

Lahej & Sultan Cleaning Service Division



www.lahejsultan.com

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INTRODUCTION TO THE LAHEJ & SULTAN GROUP OF COMPANIES

Lahej & Sultan(L&S) is an ISO 9001, 14001 & 45001 certified company.

Since its establishment in 1981, Lahej & Sultan (L&S) has been the leading service provider for the following services:

- Cleaning Services
- Security Services
- Gas Distribution
- Gas Pipeline connection
- Pest Control
- High level Glass Cleaning & Rope Access services

Under the guidance of its Chairman & Managing Partner, Mr. Hussain Mahyoob Sultan Al Junaidy, the Company has been able to diversify itself into various segments of the services industry. We have our branches in Abu Dhabi, Sharjah & Ajman.

At Lahej & Sultan our first priority is always “Customer Satisfaction”. Our focus has always been to deliver our service beyond the customers’ expectations and this can be known from the long list of our loyal customers whom we have been serving for several decades.

Our sales teams have been trained to handle not only the sales requirement of the client, but to also the handle the operational issues of the client – thus acting as a “One Point of Contact” for all their service requirements.

L&S has its own fleet of buses (120+) managed by transport in charge. The transport department ensures all staff logistics are coordinated and planned properly as reaching the sites all over the UAE on time is vital to our operations. We also have our own workshop with qualified technicians to ensure vehicles are serviced on time and are attended quickly should any breakdown happen on the road.

Having all materials and chemicals on site is crucial to carrying out our services. L&S has its own Central stores located in Jebal Ali ensuring all chemicals, materials, accessories needed are reordered on time and stored. Chemicals & materials needed on all sites are planned and distributed on sites. A record of all deliveries is maintained to ensure there is no misuse on sites. Our Maintenance team ensures machines received from sites are repaired & replaced on time without causing any inconveniences on the site.

As corporate leaders in our industry, we earnestly take the challenge to set high standards for our performance and deliver efficient and quality service to our clients.

At Lahej & Sultan, technology is used extensively to enhance our service capabilities and all our Office staff, Operations team including supervisory staff are connected to the network 24*7 ensuring seamless transition and minimum disturbances to our operations even during lockdowns by working remotely or from home.

L&S Group employs more than 4,200 staff. They are our core strength and our pride. Looking after the welfare and needs of our staff has always been one of our top priorities. All our staff are housed in our company owned & managed four labour accommodations in Jebel Ali, DIP & Sharjah. Every quarter, 20 employees are chosen and awarded the Employee of the Quarter with cash award and certificate. We were one of the first few companies to launch the WPS system as we believe our staff should be paid on time.

All our staff are trained inhouse and through specialized 3rd party training for jobs which require specialized skills. In the unlikely event that a claim should arise all our staff are fully insured in respect of public liability, workmen's compensation and professional indemnity.

Our Vision

To remain the leading service provider, most professional and respected company in our industry.

Our Mission

Provide an exceptional, dedicated customer focused service through a complete understanding of our customer requirements. Deliver quality service through continuous training of staff, use of technology, products and chemicals that protect the environment.

Our Values

- Respect & commitment to all our stakeholders.
- Profitable and sustainable growth while ensuring full satisfaction of our customers and staff.
- Continuous training and improvement of our performance.
- Innovative and environment friendly.
- Teamwork and participatory environment.
- Dedication to high ethical and moral standards.

The logo is a circular emblem with a light green border. Inside, a white circle contains a green cross-like shape formed by two triangles meeting at the center. Overlaid on this is the text 'L & S' in a large, light green, sans-serif font. The 'L' is at the top, the 'S' is at the bottom, and an ampersand is in the middle.

ABOUT THE CLEANING SERVICES DIVISION

A Leading Service Provider in the UAE.

Lahej & Sultan Cleaning Services was established in 1981 and is part of the Lahej & Sultan Group. Lahej & Sultan is an ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018 certified company and is a registered member of BICS and Dubai Chamber of Commerce and Industry. The Company has been providing cleaning services to the UAE Market for last 40 years.

Lahej & Sultan Cleaning Services and General Maintenance Co. is licensed for all its activities.



A good cleaning job starts with well-groomed staff and L&S has been building an organization of well-trained people since 1981. All Lahej & Sultan employees are on company sponsorship and are selected through proper interviews arranged by the agent based in the respective countries and after the clearance from the local law enforcement authorities. The cleaners are given proper training by the trainers on their arrival in our training room and are then allotted to the sites. Also, the cleaners are briefed about the local rules and regulations so that when they are serving a client there will not be any inconvenience to them or the client.

We offer a full range of cleaning services for all your commercial needs, all performed by carefully selected staff who are groomed and smartly uniformed, organized in teams with thorough training on modern cleaning techniques delivering seamless and consistent service.

Our growth and success come from a key understanding of our customer requirements and how to fulfill them. The commitment towards customer service is reflected in our impressive client portfolio which includes multinational offices, local & international schools, financial hubs & cities, leading banks, supermarkets and many commercial establishments.

Our clients are assured of our quality service through:

- Site Supervision/Management & Operations Review Meetings
- Toolbox Training
- Leave Replacement
- 3rd Party Certification
- Dedicated Coordination Team
- Documentation

The cleaning services and day cleaner activities will be monitored by the check lists which will be provided and completed upon request and has to be counterchecked by the appointed client's representative.

All chemicals used are previously tested and carry a material safety data sheet which is forwarded to the client upon request.

**For Safe, Sure and Professional Cleaning Services, you can
always rely on Lahej & Sultan.**



We serve the following sectors in the UAE market:



Banking



Hotels and Lesiure
Facilities



Residential Buildings
Public Areas



Office Premises



Retail Outlets



Supermarkets



Shopping Centers



Educational Institutions



Financial Center
Campus/Zones

The logo is a large, light green circular emblem. It features a stylized 'L' at the top, an ampersand '&' in the center, and a stylized 'S' at the bottom. The emblem is divided into four quadrants by a cross-like shape.

Services offered by Cleaning Division

Cleaning Services offered by L&S:

After receiving your call our Sales team will visit the site and carry out the site survey and the quotations will be forwarded to you accordingly with all the terms and conditions.

Once for our quote, the contract will be prepared and forwarded to you for signature.
We currently provide the following services:

Office Cleaning:

We undertake the cleaning of your office premises which will be done before or after office hours as per your convenience. Trained cleaners will be working under the supervision of our Area/Site Supervisor to clean the offices so that when clients staff come for duty, they will find clean offices.



Residential Buildings:

We undertake contract cleaning for the residential building public areas including the car parks.



Day Cleaners:

We provide male and female day cleaners for the office buildings, retail outlets and they will attend the public areas, utility areas and pantries during the day. We also maintain the cleanliness of all the areas during working hours.

**External Glass & Cladding:**

We undertake cleaning of the external glass and cladding of any building using the access equipment provided by the Client with our well trained window cleaning team. The above services will be available on contract as well as one off basis also.

**Office Boys:**

We provide staff as office boys who will carry out filing, photocopying, serving coffee and tea to the client's guests and inter office distribution of documents. The office boys will know basic English and will read and understand the instructions.



One Off /Call Out Service:

L&S has specialized and trained teams who are equipped with a mobile vehicle and can cater to all your cleaning requirements.

The general cleaning services will be provided to the residential villas, apartments and offices, which may be required whenever there is a change of residence or offices. Also the services will be provided after the construction activity to clean the buildings.

This Division is staffed by experienced carpet and upholstery cleaning operatives using European machinery and chemicals, with both dry foam and extraction machines. Before commencing work carpets and /or upholstery are checked for cleaning suitability.

We can also provide one off/call out service for external glass cleaning of the building, marble crystallization and floor polishing(Mosaic or PVC).



TRAINING





Training:

Effective employee training is a key element of an organization's success.

L&S has a training center located in Dubai. This training center is certified and fully equipped with a on-site training specialist who ensures the training of newly recruited supervisors and cleaners.

The training given to the supervisors is everything from basic to comprehensive site requirement on cleaning aspects as well as health and safety guidelines to be followed during work.



Before L&S deputs cleaners to a work site, they undergo a rigorous training in all aspects of professional cleaning, conduct and safety.

This can be done by:

BICSc Certified In-House Training Centre:

L&S has its own in-house training being conducted for the cleaners and are provided with hands-on experience on cleaning methodology. During the in-house induction training, the cleaners are briefed on company policies and requirements as well as specific basic instructions for:

- ✚ General cleaning using chemicals, cleaning equipment use and care and slip-and-fall safety measures to reduce any risk of injury both to the cleaner and the client.
- ✚ During the hands-on training experience, each cleaner is then acquainted with the cleaning process step-by-step which involves the proper use of PPE.



Third-Party Training

For high level facade cleaning the glass cleaners are trained on the use of cradles, mobile tower scaffolds and mobile elevating working platforms such as cherry pickers, scissor lifts etc. This training is conducted by a Dubai Municipality accredited company.



On Site Tool Box Talks:

Tool box talks are conducted at sites which involves re-briefing on the work methods and safety at work.





Health and Safety:

L&S is an ISO 45001:2018 certified company and practices the high standards set by the British Institute of Cleaning Science (BICS), UK. Commitment to achieve our health and safety goals is an embedded value that L&S strives to improve every day.

Health and safety are the joint responsibility of the cleaners, supervisors and management in all functions.

Risk Assessment:

Prior to taking up contractual or one-off jobs, the operations manager along with the site supervisor visit the site to look into the cleaning scope required by the client taking into consideration the health and safety aspect. Areas of concern with relation to job safety are discussed with the client.

Where the job involves high level external facade/glass cleaning using the use of a suspended platform like a cradle, tower scaffold or a mobile elevated work platform like a telescopic boom lift, a thorough risk assessment is done of the site by the Health and Safety Officer prior to taking up of a contractual or one-off Job. In case of using the clients cradle, a cradle test certificate issued by a Dubai Municipality accredited testing company is requested from the client to ensure that it has been maintained properly and the cradle is safe for use.



Third-Party Training:

For high level facade cleaning the glass cleaners are trained on the use of cradles, mobile tower scaffolds and mobile elevating working platforms such as cherry pickers, scissor lifts etc. This training is conducted by a Dubai Municipality accredited company and are re-certified every year. Only trained and certified staff are allowed to work on sites.



Extensive Safety Checks:

Regular monitoring at job sites is done by frequent visits of supervisors and surprise visits by operations executives, OHSE team.



Stringent Policies:

To ensure compliance with safety norms, disciplinary action is taken on the offenders for not adhering to the safety aspects.

For all cleaners, continuing education is a requirement. At specific times throughout the year, L&S holds classes through toolbox talks on site on such subjects as safety procedures to be followed during cleaning of offices, floors, toilets, proper usage of cleaning equipment and their maintenance, high level facade/glass cleaning.



PPE:

L&S values the health and safety of its cleaners and therefore stresses on the use of PPE. PPE such as disposable hand gloves, facemasks and rubber gloves are used by the cleaners for low level cleaning like cleaning of floors, toilets and pantries. Work which involves driving a road sweeper, the operator has to wear a high visibility reflective jacket and dust mask. Based on the type of work to be done, the supervisor ensures that all cleaners are wearing the appropriate PPE prior to the commencement of the work assigned to them.



In the case of high-level external facade/glass cleaning, the supervisor and the OHSE officer ensures that prior to work commencement the client is informed well in advance by requesting a Permit-To-Work (PTW) on the site. Before commencing the work, we also ensure that the cradle is having a valid test certificate and is safe to use.

Upon obtaining of the PTW from the client, the job is undertaken on the scheduled date. The supervisor ensures that all the cleaners are wearing their PPE and that the equipment to be used like mobile tower scaffold, cradle, scissor lift and cherry picker is inspected and fit for use.

The area of work is cordoned by using barriers with warning tape and placing a “Overhead Work / High Level Window Cleaning in Progress / Keep Away from Barricaded Area” cautionary signboard to avoid the risk of injury to pedestrians. An additional cleaner is also deputed on the ground for any assistance required by the cleaners who are working at height and also to ensure that no trespassing is done below the work area.

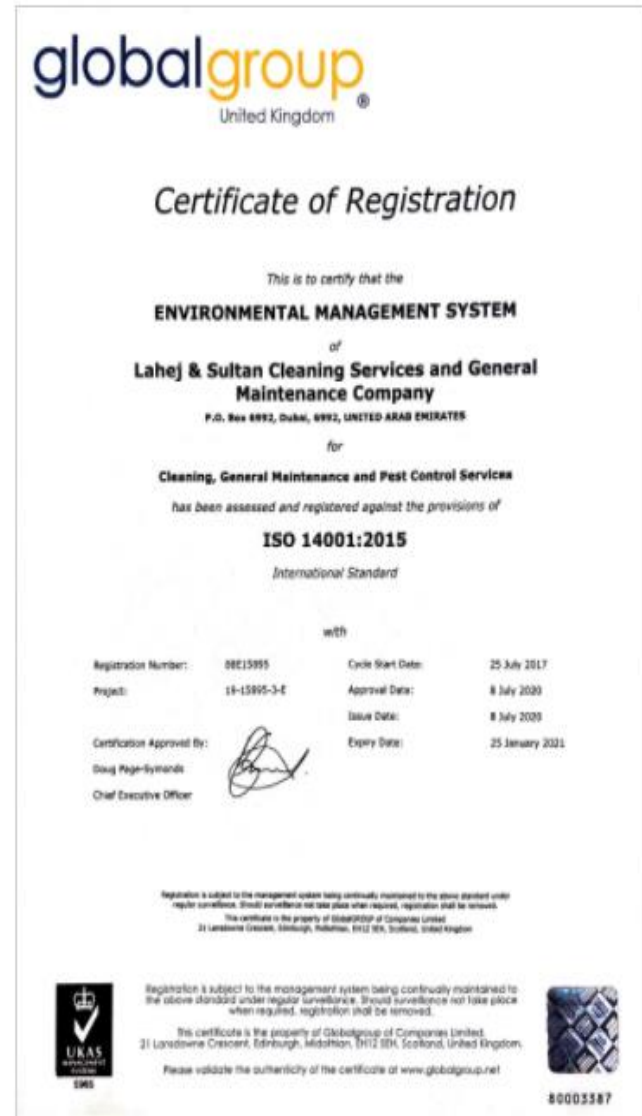
On completion of work, the client is informed and the PTW is closed.







ISO 9001:2015 – Quality Management Standard



ISO 14001:2015 Environmental Management Standard



ISO 45001 – 2018 Health & Safety Management
Standard



BICScc Assessment Centre Certificate



BICSc Corporate Membership Certificate

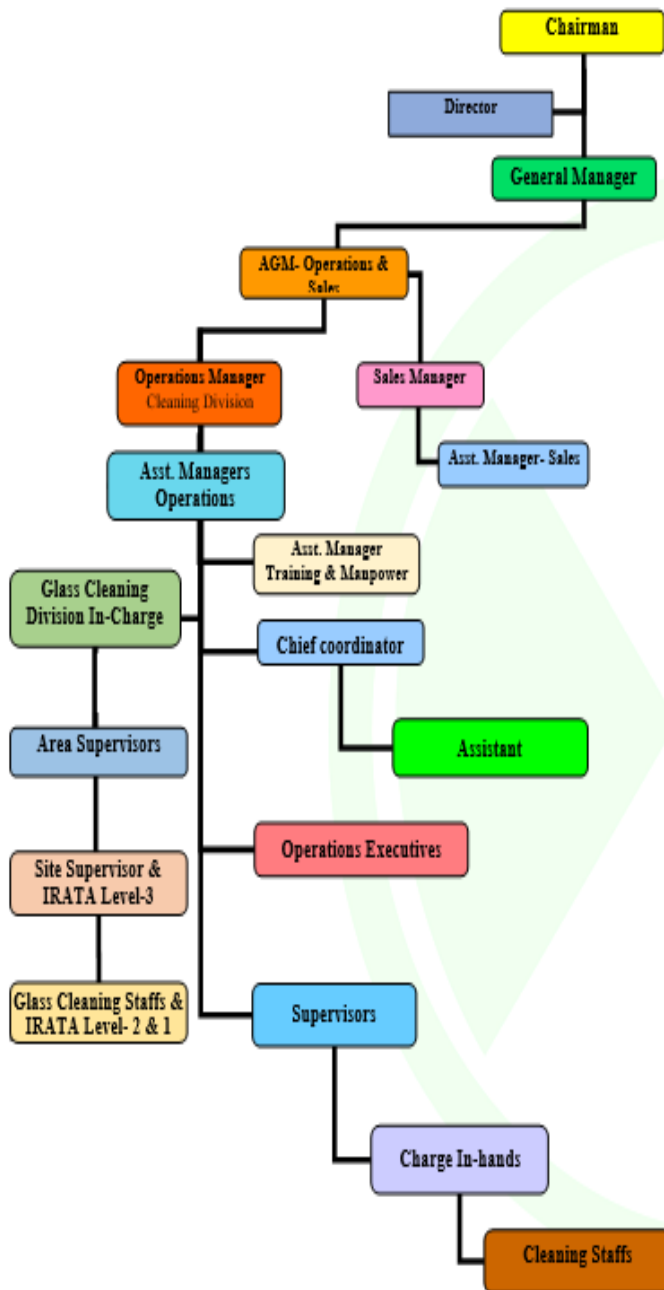


Dubai Chamber Certificate

A large, light green watermark of the Lahej & Sultan logo is centered on the page. The logo consists of a circle containing a stylized 'L' and 'S' separated by an ampersand, with a star in the center.

Cleaning Services Division

Organization Chart





DUBAI STATISTICS CENTRE	SITA INC B.V. - DUBAI BRANCH
SMART DUBAI GOVERNMENT	RAIS HASSAN SAADI INSURANCE AGENTS L.L.C.
EJADAH FACILITY MANAGEMENT SERVICES	ADIDAS EMERGING MARKETING LLC
DUBAI PETROLEUM ESTABLISHMENT	PHILIP MORRIS MANAGEMENT SERVICES (MIDDLE EAST) LTD
GULF HOSPITALITY LLC - HOTEL FAIRMONT DUBAI	MODERN PHARMACEUTICAL L.L.C.
B2B HOTELS AND PROPERTIES LLC	NETCARE SYSTEM SERVICES
SHANGRI-LA HOTEL – DUBAI & ABU DHABI	METROMEDIA TECHNOLOGIES MENA (LLC)
IDAMA FACILITIES MANAGEMENT LLC	GUINNESS WORLD RECORDS LTD
ATLANTIS - PALM JUMEIRAH	AL BONIAN FACILITIES MANAGEMENT SERVICES
HSBC BANK MIDDLE EAST	EMIRATES GAS LLC
BANK SADERAT IRAN	AL ANSARI EXCHANGE L.L.C.
COMMERCIAL BANK OF DUBAI	CASTLE GENERAL TRADING
CENTRAL BANK OF THE UAE	AL MASKAN REAL ESTATE LLC
ST. MARY'S CATHOLIC HIGH SCHOOL	
GLOBAL INDIAN INTERNATIONAL SCHOOL	DAMEN SHIPYARDS
ARAB UNITY SCHOOL	AGGREKO MIDDLE EAST
RASHID, LATIFA SCHOOLS AND NAD AL SHEBA LADIES CENTRE, GOVERNMENT OF DUBAI	AL SEER TRADING AGENCIES
AL KHALEEJ CENTRE L.L.C	ST. MARYS CATHOLIC CHURCH
SPINNEYS DUBAI LLC	SUN AND SAND SPORTS LLC
JASHANMAL NATIONAL COMPANY	REAL FZE
AL FUTTAIM REAL ESTATE COMPANY LLC	OPERON MIDDLE EAST LIMITED
MAKEEN PROPERTIES LLC	FARM FRESH LLC
AL FUTTAIM TRADING CO. LLC	LALS RETAIL LLC
IKEA -DUBAI , AL AIN & ABUDHABI	ZEE ENTERTAINMENT MIDDLE EAST FZ LLC
UNIGULF AIR CONDITIONING INDUSTRIES LLC	DANZAS AEI EMIRATES
DRAGON OIL (HOLDINGS) LTD.	OILFIELDS SUPPLY CENTER LTD
ENOC PROCESSING COMPANY L.L.C.	Johnson Control International FZE
EPPCO AVIATION	Emaratech FZ LLC
EMIRATES PETROLEUM PRODUCTS CO	Eaton FZE
PROSCAPE LLC	DHL WORLDWIDE EXPRESS DUBAI L.L.C.

Refer our website for more details of our client list

The logo is a large, light green circle containing a stylized 'L' at the top, an ampersand '&' in the center, and a large 'S' at the bottom. The circle is divided into four quadrants by a cross-like shape.

HSE-Method Statement - Cleaning of Office

Ref#	HSE-MS- L&S-001	Account:	L&S Head office
Scope of Work:	Cleaning of office		
Date Issued:	January 2020	Next Review:	December 2021

HSE Hazards:

1. Slip / Trip / Fall due to wet floor while cleaning.
2. Skin irritation, inhalation, ingestion by using chemicals
3. Electrical shock

PPE Required:

1. Hand gloves
2. Safety shoes.
3. Dust mask

HSE Instructions:

1. Provide all required PPEs to all the cleaning staff and ensure that all the staff are worn appropriate PPEs at all times while carrying out the work.
2. Ensure that the cautionary sign board (Cleaning in Progress) is placed while cleaning is on-going.
3. Ensure that the cleaning chemical is diluted in water as per the recommended dilution ratio.
4. Power cables, socket, safety guards of the equipment's to be checked prior to its use. Do not use the machine if any damage has been found.
5. Remove the cautionary sign board only after the completion of the work and the floor is dry to prevent slip / trip / fall.
6. Work can be monitored by a full-time supervisor.
7. All the site team must comply with the precautionary measures for the COVID-19 while on duty.

Cleaning Equipment / Materials:

- | | |
|---|---|
| <ol style="list-style-type: none"> 1. Mop and mop bucket 2. Dust control mop 3. Feather duster 4. Duster cloth (blue, green) 5. Dust pan with brush 6. Cleaning chemicals | <ol style="list-style-type: none"> 7. Spray trigger bottle with specified label 8. Applicator and squeegee set 9. Vacuum cleaner 10. Cautionary sign board (Cleaning In Progress) |
|---|---|

Emergency Contacts:

1. L&S Site Supervisor:
2. L&S Office: 04-337799 (08:00am-05:00pm)
3. L&S Camp: 04-8803106
4. Dubai Police: 999
5. Civil Defense: 997

Cleaning Method:

Assemble the cleaning equipment and place the cautionary signboard in an easy to see locations

Cleaning of office equipment's (telephones, computers, printer) and furniture:

- Pour the required quantity of the cleaning solution into the spray trigger bottle and add water as per the recommended dilution ratio.
- Spray the cleaning solution on to the blue cloth duster.
- Wipe the surface of the telephone, computers, printers and furniture with the cloth duster.
- Polish the furniture surface with furniture polish and cloth duster.

Cleaning of wall fixtures, fittings and window blinds:

- Using the feather duster, brush off the dust particles on the wall fixtures.
- If required, erect a step ladder on a level floor surface to clean wall fixtures.
- Wipe the electrical light switches with a cloth duster.
- Wipe the window blinds with a green cloth duster.

Vacuuming of carpet floor:

- Pick up litter by hand, or dustpan and brush.
- Commence vacuum at farthest point from exit.
- Ensure passes overlap.
- Repeat vacuum cleaning passes over heavily used areas, i.e. entrances, doorways etc.
- On completion empty or replace dust bag if full.

Cleaning of waste bins:

- Empty bins and dirty bin liners into the garbage bag.
- Spray the cleaning solution on to the green cloth duster.
- Wipe the external and internal surface of the bins to remove mark and stains.
- Replace bin liners where necessary.

Internal glass cleaning (spot cleaning):

- Fill a bucket $\frac{3}{4}$ full with clean water. Pour the required quantity of the cleaning solution in the bucket as per the recommended dilution ratio.
- Dip the applicator into the cleaning solution and apply on to the glass surface.
- Using the squeegee, clean the glass surface.
- Wipe the frames if any with the green cloth duster.
- Pour the required quantity of the cleaning solution into the spray trigger bottle and add water as per the recommended dilution ratio.
- Spray the cleaning solution on to the green cloth duster.
- Wipe the glass surfaces with the cloth duster.

Dust mopping of floor:

- Pick up the litters from the floor.
- Check that dust control mop is clean and dry. Keep dust control mop flat on floor and maintain one leading edge for dust collection. Work in continuous flow or figure of eight motion ensuring that the passes overlap. Collect the dust in one area for removal.
- Remove all the collected dirt with dust pan and brush.

Wet mopping of floor:

- Fill the mop bucket $\frac{3}{4}$ full with clean water. Pour the required quantity of the cleaning solution in the mop bucket as per the recommended dilution ratio.
- Dip the mop in the cleaning solution and squeeze the mop using the wringer on the mop bucket with moderate pressure.
- Start mopping from the farthest point from the exit and work towards the exit by moving the mop side to side in a figure eight motion. Overlap each stroke as you move back.
- Each time both sides of the mop-head are soiled, rinse mop-head in the mop bucket and wring mop-head.
- Change the water in the mop bucket when it has turned dirty.
- Continue mopping till the mopping has reached the exit point.
- On completion of the mopping, dispose of the cleaning solution from the mop bucket.
- The cautionary signboard to be removed only after the floor is totally dry.

Upon the completion of this activity / service or usage of equipment:

1. Remove all cleaning equipment and place in the designated storage place provided.

The logo is a large, light green circle containing a stylized 'L' at the top, an ampersand '&' in the middle, and an 'S' at the bottom. The circle is divided into four quadrants by a cross.

HSE-Risk Assessment- Cleaning of Office

Ref.#	HSE-RA-L&S-004		Cleaning of Office				
Account:	L&S Head Office	Approver:	Mishel	Date Issued:	January 2020	Next Review:	December 2021
Describe the HSE Aspect:	Office cleaning activities						

Equipment may be used:

Dust control mop, dust pan & brush, mop and mop bucket, bucket, applicator & squeegee set, Spray trigger bottle and Vacuum cleaner

Chemical may be used:

All Purpose Cleaner, Disinfectant, Antibacterial Multipurpose spray cleaner and carpet shampoo.

Who might expose to the hazard associated with this HSE aspect:

☒ Office Staff (s)
 ☒ Cleaning employee (s)
 ☒ Visitors
 ☐ Environment

HSE Hazards	Cleaning equipment / Material used	Potential impact on human and environment	Risk Evaluation			Over all Controls	Residual Risk		
			L	S	R		L	S	R
Using of chemicals	<ul style="list-style-type: none"> Cleaning chemicals 	Skin irritation / Inhalation/ Ingestion	3	3	9	<ul style="list-style-type: none"> Non-Hazardous cleaning chemicals are being used. Use proper PPE (hand gloves, eye protection, face mask) as advised when using any particular chemical. Regular training should be provided to the cleaning staff on usage and handling. Use proper method when preparing solution using chemical as prescribed by the manufacturing company. Follow their provided dilution method to 	1	3	3

						avoid high concentration. • Containers should not be left to the public when not in use. They should be stored in proper storing area away from the public. • Comply with specified MSDS when handling the chemicals.			
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Mopping of floors	<ul style="list-style-type: none"> Mop bucket and mop 	Slip / trip / fall	3	4	12	<ul style="list-style-type: none"> Cautionary signboards are being placed in an easy to visible locations while cleaning is in progress. Cautionary signboard is removed only after ensuring that the floor is totally dry. Cleaning chemical is used as per the recommended dilution ratio to avoid use of excessive soapy solution. 	2	2	4
Air pollution	<ul style="list-style-type: none"> Vacuum cleaner (dry) Feather duster 	inhalation of dust	3	2	6	<ul style="list-style-type: none"> The filter of the vacuum cleaner is cleaned after use to prevent the clogging of the filter and thus causing release of dust into the air. If a filter is damaged, a new filter is used. 	1	2	2

						<ul style="list-style-type: none"> • PPEs (Gloves and Dust mask) are provided to the cleaners. 			
Electrical shock	<ul style="list-style-type: none"> • Vacuum cleaner • Extension power cords 	Burns, death	3	5	15	<ul style="list-style-type: none"> • Electrical machines are checked by the Supervisor for damages (power cable, power plug, body parts) prior to the use of the machine. If any damages are found, machine is isolated to prevent its use and is informed to the maintenance technician for necessary repairs. • Check the extension power code for cracked or any damages prior the work. • Never use the cords that feels hot or is damaged 	2	2	4
		Slip / trip / fall	4	4	16	<ul style="list-style-type: none"> • Vacuuming of carpets is done after office working hours to prevent staff tripping over trailing wires. • Keep the extension power cords out of doorways and walk ways to prevent trip hazard. 	1	4	4

						<ul style="list-style-type: none"> • Roll the excess cable and keep on a non-pedestrian area. • Cautionary signboard is being placed at visible locations prior to Vacuuming of the carpet and is removed only after the completion of the work. 			
Cleaning of low-level glass surfaces (below 2 mtrs)	<ul style="list-style-type: none"> • Squeegee & applicator • Bucket 	Slip / trip / fall	3	3	9	<ul style="list-style-type: none"> • Excess glass cleaning solution is squeezed out from the applicator before applying the cleaning solution on the glass surface. • The floor is mopped dry in case there is dripping of the glass cleaning solution on the floor. • Cautionary signboards are being placed in an easy to visible locations while cleaning is in progress. • Signboard is removed only after ensuring that the floor is totally dry. 	1	3	3

Spread of COVID-19 within the work place.	<ul style="list-style-type: none"> Office cleaning activities 	Aggravating existing health condition, Severe/ Life-threatening health effects	4	5	20	<ul style="list-style-type: none"> Instruct all staffs to sanitize their hands by using alcohol-based sanitizer for 20 second while entering to the office. Monitor the body temperature and appearance of flu symptoms among the cleaning staffs before living from the accommodation and entering to the work area. Maintain a social distance of 2 meters between individuals at work area. Avoid public gatherings and assembling inside the working and resting area. If you see someone who is visibly Coughing/ Sneezing/ Sick, keep a safe distance at least 1-2 Meters. Provided required PPEs to all staffs as part 	1	5	5
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						<p>of the precautionary measures.</p> <ul style="list-style-type: none"> • Brief the staffs about the symptoms of the COVID-19 and the ways to prevent the virus. • Avoid the site trainings sessions with more than 10 persons and maintain a social distance of 2 meters during the training session. • Instruct all staffs to wash their hands thoroughly and regularly using soap and water for at least 20 seconds and the importance of proper drying with disposable towels • Avoid touching your face/eyes/nose/ mouth with unwashed hands and cover your cough or sneeze with a tissue then throw it in the bin. <p>Ensure to comply guidelines of the DM to control the spread of COVID-19 within the site.</p>				
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HSE Hazard	Rank	Rare / Very Low	Unlikely / Low	Moderate / Medium	Likely / High	Almost Certain / Very High
	Likelihood	Almost certain it will not occur	Not expected to occur	It could occur	Expected to occur	Almost certain it will occur
	Severity/Consequence	<ul style="list-style-type: none"> First aid injury (one-person), and / or Negligible negative environmental impact 	<ul style="list-style-type: none"> First aid injury (more than one person), and / or Minor negative environmental impact without violating legal requirements 	<ul style="list-style-type: none"> Hospitalization injury (one person) and no more than 3 days lost, and / or Reversible negative environmental impact without violation of legal requirements 	<ul style="list-style-type: none"> Hospitalization injury (more than one person), and / or more than 3 days lost, and / or Reversible negative environmental impact causing a violation of legal requirements 	<ul style="list-style-type: none"> Fatality or permanent disability injury (one or more person, and / or Irreversible negative environmental impact

	Severity / Consequence	<ul style="list-style-type: none"> First aid injury (one person), and / or Negligible negative environmental impact 	<ul style="list-style-type: none"> First aid injury (more than one person), and / or Minor Negative environmental impact without violating legal requirements 	<ul style="list-style-type: none"> Hospitalization injury (one person) and no more than 3 days lost, and / or Reversible negative environmental impact without violation of legal requirements 	<ul style="list-style-type: none"> Hospitalization injury (more than one person), and / or more than 3 days lost, and / or Reversible negative environmental impact causing a violation of legal requirements 	<ul style="list-style-type: none"> Fatality or permanent disability injury (one or more person, and / or Irreversible negative environmental impact
	Points	1	2	3	4	5

Risk Color Code:**Green: Low (1-4)****Yellow: Medium (5-12)****Red: High (15-25)**



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SHARJAH

GOVERNMENT OF SHARJAH
Economic Development Department



حكومة الشارقة
الوزارة الاقتصادية



رخصة مهنية
Professional License



تفاصيل الرخصة License Details

Issue Date	2003/06/08	تاريخ الإصدار	License No.	521380	رقم الرخصة
Expiry Date	2021/06/05	تاريخ الانتهاء	Registration No.	19202	رقم التسجيل

Trade Name	LAHEJ & SULTAN CLEANING SERVICES & GEN. MAINT. CO. SHJ. BR.	الاسم التجاري	شركة لاهج وسultan لخدمات التنظيف والصيانة العامة فرع الشارقة
Legal status	Branch for Local Company	الطبيعة القانونية	فرع للشركة محلية

أطراف الرخصة License Members

المصن	الصفة	رقم الهوية / الجواز	الجنسية	إسم المستثمر	رقم المستثمر
Shares	Type	ID/Passport No.	Nationality	Investor Name	Investor No.
%50	شريك	784193847203697	الإمارات	حسن محبوب سلطان الجندي	22515
%50	شريك	784196583600134	الإمارات	داهج خليفة البسطي	22511

المدير: حسن محبوب سلطان الجندي
نشطة: الرخصة: خدمات التنظيف الداخلية للمساكن، خدمات تنظيف المصاحف
العنوان: للتجارة الصناعية رقم 12 الشارقة خلف شارع الأربع المصنعي مع رقم 3 بك حسن محبوب الجندي

رقم الهاتف: 0506255509
رقم الهاتف: 065442304
هاتف الفاكس: 09992

ملاحظات Notes

رقم الترخيص: 186794



2020/05/27

تاريخ الصلاحية

42271

رقم التسجيل

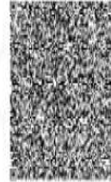
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توزيع التراخيص ممنوع في الأماكن العامة والمناطق السكنية
توزيع التراخيص مسموح من خلال:

AJMAN

حكومة عجمان
Government of Ajman

الوزارة الاقتصادية
Department of Economic Development



رخصة مهنية / Professional License

رخصة عادية - Regular License

رقم الرخصة: 102409



رقم العرف: 129156

رقم التسجيل: 201798268

تفاصيل الرخصة License Details	تجديد الرخصة Renew License
Trade Name: LAHEJ & SULTAN CLEANING SERVICES GENERAL	الاسم التجاري: شركة لاهج وسultan لخدمات التنظيف والصيانة العامة
MAINTENANCE CO. - Branch 01	فرع 01
Legal form: General Partnership	النظام القانوني: شركة تضامنية
Expire Date: 2021-10-20	تاريخ انتهاء: 2021-10-20
Issue Date: 2019-10-22	تاريخ إصدار: 2019-10-22

الصفة / Role	رقم الجواز / Passport No.	الجنسية / Nationality	اسم صاحب الترخيص / Member Name
شريك / Partner - Shareholder	793854443	الإمارات العربية المتحدة / United Arab Emirates - The UAE	داهج خليفة البسطي / DAHEJ KHALIFA ALBASTI
شريك / Partner - Shareholder	948910035	الإمارات العربية المتحدة / United Arab Emirates - The UAE	حسن محبوب سلطان الجندي / HUSAIN MAHMOUD SULTAN AL JUNDI
مدير / Manager - Director	08444315	اليمن / Yemen	محمد عبدالله عبد الرحمن علف / MOHAMMED ABDULLAH ABDUL RAHMAN AULF

النشاط / Activities
خدمات التنظيف الخارجي (واجهات) / Building Cleaning Services
صيانة تكييف / Building Maintenance
خدمات التنظيف الداخلية للمساكن / Building Cleaning Services

العنوان / Address	اسم المالك / Lessor	تاريخ انتهاء العقد / Contract Expiry Date	مستوى البريد / P.O. Box
عنوان: 802 معسكر الصناعية / Kind of Structure: Flat - Apartment No. 802, Ajman Industrial2	Mohammed Abdullah Abdulrahman Aul	2021-08-31	9992

رقم التسجيل: 201798268

رقم الترخيص: 102409

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PUBLIC LIABILITY INSURANCE POLICY	وليقة تأمين على المسؤولية العامة
WHEREAS the Insured by a Proposal and Declaration which shall be the basis of this Contract and deemed to be incorporated herein has applied to Qatar Insurance Co (hereinafter called "The Company") for the insurance hereinafter contained and has paid or agreed to pay the premium as consideration for such insurance.	حيث إن المؤمن له قد تقدم بطلب، بموجب اقتراح وإقرار، والذي سوف يكون الأساس لهذا العقد ويعتبر مضمناً فيه، إلى شركة قطر للتأمين (ويشار إليها فيما بعد بـ "الشركة")، حول التأمين المشار إليه أدناه وقد دفع أو وافق على دفع قسط التأمين كتمثيل لذلك التأمين.
The Company agrees, subject to the terms exceptions and conditions contained herein or endorsed hereon to indemnify the Insured against all sums which the Insured shall become legally liable to pay as damages consequent upon:	توافق الشركة، على أن تخضع تلك الموافقة للشروط والأحكام الاستثنائية المنصوص عليها في هذا العقد أو المصاحبة عليها بموجب هذا العقد، وذلك ليتم التأمين له مقابل جميع المبالغ التي سيصبح المؤمن له مسؤولاً عن دفعها قانونياً كضرار مترتبة على ذلك.
a) Accidental death of or bodily injury to or illness of any person.	(أ) الوفاة المرضية أو الإصابة الجسدية أو مرض أي شخص.
b) Loss of or damage to property occurring during the period of insurance and caused by an accident	(ب) فقدان أو تضرر الممتلكات خلال فترة التأمين بسبب حادث:
(-) Happening in connection with the Business	(-) يحدث بتعلق بالأعمال.
(-) Arising through any defect in the premises ways works machinery or plant used by the Insured in the course of the Business	(-) ناشيء من خلال أي عيب في طريقة عمل ماكينات المبنى أو المعامل المستخدمة بواسطة الشركة أثناء سير الأعمال.
(-) Arising from or in connection with canteens social sports or welfare activities insofar as they are connected with the Business. This indemnity shall extend to any Committee for the time being of any such organization as though the Committee were the Insured	(-) ناشيء عن أو يتعلق بالأنشطة الرياضية الاجتماعية أو نشاطات الرعاية الاجتماعية للمصنف إلى الحد الذي تكون فيه هذه النشاطات متعلقة بالأعمال. ويمتد هذا التعويض إلى أية لجنة موجودة في الوقت الراهن تابعة لأية مؤسسة كما لو أن هذه اللجنة هي المؤمن لها.
(-) Arising from or in connection with first aid and fire and ambulance services insofar as they are connected with the Business	(-) ناشيء عن أو يتعلق بالإسعافات الأولية أو بخدمات الإسعاف إلى الحد الذي تكون فيه تلك الإسعافات الأولية أو خدمات الإسعاف متعلقة بالأعمال.
LIMIT OF INDEMNITY	حدود التعويض
Provided always that the liability of the Company for all damages in respect of or arising out of any one occurrence or series of occurrences consequent upon or attributable to one source or cause or original source or cause shall not exceed the sum stated in the Schedule as the Limit of Indemnity. In respect of any claim for which indemnity is granted by the policy the Company will also indemnify the Insured against all legal costs and expenses	مع مراعاة دائماً أن لا تتجاوز مسؤولية الشركة عن جميع الأضرار الناشئة عن أو المتعلقة بأية حادثة أو سلسلة من الحوادث المترتبة عن أو التي تعزى إلى مصدر واحد أو سبب واحد أو سبب أصلي أو مصدر أصلي، المبلغ المنصوص عليه في الجدول كحد للتعويض. وفيما يتعلق بأية مطالبة عن التعويض مملوكة بموجب الوثيقة، سوف تعوض الشركة أيضاً المؤمن له مقابل جميع التكاليف والنفقات القانونية.
(-) Incurred with its written consent in the defence	(-) المتكبدة بموافقة الخطية في الدفاع عن أية مطالبة يتم التقدم بها

Policy No. P2/20/16-0704-003173



1



ملحق []	Annexure []
اتفاقية تحكيم	Arbitration Agreement
خُزرت هذه الاتفاقية في يوم _____ بتاريخ 2020	this Agreement is made on the 01 st day of January 2020
بين كل من:	BETWEEN:
(1) شركة قطر للتأمين، برخصة تجارية رقم 205909 ص.ب 4066، دبي، الإمارات العربية المتحدة (شركة التأمين)	(1) Qatar Insurance Co, Commercial Licence number 205909 of P.O. Box 4066, Dubai, United Arab Emirates (the "insurer"); and
(2) [أدرج اسم الشركة] (التي تزايل أعمالها تحت اسم [أدرج اسم الشركة]) وفي [•] ومقرها في [أدرج العنوان] (الشركة).	(2) [M/s. Lahej & Sultan Cleaning Services] (trading as M/s. Lahej & Sultan Cleaning Services) P.O. Box 6992, Dubai, UAE, United Arab Emirates (the "company").
يشار إليهما مجتمعين بالطرفين.	Collectively referred to as the "parties".
حيث إن:	WHEREAS:
(أ) حررت شركة التأمين وثيقة [•] (رقم مرجع الوثيقة [•]) للشركة (الوثيقة).	(A) The insurer has issued a "[Workmen Compensation policy]" policy (policy reference no P2/20/16-0201-001841) to the company (the "policy").
(ب) اتفق الطرفان على إحالة النزاعات (على النحو الموضح أدناه) إلى التحكيم وفقاً للشروط المنصوص عليها أدناه.	(B) The parties have agreed to refer disputes (as defined below) to arbitration in accordance with the terms set out hereinafter.
وقد اتفق الطرفان على ما يلي:	IT IS AGREED as follows:
1- التفسير	1. Interpretation
1-1 ما لم يقتض السياق خلاف ذلك، يكون للمصطلحات التالية في هذه الاتفاقية المعاني الموضحة مقابل كل منها:	1.1 In this agreement, unless the context otherwise requires, each of the following expressions shall have the meaning set out opposite it:
الاتفاقية: يقصد بها اتفاقية التحكيم الماثلة إضافة إلى ما يطرأ عليها من تعديلات أو تغييرات يتفق عليها الطرفان من حين لآخر خطياً.	Agreement means this arbitration agreement together with any variations or amendments to this agreement as may from time to time be agreed in writing by the parties;
مركز دبي للتحكيم الدولي: يقصد به مركز دبي للتحكيم الدولي.	DIAC means the Dubai International Arbitration Centre;
النزاعات: يقصد بها أي نزاع أو مطالبة تنشأ نتيجة هذه الوثيقة أو فيما يتعلق بها أو بموضوعها أو تفسيرها أو صياغتها أو تفسيرها أو أدائها أو استمرارها أو سريانها أو بطلانها أو عدم سريانها أو فسخها (بما في ذلك النزاعات أو المطالبات غير التعاقدية).	Disputes means any dispute or claim arising out of or in connection with the policy, or its subject matter, interpretation, formation, construction, performance, existence, validity, nullification, invalidation or cancellation (including non-contractual disputes or claims);
القواعد: يقصد بها قواعد التحكيم لدى مركز دبي للتحكيم الدولي (وما يطرأ عليها من تعديلات من حين لآخر).	Rules means DIAC Arbitration Rules (as amended from time to time).
2-1 في هذه الاتفاقية، ما لم تنص على خلاف ذلك فإن الإشارة إلى:	2In this Agreement, unless otherwise specified, references to:
(أ) "شهر" و "شهرياً" و "سنة" وأي إشارة أخرى إلى الوقت فإنها تفسر بالإشارة إلى التقويم الميلادي.	(a) "month", "monthly", and "year" and any other references in time shall be construed by reference to the Gregorian calendar;
(ب) المواد والتمهيد والملاحق هي إشارة إلى المواد والتمهيد والملاحق الواردة في هذه الاتفاقية.	(b) clauses, recitals and schedules shall be references to clauses in and recitals and appendixes to this agreement;
(ج) يشتمل المفرد على الجمع والعكس صحيح.	(c) the singular includes the plural and vice versa;
(د) تتضمن الإشارة إلى أحد الأنواع الإشارة إلى النوع الآخر.	(d) one gender shall include the other;
(هـ) يشتمل مصطلح "الجهات" على الأشخاص والشركات والهيئات الاعتبارية والهيئات غير الاعتبارية.	(e) persons include individuals, firms, corporate bodies and unincorporated associations;
(و) "المفوض بالتوقيع" للجهة هو الشخص المفوض من تلك الجهة للقيام بعمل معين.	(f) a "duly authorised representative" of a person is a person who is authorised by that person to carry out a particular act; and
(ز) "خطياً" تعد إشارة إلى المراسلات عن طريق البريد العادي أو البريد الإلكتروني أو الفاكس.	(g) "in writing" are references to a communication by letter, e-mail or by fax.
3-1 تعد العناوين الواردة في الاتفاقية الماثلة للاسترشاد فقط ولا تؤثر على	1.3 The headings in this agreement are inserted for





CORPORATE OFFICE ADDRESS

LAHEJ & SULTAN CLEANING SERVICES & GENERAL MAINTENANCE CO.

01st floor, Lahej & Sultan Tower,

Street # 16, First al Khail road,

Al Barsha 1,

Dubai – UAE.

Phone: [04 3377 999](tel:043377999)

Email: cleanmac@lahejsultan.ae

Website: WWW.LAHEJSULTAN.COM

We are Here  <https://goo.gl/maps/VTEj1Fd8NQkRYsv46>

Route coordinates [25.1101184, 55.2075264](#)