

## **AL HAMAD BUILDING CONTRACTING COMPANY VISION – MISSION STATEMENT**

Al Hamad Building Contracting Company will be the leading vertically integrated construction company in the Middle East.

### **To our Clients**

We will offer excellent quality construction service to our clients by utilizing the best available technology and well trained manpower from project conceptualization to project completion and maintenance. Our service will surpass their expectations and will set the benchmark for our competitors.

### **To our Stakeholders**

We will gain the trust and confidence of our stakeholders by maintaining a high degree of transparency in all our operations and records.

### **To our Employees**

We support the innovation and creativity of our staff. We believe that their success as individuals is the foundation of our success as a company. Therefore we will uphold their welfare, nurture their talents, encourage their progress and preserve their health and well being.

### **To the Environment**

We will preserve the environment and our natural resources. We will use our knowledge and skills to reduce pollution, eliminate hazardous practices and decrease wastage. We will utilize our resources wisely in hopes of a cleaner and greener future.

### **To the Community**

We believe that our success should benefit the community and that our prosperity should buoy the local economy. We will contribute to the development of our location and support its trade, integrate our business with its industries, and support its initiatives.



## **COMPANY PROFILE**

With the vision of providing superior construction service in the region **Al Hamad Contracting Company** was established in Sharjah in February 1985. From its humble beginnings of constructing four-storey buildings the company was granted license upgrade to Unlimited Category – the highest classification in its class – in less than four years.

Under the capable leadership of **Mr. Nashat F. Sahawneh (Chairman), Mr. Thamin Fakhoury (Managing Director) & Mr. Ezzat Sahawneh (General Manager)** Al Hamad Group achieved unprecedented growth throughout the years and resulted in branches in UAE, Bahrain, Jordan, Egypt, Saudi Arabia & Kuwait. The Dubai branch is called Dubai Civil Engineering where as overseas branches are named as Al Hamad Construction & Development Co. W.L.L.

Never resting on its laurels, Al Hamad has ventured into previously untapped construction markets of North Africa. The coming year will herald a new era in the company's successful foreign venture by launching mega projects in Lebanon, Tunisia and Morocco. As of current records, Al Hamad is the only UAE based construction Company to launch mega projects in North Africa.

As a fully integrated construction solution provider, the group has established independent companies to handle the production of a wide array of construction related products such as: **Al Hamad Industrial Company** for Aluminum fabrication and Aluminum Extrusion, Sheet Metal fabrication, Carpentry and joinery, stainless steel, glazing, Poly vinyl Chloride (PVC) fabrication and Marble processing; and **Concrete Technology** for producing Pre-cast, Hollow Core, Plastbau and Glass Reinforced Concrete (GRC). The company also made investments in glass manufacturing as well as cement and aggregate production through **Select Glass Industry** and **Turkish Gulf Quarry**. The company is considering other products and services for addition in its future line up.

True to its philosophy, Al Hamad is capable of carrying out design, execution, and maintenance of all building components – structural, special construction, finishing, electrical, air conditioning, plumbing, interior decoration, external and all other related works – for both conventional and turnkey projects. Our in-house capability to design and execute all activities related to the construction Industry, from pre-tendering conceptual stage to handover and the defects liability period is a feature that distinguishes Al Hamad from most of the companies.

Al Hamad's achievements and efforts were acknowledged with the **MRM BUSINESS EXCELLENCE AWARD in the Construction Category** and Al Hamad continues to build on the basis of the same core values-**safety, quality and leadership**. Al Hamad will march into the future confident in its vision – **to be the leading group in the construction industry in the Middle East and North Africa.**

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# **LABOR WELFARE**

## **1) Corporate Culture.**

Al Hamad has one of the most democratic setups in the construction industry. Any level of employee has a direct approach to the chairman to voice his concern. This is due to the firm belief of the management that "Labor is the essence of an organization".

### **Corporate Values**

#### **Excellence**

The company never rests after a job well done; it seeks constant improvement and will continue to push forward towards development and innovation.

#### **Commitment**

The company maintains all its commitments and fulfils all its responsibilities dutifully-on time, all the time.

#### **Passion**

The company believes that great results come not only from skill and knowledge. It stems for the loving dedication and unwavering faith than our workers put into it. Our people works with their heart, mind and soul in everything that they do.

#### **Team Work**

The company believes that working together is the key to achieving its goal and seeks unity in diversity. Our unique differences when combined will result in synergy.

#### **Respect**

The cornerstone of our values will always be RESPECT - respecting others, respecting the environment and respecting one's self. The company acknowledges the voice of even the smallest and lowest of its ranks and champions even the humblest of aspirations.

#### **Meliorism**

Another key success of the management is the firmly rooted culture of "meliorism" in the organization. It holds that humans can, through their interference with processes that would otherwise be natural, produce an outcome which is an improvement over the aforementioned natural one. All levels of employees have envisaged the 'dignity of labor '. "No work within the organization is considered small". Every individual effort is recognized and suitably appreciated.

## **Health and Safety**

Safety is one of the company's core values; therefore tremendous emphasis is given to the health and safety of workers.

Well trained safety officers are appointed and allocated responsibility for training the project team. They are capable of handling any emergencies. The efforts of the company in efforts

## **2) Recruitment Criteria.**

- **Recruitment:**

Al Hamad labor recruitment system ensures the following prior recruitment.

- a) Job Description is established and approved.
- b) Criteria for evaluation of new recruitment.
- c) Accommodation.
- d) Transportation.

- **Evaluation & Promotion:**

Al Hamad periodically evaluates its existing staff / labor. Promotion process is based on the results of periodic performance evaluation of its staff / labor performance (Evaluation Criteria Attached)

Al Hamad believes promotion is a good business practice and it has been a powerful labor motivator tool. Internal promotion policies has generated remarkable results through the recognition of individual merit and improved morale of task force.

Based on the result of evaluation the following action is taken:

- i) Promotion.
- ii) Re-training (If labor found to be under-achieving).
- iii) Relocation (If found the labor is not fit for the job).

شركة الحمد لمقاولات البناء ذ.م.م

**AL HAMAD BLDG. CONT. CO. L.L.C.**

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FORM:HCC 002 TRN

D/0

NAME OF APPRAISEE :

DATE :

COMPUTER NO:

CURRENT POSITION:

SITE NO:

NO	Appraisal Criteria	Criteria Percentage	% Rating
1	DRAWING READING SKILLS	5%	
2	SITE MEASUREMENT SKILLS	5%	
3	QUALITY OF WORK	30%	
4	PRODUCTIVITY	30%	
5	SAFETY RULES COMMITMENT	10%	
6	WORKING UNDER PRESSURE	5%	
7	RELATIONSHIP WITH CO-WORKERS	5%	
8	COMMITMENT TO WORKING HOURS	5%	
9	DEALING WITH EQUIPMENT AND MATERIAL	5%	
OVER ALL		100%	

**Classifications:**

- (90% - 100%) – Class A.
- (80% - 90%) – Class B.
- (70% - 80%) – Class C.
- (60% - 70%) – Class D.

**Recommendations:**

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Prepared by:

Reviewed by:

Approved by:

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### 3) Training:

Al Hamad invests considerably in training. The annual appraisal of employees enables the management to identify the individual requirements of training. All department managers mandatorily establish a training plan and get the approval of this plan. This plan shows` the type of training required and whether this has to be in-house or external.

At this stage, the emphasis is not only towards the hard skills but also equal emphasis is given to the soft skills. The soft skills benefit the individual and in turn the department in terms of fast & effective communication, enhanced client confidence, persuasive Project presentation etc.

Every labor in the organization is given ample opportunity to enhance his career and personal development. Al Hamad is the only company in the region to have dedicated facility for this purpose.



- **Labor Orientation:**

Al Hamad Labor orientation program effectively integrates the newly recruited labor into the organization culture and assists them with the following:

- i) Al Hamad Policy.
- ii) Al Hamad Rules & Regulations.
- iii) Al Hamad Labor Benefits/Claims/Complaint System
- iv) Quality Management System.
- v) HSE Requirements.

Al Hamad Labor orientation programs are held within the first week of hiring.

- **Training Evaluation:**

Al Hamad training programs are critical to good performance. Al Hamad is periodically evaluating its approach to ensure what is offered is both immediately useful to the employee and applicable in the working environment to the measurable advantage of the business

The trainee work performance is periodically evaluated by their immediate managers / supervisors and recorded in the annual appraisal forms. Below mentioned are the criteria for evaluation:

- i) Increase Productivity.
- ii) Quality of the output.
- iii) Rejections.
- iv) Complaints.
- v) Etc.

Al Hamad Company invests heavily for labor trainings & development programs to ensure the effect on the bottom line and to make good place to work.



#### 4) **Labor Management**

The components of a Labor Management include:

- **Job Descriptions**

Al Hamad has developed a detailed job description for its employees and it details the following:

- i) Job Title.
- ii) Reporting To:
- iii) Supervisory:
- iv) Functional Relationship With:
- v) Qualification.
- vi) Key Responsibilities.

- **Pay Structures**

Al Hamad offers the Best Pay Structure in the region with the mandatory 4 Hours of Daily overtime in addition to basic working hours to compensate transport and rest hours

Al Hamad has introduced “Gang Production System (GPS)” which encourages the labor to earn as much as they can. GPS is a win-win system for Al Hamad & labor and due to this no labor in Al Hamad draws less than Dh1000/month.

#### 5) **Benefits**

- **Health Insurance:** Though it's not mandatory by region labor law, Al Hamad provides a free comprehensive Insurance to its Labor from M/s Al Buhairah National Insurance Company. The insurance for labor covers the following:

- i) Comprehensive Accidental Coverage.
- ii) Free Health and Medical from M/s Fatima Medical Center.
- iii) Life Insurance.

- **Annual Vacation:** Labor in Al Hamad becomes eligible for Annual Vacation / Leave once they have completed 2 years of service. Below mentioned are benefits provided by Al Hamad to its Labor prior commencement of Annual Leave / Vacation:

- Payment of Salary till last working day
- 2 Months Basic Salary as leave salary.
- 60 Days of leave.
- **Gratuity plan:** Al Hamad provides final compensation (End of Service Benefits) as per the Regional Labor law.
- **Accommodation:** Al Hamad provides the best labor accommodation camps to its workforce. These camps strategically located through the regions. All Al Hamad Camps provides the following facilities to its labor:
  - i) Latest Amenities.
  - ii) Latest Furnishing.
  - iii) Dining Area.
  - iv) Sports Facilities for Cricket, Football & Badminton.
  - v) Satellite TV's are provided for entertainment in the common hall.
  - vi) Qualified Male Nurse.



- **Subsidized Food:** Al Hamad has a full fledged in-house catering division; another first in the region, equipped with latest state of the art fully automated cooking facilities. The meals are served to the labor in hotboxes to ensure freshness of food. The daily nutrients are carefully ensured by providing a balanced nutrition of fruits & multivitamin tablets. The dietary requirements of different nationalities are respected and taken care of.
- **Transport:** Al Hamad provides the Air-Condition equipped buses to its labor. The buses not only operate during the working days but also facilitates their needs during weekends and public holidays.
- **Sports:** Al Hamad has evolved a very strong cricket team from its labor and with the immense interest and motivation of the management, has emerged as one of the strongest cricket teams of UAE. Against all expectations Al Hamad CC emerged as the champions in the Ramadan T20 Cup held under aegis of SCC in the Sharjah Cricket Stadium. Al Hamad also has won immensurable tournaments in the last 2 years and now is in the elite 'A' division Cricket teams of UAE.



- **Safety & Security:**

The responsibility of labor health and safety in Al Hamad falls on the Safety Manager & Supervisors. Safety manager helps in coordinating safety programs, making labor aware about the health and safety policy of the company, conduct formal safety training, etc. The supervisors and departmental heads are responsible for maintaining safe working conditions. Responsibilities of the departmental managers are:

- Monitor health and safety of labor
- Coach labor to be safety conscious
- Investigate accidents
- Communicate about safety policy to labor

Responsibilities of supervisors/departmental heads:

- Provide technical training regarding prevention of accidents
- Coordinate health and safety programs
- Train employees on handling facilities and equipments
- Develop safety reporting systems
- Maintaining safe working conditions

## **6) Labor Satisfaction Surveys**

Labor satisfaction surveys are conducted to measure and understand the labor force attitude, opinions, motivation, and satisfaction. The feedback is very beneficial to formulate the labor strategies.

This feedback:

- Assists Al Hamad Top Management in designing new strategies for labor satisfaction.
- Acts as a mechanism to keep Al Hamad informed which policy is not in the favour of the labor and their consequences.
- Provides management of Al Hamad with feedback (both positive and negative) on the internal health of the organization
- Measures the impact of current programs, policies and procedures
- Is used to motivate labor and improve job satisfaction

## 7) Personnel Records

Al Hamad Personnel files contain material that is necessary and relevant to the administration of the labor personnel program.

- An employee's personnel file contains the following:
  - Employee Application, Resume, letters of reference.
  - Emergency Contact Information
  - Performance Appraisals and Position Description forms
  - Honors and Awards received by the employee
    - Performance-related documents signed by the employee is placed in the personnel file
- Corrective action/disciplinary notices are subject to removal after two years provided the supervisor verifies similar incidents have not occurred during the most recent two year period.
- Documents related to an employee's medical condition

Periodic reviews or audits are conducted to ensure that the necessary documents have been completed and filed, and date sensitive documents have not expired