Certificate Renewal

Report for:

Alfardan Properties

LRQA reference:	QAT6013228 / 5836666
Audit dates:	20-November-2023 - 22-November-2023
Reporting date:	27-November-2023
Client address:	Alfardan Centre,Grand Hamad Street,Doha , QA
Audit criteria:	ISO 9001:2015
Audit team:	Mohamed Hamdi
LRQA client facing office:	QAT Qatar OU

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Attachments:

QAT6013228_APP_APP.docx

This report was presented to and accepted by:

Name: James Chan

Job title: Regional Head of Technical Audit Management Representative (QMS)

01. Executive report

Visit audit objective:

This was a Certificate Renewal visit, conducted against objectives previously notified to the client. The objectives of the next visit, including any applicable visit specific objective (theme / focus), are confirmed in the audit plan attached to this report.

Audit outcome:

Based on the audit outcome the Audit Team recommends the ISO 9001:2015 certification of Alfardan Properties for the agreed scope.

The objective of the visit was to assess the organization's adherence to quality standards.

The renewal certification audit for Alfardan Properties against ISO 9001:2015, conducted over three days, concluded successfully, with highly positive results.

No findings, either major or minor, were identified during the audit. As a result, the renewal certification is recommended.

The Audit Team Leader confirms the contractual arrangements for ISO 9001:2015 are correct. This includes any changes required as a result of the outcome of the Stage 1 visit (including changes to the scope of audit, duration of the Stage 2 visit, and duration of subsequent surveillance visits).

Continual improvement:

- Enhance methods for monitoring key performance indicators.
- Strengthen approaches to identify and mitigate risks.
- Actively incorporate customer feedback for improvements.
- Regular internal audits to proactively identify areas for improvement and ensure ongoing compliance with quality requirements.
- Regular management review to assess the effectiveness of the Quality Management System.
- A systematic approach for handling customer complaints, including prompt resolution, root cause analysis, and the integration of lessons learned into the improvement process.

Areas for senior management attention:

No specific area for attention to the senior Management.

02. Audit findings

Where scheme requirement differs to the standard definition below, the scheme definition will take preference

Major Nonconformity

The absence of, or the failure to implement and maintain, one or more management system elements, or a situation which would, on the basis of the available objective evidence, raise significant doubt of the management to achieve: The policy, objectives or public commitments of the organisation, compliance with the applicable regulatory requirements, conformance to applicable customer requirements, conformance with the audit criteria deliverables.

Minor Nonconformity

A finding indicative of a weakness in the implemented and maintained system, which has not significantly impacted on the capability of the management system or put at risk the system deliverables, but needs to be addressed to assure the future capability of the system.

Reference number	5772298_DBIMHZ01	**Audit Criteria (Clause)**	ISO 9001:2015 (8.1)
Grade	Minor NC	**Issue Date**	20-June-2023
Status	Closed	**Process / Aspect**	Engineering & Maintenance
Location(s)	Alfardan Centre,Doha,QA		
Statement of Non Conformity	The observations made during patrolling on May 26, 2023, were reported again on June 19, 2023, indicating that the concerned department did not take action.		
Requirement	Operational planning and control The organization shall plan, implement and control the processes (see 4.4) needed to meet the requirements for the provision of products and services, and to implement the actions determined in Clause 6, by: a) determining the requirements for the products and services; b) establishing criteria for: 1) the processes; 2) the acceptance of products and services; c) determining the resources needed to achieve conformity to the product and service requirements; d) implementing control of the processes in accordance with the criteria; e) determining, maintaining and retaining documented information to the extent necessary: 1) to have confidence that the processes have been carried out as planned; 2) to demonstrate the conformity of products and services to their requirements.		
Evidence	Examples of the unaddressed issues include the reception lobby ceiling light not working and three tube lights on the 17th floor service lobby being non-functional.		
Proposed correction, corrective action and timescales	Educate Security Team to specify on their daily report the specific location where in failures were observed. Ensure that failure or defect is communicated to Eng & Maintenance through call centre, property management.		
Correction	awareness session to the security team already done		
Root Cause analysis	lack of communication of correct location		
Corrective action	22-11-2023 Work order ID 314254 on 17 June 2023, Work Order ID 321777 on		

Corrective action	23 May 203 were initiated to maintain the defects awareness to security team to ensure that location is clearly defined in their report
	Corrective action was reviewed and accepted. NC was Closed
LRQA has reviewed and verified the implementation of actions taken.	**Date of closure** 22-November-2023

03. Audit summary

Audit of:	Management Elements		**Auditor:**	Mohamed Hamdi
Auditee(s):	James Chan Virginia Cortes			

Objective Evidence, Process Controls reviewed and Comments:

Organization chart Appendix 1-M, Jan 16, 2023
Context of the organization
Risk Register QMS/QF/AFP/039-B - Engineering & Maintenance , Updated Nov 16, 2023
Functional Objectives Appendix 3-H, - Customer Service Department Year 2023
Functional Objectives Appendix 3-H, - Engineering & Maintenance, Year 2023
Internal Audit Report QMS/QF/QFP/033-C, Aug 29-30, 2023
General Satisfaction Survey - Residential Tenants, Dec 4, 2023
Customer Complaint report - Oct 4, 2023
Management review Report, N#25, Oct 31, 2023

Since the previous visit, both the organization structure and the Quality Management System (QMS) documents have remained unchanged. A comprehensive review of the organization's context, which included an assessment of internal and external issues along with a risk assessment, was conducted to evaluate potential impacts on its objectives.

The context of the organization was addressed in the management review meeting, discussing internal and external concerns. This included conflicts, challenges in the regional economy (such as hiring difficulties), and financial considerations, such as increased borrowing costs, potential impacts on demand due to rising interest rates, and legal and regulatory compliance issues, contributing to elevated financial exposures.

Risks and opportunities within the organization are identified at the process level. This includes implementing mitigation actions to reduce potential risks and developing action plans to achieve objectives. A risk register is in place and consistently maintained to ensure ongoing effectiveness.

The organization established clear functional objectives for the year 2023 that were regularly monitored. All these objectives were successfully achieved.

The internal audit process is conducted annually following documented procedures, with a team of four internal auditors available. The most recent audit was conducted by a third party, and no findings were reported. Opportunities were identified and addressed through appropriate actions.

A customer satisfaction survey is conducted annually for all properties. The overall satisfaction index for the year 2022 was 92.5%. Surveys for the year 2023 have been collected and are currently under review and analysis.

Customer complaints are collected by the customer services team, and the process owner investigates the root

causes, implementing corrective actions as necessary.

A comprehensive management review was conducted in October 2023, involving the analysis and discussion of various topics, with all decisions and outputs were reported.

Evaluation and conclusions:

The process(es) were found to be compliant from the sample taken.

Audit of:	FM Audit & Compliance	Auditor:	Mohamed Hamdi
Auditee(s):	James Chan Bivin Parambath Owen Magdaraog		

Objective Evidence, Process Controls reviewed and Comments:

Periodic review facility management service Quality Manual B.11.1 QMS/QM/AFP/002-E, Jan 2023 - Edition 6 FM Service Quality Standard Audit B.11.2-K, Nov 01, 2021 FM Technical Audit

Property Management Performance Grading System
FM Audit Plan -H1 -2023
FM Audit Plan -H2 -2023
FM Technical Audit Action Form AFP/AC/006-K, Al Jazeera Residence, Aug 23, 2023 FM
Technical Audit Action Form AFP/AC/006-K, Redco Building, June 14, 2023 Deferment /
waiver Request for technical for technical Defect AFP/AC/016-D, Feb 13, 2023 Functional
Objectives - FM Audit & Compliance - Year 2023

The FM audit involves two phases: a document review against the FM Quality Manual and a technical inspection of the properties, with a preliminary audit review followed by a 30-day re-inspection for identified defects, escalation procedures for unresolved issues after 60 days, and a requirement for a Deferment/Waiver Request for technical defects if not resolved within the established deadlines.

Based on the samples from the FM audit reports, the process of FM audit & compliance is well-monitored, and records are consistently retained.

Actions to address risks and opportunities are established, implemented and maintained.

Four functional objectives have been defined, are measurable, and are regularly monitored, with all of them found

to be achievable.

Evaluation and conclusions:

The process(es) were found to be compliant from the sample taken.

Audit of:	IT Department		Auditor:	Mohamed Hamdi
Auditee(s):	Khalid Kofahi Alyanna Tetangco Louis Raymundo Ahmad Sheikhiani			

Objective Evidence, Process Controls reviewed and Comments:

Organization Chart
Service Request Ref 22341, Nov 19, 2023
Incident Request Ref 22337, Nov 17, 2023
Functional Objectives Appendix - 3-H
IT customer Satisfaction Assessment Form AFP/IT/002-A, dec 12, 2022- Safwa
eCommerce IT customer Satisfaction Assessment Form AFP/IT/002-A, May 22, 2022- Nest
Lusail Management System Risk Assessment

The IT department consists of three divisions: Application, Infrastructure, and Technical Support. The data Centre comprises five physical servers, twelve virtual servers, a storage system connected to the same servers, a core network, switcher, and security appliance.

The IT department manages the backend servers, ensuring the operation of applications and resources for business users. This includes maintaining systems for continuous operation, managing the Engine Service Desk system, and providing consultancy for projects, along with supervising project satisfaction.

Security measures include antivirus software, data encryption to prevent data leaks, email protection, vulnerability management, and a two-layered firewall system.

Backup procedures include daily backups to both primary and secondary storage (located outside the building), as well as weekly, monthly, and yearly backups. The email system is hosted and maintained in the cloud.

Actions to address risks and opportunities are established, implemented, and maintained.
Functional objectives are clearly defined and regularly monitored, all successfully attained.

Audit of:	Project Tendering & Procurement (Goods/Works)	**Auditor:**	Mohamed Hamdi
Auditee(s):	Karthikeyan Jayakumar		

Objective Evidence, Process Controls reviewed and Comments:

Purchase Requisition B 4.5.1
Project Tendering & Procurement (Goods/Works) B 4.5.3, Jan 12, 2021
ERP System
Purchase Order 202372350, Oct 05, 2023
Cost Comparison List - OPA, PO 202322473
Purchase requisition ref 202322478, Sep 22, 2023
Quotation Promofic, Aug 16, 2023
Purchase Order 202372252, Sep 25, 2023
Approved Supplier List / Oracle , online
New External Provider selection Form QMS/QF/AFP/034-C, Feb 16, 2023
External provider evaluation form Supplier evaluation QMS/QF/AFP/025-D
Functional Objectives - Year 2023
Management System Risk Assessment QMS/QF/AFP/O39-B

The Procurement Department supports Alfardan Properties in procuring products, services, and managing projects.

The purchase process follows a sequence: purchase requisition, inquiry (RFQ) to suppliers, quotation, evaluation of quotations for products or services, and finally, the issuance of a purchase order.

Based on samples of purchase requisition, RFQ from supplier, comparison sheet and purchase order, the procurement process is found to be under control.
Functional objectives are clearly defined and monitored.
The risks and opportunities register is regularly implemented and maintained, supporting a proactive management approach.

Evaluation and conclusions:

The process(es) were found to be compliant from the sample taken.

Audit of:	Leasing Department		**Auditor:**	Mohamed Hamdi
Auditee(s):	Ramzi Bibi Elaine Kalalo			

Objective Evidence, Process Controls reviewed and Comments:

Leasing Department Organization Chart Appendix 4.5G

Leasing of A property B.10.2

Termination of a lease B.10.3.3

New Lease Agreement B.10.3.1

Functional Objectives KPI's Performance Monitoring QMS/QF/AFP/012-C

Enquiry Log AFP-LD-007-B- Year 2023

Logbook for available Properties AFP/LD/008-A

Management System Risk Assessment QMS/QF/AFP/039-B, updated Sep 30, 2023

The leasing department focused on bulk deals as new strategy to enhance revenue stability and concentrated on improving residential occupancy rates through well-planned initiatives. Currently, they are implementing a more comprehensive approach to screening tenants and ensuring a secure and reliable rental environment for residential properties.

Based on the overall achievements in 2023, the Leasing department is performing well.

- For commercial properties occupancy, the target was 80%, and the actual achievement is 82%.

- Similarly, for residential properties occupancy, the target was 90%, and the actual achievement matches the target at 90%.

This indicates successful performance in meeting or exceeding occupancy goals in both commercial and residential sectors.

Evaluation and conclusions:

The process(es) were found to be compliant from the sample taken.

Audit of:	HR & Government Relations		**Auditor:**	Mohamed Hamdi
Auditee(s):	Noemi Matreo Charito Pangan Haitham Daher			

Objective Evidence, Process Controls reviewed and Comments:

Organization Chart Appendix 4.10 H, May 28, 2023
Recruitment B.15.11-G
Manpower Request form AFP/HR/001-B,
Job Description AFP/HR/009, Jun 14, 2023
Delegation of Authority DOA QMS/QF/AFP/017-B,
ADOBE SIGN Software
Staff requisition Approval Form AFP/HR/003, Jun 14, 2023
Interview feedback form AFP/HR/005-A, May 28, 2023
Employee File - 12431
Employee File - 12701
Functional Objectives Appendix 3-H - Year 2023
Functional Objectives (KPI's) Performance Monitoring QMS/QF/AFP/012-C
MENA Help Desk, Employee Request
MENA Software - Performance Evaluation
Job Request B.15.1.6 -A
Control of Government relations Documents B.15.1.5-A
GR Document Register, Nov 21, 2023
GR Job Request Register, APP/GP/004-B

The HR Department is effectively managing HR coverage areas, including Employee Requests, Performance Appraisal, Training Monitoring, Benefit Administration, Recruitment, HRIS Coverage (Payroll), Immigration, and Government Relations.

The Recruitment process has been deemed under control based on the samples checked, indicating a satisfactory level of management and oversight in the hiring procedures.
Evaluation appraisal is conducted on a yearly basis and carried out as requested.

The Government Relations section is responsible for renewing legal documents. The regularly updated tracking log sheet ensures all necessary legal documents are following regulatory requirements.

Evaluation and conclusions:

The process(es) were found to be compliant from the sample taken.

Audit of:	Project Development	**Auditor:**	Mohamed Hamdi
Auditee(s):	Chan Farn Sheng		

Objective Evidence, Process Controls reviewed and Comments:

Organization chart - Appendix 4.7 F, Jul 16, 2023
Concept Preliminary and Detail Design B.3.2
Tendering & Contract B.3.3
Post Contract & Execution B.3.4
Fit-Out Management B.3.5
Project Hand Over B.3.6.1
Site Progress Report No#38, Oct 2023
Post Contract & Execution Checklist B.3.4-A

Project Name : St Regis Al Maouj - Oman
Client: Alfardan Hospitality
Contractor: ICDC
Consultant: Ibrahim Al Jaida Architect & Engineer
Duration: 730 days, First EOT extension 260 days , Second EOT not yet issued
Functional Objectives - Year 2023
Risk Management initiative - Risk Dashboard / Hotel
Management System Risk Register

PDD is supporting AFP for the new project or Fit out.
At this moment only one project is ongoing for St Regis Hotel in Oman, The project is under construction.
Actual progress is 93.15% against planned 100%, delays for 236 days.
The reasons for these delays have been thoroughly reported through the Extension of Time 1&2.

Evaluation and conclusions:

The process(es) were found to be compliant from the sample taken.

Audit of:	Marketing & Communication	**Auditor:**	Mohamed Hamdi
Auditee(s):	Sally Safa Sara Kassab		

Objective Evidence, Process Controls reviewed and Comments:

AFP Marketing Plan 2023
Water Activity Day, Oct 6, 2023
Functional Objectives - Year 2023
Functional Objectives (KPIs0) Performance Monitoring - Oct 2023

The Marketing Department is focused on both retaining existing clients and attracting new ones through paid digital marketing, targeting audiences for residential and commercial properties. For current clients, a special experience is provided through the Alfardan Living Privilege Program. Additionally, there is a new application process for commercial tenants.
A new product, the media facade, has been created by the Marketing Department, adding to their offerings.

The Marketing Department employs various strategies, including digital communication, event activations, and offline communication such as advertisements and brochures, as well as multimedia approaches, to effectively reach and engage the target audience.

The marketing plan is being monitored in accordance with the planned activities, and all of them have been successfully executed.
Monthly surveys are collected, analyzed, and indicate a satisfaction index of around 80%.

Evaluation and conclusions:

The process(es) were found to be compliant from the sample taken.

Audit of:	Al Gassar Resort		**Auditor:**	Mohamed Hamdi
Auditee(s):	Bachir Bechara Amit Giri Samer Al Batsh Eugenio Cocjin Iklas Horo Salamia Jeanjaquit Daniela Caspillo			

Objective Evidence, Process Controls reviewed and Comments:

Civil defence inspection delay from 8 June to 29 Oct 2023
Outsourced Services Performance Monitoring AFP/PM/005-A, Sep 2023 - Landscaping
Cleaning Assignment Checklist AFP/PM/018-C, Sep 2023
Service Agreement - landscaping, Jul 21, 2019
Addendum Contract AMC/IP-AGR/2022

Outsourced Services Performance Monitoring AFP/PM/005-A, Oct 2023 - cleaning
Monthly Cleaning Report, Oct 2023
Recreational Facilities and assignment checklist AFP/CO/011-A, Oct 2023
Cleaning assignment checklist AFP/PM/018-C, Oct 2023
Functional Objectives Appendix 3-H - Year 2023
Functional Objectives KPI's Performance Monitoring QMS/QF/AFP/012-C, Year 2023
Management System Risk Assessment QMS/QF/AFP/039-B, Sep 25, 2023

Preventive maintenance Plan- 2023
SkySoft- Software for maintenance
Work Order ID 264134, Oct 22, 2023
Quarterly Preventive maintenance checklist - Electrical, Oct 25, 2023
Work Order - Corrective Maintenance ID 264565, Oct 28, 2023
Functional Objectives Appendix 3-H - Year 2023
Functional Objectives KPI's Performance Monitoring QMS/QF/AFP/012-C, Year 2023
Management System Risk Assessment QMS/QF/AFP/039-B, Oct 11, 2023
Outsourced services KPI monitoring sheet AFP/EM/070-A, Swimming Pool, Oct 31, 2023
Outsourced services KPI monitoring sheet AFP/EM/070-A, Elevator , Oct 31, 2023

Contract Ref - GSSC/SAL/802/14-071, Apr 2, 2023
Daily Safety Security Report, Nov 19, 2023
Visitor Log AFP/SS/033-B, Nov 21, 2023
Daily Contractor Workable AFP/SS/006-C
Incident Report AFP/SS/031-B, Oct 28, 2023

Functional Objectives Appendix 3-H - Year 2023
Functional Objectives KPI's Performance Monitoring QMS/QF/AFP/012-C, Year 2023

Concierge Log AFC-CO-001, Nov 19, 2023
Overall rating - Customer survey 2022

Effective property management includes overseeing outsourced cleaning and landscaping services, as well as maintaining and coordinating recreational spaces and furniture within the premises. Based on the reviewed samples, the property functions are well-managed, indicating a successful execution of property management responsibilities.

Engineering & Maintenance maintains three towers at Al Gassar Resort, a total of 422 apartments, the operation involves coordinating maintenance activities to ensure the durability of buildings and their associated infrastructure. Preventive maintenance is carried out in-house for civil, electrical, and plumbing systems. External providers are engaged for the maintenance of elevators, swimming pools, generators, UPS, and air conditioning systems.

Maintenance activities, both preventive and corrective, align with an annual preventive maintenance plan, involving the generation of work orders accompanied by appropriate checklists. Upon reviewing the records, it is evident that the monitoring process is well-executed.

Quality objectives are defined and regularly monitored.

Safety & Security processes are implemented to protect assets and well-being, ensuring a secure environment for tenants, employees, and visitors. This involves the surveillance of the property boundary, regular patrolling, and the implementation of access control protocols. The security infrastructure includes 10 outsourced security personnel overseen by two supervisors and CCTV.
In general, and based on the assessed records, safety and security are well managed.

Concierge services serve as the primary point of contact for tenants, facilitating and addressing any requests they may have. This includes helping, information, and support to enhance the overall experience and convenience for tenants.
Concierge customer satisfaction, 97.28%

Evaluation and conclusions:

The process(es) were found to be compliant from the sample taken.

Audit of:	Customer Service		Auditor:	Mohamed Hamdi
Auditee(s):	Jewel Martinez Lee De Guzman			

Objective Evidence, Process Controls reviewed and Comments:

CRM - System
Complaint Register - 2023
CAS-08005-P7Q&- Complaint, 14, 2023
CAS-09270W4V2- Complaint Sep 25, 2025
CAS-07774-FAG9 - Complaint- June 18, 2023
Survey Response- AFG1V17, Nov 16, 2023
General Satisfaction Survey - Year 2022
Functional Objectives - Year 2023
System Management Risk Assessment QMS/QF/AFP/039-B

Customer service effectively handles complaints and issues, conducts thorough analyses of customer satisfaction surveys, and issues timely notifications to tenants. Additionally, annual Tenant Move-In and General Satisfaction Surveys are conducted to assess overall satisfaction levels.
Customer service processes, including risk assessment and functional objectives, are closely monitored and effectively managed.
Customer satisfaction is conducted once a year and overall satisfaction above 90%.

Evaluation and conclusions:

The process(es) were found to be compliant from the sample taken.

Audit of:	Call Centre		**Auditor:**	Mohamed Hamdi
Auditee(s):	Randolf Espiritu			

Objective Evidence, Process Controls reviewed and Comments:

Call Centre B.12.3 , Mar 01, 2028
Maintenance Category Report - Year 2023
Request # 64986 - AA-HEM, Nov 19, 2023
Work Order OPA-CM-64986, Nov 19, 2023
Daily Work Order Tacker
Request # 322569- AA-HEM, Nov 11, 2023
Work Order ATM-CM-109335, Nov 11, 2023
Functional Objectives - Year 2023
Management System Risk Assessment QMS/QF/AFP/039-B

The call Centre operates as a central point, efficiently receiving and managing calls from tenants, potential tenants, and internal departments requesting assistance or information regarding maintenance services.

Functional Objectives:
- Minimum manning of 1 agent at all times, Target 100%, actual 100%
- Actual case of abandon call rate, Target < 5%, actual 1.3%

Evaluation and conclusions:

The process(es) were found to be compliant from the sample taken.

04. Next visit details

Standard(s) / Scheme(s)	ISO 9001:2015		**Visit type**		Surveillance 1
Audit days	2.00 DAY		**Visit start / end dates**		11-June-2024 / 12-June-2024
Team	Mohamed Hamdi				
Site		**Audit days**	**Delivery Method**	**Remote Effort**	**Activity codes**
Alfardan Centre,Doha,QA		2.00 DAY	Onsite	0 DAY	EA23

![LRQA logo]

05. Approval details

It is confirmed that all sites and scopes as detailed in the contract for ISO 9001:2015 are approved, or are being recommended for approval at this visit or remain unapproved, apart from any new approvals, suspensions and withdrawals shown below.

Product	Site	Status
ISO 9001:2015	Alfardan Centre,Doha,QA	Approved

06. Appendix

1. Audit Programme

Both the audit programme and the plan are dynamic and must be in line with the developments in the certified organisation and activities. Last minute changes are possible with valid reasons. The final selection will be made after review by the audit team of e.g. management system and actual performance. Prior to the closing meeting the audit team will (re)confirm the programme and identify any changes. The audit criteria consist of the requirements of the standard and the management system of the client.

Audit Type	FV	RC	SV1	SV2	SV3	SV4	SV5	RC
Due Date	Jun 23	Dec 23	Jun 24	Dec 24	Jun 25	Dec 25	Jun 26	Dec 26
Start Date	19/6/23	20/11/23	11/6/24					
End Date	20/6/23	22/11/23	12/6/24					
Audit Days	2	3	2	2	2	2	2	
Onsite Audit Days	2	3	2	2	2	2	2	
Remote Audit Days								
Process / topic	*Y = Yes completed*	*X = proposed*	*X = proposed*	*X = proposed*	*X = proposed*	*X = proposed*	*X = proposed*	*X = proposed*
Opening/Closing meeting	Y	Y	X	X	X	X	X	X
Changes to organization or context	Y	Y	X	X	X	X	X	X
Management Review	Y	Y	X	X	X	X	X	X
Internal Audits	Y	Y	X	X	X	X	X	X
Continual Improvement	Y	Y	X	X	X	X	X	X
Management of change	Y	Y	X	X	X	X	X	X
Corrective action management	Y	Y	X	X	X	X	X	X
Complaint Management	Y	Y	X	X	X	X	X	X
Use of Logo (LRQA & Accreditation Marks)	Y	Y	X	X	X	X	X	X
Performance against the client management system objective	Y	Y	X	X	X	X	X	X
Reporting and Follow Up open issues	Y	Y	X	X	X	X	X	X
Audit outside normal hours and various shift patterns	Y	Y	X	X	X	X	X	X
Audit of shift(s) / shift change	Y	Y	X	X	X	X	X	X
QMS Elements	Y	Y	X	X	X	X	X	X
HR & GR		Y	X	X				X
Marketing & Communication	Y	Y	X	X		X		X
Leasing	Y				X		X	X
Project Development	Y	Y	X			X		X
Procurement		Y		X		X		X
Operation • Safety & Security • Eng & Maint • Property Management • Concierge	X	Y	X	X	X	X	X	X
FM Audit & compliance		Y		X		X		X
IT Department		Y		X		X		X
Call Centre	Y	Y		X		X		X
Customer services	Y	Y		X		X		X

2. Audit Plan – Renewal Certification

(*Date* 20/11/23 Day 1), AFP - HO, On Site	
09:00	Introductory meeting with management to explain the scope of the audit, audit methodology, method of reporting and to discuss the organisation (approx.30 min).
09:30	Discussion of all outstanding issues from previous audits.
10:00	QMS Elements
11:30	FM Audit & Compliance
12:30	Lunch.
13:30	IT Department
14:30	Procurement
15.00	Report writing and feedback.
16.00	Close of the audit day.

(*Date* 21/11/23 Day 2), AFP - HO, On Site	
09:00	Leasing
10:30	HR & Government Relations
12:30	Lunch.
13:30	Project Development
14:00	Marketing & Communication
15.30	Report writing and Feedback
16.00	Close of the audit day.

(*Date* 22/11/2023 Day 3), AFP - HO, On Site	
09:00	Site Visit / Al Gassar Resort - Property Management - Engineering and Maintenance - Safety and Security - Concierge
12:30	Lunch.
13:30	Customer Service
14:30	Call Centre
15.30	Report writing and Feedback
16.00	Close of the audit day.

3. Audit Plan – SV1

(*Date*	11/6/24	Day 1), AFP - HO, Remote	
09:00		Introductory meeting with management to explain the scope of the visit, assessment methodology, method of reporting and to discuss the company's organization.	
09:30		QMS Elements	
11:30		HR Department	
12:00		Lunch.	
13:30		Project Development	
15.00		Marketing & Communications (remote)	
16:00		Report writing and follow up of open issues.	
16.30		Close of the audit day.	

(*Date*	12/6/24	Day 2), AFP – Operations, Remote	
09:00		Site Visit - Property 1 • Property Management • Engineering and Maintenance • Safety and Security • Concierge	
12:30		Lunch.	
13:30		Site Visit - Property 2	
16.00		Closing Meeting.	

4. Reporting Considerations Statement

Stage One or Focus Audits	Confirmation (Choose Item)	Auditor Comments
With regard to the requirements of LRMS03-04-07 Use of ICT for Auditing Purposes - Risks & Opportunities. Has the organisation the ability to access and present information, images or video from relevant locations to undertake an effective remote assessment?	No	On site
Please confirm in the comments the ICT tools agreed for future audits or used during the audit e.g. TEAMS, SKYPE, LRQA REMOTE, WECHAT, Other...	No	
Where the audit is a stage One or a focus (Certification Renewal Planning) Visit, Will the amount of remote audit time for the next certification period be greater than 50% of the total audit time?	No	
Current Audit: General Requirements		
Please confirm that legal and statutory controls were effective.	Yes	
Confirmation of the management system's conformity to the requirements of the standard, capability, and effectiveness to deliver the objectives of the organization and stakeholders.	Yes	
Has there been any deviation from the original audit plan or any significant issues impacting on the audit programme?	No	
Have there been any significant changes, since the last audit, that affect the continued appropriateness of: the scope of certification, the management system, effective workforce numbers, related to the activities/products/services of the organisation?	No	
Are there any unresolved issues from the audit between the client and the audit team?	No	
Was the organisation effectively controlling the use of the certification documents, marks and not misleading in their (online) certification statements?	Yes	
Were the stated objectives of the audit fulfilled?	Yes	
Where the audit is for OHS, have the relevant OHS responsibility holders been involved in the audit and their details included in the list of meeting attendees?	Not an OH&S audit	
Where the organisation operates Night Shift, can all processes be effectively audited during normal office hours?	N/A	
Where the visit is for OHS and Night Shift activities are undertaken, confirm that a Night Shift audit of shift has been planned.	N/A	
Current Audit: Remote Audit Activity		
Where remote audit activities were undertaken with the use of ICT, were these effective and delivered the audit objectives?	N/A	
Were operational processes audited remotely and using video livestreaming? If yes, please confirm that a comment was made in the relevant process table to confirm the effectiveness of the audit activity.	No	

5. Additional information

LRQA Observation

Notification to client of an opportunity for improvement in observed current practices, or a positive aspect worthy of a special mention observed. The requirements of the Standard(s) are met, follow up not mandatory for client or LRQA. Will be recorded in the audit summary table applicable to the area being assessed and highlighted in the executive summary where relevant.

Confidentiality

We will treat the contents of this report, together with any notes made during the visit, in the strictest confidence and will not disclose them to any third party without written client consent, except as required by the accreditation authorities.

Sampling

The audit process relies on taking a sample of the activities of the business. This is not statistically based but uses representative examples. Not all of the detailed nature of a business may be sampled so, if no issues are raised in a particular process, it does not necessarily mean that there are no issues, and if issues are raised, it does not necessarily mean that these are the only issues.

Legal entity: The accredited legal entity and client facing office that has provided the assessment service in this report is referenced in the applicable agreement for this service.

Generic audit objectives and team responsibilities

The generic audit objectives and team responsibilities are included in the Client Information Note 'Assessment Process' included on our website www.lrqa.com. Any visit specific objectives for the next visit will be recorded in the report of the previous visit and will be addressed through the visit plan for that visit. The assessment standard and roles of the audit team are defined in the assessment visit confirmation sent to the client. Furthermore, on the website there are Client Information Notes available for the various visit types.

Audit Criteria

The audit criteria consist of the assessment standard and the client's management system processes and documentation.

Additional observers

Any additional observers will be as formally communicated to the client.

![LRQA logo]

6. Meeting Attendees

Name	Role	Attended Opening Meeting	Attended Closing Meeting	Comments
Mr. James Chan	Regional Head of Technical Audit / Management Representative, QMS	Y	Y	
Mr. Frank Szabo	Regional Head of Property Management, Property Management Department	Y	Y	
Mr. Samer Al Batsh	Engineering and Maintenance Manager, Engineering & Maintenance Department	Y	Y	
Mr. Bachir Bechara	Property Manager, Property Management	Y	Y	
Mr. Ikhlas Horo	Safety and Security Manager, Safety and Security Department	Y	Y	
Mr. Ali El Raee	Head of HR and GR, HR & GR Department	Y		
Mr. Khalid Kofahi	IT Manager, IT Department	Y	Y	
Mr. Bilal Atout	Head of Leasing, Leasing Department	Y		
Ms. Sally Safa	Regional Head of Marketing, Marketing & Communications Department	Y	Y	
Mr. Ramzi Bibi	Assistant Leasing Manager, Leasing Department	Y	Y	
Ms. Sara Kassab	Assistant Regional Head of Marketing, Marketing & Communications Department	Y		
Mr. Karthikeyan Jayakumar	Supply Chain Manager, Procurement Department	Y	Y	
Mr. Chan Farn Sheng	Design Lead, Project Development Department	Y	Y	
Ms. Noemi Matreo	Sr. HR Generalist, HR Department		Y	
Ms. Virginia Cortes	QMS Document Controller, FMAC Department	Y	Y	