

We're Building a Legacy

METRO ELECTROMECHANICAL L.L.C.
P.O Box 77670, RASHIDIYA, DUBAI, UAE
P: (04) 2862284; F: (04) 2862588

www.metro-gulf.com

memllc@eim.ae



مترو الكهروميكانيكية ذ.م.م.
METRO ELECTROMECHANICAL L.L.C.

MEP INSTALLATION, FIBER OPTIC SERVICES AND CIVIL WORKS CONT.



LETTER TO OUR CUSTOMERS

Dear Customer,

We thank you for giving us the opportunity to introduce **METRO** and our team.

At the end of the day, our success comes down to delivering the goods for our customers. From constructing a fast track project to a soaring communication tower or creating residential and commercial developments, we strive to grow and achieve strong financial results because we know how to translate passion for our work into performance that is consistently at the highest level. In addition, our ability to adapt and adjust in this environment gives us access to resources of the highest quality and enables us to increase our return on net assets by leveraging them over our construction services.

METRO employees are extraordinarily dedicated and, as you'll see in this profile, they thrive on managing complex projects, meeting tough challenges, and delivering exactly as promised. We honor their capabilities and commitment by striving for the safest work environment in the industry. And we increase our competitive edge and train future generations of leaders by investing heavily in ongoing employee development and engagement.

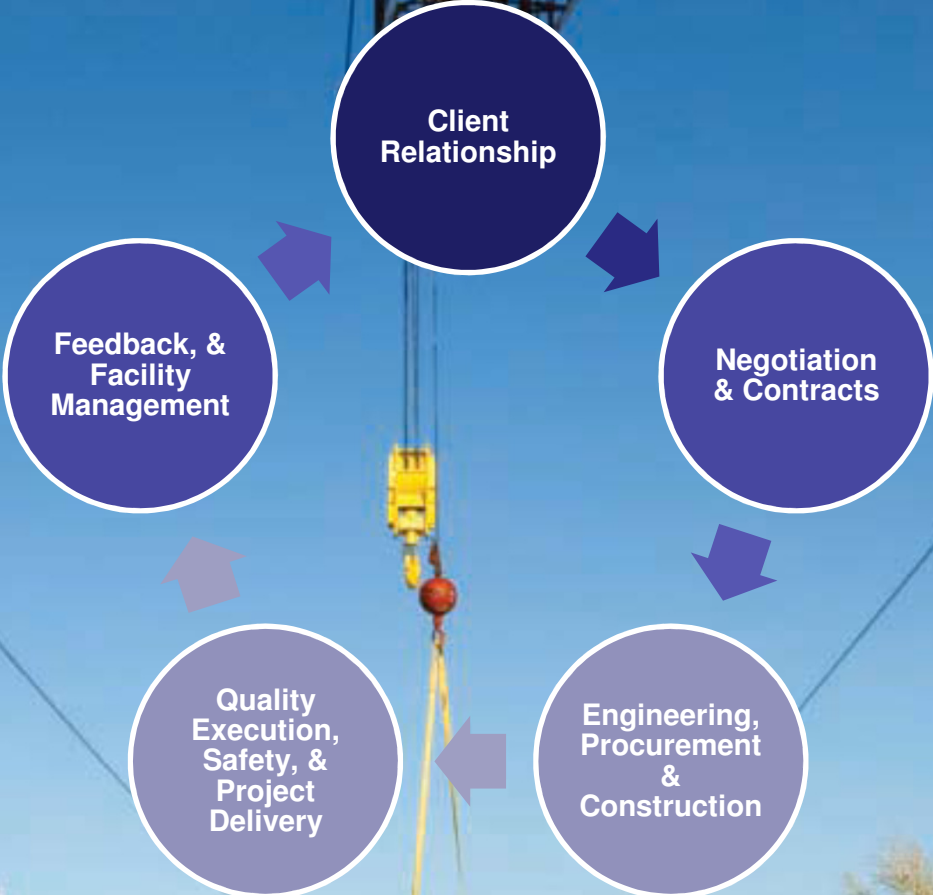
We are known for being the kind of partner where you can really build a long-term partnership. We've been honored to serve some of the most talented leaders in the private, public and non-profit sectors. We're indebted to our clients for asking us to deliver the impossible. By their own accounts, we've succeeded.

We continue to expand by being mutually responsible to and sharing common set of principles with our customers, employers, suppliers, government agencies, local communities, and other stakeholders. Your business is extremely important to us and we look forward to working with you.

Warm regards,

Board of Directors
METRO ELECTROMECHANICAL L.L.C.
P.O Box 77670, RASHIDIYA, DUBAI, UAE

Cycle of Care



STRICTLY PRIVATE AND CONFIDENTIAL



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INTRODUCTION

METRO offers a full range of preconstruction and construction services. The project teams maintain a strong foundation of trust and mutual respect generated through positive relationships with clients, consultants, architects, engineers, subcontractors and suppliers.

A company-wide policy encouraging shared performance responsibility ensures the highest degree of professional service and results on all projects undertaken.

CLIENT INFORMATION

- Company Name:
- Contact Name:
- Address:
- Phone:
- Fax:
- Website:
- Email:

CLIENT INFORMATION

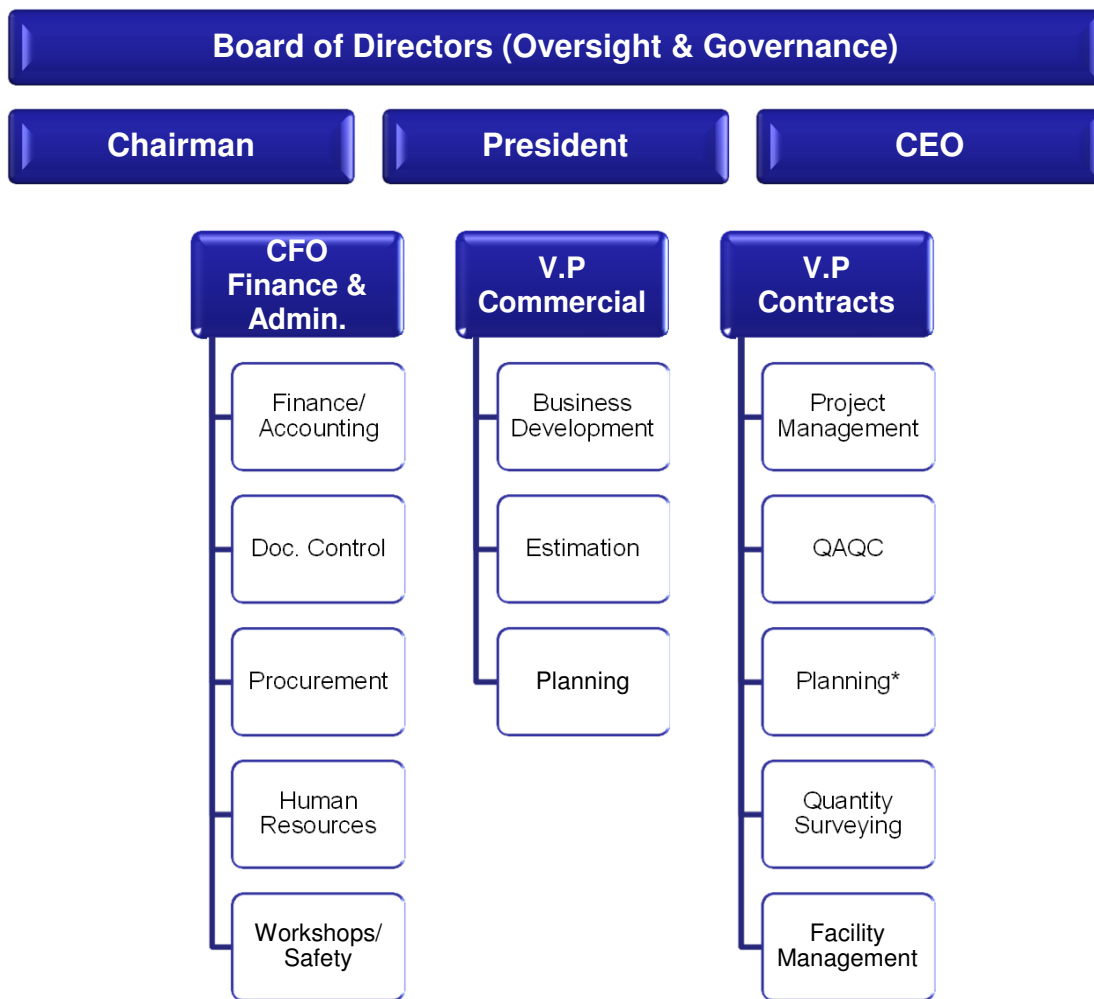
- Company Name: **METRO ELECTROMECHANICAL L.L.C.**
- Contact Name: Masood Alam
- Address: P.O.Box 77670, Dubai, UAE
- Phone: (04) 2862284
- Fax: (04) 2862588
- Website: www.metro-gulf.com
- Email: memllc@eim.ae

Note: Update client information



ORGANIZATION CHART

METRO's organization structure ensures oversight and governance from senior management, and provide open communication and timely control at the project level.





OUR BUSINESS

METRO's fundamental objective is to increase long-term value of all stakeholders by focusing on consistent profitability from controlled revenue growth.

Our Mission

➤ Our mission is to be the most responsive & result oriented Engineering, Procurement & Construction Company in the region of UAE by bringing the full strength of our integrated capabilities to achieve our clients' business objectives.

Business Strategy

➤ Our core business strategy is minimizing the project risk, focusing on clients' needs, building a high structure project team, leveraging assets & synergies from our global resources so that each project is executed in time, within budget and meet all engineering & design specifications.

➤ For past several years, **METRO** Team have brought all the right forces to bear in creating brilliant outcomes for our clients.

➤ Our key success factors (KSF) for growth are - employee development, civil/infrastructure & MEP focus, selective bidding, diversification, controlled expansion, accident prevention, environmental responsibility, quality work and high ethical standards.

Customers

➤ Our operating team has carried out several projects in various sectors including - Government, Retail, Real Estate, Aerospace, Environmental, Transportation, Hospitality, Communications, and others.

Contract Provisions & Sub-contraction

➤ Our contracts with our customers are primarily either "fixed unit price" or "fixed price."

➤ Fixed price contracts are priced on a lump-sum basis under which we bear the risk of performing all the work for the specified amount.

➤ Our contracts are generally obtained through competitive bidding in response to advertisements by federal, and local government agencies and private parties. Less frequently, contracts may be obtained through direct negotiations with private owners.

➤ Our contract risk mitigation process includes identifying risks and opportunities during the bidding process, review of bids fitting certain criteria by various levels of management and, in some cases, by the executive committee of our Board of Directors.



OUR BUSINESS

Continued...

Government & Environmental Regulations

➤ We ensure that our operations are in compliance with regulatory requirements of federal, and local government agencies and authorities, including regulations concerning workplace safety, labor relations and disadvantaged businesses.

Insurance & Bonding

➤ We maintain general and excess liability, construction equipment and workers' compensation insurance; all in amounts consistent with industry practices.

➤ In connection with our business, we also provide various types of surety bonds (Performance Bond) that provide an additional measure of security for our performance under certain public and private sector contracts.

Controls & Procedures

➤ On a half-yearly basis, under the supervision of and with the participation of management, including our Chief Executive Officer and our Chief Financial Officer, we carry out project evaluation of the quality, design, operation and safety of our works, controls and procedures. (See Project Quality Plan, PQP).

Website Access

➤ Our website is www.metro-gulf.com. On our website, we make available, information on recent and major developments related to our company.

Unresolved staff commitments & legal proceedings

➤ None.

Accounting (for preparation of our internal financial statements)

➤ Revenue & earnings on construction contracts, including construction joint ventures, are recognized on the percentage of completion method in the ratio of costs incurred to estimated final costs.

➤ It is our judgment that until a project reaches 25% completion, there is insufficient information to determine what the estimated profit on the project will be with a reasonable level of assurance.

➤ Revenue from contract claims is recognized when we have a signed settlement agreement and payment is assured. Revenue from contract change orders (variations of work), which occur in most large projects, is recognized when the owner has agreed to the change order in writing.



OUR BUSINESS

Continued...

Accounting (for preparation of our internal financial statements)

- Contract cost consists of direct costs on contracts, including labor and materials, amounts payable to subcontractors, direct overhead costs and equipment expense (e.g. depreciation, fuel, maintenance and repairs). Depreciation is provided using accelerated methods for construction equipment.
- Contract cost is recorded as incurred and revisions in contract revenue and cost estimates are reflected when known.
- Revenue from the sale of materials is recognized when delivery occurs and risk of ownership passes to the customer.
- The completion threshold for the start of contract profit recognition is applied to all percentage of completion projects unless and until we project a loss on the project, in which case the estimated loss is immediately recognized.
- The carrying value of receivables and other amounts arising out of normal contract activities, including retentions (defect liability), which may be settled beyond one year, is estimated to approximate fair value.



SERVICES & SOLUTIONS

METRO has operated under a concept of total commitment to our clients. This dedication to quality service is shared by all our employees. We combine this attitude with a heritage of experience and innovation. The result is a spirit of close cooperation with our clients and suppliers and a resolve to achieve the finest in quality workmanship, functional excellence and meeting project deadlines in every assignment.

Our business has always been based on a simple premise: Helping clients succeed. A selection of major service offerings by **METRO** Team:

Total Project Management (TPM, Design-Build)

➤ TPM includes the management, monitoring and support of all project functions from conception through to turnover operation. Our expertise in TPM derives from our ability to understand projects at a broader level and seamlessly integrate the services of numerous groups. These include contractors, diverse work forces, government regulatory bodies, licensors, and interest groups.

- Financial/Business Planning & Overall Program Coordination
- Team Leadership and Training & Preliminary Engineering
- Detailed Design & Constructability Reviews
- Logistics Planning & Contracts Administration
- Project Controls Management & Material Management
- QAQC, Health, Safety, Environment Management
- Construction Management & Operations Training and Support

Construction

➤ CONSTRUCTION execution differentiates us from other contractors in the UAE market. We have both the flexibility & experience to offer innovative solutions in almost any situation or geographical location in the UAE. With construction having ties to the engineering divisions, **METRO** is uniquely positioned to offer our customers more complete projects with more control, fewer subcontracts, and lower cost. Construction is offered in a number of different formats at **METRO**, e.g. EPC, Construction Management and Construction only.

- Roads & Highway Construction
- Grading, Paving, Land Development
- Excavation, Cutting & Filing
- Design/build
- Commercial & Residential Buildings
- Underground Pipe & Utilities
- Waste/Water System Infrastructure
- All major electro-mechanical works, fiber-optics infrastructure and more



SERVICES & SOLUTIONS

Continued...

Engineering & Design

➤ We have developed ENGINEERING capabilities over several years of completing complex projects. This translates into higher reliability, quality, construct ability, & availability on all projects.

➤ Every project has its own parameters: location, size, performance criteria and technical needs, among other factors. Together they define engineering and design challenges. Working from this point of view, **METRO** applies its experience and resources to arrive at the right solution for our clients, to meet their local project needs.

➤ MULTI-DISCIPLINE DESIGN capabilities are available on both big and small projects. Most disciplines are available in-house as well as some specialty services. Other specialty expertise and special technologies are provided through long-standing arrangements with third parties.

- **Electromechanical Design**
 - As-built & Lighting, heating and energy conservation
 - Transmission, substations and switch yards
 - Plant distribution (high and low voltage) & more
- **Civil / Structural Design**
 - Site development (grading, cut/fill, drainage, roads, paving, etc.)
 - Shallow/deep foundations, buildings, roads
 - Modularization - process equipment, accommodation, piping
 - Maintenance facilities & storage structures (solid, liquid, gas) and others
- **Quality Assurance / Quality Control**
 - Measurement, Benchmarking & Inspection
 - Shop / Field Inspection & Compliance
 - Documentation development & Training as per ISO 9001
- **Cost Estimating**
 - Cost and schedule risk analysis, start-up & commissioning
 - Progress, performance & cost estimate reports
- **Troubleshooting**
 - Operator training & Documentation
 - Plant turnarounds/start-up, maintenance, management , etc.
- **Project Evaluation**
 - Process Selection Studies & Facility Performance Reviews
 - Expansion and Debottlenecking Studies
 - Conceptual Design and Cost Estimates



SERVICES & SOLUTIONS

Continued...

Procurement

➤PROCUREMENT services cover from the flow down of terms and conditions to receipt of site materials and equipment. By working closely with construction and engineering, Procurement can reduce purchasing costs, mitigate industry risks, and reduce the time expended by personnel for the purchase of engineered equipment, commodities, and construction subcontracts. These services include:

- Material and equipment purchasing
- Subcontract formulation & Expediting
- Material management & QAQC
- Vendor data control & Transportation logistics
- Warehouse management

Infrastructure Planning

➤INFRASTRUCTURE PLANNING for our client's vital infrastructure is essential to providing the most effective and enduring facilities possible. Our planning tackles many variables, regulations, community issues which are most effective technologies, safety and security, cost effective solutions. catering to the needs of a growing society.

There are other value added services and solutions we offer to our clients. For details, please contact:

memllc@eim.ae



OUR CUSTOMERS

METRO's continues to mitigate the risks inherent in construction and general economic factors, we pursue projects: (i) in both the public and private sectors; (ii) for a wide range of customers within each sector (from the federal government to local municipalities and from large corporations to individual homeowners); (iii) in diverse markets within UAE; (iv) that are design/build, lump sum and fixed unit price; and (v) of various sizes, durations and complexities.

Government - Federal, State & Local Municipalities



and others.

Description	Client	Type
•Half Million Gallon Water Tank	UAQ Government	Civil
•Directional Drill at various location in UAQ for 100mm to 600mm	UAQ Government	Civil
•300 Dia HDPE water line 5500m from RO plant into sea	UAQ Municipality	Civil
•Rectification of Fiber Optic Cable on different location in UAE	Military of UAE	MEP
•Splicing, testing and termination of FOC on Salalah base camp on 80 km route	Military of UAE	MEP
•Fiber Optic Splicing, testing from Sylla Check post to Oman Border	UAE Army	MEP
•Relocation of services Etisalat, Gas& HV/L V cables for road widen	Sharjah Municipality	MEP
Upgrading Water network in RAK	FEWA, RAK	Civil
•Pulling and splicing of FOC for SCADA	Abu Dhabi Municipality	Civil
•Fiber Optic cable pulling and termination , 13km	DEWA	MEP
HDPE Water Line Work on Extension of By Pass Road	Ministry of Public Work	Civil
Install / Splice / Terminate / Test of cable, @ UAQ FEWA Substation	FEWA	MEP



OUR CUSTOMERS

Continued...

Real Estate Development & Hospitality Sector



and others.

Description	Client	Type
UAQ Marina Development	Emaar	Civil / Infrastructure
• Office compound Building & Associate Civil Works	Tameer	Design-Build
•80 km Road Maintenance in Modern Ind. Area	Tameer	Civil
•Road Marking sign & location maps	Tameer	Civil
•Road & Landscaping work for Mock Up Villa	Tameer	Civil
•Construction of Fiber Optics cable facility	Tameer	MEP
•Modification on board of pipe laying vessel	Saipem Spa - Sharjah	Civil
•Sweihan Water Pumping Station	Saipem Spa - Sharjah	MEP
•HV/L V Electrical works & Lighting for workshops	Saipem Spa - Sharjah	MEP
•Electrical works onboard of drilling Jack up Rig Perro-Negro 3	Saipem Spa - Sharjah	MEP
•BJC Extension - Misc civil works	Burjuman Center	Civil
•Fire Fighting work	Burjuman Mall	Civil Defense
•Upgrading Etisalat network at Abu Dhabi airport	DPS - Bavanat	MEP
•Network installation in Etisalat at University of Sharjah	DPS - Bavanat	MEP
•Development of site including Fencing work	Radisson Hotel	Civil
•Plumbing & Fire Fighting work	Grand Hotel	MEP, Civil Defense

Retail & Residential Construction Sector

Over 40 retail clients and over 40 villas. Some of our major work in retail construction include;

•20 villas in Umm Sequim	Individual	Civil/Building
•9 villas in Al Mizhar	Individual	Civil/Building

OUR CUSTOMERS

Continued...

Financial & Security Sector



mashreq  المشرق

and others.

Description

- Fiber Optics Splicing
- Construction of JRC 12 in RAK
- Rectification of Fiber Optic Cable on Dubai to Al-Ain Road

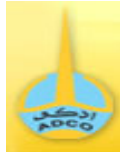
Client

Mashreq Bank
Site Technology
Site Technology

Type

MEP
MEP
MEP

Environment, Water Technology & Oil Sector



and others.

- Construction of chamber and line network in HFZ for STP plant
- UAQ RO Plant Civil, Electrical & Mechanical Work
- Testing, termination & splicing of FOC in oil field

Metito
Metito
ADCO

Civil
Civil/MEP
MEP

Transportation & Logistics Sector



and others.

- Structural steel for cargo handling system
- Splicing and termination in ADCO
- Emirates Transport upgrading of Fiber network
- Fiber Optic Splicing in FPSO Victoria Ship

Dubai Cargo Village
Lahood
Emirates Transport
Dry Dock

Civil
MEP
MEP
MEP

OUR CUSTOMERS

Continued...

Aerospace Sector



Description	Client	and others. Type
•Multi aircraft Docking system	Emirates Engineering	Civil
•Terminal Building structural steel works	Dubai Airport	Civil
•Baggage Trailers & Dollies	DNATA Emirates	Civil
•Laying of Fiber and communication cables for BMS services	Amiri Flight	MEP
•Fiber Optic services and installation of security cameras	Dubai Airport	MEP
•Installation of new radar system at Abu Dhabi and Al-Ain airports	Raytheon, Canada	MEP

Telecommunication Sector



44H/2011/METRO Design, Supply and Installation Work for Outside Plant Cable Network Development and Maintenance in Various Etisalat Region	Etisalat	Telecommunication
Project AUH/LA/12/2010/MEM Cable Installation and Associated works for Deploying (FTTH) in UAE - Abu Dhabi Region	Etisalat	Telecommunication
•Project 37H & 39H FTTH for Etisalat ISP & OSP @ Northern Emirates	Etisalat	Telecommunication
•40Km Duct laying and Construction of 80 chambers for DU	Du	MEP



OUR CUSTOMERS

Continued....

Bahrain Formula One Race Track installation of Track cameras and SMATV	Siemens	MEP
UTP points testing at Wafi City Mall	Alpha Data	MEP
Fiber Optics Cable splicing, testing and termination in Lebanon on active cabinet project	MOPIT	MEP
35Km Duct laying and Construction of 400 chambers at UAQ Marina for DU / Etisalat	Emar/Binladin	MEP
Truck & Spare Parts Market - Al Awir	Dubai Municipality	Civil
Umm Al Sheif Internal Roads Development	RTA	Civil
Water line Diversion At UAQ Bypass road	MPW	Civil
Water line Diversion At UAQ Al Salama	MPW	Civil
Water line Protection At Etihad road Umm Al Quwain	MPW	Civil
Water line Lowering At Khorfakan - Fujairah	MPW	Civil
Installation of Fiber Optic Cable At Al Wasit Power Plant	SEWA	MEP
Installation of vacuum Sewerage System Al Bediya Rulers Palace Sharjah	Govt. Of Sharjah	Civil / MEP



CODE OF CONDUCT

METRO's eight ethical Core Values represent the cornerstone of our Code of Conduct and to ensure quality projects, products and excellent customer service.

Honesty

- Be truthful, accurate and straightforward.
- Be candid and non-deceptive in communication and conduct.

Integrity

- Maintain consistency between your beliefs and your behavior - walk your talk!
- Have the courage to contend boldly for that which is right and reject firmly that which is wrong.

Fairness

- Endeavor to be reasonable, open-minded, impartial, even-handed, and non-discriminatory.
- Genuinely partner and actively collaborate within and outside the Company.
- Maintain, without deviation, an attitude of sincerity, tolerance, and consideration.

Accountability

- Accept responsibility for your own actions or inactions and for those whom you supervise.
- Take prompt, constructive steps to correct mistakes or defects.
- Promote teamwork by holding each other accountable.

Consideration of Others

- Respect the dignity, rights, safety, and personal property of others.
- Be open to the ideas and opinions of others.
- Exercise patience and remain positive under all circumstances.
- Assure that those whom you supervise are not put in compromising situations.

Pursuit of Excellence

- Consistently apply diligence, perseverance, attention to detail, and good work habits.
- Build capabilities through continuous learning, coaching, mentoring and teaching.
- Never accept complacency or indifference.
- Remain flexible and open to possibilities.

Reliability

- Only make realistic commitments and follow-through on the commitments you make.
- Be prompt and responsive in business dealings within and outside the company.

Citizenship

- Comply with all governmental laws, rules and regulations.
- Show consideration for the safety and welfare of everyone, including our natural environment.
- Cultivate an organization that actively encourages us to make a difference in our communities.



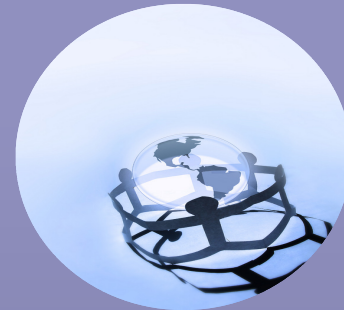
CORE VALUES

METRO subscribes to two core values as mandated by the Board - Customer Values and Employee Values.



Customer Values

- Customer service is our highest priority.
- Customer satisfaction is guaranteed.
- We develop a long term partnership.
- We keep our customers informed.
- Delay of scheduled services is promptly reported.
- We rescheduled work at a mutually agreeable date and time.
- We will provide orientation & training to all of our customers regarding our organization and service.



Employee Values

- We are an equal opportunity employer.
- We support a high quality of work life that leads to on-going personal and professional satisfaction.
- We commit to train all employees to develop competency, confidence and character, which will promote ownership & pride of workmanship.
- We will empower employees to implement ideas for improving service delivery.
- Market-competitive pay and benefits are a top priority at **METRO**, and we constantly monitor the marketplace to ensure that our professionals' compensation is competitive.





QUALITY MANAGEMENT SYSTEM (QMS)

METRO is one of the leading construction companies in the fields of civil, electrical and mechanical engineering and operational maintenance. As mandated by our Board, it is our company policy to supply customer products and services, which have been quality assured in accordance with agreed specifications.

Customer Satisfaction

➤ It is our policy to achieve customer satisfaction by total commitment to QMS. This includes establishing quality objectives in line with quality policy and to review them on continual basis.

Continual Improvement

➤ It is our policy to demonstrate continual improvement in our products and services to satisfy needs and expectations of our customers.

Endorsed by Senior Management

➤ The policies laid down in this manual, construct, install and commission of services and are fully endorsed by the General Manager and backed up by Quality Assurance procedure manuals.

Mandatory

➤ The policies within this document and procedures contained in Quality Assurance procedure manuals are mandatory to all employees.

Feedback & Control

➤ Senior Management review of quality systems will be held on a regular basis in line with the documented procedure with a view to improving system and reducing the possibility of non-conformance.



HEALTH, SAFETY & ENVIRONMENTAL (HSE) POLICY

METRO believes that the prevention of accidents is both our moral obligation and good business. Senior Management takes full responsibility for ensuring the implementation of HSE policy throughout the organization.

HSE is a value

- We recognize that the protection of our employees, property, the public and the environment are essential to the efficient and successful completion of every construction project we undertake.
- HSE is more than a priority at **METRO**, here HSE is a value.

Internal HSE Program

- Our program includes formal safety training, inspections, audits and a formalized system of reporting.
- We recognize that accident prevention is shared at every level of our organization, from the President to all the way through to our craft work force.
- We train our Managers, supervisors and employees to identify and correct unsafe conditions and more importantly unsafe work practices.

Implementation of HSE

- The Senior Management and Project Manager will appoint competent persons to assist in the implementation of this policy, particularly where expertise is required.
- Our employees are a key resource within our organization and are expected, through application of our HSE policy, to play an important role in ensuring safe places and systems of work, whilst achieving continuous improvement.
- Effective implementation of HSE policy will contribute to improved business performance by application of both preventative and reactive measures.

HSE Targets

- We recognize that accidents should be unusual events and that most of them are preventable. Our goal continues to be ZERO ACCIDENTS.

Delivering the goods.

Claiming new opportunities.

Honoring our people.





PROJECT QUALITY PLAN (PQP)

METRO's Project Quality Plan (PQP) relates to all quality matters associated with the works for the Client. It shall be implemented to ensure that the project requirements for Quality are being appropriately planned and addressed, & to demonstrate how these requirements for quality will be met.

PQP is consistent with and supplemental to the requirements of the Employer's QAQC. It is designed to provide a mechanism to tie those generic documents to the specific requirements of the project.

The Quality System comply with the contract procedure and the requirements of the Project with the baseline of ISO 9001-2000.

Purpose

➤PQP describes by proposed Quality Management System as applicable to the project titled. PQP covers the production of all quality related documents requested by the Customer.

➤PQP is designed to accomplish and demonstrate achievements and compliance with all contractual - material, equipment and service quality, performance & workmanship requirement specified by the contract.

Scope of Work

➤The contents of this Project Quality Plan will apply to all activities within the Contractors () scope of works for the captioned project.

Definitions & References

➤Unless specified otherwise in the CONTRACT, all the quality terms or definitions in this plan shall have the meanings described in ISO 9001:2000, and standard QAQC documentation:

- Client - Name of the Client
- Consultant - Name of the Consultant
- Main Contractor - **METRO**
- Operation Manager - O.M.
- Material Engineer - M.E.
- Project Engineer - P.E.
- QAQC Engineer - Q.E.
- Quantity Surveyor - Q.S.
- Project Surveyor - P.S.
- Document Controller - D.C.



PROJECT QUALITY PLAN (PQP)

Continued...

Project Quality Commitment

- The quality Policies and objectives for this project shall be as follows:
 - It is the policy of **METRO** to provide services and goods, which meet agreed contractual specification and quality standards defined by the Employer (via its representative).
 - To this end, every operating unit is required: to maintain staff able to interpret, clarify and conform to the Employer's requirements,
 - To ensure, by proper selection and examination, the goods supplied and/or incorporated are suitable and safe to operate,
 - To make sure that goods and systems are installed in a satisfactory manner,
 - To commission completed systems so that their operation and maintenance can be facilitated.
- Further, those operating units maintaining QAQC systems in compliance with ISO 9001: 2000 or comparable specified QAQC standards, it is further required:
 - To observe the company Quality Assurance Manual and Procedures (and/or any plan agreed and specific to the project).
 - To plan, control and document in a systematic manner those procedures necessary to provide the specified level of Quality Assurance.
 - To maintain such records as well as substantiate the Quality Assurance applied through each project undertaken.
 - To provide evidence of quality by demonstration and certification where required.
- In addition, those operating units undertaking any design responsibility, it is required:
 - To convey appropriate system design parameters to those responsible for purchasing, installing, commissioning and maintaining the equipment or systems concerned.
 - In endorsement of the above, the Management have been given the authority to promote and support the QAQC function at all levels within their areas of operation, ultimate QAQC responsibility being with General Manager of the Client.



PROJECT QUALITY PLAN (PQP)

Continued...

Project Quality Management System (QMS)

➤The Project quality system is well defined in the Contract Procedure Manuals adhering to the requirements of ISO 9001:2000 Quality Management Systems. The Inspection and Test Plan shall be as per standards.

Source Documents & Precedence Level

➤The following graphically illustrates the inter-relationships and the precedence levels of various quality related documents to be implemented on the Project.

- 1) THE CONTRACT
- 2) THE ISO 9001:2000
- 3) PROJECT QUALITY PLAN
- 4) INSPECTION TEST PLAN
- 5) INSPECTION REQUEST

Control of Documents & Records

➤Documents required by QMS are controlled. Documented procedure for document control is established.

➤Records are to be maintained as a minimum to provide evidence of conformance to requirements and effective operation of the quality management system.

➤A documented procedure is established for identification, storage, protection, retrieval, retention period and disposition of records.



PROJECT QUALITY PLAN (PQP)

Continued...

Management Responsibilities

- Our senior management is totally committed for development and implementation of quality management system. The evidence of senior management's commitment is shown through establishment of quality policy, quality objectives, ensuring availability of resources and conducting management review meetings.
- Our senior management ensures customer satisfaction through effective implementation of quality management systems. The focus is on prevention rather than cure.
- Company wide quality objectives are established which are consistent with the quality policy of our company. The quality objectives are also established at department levels which are in line with our corporate quality policies.
- The integrity of quality management system is compared and maintained with requirements of International standard when changes to the quality management system are planned and implemented.
- The responsibilities and authorities of all persons whose work affect quality are well defined in terms of job description. This helps in clear -cut understanding and smooth flow of work.
- Appropriate communication process takes place within the organization through various channels such as meetings at various levels, inter departmental correspondence, various circulars from top management, Internal audit reports and progress on quality objectives through management reviews.
- Our senior management has appointed their Management representatives in different regions separately such as for Dubai region, Umm Al Quwain region and Abu Dhabi region to ensure that procedures needed for quality management systems are established, implemented & maintained. Management representative appraises top management regarding effectiveness of quality management system.



PROJECT QUALITY PLAN (PQP)

Continued...

➤ Major responsibilities/functions for implementation of Project QMS

- Each Project Manager and Engineer is responsible for the implementation of the Project QMS, as it applies to their functions.
- Following are brief descriptions of major functions and responsibilities associated with the project activities to which the Project QMS will apply:
 - Project Management
 - Responsible for the establishment and effective implementation of the Project Quality system.
 - Overall project strategy, direction and performance.
 - Overall co-ordination and liaison with the Employer and his representatives.
 - Delegation of Authority, but not overall responsibility for the Project Quality System to the Project Functional Managers, as appropriate to their particular functions.
 - Implementation of remedial and /or corrective actions on matters affecting quality and project.
 - Project Engineering
 - Preparation and implementation of project procedures related to Engineering activities.
 - Performance of front end and detailed engineering. Ensuring compliance with Employer's requirements relating to design life, duty, performance, safety, maintenance and servicing.
 - Preparing and verifying, by checking, interdisciplinary reviews and/ or technical reviews, as appropriate so all issues of design deliverables.
 - Interfacing with Procurement on all Engineering matters relating to purchasing, e.g. material requisitions, vendor document reviews and carrying out technical bid evaluations including clarification meetings with bidders, as appropriate, and making recommendations based on technical acceptability of bids.



PROJECT QUALITY PLAN (PQP)

Continued...

➤ Major responsibilities/functions for implementation of Project QMS

➤ Project Procurement

- Preparation and implementation of Project Procedures for procurement.
- Interfacing with engineering on all matters relating to the engineering input to involvement in purchasing.
- Performance of pre-qualifications for selected equipment and/or services and establishing a bidder's list.
- Preparation and issue of enquiry packages, comprising the technical requirements, bidding commercial & contractual instructions, terms & conditions and other requirements.
- Responding to bidder's enquiries during the bid period.
- Performance of commercial bid evaluations, including clarification meetings with bidders, as appropriate.
- Making award recommendations based on technical and commercial bid evaluations.
- Preparation and issue of purchase orders and subcontract agreements.
- Administration of purchase orders after award including quality surveillance, expediting, shipping, insurances and logistics.



PROJECT QUALITY PLAN (PQP)

Continued...

➤ Major responsibilities/functions for implementation of Project QMS

- Project Installation / Testing / Pre- Commissioning/Commissioning
 - Preparation and implementation of project procedures related to installation / testing / pre-commissioning/commissioning and quality control activities.
 - Execution of installation / testing / pre-commissioning/commissioning / handing over activities.
 - Management and administration of installation / testing / pre-commissioning / commissioning subcontracts.
 - Field supervision of installation / testing / pre-commissioning / commissioning work.
 - Establishment and execution of job site materials management.
 - Management of the vendor's representative's activities at the jobsite.
 - Establishment and implementation of quality control activities.
 - Establishment and execution of jobsite Health, Safety & Environmental (HSE) programs.
 - Performance of field procurement activities.
 - Tracking of installation / testing / pre-commissioning / commissioning progress.
 - Handover of project/documentation to Engineer.
 - Management of installation / testing / pre-commissioning / commissioning interfaces.
 - Execution of field design change control & Co ordination with Employer's representatives.



PROJECT QUALITY PLAN (PQP)

Continued...

➤ Major responsibilities/functions for implementation of Project QMS

➤ QAQC

- Ensuring, as the Management Representative (as defined in ISO 9001:2000), that the requirements of the project quality system are established, implemented and maintained.
- Preparing and revising, as necessary, the Project Quality Plan and quality assurance related Project Procedures.
- Carrying out internal and external quality audits.
- Liaising with Project Manager and Project Team on quality related matters.
- Participating in the selection of Quality system requirements for vendors.
- Establishing the Quality system requirements for Subcontractors.
- Appraisal audits, where required, of Vendor's and subcontractor's quality systems.
- Liaising with the Engineer on quality matters.

➤ Management Review

- Senior management reviews organizations quality management system at planned intervals (once in six months) to ensure its continuing suitability, adequacy and effectiveness. The input for such review includes, internal audit results, customer feedback, status of corrective and preventive actions, follow up actions from previous management review meetings and recommendations for improvements.

➤ Resource Management

- The top management ensures the provision of resources required for the successful execution of the project are provided within time. It also ensures to enhance customer satisfaction by meeting customer requirements.

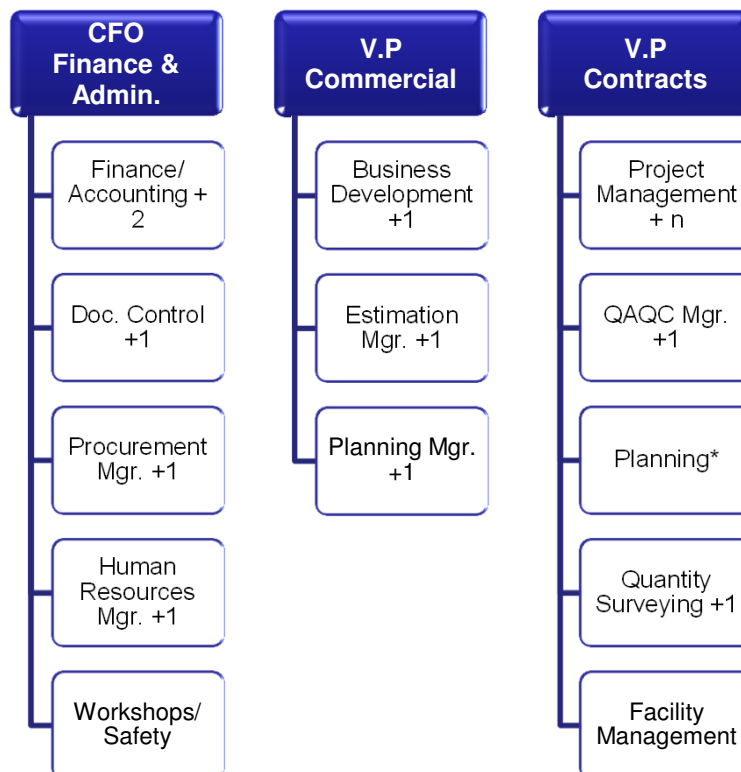


PROJECT QUALITY PLAN (PQP)

Continued...

➤ Human Resources & Project Organizational Chart

- Only competent personnel with sufficient experience will be utilized on the project site.
- The Human resource department also provide necessary training in coordination with QAQC department when new personnel join the company as a part of an induction program.
- The Project Manager with the lead QAQC engineer and Safety officer will ensure that all the quality and safety requirements are explained and all safety measures are in place to ensure the safety of employees.
- Training needs on site will be identified by the Project Manager / Lead QA/QC Engineer / Safety officer and in house or external training shall be organized as and when the situation warrants.
- The Project Organization Charts included in the Plan are for information only, updated organization chart shall be issued periodically by the Project Manager, as and when the situation warrants.





PROJECT QUALITY PLAN (PQP)

Continued....

➤ Infrastructure & Work Environment

- Our senior management ensure that adequate infrastructure facilities are provided to achieve conformance to quality management system requirements. This infrastructure includes buildings, workspace, associated utilities and support services, process equipment, transport and means of communication.
- The project management ensures healthy work environment and practices to achieve conformity to the quality management system and as per the Employer requirements.

➤ Product Realization

➤ Planning for Product Realization

- The project will be executed strictly in accordance with the approved contract documents.
- The planning of product realization meets Employer specified requirements. The planning provides resources specific to the projects.
- It will be ensured that all the materials and subcontractors used at site will be approved.
- The whole process of project construction operations are as follows:
 - The contract review is done at the Tender stage and after the Award of Contract.
 - All the design calculations and shop drawings will be submitted for the approval of Engineer.
 - All the materials used at site and sub contractors will be approved by the Engineer. Material inspection, routine site inspection, testing, pre commissioning, commissioning and handing over.
 - Handing over of the contract documents.
 - The above mentioned activities are covered by the Company Procedures and the project specific procedures. Records will be maintained to demonstrate compliance and will be verified during the internal audit.



PROJECT QUALITY PLAN (PQP)

Continued...

➤ Product Realization

➤ Customer Related Process

- We shall review the contractual requirements during the Tender stage and on Award of Contract. Any clarifications on drawings, scope of works, contractual requirements will be addressed by means of Request for Information.
- The Variation Procedure will be agreed with the Engineer and all the information will be properly documented and processed.
- The Project Manager is responsible for maintaining the records of all variations and communicating the same to respective departments.
- The post-award contract review is done at head office and attended by concerned people including the operations manager.

➤ Design Engineering & Development

- Design calculations and Engineering drawings detailing elements of construction related to Architectural, Civil and MEP works will be submitted to the Engineer for approval based on contract terms.
- Any comments from the Engineer will be addressed and if requires the drawings will be resubmitted for approval.
- All the documents and records will be as per the document control system.
- A schedule of Engineering drawings with planned submission dates will be submitted separately to the Engineer for approval.

➤ Purchasing

- Procurement Department in liaison with the Engineering team evaluate and select suppliers and subcontractors based on their ability to supply products in accordance with the Project requirements.
- Material approval will be taken from the Engineer before any delivery of material to site.



PROJECT QUALITY PLAN (PQP)

Continued...

➤ Product Realization

➤ Purchasing

- Supplier performance is evaluated by the Procurement Department in align with site Project Manager at head office and records of such evaluations will be maintained for improvement.
- All the records like purchase orders, delivery notes, store received vouchers, store issue vouchers etc. will be available with the site stores representative for traceability.
- The status of material availability and delivery will be monitored and updated in progress reports.

➤ Production & Service Provision

- The work at the project site is carried out by the Project Manager and his team under controlled conditions such as availability of information in the form of drawings, method statements, inspection & test plans, standards & specifications, the use of suitable equipment and monitoring & measuring devices.
- The progress of work will be monitored on a daily and weekly basis with progress reporting done as per the Contract.
- Program will be modified as agreed with Engineer to avoid any time slippage during the execution of project.
- During processes where deficiencies become apparent after the product is in use or service has been commissioned, shall be validated. e.g., the welding process at site is identified as special process. If required by the client the welding procedure will be submitted for approval along with validated welder qualification certificates.
- Incoming material received at stores will be identified and product status shall be identified.
- In site stores the material is stored in different racks or in compartments to prevent mixing or misuse.



PROJECT QUALITY PLAN (PQP)

Continued...

➤ Product Realization

➤ Production & Service Provision

- The instrument calibration reports show the instrument used at site is traceable to National or International Standards. Calibration frequency of all instruments will be minimum one year.
- Any Employer property issued to site will be identified, verified and protected for use or incorporation into the works. If any Employer supplied product is lost, damaged or otherwise found to be unsuitable for use it shall be reported to the Employer and records shall be maintained.
- During all phases of project execution, conformity of the product will be preserved.

➤ Identification & Traceability

- Wherever appropriate, products at site are identified and product status is shown. In site stores, material is stored in different racks or in compartments so as to prevent mixing or misuse.
- Where traceability is requirement, we shall control and record the unique identification of the product. Instrument calibration reports shows the instruments being used are traceable to national / international standards.

➤ Control Monitoring & measurement devices

- Instruments requiring calibration are issued to site only after they are duly calibrated. The records of calibration will be maintained at site.
- All instruments have calibration status indicated on them. The instruments are safeguarded from damage or misuse by which it becomes invalid to use.



PROJECT QUALITY PLAN (PQP)

Continued...

➤ Measurement Analysis & Improvement

➤ General

- The various means such as internal quality audits, Employer feedback or complaints, in process inspection are used to demonstrate product conformity, quality management system conformity and effectiveness.

➤ Monitoring & Measurement

➤ Customer Satisfaction:

- Customer feed back in terms of approval or complaints is monitored. In order to monitor customer satisfaction level on a proactive basis, "a Customer satisfaction survey" form is circulated and the customer feed back is then analyzed and discussed during management review meetings and corrective and preventive actions are initiated.

➤ Project Quality:

- The Quality Assurance manager shall prepare, issue and maintain a project audit schedule covering both internal (all aspects of the CONTRACT work) and external (Vendors and Subcontractors) audits of quality systems.
- The audits shall be performed by or under the direction of the Quality Assurance Manager at various stages, throughout the duration of the project.
- The Audits shall cover project interfaces, project controls, design verification activities, Vendor and Subcontractor selection, material requisition generation, construction activities including quality control and pre-commissioning/commissioning.
- The Audit Schedule shall recognize initiation of new work activities, to ensure that the Project Quality System is being implemented effectively. This will act towards preventing problems arising at a later stage, which might have an adverse effect on project completion.



PROJECT QUALITY PLAN (PQP)

Continued...

➤ Measurement Analysis & Improvement

➤ Monitoring & Measurement

➤ Project Processes:

- The effectiveness of the quality management system is monitored through internal audit findings and also through the problems faced during implementation process. Corrective Actions are to be taken accordingly.

➤ Project Products:

- The Inspection and Testing activities are conducted in accordance with the Inspection and Test Plans (ITP's) as listed.
- Necessary coordination will be done with the Engineer. " Request for Inspection", which is a written request will be submitted for those HOLD + WITNESS points mentioned in the ITP's in advance as required by the contract.
- To avoid an impact on the program the inspection and work activities will not be stopped even if the Engineer fails to attend an inspection for any reason without written notification.
- All the materials received at site will be subjected to receiving checks on site by the QC Engineer, Site Engineer or Store keeper to ensure these are in accordance with the approved submittals.
- Final testing and commissioning will be carried out in accordance with the approved procedures.



PROJECT QUALITY PLAN (PQP)

Continued...

➤ **Measurement Analysis & Improvement**

➤ **Monitoring & Measurement**

➤ **Control of Non Conforming Products:**

➤ On receipt of a non conformance the Project Manager and respective Site Engineer and/ or QC Engineer will review and discuss with the Engineer and agree on the corrective and preventive actions to be taken.

➤ The Non Conforming Products are dealt with in one or more of following ways.

➤ Use as it is after receiving the necessary deviation approval from the Engineer.

➤ Rework and re inspect to eliminate non conformance.

➤ Reject and remove from the site.

➤ Records of non conformities and subsequent actions taken including concessions are maintained at the site office.

➤ All the NCR's are logged in the Non Conformance log.

➤ **Data Analysis:**

➤ **Weekly Quality Report (WQR, Internal):**

➤ WQR shall be prepared by the site QAQC Site Manager in coordination with the Document Controller.

➤ WQR shall be submitted every Saturday to the Project Manager and head office

PROJECT QUALITY PLAN (PQP)

Continued....

➤ Measurement Analysis & Improvement

➤ Monitoring & Measurement

➤ Monthly Quality Report (MQR) to the Client:

- MQR will be submitted with the same contents as in the weekly report. The report will be submitted as a part of the contractor's monthly report.
- Project handing over documents for all the relevant QC records certifying the conformance of works to the project requirements will be prepared by lead QAQC Engineer in mutual consultation with Site Engineers on site.
- Progress reporting will be done daily, weekly and monthly in accordance with the contract. Any corrective actions to avoid slippages will be taken as agreed in the progress meetings.
- Project HSE plan will be followed to cover all aspects of HSE control on site. All reporting shall be done in accordance with the HSE procedures.

➤ Continual Improvement

- We will strive to continually improve the effectiveness of their quality management system through the use of audit results, analysis of data, management review decisions , corrective and preventive actions.



PROJECT QUALITY PLAN (PQP)

Continued...

➤ **Measurement Analysis & Improvement**

➤ **Corrective & Preventive Actions**

- The QAQC Site Manager will ensure all agreed Corrective Actions have been completed and related Non Conformances are closed.
- The Project Manager and Site Engineers are responsible for initiating suitable preventive action to ensure non conformances are not repeated.
- Preventive actions like project documentation, method statements and job hazard analysis together with the control measures required are already documented. Compliance with these will ensure that potential non conformities and accidents are prevented.
- All Corrective and Preventive Actions will be reviewed during the Management review of the project quality system.



OVERALL METHOD STATEMENT

Introduction

- The purpose of this document is to give an overview to the Client of our approach in undertaking this contract to a satisfactory conclusion, and assisting the Client in achieving their overall project goals.

Staffing

- This is a highly prestigious and important contract for . As such, a separate team will be assembled and will be enhanced, solely for undertaking of the project works.
- Project Management staff comprising of Project Manager and engineers, fully experienced in working accordance to International Standards and Specifications. In addition other staff such as site Engineers and Supervisors with sufficient technical background in construction, installation and commissioning of all systems and services.
- The detailing and design related functions i.e. drawing, procurement & project management will be operated through site & main office.
- During the installation phase smaller site set-ups will be provided at each work location.
- In subsequent sections of this document key personnel and responsibilities are identified and properly delegated.

Safety - Project Manager (Key Personnel)

- Safe installation of the Permanent Works:
 - A contract specific Health, Safety and Environmental (HSE) Plan will be developed based on safety documentation.
 - All installation works will be conducted in accordance with the approved HSE Plan while specific task to be undertaken will be further supported by approved specific method statements complying with safety requirements.
 - This will be implemented through HSE Officers handling different sub-projects (locations) and reporting to the project manager in line with QA/QC requirements.
 - Keeping in mind there is an open channel for direct reporting to HSE Manager and General Manager for any items of concern.



OVERALL METHOD STATEMENT

Continued...

Safety - Project Manager (Key Personnel)

- Safe operation of the Permanent Works:
 - Proper risk analysis will be undertaken during design phase providing a “safe” design that can be undertaken by:
 - Considering the hazards and risk, which may arise to those constructing and maintaining the services, during detailed design stage.
 - Ensuring adequate information on HSE aspects are included in the design.
 - Benefiting of any information that can be extended to be included in Operation and Maintenance Manuals later.
 - Proper cooperation with all other designers for elimination of human suffering arising from on the job injuries and achieving financial gains.

Quality - QAQC Engineer (Key Personnel)

- A contract specific Quality Plan will be developed utilizing our master quality assurance procedures, modified where appropriate.
- The approved Quality Plan will be the controlling document for all activities to be undertaken on the project.
- Regular auditing of the plan will be carried out to an agreed schedule in order to ensure compliance with the approved procedures.
- The document will be “live” and updated as sections are developed.
- Quality Control Inspectors will be assigned for each sub-project ensuring quick and accurate records. They will be reporting to QA/QC Engineer.
- Any further detailed Quality Aspects can be covered through our main office team.



OVERALL METHOD STATEMENT

Continued....

Program & Progress - Planning Engineer (Key Personnel)

- The following program will be provided initially by :
 - “Preliminary Installation Program”, The program, when approved, will be monitored and the network updated in order to give the current status of the contract.
 - The program status will be submitted in the 4 weekly reports in a mutually acceptable format.
 - Our planning team will coordinate with other project planners for achieving accurate up-to-date information.
 - Any further detailed planning assistant will be provided through our main office team.

Shop Drawing - Project Engineer (Key Personnel)

- The development team will operate out of our site establishment.
- Our development team will initially verify the design criteria and design narrative provided within the Employers Requirements and from these produce a detailed design sufficient for the procurement and construction of the works.
- During these phases it will be necessary to recognize the information needs of others so that they may progress their works in a timely manner. The development process will also recognize the procurement requirements of the project to ensure that the performance and specification requirements are clearly established in order for the products to be approved, manufactured and tested to meet the needs of the contract.
- Drawing submittals shall be made in accordance with the requirements of specification. Drawings will be produced utilizing AutoCAD. The formal approval from approving authorities is gained and installation works will be commenced.
- Finally, Builder’s Works/Civil Works Associated to MEP Works such as equipment foundations, wall/slab openings and concealed items shall be prepared in coordination with Civil work assuring timeliness, clearness and on site presence to prevent any program delays or after installation amendments.



OVERALL METHOD STATEMENT

Continued...

Procurement - Material Engineer (Key Personnel)

➤ The procurement function will be carried out in accordance with the requirements of our Quality Plan/Construction Program.

- Sub-Contractors: Enquiries will be issued to sub-contractors in timely manner to meet the requirements of the program. Where appropriate 'back to back' contract arrangements will be sought. Initial responses will establish suitability based on commercial, technical compliance and safety grounds. The selected subcontractors will be forwarded to the client for approval.
- Suppliers: Formal enquiries to suppliers will be issued in accordance with the approved production program. (Although informal contacts will be established well before this date).
- Issues to be addressed prior to placing an order will include:
 - Technical compliance
 - Agree manufacturing and delivery program
 - Agree extent/timing/witnessing of testing
 - Agree degree of protection
 - Advise equipment handover/acceptance procedures
- Only when all the above have been satisfied will an order be placed, material submittals shall be prepared in the approval format and submitted for approval prior order placement of equipments, materials or contract finalization for sub-contractors.



OVERALL METHOD STATEMENT

Continued...

Installation - Project Manager (Key Personnel)

➤The installation phase of the works will be undertaken in accordance with the requirements of the Quality Plan, Method Statements and to time constraints laid down in the approved Coordinated Installations Program.

➤The organization chart will indicate structure of engineering and installation staff assuring proper & clear channels of communication, accountability and responsibility of the Project Team

Testing & Commissioning - Project Manager (Key Personnel)

➤The commissioning phase of the contract will be undertaken in accordance with the requirements of the Quality Plan and to time constraints laid down in the approved Commissioning Program.

➤The Commissioning Program will also indicate the submission of contract deliverables such as O&M manuals and record drawings.

➤As the Commissioning Program is developed, so will a more detailed method statement indicating test equipment, typical forms, test criteria, and reference documentation, particularly in recognition of this project being developed in phases.



FACILITY MANAGEMENT - SERVICE LEVEL AGREEMENT (SLA)

METRO shall sign a Service Level Agreement (SLA), a mutual agreement with the customer to provide an efficient facility management services during the contract duration & defect liability period.

Once SLA is duly signed, Senior Management ensures that the level of professional service and high standards are kept at all times.

Following teams shall look after our client's plant, property, equipment, material & services:



24X7 Online Services Team

- Available on-site.
- Reachable by phone.



Maintenance Contract Team

- Available immediately as required.
- Equipped to carry out on-site maintenance.
- Corrective & preventive maintenance.



Installation Contract Team

- Coordinate with Maintenance as and when needed.
- Provide technical support to Maintenance.



FACILITY MANAGEMENT - DIVISIONS

Continued....

METRO's facility management is made up of five separate services - HVAC, Electrical, Plumbing, Carpentry and Housekeeping. Our office repairs and replaces existing facilities. It does not include the supply of new facilities or alterations or additions of existing facilities.

Mission Statement - The Mission of Facility Management (FM) is to provide the best possible facilities to support our customer's). The FM will operate, maintain, and improve the physical assets of our customer's) in a professional and efficient manner with a focus on customer service.

Our SLA undertakes two broad types of maintenance within maintenance services.

Corrective Maintenance - involves the repair of something which has already failed or broken and is usually carried out following a maintenance request.

Preventive Maintenance - is carried out routinely by Facility Management and is intended to prevent the failure of a critical item e.g. smoke alarms, Air conditioning/heating systems and others.

FACILITY MANAGEMENT				
<p>HVAC is responsible for the maintenance and repair of all maintenance services building systems.</p>	<p>ELECTRICAL Services is responsible for the installation, maintenance and repair of customer's electrical systems, fire alarms and various electrical and electronic equipments.</p>	<p>PLUMBING Services is responsible for the maintenance and repair of plumbing systems and piping systems.</p>	<p>CARPENTRY Shop is responsible for routine and specially requested carpentry jobs and projects.</p>	<p>HOUSEKEEPING Services is responsible for maintaining a clean environment within all buildings.</p>

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FACILITY MANAGEMENT - HVAC

Continued...

Heating, Ventilation, & Air Conditioning Services include (but not limited to):

- Replace air conditioning filters
- Perform Preventive maintenance on HVAC systems and related equipment
- Control air flows, repair and replace air handlers, exhaust fans and hoods
- Insulate pipes and make insulation repairs
- Repair and maintain building HVAC systems
- Maintain compressors and vacuum pumps
- Maintain mechanical equipment
- Repair ice machines, refrigerators and special refrigeration equipment
- Perform all services provided to Auxiliary enterprises
- Exhaust fans
- Vacuum pumps
- Air compressors



FACILITY MANAGEMENT - ELECTRICAL

Continued...

Electrical include (but not limited to):

- Replacing and repairing of interior and exterior lamps and fixtures
- Repair and reset of existing smoke alarms
- Replace diffusers on light fixtures
- Replace outlets and wall switches
- Reset tripped circuit breakers
- Replace breakers
- Upgrade existing or installing new light fixtures and receptacles
- Repair electrical problems related to electric ovens, stoves, garbage disposals and other kitchen equipment
- Repair television cable lines coming into rooms
- Repair/Replace telephone Jacks
- Install/repair intrusion alarms
- UPS / surge protection assessments and equipment relocation



FACILITY MANAGEMENT - PLUMBING & CARPENTRY

Continued...

Plumbing include (but not limited to):

- Repair all interior plumbing (pipes and fixtures) integral to the building system
- Unplug drains and drain lines
- Unclog toilets and urinals
- Install new equipment to repair plumbing
- Maintain and replace plumbing systems, fixtures and water heaters
- Maintain services to plumbing appliances
- Hydraulic dock lift repairs and maintenance
- RO / DI purified water systems
- Water leaks, sewer / drain problems
- Hot water tanks

Carpentry include (but not limited to):

- Repair and install Venetian mini blinds
- Repair torn carpeting only to reduce tripping accidents
- Repair existing door stops, enclosures, hinges and holes
- Repair/replace acoustical tiles
- Hang pictures and minor wall items
- Repair molding and cove bases
- Repair interior tile services
- Repair wooden furniture
- Repair broken windows



FACILITY MANAGEMENT - HOUSEKEEPING

Continued...

Housekeeping services include (but not limited to):

- Clean restrooms and replenish supplies
- Empty trash receptacles
- Clean floors, stairwells and walls
- Clean private offices daily
- Vacuum carpets daily
- Damp mop hard surfaces daily
- Wash inside windows weekly or as needed
- Dust unobstructed areas daily
- Dust ledges and windowsills up to 6 feet from the floor weekly
- Respond to emergency clean up situations
- Floor stripping, buffing and waxing
- Emergency water leak cleanup
- Outside window cleaning
- Kitchen and bathroom detailing
- Installation of automatic air fresheners
- Quick response cleaning for important visitors



FACILITY MANAGEMENT - SAFETY & LANDSCAPING

Continued...

Safety services include (but not limited to):

- Develop safety training programs
- Perform safety and radiation audits
- Install and inspect fire extinguisher system
- Fire alarm system inspections
- Providing Security Guard to avoid unauthorized entry.
- Pest and extermination

Landscaping services include (but not limited to):

- Lawn care including mowing, edge trimming, fertilizing
- Grounds maintenance and cleaning
- Tree pruning
- Sprinkler maintenance and repairs



STRENGTH & HUMAN RESOURCE

1. Management	10
2. Engineers	8
3. Foreman	12
4. Carpenter	20
5. Masons	25
6. Plumber	4
7. Driver	8
8. Steel Fixer	15
9. Helper	50
10. Electrician	8
11. Pipe Fitter	6
12. A/C technician	4
13. Telecom / Fiber Optic Technician / Supervisor	10
<hr/>	
Total	180

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MACHINERY & EQUIPMENT

1. Portable Traffic Light with Battery	50
2. Portable Warning Light with Battery	50
3. Portable Signal Light with Battery Traffic Barrier	25
4. Welding plant	2
5. 1000 Gallon Water Tanks @ site.	2
6. Wheel Loader	4
7. Dumper Dump Truck,	2
8. 20 tonnes Lorry mounted crane	1
9. 25 Tonne capacity Mobile Crane	1
10. 3T capacity Low side truck	2
11. Mobile generator 250kVA	1
12. Mobile generator of 25kVA	1
13. Mobile concrete mixer 1m3 capacity	2
14. Bob Cat / Fork Lift	2
15. Generators	6
16. Vibrators	4
17. Compactor	6
18. Wood Cutter	4
19. Compressor	2



MACHINERY & EQUIPMENT

20. Tile Cutter	6
21. Water pump	6
22. Scaffolding	4000 sq. Mts.
23. Scaffolding (Light Weight X Frame)	1800 Sq.mts
24. Jacks	5000
25. Electrical Hand Tools	Various
26. Car 4x4	12
27. Bus	8
28. Pick Up	6
29. Fiber Splicing Machine	6
30. OTDR	4
31. Fiber Testing Equipment	4
32. Fluke Tester for UTP Cable	1
33. Splice Van	2
34. Laser Source Power Meter	1
35. Cable Drum Jacks	6
36. Duct Pulling rods	4
37. Cable Pulling Winch	1
38. Cable Trailer	2

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CERTIFICATES



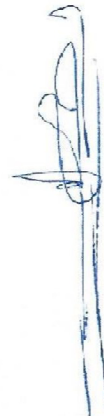
Certificate of Appreciation

This certificate is awarded to

M/s. Metro Electromechanical L. L. C.

Best Performing Service Partner

In recognition of their excellent performance under contract 44H/2011 during 2012 in Abu Dhabi Region.



Ahmed Mohamed Darwish Al Marzooqi
Senior Vice President
Fixed Access Network



Haitham Khaled Abdulrazzak
Chief Technology Officer
Etisalat UAE



Marwan Zawaydeh
Chief Technology & Information Officer
Etisalat UAE



Etisalat Fixed Access Network Development

CERTIFICATES



Certificate of Appreciation

This certificate is awarded to

M/s. Metro Electromechanical L. L. C.

Third Best Performing Service Partner

In recognition of their good performance under contract 44H/2011 during 2012 in Northern Emirates Region.



Ahmed Mohamed Darwish Al Marzooqi
Senior Vice President
Fixed Access Network



Haitham Khaled Abdullrazzak
Chief Technology Officer
Etisalat UAE



Marwan Zawaydeh
Chief Technology & Information Officer
Etisalat UAE

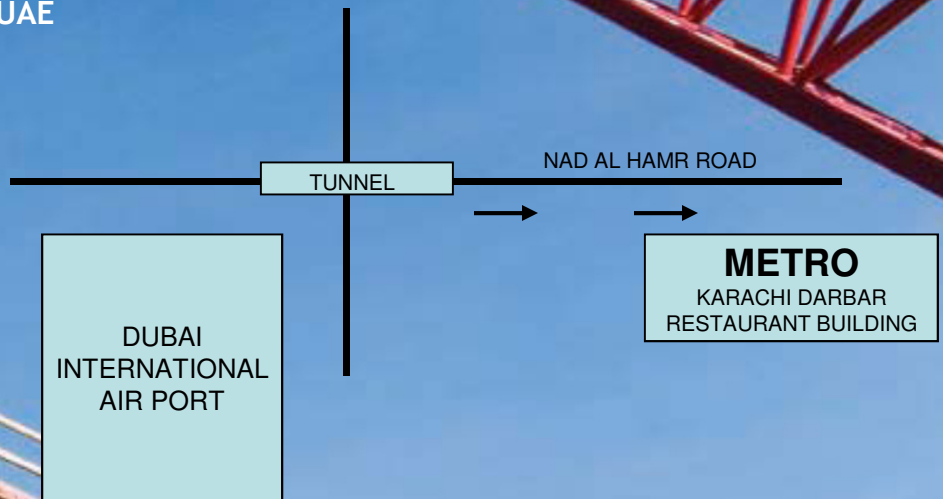


Etisalat Fixed Access Network Development

Thank you for your interest!

Direction to our Dubai office:

Suite 12
Shaan Darabar Restaurant Building
Rashidiya, Dubai, UAE



MEM GROUP OF COMPANIES



DUBAI

Tel.:+971 42862284

Fax:+971 42862588

P.O. Box: 77670

Rashidiya, Dubai, U.A.E

ABU DHABI

Tel.:+971 25557991

Fax:+971 25557992

P.O. Box: 92841

Mussafah, AUH, U.A.E