





Flora Engineering Services is very well situated in the contracting sector with qualified teams covering all aspects of the landscape industry, as well as being a pioneer in Greenhouse turnkey projects. As far as trading is concerned we take part in all major Government tenders and supply a diversified range of products through our showrooms.



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Introduction

1. History

Flora is an engineering company devoted to the service of the agriculture sector. Since its formation in 2006 Flora has followed a strategy of expansion and diversification that gained it a reputation for professionalism and quality of work.

Within our trading and services divisions, we participate in all government tenders as well as reaching out to individual farmers through our showrooms and sales people. We also hold agencies for numerous European, American and Asian companies with a range of products in agriculture, horticulture and irrigation.

Our contracting division takes part in turn-key projects such as greenhouses, livestock and poultry houses irrigation networks, as well as landscape projects. The solutions contributed by Flora start with the research and studies prior to beginning the project up to the introduction, start-up and completion of the project, including the elaboration of the preliminary designs and technical management of the installations as well as training and technical support beginning at the design stage through commissioning.

Regular training programs for all engineers, technicians and office staff ensure that the team is up to the required standards and consistency that ensures a highly competitive level of performance. This flexibility has allowed us to set up multidisciplinary teams that can address the specific needs of our clients and the requirements of the market. Regular exposure to international trade fairs and close ties with the world's top suppliers has placed Flora in the lead of the greenhouse and landscape industry. A separate management team has been established to expand the business to include government and private projects.

With our experience, knowhow and varied team we can provide professional, effective and high quality services every time for a large spectrum of diverse clients.

Introduction

2- What we do

a. Green House:

Flora has become the leading company in greenhouse installation in the UAE with over 500 acres built all around the country. From the conception of the project all the way through construction and commissioning Flora will offer the solutions best suited to meet each client's particular needs and help implement them.

Our construction team has more than twenty years of industry experience and will ensure that most reliable quality service.

We owe our technologically advanced range of products and services to our intimate knowledge of problems on the ground and to our policy of sustained investment and longtime relations with quality international suppliers.

Maintaining this leadership in advanced technological solutions is both our duty and our promise.



b. Landscape:

At Flora landscaping, we specialize in bringing out the beauty of a business or home with our expertly crafted, custom-designed landscaping. From planning to planting, we offer a complete range of professional landscape solutions designed to accentuate the surroundings, add value to investment, and keep it looking excellent for years to come. Flora landscaping optimally utilizes given space for landscaping while maximizing the available budget to best meet the wishes of our clients.

Our team of experienced landscape professionals will carefully install a dream garden, rockery, ponds, innovated surfaces or other landscape elements to maximize your viewing pleasure, adding valuable "visual appeal" to your property.

Our services include creative designs and professional installations for all types of landscaping projects. We also provide consultation, engineered working drawings and environmental lab testing.

Our list of distinguished clientele gives the confidence required when selecting us as a landscape contractor.



Introduction

2- What we do

c. Services:

FLORA understands what your business is up against, and therefore we have formed alliances with and have been working with corporations and people in the agriculture & contracting fields in the U.A.E.

Whenever there is an issue waiting for practical and effective solution, there is a Flora representative with a contribution to make. We have diverse team working in different departments of administration, sales, marketing, technical & finance to support our various departments and divisions.



Company Details

3. COMPANY DETAILS

Company Name	FLORA ENGINEERING SERVICES L.L.C.
Company Name Paid Up Capital	AED 3,000,000
Managing Director	Yamen Al Kodmani
Sponsor	Hamad ALKaabi
Trade License	Attached
Company Founded	2006
Company Trading Area	U.A.E
Company ADDRESS (MAIN OFFICE)	Central District Area Main Street Suheil Bin Maneaa Al-Maktoom Building M12, Al-Ain
Telephone Number	+971 (03) 764-0220
Facsimile Number	+971 (03) 764-0221
E mail	info@flora-me.com
Bank	National Bank of Abu Dhabi (NBAD)

Activities:

Landscape Works & Design (Hard/soft) Green house (Tunnel / Multi-span).
Removing / Shifting / Cutting Trees. Seeds trading, Chemical /Organic Fertilizer
Agricultural Materials Trading, Agricultural Equipments Trading.





Company Details

4. SHOWROOMS

AL-AIN

AL-AIN INDUSTRIAL AREA

T 03-7224660

F 03-7224686 DUBAI

HATTA- BEHIND EMIRATES PETROL STATION

T 04-8521122

F 04-8521238

LIWA

BLD NO3, SHOWROOM NO.9

T 02-8829633

F 02-8829644



Company Details

5. Organization

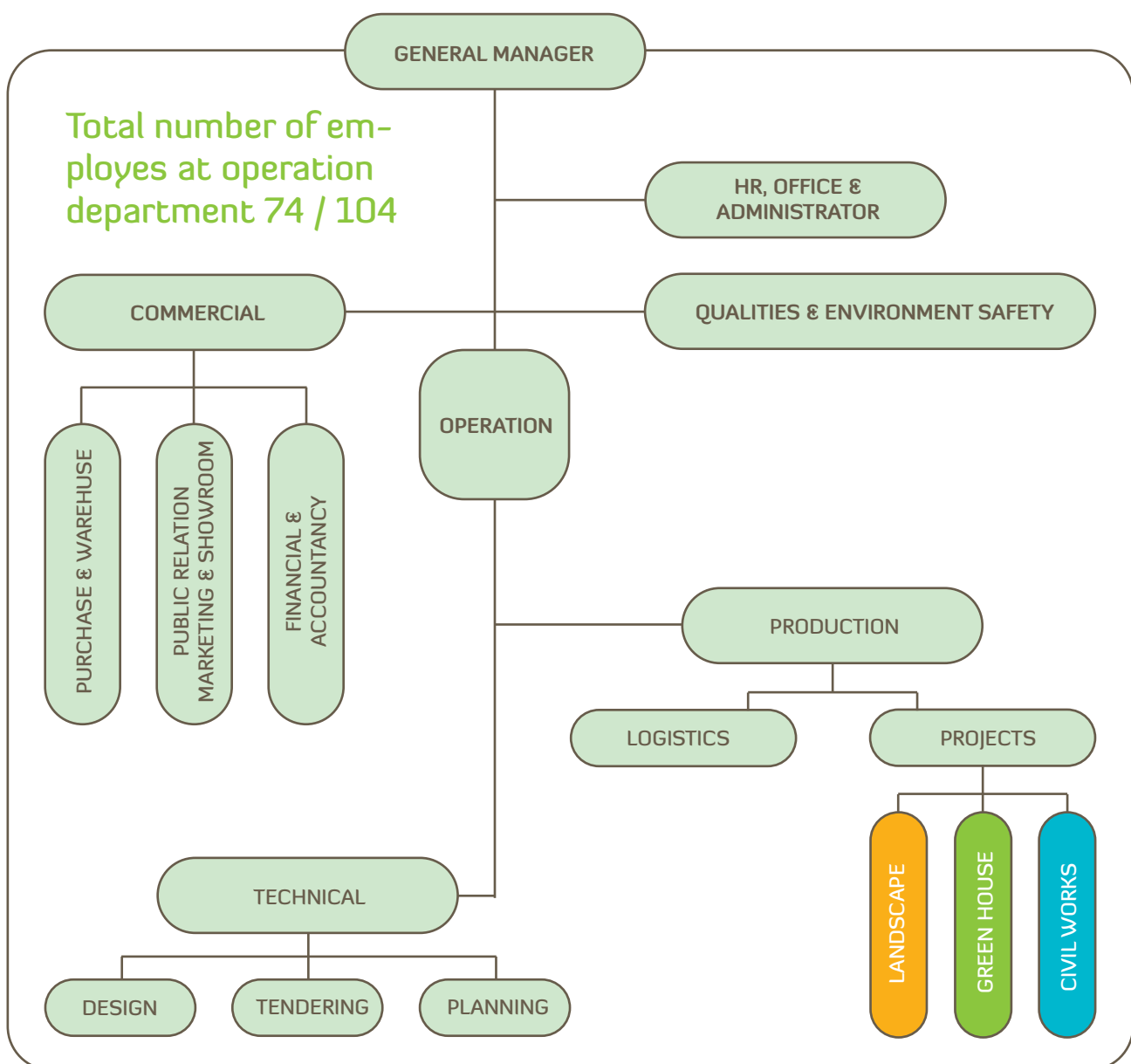
b. Organization Chart

Managing Director	1
General Manager	1
Operations Manager	1
Hardscape project manager	1
Softscape project manager	1
Landscape manager	1
Client relation manager	1
HR Manager	1
Finance Manager	1
Sales Manager	1
Landscape Architect	1
Logistics	1
Landscape Maintenance Manager	1
Nursery Manager	1
Planning Estimation Manager	1
Procurement Manager	1
Quality Control Manager	1
Warehouse Manager	1
Surveyor	1
IT Administrator	1
Showroom representative	3
Sales Executive	2
Receptionist	1
Government Relation Officer	1
Greenhouse project manager	1

Company Details

5. Organization

b. Organization Chart



Company Details

6. Past Projects

PROJECT	CLIENT	DURATION	YEAR	VALUE
Clearing old trees & install new irrigation systems for 14 farms in Al-Bahya	Family Development Foundation (FDF)	06 Months	2006	AED 450,000
Supply & install 20 Green Houses	H.H. Sheikh Mansoor Bin Zayed Al-Nahyan	06 Months	2007	AED 880,000
Irrigation System with Tree Removal.	H.H. Shiekha Fatima Bint Mubarak Office.	45 Days	2007	AED 300,000
Irrigation System.	H.H. Shiekha Fatima Bint Mubarak Office.	60 Days	2007	AED 760,000
Irrigation System with Tree Removal.	H.H. Shiekha Fatima Bint Mubarak Office.	60 Days	2007	AED 229,000
Irrigation System	Al Darmaky for Agricultural Services.	45 days	2007	AED 214,500
Supply and install 05 Multi-span Green Houses	H.H. Shiekha Fatima Bint Mubarak Office.	75 Days	2007	AED 610,000
Landscape Works (Soft & Hardscape).	H.H. Shiekha Fatima Bint Mubarak Office.	03 Months	2007	AED 875,000
Supply & install 5 Green Houses	Khaliefa Bin Al-Ghanam Agricultural Est.	60 Days	2007	AED 530,000
Landscape Works in Al Jahely Park In Al-Ain City.	Al Ain Municipality (Al Darmaky for Agri. Svc's /Contractor).	03 Years	2007	AED 3,000,000

Company Details

6. Past Projects

PROJECT	CLIENT	DURATION	YEAR	VALUE
Supply and Install 03 Multi-Span 4arches.	Al Darmaky for Agricultural Services.	45 Days	2007	AED 330,000
Supply and install 12 Green Houses	Al Darmaky for Agricultural Services.	3 Months	2008	AED 480,000
Supply and install 02 Green Houses	Al Darmaky for Agricultural Services.	3 Months	2008	AED 106,000
Supply & install 5 Green Houses	Khaliefa Bin Al-Ghanam Agricultural Est.	75days	2008	AED 520,000
Supply & install Multi-Span Green Houses (1,000 Sq.M)	Lea Engineering's	75 Days	2008	AED 108,000
Water Fall & Fountain Pass ways & Shaded Area	Hilal Al Kaabi.	80 Days	2009	AED 780,000
Supply & install Tri-Tunnel Green Houses 3 Arches for Flowers (Under Process).	H.H. Shiekha Fatima Bint Mubarak Office.	60 Days	2009	AED 132,000
Cutting & Removing Hazard Trees & Dead Palms from Abu Dhabi Farms	Municipalities & Agriculture Dept. (Agriculture Sector).	01 Year	2009	AED 10,110,447
Supply & install Tri-Tunnel Green Houses 3 Arches for Flowers (Under Process).	H.H. Shiekha Fatima Bint Mubarak Office.	60 Days	2009	AED 132,000

Company Details

6. Past Projects

PROJECT	CLIENT	DURATION	YEAR	VALUE
Construction of poultry houses, green-houses, and farm upgrade-phase 1	Ali Salem Al Kaabi	9 Months	2010	AED 10,800,000
Variation Order tree removal project	ADFCA	90 Days	2010	AED 2,000,000
Fence Installation	H.H. Shiekh Seif Bin Zayed Private Office.	90 Days	2010	AED 650,000
Landscape Works at Rocco Forte Hotel	Lea Engineering H.H. Shiekha Fatima Bint Mubarak Office.	9 Months	2010	AED 680,000
2 ha greenhouse project at alain farm	Private investment firm	6 Months	2010	AED 2,500,000
Greenhouse automization equipment	Zayed agriculture centre	45 Days	2011	AED 175,000
Monte-Carlo Beach Club Hard landscape works	Lea engineering	6 Months	2011	AED 780,000
Supply and install Hydroponic system	ADFCA, Research station	90 Days	2011	AED 450,000
Supply and install Hydroponic system	H.H. Shiekh Mohamed Bin Zayed Private Office.	90 Days	2011	AED 550,000

Company Details

6. Past Projects

PROJECT	CLIENT	DURATION	YEAR	VALUE
2 ha Hydroponic greenhouse project	Khalifa fund	6 Months	2011	AED 4.800,000
Al Ain Mall new extention water featre project	Lea engeneering	9 Days	2011	AED 910,000



Operational Standards

7. Quality Assurance

PREFACE

7.1	MISSION STATEMENT
7.2	REFERENCE DOCUMENTS
7.3	TERMS & DEFINITIONS
7.4	QUALITY MANAGEMENT SYSTEM
7.5	MANAGEMENT RESPONSIBILITY
7.6	SCOPE
7.7	QUALITY OBJECTIVES
7.8	QUALITY MANAGEMENT SYSTEM PLANNING
7.9	PLANNING & PRODUCT REALIZATION
7.10	CLIENT RELATED PROCESSES
7.11	PURCHASING
7.12	CONTROL OF MEASURING EQUIPMENT
7.13	MEASUREMENT, ANALYSIS & IMPROVEMENT
7.14	IMPROVEMENT



Operational Standards

7. Quality Assurance

COMMITMENT TO QUALITY

The services we provide, from initial enquiry through to Implementation and completion are managed in accordance with a quality plan tailored to meet the clients' specific requirements.

In order to ensure compliance with FLORA ENGINEERING SERVICES Quality Management System, regular internal audits are carried out throughout the organization.



Operational Standards

7. Quality Assurance

QUALITY POLICY

FLORA ENGINEERING SERVICES are committed to consistently meeting customers' expectations in service, delivery and product satisfaction.

FLORA ENGINEERING SERVICES promotes continuous improvement of customer satisfaction by maintaining and continually reviewing a compliant Quality Management System.

To this end, each section is required to:

- Maintain staff, who are able to interpret, clarify and conform to the clients' requirements.
- Ensure, by proper selection and examination that goods supplied and/or incorporated are suitable, fit for purpose and safe.
- Ensure that goods and systems are installed in a satisfactory manner.
- Ensure completed installations are properly operational and maintenance free wherever possible.
- To observe the company Quality Assurance Manual and Procedures (and/or any and all project specific Quality Plans)
- Properly plan, control and document, in a systematic manner, those procedures necessary to provide the specified level of Quality Assurance.
- Maintain such records as will substantiate the Quality Assurance applied throughout each project undertaken.
- Provide evidence of quality by demonstration where required.
- Determine and define the design intent and performance standard.
- Convey appropriate design parameters to those responsible for purchasing, installing, erecting or maintaining the product.

In endorsement of the above, the Quality Assurance Manager has been given the authority to promote and support the QA function at all levels within the organization.

Operational Standards

7. Quality Assurance

STATEMENT OF INTENT

As part of FLORA ENGINEERING SERVICES' continuing program of Quality Assurance, it strives to achieve Zero Defects in all installations, in partnership with the client.

For such standards to be achieved, it is necessary for all parties to the project to be actively involved in a team approach with the spirit of co-operation to recognize and implement the standards outlined within the contract documentation from inception to completion.

FLORA ENGINEERING SERVICES undertakes to promote continual professional development of its project management teams and sub-contractors, to ensure an appropriate level of experience is matched to each particular project.

To facilitate zero defects, FLORA ENGINEERING SERVICES, together with its clients, jointly undertake the following:

- DEFINE THE SCOPE
 - PLAN
 - PROGRAMME
- REVIEW TO BUILD ABILITY SET AND AGREE STANDARDS
- BREED A CULTURE OF CARE
- CONTINUOUS MONITORING OF :
 - O PROCUREMENT
 - O INSTALLATION
 - O COMPLETIONS
- IMPLEMENT A DE-SNAG TO ZERO DEFECTS

This is a policy of continuous development designed to enhance the products FLORA ENGINEERING SERVICES to deliver the mutual benefit of the client and our company, in its desire for long term relationships and reputation.

Operational Standards

7. Quality Assurance

7.1 MISSION STATEMENT

Our quality policy statement indicates our commitment as a company, and focuses on areas which are important to us, in achieving client satisfaction, and continual improvement.

Our quality policy statement acts to provide the direction and framework for establishing key performance indicators (KPI's) and for establishing new quality objectives and review of existing ONES.

FLORA ENGINEERING SERVICES ensures all staff, at all levels, have an understanding of the quality policy. It is communicated throughout the organization using various methods, such as regular training, discussions and reinforcement at management review meetings.

The quality policy is also reviewed for its continuing suitability at scheduled management review meetings.

In order to maintain and to ensure the continuity of its quality policy and to maintain the continuous

improvement in the process, FLORA ENGINEERING SERVICES is committed to the objectives in

implementing and maintaining a quality management system through the participation of its employees.

FLORA ENGINEERING SERVICES have identified the processes required for a quality management system and these processes are established and monitored regularly.

FLORA ENGINEERING SERVICES also reviews the internal training requirements during management review meetings and when new procedures or practices are implemented. Teamwork is encouraged as paramount.

Consideration is also given to resource requirements to meet the continually improving quality management system.

Operational Standards

7. Quality Assurance

7.1.2 Application

FLORA ENGINEERING SERVICES QMS utilizes the process approach contained in international standards (ISO 9001 2000) to enhance our ability to continually improve.

The QMS documentation includes statements of FLORA ENGINEERING SERVICES' quality policy and quality objectives, documented procedures and other documents required to ensure effective planning, operation and control of key QMS processes, as well as records being established and maintained, which provide evidence of conformity to requirements, and show the effectiveness of the QMS.

7.2 REFERENCE DOCUMENTS

Any normative reference in this manual is to ISO 9000 2000.

Internal documentation followed is referenced within this manual.

7.3 TERMS & DEFINITIONS

The term 'organization' used in this manual refers to FLORA ENGINEERING SERVICES L.L.C.

'Supplier and Sub-Contractor' are synonymous and apply to any external source, which is used to acquire purchased goods and/or services.

'Consultant' applies to an external source which is used for design or other consultative service.

Operational Standards

7. Quality Assurance

7.4.2 Quality Management System

7.4.1 General Requirements

At FLORA ENGINEERING SERVICES, the QMS is part of the overall management system, which establishes, implements, and documents the quality policy, and related processes for providing services which meet or exceed the client requirements.

The identified processes needed for the quality management system, their sequence and interaction of the processes are documented in Flow Chart form.

The processes are clearly defined and described in the following sections.

7.4.2 Document Requirements

7.4.2.1 General

The QMS documentation includes statements of FLORA ENGINEERING SERVICES' quality policy and quality objectives, documented procedures and other documents required to ensure effective planning, operation and control of key QMS processes, as well as records being established and maintained, which provide evidence of conformity to requirements, and show the effectiveness of the QMS.

Operational Standards

7. Quality Assurance

7.5 MANAGEMENT RESPONSIBILITY

7.5.1 Management Commitment

FLORA ENGINEERING SERVICES senior management team are responsible for the implementation, maintenance and improvement of the quality management system.

They are further responsible to ensure:

- Communication to the organization takes place, ensuring the understanding of importance in actual meetings with clients.
- Maintaining the quality policy.
- Establishing and reviewing quality objectives.
- Undertake management reviews.
- Ensure availability of resources.

7.5.2 Client focus

Senior management ensures that client requirements are met and steps taken to enhance the clients' satisfaction.

See 'Client Related Process' Section.

7.5.3 FLORA ENGINEERING SERVICES L.L.C. Quality Policy:

At FLORA ENGINEERING SERVICES L.L.C, we are committed to consistently meeting our Client's expectations in service, delivery, installation, and product use.

We promote continuous improvement in client satisfaction by maintaining and reviewing a Quality Management System.

Operational Standards

7. Quality Assurance

7.6 Scope

FLORA ENGINEERING SERVICES is developing and implementing the quality management system, (QMS) described hereafter, to assist the organization in demonstrating its ability to consistently provide a service that meets the customers and applicable regulatory requirements, and to operate with increased effectiveness and efficiency, with the overall aim of enhancing the client satisfaction.



Operational Standards

7. Quality Assurance

7.7 QUALITY OBJECTIVES

7.7.1 Corporate Level Objectives

- To achieve the quality policy, and to maintain and continually improve a Quality Management System.
- To meet Client expectations by effective communication and review of Client Feedback.
- To provide clients with work of high standard, and to improve on timely completion of works.

Establish both corporate and operational level quality objectives. Corporate quality objectives are documented and kept in 'Quality Objectives' files.

These are measurable and achievable within a defined time period.

These objectives are reviewed in scheduled management review meetings.

Individuals, such as contracts managers, project managers, managers and supervisors will monitor the performance of processes within their area(s) of responsibility, using their desired methods, and establish operational level quality objectives.

These objectives are documented, deployed to individuals/individual working areas and are later reviewed for achievement.

7.7.2 Operational Level Objectives

Operational level objectives are identified by each head of process, based upon importance of functions in respective areas and implemented on approval from the M.D. Results are documented in the quality objectives file.

Operational Standards

7. Quality Assurance

7.7.3 Project Management & Site Objectives

- To ensure correct execution of all works included in FLORA FOR AGRICULTURAL SERVICES' scope of works in accordance to the contract conditions, construction programme, compliance with related specifications and related authorities standards and regulations, assuring the highest quality and workmanship standards, adhering to FLORA FOR AGRICULTURAL SERVICES' quality policy and in the best cost effective manner, to the full satisfaction of the Client.
- To communicate and co-operate with all other corporate departments to ensure smooth flow of related processes etc, e.g. material and or plant procurement.
- Assisting the quality management personnel in reviewing QMS to ensure continuous improvement through providing return path feedback, evaluating to what extent the current quality management procedures are applicable for the different conditions/situations and suggesting ways of improvement.

Operational Standards

7. Quality Assurance

Procedure to Monitor Achievement of Objectives

Achievements of objectives are measured using tools that consist of some or all of the following:

- Programme / Progress Charts
- Histograms
- Material Approval Status Schedules
- Material Procurement Schedules
- Cash flow monitoring
- Comparing on site actual progress against planned progress as per the construction programme, including relevant activities which might be affected by or effecting FLORA ENGINEERING SERVICES' activities, highlighting any discrepancies and/or weak points in the progress meetings to overcome such situations.
- Comparing data in progress measuring tools on daily weekly/monthly intervals to evaluate progress improvement and achievements and to identify weak points.
- Collecting feedback from relevant parties, including Client, consultant, and sub-contractors.
- Preparing daily activity, planning reports and comparing to actual achievements.
- Workshop Drawing Submittal/approval Schedules.

Operational Standards

7. Quality Assurance

7.7.4 Human Resources and Administration Objectives

- To match the most suitably qualified personnel to the job description for each and every position within the organization.
 - All personnel to be annually assessed for performance.
 - Address any grievances that any member of staff may have, in a timely manner.
- Methods of monitoring achievement of objectives.
- Careful reviewing of C.V's prior to interview and ensuring detailed, in depth interview by qualified person.
 - Arranging probation period and annual staff appraisals without disruption.
 - Periodical meetings with employees to determine and resolve any employee problems.
 - Implementation of training programmes.

7.7.5 Quantity Surveyor Department Objectives.

- To ensure all material proposed is in compliance with relevant specifications/drawings.
- To ensure all external services to be provided comply with relevant specification/drawings and have relevant expertise.
- To ensure external service providers have capable fabrication facilities to comply with the specification/drawing requirement/compliance.
- To ensure all purchased materials comply with the relevant specifications.
- To meet project requirements by ensuring timely material delivery within the required periods.

Operational Standards

7. Quality Assurance

Methods of monitoring achievement of objectives.

- Compliance statement, technical literature, catalogues and test certificates are obtained, submitted to relevant supervisory body for approval.
- Obtain delivery compliance statement.
- Undertake pre-order meeting(s) and review service providers compliance and capabilities.
- Undertake compliance assessment visits to proposed fabrication facilities.
- Ensure timely submission of compliant 'shop drawings' to relevant supervisory body for approval.

7.7.6 Procurement Department Objectives

- To give a competitive, compliant and complete quotation/tender for the works.
- To provide substantive variation prices from changes to construction drawings.

Methods of monitoring achievement of objectives

- Compliance statement is obtained, to ensure compliance of product/material to requirements.
- Procurement schedules, is updated on a weekly basis and circulated, to ensure timely delivery is being met.

7.7.7 Estimating Department Objectives

- To give a competitive, compliant and complete quotation/tender for the works.
- To provide substantive variation prices from changes to construction drawings.

Operational Standards

7. Quality Assurance

Methods of monitoring achievement of objectives

- A detailed bill of quantities (BOQ) to be prepared from the tender issue drawings and where necessary, prices obtained from concerned suppliers / sub contractors / service suppliers.
Selection of such will be from the recommended list contained within the tender documents and/or historical use. Compliance of the product, delivery, price and payment terms are considered for the selection of make and supplier, to ensure a competitive quotation is provided.
- After award, contract construction drawings are obtained and reviewed in comparison to tender drawings, any changes, revisions or alterations are listed and additional costs established. Once complete, the cost summary is submitted to Client/Supervisory Body for agreement and record.

7.8 QUALITY MANAGEMENT SYSTEM PLANNING

The QMS planning process involves the establishment and communication of the quality policy and objectives through issuance of the manual and its associated procedures, and through the provision of resources needed for the effective implementation of the QMS.

The manual constitutes the overall plan for establishing, maintaining and improving an effective QMS.

The management review process and internal audit process ensure the integrity of the QMS is maintained when significant changes are made which affect any key processes.

Operational Standards

7. Quality Assurance

7.8.1 Responsibility, Authority & Communication.

The quality management representative (QMR) sets direction and ensures the success of the Quality Management System through clear definition and communication of QMS responsibilities and authorities.

Other members of senior management, including the Managing Director, Operations Manager, Department and Section Managers and contracts Managers. The inter-relationship of senior management and key personnel is depicted in the FLORA FOR AGRICULTURAL SERVICES Organization Chart, in the annexure of this manual. Individual responsibilities for key personnel are defined and communicated in the form of Roles & Responsibilities (Job Descriptions).

A copy is retained in the employee personnel ID file, master copies are filed in the Roles & Responsibility Manual.

7.8.1.1 Supporting Documents

- Roles & Responsibility
- Organization Chart
- Training Evaluation Forms
- Staff Appraisal Forms

7.8.2 Management Representative

The Managing Director has appointed identified a Quality Assurance Management as the Quality Management Representative. This person has the authority within the organization to ensure that the quality management system is working and is effective.

The QMR has other responsibilities within the organization, however this person has direct access to the

Managing director at all times, on any issue regarding the Quality Management System.

Operational Standards

7. Quality Assurance

The QMR's responsibilities include:

- Ensuring that the processes needed for the quality management system are established, implemented and maintained.
- Reporting on the performance of the QMS, and any need for improvement.
- Ensuring the awareness of client requirements throughout the organization.

7.8.3 Internal Communication

It is recognized that in order for a quality management system to be effective, it is not only necessary that employees know their roles, responsibilities and authorities, but also that there are clear and effective ways for employees within the organization to communicate with one another.

There are a variety of internal communication systems in place, including visible senior management activity,

as well as:

- Notice Boards
- Internet
- Staff Meetings
- Training Programs
- Employee performance reviews
- Workshops

Operational Standards

7. Quality Assurance

7.8.4 Management Review

The management review meeting takes place in order to review the complete Quality Management System.

During these meetings, the effectiveness of the QMS is reviewed.

Information studied to see if objectives and plans are being achieved, and areas where action is required to be implemented.

The frequency of these meetings is sufficient to ensure the effectiveness of the system, however initially meetings are held every 6 months.

7.8.5 Resource Management

The Managing Director determines and ensures that the resources needed to implement and maintain the QMS, continually improve its effectiveness and to maintain and continue to improve client satisfaction, are consistently available.

Sufficient resources are allocated for implementing, maintaining and improving the QMS, as well as enhancing client satisfaction and meeting client requirements.

The resources include human resources, facilities, equipment and work environment.

7.8.5.1 Human Resources

7.8.5.1.1 General

FLORA ENGINEERING SERVICES ensure that all employees are competent at their delegated tasks.

Every care is taken to ensure that qualification criteria is established, based on an individual's education, experience and training. Details of key personnel are available in Roles & Responsibilities Manual.

Operational Standards

7. Quality Assurance

7.8.5.2 Competence Awareness and Training

- Competence of key personnel is evaluated by the Managing Director; other personnel are evaluated by the respective management and reviewed by the MD.
- The evaluation is conducted at the time of annual employee appraisal. Necessary feedback on the assessment is given to the employee by the appraiser for any need for improvement.

When a training need is identified, the MD will issue the necessary instructions to provide on the job training.

- The MD or other managers will subsequently the employee at an appropriate time, to ensure effectiveness of the training given.
- Records of education, training, skills and experience of employees are kept in their respective personnel files.

7.8.5.3 Recruitment Process

FLORA FOR AGRICULTURAL SERVICES undertake 'need base' recruitment.

Such requirements are reviewed by the MD for all ongoing and newly awarded contracts. When such human resources are identified, recruitment is undertaken in accordance with the HR procedure.

Operational Standards

7. Quality Assurance

7.8.6 Infrastructure

- Buildings, workspace and associated utilities.
- Process equipment, both hardware and software.
- Supporting services, i.e. transport and communication.

FLORA FOR AGRICULTURAL SERVICES determine, provide and maintain the infrastructure needed to achieve conformity to product requirements.

Infrastructure includes:

Every effort is made to ensure that failure is not encountered in equipment or lack of facilities such as suitable storage occurs.

Plant and equipment used is both hired and/or organization owned, any breakdown is either referred to the hire company or the organizations plant manager for repair. A comprehensive maintenance program is in place to minimize down time.

7.8.7 Work Environment

The determination of management for the work environment to achieve conformity is undertaken, as follows:

Operational Standards

7. Quality Assurance

7.8.7.1 Office

- It is ensured that the working office is properly climate controlled; this can be individually controlled to suit.
- Sensible ventilation is maintained.
- Employees have a separate eating/rest area.
- All employees' computers are set up in a usable, comfortable and sensible manner. Aids such as glare screens, foot or wrist rests are provided.
- Bathroom and other facilities are kept clean and hygienic.
- Drinking water and hot drinks are available at all times.

7.8.7.2 Site and Workshop

- All employees are supplied with the correct personal protection equipment (PPE) which may include safety glasses, goggles, gloves, boots, helmets, safety harnesses, high profile waistcoats etc. Any other, identified equipment will, when necessary also be provided. Equipment will be replaced as required.
- Site and workshop areas are kept clean and tidy.
- Employees have a designated eating/rest area.
- Employees have suitable toilets and wash areas.
- Workshop areas are kept cooler by use of fans and cooling units, when necessary.

Operational Standards

7. Quality Assurance

7.9 PLANNING OF PRODUCT REALIZATION

The planning of products, materials and methods are undertaken in accordance with the organizations policy, which is covered in detail, in the organizations procedures manual.

7.10 CLIENT RELATED PROCESSES

7.10.1 Determination of requirements related to the product

Requirements which are specified by the client, including delivery (completion) requirements, are described within the estimating and tendering procedure and also in the procedures noted within the site procedures.

7.10.2 Review of Requirements relating to the Product

On notification of award of any contract, the clients requirements are carefully reviewed, requirements identified and contract accepted.

Detailed procedures can be found in the estimating and tendering procedure.

7.10.3 Client Communication

Initial client contact is generally by an 'expression of interest' enquiry document, or request for organization details, or both. If requested, an organization profile document is issued to the prospective client.

This document contains, but is not limited to, a brief history of the organization, successful projects, clients and values.

Requests for tenders are forwarded to the Operations Manager for logging record, issue of an 'enquiry number' and programming. The enquiry is then issued to the estimation department for pricing.

Detailed procedures can be found in the estimating and tendering procedures.

Client satisfaction is not only recognized as final product, but also the communication and feedback facility. This is maintained by telephone, electronic mailing and regular meetings.

Operational Standards

7. Quality Assurance

All client feedback is forwarded to the Managing Director to take appropriate actions, as necessary.

The MD directs as necessary to the respective staff member (s) for follow up actions.

Any client complaint is similarly processed. Copies of any complaints are retained in the specific tender or project correspondence file.

7.10.4 DESIGN AND DEVELOPMENT

Detailed design, when identified, is undertaken by a specialist appointed Consultant or specialist Sub-Contractor.

Shop drawings, when necessary to enhance an issued detail, are prepared by the drawing office.

All such issued drawings undergo submission and approval by the client.

The procedure for this is documented within the Design and Development section of the Procedures Manual.

7.11 PURCHASING

7.11.1 Purchasing Process

As an organization, it is paramount that all internal activities are controlled, additionally a level of control is required over outside elements, particularly those which are a crucial part of the organizations operations.

The procurement procedure ensures purchased products conform to the specific purchase requirements. Suppliers are selected on their ability to supply the specified product economically and in accordance with all other requirements.

7.11.2 Validation of Process

Process validation is undertaken as described in the Purchasing section of the Procedure Manual.

Operational Standards

7. Quality Assurance

7.11.3 Identification and Traceability

The organization recognizes and appreciates the importance of identification and traceability.

For identification and traceability related procedures, refer to the Procedure Manual – Site Procedures.

7.11.4 Client Property

All client property is handled, identified and stored to the same level of care and control, as applied to all the organizations property and materials.

Please refer to Stores Procedures.

7.12 CONTROL OF MEASURING EQUIPMENT

In order to maintain the continuity of the quality policy for providing Clients with quality products/services, that completely satisfy the client and to maintain continuous improvements in the process, the organization maintains proper equipment for the purpose. This equipment is generally as follows:

- Dumpy Levels
- The odolites
- Total Stations
- Laser Levels
- These instruments, at regular intervals, undergo maintenance, calibration check/recheck by manufacturer approved agencies.
- Are allocated and issued to identified, fully trained individuals who are responsible for their safe use, handling and storage.
- The instruments are contained in protective cases when not in use and periodically inspected.
- A log sheet of issue/location and service/calibration is maintained.

7.12.1 Supporting Documentation

- Instrument Log Sheet
- Internal Audit Procedure

Operational Standards

7. Quality Assurance

7.13 MEASUREMENT, ANALYSIS & IMPROVEMENT

Monitoring, measurement, analysis and improvement processes are implemented as needed to demonstrate conformity of product/service to ensure compliance with the quality management system, and to continually improve the effectiveness of the system.

These are regularly discussed by senior management to ensure conformity of the product, the QMS and improvement effectiveness.

7.13.1 Monitoring and Measurement

7.13.1.1 Client Satisfaction

As one of the measurements for the performance of the quality of the management system, information is monitored relating to client perception as to whether the client requirements have been met.

As a record of this, a questionnaire sheet is issued to all clients for feedback.

Feed back is evaluated by the Managing Director and suitable actions implemented.

7.13.2 Client Complaints

Should a complaint be received, it is dealt with promptly and efficiently by the concerned Manager or the Managing Director.

Copies of any complaint will be retained in the specific project correspondence file.

7.13.3 Internal Audits

Regular self assessments by means of an internal audit take place.

This is conducted by the QMR.

This procedure allows for the determination of strengths and weaknesses in the QMS. From the audit it can be ascertained if the QMS is being effectively operated and maintained.

Operational Standards

7. Quality Assurance

7.13.4 Monitoring and Measurement of Processes

Suitable methods of monitoring and measuring are applied to all QMS processes. QMS processes are documented, measured, controlled and evaluated to ensure they are effective,

(i.e., achieving desired results) and to identify opportunities for improvement.

Responsible managers are trained in the development and use of appropriate management and control tools and techniques.

7.13.5 Control of Non-Conforming Product

It is understood the importance of ensuring people are aware of the method in dealing with non-conforming or deficient products/services.

It is further understood of the importance to ensure non-confinement products are not treated as confining and accidentally delivered to the client on site.

7.13.5.1 Supporting Documentation

7.13.6 Analysis of Data

Data is determined, collected and appropriately analyzed in order to demonstrate the suitability Of the Quality Management System, and to evaluate any areas where improvement can be introduced.

Information analyzed will provide data relating to: client satisfaction, conformity to product and service requirement, characteristics and trends of processes and products, including opportunities for preventive measures and suppliers.

Feedback from the Information will provide:

- How satisfied clients are
- Are client requirements being met
- Do the processes and products meet the requirements
- How do suppliers perform

Methods of analysis will be continually monitored, reviewed and modified as necessary.

Operational Standards

7. Quality Assurance

7.14 IMPROVEMENT

7.14.1 Continual Improvement

It is a continual task to improve rather than wait for a problem to reveal opportunities for improvement.

These vary from short projects to long term activities.

Continual improvement is based on all relevant information that is or becomes available.

Audit results and other information's are analyzed at regular intervals, compared with the organizations policy and objectives, so that corrective and preventive measures can be implemented to ensure continued improvement.

Management review meetings are used as tools for enhancing a continued improvement process.

7.14.2 Corrective Action

At any indication of failure, such as a complaint, rejection, audit finding etc, identifies a need for immediate correction. In addition, the organization will decide if a corrective action is needed to prevent or minimize re-occurrence.

The Corrective Action Procedure is documented in the Organizations Procedure Manual.

7.14.3 Preventive Action

It is the intent to prevent a problem rather than correct one. Based on various information's available in different ways are identified to prevent problems arising. The preventive action procedure is very similar to the corrective action procedure, only with a different focus. The documented procedure can be found in the Procedure Manual.

Operational Standards

8. SAFETY, HEALTH & ENVIRONMENT

FLORA ENGINEERING SERVICES LLC is committed to ensuring safe, healthy and environmentally friendly working conditions prevail on all their sites and workshops.

This is undertaken by the use of project specific Safety, Health and Environment Plans, written for each type of project.

The safety plan provides the basic rules and procedures necessary to avoid injury to employees, damage to equipment, materials and the environment.

The document explains the safety systems to be implemented during the execution of the works and is prepared based on the Health & Safety requirements of Dubai Municipality, Local Statutory Rules & Regulations as specified in the relevant sections by Ministry of Labor and Civil Defense.

Additional local Statutory Rules and Regulations are also incorporated, when applicable.

The complete project responsibility rests with the appointed Project Manager and the Project Safety Officer who will assist for the implementation in various activities. The Safety Officer will conduct audits at regular intervals to reveal the effectiveness of the Safety Management System and make any recommendations necessary.

An Environmental Plan, Similarly compiled has an objective to comply with legislative and other Dubai

Government requirements and regulations, identifies the potential adverse environmental aspects that could result from the work and implement measures to mitigate or avoid such impacts.

Outline specific roles and responsibilities of personnel regarding environmental issues relating to the project. Outline minimum reporting, training, auditing and other procedures required to ensure appropriate site environmental management.

Operational Standards

8. SAFETY, HEALTH & ENVIRONMENT

8.2 health and safety

Safety is our number one priority and we endeavor, through advice, training, systems, procedures and enforcement, to ensure a positive and proactive attitude towards safe behaviors across the organization.

Flora's safety, health, and environment team strive to create greater accountability amongst those actually delivering our services on the ground. The company's integrated management system provides a common framework for managing health and safety in every part of the company, an extensive learning and development programme raises awareness and competency, directors' safety tours create a mandate for best practice, and an inspection programme monitors compliance.

The director responsible for health, safety and communications reports to the Chief Executive on health, safety and welfare matters. The central Health & Safety team is responsible for policy, direction, systems, training, audit and local safety management.

We actively encourage all employees to report accidents and near-misses via our online portal, ensuring that all incidents are properly investigated and root cause analyzed, and during the past year both our Accident Incidence Rate (AIR) and Reporting of Injuries, Diseases and Dangerous Occurrences Regulation (RIDDOR) reportable statistics remain well below the industry average for our sector.

Operational Standards

8. SAFETY, HEALTH & ENVIRONMENT

8.3 Environment

We are committed to conducting our business in an environmentally accountable manner and to comply with all relevant environmental legislation.

We are also keen to minimize any adverse environmental impacts that may result from our operations. Our priority over the past years has been to reduce the carbon

footprint of our operations, which we've achieved by helping staff to find smarter ways of working- such as virtual

meetings (e.g. tele, video and web conferencing)-while continuing to improve the efficiency of our company fleet and office operations.

Our Environmental Management System provides structure to the way we manage the environmental risks and opportunities of our business.



