللجنة بمحضر رقم منح ترخيص مزاولة المهنة للمهندس :

محمد احمد محمد الحايك

Mohammad ahmad mohamad alhayek

Registration number: 3163

Major : Mechanical Engineering

Grade: A

Registration date: 12/10/2011

Registration expiration date: 12/10/2027

Employer: المجموعه الخليجه المتكامله للتجاره والمقاولات

ID number: 28340000687

Nationality: Jordan

Print Date: 22/10/2024

رقم القيد : 3163

التخصص : هندسة ميكانيكه

الفئة : الاولى

تاريخ القيد : 12/10/2011

تاريخ انتهاء القيد : 12/10/2027

جهة العمل الحالية : المجموعه الخليجه المتكامله للتجاره

رقم البطاقة الشخصية : 28340000687

الجنسية : الاردن

تاريخ الطباعة : 22/10/2024

ملاحظات :

استناداً للمادة رقم (11) من القانون رقم 2/2014 ، يجب تجديد القيد خلال 30 يوماً من تاريخ انتهائه وبترتب على عدم التجديد تطبيق الغرامات وشطب الاسم من السجل. للتحقق من صلاحية الشهادة يرجى مراجعة الموقع الإلكتروني: www.mme.gov.qa

According to Article No. (11) of Law No 2/2014, the registration must be renewed within 30 days of its expiration date. Non-renewal shall result in the application of fines and the cancellation of the name from the register. To verify the validity of the certificate, please review the website: www.mme.gov.qa

م. خالد جمعة المرزوقي
رئيس لجنة قبول وتصنيف
المهندسين ومكاتب الاستشارات الهندسية





GULF INTEGRATED GROUP
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PRE-QUALIFICATION AND QMS MANUAL

ISO 9001:2008

Ministry of Municipality
Engineers & Engineering Offices
Accrediting & Classifying Committee



وزارة البلدية
لجنة قبول وتصنيف المهندسين
ومكاتب الاستشارات الهندسية

شهادة قيد مهندس ENGINEER REGISTRATION CERTIFICATE

Based on Law No. (19) of 2005, as amended by Law No. (2) of 2014, and its implementing regulations by Ministerial Resolution No. (226) for the year 2016.

The committee decided, in Minutes No. 9/2021 to grant a license to practice the profession to engineer:

استناداً إلى القانون رقم (19) لسنة 2005، والمعدل بالقانون رقم (2) لسنة 2014، ولائحته التنفيذية بالقرار الوزاري رقم (226) لسنة 2016.

قررت اللجنة بمحضر رقم 9/2021 منح ترخيص مزاولة المهنة للمهندس :

رامي محمد حموده بياري

RAMI BAYYARI

Registration number: 26555

Major : Mechanical Engineering

Grade: A

Registration date: 28/02/2021

Registration expiration date: 28/02/2027

Employer: المجموعة الخليجية المتكاملة للتجارة و المفاولات

ID number: 27640001040

Nationality: Jordan

Issue Date: 21/02/2024

رقم القيد : 26555

التخصص : هندسة ميكانيكية

الدرجة : الاولى

تاريخ القيد : 28/02/2021

تاريخ انتهاء القيد : 28/02/2027

جهة العمل الحالية : المجموعة الخليجية المتكاملة للتجارة و

رقم البطاقة الشخصية : 27640001040

الجنسية : الاردن

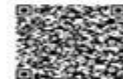
تاريخ الاصدار : 21/02/2024

ملاحظات :

استناداً للمادة رقم (11) من القانون رقم 2/2014، يجب تجديد القيد خلال 30 يوماً من تاريخ انتهائه وبترايب على عدم التجديد تطبيق الغرامات وشطب الاسم من السجل. لتتحقق من صلاحية الشهادة يرجى مراجعة الموقع الالكتروني: www.mme.gov.qa

According to Article No. (11) of Law No 2/2014, the registration must be renewed within 30 days of its expiration date. Non-renewal shall result in the application of fines and the cancellation of the name from the register. To verify the validity of the certificate, please review the website: www.mme.gov.qa

د. خالد جمعة المرزوقي
رئيس لجنة قبول وتصنيف
المهندسين ومكاتب الاستشارات الهندسية





GULF INTEGRATED GROUP
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PRE-QUALIFICATION AND QMS MANUAL

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Ministry of Municipality
Engineers & Engineering Offices
Accrediting & Classifying Committee



وزارة البلدية
لجنة قبول وتصنيف المهندسين
ومكاتب الاستشارات الهندسية

شهادة قيد مهندس ENGINEER REGISTRATION CERTIFICATE

Based on Law No. (19) of 2005, as amended by Law No. (2) of 2014, and its implementing regulations by Ministerial Resolution No. (226) for the year 2016.

The committee decided, in Minutes No. 21/2024
to grant a license to practice the profession to engineer:

استنادا الى القانون رقم (19) لسنة 2005، والمعدل بالقانون رقم (2) لسنة 2014، ولانحته التنفيذية بالقرار الوزاري رقم (226) لسنة 2016.

قررت اللجنة بمحضر رقم 21/2024
منح ترخيص مزاولة المهنة للمهندس :

اسامة احمد محمد الحايك

Osama Ahmad Mohammad Alhayek

Registration number: **37904**

Major : **Electrical Engineering**

Grade: **TRAINEE**

Registration date: **06/06/2024**

Registration expiration date: **05/06/2027**

Employer: **المجموعة الخليجية المتكاملة للتجارة والمقاولات**

ID number: **29940001336**

Nationality: **Jordan**

Issue Date: **06/06/2024**

رقم القيد : **37904**

التخصص : **هندسة كهربائية**

الدرجة : **متدرب**

تاريخ القيد : **06/06/2024**

تاريخ انتهاء القيد : **05/06/2027**

جهة العمل الحالية : **المجموعة الخليجية المتكاملة للتجارة**

رقم البطاقة الشخصية : **29940001336**

الجنسية : **الاردن**

تاريخ الاصدار : **06/06/2024**

ملاحظات :

استنادا للمادة رقم (11) من القانون رقم 2/2014 ، يجب تجديد القيد خلال 30 يوما من تاريخ انتهائه ويتطلب على عدم التجديد تطبيق الغرامات وشطب الاسم من السجل. للتحقق من صلاحية الشهادة يرجى مراجعة الموقع الالكتروني: www.mme.gov.qa

According to Article No. (11) of Law No 2/2014, the registration must be renewed within 30 days of its expiration date. Non-renewal shall result in the application of fines and the cancellation of the name from the register. To verify the validity of the certificate, please review the website: www.mme.gov.qa

م. خالد جمعة المرزوقي
رئيس لجنة قبول وتصنيف
المهندسين ومكاتب الاستشارات الهندسية





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ISO CERTIFICATES



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CERTIFICATE

Certificate No: ICAM190146



This Certificate is granted to the organization



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Al Ain Complex, Building No: 2, Office No: 4,
Salwa Road, P.O Box: 19002,
Doha, Qatar

Has been assessed and found to be in accordance with the standard requirements,

ISO 9001:2015

Quality Management System

For the full scope of certification

Executing electromechanical works. General contracts for buildings. Building maintenance works. Installation of fire alarm and safety equipment and devices. Trading of building materials, pumps, office furniture, wood of all kinds, security and safety equipment, used car. Maintenance of warning and safety devices.

Registration Date : May 12, 2019
Issue Date : May 12, 2023
Certificate Expiry : May 12, 2024
Recertification Due : May 12, 2025
Surveillance Audit : 1st Year ☒ 2nd Year ☐


Vice President





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CERTIFICATE

Certificate No: ICAM190147



This Certificate is granted to the organization



GULF INTEGRATED GROUP CO. W.L.L

Al Ain Complex, Building No: 2, Office No: 4,
Salwa Road, P.O Box: 19002,
Doha, Qatar

Has been assessed and found to be in accordance with the standard requirements,

ISO 14001:2015

Environmental Management System

For the full scope of certification

Executing electromechanical works. General contracts for buildings. Building maintenance works. Installation of fire alarm and safety equipment and devices. Trading of building materials, pumps, office furniture, wood of all kinds, security and safety equipment, used car. Maintenance of warning and safety devices.

Registration Date : May 12, 2019
Issue Date : May 12, 2023
Certificate Expiry : May 12, 2024
Recertification Due : May 12, 2025
Surveillance Audit : 1st Year ☒ 2nd Year ☐



Vice President





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CERTIFICATE

Certificate No: ICAM190148



This Certificate is granted to the organization



GULF INTEGRATED GROUP CO. W.L.L

Al Ain Complex, Building No: 2, Office No: 4,
Salwa Road, P.O Box: 19002,
Doha, Qatar

Has been assessed and found to be in accordance with the standard requirements,

ISO 45001:2018

Occupational Health and Safety Management System

For the full scope of certification

Executing electromechanical works. General contracts for buildings. Building maintenance works. Installation of fire alarm and safety equipment and devices. Trading of building materials, pumps, office furniture, wood of all kinds, security and safety equipment, used car. Maintenance of warning and safety devices.

Registration Date : May 12, 2019
Issue Date : May 12, 2023
Certificate Expiry : May 12, 2024
Recertification Due : May 12, 2025
Surveillance Audit : 1st Year ☒ 2nd Year ☐



Vice President





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7. MACHINERY, EQUIPMENT AND MANPOWER



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MACHINERY & EQUIPMENT

Sr.	Description	Qty
1	Pick up	12
2	Passenger Cars	7
3	Micro Bus	4
4	Diesel Generator	2
5	Copper Welding Sets	16
6	Drills	16
7	Grinders	10
8	Metal Saw	6
9	Copper Welding Sets	6
10	PPR Welding Machine	40
11	Plumbing Tool Sets	80
12	Electrical Tools	30
13	Electrical Threading Machine	2
14	Manual threading Machine	3
15	Grooving Machine	2
16	Ladders	12
17	Portable Internal Lights	Lot
18	Safety Gear	Lot
19	Pressure Test Equipment	6 Sets
20	Meager Test Equipment	2 Sets



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MANPOWER

Sr.	Designation	Nos.
1	Secretary	4
2	Chief Accountant	1
3	Accountant	4
4	Mechanical Engineer	6
5	Electrical Engineer	3
6	Drafts Man	3
7	General Foreman	4
8	Foreman - Mechanical Works	10
9	Foreman - Electrical Works	4
10	Plumber & Pipe Fitters	120
11	Electricians	25
12	Pipe Welder	8
13	Labour	100+



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8. LIST OF MAJOR CONSTRUCTION PROJECTS



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LIST OF MAJOR CONSTRUCTION PROJECTS

Sr.	Project Name	Scope Of Work	Year	Customer Name
1	Shiekh Abdel RahmanMajlis	Plumbing & Drainage	2002	Al Alia Trade. & Cont.
2	Awqaf Mosque	HVAC, Plumbing & Drainage	2002	Al Alia Trade. & Cont.
3	Industrial Development Bank	Plumbing & Drainage	2002	Qatar Electro Mech. Group
4	Labor Camp at Mesaieed	Plumbing & Drainage	2002	Qatar Electro Mech. Group
5	Majlis	Plumbing & Drainage	2002	Al Tahreer Engg.
6	Villa at Rayyan	Plumbing & Drainage	2002	Mr. Farj Idris Abdulla
7	Warehouse Project at Industrial Area	F. F., Plumbing & Drainage	2002	Al Alia Trade. & Cont. Co.
8	Private Villa	HVAC, Plumbing & Drainage	2002	Mr. Faisal Dawood Al Sayegh
9	Sh. Mashaal B. A. R. Hamad Al Thani Private Villa	HVAC, Plumbing & Drainage	2002	Al Alia Trade. & Cont. Co.
10	Eltazam Trading Engg.	Plumbing & Drainage	2002	Eltazam Trading Engg.
11	Khamis Al-Rehman Villa	Plumbing & Drainage	2002	Khamis A/Rehman
12	Commitment Engg. Works - Stores	Plumbing & Drainage	2002	Commitment Engg. Works
13	Nasser Al Hajiri Villa	HVAC, Plumbing & Drainage	2002	Nasser Al Hajiri
14	Hamad Mohd. Al Hajiri Villa	HVAC, Plumbing & Drainage	2002	Hamad Mohd. Al Hajiri
15	Mohd. Nasser Al Kubaisi	Plumbing & Drainage	2002	Mohd. Nasser Al



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				Kubaisi
16	Masout Al Hajiri	HVAC, Plumbing & Drainage	2002	Masout Al Hajiri
17	Hussain Ali Al Jallabi	Plumbing & Drainage	2002	Hussain Ali Al Jallabi
18	Abdel Aziz Al Mannai Villa	HVAC, Plumbing & Drainage	2002	A/Aziz Al Mannai
19	Ahmed Mohd. Al Muhsin Villa	HVAC, Plumbing & Drainage	2002	Ahmed Mohd. Al Muhsin
20	Tahreer Engg	Plumbing & Drainage	2002	Tahreer Engg
21	Mohd. Kubaisi Commercial Building	FF, Plumbing & Drainage	2002	Mohd. Kubaisi
22	Mohd. Salem B+G+3	FF, Plumbing & Drainage	2002	Mohd. Salem
23	Mohd. M Al Marri Villa	HVAC, Plumbing & Drainage	2002	Mohd. M Al Marri
24	Regency Hotel	Plumbing & Drainage	2002	Regency Hotel
25	Ali Shaheen Al Sulaiti Villa	Plumbing & Drainage	2002	Ali Shaheen Al Sulaiti
26	Ahmed Guloom	Plumbing & Drainage	2002	Ahmed Guloom
27	Mohd. A. Faisal apartment Building	Plumbing & Drainage	2002	Mohd. A. Faisal
28	First Finance	FF, Plumbing & Drainage	2002	First Finance
29	Mohd. Saleh Villa	Plumbing & Drainage	2002	Mohd. Saleh
30	Mubarak Hussain Masri Commercaill Building	FF, Plumbing & Drainage	2002	Mubarak Hussain Masri
31	Saeed S. Al Khayareen Villa compound	Plumbing & Drainage	2002	Saeed S. Al Khayareen
32	Khadar Ahmed Villa	HVAC, Plumbing & Drainage	2002	Khadar Ahmed
33	Abdulla Fazal Al Kaabi Villa	Plumbing & Drainage	2002	Abdulla Fazal Al Kaabi
34	Musa Al Shaar Villa	HVAC, Plumbing & Drainage	2002	Musa Al Shaar
35	Hussain Al Fazala Villa	Plumbing & Drainage	2002	Hussain Al Fazala
36	Majid Al Sabeye Villa	Plumbing & Drainage	2002	Majid Al Sabeye



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37	Ahmed Ali Ahmed Villa	HVAC, Plumbing & Drainage	2002	Ahmed Ali Ahmed
38	Salfan Al Mushairi Villa	Plumbing & Drainage	2002	Salfan Al Mushairi
39	Mubarak Al Hajiri Residential Building	FF, Plumbing & Drainage	2002	Mubarak Al Hajiri
40	Matar Salfan Company	Plumbing & Drainage	2002	Matar Salfan
41	Jamal Yousuf Al Malki Villa	FF, Plumbing & Drainage	2002	Jamal Yousuf Al Malki
42	Abdel Aziz Hussain Al Nasaif	Plumbing & Drainage	2002	A/Aziz Hussain Al Nasaif
43	Ali Al Kuwari Villas compound	HVAC, FF , Plumbing & Drainage	2002	Ali Al Kuwari
44	Muhsin Al Obaidaly Building	FF, Plumbing & Drainage	2002	Muhsin Al Obaidaly
45	Mubarak Nasser Mubarak Villa	HVAC, Plumbing & Drainage	2002	Mubarak Nasser Mubarak
46	Nasser Al Muhannadi compound	HVAC, Plumbing & Drainage	2002	Nasser Al Muhannadi
47	Jamal Al Tamimi company	Plumbing & Drainage	2002	Jamal Al Tamimi
48	Al- Nasser compound	Plumbing & Drainage	2002	Al Nasser Group
49	First Finance Commercial Building	HVAC, FF, Plumbing & Drainage	2003	First Finance
50	Abdulla Abdul Gani Residential Buildings	HVAC, FF, Plumbing & Drainage	2003	Abdulla Abdul Gani
51	Warehouse Project at Industrial Area	Electrical, HVAC, Mechanical	2003	Al Alia Trade. & Cont. Co.
52	Al-Sayilia Base	HVAC & FF, Plumbing & Drainage	2003	Qatar Electro Mech. Group
53	Al-Baddad Warehouse Project	Electrical, HVAC, Mechanical	2003	Al Alia Trade. & Cont. Co.
54	B+G+6 building	FF, Plumbing & Drainage	2003	Al-Majed Project
55	Baby Care Labor camp Building	HVAC, FF, Plumbing & Drainage	2003	Al-Majed Project
56	Labor Camp at Industrial Area	Electrical, HVAC, Mechanical	2003	Al Alia Trade. & Cont. Co.



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57	13 Villa Compound	HVAC, Plumbing & Drainage	2003	Al-Majed Project
58	26 villa Compound	HVAC, FF, Plumbing & Drainage	2003	Zukhrouf Real Estate
59	Expeditionary Village - Al-Udied Air Base	Electrical, HVAC, Mechanical	2003	KBA
60	Musherib Towers	Plumbing & Drainage	2004	Thani Bin Abdulla
61	Shiekh Khalid Ben Ahmed B+G+2	HVAC, FF, Plumbing & Drainage	2004	Al Alia Trade. & Cont. Co.
62	Al-Udied E V Dining Hall	LPG, Plumbing, Drainage & FF	2004	Qatariana Commercial Co.
63	Qatar Islamic Bank Modular Habitat Project	HVAC, FF, Plumbing & Drainage	2004	BIANCO
64	Shiekh Nasser Bin Khalid	MEP	2004	BIANCO
65	Shiekh Ali Bin Ahmed Bank Building	HVAC, FF & Plumbing & Drainage	2004	GETTCO
66	Al-Wadi 85 Villa Compound	HVAC, Plumbing & Drainage & FF	2004	AMANA
67	3 Villas at Daffana	MEP	2004	BIANCO
68	24 Duplex Villa Compound @ Gharafa	HVAC, Plumbing & Drainage & FF	2004	AMANA
69	School No. 6 @ Musherib (CEG)	HVAC, Plumbing & Drainage, LPG & FF	2004	BED / HKH
70	Dolphin Site Offices	HVAC, Plumbing & Drainage & FF	2004	JGC/KENTZ/Al-Safa
71	Al-Muthana Commercial Center	HVAC, FF, Plumbing & Drainage	2004	AMANA
72	Sheikh Khalid Building	HVAC, Plumbing & Drainage	2004	Thani Bin Abdulla
73	Salam Industries	HVAC, Plumbing & Drainage & FF	2005	Al-Alia
74	ARACO – VOLVO Showroom & Heavy Equipment Garage	HVAC, Plumbing & Drainage & FF	2005	Al-Alia
75	Asian Games 2006 -	Infra Structure Works	2005	El-Seif



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	Hamad Medical City			
76	Dafana Tower - Tower # 3	Plumbing & Drainage	2005	Thani Ben abdulla
77	8 Villa Compound	Electrical ,HVAC, Plumbing, Drainage & FF	2005	Al-Alia
78	3Nos Senior Staff Villas	Electrical ,HVAC, Plumbing, Drainage & FF	2005	Mr. Murda Ma'roof
79	14 Villa (G+1)+out side kitchen	HVAC, Plumbing & Drainage & FF	2005	Shk.Fahad Bin Abdulla Al-thani
80	14 Villa (G+1)+club house	HVAC, Plumbing & Drainage & FF	2005	Shk.Fahad Bin Abdulla Al-thani
81	Proposed G+5 Residential building	Electrical ,HVAC, Plumbing, Drainage & FF	2005	Shk.Eid Bin Mohamed Al-thani
82	Labour housing for Al mana & Al jaber	Electrical ,HVAC, Plumbing, Drainage & FF	2005	Mr.Abdulla Salems s Al- Sulaitin
83	shk Hamad Qasim Al Thani Building	Electrical ,HVAC, Plumbing, Drainage & FF	2006	shk Hamad Qasim Al Thani
84	Al Ain Phase - 4	HVAC, Plumbing, Drainage & FF	2006	Mr.HBK & Sons
85	Proposed 20 villas (G+1) Type	Electrical ,HVAC, Plumbing, Drainage & FF	2006	Mr.Ibrahim mohamed
86	Al mana Al jaber	Electrical ,HVAC, Plumbing, Drainage & FF	2006	Mr.Abdulla Salems s Al- Sulaitin
87	Al mana Al jaber- Substation	Electrical ,HVAC, Plumbing, Drainage & FF	2006	Mr.Abdulla Salems s Al- Sulaitin
88	GRP Pipe Factory	Electrical ,HVAC, Plumbing, Drainage & FF	2006	SARPALST GRP Pipe Factory
89	6 Buildings-Meather - Package-1	Electrical ,HVAC, Plumbing, Drainage & FF	2006	Shk.Ahamed bin hamad al thani
90	6 Building-Meather - Package -2	Electrical ,HVAC, Plumbing, Drainage & FF	2006	Shk.Ahamed Bin Hamad Al Thani
91	B+G+M+5 Al Saad st	Plumbing, Drainage & FF	2006	Al Saad



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	Project			Development
92	Shk.Tameer Ben Ali Al-Thani Project	Electrical ,HVAC, Plumbing, Drainage & FF	2006	Shk.Tameer Al Thani
93	Shk. Fahed Project	Electrical ,HVAC, Plumbing, Drainage & FF	2006	Shk.Fahed Al Thani
94	27 Villas (CEG)	HVAC, Plumbing, Drainage & FF	2006	Abdel jalel al bdel ghani al sewedi
95	New Doha Air Port Project - Labor Camp	Plumbing, Drainage & FF	2006	Sky Oryx
96	Stores, Accommodation & Work shop at Industrial Area	HVAC, Plumbing, Drainage & FF	2007	HH. Amir private affairs office
97	Sheik Khaled Majlis	Electrical ,HVAC, Plumbing, Drainage & FF	2007	Sheik Khaled
98	Sheik Khaled B + G +5	Electrical ,HVAC, Plumbing, Drainage & FF	2007	Sheik Khaled
99	Club House At Abu-Sidra (CEG)	Irrigation, HVAC, Plumbing, Drainage & FF	2008	Al-Fardan Real Estate
100	GRP Pipe Factory	Electrical ,HVAC, Plumbing, Drainage & FF	2008	M/s Glass Reinforced pipe fact
101	Showroom offices at Al- Azziziya	HVAC, Plumbing, Drainages & FF	2008	Sheikh Abdullah Ali Al-Thani
102	Al-Muftah Polymer Factory	Electrical ,HVAC, Plumbing, Drainage & FF	2008	Al Muftah
103	Aerated Concrete Industries	Electrical ,HVAC, Plumbing, Drainage & FF	2008/2009	Q-ACICO
103	Doha Port Expansion	Electrical ,HVAC, Plumbing, Drainage & FF	2009	Ashghal
104	65 Villa Public Housing Project	HVAC, Plumbing, Drainage & FF	2010	Qatar Development Bank
105	Al-Qataria for Industrial Steel	Electrical ,HVAC, Plumbing, Drainage & FF	2011	Al-Qatria for Industrial Steel
106	Shiekh Ali Ben Thamet Palace	Electrical ,HVAC, Plumbing, Drainage & FF	2011	Shiekh Ali Ben Thamet Palace



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107	Wajba Palace	Electrical Landscape Irrigation, Plumbing & Drainage	2011	HH Amir Private Affairs Office
108	10 KG Schools	HVAC, Fire Fighting, Plumbing & Drainage	2011	ASHGHAL
109	Al Jazeera Sports (GM Office)	HVAC, Fire Fighting, Plumbing & Drainage	2012	Al Jazeera Sports Steering Committee
110	Const. Of New Landscape Development of AJS Entrance	HVAC, Fire Fighting, Plumbing & Drainage	2012	Al Jazeera Sports Steering Committee
111	Private Villa at West Bay	HVAC, Fire Fighting, Plumbing & Drainage	2013	Dr. Abdulla Al Ajmi
112	Const. of 10 Nos. KG Schools Around Doha & Villages(G+1) & Support Bldgs. Package 6 -	HVAC, Fire Fighting, Plumbing & Drainage	2013	ASHGHAL
113	Const. of Garden Design for Morning Studio	HVAC, Fire Fighting, Plumbing & Drainage	2014	BeIn Soprts
114	Accosting Paneling	HVAC, Fire Fighting, Plumbing & Drainage	2014	BeIn Soprts
115	Modification of BeIn Shop Design Project	HVAC, Fire Fighting, Plumbing & Drainage	2014	BeIn Soprts
116	Const. Completion & Maintenance of Labour Accommodation at West Side within Ras Laffan Industrial City (RLIC) Phase - 1	HVAC, Fire Fighting, Plumbing & Drainage	2014	Qatar Real Estate Investment
117	Private 8 Villas	HVAC, Fire Fighting, Plumbing & Drainage	2014	Sheikh Eid Bin Thamer Al Thani
118	Renovation & Gen. Main. Works for the Gen. Postal Corp. Main Building.	HVAC, Fire Fighting, Plumbing & Drainage	2015	Orient Spirit Trading & Contracting Co



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119	Private 10 Villas	HVAC, Fire Fighting, Plumbing & Drainage	2015	Sheikh Ali Bin Thamer Al Thani
120	Construction of Parcel 10A – Podium & Tower, Port Arabia – The Pearl - Qatar	HVAC, Fire Fighting, Plumbing & Drainage	2015	Abu Dhabi Commercial Bank
121	Construction of Perlita Gardens – The Pearl - Qatar	HVAC, Fire Fighting, Plumbing & Drainage	2015	Abu Dhabi Commercial Bank
122	EZDAN OASIS – PLOT 5	HVAC, Plumbing & Drainage	2015	SAK Contracting
123	CONST. WORKS for B+G+3 RESIDENTIAL APARTMENT at OLD AIR PORT	HVAC, Plumbing & Drainage	2016	Doha Group Trading & Contracting
124	NBN OFFICE BLDG. in ABU HAMOUR from HOLDINGS (2B+G+2)	HVAC, Plumbing & Drainage	2017	National Industrial Contracting Company (NICC)
125	Modification and Preparation for the Proposed Studios at Al Fardan.	HVAC, Fire Fighting, Plumbing & Drainage	2018	FADAAT MEDIA
126	Harwal Industries	MEP WORKS	2019	COSMOPLAST
127	Zowadet Baladna Factory	MEP	2019	Saif Hilal
128	Umm Salal Villa	MEP	2019	Nasser Al Hajri
129	Umm Salal Labour Accommodation	MEP	2019	Nasser Al Hajri
130	Const. Completion & Maintenance of NBK Square 1 in Mesheireb for HNBK (4B+G+M+10)	MEP	2019	National Industrial Contracting Company (NICC)



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131	Const. Completion & Maintenance of NBK Square 2 in Mesheireb for HNBK (4B+G+M+10)	MEP	2020	National Industrial Contracting Company (NICC)
132	Const. of Warehouse Building for Manateq	MEP	2020	Manateq
133	Cons. Of PVC Plastic Factory @ Birkat	MEP	2020	Energy City
134	QATAR ARMED FORCES BLDG. FALCON (7200)	HVAC	2021	QATAR ARMED FORCES
135	QATAR ARMED FORCES BLDG. FALCON (7700)	HVAC	2021	QATAR ARMED FORCES
136	DESIGN & BUILT PADEL ARENA (LUSAIL)	MEP	2021	ENERGY CITY
137	Podium Parcel 10A (Tower) G+26 Floors Res. Tower	MEP	2022	Abu Dhabi Commercial Bank
138	Modification of Mezzanine Floor (GYM) 1st and 2nd Floor of Existing (3B+G+M+7) Al Mana Hotel	Civil, Fit out & MEP Works	2023	Qatar Star Enterprises
139	Construction of Parcel 17A – Podium & Tower, Port Arabia – The Pearl - Qatar	HVAC, Fire Fighting, Plumbing & Drainage	2023	Al Mana Capital Real State



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140	Al Mana Ladies Club House (MLC)	Civil, Fit out & MEP Works	2023	Hamad AL Mana
141	PADEL COURT AL MANA	Civil, Fit out & MEP Works	2024	Hamad Al Mana
142	Marina Messier	HVAC Works	2024	Hamad Al Mana
143	Joe Show Offices	Civil, Fit out & MEP Works	2024	Al Arabi TV
144	Media Management Renovation Works	Civil, Fit out & MEP Works	2024	Al Arabi TV
145	Renovation of GM Office	Civil, Fit out & MEP Works	2025	Al Arabi TV



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9. PROJECT EXECUTION PLAN



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Gulf Integrated Group Project Execution Plan



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COMMITTED TO QUALITY

SECTION 1

1.0 INTRODUCTION

Gulf Integrated Group (GIG) is pleased to present this offer for Design , Supervision, Build, Engineering, procurement, construction testing & commissioning of the proposed digital building including Electrical, HVAC, Plumbing, Drainage, & Fire Fighting works and as specified hereafter.

GIG is a local Construction Company & Engineering Contractor. The company has served private industry, public companies and government in the fields of electromechanical service.

GIG intends to provide the Client with State of The Art Building with first Quality equipment sources and high quality workmanship via its well-experienced personnel, and its documented quality control procedures, which are developed in accordance with ISO 9000.

SECTION 2

SCOPE OF WORK

2.1- GIG scope of work includes design, supervision, engineering, procurement, construction commissioning of all works described in the tender documents and drawings and as specified hereafter.

2.2- **Projects Activities**

The contractor undertakes the work in accordance with tender requirement, which covers.

- Design Work
- Supervision
- Project Management
- Detailed Engineering
- Procurement.
- Expediting, Inspection, Tests and Quality Control.
- Packaging and transportation to site
- Construction
- Commissioning
- Coordination with the Employer and its other contractors.



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2.3- Supply of Equipment and Materials

The contractor will undertake procurement of the Design consultant and supervision consultant, equipment and materials required for the construction and operation of the systems in accordance with the employer requirement detailed in tender inquiry and specified elsewhere in the offer.

2.4- Construction Work.

The contractor will perform temporary facilities, site preparation, erection and installation of the equipment and materials for the project in accordance with tender inquiry and to provide fully operational system. This stage will start in line with the detail design work and as planned in the project program of work with the project time frame and as shown in item (9) above.

2.5- Documentation

Preparation, issue and distribution of project documentation will be in accordance with tender inquiry requirement and as per section 4.

SECTION 3

TECHNICAL DESCRIPTION

3.1- ENGINEERING AND PERFORMANCE CRITERIA

3.1.1- INTRODUCTION

3.1.1.1- SCOPE

This Engineering criteria covers the guide lines and requirement for the Design , construction, engineering including steel structure through a first class steel structural sub-contractor and the installation of the HVAC, Plumbing & Drainage and Fire Fighting for the project that to be adopted by GIG throughout the project execution

The intention of these Engineering & Performance criteria is to provide general guidelines. The contractor (GIG) will be fully responsible to provide a complete, design functional and workable system in accordance with tender inquiry and as detailed hereafter.



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3.2.1-1. CODES AND STANDARDS

Unless otherwise stated or specified the following codes and standards will be adopted.

- IEC standards and regulation.
- B. S standards.
- IEE regulation
- Kahramaa codes and regulation.
- Civil Defence Department codes and regulation
- QCS regulations
- Approved manufacturer standards
- ISO standards where applicable

SECTION 4

PROJECT EXECUTION PLAN

OVERVIEW

GIG is taking the full responsibility to Design and implement this project with strict adherence to the tender inquiry. The basic philosophy of this project is to design and execute all works on time, with final system performance and concurrence with all instructions and conditions governing this project.

Summarized her is our overall work program covering important aspects of project implementation. The basic form work of our plan is founded in our extensive and recent experience in similar projects.

The contractor is fully committed and well positioned to successfully complete the project in the shortest possible time, confident of the technical, operational, quality, safety and contract requirements.

Important aspects of our work include:

- Design driven schedule , focusing on design stages as mentioned in the tender document
- Construction driven schedule, focusing engineering and procurement activities on project completion time.
- Strong management team including experienced key people.
- Early procurement of long lead items
- Logistic planning to ensure timely delivery to the site.
- Quality assurance / quality control program



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- Maximum uses of electronic data and document transfer to facilitate timely and efficient communication and implementation both in – project and to/from to site.
- The project will be organized under the overall management of the project manager. He will have overall responsibility for the successful completion of the project. The engineering activities will be executed under the direction of the engineering department reporting to the project manager.
- Construction will be conducted under the management of site manager who will be the project manager representative fully authorized.
- Procurement activity will be conducted by qualified procurement manager and his team, of site and on site.

With regard to the various constructions and progress review meeting, we have planned for the following scenario:

- Kick off meeting at employer's offices (head offices or site).
- Detailed design review meeting at employers facilities
- Weekly meeting during construction.
- Monthly progress review and reporting.

In support of the plan for effective coordination and implementation of the project the following documents will be prepared:

- Project instructions
- Project execution plan
- Engineering plan.
- Procurement plan
- Mobilization plan.
- Project administration / coordination procedure
- Confirm battery limit conditions
- Development of project quality plan
- Construction plan
- Pre-commissioning plan
- Commissioning plan

SECTION 5:

Approach & Procedures

This section describes the CONTRACTOR'S proposed approach and procedures to the works and summarizes GIG approach for the proper implementation of the project. The approach and procedures are summarized under the headings listed hereunder.



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- Health and Safety.
- Quality Assurance and Control / Preliminary Quality Plan.
- Project Management.
- Procurement and Expediting Procedures.
- Design Review by the Employer.
- Communication with the Employer and Reporting.
- Detailed Engineering / Design.
- Document Management and Control.
- Temporary Services.
- Working Methods.
- Testing and Inspection.
- As- Built Documentation.
- Operation and Maintenance Manual Proportion and Presentation.

A brief description for these heading as hereafter:

HEALTH & SAFETY

GIG is responsible for conducting comprehensive studies on the designated construction plan; procedures and work schedule and fully directing their personnel to achieve accident – free operation. Safety officer will be available at site throughout the construction period to ensure that all work is being executed in a safe manner and in compliance with the safety rules and regulations in order to promote safety consciousness among the construction employees.

In general the works will be executed based on the following guidelines.

- Employer's safety & health codes and standards.
- Governments and / or local safety regulation and health codes.
- GIG safety policy
- Environmental regulation.
- First Aid facilities
- safety equipment availability

QUALITY ASSURANCE AND CONTROL / PRELIMINARY QUALITY PLAN

GIG fully realize that a well-planned and organized QA/QC program is an essential requirement for a relatively trouble free and reliable project.

The quality system ensures compliance with the company's and the Clients requirements as well as ensuring that we meet all applicable codes, standards and regulations.



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The principle components of the quality system are:

1. A project execution plan (incorporating both quality and business requirements)
2. Documented work instructions
3. A system of internal quality audits.
4. A set of quality records

TECHNICAL REVIEW

The technical review will be conducted on the project to verify that:

1. Statutory requirements, codes and standards are complied with.
2. The work being reviewed meets requirements and is suitable for its intended purpose.
3. Constructability review.
4. Conflicts, unresolved issues, potential problems ...etc, are identified and responsibility assigned completion dates schedule.
5. There is adequate documentation to support the design decisions.
6. Finalize approved vendors list.

PROCUREMENT QUALITY CONTROL

Vendors selected for equipment supply will be in accordance with tender documents.

It will be ensured that these vendors selected for the supply of plant equipment have a satisfactory quality system of their own.

FIELD QUALITY CONTROL

The quality control group at the site will implement field quality control that is consistent with the QC philosophy applied to the engineering and procurement phases and conforming to the QC procedures described above.

PROJECT MANAGEMENT

Project management planning and control is the key elements in the execution of any project. Within these parameters there is an absolute need for coordination of effort early recognition of the troublesome areas, and determination of the course of action that will result in an efficient smoothly functioning and economically executed project program.

To achieve this objective and to comply with the project requirements for scheduling and progress reporting the project will employ effective control and scheduling system for all project phases.

Scheduling will be used for this project. This technique provides a graphic presentation of the planned sequence of all engineering procurement and construction activities to be accomplished



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during the project and identifies the interrelationship interdependencies and time estimates for the elements that comprise the project.

The project management function will include but not limited to the following:

1. Effecting liaison with and timely reporting to Client
2. Effective and timely reporting to company management.
3. Organizing the staff, services and facilities required carrying out the work.
4. Establishing project objectives, standards and instructions including a quality plan.
5. Planning the execution of the project and documenting the plan in the project execution plan, budgets, programs and schedules.
6. Estimating and scheduling needed resources
7. Monitoring and controlling performance against an agreed project schedule.
8. Procuring the necessary materials, equipment systems and services.
9. Controlling site works and administering site staff.
10. Keeping proper records of work.
11. Resolving problems, making decisions, giving instructions and providing direction.
12. Ensuring that the work meets all applicable safety, security, environmental and ethical standards.
13. Initiating any other action required to meet project objectives

RESPONSIBILITY

The project manager will be responsible for managing the project activities and leading the project team.

PROCUREMENT & EXPEDITING PROCEDURES

In this respect, GIG will endeavor to maximize the procurement from local market sources as long as the specifications, quality and delivery schedule equivalent and compatible with other worldwide sources.

PURCHASING PLAN

Under the direction of the lead purchaser, the following purchasing activities will be carried out: -

1. Preparation of requisitions
2. Inquiries
3. Shop inspection
4. Bid evaluation
5. Pre-award meeting
6. Order placement and payment for the equipment and materials.



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Purchasing section will submit to the project manager for approval a list of suppliers capable in view of their production capacity and financial situation.

Normally purchasing section set up the call to tender composed of the following documents: -

1. Invitation to tender.
2. General purchasing terms and conditions
3. Special purchasing terms and conditions
4. Special requirements
5. Requisitions
6. Technical specifications
7. Packing specifications.
8. Typical forms
9. Model bank guarantee.
10. Supplier's documents
11. Planning of realization.
12. Material property document.
13. Packing list
14. Sub- contracting list.

Upon receipt of tenders all concerned parties will be involved in the technical and commercial evaluation. Copies will be distributed to:

1. Project Manager
2. Concerned Engineering discipline.
3. Purchasing section

Engineering will make written requests for technical details or additions to the suppliers. A copy of the request will be systematically transmitted to purchasing and project manager.

Engineering will draft for purchasing a technical comparison table, a technical analysis for each tender and its recommendation for final negotiations.

Purchasing will draft a commercial comparison table and analysis of each tender.

Purchasing will draft for the project manager a summary of tenders according to engineering recommendations and its own commercial conclusion to select the final vender(s) for negotiation.



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After consultation, Project manager and engineering will select three (3) suppliers. The above procedure may be modified to suit procurement of major systems / equipment where fewer than (3) three vendors are pre-selected for bidding.

For equipment selected from the approved list purchasing will commence immediately for long lead items to expedite work progress and meet schedule requirements.

Engineering will finalize technical offer of each supplier selected.

Purchasing will finalize commercial offer of each supplier selected.

Purchasing will negotiate with each supplier selected, all the commercial conditions (payment schedule, payment method, type of payment, rebates) and drafts for project manager the final recommendation.

After project manager has approved choice of supplier, purchasing will draft the order.

Purchasing will transmit the order to: -

1. Supplier 1 copy plus another one as an Acknowledgement.
2. Engineering 1 copy
3. Project manager 1 copy
4. Other addresses according to contract requirements

Supplier will have seven (7) working days to acknowledge the order. Purchasing will make sure this time period is respected.

QUALITY AND DELIVERY SURVEILLANCE

The inspection coordinator will be responsible for providing to the project quality and delivery surveillance services in accordance with project instructions.

The project engineering manager will define the level of surveillance required.

The procurement manager will review the quality and delivery surveillance process.

QUALITY SURVEILLANCE

The requirement for quality surveillance will be defined in the purchase requisition and will specify the level of inspection required.



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The assigned inspector will: -

1. Develop a Product Verification Plan (PVP) for each purchase order or contract as required.
2. Issue surveillance reports in accordance with project instructions
3. When it is found that a characteristic relating to product quality does not confirm to contract documents, referenced drawings, standards or procedures, then a non-conformance notice will be issued to the vendor / contractor of the findings immediately, and the Project Manager of any non-conformances and rejections.
4. Ensure disposition of all non-conformances is established and documented prior to release of the goods for shipment.
5. Where project instructions require that a shipping release be made prior to shipping of goods, check the goods against the packing list, release the goods for shipment and forward a copy of this release form to be distributed in accordance with the project instructions.
6. Where a shipping release is made prior to shipping of goods, include one copy with the shipping documentation to accompany the shipment to site. This procedure will also apply to partial shipments.
7. Where the vendor uses or suppliers test equipment, ensure that equipment meets the requirements stated in the engineering specification.

DELIVERY SURVEILLANCE

The purpose of delivery surveillance will be to follow up and expedite all purchase orders and contracts issued to ensure that contractors / vendors provide deliveries of goods and /or services, including vendor data, in accordance with their commitment to the project and to ensure that the project team is fully informed of the status of orders during each stage of the process as applicable. Unless stated otherwise in Project Instructions, the inspector will perform this expediting function

The request for factory delivery surveillance will be defined in the purchase requisition and will specify the level of expediting required

After receiving the request for expediting, the inspection Coordinator will allocate the work to the expediter

The assigned expediter will:

1. Issue surveillance reports promptly to the project office. The report will include all information obtained concerning the order, the latest delivery forecast and all other pertinent order status information including the status of vendor data submittals
2. If, through normal contacts with the vendor/contractor, it is found that the vendor/contractor has deviated from the production schedule, investigate both the cause of the slippage and what action the contractor is taking to improve the delivery
3. Initiate the action necessary to return progress to the accepted schedule administrator and the project planner of the slippage.



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4. Advise the contract administrator and the project planner the slippage to determine the cover of action to be taken.

CORRECTIVE ACTION

The contract administrator will issue the vendor or contractor with a corrective action request (CAR) to remedy the non-conformance and return progress to the accepted schedule.

He will expedite any corrective action and include, as necessary, the active involvement of the vendor's / contractor's management, the Project Manager and End Client.

The contract administrator will update the vendor or contractor's CAR record in the vendor management system

The inspection coordinator will issue the expediting exception report and use it to highlight those orders which have experienced deficiencies or delays, the reasons thereof and the actions taken to overcome them.

SHIPPING, TRANSPORTATION AND MATERIAL HANDLING

GIG will carry out all transportation activities for the Project from the ports of origin to the site, within a limited period and in a manner to achieve smooth, safe and efficient shipment.

Transportation activities will consist of the following work:

1. Planning
2. Worldwide direction and coordination
3. Export packing and marking
4. Formalities
5. Export licenses
6. Shipping documentation (invoice, packing list, bill of loading, etc)
7. Export and import customs clearances
8. Marine cargo and claim settlement.
9. Shipment.
10. Inland transportation.

The shipping department or agent will ensure the completeness of shipments from vendor's plants to site. The shipping department will:

1. Negotiate freighting contract
2. Be responsible for freighting contract management, damage and loss disputes included.
3. Co-ordinate to minimize port stocking
4. Draft documents needed for freighting (national or international)
5. Verify that all ordered equipment is given on packing lists.
6. Maintain permanent contact with port and site equipment acceptance officers



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7. Receive reports on the condition of site accepted equipment.

CUSTOM CLEARANCE

GIG will nominate experienced personnel or agency at ports to carry out custom clearing work of imported material for the project. They will follow up all formalities related to custom clearing and will insure off-loading of ships and off-loading of trucks at site of all imported materials. These personnel will get instructions from and will have direct contact with head office.

Field materials control will include receipt, confirmation, marking, classification, warehousing, custody, issuance, inventory and replenishment of project materials at site. Important among these functions will be to see that materials arrive at site before the construction required dates and that issuance for construction is carefully monitored and controlled.

INLAND TRANSPORT AND STORAGE AT SITE.

All projects procured material will be transported by trucks from customs to site. Skids and vessels will be unloaded at site directly on their respective foundations where possible. All bulk materials will be stored at site main warehouse and lay down area. The material officer and QA/QC nominated personnel will check the material upon arrival at site. A copy of the purchase order will be at site so that the material officer will check and control the supplied items according to purchase order. The QA/QC officer will check the quality of the supplied items and will report damages and discrepancies.

CONTRACT CLOSE-OUT.

Following the complete delivery and satisfactory performance of the equipment and materials and the satisfactory fulfillment by the vendor or contractor of all other obligations in accordance with the terms and conditions and specifications governing the purchase order/contract, the Contracts administrator will close-out the purchase order/contract.

To close - out a contract, the contract administrator will verify that:

1. Delivery and performance of the goods and /or service has been satisfactorily made in accordance with the requirements of the purchase order or contract and amendments thereto;
2. Satisfactory fulfillment by vendor (s) of all other contractual obligations has been made
3. No commercial matters including claims, extended warranties bonds or other contractual guarantees remain outstanding
4. No financial matters including liens, liquidated damages, back charges, discounts, surplus material credits, other credits or debits remain outstanding.



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5. Release of retention monies is made in accordance with the purchase order or contract conditions
6. All unexpired warranties from vendors and /or sub-vendors are beneficial to End Client

Upon closeout of purchase order or contract the contracts administrator will update the vendor management system.

COMMUNICATION WITH THE EMPLOYERS & REPORTING

Contractor will set up coordination procedures immediately after the notice of award, which will cover the following contents.

1. Project procedure
2. Project name and code number
3. Related parties
4. Project organization
5. Correspondence handling procedure
6. Meetings
7. Document handling procedure.

The employer will have to define or confirm the rights and obligations of its management team members as well as for the employer's representative regarding contractual and technical matters.

The following principles will apply regarding contractors staff members:

1. All contractual matters will be discussed at the level of the project manager.
2. All technical matters will be discussed at the level of the project manager. And / or project engineers and or disciplines under the supervision and responsibility of the project manager.
3. All matters related to site organization and activities will be discussed at the site manager level under the supervision of project manager.

CONTRACTORS REPORTING

The project manager issues on monthly bases an extensive progress report reflecting the status of the project at the end of a said period.

DETAILED ENGINEERING

PROJECT CONTROL DOCUMENT

1. Project Quality Plan.
2. Project Safety plan.
3. Document register.
4. Design procurement and construction program.



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CONSTRUCTION SUBMITTAL

1. Equipment specification
2. Installation details
3. Piping single line diagram
4. Equipment Layout Shop Drawings
5. Piping Layout Shop Drawings
6. Duct Layout Shop Drawings
7. Equipment schedules
8. Pipe routes
9. Installation details
10. Equipment Installation details
11. Builder works

CONSTRUCTION DOCUMENTS

1. QA/ QC Documentation.

TESTS ON COMPLETION / TEST AFTER COMPLETION

1. Test Plans
2. Pre-Test Check Sheets.
3. Test Reports
4. Punch List.

HAND OVER DOCUEMENTATION

1. Hand over Manuals.
2. Operating Manuals.
3. Maintenance Manuals.

DOCUMENT MANAGEMENT AND CONTROL

All documents and / or drawings created or received for the project by GIG will be processed and managed properly to facilitate documents identification, distribution, and handling and updating.

TYPES OF DOCUMENTS

The process covers the control of four types of documents:

- Technical Documents Generated by GIG
- Other Documents produced by GIG that trigger milestone or progress payments.
- Documentation Supplied by vendors and subcontractors.
- Documentation supplied by Main Contractor and other external parties.



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GIG DOCUMENTS

The project engineering manager will prepare a list of technical documents and data, grouped into engineering work packages, for the project, issue it and all revisions and updates to key project staff.

The project planner will: -

- Develop a production plan for the project technical documents and data based on the list provided by the project engineering manager.
- Update progress on the production of documents on a regular basis.
- Issue document progress status reports.

The document center will:

Prepare all transmittals to parties outside the originating office, including the client, using the document control system in accordance with project instructions.

- Provide proper issue of appropriate documents and data:
- At the location where the work is performed.
- At all other locations where operations essential to the software, functioning of the quality system are performed.
- Maintain the current issue of documents and remove superseded void and obsolete documents.
- Prepare periodic status reports that identify planned versus actual status of documents by engineering work package. This report will be issued to the project engineering manager and the project manager.

FOREIGN DOCUMENTS

Foreign documents comprise drawings, specifications, data sheets and other technical information received from vendors, contractors and other parties interfacing with the project.

On receipt all foreign documents will be registered with a copy of the transmittal or other covering letter marked up with the contract work order reference.

The documents will be checked it have a previous issue and:

- If previously received, allocate the same drawing number and adjust the revision numbers as appropriate.
- If not previously received, allocate a new drawing number.
- Record receipt of documents on register.
- As required, prepare a circulation form to a company documents for internal distribution and engineering review with due data for return to document control.
- On return of documents, log document for return transmittal and enter status into system.



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DOCUMENT TRANSITTAL AND STATUS

Every document issued to a recipient outside the project office will be accompanied by a transmittal. Transmittal shows the document number and description, status, addresses, data and revision number. Transmittals will be signed by the project engineering manager. The document control centre will prepare the necessary copies of the documents for issue and file the originals.

At the time of issue, the document center will enter the current status of a document such as “Revised Noted, approved for material order” “approved for Construction” as built...etc. Into the document control system as advised by the Project Engineering Manager.

Where copies of documents are submitted to regulatory authorities, clients or other interested parties for comment or formal review, the returned documents will be registered and filed immediately upon receipt.

When technical documents are sent by Tele fax or other electronic means to meet client requirements, the sender will issue a hard copy of the original to the document centre for registration and distribution of copies as soon as possible after transmission.

CONTROL OF DOCUMENTS

The Project Engineering Manager will control copies of technical documents required by engineering staff for reference in doing their work and maintain a register of all such copies in order to ensure that copies of obsolete documents are removed from use.

Engineering staff will not remove documents from files nor keep in their possession unless they are actively working on them, and will return them to the appropriate file as soon as possible.

Engineering staff will inform the project Engineering when technical documents registered in their name have been subsequently destroyed or are otherwise no longer in use.

As document are revised the Project Engineering Manager will distribute a copy of the revised documents to each person listed in the register as having a copy of an earlier revision in his possession and request that the earlier revision be removed from use.



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WORKING METHODS

GENERAL

The ultimate objective in the construction of this project is to complete the facilities to the specified quality level within the scheduled duration. In this respect, GIG is planning to commence the construction works at about the same time for each unit of the project coordinating similar activities.

Detailed planning for mobilization and demobilization of manpower equipment schedule control, quality control, logistics, communication, document control and camp operation will be prepared.

ACTIVITIES OF EXECUTION PLAN

The following activities and control documents will constitute the major guides in executing the works and organizing the interrelations between different sections and parties at site: -

CONSTRUCTION PLAN:

The contractor will prepare and submit plans and procedures to the employer before starting construction. The construction plan will detail optimum procedures and methods for the construction including but not limited to the following: -

- 1st. Construction schedule
- 2nd. Functional site organization chart.
- 3rd. Manpower mobilization plan.
- 4th. Equipment mobilization plan.
- 5th.

The supervising party shall perform each permanent work upon written authorization

This written authorization shall be in the form of work request, where the description decryption of the activity as well as the performing date is entered.

Each regular activity will be carried out in accordance with the standard operating procedures in compliance with the contract documents.

Any of the non-standard activities, which might incorporate special skills or exceptional risks/circumstances, shall be carried out in accordance with a detailed method statement.

The method statement for such activities shall include but not be limited to the following items:



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1. Manpower resources.
2. Equipment resources.
3. Step by step procedures
4. Drawings, details and cross – sections.
5. Sub-programs
6. Incorporated materials.

Shop drawings will be made in order to verify the design and construction drawings in relation to dimensions, co-ordinate details and tasks.

Monthly meetings will be held at senior staff level to assess the progress status to resolve any arising difficulties or problems. The site manager will lead and minute the meeting.

Weekly meeting will be held at superintendent level to assess the previous weekly program and to establish the next week program.

The site manager will lead the meeting & confirm the instructions to the site engineers / Forman.

Each site engineer / Forman shall have a written step by step instruction for the next week activities.

CONSTRUCTION EQUIPMENT & TOOLS

All construction equipment to be used for the execution of the work will be safe operating conditions, fit for the safe and efficient performance of the work.

The contractor will administer, service, and maintain the construction equipment, tools ...etc. In such a way that losses, break downs repairs and replacement are kept to a minimum.

The contractor will bring construction equipment, tools ...etc in the site for use in the work required and remove them from the site upon the completion of the construction work.

HEAVY LIFTS AND TRANSPORTATION

GIG will provide a detailed route survey with a specialist form the transportation subcontractors when the size and weight of the cargo are finalized.

The contractor will verify the possibility of unloading all heavy equipment at the site directly or to the foundation where the equipment is to be erected or to the adjacent area.

The contractor will prepare a rigging plan for the equipment, which is tall, or weight over 24 ton prior to construction.



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SITE APPERANCE AND CLEANING

The contractor will at all time keep the site free from accumulations of waste materials and / or rubbish caused by its performance of work.

SECURITY GUARD / SAFTY PLAN

The contractor will provide safety plan for this project and security requirement.

TESTING AND INSPECTION (COMMISSIONING)

The contractor (GIG) will carry out all tests and site inspection in accordance with tender inquiry and project commissioning plan.

The project manager will be responsible for successful commissioning of the facilities and to:-

- Review and approve the project plant commissioning procedure.
- Review and approve commissioning schedule.
- Appoint experience commissioning staff.

The commissioning engineer will be responsible for:

1. Prepare and obtain approval of the commissioning plans and procedures.
2. Carry out commissioning in accordance with approval plans and procedures
commissioning will consist of the planning, implementation and documentation of performance tests (test after completion) for all project equipment which is required to achieve the objective of:
 - a. Brining individual system components into service.
 - b. Proving that a group of components will function together as designed to form an operational unit.
 - c. Validating the design and installation of the plant.

The commissioning engineer will specifically:-

1. Provide direction to the commissioning staff and site contractors responsible for commissioning.
2. Provide schedules for commissioning work.
3. Prepare commissioning equipment and check if fit for the msc.
4. Provide resource to commissioning team.
5. Coordinate with Client
6. Provide instructions to construction team to carry out rework facilities.
7. Prepare commissioning records and sign off all tests results.
8. Prepare detailed commissioning procedures.
9. Client will be invited to witness commissioning tests.



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10. Testing & commissioning equipment.

AS BUILT DOCUMENTATION

GIG will maintain adequate monitoring to all changes on the design drawings and documentation in order to issue the as-built drawings.

A master set of design drawings and documentation will be kept for the purpose in the site with proper procedure for marking only controlled as built changes on this set.

On completion of the works as built will be provided to Client.

O & M MANUAL PREPARATION AND PRESENTATION

GIG will obtain such manuals from the vendors / subcontractors in adequate copies. These will be handed over as part of the handover documents.

The O&M will have the sufficient information data and schematic to enable End Client personnel carry out operation and maintenance activities including spare parts list and catalogue numbers.



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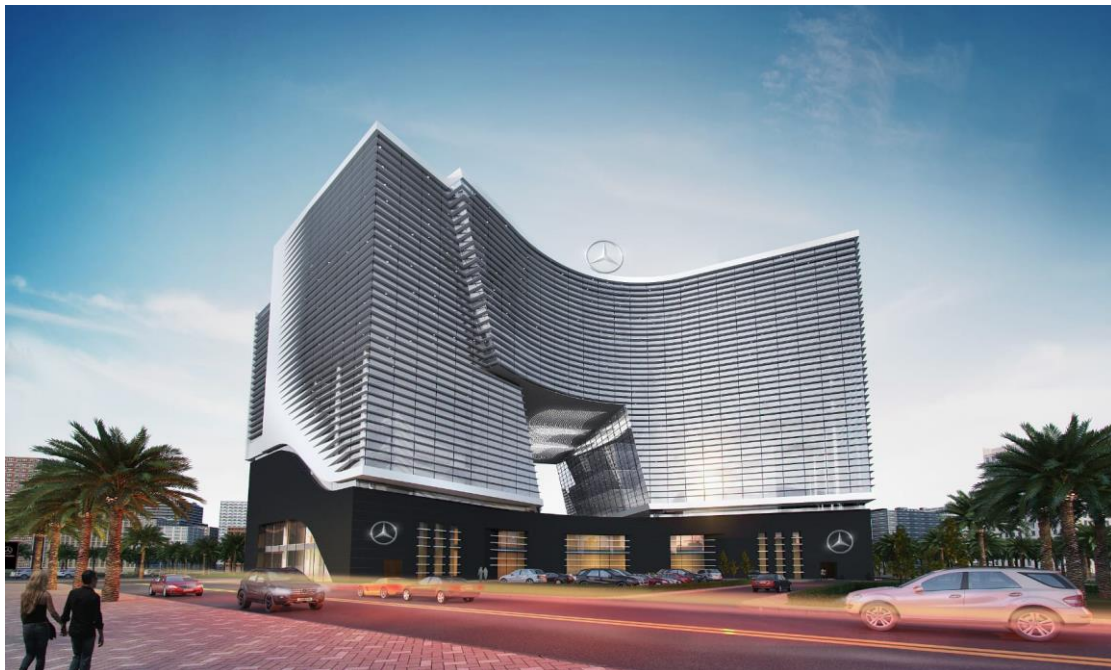


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NBK SQUARE 1





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NBN OFFICE BUILDING





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ZOWADET BALADNA FACTORY





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HARWAL INDUSRIES





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BEIN SPORTS



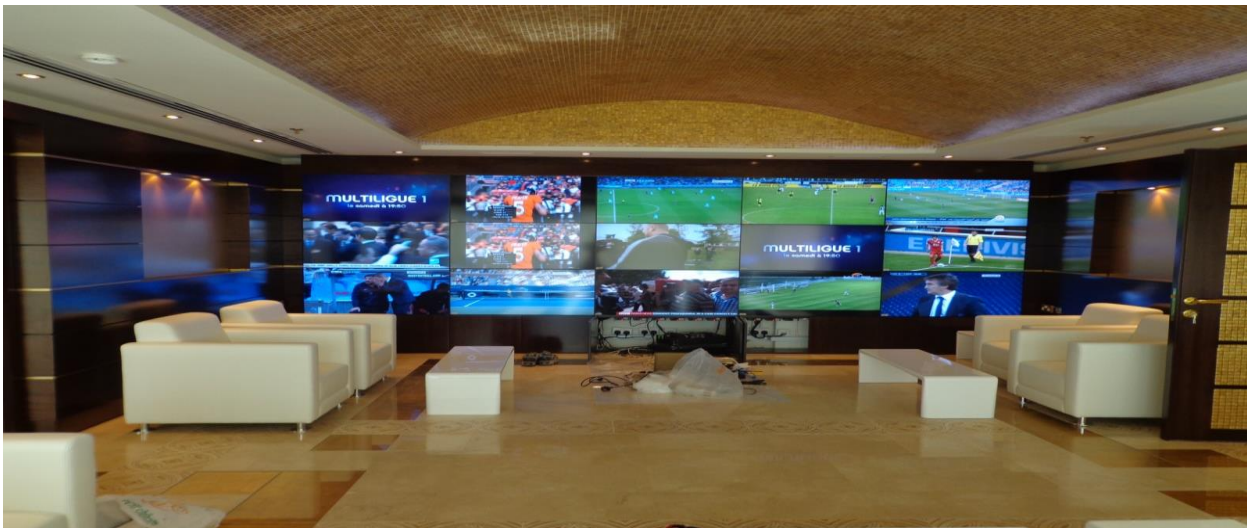


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10.OUR MAJOR CLIENTS





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