2020

PRE-QUALIFICATION

Designs and Dimensions Interior Designs LLC

Designs & Dimensions Interior Designs LLC (DDID) is a well-recognized establishment for the Interior Fit-out projects providing turnkey solutions from Design to Execution, fully backed by extensive in-house facilities with highly experienced project management team. We undertake projects including all authority approvals such as Dubai Municipality, Dubai Civil Defense, DDA, Tecom, Trakhees, and DSO etc. We have over a decade of hands on experience in constructing High-end Corporate offices & Lounges, Hotel & Hospitality projects, Retail showrooms, Shopping malls, Commercial and Industrial projects etc.

DDID is an ISO 9001:2015, 14001:2015 and OHSAS 18001:2007 certified company and has a proud division of Joinery factory in Abu Dhabi known as **Dimension Carpentry works.** We have also a sister company who undertakes similar works in Abu Dhabi named as **Unique Options Interior Designs LLC.** We have a proven track record in undertaking and successfully completing various commercial joinery projects in the Abu Dhabi, Dubai, Sharjah, Alain, Rash Al Khaimah and Fujairah.

DDID facilitates Fit-out Execution and all relevant approvals for any interior project. We are an active interior turnkey solution provider in this region with in-house facilities including large and well equipped joinery workshop and MEP Solutions. We can provide high-end finishes for any customized design. We give utmost importance to safety, quality and timely delivery of projects. We have a vibrant team with positive attitude and our approach distinguishes us from other competitors and helps us to build a long and sustainable relationship with our clients.

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CORPORATE DETAILS

CORPORATE DETAILS

Name of company	:	Designs and Dimensions Interior Designs LLC
Address	:	P. O. Box: 86319, DUBAI, United Arab Emirates
		Tel: +971 4 4342694
		Fax: +971 4 4342693
		E-Mail: info@designsdid.com
		Mobile: +971 52 925 0046
Web site	:	www.designsdid.com
Established	:	2013
Background of firm	:	Attached
Vision	:	To be a global group trusted for quality and assurance.
Mission	:	In the pursuit of excellence, our commitment is to retain quality and ethics in all spheres of our every business, to build trust through excellence in the field of organizational growth, to contribute to strengthening economic development, to be a responsive institution committed to build everlasting customer relationships, to ensure every possible prosperity to all the employees of DESIGNS & DIMENSIONS Group.

Legal Qualification

To conduct business: Trade License attached
Department of Economic Development
Chamber commerce & Industry
Dubai United Arab Emirates.

Nature of Business : Office Furniture and Interior Fit-out & related works for offices, Banks, Educational Institutions, Airports, Hospitals, Shopping complexes, Commercial Buildings, Hotels, Villas Etc.

Certifications : ISO 9001: 2015
OHSAS 18001: 2007
DUBAI MUNICIPALITY PRACTICE LICENSE

Number of Employees: Above 45.

DESIGNS & DIMENSIONS
INTERIOR DESIGNS LLC

COMPANY PROFILE

DIMENSIONS
INTERIOR DESIGNS LLC

COMPANY PROFILE OF

DESIGNS & DIMENSIONS INTERIOR Designs LLC

P. O. Box: 86319

DUBAI – U.A.E

Tel: +97144342694, Fax: +97144342693

Email: info@designsdid.com

Web: www.designsdid.com

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AN INSIGHT INTO DESIGNS & DIMENSIONS INERIOR DESIGNS LLC

The Firm possesses the entire range of facilities to take up specialized projects for Interiors connected with Financial Institutions, Banks, Offices, Educational Institutions, Airports, Hospitals, Shopping complexes, commercial buildings, Hotels and offshore facilities, etc. **DESIGNS & DIMENSIONS** has its own Joinery Factory in Abu Dhabi.

DESIGNS & DIMENSIONS INTERIOR DESIGNS have its:
Head Office: DUBAI

SERVICES PROVIDED BY OUR COMPANY

- Décor Division
- Furniture Division
- Carpentry and Joinery Division
- Electro Mechanical Division

A. DÉCOR DIVISION
Turnkey interiors designing, planning and execution of the project.

- Interior design
- Suspension ceilings
- Light fixtures
- Venetian / Vertical Blinds
- Wall covering
- PVC and Ceramic flooring
- Parquet flooring
- Electrical services
- Carpet tiles
- Ceramic tiles
- Metal ceilings
- Demountable partition

B. FURNITURE DIVISION

- Office Furniture
- Office Chairs
- Leather / Fabric sofas
- Lobby Seating
- University furniture
- Theatre seating's
- Library furniture
- Storage cabinets
- Restaurant furniture
- Filing system.
- Furniture systems

QUALITY MANUAL

THE APPROACH TO QUALITY

This manual and information within is the property of Designs & Dimensions Interior Designs LLC.

The information contained herein may not be disclosed in whole or in part, either verbally or in writing. It should not be photocopied or photograph without the written consent of a managing Director.

Holders of controlled copies will automatically receive updated issues of this manual and are responsible for the destruction of the previous issue.

This document does not form any part of any Contract and is not intended to imply any representation or warranty

CONTENTS

SECTION 1: THE COMPANY

SECTION 1: THE COMPANY

A. INTRODUCTION

The Designs & Dimensions Interiors is engaged in the interior contracting, fit-out and furnishing of Hotels, Villa ,Banks, shops and offices and a specialist themed contracting on a turnkey basis and utilize internal manufacturing facilities to supply and products.

Primarily to provide a wide range of Interior solution, Office-Furniture, the Company has followed an aggressive path through sheer dedication and commitment to Quality at all times.

This Manual details the organization and interaction of the group of companies, and is the starting
Point to the management system that describes the processes of each company within the group.

B. CONTROL OF QUALITY MANUAL

This Quality Manual has been prepared in accordance with the requirements of the International Quality standard, ISO 9001:2008.

It provides an overview of the Business System as implemented by Designs & Dimensions Interiors. This manual is supported by Business System Processes, individual Business Manuals, Forms and Project Quality Plans, it is considerably detailed and provides the working reference for accessing documentation pertaining to the Business System.

The Designs & Dimensions Interiors, Asst. Quality Manager is responsible for ensuring that the Quality Manual remains commensurate with the Policy statement and Business System.

Revisions of Quality Manual are carried out to reflect changes and improvements in the Company's operation as they occur. The Controlled copy of the Designs & Dimensions Interiors Quality Manual and procedures as well as specific business manuals and documentation is held on the Company intranet based with open access for all employees. The information contained in this manual is exclusive to Designs & Dimensions Interiors. Uncontrolled copies of this Quality Manual maybe distributed outside the Company to meet contractual requirements.

C. BUSINESS MANAGEMENT SYSTEM

The company established, documented, implemented and maintained a business management system and continually improves its effectiveness and efficiency in accordance with the requirements of the standard.

To comply with the standards requirements, the organization:

- Identifies and manages processes/activities necessary for the business management system and their application throughout the organization.
- Determines the sequence and interaction of the processes/activities.
- Determines the criteria and methods to ensure effective operational control of the processes/activities.
- Ensures availability of resources and information necessary to support the operation and monitoring of processes/activities.
- Measures, monitors, analyses the process/activities and implement actions necessary to achieve planned results and continual improvement.

Such processes are covered by the management activities (management review and internal audit), provisions of resources, product realization and measurement.

The Business System is documented in four levels.

Item	*Document*	*Description*
1	*DESIGNS & DIMENSIONS INTERIOR DESIGNS Manual*	*a. Defines the Company policy statement*
		b. Defines the key processes within the Company and identifies its inter-relationship
		c. Defines how the Company processes and procedures meet the requirements of the ISO 9001:2008 standard
2	*DESIGNS & DIMENSIONS INTERIOR DESIGNS Business System Procedures*	*a. Procedures and detail work flow of individual Department and Processes.*
		b. Supporting documentation/forms
3	*Subsidiary Business Unit Manual*	*a. Defines the particular requirements of business in addition to those of DESIGNS & DIMENSIONS Interiors.*
		b. Details changes from DESIGNS & DIMENSIONS
4	*Quality Plan*	*a. Defines how the client's requirements are met*
		b. Defines any procedural variation from DESIGNS & DIMENSIONS INTERIOR DESIGNS Business system.

D. EXCLUSIONS

This Company Management System excludes reference to validation of Processes for Production and service Provision as all outputs can be verified by subsequent monitoring or measurement.

E. POLICY STATEMENT

The Designs & Dimensions Interiors specialize in the interior solution, fit-out and furnishing of Hotel, Villas, Schools, Shops Retail, Offices and apartments and specialist themed for office furniture, Office banking equipment, storage and material handling flooring and ceiling and utilize internal manufacturing facilities to supply material and products.

- Excellence is achieved by producing a First Class product for our Clients and stakeholders, understanding their need and expectations, and satisfying any statutory, regulatory and other requirements in the pursuit of Customer satisfaction.

- In order to achieve this, it is the policy of Designs & Dimensions Interiors to establish and maintain an efficient management system which is under periodic review.

- The company shall ensure appropriately trained and competent staff is employed throughout the group, and that all physical requirements are met to achieve this policy.

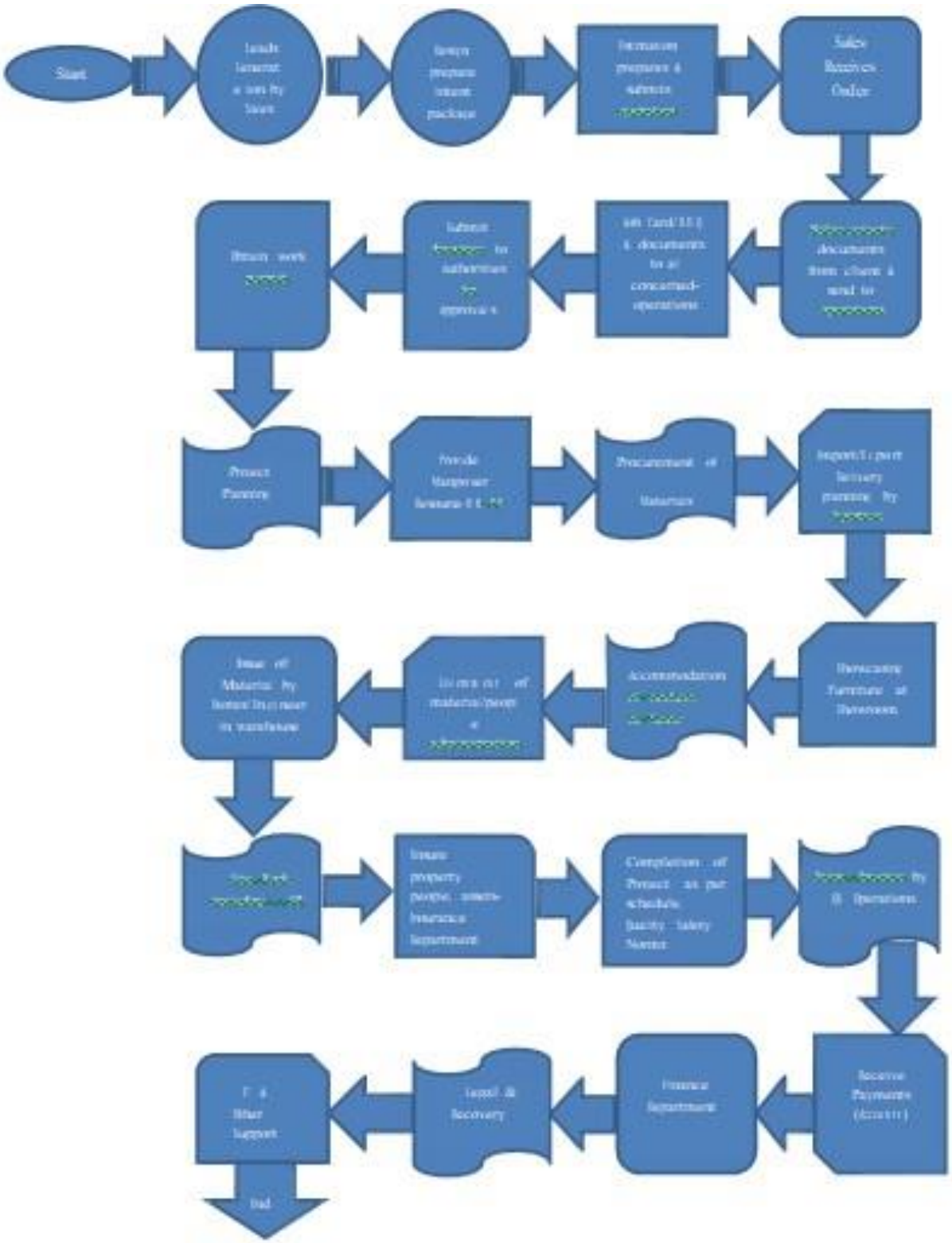
- The company continuously seeks improvement by setting objectives in the form of balanced scorecards which are periodically reviewed by the management to determine their effectiveness.

- The Company develops relationship with its supplier in order to deliver excellence.

- The Company has a comprehensive HR procedure to ensure the selection of personnel and continual training programs to ensure their effectiveness.

- The Company communicates this policy and management system to its staff and encourages feedback to continually improve the system.

F. BUSINESS CYCLE FLOW



SECTION 2: THE MANAGEMENT SYSTEM

A. THE MANAGEMENT SYSTEM & PROCEDURES

We have prepared and implemented a quality system which ensures the efficient operation of all the functions of the company. t is fully controlled documented system which allows the user to identify the organizational structure, responsibilities, procedures and resources used within the company . All employees are encouraged to adhere to the procedures and processes defined in order that our commitment to quality will be reflected in the results we achieved.

B. MANAGEMENT AUDIT

An internal audit procedure is in place to ensure that the planned arrangements of the Quality Management System are being implemented effectively and that results achieved meet the Quality requirements and to assess the need for modification to the Quality Management System and Company procedures.

C. TRAINING RECRUITMENT AND WELFARE

In order to ensure that there are adequate skilled employees for the various departments of the Company and in order to fulfill commitments to the clients, our procedures define our selection and training objectives. Membership of the Construction Industry Training Board gives us the selection and training back-up to the standard requires by our Industry and our clients. Our Health and Safety Policy and Safety Environment guidance ensures that we are fully aware of our obligations and vigilant in our pursuit of a safe environment for our
Employees, customers and the general public.

SECTION 3: QUALITY CONTROL

A. AWARENESS OF REQUIREMENTS

Our Management, the procedures within our Quality System and our documented references, ensure that we are aware of our Client's requirements and that these requirements are properly recorded within the works instructions and adhere to.

B. DOCUMENT CODING AND CONTROL

Mistakes can be made through the use of inaccurate, out of date or misinterpreted information. We had code referenced all documents and forms within our procedures to ensure that these errors are minimized or eliminated.

C. QUALITY PLANNING

Quality Plans for each contract are assembled in file form giving copies of details, program, pricing, specification and drawings, plus any other specific information. These quality plans are copied to each department and a main office reference copy is kept as a master file.

D. TENDER AND CONTRACT REVIEW

The Senior Management reviews each tender before submission to ensure that the Company can meet the requirements. Pre-contract meetings are held prior to commencement to review the requirements and regular review meetings are held within the contract period combining the Client's representative and sub-contractors are required.

E. PURCHASING AND SUPPLIER SELECTION

The nature of our business requires a large variety of supplies and sub-contractors. Without controls our performance could be limited by the quality of these external elements, so we have established a supplier selection procedure to check the services and materials purchased by the company are obtained from reliable sources.

F. CONTROL OF MANUFACTURER, INSPECTION AND TESTING

Management procedures, skilled personnel, accurate equipment and knowledge of the Requirements are our keys to the control and monitoring of our finished works.

G. CALIBRATION CONTROL

Regular maintenance, checking and replacement of equipment and machinery allow us to Control the dimensions and grading of components and products.

H. PRODUCT INSPECTION, IDENTIFICATION AND TRACEABILITY

Coupled with our supplier selection procedures and goods movements controls, our trained management and operatives with our marking system, allows us to record source and destination of materials in the event of recall . All products are inspected on receipt, during delivery of materials and on completion.

I. NON-CONFORMANCE AND CORRECTIVE ACTION

A system is in place where materials or procedures which do not meet the required Standards are recorded and reported for corrective action by the quality department.

J. MATERIALS MOVEMENT, HANDLING AND STORAGE

Materials delivered to sites or our premises are inspected on receipt and documented as accepted or marked and separated if rejected. Storage in suitable conditions is pre- arranged for the correct place and safe area.

K. FINAL INSPECTION AND HANDOVER

Finished products are inspected and signed off by Works Management prior to dispatch and closed out, and Site Final inspection is arranged jointly with the Client's representative to ensure the requirements of the contract have been achieved. Any corrective action required is recorded and monitored.

L. QUALITY RECORDS

Records of sources, materials, contractors and correspondence are kept in a master file for as long as required under the contract. Health and Safety file is produced as required under the CD Regulations and submitted to the client for retention.

M. CONCLUSION

Our Policy is to obtain complete customer satisfaction .We believe that our Quality Management System enables us to achieve this. We are not, however, complacent, and we are continually reviewing our procedures to maintain our high standards.

DESIGNS & DIMENSIONS
INTERIOR DESIGNS LLC

N. ISO ROAD MAP

5.1	Management Commitment	Quality Policy Quality Objective BSP 30
5.2	Customer Focus	Quality Policy
5.3	Quality Policy	Policy Statement
5.4	Planning	
5.4.2	Quality Management System Planning	BSP 160 Planning process
5.5	Responsibility, Authority and Communication	
5.5.1	Responsibility and Authority	Policy Statement
5.5.3	Internal Communication	Policy Statement
8.0	Measurement, analysis and improvement	
8.1	General	Management review
8.2	Monitoring & measurement	BSP 090
8.2.1	Customer satisfaction	Quality Policy
8.2.2	Internal Audit	BSP 080
8.2.3	Monitoring and measurement of process	BSP 140
8.3	Control of nonconforming product	BSP 100
8.4	Analysis of data	BSP 090
8.5	Improvement	BSP 090
8.5.1	Continual improvement	BSP 090
8.5.2	Corrective action	BSP 090
8.5.3	Preventive action	BSP 090

DESIGNS & DIMENSIONS

PROJECT QUALITY PLAN

CONTENT

APPENDICES

'This document is the property of DESIGNS & DIMENSIONS Interiors. It is forbidden to produce its content in any form, except for the intended purpose."

PROJECT QUALITY PLAN

CONTROLLED COPY HOLDERS

The Controlled Copy of the Project Quality Plan will be issued to the following:

S NO	NAME	DESIGNATION	SIGNATURE	DATE RECEIVED
1				
2				
3				
4				
5				
6				
7				

DESIGNS & DIMENSIONS
INTERIOR DESIGNS LLC

Note:
The concerned Department manager will brief their staff on the relevant item of the Project Quality Plan.

AMENTMENT SHEET

DATE	ITEM	SUBJECT OF THE AMENTMENT

SCOPE OF WORKS:

The scope of work shall comprise of design, supply, manufacture, delivery, installation, completion and maintenance of the building architectural interior finishes consisting of but not limited to the following:

1) Painting Works
2) Gypsum Works
3) Glass Partitions
4) Carpets
5) Wood Works
6) Tile and Marble Finishes
7) Wall paper
8) Sanitary Wares
9) Block Works
10) Demolition Works.

INTRODUCTION TO THE ISO 9001: 2008 STANDARD

The Project shall comply to the ISO 9001:2008 International Quality Management System standard.

Key features of the ISO 9001:2008 International Standard are as follows:

- Customer focused organization
- Greater focus on Management commitment and involvement
- Quality of Leadership
- Process oriented approach
- Focus on continual improvement
- More involvement of staff at all levels
- System approach to Management
- Factual approach to decision making
- Mutually beneficial supplier relationships
- Progression towards Quality Management form Quality Assurance which means that rather than just establishing and developing plans / controls relating to production or service delivery, the focus in the new standard has shifted to the coordination of all activities relating to organization policies / objectives and customer satisfaction. This development is expected to help provide greater customer confidence whilst at the same time demanding greater management involvement.

AN OVERVIEW OF THE PROJECT QUALITY MANAGEMENT SYSTEM

1. INTRODUCTION

DESIGNS & DIMENSIONS is to provide a wide range of Office-Furniture, Interior solution and Equipment, the Company has followed an aggressive path through sheer dedication and commitment to Quality at all times.

So much so that the Company's allegiance to continuous improvement has resulted in a ISO 9001:2008, certification.

Strength has been in anticipating and understanding the market needs offering solutions to clients to make their work environment more. Today, it is acknowledge as a trusted provider of the widest range of quality products and services in the Gulf region, ensuring customer satisfaction at each customer interaction points.

QUALITY POLICY STATEMENT

The DESIGNS & DIMENSIONS Interior group of companies specialize in the interior solutions and equipment, fit-out and furnishing of Hotels, Villas, Schools, Shops Retail ,Offices and Apartments and specialist themed for office furniture , Office banking equipment, storage and material handling flooring and ceiling and utilize internal manufacturing facilities to supply materials and products.

- Excellence is achieved by producing a First Class Product for our Clients and stakeholders, understanding their needs and expectations, and satisfying any statutory, regulatory and other requirements in the pursuit of Customer satisfaction.
- In order to achieve this, it is the policy of DESIGNS & DIMENSIONS INTERIOR DESIGNS to establish and maintain an efficient and effective management system which is under periodic review.
- The company shall ensure appropriately trained and competent staff are employed throughout the group, and that all physical requirements are met to achieve this policy.
- The Company continuously seeks improvement by setting objectives in the form of balanced scorecards which are periodically reviewed by the management to determine their effectiveness.
- The Company develops relationships with it's suppliers in order to deliver excellence.
- The Company has a comprehensive HR procedure to ensure the selection of personnel and continual training programs to ensure their effectiveness.
- The Company communicates this policy and management system to its staff and encourages feedback to continually improve the system.

2. QUALITY MANAGEMENT SYSTEM

The company has established documented, implemented and maintains a quality management system that continually improves its effectiveness in accordance with the requirements of the standard.

To comply with the standards requirements, the organization:

- Identified and managed processes/activities necessary for the quality management system and their application throughout the organization.
- Determined the sequence and interaction of the processes/ activities

Determined the criteria and methods to ensure effective operation and control of the processes/ activities.

• Ensures availability of resources and information necessary to support the operation and monitoring of processes/ activities.

• Measures, monitors, analyses the process / activities and implements actions necessary to achieve planned results and continual improvement.

Such processes are covered by the management activities (management review and internal audit), provision of resources, product realization and measurement.

PROJECT MANAGEMENT

Contract Handover/Construction Kickoff Meeting

A Contract Handover/Construction Kickoff Meeting shall be held between the Estimation staff and the Project staff to discuss key issues some of which are:

- Scope of work
- Budgets
- Resources (manpower, material, machines, management, money)
- Contract program
- Organization chart and staffing

At the meeting, the Project Manager/Project Director shall receive a complete set of Tender and Contract documents related to the project.

SUBMISSION OF QUALITY MANUAL AND PROJECT QUALITY PLAN

The Project shall submit a copy of the Quality Manual and a detailed Project Quality Plan in accordance with requirements, to the Client/Consultant before work commences. As a minimum, the issue of the Quality Plan will be sufficient to control all planned activities for the first three months after the Contract Award. The Quality Plan will be Project specific and shall include:

• Statement of quality policy

• Overview of the Quality Management System of the Project in line with the ISO 9001:2008 standards

• The Scope of the Project and principal parties involved

• The Project Organization Chart

• Job Descriptions of key staff at site along with specific allocation of duties and responsibilities

• Project Administration issues which include the Authorized Signatories List, rules for correspondence to/from the Project, a Schedule of Meetings that will be held by the Project

• Schedule of Method Statements to be prepared by the Project (where required)

• A list of Inspection and Test Plans to be prepared by the Project (where required)

• A comprehensive list of all the procedures, which shall be applicable to the Project

• A comprehensive list of all the standard forms and checklists which shall be used by the Project.

An updated Quality Plan (if required) will be submitted no later than 2 months after the mobilization meeting, and will cover the full scope of work under this Contract.
The plan will incorporate design, procurement, construction, commissioning and all other relevant activities required by the Contract. The plan will be prepared incorporating the details of quality assurance methods and quality control procedures and will include the processes, by which the program will be implemented, Administered and enforced.

Mobilization / Startup of the Project

The Project shall be mobilized effectively and in a coordinated manner, in accordance with the steps outlined in the Process Control procedure.
A comprehensive project initiation checklist is available to guide the Project Manager/Project Director through the mobilization process. A schedule will be developed to spur and assist the Project towards a timely mobilization effort.

Progress Reporting

The Project shall implement a progress reporting system in accordance with the Employer's requirements. Daily and weekly Progress Reports shall be submitted as outlined below:

Daily Reports

The daily reports shall include as a minimum the following information:

• Highlights of manpower

• Major equipment employed

• Materials received

• Key milestones, achieved

• Other major activities.

Weekly Reports

The weekly reports shall include as a minimum the following information:

- Highlights of the week's activities

- Work availability and planned work for the following week
- Major areas of concern along with proposed corrective action
- Manpower and construction equipment loading chart showing actual versus planned.
- Information
- Key milestones, achieved
- Other major activities

Monthly Reports

Monthly Reports will be prepared each month for submission to Depa Head Office only. The Monthly Report will include text, tabulations, chart, graphs and photographs, providing appropriate information in narrative and quantitative form, both cumulative and for the reported month. These form the Key Performance Indicators measured on the project.

The project report should contain the following data:

A) PROGRAM:

Base line (Clause 14) programmed.

Other programmed (Revised, Updated, Recovery, and Accelerated)

Project percentage completion (Time, Progress and Value).

B) ENGINEERING STATUS (PLANNED VS ACTUAL):

Shop drawings (Submitted, In coordination and Approved)

Construction Material (Submitted and Approved).

Requests for Information (Submitted and Answered).

Procurement (Delays/Concerns, Material & S/C in place).

C) QUALITY ASSURANCE / QUALITY CONTROL STATUS:

Result of Internal / External audits.

Prequalification issues pertaining to S/C & Suppliers

Nonconformance reports (S/C & Suppliers)

Factories audit (S/C & Suppliers) pertaining to their capability and ongoing performance).

D) CONSTRUCTION STATUS:

Resources (Actual Vs. Planned) - (Staff/ Labor Build-up).

Staff and manpower productivity rates.

Site problems where required an immediate attention.

Reasons for delays and advice on any measure to mitigate the delays or improve the project completion dates.

E) SAFETY, WELFARE AND SECURITY STATUS:

Prequalification issues pertaining to S/C & Suppliers

Safety statistics relating to accidents (if any).

Preventive safety measure.

F) DELAYS - NOTICES AND CLAIMS STATUS

G) LOGISTICS STATUS

H) COMMERCIAL STATUS

Revenue:

Original Contract / Subcontract price and estimated / expected variation orders and claims value.

Direct Cost (To date and Forecast cost):
Preliminaries, Labor, Construction Material, Plant, Subcontractors, Main Contractor, Consultant or Client contra charges (if any), Resale or Recovery value.

Indirect Cost (To date and Forecast cost):
Maintenance, Bank Finance charges, Customs, Clearance, Shipping ...etc, Consultancy fees and Company Overheads.

Gross and Net profit or loss.

Payment Status.

Cash flow Status (Inflow and Outflow -

i) Project Manager (PM) comments including project ongoing and/or unresolved problems.

PROJECT PLANNING AND SCHEDULING ACTIVITIES

The planning and scheduling activities for the Project will be carefully planned to cover the construction and post construction / Project closeout stages. Schedules/planning activities include the following:

- Baseline programme
- Cash Flow Project Quality Plan

DESIGNS & DIMENSIONS INTERIOR DESIGNS LLC

- Manpower/Labor Histograms
- Equipment Schedules
- Material Procurement Schedules
- Shop Drawing Schedules
- Daily / weekly planning activities
- As Built drawing schedule
- Project Close out program

Technical/Material Submittals

The Project Technical staff shall prepare a list of Submittals from the Contract specifications and drawings and have it approved by the Project Manager/ Project Director and a Senior Project Quantity Surveyor. A structured sequential number shall be assigned to every submittal.
Technical/Material Submittals shall be controlled as detailed in the Project Managers Handbook.

Shop Drawing Submittals

The Project Technical staff shall prepare a list of Shop Drawing Submittals from the contract specifications and drawings. A structured sequential number shall be assigned to every submittal.
Shop Drawing Submittals shall be controlled as detailed in the Project Managers Handbook.

Samples, Mock-Ups and Quality Control Panels

The Project shall ensure the construction of mock-ups for review and approval wherever required before proceeding with full-scale installation of the work. Mockups shall be prepared with particular regard to bathrooms, kitchens, entrance foyers, false ceilings, doors and joinery and others as required by the Design Consultants.
Samples as requested shall be obtained, labeled and maintained systematically. Quality Control
Panels shall be prepared wherever necessary.

Inspection & Testing

When a section of work has been completed the subcontractor shall notify using the Request for Site Inspection form. An experienced Engineer shall inspect the work and comment if rectification is required. Once rectification works are complete the subcontractor notifies Depa again and the works checked to ensure all have been completed.

No Hold points have been specified, but all finished works are inspection by the Consultant/Client. When complete an Inspection Request form shall be filled out and submitted to the Main Contractor, Consultant/Client and an up-to-date Inspection Request Log maintained.

Receiving inspection and testing activities shall be stringently performed and managed by the QA/QC engineer. All materials shall be checked against the purchase order and if required against the specification/approved material prior to accepting and releasing the material for use. A Material Delivery and Storage checklist shall be completed by the and forwarded to the commercial department for payment.

Where material is required to be released urgently for work to proceed, the QA-QC / site staff shall ensure proper identification and recording in order to permit recall and replacement in the event of a non-conformance.
In case of non-conformances detected during any stage of receiving inspection and testing, in process inspection & testing, off site inspection and testing or final inspection, testing and commissioning, nonconformance reports shall be raised and follow up activities implemented in accordance with the steps defined in the Control of Non-Conforming Products procedure.

CONTROL OF MANUFACTURER, INSPECTION AND TESTING

Management procedures, skilled personnel accurate equipment and knowledge of the requirements are our keys to the control and monitoring of our finished works.

REQUESTS FOR INFORMATION (RFI)

Requests for Information (RFIs) shall be raised by Project technical staff in the following cases:

- Conflicting, insufficient or unclear instructions in drawings/specifications
- Errors or omissions in the technical documents
- If alternative methods or materials are to be proposed

RFIs raised by subcontractors shall be routed through the Project Manager/ Project Director and the Project staff are responsible for checking the RFIs and signing them off before issue to the Main Contractor and consultant

A log of RFIs shall be maintained and outstanding RFIs brought to the Project Manager's attention periodically.

PRODUCT INSPECTION, IDENTIFICATION AND TRACEABILITY

Coupled with our supplier selection procedures and goods movements controls , our trained management and operatives with our marking system, allows us to record source and destination of materials in the event of recall. All products are inspected on receipt, during delivery of materials and on completion.

METHOD STATEMENTS

Method Statements shall be prepared for activities required as highlighted in the Contract specifications and other key activities as deemed necessary.

The Method Statement Schedule shall be prepared which will list the Method Statements to be produced (including those required of Subcontractors) and dates by which the approved Method Statements are to be distributed. Project Quality Plan Method Statements (numbered uniquely and bearing appropriate revision numbers and dates) shall be reviewed by appropriate staff and distributed to concerned departments and relevant subcontractors.
Method Statements shall be subjected to review and revision when deemed necessary.

MATERIALS MOVEMENT, HANDLING AND STORAGE

Materials delivered to sites or our premises are inspected on receipt and documented as accepted or marked and separated if rejected. Storage in suitable conditions are arranged for the correct place and safe area.

MANAGEMENT OF SUBCONTRACTORS

The Project Manager/ Project Director shall determine which of the elements of the Project are to be subcontracted and arrange for Subcontractor selection and finalization.

A Pre-Order Meeting (where deemed appropriate) will be held with major subcontractors to ensure that all relevant points have been covered before finalizing the subcontract agreement.

Kick off Meetings shall be held for major subcontracts. Progress meetings shall be held with the Subcontractor on a regular basis to resolve problems.
Subcontractor quality management systems shall be audited by the Project as and when required.

AS BUILT DRAWINGS

As each activity is completed, the Construction Manager/Site Engineer shall mark up the Code 1 or Issued for Construction Drawings with comments relevant to the preparation of As Built Drawings.

These red-line drawings shall be forwarded for review to the QA-QC Engineer and then to the Consultant/Client for approval.

The Draughtsman shall ensure that the title block is as per contractual requirements. The Project Manager shall approve the As Built Drawings before forwarding them to the Consultant for approval.

An As Built Drawings Submittal Register shall be maintained by the Document Controller showing the status of the submittals.

PROJECT CLOSEOUT

A Project Closeout Schedule shall be prepared by the Project Manager, scheduling the key closeout activities of the Project.

The Project Manager shall monitor closely the closeout of the Project in accordance with the schedule.

MAINTENANCE (DEFECTS LIABILITY PERIOD)

The following policy will be applied to the completed Project:
A regular schedule for walk-through will be established. Walk-through will be made even if complaints are not registered. The team will observe any items and operating practices which could cause problems for users at a later date. They will talk to the employees and find out their major concerns.

After beneficial occupancy, the Project will be appraised by the Project Manager/ Project Director, Engineering and Construction Departments.

After the approval, the Project will follow up with a report to the Consultant/Client outlining the relevant observations and any recommendations arising there from.
A Maintenance team shall be nominated to look into issues that may arise during the defects liability period. Handling of client complaints received during the defects liability period shall be as detailed in the Control of Non-Conforming Product procedure.

DOCUMENT AND DATA CONTROL

The purpose of document and data controls is to establish the requirements for the distribution and control of documents, including drawings, changes thereto, for those activities affecting quality.

The Project shall ensure effective control over incoming and outgoing correspondence in accordance with the steps defined in the Document and Data Control procedure. Incoming documents shall be date stamped and forwarded to the Project Manager/ Project Director for action/distribution as relevant. Outgoing correspondence shall be signed by the Project Manager/ Project Director. Incoming and outgoing correspondence logs shall be maintained.

Drawings supplied by the Consultant/Client shall be appropriately stamped, logged into a Drawing Control Register and a complete set of contract drawings shall be maintained on the construction rack for reference. Superseded drawings shall be stamped as such and a copy maintained for reference. Revised copies of drawings/specifications shall be issued to previous recipients detailed on the log.

Quality Records shall be controlled, maintained and filed in accordance with the steps defined in the Control of Quality Records procedure. The Project shall file all documents as detailed in the Project Filing System. Guidelines for archiving of documents and retrieval of the same have been specified. For Project sites that exceed a two-year period, it is recommended that archiving be done once every 12 months. All Project records shall be maintained for a minimum of 2 years or as required by the contract.

The Project shall exercise control over quality documentation as detailed in the Control of Quality Documentation procedure. Additions/revisions to the documentation shall be forwarded to staff under cover of a Memo clearly indicating the revision status and revision dates of the documents. Superseded/obsolete documents shall be removed from use.

REQUISITIONS

The Project shall prepare requisitions for material/services required taking care to ensure the addition of suitable details as appropriate (standards, makes, catalogue references etc.) for permanent works materials. Careful filling out of requisitions will ensure that the Project Purchaser has the necessary information to generate suitably detailed Purchase Orders leaving no space for ambiguities/mistakes.
Requisitions shall be reviewed and approved by the relevant authorities as defined by the Project Commercial and Contractual Tasks procedure.

RAISING OF PURCHASE ORDERS

The Project shall operate stringent control over the suppliers and subcontractors utilized on the job.

Suppliers/Subcontractors approved for the job shall be selected on the basis of one or more of the following criteria:

- Approved Quality Certification
- Authorized Agent/Manufacturer/Distributor
- Reference given
- Value of work executed
- Past performance
- Cost/quality consciousness
- Demonstrations given / samples submitted
- Others as appropriate.

Supplier/Subcontractor performance shall be formally reviewed at the end of the project in accordance with the Purchasing Procedure.

Suppliers/Subcontractors not performing to required standards throughout the contract shall be warned / blacklisted as appropriate.
Local Purchase Orders generated shall ensure the following (with particular emphasis on permanent works items)

- Proper material specifications including applicable standards, type, class, grade / other precise identification
- Verification arrangements where necessary
- Attachments as appropriate
- Delivery details Copies of Purchase Orders shall be forwarded to the Storekeeper for follow up for material to be received.

INVENTORY CONTROL

The Project shall cover all aspects of inventory control at site right from material receipt and inspection through to demobilization aspects at the end of the Project.
Material shall be stored, stacked, labeled and traceability maintained at all stages as defined in the Handling, Storage, Packaging and Delivery procedure. In general, adequate storage facilities, segregation of material, maintenance of accessibility, protection from environmental damage, expiry date considerations of relevant material, etc will be carefully monitored by the Project Storekeepers.
Assets shall be controlled in accordance with the Commercial and Contractual procedure.

On receipt of Plant, Machinery, Vehicles (PMV) at site, sites are to promptly check for the availability of valid test certificates, insurances and operator details. Equipment Control Cards indicating the usage of PMV at site shall be maintained as records and for billing purposes by the Project.

At the completion of the Project, a detailed stock check and verification of discrepancies (if any) shall be performed and a report generated as detailed in the Commercial and Contractual procedure.

CLIENT COMPLAINTS

The Project shall ensure that complaints received from the Main Contractor, Consultant/Client during Project execution as well as during the defects liability period of the Project are effectively dealt with and that suitable corrective and preventive actions are drawn and implemented to prevent recurrence. The Project shall log complaints received; follow up for rectification and record corrective actions taken.

A log of Complaints shall be maintained to reflect the status of complaints received.
Project Quality Plan

INTERNAL QUALITY AUDITS

A plan of Internal Quality Audits is maintained to cover all aspects of the Company's operations, which have a direct impact on product Quality in relation to ISO 9001 certification. The Quality System will be audited annually.
These audits are designed to measure the integrity and effectiveness of the quality system through the identification of Non-Conformance against established and documented criteria.

The results of audits are discussed directly with the Management concerned and corrective actions are taken to eliminate all Non-Conformances.
The status of Non-Conformance is monitored to ensure the completion of effective corrective action and to prevent a recurrence.

CONTROL OF INSPECTION, MEASURING AND TEST EQUIPMENT

The Project shall ensure that inspection, measuring and test equipment are calibrated and controlled in order to ensure conformance of the product to specified requirements.

The Project shall be directly responsible for ensuring that equipment used by the Subcontractor is calibrated and controlled in accordance with stated requirements.
Equipment shall be calibrated periodically in accordance with manufacturer specifications and prior to expiry of the validity of the calibration certificate. However, additionally the Project staff shall ensure checking/recalibration at any time when there occurs any doubt as to the integrity of the equipment.

The certificates of calibration received shall be scrutinized for the following:

- Traceability to national/international standards. Where no such standards exist, the basis used for calibration shall be documented.
- Tolerances
- The status of the equipment before as well as after calibration

Certificates of calibration shall be technically reviewed by qualified technical personnel.

If the values before calibration are found to be well out of the recommended tolerance range, the previous user of the equipment shall be informed in order to ensure that previous measurements/tests, where appropriate, could be reassessed. Project Quality Plan Stickers bearing instrument reference/serial numbers, date the instrument was last calibrated and the next calibration due date shall be placed on the instrument. Copies of the calibration certificate shall be maintained on site as well as copies placed in the instrument case for ready reference. A Register of Calibration shall be maintained indicating the current calibration status of the equipment.

Condition checks shall be performed on instruments such as measuring tapes periodically.

CONTROL OF NON-CONFORMING PRODUCTS

The Project shall identify nonconforming material/works at the following stages:

- Receipt of material/ manufactured items from the supplier-subcontractor-client
- During subsequent inspection of the material after receipt
- During work in progress
- During final inspection, testing and commissioning
- During off-site inspection and testing activities
- During Defect Liability Period

All staff are responsible for identifying and reporting the occurrences of non-conformances to the immediate supervisor / QA-QC .
Once it is verified that the nonconformance actually exists, wherever possible / practicable, the item shall be quarantined / clearly identified by means of a tag, sign or other appropriate means as soon as possible.

Non Conformance Reports shall be raised by the QA-QC . The following shall be discussed/agreed with the relevant responsible personnel:

- The cause of the deficiency (and associated preventive action where possible)
- Timescale for completion of the corrective action.
- The corrective action which would involve one of the following:
- Rework to specification
- Accept without repair after written approval from the Consultant/Client
- Downgrade and use in alternative applications
- Return/scrap the product

The QA-QC staff and the Project Manager/ Project Director shall ensure follow up and closeout activities related to the nonconformance in a quick and timely manner.

A Log of Non Conformance Reports shall be maintained to keep track of the status of Non Conformance. Project Quality Plan Trends in non-conformances shall be analyzed periodically and corrective / preventive actions brainstormed to prevent recurrence/occurrence respectively.

CORRECTIVE & PREVENTIVE ACTIONS

The Project shall ensure that proper investigation is conducted into the root causes of Non Conformances, Client Complaints, and Incidents / Near Misses and strive to arrive at corrective/preventative actions in order to prevent recurrence/occurrence.

TRAINING

An intensive continuous training scheme of staff and laborers shall be followed at site covering the following:

- Induction training for new staff covering job descriptions and procedures related to the individual's scope of work
- External training as required following recommendations / scrutiny of staff appraisals.
- Ongoing internal training by qualified staff in relevant areas
- Tool Box Talks on a regular basis for laborers

FINAL INSPECTION AND HANDOVER

Finished products are inspected and signed off by Works Management prior to dispatch and closed out, and Site Final inspection is arranged jointly with the Client's representative to ensure the requirements of the contract have been achieved. Any corrective action required is recorded and monitored.

INSURANCES

The Project Manager shall ensure that the necessary insurances are in place before mobilization and right through Project execution. Insurance claims if any shall be handled expeditiously in accordance with the steps defined in the Incident/Near Miss Reporting procedure. Care shall be taken to ensure that the necessary insurance requirements have been requested when preparing subcontract agreements and that the necessary insurances are in place before subcontractors commence work on site.

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GUARANTEES AND LETTERS OF CREDIT

The Project shall ensure that the necessary bonds/guarantees are processed in a timely manner. The Project shall insist that subcontractors provide guarantees in specified formats for performance bonds, retention guarantees and advance payment guarantees.

The Project shall follow the guidelines laid out in the Commercial and Contractual procedure when processing Letters of Credit.

Requisitions and Purchase Orders shall be processed in accordance with the defined Limits of Authority.

HEALTH, SAFETY & ENVIRONMENT

The Project Health, Safety and Environmental management are governed by the Site Specific HSE Plan which is prepared by the Safety Manager. The site HSE system is fully integrated with the Quality Management System running at site.

KEY STAFF AT SITE

TITLE	NAME

SUPERVISION:

Supervision includes all personnel who have a responsibility for controlling the action of other.

RESPONSIBILITIES:

The Project Manager is responsible for the implementation of the SSP and for the making a personal commitment to DESIGNS & DIMENSIONS INTERIOR DESIGNS "Total Safety Performance" philosophy. The Project Manager may delegate/assign duties to others on the project team to ensure the safety program is properly implemented but he has to maintain the ultimate responsibility for the project safety performance. All reasonable support will be given in this respect from the head office staff.

Details of the duties and responsibilities of key staff are available in the following pages.

TITLE	RESPOSIBILITIES
Project Manager (Reporting to General Manager)	Provide direction and management for every phase of a major project to assure on-schedule completion within or below budget and in accordance with contractual obligations. Plans and defines project goals and devises methods to accomplish them, developing in-depth knowledge of client objectives, contract terms, and corporate policies.

	SPECIFIC RESPONSIBILITIES: Plans, directs, supervises and controls the execution of all business, technical, fiscal, and administrative functions of a major project. 2. Acts as the Company representative with the client and selected vendors during the project execution. 3. Negotiates changes to the scope of work with the client. 4. Establishes the design criteria, assists in valued engineering and conceptual preliminary interior design for all areas of the project, and monitors the final construction for adherence to these criteria. 5. Promotes technical excellence on the project, including participation in and support of the Quality Improvement Process. Mobilizes Company resources, through effective liaison with support departments, field offices, or subsidiaries, to create a project team capable of doing quality work. 6. Develops budgets, schedules and plans for the various elements of the project. 7. Ensures that the project meets or exceeds goals established in these plans. 8. Assigns responsibility for executing project plans to key subordinates after careful assessment of how to utilize their qualifications and strengths. 9. Prepares performance reviews and development plans for subordinates. Monitors and reports to management the progress of all project activity, including significant milestones, and any conditions, which would affect project cost or schedule. 10. Devises and executes action plans to rectify potential project cost overruns or delays, or to accommodate significant changes to the scope of work. 11. Advises the client and division management of any such changes. 12. Completes other responsibilities associated with this position as may be appropriate.
Assistant Project Manager (Reporting to Project Manager)	1. Responsible for Site Foreman, Engineers, Area Package Managers, Direct Labor and Subcontractors performance. 2. Responsible for all construction and site activities in accordance with the program and in compliance with the quality specified. 3. Coordination with the Sub-contractors. 4. Implementing of the Contract requirements on site. 5. Site Safety and liaison with Safety Engineer. 6. Produce weekly short-term programs with the Planning

	Department. 7. Holding Weekly Coordination Meetings with sub-contractors, liaison with the staff. 8. Issuing Daily Labor & Plant records to the client representative and the project management team. 9. Compiling Site Diary for recording: • 3 Work being done • Recording Variation Work • Recording delays on site • Record contra changes • Progress against program • Weather conditions. 10. Action all method statements issued by subcontractors. 11. Liaison with the Client/Engineer and sub-contractors daily regarding site activities and issues. 12. Issuing of Non-Conformance Sheets to Sub-contractor, and Finance and Commercial Dept. 13. Recording site surveys of structure issues and advising Designers and copying the Commercial Department. 14. Fill in Day Work Sheets if applicable. 15. Issue requests for inspections for site activities. 16. Keeping allocation sheets, recording any direct labor on site. 17. Maintain good relations with the Client Representative.
Design Manager (Reporting to Project Manager)	1. Implements Information Schedule after reviewing the drawings, specs, and contract, then issues to the Planning Dept. for action. 2. Implements RFI (Request for Information) and issues copies to all departments. 3. Coordinates and distributes all information. 4. Provides all drawings, specs, contract conditions, general specs, codes of practice to Commercial & Finance Department for the placing of the sub-contract order. 5. Reviews of all contract drawings with Designers and records the areas with which we can proceed with and those in abeyance. 6. Coordinates design meetings and any specialist sub-contractor. 7. Compile material submittal schedules based on the database for procurement and tracking, issue to Designers for review, which will be forwarded to Client/Engineer for approval. 8. Monitor action and record material submittals to Designers, Client/Engineer for approval issue reports to Planning Dept. 9. Monitor and action-drawing submittal to Designers Cover receipt stamps from Designers to Client/Engineer for

	approval and follow-up. Issue report to Planning Dept. 10. Responsible for the coordination with the construction team for the mock-up approval by Designers and Client/Engineer. 11. Design coordination with our sub-contract regarding shop Drawings and liaison with the MEP Coordinator. 12. Retain on file a copy of the Contract Drawings. 13. Provide Monthly Report to Planning on progress and status of following: A. Shop Drawings B. Material, Sample, Mock-up and Sub-contractors submittals. C. Design Coordination Meetings D. Information Status E. Variations F. Mock-ups 14. Review all shop drawings for coordination, and to make sure they comply with the Contract, advice the Project Manager if they deviate. 15. Liaise with Logistics Dept. 16. Coordinate and implement all As Built drawings, 0 & M Manuals for issue to the Client.
Asst. Planning Manager (Reporting to Project Manager)	1. Co-ordinate and development of the project programme, to ensure project goals are achieved, and measure actual progress against the programmes. 2. Together with Project Planners, sub-contract Planners, Package Managers, Section Managers, Section Engineers and Design Staff, scrutinize the programme and measured progress to produce a strategy that overcomes problems envisaged or encountered. 3. Ensure project milestones programme dates are maintained and or improved. Show initiative and be proactive with design team members, construction management team, and sub -contractors as they execute day to day business. Implement a dynamic and responsive feed, back system to cope with various events/problems encountered as the project proceeds. 4. Lead-project development of project reporting and control procedures in liaison with the Systems Control Manager. 5. Lead preparation of Client briefing documentation and Monthly reports on an as is required basis. Ensure QA/QC in the programming functions.

	6 Interfaces with Project Manager, Construction Manager, Design team, construction management team and field staff, System Control Manager, subcontractors Planners and Client.

Asst. Safety Manager	1. Implementing the Company's Safety Plan 2. Monitor and supervise Safety on site. 3. Produce the Weekly Safety Report 4. Liaison with the Project Team. 5. Holding Toolbox talks with the Subcontractors 6. Method statement and details of the Scaffolding requirements. 7. Liaison with Client/Engineer & Designers.
Assistant Quality Manager	1. Ensure Company's Quality Policy is understood by all. 2. Implement all Quality Procedures at the project site. 3. Liaise with Designers and Client/Engineer in all the matters related to the Quality Assurance and Quality Control. 4. Report to Project Manager on all issues related to Quality matters. 5. Issuance and follow-up until it is closed. Observations and NCR as required. 6. Ensure that Sub-Contractors are working in accordance to the Project Quality Documents.

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AUTHORIZED SIGNATURE LIST:

ACTIVITY	NAME	DESIGNATION	SIGNATURE	INITIALS
All Out Going Correspondence				
Monthly Invoices. (In absence of Project Director all correspondence)				
Technical Submittal, RFI, Drawings, IR.				
Inspection request, Daily Report (Package 1)				
inspection request, Daily Report (Package 2)				

Correspondence from the Engineer

All correspondence from the Engineer's Representative shall be shall be

Addressed to:

Rajeev Pillai

Project Manager.

Distribution: As designated by the General Manager/Branch Manager.

MEETING SCHEDULE:

NO.	MEETING	FREQUENCY
1	PROGRESS MEETING	WEEKLY
2	CO-ORDINATION MEETING	WEEKLY
3	SAFETY MEETING	BI-WEEKLY
4	INTERIOR	BI-WEEKLY
5	SUB-CONTRACTORS MEETING	BI-WEEKLY

LIST OF COMPANY PROCEDURES:

BSP010	Document & Data Control
BSP020	Control of Records
BSP030	Management Review
BSP040	Training
BSP050	Tendering Process
BSP060	Purchasing Process
BSP070	Process Control
BSP080	Audit Process
BSP090	Customer Complaints, Corrective & Preventive Action
BSP0100	Control of Non-Conforming Products
BSP0110	Product Identification and Traceability
BSP0120	Control of Client Supplied Product
BSP0130	Handling, Storage, Packaging & Delivery
BSP0160	Planning Process
BSP0170	Control of monitoring and measuring devices
BSP0180	Design and Development
BSP0190	IT services
BSP0200	Commercial & Contractual Tasks
BSP0200.1	Insurance Manual
BSP0210	Occupational H&S and Welfare
BSP0220	Public Relations Policies & Procedures

HSE POLICY

DESIGNS AND DIMENSIONS

Health Safety & Environment

Plan

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INTERIOR DESIGNS LLC

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1. RESPONSIBILITY AND ACCOUNTABILITY

Good HSE practices are the responsibility of each individual, Manager, Employee, customer, supplier and visitor on or off site or the office as follows:
Individual Responsibilities.

All Employees are responsible for:

- Participating in mandated training programmes provided by the HSE and other departments;
- Promptly report any and all unsafe conditions, environmental health hazards, quality issues to management;
- Report all injuries, property damage, near misses and incidents to management;
- Give due consideration to personal safety and the safety of others while doing assigned tasks;
- Strict adherence to Labor Laws and HSE requirements;
- Disregard of HSE and operational policies shall result in disciplinary action.
- Supervisors Responsibilities
- Supervisors are responsible for:
- Providing safe and healthy environments for those areas and personnel for whom they have supervisory or administrative responsibility, incorporating HSE as an integral part of all activities;
- Being continuously aware of the HSE needs of all Employee's;
- Initiating and enforcing necessary preventive measures to control hazards;
- Ensuring necessary support such as engineering and administrative controls, personal protective equipment, occupational medical examinations, and local exhaust ventilation are in place and are adequate for operations;
- Ensuring all Employees are given HSE training prior to start of new tasks;
- Report all incidents, property damage, injuries, near misses and medical cases to the IMS Employee;
- Assisting in incident investigations;
- Ensuring that incidents are investigated within 24 hours of happening;
- Serving as a focal point for all HSE concerns;
- Inform Employee of any violation to the labor law or statutory requirements;
- Management Responsibilities
- Managers are responsible for:
- Ensuring that facilities and equipment provided meet HSE, customer, specification, standards, rules and regulation requirements;
- Ensuring individuals under their management have the authority and support to implement HSE policies, procedures and instructions;
- Ensuring areas under their management are in compliance with Labor Laws and the HSE requirements;
- Establishing priorities and committing resources for corrective actions of HSE
- deficiencies;
- Establishing processes for dissemination of HSE system requirements;
- Implementing HSE policies;
- Immediately report to the IMS Employee any violations, incidents, injuries, property damage, near misses and noncompliance of labor laws and requirements;

2. THE HSE DEPARTMENT

MISSION STATEMENT

The HSE department is dedicated to preserving the health and safety of all Managers, Employees, suppliers, customers and 3rd parties.

The department is further dedicated to preserving the quality of the overall environment and ensuring that activities of Employees have minimal impact on the environment. Preservation of assets, both Employees and its customers, is also an important function of the department although secondary to the protection of the health and safety of the Employees.

The mission is accomplished by HSE staff providing technical guidance, compliance assistance, quality assurance, remediation and training to all Employees, associated facilities and the general public when appropriate.

EMPLOYEE/ OFFICER/ PROPERTY MANAGER

The Employee is responsible for the development, implementation and maintenance of HSE programmes that provide safe and healthy conditions for work, help protect the environment and comply with applicable laws and regulations. Further to this the HSE department provides training, technical assistance, risk assessments and auditing.

HSE staff also act as consultants to Employees and Supervisors. The department does incident investigations. HSE assist all departments in the development of internal HSE policies and programmes.

Other functions include the following:

ENVIRONMENTAL MANAGEMENT

- Chemical waste management and disposal
- Community right to know
- Infectious waste removal
- Spill response
- Underground storage tank inspections
- Wastewater and storm water discharge
- Environmental impact assessments

FIRE PROTECTION SERVICES

- Building inspections
- Fire alarm response and tests
- Advice on maintenance
- Adour investigation
- Evacuation plan
- Spill response
- Training

INDUSTRIAL HYGIENE

- Indoor air quality surveys
- Ergonomics
- Exposure monitoring
- Hazard controls
- Hearing conservation
- Hazard communications
- Respiratory protection
- Incident investigation
- Training

INSPECTIONS

- General inspections
- Work inspections
- Housekeeping inspections
- Specialized equipment inspections
- Material receiving inspections
- Material handling equipment inspections
- Hygiene inspections

3. HSE ORGANIZATIONAL ACTIVITIES

- Environmental impact studies
- Incident investigations
- MSDS data base and monitoring
- Risk assessments
- System audits
- Job and task observations
- Corrective and preventive action systems
- Document and data control
- Hazard identification
- PPE identification and monitoring
- Labor Law compliance
- PTW monitoring
- Permit compliance
- Employee perception surveys
- HSE Committees
- Orientation training
- Training identification
- Critical lift plans
- Quarterly site inspections
- Calibration
- Fire extinguisher inspections and management
- HSE statistics

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4. WASTE MANAGEMENT

Fly-tight, rodent-tight, impervious, cleanable or single service containers shall be provided for the storage of garbage. At least one such container shall be provided for each area and shall be located on a wooden, metal, or concrete stand. Garbage containers shall be kept clean. Garbage containers shall be emptied when full, but not less than once a day.

5. BIOLOGICAL AND INFECTIOUS WASTE

Biological waste should not be generated from site as it may include items which may contain blood or body fluids from doing first aid on Employees. This waste, when generated, shall be handled with care and placed in a plastic bag and disposed with general waste.

6. HAZARDOUS (CHEMICAL) WASTE DISPOSAL

Proper disposal of chemicals is of the utmost importance for the protection of Employees and the environment.

Materials other than paper, empty containers, food waste and common household/ Office materials shall be considered for special disposal these include:

- Chemicals
- Floor wax
- Strippers and cleaning products
- Paint, thinners and solvents
- Maintenance materials such as degreasers, oils and lubricants
- Water treatment chemicals
- Sludge, oils
- Pesticides, herbicides and rodenticides
- Batteries except common household types

Key issues related to the proper containment, storage and disposal of waste materials is contained. The following are some pointers:

- Segregate materials in compatible containers;
- never mix different chemicals;
- Identify waste containers;
- Obtain MSDS when dealing with chemicals;
- Never dispose of liquid waste into the drain;
- Always have a spill kit close-by;
- Neon tubes do not go with ordinary waste, but in a specially designed container;
- Only pack compatible wastes together;
- Ask if you are not sure;
- Recycle paper and place in identified containers;
- Use special containers for oils and greases;
- Use PPE when handling waste;
- Ensure waste removal company has the required permits.

Waste Minimization and Recycling
Employee is dedicated to the protection of the environment and to preserve natural as well as man-made resources within our communities. In this light, all Employees are requested to objectively evaluate opportunities within their work environment which generate waste.

Waste minimization can be reduced using the following techniques:

- Order only the volumes required to satisfy the desired outcome;
- Purchase smaller volumes more frequently which can be utilized in a given time;
- Be aware of any physical property of the material or chemical that may preclude long term storage e.g. peroxide formation;
- Establish a central MSDS library accessible to everyone;
- Monitor the purchasing of chemicals;
- Ensure that materials are not shelf life expired;
- Use the FIFO system when using/ issuing material;
- Return unused chemicals to suppliers;
- Ensure chemicals are clearly identified;
- Ensure containers are sealed after use;
- Evaluate less hazardous chemicals and utilize if found acceptable;
- Reuse photo-copies;
- Use black and white copies;
- Use recycled paper;
- Use water soluble, biodegradable scintillation fluids in place of solvent based;
- Utilize biodegradable detergents;
- Use a heat gun instead of a paint stripper;
- Utilize aqueous based degreasers;
- Segregated waste i.e. beverage containers, glass & plastic, could be sold as scrap.

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3. FIRE PROTECTION

Trained fire teams are a must in the workplace be it site or office. These response teams can evaluate and if possible contain a fire until such time as the local fire department takes over.
Fire teams shall use the equipment made available to them i.e. portable hand held fire extinguishers and hoses.

Any primary function is to assess the workplace for fire hazards and to assure compliance with applicable codes and laws. Ensure fire alarms and fire drills serve the purpose and obeyed at all times.

Employees are required to know the emergency evacuation procedures and to be familiar with fire escapes and doors, also the location of extinguishers and assembly points.

All Employees and visitors are required to evacuate the building in an orderly fashion when the fire alarm sounds, DON'T PANIC. The fire team members shall assist and guide you in case of an emergency.

4. INDUSTRIAL HYGIENE

Industrial hygiene is the study and prevention of occupational illnesses due to materials and conditions present in the workplace. This involves the anticipation, recognition, evaluation and control of workplace hazards to maintain a healthy and safe environment for all Employees. Hazard to be evaluated and controlled include the following:

Chemical Hazards	chemicals, cleaning supplies, paints and solvents
Physical Hazards	heat, cold, noise, vibration
Air Quality	Health symptoms experienced in part or all of a building due to airborne agents or other factors present. The most common health symptoms experiences are:

- Headaches
- Eye irritation
- Runny/stuffy nose
- Coughing
- Sore throat

COMMON CAUSES OF INDOOR AIR QUALITY SYMPTOMS INCLUDE:

- Chemicals in low concentrations
- Biological (moulds/ allergens)
- Airborne particles
- Renovations and building fit - up

RESPIRATORY PROTECTION

- Reparatory Protection shall be provided to employees where a risk of contaminated air or a hazard is identified. Where this is identified, as a requirement, necessary training shall be provided

HEARING CONSERVATION

Employees who are exposed to 85 decibels or more over an 8 hour time weighted average are required to wear ear protection. HSE shall monitor and where the need is identified shall provide training to Employees.

ACCIDENT/ INCIDENT INVESTIGATION

Incidents and injuries on site and in the office are reported immediately and investigated by management and HSE within 24 hours to determine the root cause and to make recommendations and put controls in place to prevent recurrences from happening.

6. RADIATION SAFETY

This is not a requirement normally, but if identified as such then a full Radiation Training programme shall be implemented.

7. OFFICE SAFETY

While office areas are typically safer than some areas in the workplace there are hazards in offices that may cause illnesses or injuries.
Situations, materials, and equipment that can lead to illness or injury include the following:

- Slips, Trips, and Falls - falls are the most common type of job related accidents.
- Half of all fall injuries are sustained by office workers. Falls can result from using equipment other than a ladder to reach objects in higher places. Wet floors, worn footwear, poor housekeeping, electrical and phone cords, misplaced supplies and open file cabinets drawers can also cause slip and trip injuries;
- File Cabinets - a full top drawer with partially filled bottom drawers or opening more than one drawer can cause the cabinet to tip over. Trips can occur when drawers are left open. Drawers can pinch fingers if slammed shut;
- Electrical Hazards - electrical shock can result from frayed wiring or improperly grounded equipment. Extension cords are permitted for temporary use only;
- Chemical Exposure - chemical exposure may result from office products such as glues, solvents, toners, and cleaners;
- Ergonomics - musculoskeletal disorders and eye strain can result from frequent and improper computer use;
- Portable Heaters - are discouraged but if used should be approved. They shall have an automatic shut off if tipped over. Only use in areas that are occupied
- and keep away from combustible materials such as: paper, books and office furniture. Unplug the unit when not in use;
- Open Flames - the use of candles and incense are discouraged in the office and
- can only be used under special circumstances;
- Back Injuries - may result from improper lifting techniques or lifting a load that is too heavy.

8. LADDER SAFETY

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- Make sure the weight your ladder is supporting does not exceed its maximum load rating (user plus materials). There should only be one person on the ladder at one time;
- Use a ladder that is the proper length for the job. Proper length is a minimum of
- 3 feet extending over the roofline or working surface. Do not stand on the top three rungs of a straight, single or extension ladder;
- Straight, single or extension ladders should be set up at about a 75-degree angle;
- All metal ladders should have slip-resistant feet;

Metal ladders will conduct electricity. Use a wooden or fiberglass ladder in the vicinity of power lines or electrical equipment. Do not let a ladder made from any material contact live electric wires;

- Be sure all locks on extension ladders are properly engaged;
- The ground under the ladder should be level and firm. Large flat wooden boards braced under the ladder can level a ladder on uneven ground or soft ground. A good practice is to have a helper hold the bottom of the ladder;
- Do not place a ladder in front of a door that is not locked, blocked or guarded;
- Keep your body centered between the rails of the ladder at all times. Do not lean too far to the side while working;
- Do not use a ladder for any purpose other than that for which it was intended;
- Do not step on the top step, bucket shelf or attempt to climb or stand on the rear section of a stepladder;
- Never leave a raised ladder unattended;
- Follow use instruction labels on ladders.
-

9. ERGONOMICS

Ergonomics is the science of fitting the workstation and tools to fit the user in order to reduce musculoskeletal stresses leading to injury and illness.
Musculoskeletal Disorders (MSDs) are disorders of the muscles nerves, tendons, ligaments, joints, cartilage, blood vessels or spinal discs.
Risk factors that may lead to MSDs include:

- Repetition - performing essentially the same task repeatedly with little rest.
- Forceful Exertions - using excessive force (such as with hand tools) or
- Lifting/ pushing/ pulling too much weight.
- Awkward Posture - the arrangement of body parts relative to each other during work. Awkward postures include repeated or prolonged reaching, twisting, kneeling, squatting, working overhead with hands or arms, or holding a fixed position for an extended period of time.
- Localized Pressure - when a body part is compressed against a hard or sharp object. This can result in putting too much pressure on nerves, tendons, and blood vessels.
- Vibration - operation of tools which vibrate can lead to nerve damage.
- Individual Susceptibility - individuals may be predisposed to MSDS based on their heredity, prior injuries, other illnesses, medications, etc.
- Symptoms of MSDs
- Painful joints
- Pain, tingling or numbness in hands or feet
- Shooting or stabbing pains in arms and legs
- Swelling or inflammation
- Burning sensation
- Pain in wrists, shoulders, forearms, knees
- Fingers or toes turning white
- Back or neck pain
- Stiffness

If signs and symptoms of ergonomic injuries are not reported early, permanent disability may result. It is important that you report signs or symptoms of injuries to your supervisor and HSE right away to avoid problems in the future.

10. BACK SAFETY

Preventing back injuries is a major workplace safety challenge. According to the Bureau of Labor Statistics (BLS), more than one million workers suffer back injuries each year, and back injuries account for one of every five workplace injuries or illnesses. Further, one-fourth of all compensation indemnity claims involve back injuries, costing industry billions on top of the pain and suffering experienced by Employees.

Even though lifting, placing, carrying, holding and lowering are all involved in manual material handling (the principal cause of compensable work injuries), the BLS survey shows that four out of five of these injuries were to the lower back, and that three out of four occurred while the employee was lifting.

Although no approach has been found for totally eliminating back injuries resulting from lifting materials, a substantial number of lifting injuries can be prevented by implementing an effective ergonomics program and by training Employees in appropriate lifting techniques.

BACK LIFTING RATIO

There is a 10:1 ratio for every lift performed. For example, if an object is 10 pounds, it takes your back 100 pounds of back pressure to pick up the object. The best way to prevent back injuries is to develop habits that reduce the strain placed on the back.

GENERAL LIFTING TECHNIQUES

Everyone lifts, holds, carries, pushes and pulls on a daily basis whether it is during leisure activities or as a part of paid work. Manual material handling involves lifting light, heavy and awkward objects. Safe lifting is a critical aspect of daily activities and should be the focus of any manual material handling. Before you lift, remember the following:

- Wear supportive shoes;
- Use lift assists (co-workers, hand dollies, carts, lift tables, forklifts);
- Carry all movements out horizontally (e.g., push and pull rather than lift and lower);
- Always use your body weight and not your feet when pushing;
- Try to have most workplace deliveries placed at hip height;
- Always keep objects in the comfort zone (between hip and shoulder height);
- Keep all loads close to and in front of the body;
- Keep the back aligned while lifting;
- Maintain the Centre of balance;
- Let the legs do the actual lifting;
- Reduce the size of the material to keep it light, compact and safe to grasp;
- DO NOT use back support belts unless prescribed by your doctor.

PLAN THE LIFT

- Size up the load, its weight, shape and position;
- Determine if the load is too large, too heavy or too awkward to move alone;
- Get help from a co-worker or use a mechanical aid device to help with the
- lift when necessary;
- Decide on the route to take;
- Check for any problems or obstacles such as slippery or cluttered floors;
- Investigate the location where the load is going to be placed in order to anticipate any difficulty;
- Always exercise or warm-up the back prior to lifting.

SQUAT LIFTING

- Squat lifting should be performed as follows:
- Stand as close to the load as possible;
- Move your feet shoulder width apart;
- Tighten your stomach muscles so you can tuck your pelvis;
- Bend at the knees, keeping your back straight and stomach tucked;
- Get a good firm grip on the load;
- Keep the load close to the Centre of your body;
- Lift smoothly with your legs gradually straightening the knees and hips into a standing position;
- Avoid twisting your body as you lift.

CARRYING LOADS

- Keep the load close to the Centre of your body to take full advantage of the mechanical leverage of your body;
- Do not change your grip on the load unless it is weight supported;
- Avoid twisting your body without pivoting your feet at the same time;
- If you must change direction, move your feet in that direction instead of twisting your trunk in that direction;
- Make sure you can see over the load.

UNLOADING OBJECTS

Should be done the same way as lifting objects, but in the reverse order as follows:

- Slowly bend your knees to lower the load;
- Keep your back straight and the weight close to the centre of your body;
- Allow enough room for fingers and toes when the load is set down;
- Place the load on a bench or table by resting it on the edge and pushing it forward with your arms and body;
- Secure the load to ensure that it will not fall, tip over, roll or block

someone's way;

- Move carefully toward your destination.

ONE-ARM LOADS

Used when carrying items such as pails or buckets. Lifting and carrying one-arm loads should be performed as follows:

- Bend the knees and at the waist keeping your back straight;
- Reach for the load;
- Grasp the handle of the load firmly;
- Lift with your legs not your shoulders and upper back;
- Keep your shoulders level while switching hands regularly to reduce overexertion on one side of the body while carrying the load.

TEAM LIFTS

Used when objects are too heavy, too large or too awkward for one person to lift. Team lifts should be performed as follows:

- Work with someone of similar build and height, if possible;
- Choose one person to direct the lift (e.g., "lift on the count of three");
- Lift with your legs and raise the load to the desired level at the same time;
- Always keep the load at the same level while carrying;
- Move smoothly and in unison;
- Set the load down together.

MECHANICAL AIDS

Special lifting equipment such as hand trucks, carts, dollies, forklifts, hoists and wheelbarrows can help move loads when they are too heavy, awkward or a co-worker is not available. Although mechanical aids are used, safe lifting procedures should still be followed by maintaining the natural curvature of the back, using the legs for any lifting that is encountered and avoids twisting the back.

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11. Incidents, Accidents and Near Misses

While there are a wide variety of injuries that occur on site, the majority of reported incidents are included in the following categories:

- Back injuries and other sprains/ strains
- Slips, trips, and falls
- Cuts and abrasions

Injury prevention relies on knowledge of job tasks and equipment, recognition of hazards, and a safe-work attitude and behavior. Task and equipment knowledge require specific training with the references of equipment manuals and written standard operating procedures.

HAZARD RECOGNITION

Hazard recognition is a learned skill of identifying where and how safety problems may occur. Job experience and a keen sense of observation are important attributes in hazard recognition. A safe-work attitude is a trait that is individually developed and collectively reinforced by management.

A person working with a safe attitude conducts his work in a safe manner while eliminating known high risk activities. Keys to preventing occupational injuries include the following:

- Do not take chances or shortcuts;
- Know how to use hazardous materials and equipment;
- Take responsibility for your own safety;
- Be observant;
- When in doubt, ask!

REPORTING ACCIDENTS AND INJURIES

Knowing what to do and who to contact in the event of an accident or injury can make it easier to get medical treatment and aid in the prevention of similar accidents.

EMPLOYEES INJURED ON THE JOB

If you are a Employee's employee or a Employee and are injured on the job during employment the following shall apply:

- Any work related injury or illness, no matter how minor, must be reported to your Supervisor immediately;
- Make sure you have your Supervisor fill out an Incident Investigation Report which is used for compensation and documentation for injuries occurring on the job.
- Seek medical treatment immediately at one of the following locations depending on the time and nature of the injury;
- If you or another employee is unable to escort you to Health Services or the
- Hospital Emergency Room due to the extent of your injury, dial 999 and request an ambulance.

Note: All near misses should be reported to your Supervisor so that actions can be taken to prevent future occurrences that might not miss.

SEEKING MEDICAL ATTENTION

During Normal Working Hours:

All emergencies	Phone	999

After Normal Working Hours

All emergencies	Phone	999

Remember to complete the Incident Investigation Report and in cases where you were exposed to chemicals ensure you have a copy of the MSDS with you.

Employees requires that an employee injured on the job see a service provider as per medical health providers list for all medical care and for any specialist referrals for a work related injury. The few exceptions include;

- a need for immediate emergency hospital care,

- a serious injury that occurs after clinic hours,

Failure to report an accident appropriately may cause the medical service provider to turn down your claim. In such a case, you would be responsible for your bill.

12. HAZARD COMMUNICATION PROGRAM

APPLICABILITY

The Hazard Communication Program is an OSHAS requirement and is intended to provide information regarding the use of hazardous chemicals in the work place.
All Employees should be familiar with the requirements of the written program.

WRITTEN PROGRAM

HSE has developed the Employees Written Program for Hazard Communication. Employees have the right to know the hazards involved with the chemicals and products with which they work. Each Manager/ Supervisor and Employees has a copy of the written program and it shall be made available to all Employees. The written program specifies the policy, the training requirements, the responsibilities of Employees relating to the program, and procedures for program implementation and maintenance.

LABELLING

All containers of hazardous chemicals are required to be correctly labeled.
Labels are the primary source of information to prevent unnecessary exposure to hazardous chemicals. All Employees who use hazardous chemicals must be knowledgeable of the hazards associated with the chemical and how to use the chemical Material Safety Data Sheet (MSDS).

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MSDS

The MSDS is a detailed reference which has been prepared by the chemical manufacturer. The MSDS contains technical, safety, and health information about

the chemical. These documents must be available to all staff on every shift on every site.

All staff must know what an MSDS is and where they are located for their work area.
A master file of MSDS documents should be maintained at all times.

CHEMICAL INVENTORY

Each department is required to conduct a chemical inventory to identify chemicals used or located in the work area. A list of chemicals is prepared which includes those located during the inventory. An MSDS must be maintained for each chemical product on the chemical inventory list.

13. PUBLIC SAFETY

Public Safety involves protection of Employees, suppliers, customers, and visitors from personal harm and loss of possessions.

14. EMERGENCY PROCEDURES

This section contains only brief summaries of the emergency procedures. The entire approved procedures are contained in the procedures section of the IMS HSE System.

CHEMICAL SPILLS

BUILDING EVACUATION REQUIRED

If you are involved in or discover a chemical spill that you feel is an immediate threat to the health of people in the building- ACTIVATE THE FIRE ALARM to evacuate the building. Then call the 999.

CHEMICAL SPILLS

WITHOUT BUILDING EVACUATION

All spills that do not require building evacuation must be reported to the Employee and local help desk.

ALL SPILLS

Remove contaminated clothing and rinse contaminated skin or eyes immediately with fresh water or eyewash, for at least 15 minutes.

MEDICAL EMERGENCY

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Call 999 for serious medical emergencies.
DO NOT MOVE THE INJURED PERSON UNLESS THEY ARE IN A LIFE THREATENING SITUATION.

This procedure is to be followed for serious medical emergencies only. It is not to be used for cuts, scratches, headaches, or other non-life-threatening situations. Examples of Medical Emergencies include, but are not limited to:

- heart attacks
- unconscious persons
- severe cuts where bleeding is extreme
- broken hips, broken legs
- serious injury to the eyes or head

If in doubt, treat the situation as a medical emergency and call 999
Fire

If you see a fire, smell a burning odour that you think is caused by a fire, or see smoke that you think is caused by a fire, activate the fire alarm, and then call 999.

- Do not attempt to put out the fire unless you know it is safe to do so.
- Do not use a fire extinguisher unless you are qualified and trained to do so.

For example, you may attempt to put out a fire in a waste basket by putting water on the fire in the waste basket if the smoke is not heavy and the heat is not intense.

- If the fire alarm sounds in your building, evacuate the building immediately.

Move away from the building entrance to a pre-designated area.

- DO NOT USE THE ELEVATORS.

15. POLICIES

There are several policies which relate to the environment, health, and safety areas. You should be aware of their content and follow the procedures as appropriate. These are briefly discussed in this section, but you should refer to the policy for complete detail.

CHEMICAL SPILL REPORTING

This policy explains how chemical spills are to be reported. The policy pertains to all chemicals and chemical product mixtures. Small spills of non-hazardous materials are exempt from the reporting procedures but are covered by the policy in other ways.

FIRST AID KIT USE

This policy outlines the conditions under which first aid kits may be used. Band-Aids and antiseptic agents may be dispensed without meeting the requirements for a first aid kit, as long as the Supervisor is advised of the injury and the injury does not require medical attention.
The use of first aid kits will be limited to treating injuries that need immediate attention prior to proper medical care being administered. Use of the kit is limited to trained personnel ONLY. First aid training can be arranged through EHS.

INJURIES INCURRED ON-THE-JOB

Employees must report on-the-job injuries to their Supervisor immediately. The Supervisor must report the injury to the authorities. Outside of business hours, injuries should be seen at a Hospital Emergency Room. Out-of-the-city injuries should be treated at a local medical care Centre if immediate assistance is necessary.
Non-discrimination against Employee's – Reporting Hazards
This policy protects Employees who report environmental, health, or safety problems to internal departments. It lists procedures which must be followed if an employee believes his or her action may result in an unsafe practice, exposure to unhealthy conditions, or harms the environment by violating Employee's policy or regulatory requirement.

THE POLICY STATES:

- An employee shall not be discharged, suspended, or otherwise discriminated against for failure or refusal to engage in unsafe practices or improper acts which adversely affect health, safety, or the environment.
- An employee shall not be discharged, suspended, or otherwise discriminated against for reporting safety, health, or environmental issues.

to the employee's management or departments having jurisdiction over the issue.

Personal Protective Equipment

This policy states the procedures management will follow to identify workplace hazards and provide the necessary personal protective equipment (PPE) for the employee exposed to a workplace hazard. It clarifies the PPE that departments are responsible for purchasing.

In general terms, the policy states that if workplace hazards are found, Employees shall:

- select the types of PPE that will protect Employees from the hazards identified;
- communicate the selection decisions to each affected employee;
- select PPE that properly fits each employee;
- train Employees in use, maintenance, and limitation of selected PPE;
- require each employee to use the PPE selected.

RUNNING VEHICLE ENGINES AT LOADING BAYS

This policy applies to personal and commercial vehicles on site. It states that except under emergency situations, the engine of all vehicles shall be turned off when the vehicle is located at a loading dock or is in the vicinity of open windows or doors. Trucks with refrigerator units may leave the refrigerator unit engine running if necessary.

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SMOKING

This policy prohibits smoking in all public buildings containing classrooms, offices, tunnels, and other enclosed areas including skywalks. Smoking is also prohibited in all Employees' vehicles and numerous areas outside including within 30 feet of all building entrances and fresh air intakes. Smoking in an area designated as non-smoking may lead to disciplinary action that includes suspension and termination. Cigarette butts should be discarded only in appropriate receptacles. Butts placed elsewhere are unsightly and often lead to fires.

TRANSPORTATION OF HAZARDOUS MATERIALS

To reduce the chance for breakage and subsequent spilling of hazardous materials with the exception of radioactive material must be in approved containers or containers approved by HSE when transported. Safety Committee is responsible for establishing guidelines for internal waste transportation.

WASTE DISPOSAL

Employees are responsible for assuring that all wastes discarded in dumpsters or compactor units are free of untreated infectious waste, special waste, hazardous waste, regulated radioactive waste, regulated pharmaceutical waste and other miscellaneous liquid or semi-liquid wastes. Producers of refuse are responsible for the proper segregation of wastes into the above-mentioned types. The different types of wastes are defined and procedures for disposal of each type are provided in this policy.

WASTE MINIMIZATION AND POLLUTION PREVENTION

This policy gives extensive information regarding Employee's program to limit the amount of waste created and to prevent pollution by improper waste disposal.

All staff members are strongly encouraged to participate in the recycling program and take a proactive role within departments to maximize its impact.

SEAT BELT POLICY

Employees driving or riding in vehicles are required to wear a safety belt at all times. This pertains to all vehicles, including trucks. Seatbelts save lives!
This includes while driving on site roads.

PERMIT TO WORK SYSTEM

Employees have implemented a Permit to Work System (PTW) which shall be enforced for all classes of work. General permit to work shall be issued at the Property Manager's discretion and may be valid from one day or for the total duration of a particular task.

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SITE ORIENTATION

All Employees shall complete HSE orientation training prior to being placed on the job/site. Each employee shall complete Records RC 02-01 and all Supervisors RC 02-13. Orientation shall briefly address all site rules and regulations and may be done individually or in group sessions. Further to this, Tool Box Talks shall be held on a weekly basis by the Employees, the topics are available from HSE who shall issue relevant topics for discussion.

RISK ASSESSMENTS

Risk Assessments shall be maintained by Employees on a continuous basis. Any Employee who identifies a risk shall immediately bring it the attention of the HSE Representative in his area.

EMERGENCY TELEPHONE NUMBERS

Emergency service	999 / 901
Police	999 / 901
Ambulance	998 / 999
Fire brigade	
Operations Manager	
Supervisors	
Security	
First Aid	

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SUPPLIER EVALUATION

Supplier/Sub Contractor Evaluation Form

1. Purpose

This evaluation is intended to assess your capability to satisfy the product and service requirements. The information supplied will be treated as confidential. DESIGNS & DIMENSIONS INTERIOR DESIGNS believes that mutual supplier relationship is the key to long term growth and development. This can only accomplished through effective communications and working closely together.

2. GENERAL INFORMATION

Company Name
Address
Telephone Fax
Quality Rep. Name
Telephone
Email Address

3. ORGANIZATION

- How long has your company been in business?
- Primary Business
- What type of organization? (Corporation/ Partnership etc)
- Number of employees at the above mentioned location
- Number in Manufacturing Engineering Quality
- What are the core competencies of your organization?

4. QUALITY MANAGEMENT SYSTEM

General & Documentation

- Do you have a documented QMS Quality Management System? ☐ ☐
- Are you QMS certified to ISO 9001? ☐ ☐
- If yes: Registrar's Name Registration No. ☐ ☐
- Is there a document control function in your organization? ☐ ☐
- Is there a master list of documents with document status (e.g. revision)? ☐ ☐
- Are documents reviewed and approved prior to issue? ☐ ☐
- Are obsolete documents removed from points of use? ☐ ☐

COMPETENCE, AWARENESS, AND TRAINING

- Do you have QMS training for all personnel? ☐ ☐
- Is job required training provided? ☐ ☐
- Are training record maintained? ☐ ☐
- Does you perform design review? ☐ ☐
- Does you verify design? ☐ ☐

PRODUCTION

- Are personnel provided with work instructions? ☐ ☐
- Are there preventive maintenance procedures in place? ☐ ☐
- Are final inspection/ testing in place? ☐ ☐
- Are products identified by suitable means to ensure traceability? ☐ ☐
-
- Are products properly preserved to ensure conformity? ☐ ☐

MONITORING AND MEASUREMENT

- Do you perform in process inspection? ☐ ☐
- Are measurement equipment calibrated regularly? ☐ ☐
- Are measurement, inspection, and calibration record maintained? ☐ ☐

CONTROL OF NON-CONFORMING PRODUCT

- Is there a isolated quarantine area for non-conforming products/ materials? ☐ ☐
- Are non-conformance documented? ☐ ☐

PREVENTIVE AND CORRECTIVE ACTION

- Is a customer complaint system in place? ☐ ☐
- Is there any procedure of corrective and Preventive action in place? ☐ ☐
- Does your company have continual improvement programme? ☐ ☐
- If yes, please specify ☐ ☐

METHOD OF STATEMENT

METHOD STATEMENT / PROJECT EXECUTION

IMPLEMENTATION STRATEGY

MOBILIZATION /SITE MARKING

Prior to material ordering, the final drawing has to be verified and approved by Client/Consultant. Our AutoCAD Designer will be involved in this process, who will work in coordination with Project Manager & Project Engineer. Floor Plan 2D Drawings, Perspective and where applicable Shop Drawings will be submitted and approval will be taken from

Client/Consultant after the Drawings approval the site will be marked as per 2D layout and rechecked at the site if some changes are known from the original plan. This activity will be carried by our Project Engineer and Interior Designer and Supporting Staff. If some changes are found then immediately it is to be brought to Client/Consultant knowledge and revised drawings to be submitted for approval. Final Color Scheme, Wooden Samples, Fabric, Leather approval etc. to be taken from Client/Consultant. Our Designing section is equipped with AutoCAD Version 2015 and is capable to provide best possible solutions to the project requirement.

DOCUMENTATION / ORDER PLACEMENT

After the approval of drawings, specification and dimensions, color schemes by Client/Consultant. We will start the documentation /Order placement. In this process logistics and Accounts /Bankers will be responsible. Our specialized Logistics Team will be involved and they will work in coordination with Project Manager, Project Coordinator. The specification, quantities, finishes will be cross examined by logistics and will proceed ahead to place the order with the manufacturers and suppliers. The order confirmation acknowledgement is taken from the suppliers.

COORDINATION/CLARIFICATIONS:

After the Order Placement, the Logistics department will have coordination and clarifications if any with the suppliers. They will coordinate with Project Manager and Suppliers for any clarifications as to finishes, quantities, deliveries etc.

PRODUCTION STAGE / STATUS

The Logistics department will be actively involved from 1st week of Order Placement and at every state will follow the Production stag and Delivery status. They will update the same to the Project Manager.

SHIPPING DETAILS

Once the materials are ready for deliveries the supplier will provide the shipping details and our Logistics team will coordinate with our company's shipping agents. The same information will be provided to Client/Consultant authorities.

TRANSPORT / MATERIAL RECEIPT

The materials shipping and transportation will be taken care by our forwarders and shipping agent. The consignment will be shipped directly to site and necessary arrangements to offload the container will be made by the Project Supervisor. Special arrangements will be made to shift the materials to the location and all safety measures and devices will be implemented. On arrival of material the goods are checked by our Quality Department for any deviation of specifications, discrepancies in color or any other possible damages.

STORAGE /WAREHOUSE:

In case the site is not ready for material receipt and installation conditions then we have sufficient warehouse facilities with all modern equipment's to stock numerous materials safely. The material will be stocked in our warehouse and then transported to Client site when the site is ready for installation. Our Engineer will carry a execution plan and coordinate with Supervisors and Technicians involved in site.

INSTALLATION:

The furniture will be installed by our Trained Technicians / fitters, who will equipped with floor plans and installation equipment's. Ten Teams will be assigned to carry out installation, which consists of One Technician and Two helpers in each team. Our Quality control team will inspect and observe the proceedings and will guarantee a high standard of workmanship and execution.

SITE MEETING

After completion of installation the site meeting will be organized with Client/Consultant, Authorities for inspection. The Project Manager, Project Engineer, Project Supervisors will be present at the site meeting.

CLEANING /SNAGGING AND DEMOBILIZATION:

After the site meeting the technicians and helpers will give final touches to the installations and site be cleaned so as to occupy for use. The equipment's, accessories etc. and the technicians will move out of the premises.

SITE HAND OVER

After final snagging is carried out the Site will be handed over to Client/Consultant and Project Manager, Project Engineer and Supervisors will be present while handing over the site to Client/Consultant authorities.

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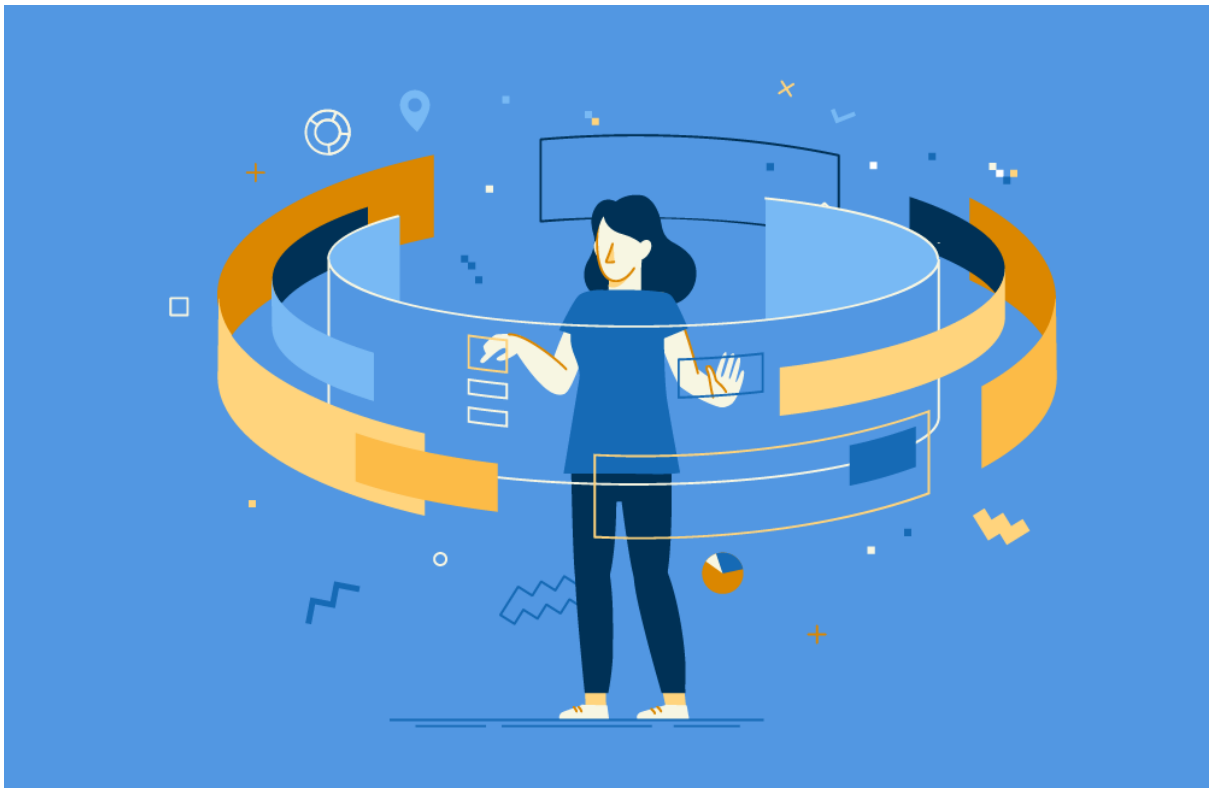
PROJECT MANAGEMENT



DESIGNS & DIMENSIONS INTERIORS offer project management capability suitable to any size or scale of project and programme. Our project managers are not only experienced in all aspects of project management from Client liaison, contract administration, planning and programming but will take a lead role in the supervision of quality and health & safety on site. All site teams are fully trained by the manufacturers and can call on the support of Suppliers dedicated international service engineering team, if required.

On all major projects we ensure a seamless and smooth installation by appointing a project manager with overall responsibility for the project. This project manager would then own the project, from initial coordination and health and safety meetings through to clearance of any snags and defects. The key elements of our approach are as follows:

EARLY IDENTIFICATION OF CLIENT REQUIREMENTS & CONSTRAINTS

We would seek to meet with the Client, the Client's professional advisors and contractors to fully understand the Client's programme requirements, priorities and business drivers, any site constraints, particular methods of working, interfaces with other contractors and potential risks. We would seek to ensure that methods of working and responsibilities are clearly identified between the various parties on site. We would also ensure that we fully understand the Client's site health and safety requirements and any other rules and regulations particular to the site so that a site-specific policy can be implemented for our employees, our manufacturer's staff and any other contractors within our control.

RISK MANAGEMENT

To ensure risks and constraints identified at the meetings are managed, we will institute a full Risk Management process in support of the programme in anticipation of the potential demands that could arise during the course of the contract. The Risk Management process used is based upon:

- Risk Identification - identifying and recording risk items
- Risk Analysis - assessing the probability and impact of risks
- Risk Mitigation - developing plans to minimize the impact of a risk
- Risk Management - the iterative process of reviewing and taking action upon individual risks.
- Risks are recorded in a Risk Register and are reviewed by programme

Management at progress meetings. The significant potential risks identified at this stage are:

- The effects of delays to programme for major projects caused by external factors outside our control.
- Maintaining continuity of supply for the life of the contract.
- The effects of design obsolescence.
- Health and safety incidents.

The risk mitigation plans drawn up by DDID have significantly reduced the probability of these risks occurring, through both the design philosophy inherent in the furniture system, and through the management systems proposal for this contract.

PROGRAMMING

Our Project Managers are trained in the use of the latest project management tools and software, including MS Project and Primavera;
We will produce programmes for the project to help manage our team and our manufacturers but also to identify at an early stage to the Client any actions by the Client or the Clients team that will have an impact on our ability to deliver the service required.

DELIVERY SCHEDULING

All deliveries will be agreed and coordinated with the Client's site team. DDID will produce and update delivery schedules to ensure that our manufacturers are fully aware of the products required at each stage, their allocated time slots and any particular constraints on vehicle size, site access etc.

SITE READINESS SURVEYS

DDID will, in agreement with the Client, visit site one to two weeks in advance of the first installation to undertake site readiness surveys. This survey will review access, any changes to the site since the first coordination meetings that may impact agreed distribution arrangements, provide the Client of advance warning of potential delays and will also incorporate a spot check on grommet locations.

INSTALLATION

Our project manager will manage the site team, liaising with all other site management and Client personnel as necessary and ensuring that DDID's installation is achieved on time.

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HANDOVER AND SNAGGING

DDID will undertake advance snagging as works progress, rectifying all faults found where possible in advance of the handover inspection with the Client and the Client's team. A pre-snag check sheet will be provided to the Client, indicating all snagging items that it has not been possible to rectify in advance of the handover. Any additional snagging items identified as part of the formal handover process will then be incorporated on that snag sheet and cleared as soon as practically possible.

O&M MANUALS

It will be the DDID Project Manager's responsibility to ensure that the Client is provided with a full set of record drawings and all relevant operations and maintenance manuals, as the case may be, to ensure that the Client is able to properly maintain the products supplied.

TRAINING

The Project Manager will also identify the Clients preferred maintenance regimes and will provide the Client's personnel if required with full training on the products to ensure their longevity is maximized.

MAJOR PROJECTS DONE BY

DESIGNS AND DIMENSIONS

MAJAOR PROJECT DONE BY DESIGNS AND DIMENSIONS - YEAR 2013 - 2019

SR. NO	CLIENT
1	MERAAS –DUBAI
2	YAS WATER WORLD - ABUDHABI
3	FERRARI WORLD - ABUDHABI
4	ETIHAD AIRWAYS
5	PAYLESS – ALWATHBA GROUP
6	Al Noor Hospital Group-Abu Dhabi
7	Emirate of Abu Dhabi Executive Council-General Secretariat
8	Abu Dhabi National Hotels (ADNH)
9	Abu Dhabi Tourism Authority (ADTA)
10	Aldar Laing O'Rourke Construction L.L.C
11	Al Futtaim FAMCO
12	Al Mansoor Enterprise LLC
13	Bilfinger Berger Civil Contracting
14	Emirates Aluminum Company Limited PJSC
15	Office of HH Sheikh Hamdan Bin Zayed Al Nahyan
16	Techicas Reunidas
17	Gulf & World Traders
18	Khalifa University
19	Tabreed National Central Cooling Co.(PJSC)
20	Zayed Military Hospital
21	SILVERTECH Middle East-Abu Dhabi
22	RMK Experts
23	EMDAD- Gulf Catering
24	Flowtex Egypt
25	Park Hyatt Hotel- Abu Dhabi
26	Det Norske Veritas- Abu Dhabi
27	TECHNIP France
28	Sofitel
29	Al Ghazal Transport
30	National Bureau of Statistics
31	Trakker Middle East
32	Dorma Middle East LLC
33	Bayanat Airports Engineering Supplies
34	Al Wathba Services
35	NSCC International Limited
36	Abu Dhabi Aviation
37	Al Bawardi Enterprises LLC
38	Abdul Aziz & Saad Almoajil Co
39	AZIZI Developments.
40	Dar Al Takaful
41	DAMAC Groups
42	Emirates Hospital
43	Bank of Baroda
45	Schneider Electric

DESIGNS & DIMENSIONS INTERIOR DESIGNS LLC

46	Avis – Rent a car
47	Mr. CAP
48	IDEA CRATE
49	MED ART CLINICS
50	LEGOLAND
51	Hiperdist information technology trading.
52	Al-Qassimi Hospital
53	Amer – Typing Centre.
54	FX GATE LTD – DUBAI BRANCH
55	
56	
57	

DESIGNS & DIMENSIONS
INTERIOR DESIGNS LLC

PROJECT COMPLETED

SITE PHOTOS

DESIGNS & DIMENSIONS
INTERIOR DESIGNS LLC

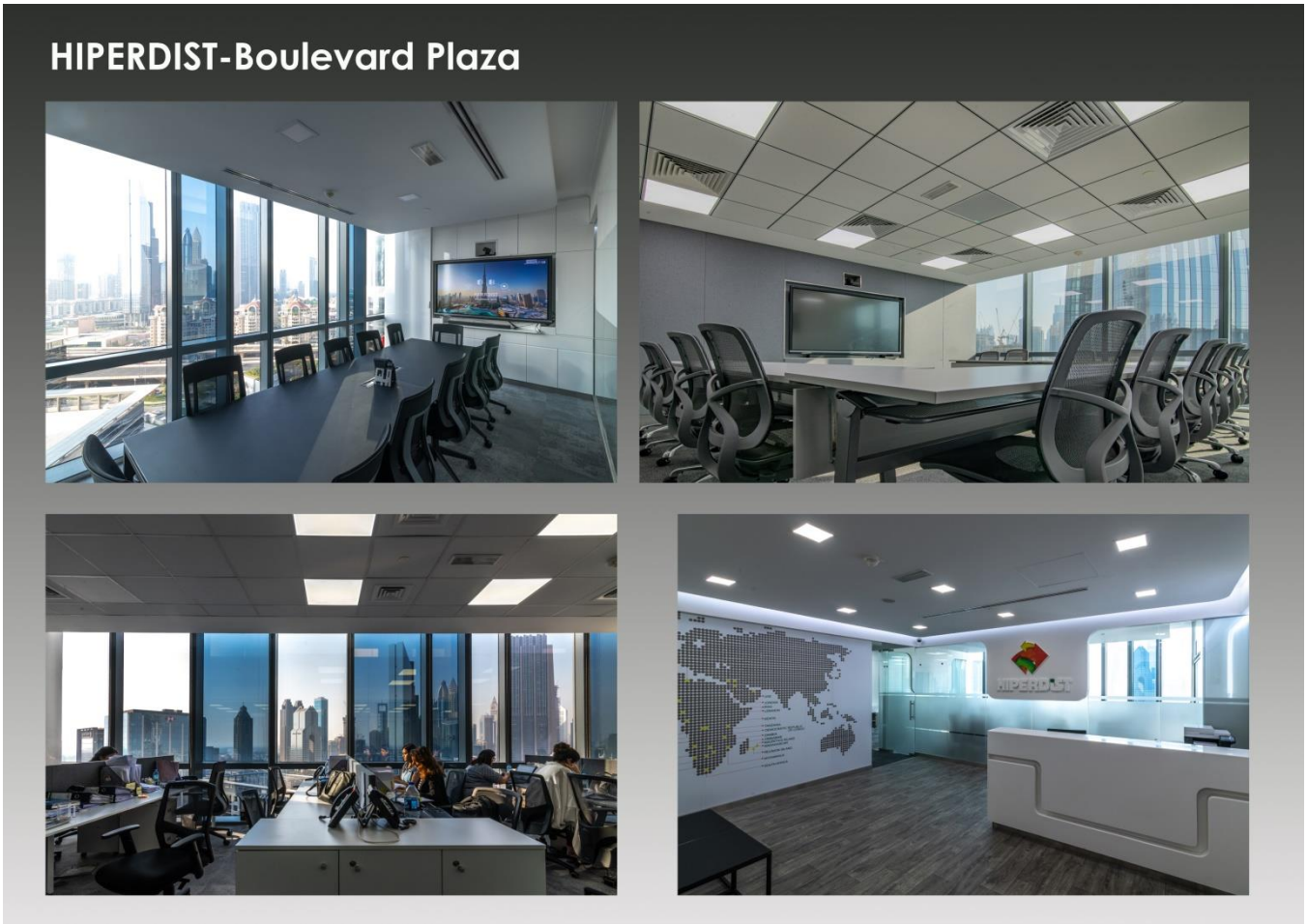
EMIRATES HOSPITAL – AL HAMRIYA PROJECT

EMIRATES HOSPITAL – AL HAMRIYA PROJECT

EMIRATES HOSPITAL – NAD AL SHEBA PROJECT

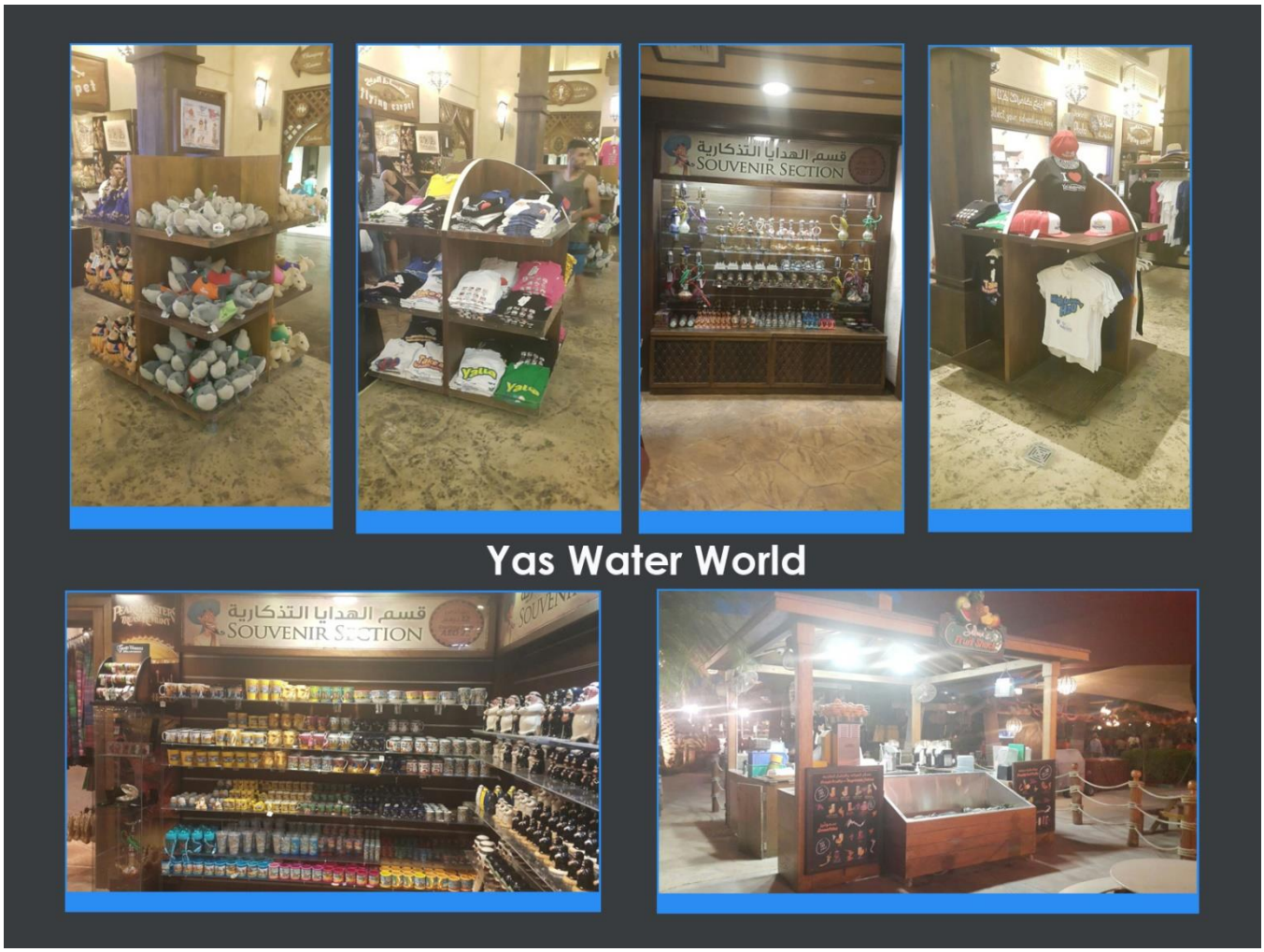

NFPC

ELLINGTON PROJECT


HIPERDIST-Boulevard Plaza

BANK OF BARODA (AUH) PROJECT

YAS WATER WORLD PROJECT



YAS WATER WORLD (AUH) PROJECT

CANADICAN MEDICAL CENTER (AUH) PROJECT

CANADICAN MEDICAL CENTER (AUH) PROJECT

YAS WATER WORLD (AUH) PROJECT

ETIHAD AIRWAYS (AUH) PROJECT

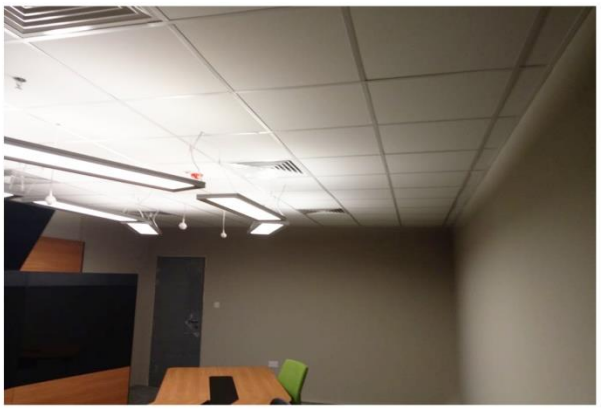
AL NOOR HOSPITAL-MEDICLINIC (AL-AIN) PROJECT

AL NOOR HOSPITAL-MEDICLINIC (AL-AIN) PROJECT

AL NOOR HOSPITAL-MEDICLINIC (AL-AIN) PROJECT

SCHNEIDER (DXB) PROJECT

SCHNEIDER VIDEO CONFERENCE ROOM



SCHNEIDER (DXB) PROJECT

SCHNEIDER

DAMAC-EXECUTIVE BAY (DXB) PROJECT

DAMAC- EXECUTIVE BAY

BANK OF BARODA (DXB) PROJECT

BANK OF BARODA (RAK) PROJECT

BANK OF BARODA (RAK) PROJECT


PHILIPS

3D DESIGN GALLERY

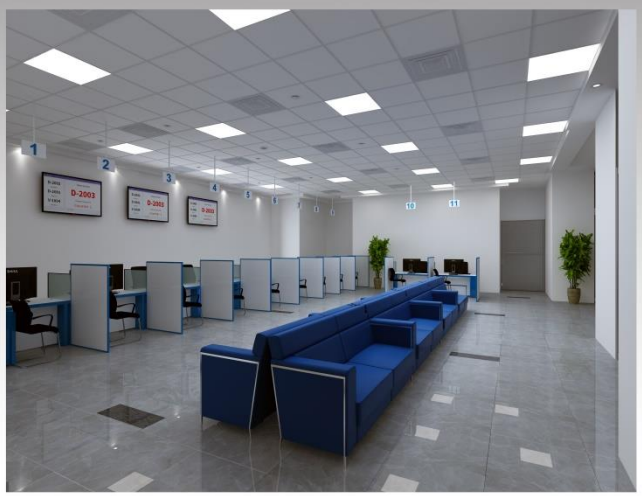
DESIGNS & DIMENSIONS
INTERIOR DESIGNS LLC

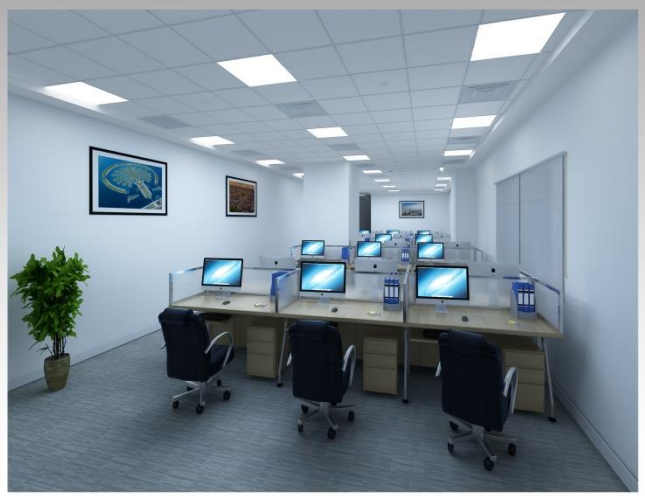
3D VIEWS

3D VIEWS

3D VIEWS

NAKHEEL PROJECT - 3D VIEW





UAE UNIVERSITY PROJECT - 3D VIEW

OUR BANKERS

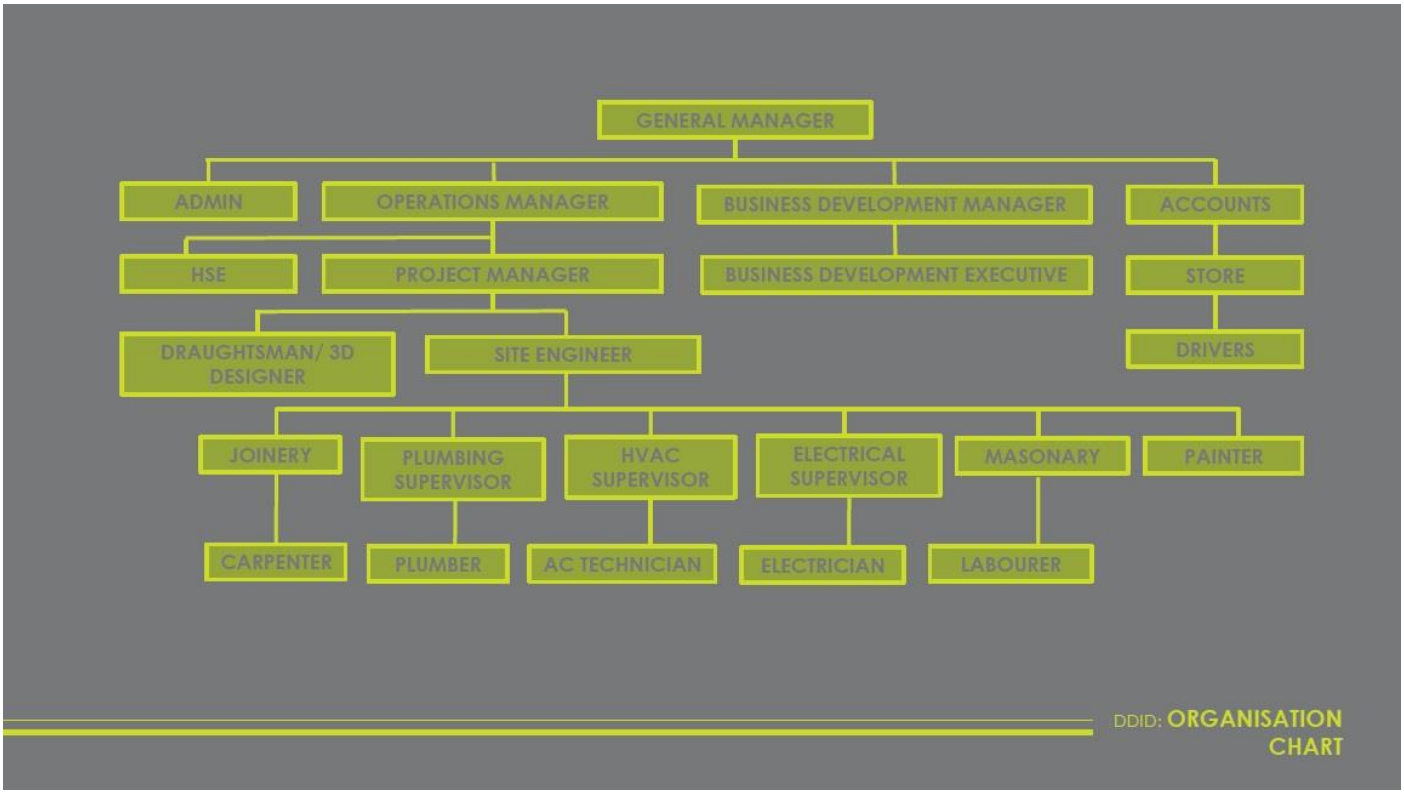
DESIGNS & DIMENSIONS
INTERIOR DESIGNS LLC

OUR BANKERS

- COMMERCIAL BANK OF DUBAI (CBD)
- RAK BANK

DESIGNS & DIMENSIONS
INTERIOR DESIGNS LLC

ORGANIZATION CHART


GENERAL MANAGER
ADMIN
OPERATIONS MANAGER
BUSINESS DEVELOPMENT MANAGER
ACCOUNTS
HSE
PROJECT MANAGER
BUSINESS DEVELOPMENT EXECUTIVE
STORE
DRAUGHTSMAN/ 3D DESIGNER
SITE ENGINEER
DRIVERS
JOINERY
PLUMBING SUPERVISOR
HVAC SUPERVISOR
ELECTRICAL SUPERVISOR
MASONARY
PAINTER
CARPENTER
PLUMBER
AC TECHNICIAN
ELECTRICIAN
LABOURER
DDID: ORGANISATION CHART

OUR CERTIFICATES

AND

LICENSE COPIES

DESIGNS & DIMENSIONS
INTERIOR DESIGNS LLC

حكومة دبي
GOVERNMENT OF DUBAI

اقتصادية دبي
DUBAI ECONOMY

رخصة تجارية
Commercial License

License Details / تفاصيل الرخصة

License No.	683515				رقم الرخصة
Company Name	DESIGNS AND DIMENSIONS INTERIOR DESIGNS L.L.C				اسم الشركة
Trade Name	DESIGNS AND DIMENSIONS INTERIOR DESIGNS L.L.C				الإسم التجاري
Legal Type	Limited Liability Company(LLC)			ذات مسئولية محدودة	الشكل القانوني
Expiry Date	12/02/2021	تاريخ الإنتهاء	Issue Date	13/02/2013	تاريخ الإصدار
D&B D-U-N-S ®	0	الرقم العالمي	Main License No.	683515	رقم الرخصة الام
Register No.	1109903	رقم السجل التجاري	DCCI No.	214754	عضوية الغرفة

License Members / الاطراف

No./رقم الشخص	Name / الاسم	Nationality / الجنسية	Role / الصفة	Share / الحصص
693180	راجيف ابوكوتان بيلاي ابوكوتان راغافان بيلاي RAJEEV APPUKUTTAN PILLAI APPUKUTTAN RAGHAVAN PILLAI	India / الهند	Manager / مدير	

License Activities / نشاط الرخصة التجارية

Interior Decoration

اعمال تنفيذ التصميم الداخلي

Address / العنوان

Phone No	971-4-4342694	تليفون	P.O. Box	86319	صندوق بريد
Fax No	971-4-4342693	فاكس	Parcel ID	345-563	رقم القطعة
Mobile No	971-50-5613234	هاتف متحرك			

مكتب رقم 401 ملك يحيى احمد سليمان - برج خليفه

Remarks / الملاحظات

Print Date	16/03/2020 14:25	تاريخ الطباعة	Receipt No.	0	رقم الإيصال

يمكنك الآن تجديد رخصتك التجارية من خلال الرسائل النصية القصيرة، أرسل رقم الرخصة إلى 6969 (دو/اتصالات) للحصول على اذن الدفع
Now you can renew your trade license by sending a text message (SMS). Send your trade license number to 6969 (Du/ Etisalat) to receive payment voucher.

وثيقة إلكترونية معتمدة وصادرة بدون توقيع من دائرة التنمية الاقتصادية .لمراجعة صحة البيانات الواردة في الرخصة يرجاء زيارة الموقع www.dubaided.gov.ae
Approved electronic document issued without signature by the Department of Economic Development. To verify the license kindly visit www.dubaided.gov.ae

TCCPL

Certificate of Registration

This is to certify that

Designs and Dimensions Interior Design L.L.C

P.O. Box. 86319, Business Bay,Dubai, UAE

has been assessed and registered by TCCPL as conforming to the requirements of:

ISO 9001:2015

[Quality Management System]

The Quality Management System is applicable to:

Modern & Ethnic Design for Corporate offices, Showroom, Warehouse, Turnkey Interior, 3D Drawing, Wood & Glass Works, Office Furniture, MEP Works, Signage, Security and Storage Systems

Certificate No: Q-02808075 | Certificate issue date: 28-08-2017 | Certificate valid till: 27-08-2020

1st Surveillance due before: 27-08-2018 | 2nd Surveillance due before: 27-08-2019

Managing Director

UNITED ACCREDITATION FOUNDATION UAF

TCCPL TRANS CONTINENTAL CERTIFICATIONS PVT. LTD.

Accredited by **United Accreditation Foundation (UAF)** **Full Member of IAF**
3510, Colmar, Norfolk 23509, VA, United States of America (USA)
To check certification status: http://uafaccreditation.org

Trans Continental Certifications Pvt. Ltd.
www.tccplcertifications.com

Lack of fulfilment of conditions set up for the issuance of this certificate and timely completion of periodic surveillance audit may render this certificate invalid

CERTIFICATE - CERTIFICAT - ZERTIFIKAT - CERTIFICATO

TCCPL - TCCPL - TCCPL

TCCPL

Certificate of Registration

This is to certify that

Designs and Dimensions Interior Design L.L.C

P.O. Box. 86319, Business Bay,Dubai, UAE

has been assessed and registered by TCCPL as conforming to the requirements of:

OHSAS 18001:2007

[Occupational Health & Safety Management System]

The Occupational Health & Safety Management System is applicable to:

Modern & Ethnic Design for Corporate offices, Showroom, Warehouse, Turnkey Interior, 3D Drawing, Wood & Glass Works, Office Furniture, MEP Works, Signage, Security and Storage Systems

Certificate No: Q-02808077 | Certificate issue date: 28-08-2017 | Certificate valid till: 27-08-2020

1st Surveillance due before: 27-08-2018 | 2nd Surveillance due before: 27-08-2019

Managing Director

UNITED ACCREDITATION FOUNDATION UAF

TCCPL TRANS CONTINENTAL CERTIFICATIONS PVT. LTD.

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CERTIFICATE - CERTIFICAT - ZERTIFIKAT - CERTIFICATO

TCCPL - TCCPL

شهـادة سجل مزاولـة المهـن الهندسيـة

ENGINEERING PROFESSIONS PRACTICE CERTIFICATE

بيانات سجل مقاول

الإسـم التجاري : ديسينس اند ديمنشنس للتصميم الداخلي ش.ذ.م.م

رقم الترخيـص : 683515

تاريخ اصدار الرخصة : 13-02-2013

تاريخ انتهاء الرخصة : 12-02-2019

اطراف الترخيص

سيف حميد عبدالله سالم سعيد الشامسي	شريك
راجيف ابوكوتان بيلاى ابوكوتان راغافان بيلاى	شريك
راجيف ابوكوتان بيلاى ابوكوتان راغافان بيلاى	مدير
جوجى جورج	شريك

الانشطة المسجلة والمصرح العمل بها

- اعمال تنفيذ التصميم الداخلي

الانشطة المسجلة وغير المصرح العمل بها لجميع المشاريع

اجمالي عدد الانشطة 1

المنطقة	الخليج التجاري		
رقم الارض	3460563		
الهاتف	044342694	فاكس	044342693
البريد الالكتروني	arul@designsdid.com		

ملاحظات السجل :

اي تغيير في إشتراطات مزاولة المهنة قد يؤدي إلى إيقاف الرخصة في سجلات البلدية

تاريخ الطباعة :06-03-2018

لجنة قيد وترخيص
مزاولة مهنة الاستشارات الهندسية والمقاولات
إدارة المبـاني

تعتبر هذه الشهادة لاغية في حال حدوث أي كشط أو تغيير أو تعديل و تجدد سنوياً


UNITED ARAB EMIRATES
MINISTRY OF INTERIOR
DIRECTORATE GEN. OF DUBAI CIVIL DEFENSE
PREVENTION & SAFETY DEPT.
الإمارات العربية المتحدة
وزارة الداخلية
الإدارة العامة للدفاع المدني - دبي
إدارة السلامة الوقائية
Delegate License
بطاقة مندوب
Card No / بطاقة رقم
DCDS000064468
Expiry Date / تاريخ الانتهاء
31-Mar-2021
Name / اسم
Arul Gopi
Company / أسم الشركة
DESIGNS AND DIMENSIONS INTERIOR DESIGNS L.L.C