Lahej & Sultan





Lahej & Sultan Security Services Division profile



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.

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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.

ABOUT THE SECURITY SERVICES DIVISION

Company Profile

Lahej & Sultan Security L.L.C an ISO 9001 - 2015, ISO 14001 - 2015 and ISO 45001 - 2018 certified company and is part of the Lahej & Sultan group of companies that has grown over the years and holds a prominent position in the security industry.

The Company is licensed for its activities by the Department of Economic Affairs – Government of Dubai and also by Dubai Police General Headquarter – Department of Protective Systems.

Majority of the Security Guards recruited are from the military/police background from India, Nepal, Sri Lanka, Africa & Bangladesh and only those with clean records, certified and vetted by local law enforcement authorities are selected. All Security Guards are trained and certified in basic Fire Fighting and First Aid. Bank Security Guards are trained in CCTV/DVR operations.



Our 24/7 Security control room ensures that the whole operation runs smoothly and guards are alert on the site. It also provides emergency assistance on the site and ensures reactive action is taken without much loss of time.

Our recruitment, training and staff development process ensures that all our security guards demonstrate:

- Smart and presentable appearance
- Reliability at all times
- ➤ A commitment to the highest standard of client care
- > Trustworthiness and honesty
- > A verifiable employment and educational record
- Good judgment and self-discipline
- Ability to work as a team member and work with established procedures

Our clients are assured of our quality service through:

- Management/Operations Meetings
- Surprise Inspections
- Documentation

Management/Operations Meetings:

Regular meetings between the Management and the operations team are held to evaluate all client requirements. Through these meetings we continually strengthen and revitalize our approach in protecting the assets and interests of the client.



Surprise Inspections:

Our Mobile patrol Supervisors constantly visit sites both day and night to ensure that the guards are aware of their duties and responsibilities in accordance with the client's assignment instructions. In addition to the regular inspections our field operations staff make surprise site visits and send feedback to the Management for review.



Documentation:

Security Guards and Supervisors are trained to keep daily records and prepare electronic Daily Occurrence Reports all tailored to the requirement of the client. Whenever called for, the Management provides clients with records of training and development.





We serve the following sectors in the UAE market:



Offices and Reception



Banking



Educational Institutions



Real Estate/Construction Industry



Residential Apartments/ Villas



Steel / Glass / Chemical Industries



Sports Complexes



Logistics / Warehouses



Oil Refinery / Terminals

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Services offered by Security Division

Our Services:

Core Activities:

- Uniformed Security Guarding and Mobile Patrols.
- Access Control & Reception Services.
- CCTV Operators
- Events Security.

Man Guarding Services:

With over 600 DPS (Dept. of Protective Systems) licensed security guards in our team, you can be assured your assets are in safe hands. The Field Management Team ensures regular surprise visits to sites ensuring that guards are alert, vigilant and carrying out their duties in accordance with the job specifications.



Uniformed Security Guards are deployed at sites on contractual and Call out Services. Prior to deployment of security guards, the site is surveyed for Risk assessment, Health, Safety & Hazard, Basic amenities etc. Mobile Patrol Supervisors are entrusted with the task of initially deploying the guard and briefing them on their duties and responsibilities at site.

Access Control and Reception Services:

Guards detailed at banks and other places where the access is restricted are trained and well-versed in various kinds of access control systems. We ensure that English speaking male and female guards with pleasing personalities and good telephone etiquettes are provided for reception duties.



CCTV Operators:

We also provide trained CCTV operators, who are ever alert and always on the lookout for anything abnormal. They play a vital role to our banking clients, in preventing fraud and robbery.



Events Security:

Lahej & Sultan is licensed by the Department of Economic Development, Government of Dubai to provide security cover for events. We regularly provide our services to events like community gathering, social and musical events and sports events. With our expertise and experienced staff, we ensure that we provide quality service to our clients.





Induction Training:

On arrival, the new recruits are put through a one-week full-time induction training session wherein they are made aware of the company rules and policies, Police and the local law, general knowledge of the U.A.E, Introduction to the security industry of U.A.E, role of a security guard and so forth.



On Site Training:

New incumbents are trained along with existing security guards before being deployed full time on sites.



First Aid Training & Fire Fighting Training:

The Company ensures that all our security guards are trained through professional trainers for first aid and fire fighting.



Refresher Training:

Refresher Training is held at our training facility on a frequent basis to ensure that guards are abreast of the latest trends in the Security industry/local and federal laws.

Office Boys:



Security Guards Training Program:

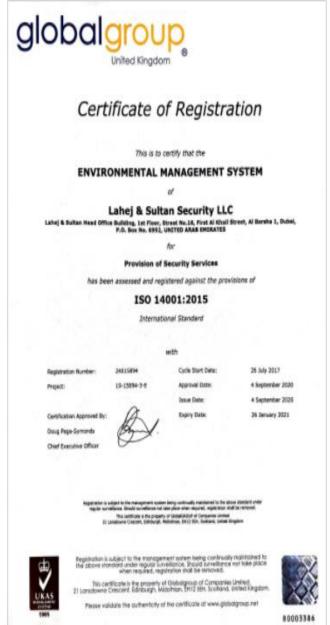
Security Guards are put through a five day comprehensive mandatory Security Guard's Training Program by an institution authorized by the Dubai Police General Headquarters - Department of protective systems, the governing body for security activities in Dubai.

All guards are tested and licensed by DPS.





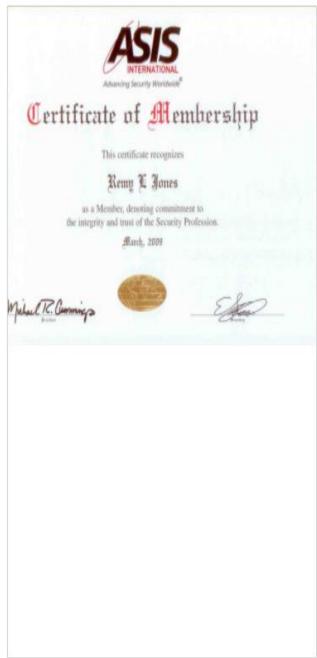




ISO 9001:2015 - Quality Management Standard

ISO 14001:2015 Environmental Management Standard





ISO 45001 – 2018 Health & Safety Management Standard

ASIS International Certification





Dubai Chamber Certificate

SIRA Registration Certificate

Security Services Division Organization Chart



RANDOM CLIENT LIST

ENOC Properties	PETROCHEM		
SHELL Middle East LLC	EMIRATES GAS		
BASF Construction Chemicals	PREMIER COMPOSITE		
Dan way Electrical & Mechanical	M H K -MIR HASHEM KHOORY W/H		
Alam Steel Ltd.	TEAM VISUAL ADVERTISING		
Bank Saderat Iran	PURANMAL SWEETS		
Commercial Bank of Dubai	BLUE RHINE HO/GT, INDUSTRIES, ACCOM		
Premier Composite Technologies	AAB TOOLS		
St. Mary's Catholic High School	TETRA ADVERTISING		
Global Indian High School	PRODUCTION TECHNOLOGY		
Dubai International Academy	RAMADI KITCHEN		
Al Durrah Tower Real Estate	GRAND STORES		
Deira Tower Office	WICKED TENT, OLD/NEW		
Al Naboodah Real Estate	FALCON CHEMICALS		
Jashanmal National Company	L&S CAMP NEW/OLD		
D-BASF CONSTRUCTION CHEMICALS	CBD BRANCH		
JASHANMAL	TASJEEL		
UNITED MOTORS	RAIS SHIPPING		
ORIENT/ICT, NEW/OLD	NGK SPARK PLUG		
TATA STEELS	SOLANTIES CHEMICAL FACTORY		
KERRY LOGISTICS	DANWAY		
ADVANCE AUTO	NCH HEALTH CARE COY		
CBD BRANCH AND APPTT	REEM VILLA- SIDDIQI & SONS		
MASAKIN BUILDING	D.I.A SCHOOL		
C.A.S SCHOOL	ANJUMAN NAJMI MASJID		

Refer our website for more details



Ref.#	HSE-RA- 002	Private sec	Private security, working at sites							
Account:	Head Office	Approver:	Remy Johns	Date Issued:		Date Issued:		January 2020	Next Review:	December 2021
Describe the Aspect:	he HSE Priva	ate security, w	orking at sites							
Equipmen	t may be used:				Chemical	may be used:				
Nil					Nil					
Who might expose to the hazard associated with this HSE aspect:										
Client's employe	ا الماا	L&S Employe	ee(s)	<u> </u>	Public	Environm	ent			

HSE Hazards	Potential impact on human	Risk man Evaluation		ion	Over all Controls		Residu Risk	
	and environment	L	S	R		L	S	R
Fall, Slips and trips	Security Guard may suffer injuries if they slip on spillages, or trip over objects, and fall.	2	4	8	 Trained the security guards about the potential hazards. Ensure adequate lights especially in stairways and technical rooms. Avoid running without reasons doing rounds especially internal passage ways. Ensure proper housekeeping for surrounding areas and inside the office building. Keep passageways and surfaces free from obstacles. Use torches during rounds especially in the night shift and dark area. Avoid the shortcuts during rounds. 	1	4	4
Accidents from the lifting trucks and collation of the materials inside the warehouse during the rounds	The security guard may suffer physical injuries such as fractures, wounds, sprains, contusions etc.	4	4	1 6	 Trained the security guards about the potential hazards. Use the pedestrian walkways during rounds inside the warehouse. 	1	4	4

HSE Hazards Potential impact on human		Risk Evalu		ion	Over all Controls	Re Ri	esidu sk	ıal
22022 2240242 40	and environment	L	S	R		L	S	R
					 Provide all required PPEs especially the high visible safety vest to the guards. Walk away from the loading areas and high stacked materials. Give induction to all relievers and newly deploying guards inside the warehouse premises. 			
Road accidents inside the building premises	The security guard may suffer physical injury, fatality and property damages	3	4	1 2	 Trained the security guards about potential hazards. and preventive measures. Provide all required PPEs especially the high visible safety vest to the guards. Use the pedestrian walkways during rounds inside the site premises. Inspect all vehicles and ensure the drivers are not under influence of alcohol and drugs. Brief the site traffic rules and regulations to all staffs, drives and visitors before entering to the site. Ensure all traffic sign boards are in good condition and provide the sign board all additional requires area. Ensure the traffic direction marking on the access roads are well visible. 	1	4	4
	The security guard may suffer physical injury, fatality and fire	5	5	2 5	 Trained the security guards about the potential hazards. Check the electrical devices are in good condition before use and while on patrolling. Check the state of cables, extension leads and plugs. Don't unplug equipment by pulling the cable. Pull on the plug itself while holding the wall socket in the other hand. Never touch a switch, socket or electrical appliance with wet hands. 	1	5	5

HSE Hazards	Potential impact on human Evaluation		tion	Over all Controls	Resi Risl		ıal	
ALMAN WAS	and environment	T C D		J. J. WILL COARS ON	L	S	R	
Fire hazard	The security guard may suffer	5	4	2	 Never attempt to repair or replace a faulty cable. Don't overload circuits by connecting several plugs to the same socket. Only use sockets and plugs that are fully compatible. Trained the security guards 	1	4	4
	physical injury, fatality and property damages				 about potential hazards and preventive measures. Comply the reporting system and firefighting measures of the civil defense to control the risk. Check and ensure all fire fighting equipment are in good condition and it is maintained in timely manner. Ensure the combustible gas cylinder are kept in shaded area in a safe manner and away from the high voltage power supply and panel boxes. Report all failure of the electrical system and faulty conditions at the time. Never attempt to repair or replacement of any powered equipment. Provide designated smoking area and take action against the violators. Allowed all hot work activities comply with Permit to work system. Check the approved PTW, training certificates of the workers and all other related documents before commencement of all hazardous activities inside the site premises. 			

HSE Hazards	Potential impact on human	Risk Evaluation		tion	Over all Controls	Res	sidu sk	ıal
	and environment	L	S	R		L	S	R
Heat Stress	Dehydration, heat stroke and fatigue	4	4	1 6	 Trained the security guards about potential hazards and preventive measures. Provide cool drinking water to the staffs. Provide marine umbrellas Ensure the ventilation system inside the guard rooms and resting area. Provide fixed marine umbrellas/ umbrellas to the guards who ever working in the open area direct to sun light Change the posture frequently in order not to spend a long 	1	4	4
Lone working	The security guard may suffer physical and non-physical assault	4	3	1 2	 time in the same position. Trained the security guard about protective and preventive measures. Maintain regular supervision at work place. Installed the CCTV Cameras in areas that have public access. Provide communication devices such as radios to guards and ensure it is always in good working order. Provide the required PPEs. 	1	3	3
Lone working	The security guard may suffer physical and non-physical assault	4	3	1 2		1	3	3

	Rank	Rare / Very Low	Unlikely / Low	Moderate / Medium	Likely / High	Almost Certain / Very High
	Likeliho od	Almost certain it will not occur	Not expected to occur	It could occur	Expected to occur	Almost certain it will occur
HSE Hazar d	Severity / Consequence	 First aid injury (one person), and / or Negligible negative environmental impact 	 First aid injury (more than one person), and / or Minor negative environmental impact without violating legal requirements 	 Hospitalization injury (one person) and no more than 3 days lost, and / or Reversible negative environmental impact without violation of legal requirements 	 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 	 Fatality or permanent disability injury (one or more person, and/or Irreversible negative environmen tal impact
	Points	1	2	3	4	5

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







			رخصه تجار		
		Comm	ercial License		
				License Details	تفاصيل الرخصة / ا
License No.			553506		رقم الرخصة
			ى. ذ. م. م)	لاحج وسلطان للحراسة (شر	اسم الشركة
Company Name	LAHEJ&SULTAN SE	CURITY (L.L.C)			
			(1.5)	لاحج وسلطان للحراسة (ش.ذ.	الإسم التجارى
Trade Name	LAHEJ&SULTAN SECU	JRITY (L.L.C)			
Legal Type	Limited Liability Compa	ny(LLC)		ذات مسئولية محدودة	الشكل القانونى
Expiry Date	13/02/2021	تاريخ الإنتهاء	Issue Date	14/02/2004	تاريخ الإصدار
D&B D-U-N-S ®	561272993	الرقم العالمي	Main License No.	553506	رقم الرخصة الام
Register No.	66024	رقم السجل التجاري	DCCI No.	84513	عضوية الغرفة
D&B D-U-N-S ®	561272993	الزقم العالمي	Main License No.	553506	رخصة الام

				matematika hitoadak
الحصص / Share	الصفة / Role	الجنسية / Nationality	الإسم / Name	رقم الشخص/.No
	مدیر / Manager	اليمن / Yemen	محمد عبدالله عبدالرحمن عاطف	231906

تليفون

فاكس

هاتف متحرك

MOHAMED ABDULLA ABDUL RAHAMAN ATEFE

نقناط الرخصة التجارية / License Activities خدمات أمن الفعاليات والحراسات الشخصية

خدمات التحكم والسيطرة الأمنية خدمات الحراسة العامة

Liconco Mombors (Cittor

العنوان / Address P.O. Box صندوق بريد Parcel ID 373-9369 رقم القطعة مكتب رقم 1 ملك شركة لاحج وسلطان لخدمات التنظيف و الصيانة العامة - البرشاء الاولى

البريد الإلكتروني / Email

الملاحظات / Remarks تم نقل الموقع و تغيير النسب بتاريخ 8/2/2017

تاريخ الطباعة 10:54 Print Date 27/08/2020

Phone No

Mobile No

Fax No

Event Security & Bodyguard Services

971-4-3377999

971-4-3379794

971-50-6255509

General Security Guard Services

Security Control Services

Receipt No.

رقم الإيصال



يكتك الأن تجديد رخصتك التجارية من خلال الرسائل النصية القصيرة، أرسل رقم الرخصة إلى 6969 (دو/اتصالات) للحصرل على اذن النفي. 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 الكثرونية معتمدة وصلارة بدرن توقيع من دائرة التنمية الاقتصلاية المراجعة صحة البيانات الواردة في الرخصة برجاء زيارة الموقع Approved electronic document issued without signature by the Department of Economic Development. To verify the license kindly visit www.dubaided.gov.ae





PUBLIC LIABILITY INSURANCE POLICY	ونْبِقَةَ تَأْمِينَ عَلَى الْمُمَنُولِيَّةَ الْعَامَةَ
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، بمرجب إنقراح وإقرار، والذي سوف يكون الأساس لهذا العقد ويعتبر مضمناً فيه، إلى شركة قطر للتأمين (ويشار إليها فيما بعد بـ "الشركة"» حول التأمين المشار اليه ادناه وقد دفع أو وافق على دفع قسط التأمين كمةابل 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 الشروط والأحكام الإستثانية المنصوص عليها في هذا العقد أو المصابق عليها بموجب هذا العقد، وذلك ليتم التأمين له مقبل جميع المبابل التي سيصبح المؤمن لله معنولاً عن دفعها قانونياً كأضرار مترتبة على ذلك.
a) Accidental death of or bodily injury to or illness of any person.	(ا) الوفاة العرضية أو الإصابة الجمدية 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 يتعلق 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 ماكينك المبنى أو المعامل المستخدمة بواسطة الشركة أثناء سير الإعمال.
(-) 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	 (-) تاشيء عن أو بتطق بالنشاطات الرياضية الإجتماعية أو بتشاطات الرعاية الإجتماعية للمقصف إلى الحد الذي تكون فيه هذه النشاطات متعلقة بالإعمال, ويمتد هذا التعريض 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	 (-) ناشىء عن أو يتعلق بالإسعافات الأولية أو بخدمات الإسعاف المحلقة 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 indemnity the Insured against all legal costs and expenses	مع مراعاة دائماً أن لا تتجاوز مسوولية الشركة عن جميع الإضرار النائمة عن أو المتحلقة باية حدثة أو سلمة من الحوادث المترتبة عن أو التي تعزى إلى مصدر واحد أو سبب اصلي أو التي تعزى إلى مصدر واحد أو سبب واحد أن سبب اصلي أو مصدر أصلي، المبلغ المنصوص عليه في الجدول كحد التعويض. وفيما يتمان بأية مطالبة عن التعويض معنوحة بموجب الوثيقة سوف بموض الشركة أيضاً المزمن له مقابل جميع التكاليف والتنقات التاونية.
(-) Incurred with its written consent in the defence	 (-) المتكبدة بموافقته الخطية في الدفاع عن أية مطالبة يتم التقدم بها

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





Annexure []	ملدق []
Arbitration Agreement	اتفاقية تحكيم
this Agreement is made on the 01st day of January 2020	كرّرت هذه الاتفاقية في يوم بتاريخ 2020
BETWEEN:	کررت عده الانتائية في يوم بين كلُّ من:
(1) Qatar Insurance Co, Commercial Licence number	
205909 of P.O. Box 4066, Dubai, United Arab Emirates (the	(1) عرف سر سين برست بول رم ١٥٥٠ من ١٥٥٠٠
"insurer"); and	دبي، الإمارات العربية المتحدة (شركة التأمين")
(2) [M/s. Lahej & Sultan Cleaning Services](trading as	(2) [أدرج اسم الشركة] (التي تزاول أعمالها تحت اسم (أدرج اسم الشركة])
M/s. Lahej & Sultan Cleaning Services) P.O. Box 6992, Dubai, UAE, United Arab Emirates (the "company").	وهي [٠] ومقرها في [أدرج العنوان] (الشركة).
Collectively referred to as the "parties",	يشار إليهما مجتمعين بـ"الطرفين".
WHEREAS:	
(A) The insurer has issued a "[Workmen	حيث إن؛
Compensation policy] policy (policy reference no	3 (11 35 (35 (35) 1 1 -35 (35 - 35 - 35)-(7)
P2/20/16-0201-001841) to the company (the "policy").	(الوثيقة).
(B) The parties have agreed to refer disputes (as	(ب) اتفق الطرفان على إحالة النزاعات (على النحو الموضح أدناه) إلى
defined below) to arbitration in accordance with the terms	التحكيم وفقاً للشروط المنصوص عليها أدناه.
set out hereinafter. IT IS AGREED as follows:	
Interpretation	وقد اتفق الطرفان على ما يلي:
	1- التفسير
1.1 In this agreement, unless the context otherwise requires, each of the following expressions shall have the	1-1 ما لم يقتض السياق خلاف ذلك، يكون للمصطلحات التالية في هذه
meaning set out opposite it:	الاتفاقية المعاني الموضحة مقابل كلُّ منها:
Agreement means this arbitration agreement together with	الاتفاقية: يُقصد بها اتفاقية التحكيم المائلة إضافة إلى ما يطرأ عليها من
any variations or amendments to	تحديلات أو تغييرات يتفق عليها الطرفان من حين لأخر خطياً.
this agreement as may from time to time be agreed in writing by the parties;	
DIAC means the Dubai International Arbitration Centre;	مركز دبي للتحكيم الدولي: يُقصد به مركز دبي التحكيم الدولي.
Disputes means any dispute or claim arising out of or in	النزاعات: يُقصد بها أي نزاع أو مطالبة تنشأ نتيجة هذه الوثيقة أو فيما
connection with the policy, or its subject matter, interpretation, formation, construction, performance,	يتعلق بها أو بموضوعها أو تفسيرها أو صياغتها أو تفسيرها أو أدائها أو
existence, validity,	استمرارها أو سريانها أو بطلانها أو عدم سريانها أو فسخها (بما في ذلك
nullification, invalidation or cancellation (including non-	النزاعات أو المطالبات غير التعاقدية).
contractual disputes or claims);	
Rules means DIAC Arbitration Rules (as amended from time to time).	القواعد: يُقصد بها قواعد التحكيم لدى مركز دبي للتحكيم الدولي (وما يطرأ
and the succession of the succ	عليها من تعديلات من حين لآخر).
2In this Agreement, unless otherwise specified, references	2-1 في هذه الاتفاقية، ما لم تنص على خلاف ذلك فإن الإشارة إلى:
to: (a) "month", "monthly", and "year" and any other	(ا) "شهر" و "شهريا" و "سنة" وأي إشارة أخرى إلى الوقت فإنها تفسر
references in time shall be construed by reference to the	
Gregorian calendar;	بالإشارة إلى التقويم الميلادي.
(b) clauses, recitals and schedules shall be references to	(ب) المواد والتمهيد والملاحق هي إشارة إلى المواد والتمهيد والملاحق
clauses in and recitals and appendixes to this agreement;	الواردة في هذه الاتفاقية.
(c) the singular includes the plural and vice versa;	(ج) يشتمل المفرد على الجمع والعكس صحيح.
(d) one gender shall include the other;	 (د) تتضمن الإشارة إلى أحد الأنواع الإشارة إلى النوع الأخر.
(e) persons include individuals, firms, corporate bodies	(ه) يشتمل مصطلح "الجهات" على الأشخاص والشركات والهيئات
and unincorporated associations;	الاعتبارية والهيئات غير الاعتبارية.
(f) a "duly authorised representative" of a person is a	(و) المفوض بالتوقيع للجهة هو الشخص المفوض من ذلك الجهة للقيام
person who is authorised by that person to carry out a	رد) معنوس بعربع سبه دو مستن سرح دی در
particular act; and	
(g) "in writing" are references to a communication by letter, e-mail or by fax.	(و) خطياً تعد إشارة إلى المراسلات عن طريق البريد العادي أو البريد
	الإلكتروني أو الغاكس.
1.3 The headings in this agreement are inserted for	1-3 تعد العناوين الواردة في الاتفاقية المائلة للاسترشاد فقط ولا تؤثر على





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Route coordinates 25.1101184, 55.2075264