

COMPANY PROFILE

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United Group
Engineering
& Contracting

المجموعة المتحدة
للهندسة والمقاولات



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ABOUT US

United Group Engineering and contracting (UG Alex) was founded in 2002 by Eng. Khaled Abo Youssef and Mostafa Farid; who have a significant number of years of experience in the Pharmaceutical Engineering & HVAC fields, as an expertise company to provide design, engineering and contracting services in electric and mechanical fields.

UG Alex's expertise is based on a well-trained, experienced and professional staff whose aim is to meet and exceed all clients' expectations. From the beginning, UG Alex successes in fulfilling all the projects aspects which includes the supplying, installing and balancing of all kind of fluids or compressed air piping networks, air duct systems, HVAC Equipment's, Pharmaceutical Equipment's, electrical panels and connections and all sort of Industrial Utilities. UG Alex's main focus lies on the Pharmaceuticals and food industries as a field of expertise reference to the background gathered over the years in the hygienic industries, proved by the establishment and upgrade of more than 14 new pharmaceutical facilities in the period of 2009-2012, making it the pioneer in this field.



ABOUT US

But on the other hand, UG Alex's done successfully tens of projects in many fields other than the pharmaceuticals and food industries, such as textile, electronics, commercial buildings and much more.

Therefore, after many years of success, UG Alex has the ability to construct full turnkey projects from scratch, and what strengthen its position is that it is the sole agent of Pharmadule Morimatsu AB in Middle East and North Africa; a leading company specialized in design and construction of modular manufacturing facilities.

It has grown to having over 40 engineers, designers and technicians and a total workforce of over 2,00 highly dedicated professionals. Over a 2000 square meters workshop in Borg El-Arab, Alexandria, whom main aim focus is on the design and implementation of all clients needs.



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Meivo Pharma Borg El Arab, Alexandria
2010

COMPANY OVERVIEW

What we do	<p>Supplying, installing, testing, commissioning and balancing of the following according to the WHO pharma regulation and the global standards;</p> <ul style="list-style-type: none"> ● HVAC Systems ● Firefighting Systems ● Industrial Utilities ● Compressed Air systems ● Pure Water Loops ● WFI Loops ● Plumbing ● Electrical Works ● Pharmaceutical Equipments ● Clean Room Partitions ● Orbital Welding ● Steel structures ● Civil Works ● Validation
Where we are	Our footprint covers Egypt with aims to expand in the Mena
Mission	Our main goal is to provide cost effective, competitive and customized solution for electro-mechanical applications through commitment to utilizing the latest technologies and practices and building excellent relationships with customers and suppliers.
Vision	To be an outstanding organization in the field of Electro-Mechanical contracting providing our customers with the best service in an efficient and timely manner all over the MENA region by the year 2020.



Machine Room Installation - Kraft Borg El Arab, Alexandria
October 2012

KEY FACTS

OVER
85,000 SQ M
FIREFIGHTING SYSTEM

OVER
1,500 TONS
STEEL STRUCTURE

OVER
50,000 M
PIPING NETWORK

OVER
50 MW
ELECTRICAL WORKS

OVER
7,000 TR
TON REFRIGERATION

OVER
1,800 TONS
SHEET METALS



PROJECTS TIMELINE



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OTHER PROJECTS

PHARMACEUTICAL & CLEAN ROOMS PROJECTS :

- ◆ Safe Pharmaceuticals Pharco, Alexandria 2009-2010
- ◆ Kirovist Veterinary, Cairo 2008
- ◆ Ateco Pharmaceuticals, Quesna 2009-2010
- ◆ Pharco B Pharmaceuticals, Alexandria 2009
- ◆ Febico Pharmaceuticals, Alexandria 2009-210
- ◆ NID Pharmaceuticals, Free Zone Alexandria 2008
- ◆ Amoun Pharmaceutical Industries, Cairo 2007
- ◆ El Esraa Pharma, Badr City Cairo 2009-2010
- ◆ ADCO Pharma, Cairo. RIVO & Aerosol Factories Cairo. 2010
- ◆ Toshiba EL- Araby clean rooms, Quesna 2010-2011
- ◆ Multicare Pharmaceuticals, Cairo 2011

TEXTILE PROJECTS :

- ◆ Mediterranean Textile Factory Saif Group
- ◆ SallamTex Textile Factory El Obour
- ◆ CSA Textile Industries. Alexandria
- ◆ Nile Suez Textile Industries
- ◆ Alex fiber Textile El Nahda Alexandria
- ◆ Baby Coca (Marks & Spenser Alexandria).

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FOOD PROJECTS

- Lipton Tea, Borg El Arab (Tea factory).
- Danon Mashraq, Borg El Arab (Biscuits factory).
- Milkana Factory Alexandria
- Pepsi Cola, Alexandria
- Uniliver Mashraq Food Industries. Alexandria
- Egybelg Yeast Factory El Nobariya, Alexandria.
- Two Stars Gelatin co, Kewesna.
- Coffey Rostry Down town Alexandria (Coffee Shop).
- Andréa Egypt cold store and Ice Factory.
- Metro Market Sant Stefano Alexandria.
- Koudijs Fertilizers, Borg El Arab.

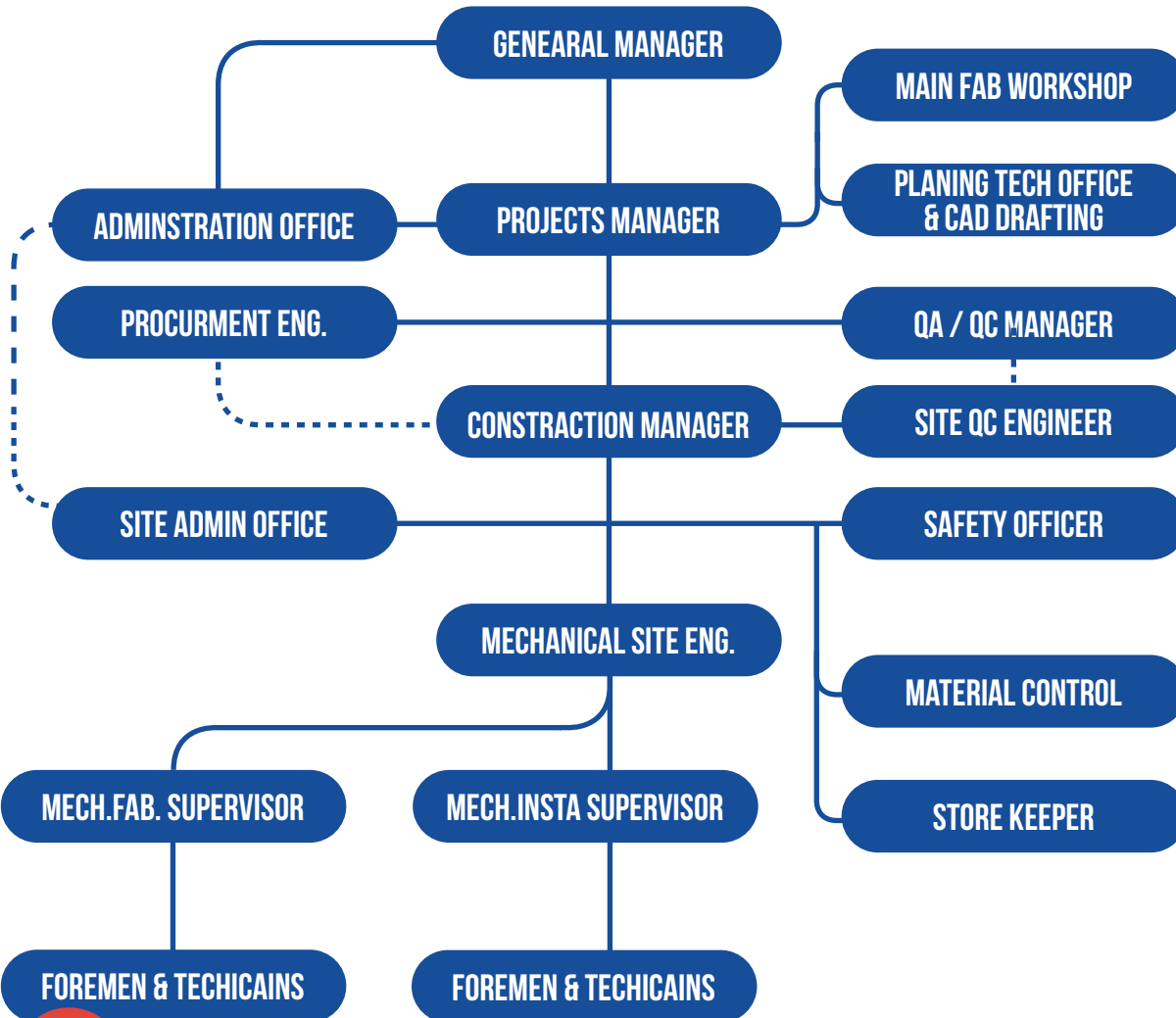
DIVERSIFIED PROJECTS :

- El Sherouk Compound, Cairo
- Harpoon Egyptian Navy Forces, Alexandria
- Salem Mall, Alexandria
- Villa Mohamed Ragab, King Mariout Alexandria
- Pharos University, Alexandria
- Bibliotheque Alexandria.
- Kouboch Packing, Borg El Arab.
- El Mahroussa Boat, Alexandria Harbour
- Moubarak Military Hospital, El Saloom.
- El Mahroussa Military Hotel.
- Egypt Motors International.
- Pooling court for Air Defense Forces, Abu Kir.
- El Mohandas Bank, Alexandria Branch.
- El Esraa Printing Co., El Obour City
- Hanymix Show Room, Alexandria.
- Mantrac., Alexandria

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ORGANIZATION CHART



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UG Alex's Team - Kraft Borg El Arab, Alexandria
October 2012

QUALITY MANAGEMENT – POLICY

UG Alex has defined, planned and implemented the necessary measurement and monitoring activities for ensuring conformity of the products/services and of Quality Management System and its continual improvement. To this end, operating and application methods, as well as responsibilities related to this activity are defined and documented in this Section.

CUSTOMER SATISFACTION

UG Alex intends to pursue constant customer satisfaction through continual improvement. This can be translated into facts only with the help of quantified information that allows for understanding the efficiency and effectiveness levels of company processes. Information about customer satisfaction is one of the most important tools for evaluating Quality Management System performance.

Customer satisfaction is thus the most important and direct meter of delivered quality and the customer's perception of quality. Quality is expressed positively if contract requirements are met and satisfied (Regular Execution Certificates, reservations) and negatively, in the following ways :

- ◆ Customer satisfaction questionnaire.
- ◆ Direct communication.
- ◆ Reception of customer complaints (for the project handled in accordance with the AQAP 2110 Publication, any complaints or deficiencies relevant to the contract, reported by the GQAR will be recorded as customer complaints).

INTERNAL AUDITS

UG Alex performs periodical internal audits in order to ensure and guarantee that the Quality Management System: Conforms to what was planned, to requirements of the reference standard and to those of the quality management system defined by the company is effectively implemented and kept updated. Information that comes from internal audits immediately triggers corrective actions of the individual processes or of the areas concerned, and constitutes a fundamental tool for reviewing the Quality Management System. Provisions are made for an annual Internal Audit programming. Extraordinary audits may also take place to check the implementation and/or effectiveness of any corrective/preventive action, or as a consequence of assessments emerging from second and/or third party audits.



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Internal audits are scheduled on the basis of area status and importance, the outcome of previous audits and the complexity and importance of the activities carried out, so that all Quality System processes are covered.

Internal audits are carried out by competent, adequately trained and qualified personnel to ensure an objective and impartial audit process. Alternatively, audits can be carried out by external audit consultants with adequate qualifications instead of internal personnel. Internal audit results are submitted to the attention of the area managers concerned, who must take immediate corrective and/or preventive action to eliminate any non-conformities that may have emerged and their causes. These actions must be checked and information about their outcome must be sent to the area managers. Records of the internal audit results and any consequent measures taken are filed.

MONITORING AND MEASURING OF PROCESSES

The Quality Management System processes are kept under planned control with regard to times, adequate resources, customer satisfaction, good use of means and equipment, according to what is described in the institutional Quality Manual.

This management/organizational and technical/operative monitoring generate the data necessary to assess indicator progress found in the Indicator Report. They are:

- ◆ Planned and systematic controls of the trend of regular internal processes in relation to timebound plans, contract obligations and expenditure budget.
 - ◆ Internal audits.
 - ◆ Analysis of process data during Top Management periodic meetings and reviews.
 - ◆ Analysis of customer satisfaction level.
 - ◆ Analysis of supplier process competence in respecting what has been planned.
- With this information, Top Management assesses SGQ effectiveness and identifies the necessary actions, managed accordingly.

MONITORING AND MEASURING OF PRODUCTS/SERVICES

UG Alex has identified and documented the measurement criteria for product or service characteristics, thereby guaranteeing that the related requirements are met.

KEEPING NON-CONFORMING PRODUCTS UNDER CONTROL

UG Alex has prepared measures, criteria and methods needed to ensure that any non-conformity to specific requirements is adequately identified and managed.



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Conditions that may determine non-conformity include:

- Variations of product/process quality from the specified requirements.
- Variations from the provisions found in the Quality System documentation.
- Deviations from the instructions contained in the technical documents.

UG Alex has identified and defined the following in the specific procedure POQ 08 "HANDLING NON CONFORMITIES":

- Functions responsible for indicating non-conformities.
- Functions responsible for handling non-conformities and verifying them.
- Functions involved in handling non-conformities.
- Criteria and operating methods for identifying, handling, managing and verifying Non- Conformities.

The NC are managed by the person who identifies them, possibly in collaboration with the Quality Manager, who defines the necessary corrections for restoring conformity and informs the customer of the non-conformity when necessary. Particular attention is given to handling customer complaints. A "Nonconformity report" is always opened in order to analyze the complaint and act upon it in a timely fashion, establishing actions, timing and related responsibilities. A record of the non-conformities and related measures is filed.

For the project handled in accordance with the AQAP 2110 Publication, UG Alex shall issue and implement procedures which identify, control and segregate non-conforming products. Procedures for the disposition of nonconforming product are subject to disapproval by the GQAR and/or Acquirer when it can be shown that they do not provide the necessary controls.

UG Alex shall notify the GQAR and/or Acquirer of non-conformities and corrective actions required, unless otherwise agreed with the GQAR and/or Acquirer. All rework, repair and use-as-is dispositions must be acceptable to the GQAR and/or Acquirer. When UG Alex establishes that an acquirer-supplied product is unsuitable for its intended use, UG Alex shall immediately report to and coordinate with the Acquirer the remedial actions to be taken. UG Alex shall also inform the GQAR. UG Alex shall notify the GQAR and/or Acquirer of on-conforming product received from a Sub-supplier that has been subject to GQA.



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DATA ANALYSIS

UG Alex adopts suitable data collection, analysis and processing methods in order to establish the suitability and effectiveness of the Quality Management System and define possible improvements.

Data analysis is carried out by :

- Keeping process and product parameters under control by collecting data in an adequate number, frequency and with appropriate collecting methods.
- Measuring the effectiveness of the Quality Management System processes and improvements obtained and to be obtained by periodically quantifying the quality indicators. The Quality Manager is responsible for co-coordinating data collection, its processing and its circulation among the functions. The data must be such to make comparisons possible over a period of time in order to assess where improvements can be made.

For the project handled in accordance with the AQAP 2110 Publication, UG Alex shall issue and implement procedures which identify, control and segregate non-conforming products. Procedures for the disposition of nonconforming product are subject to disapproval by the GQAR and/or Acquirer when it can be shown that they do not provide the necessary controls.

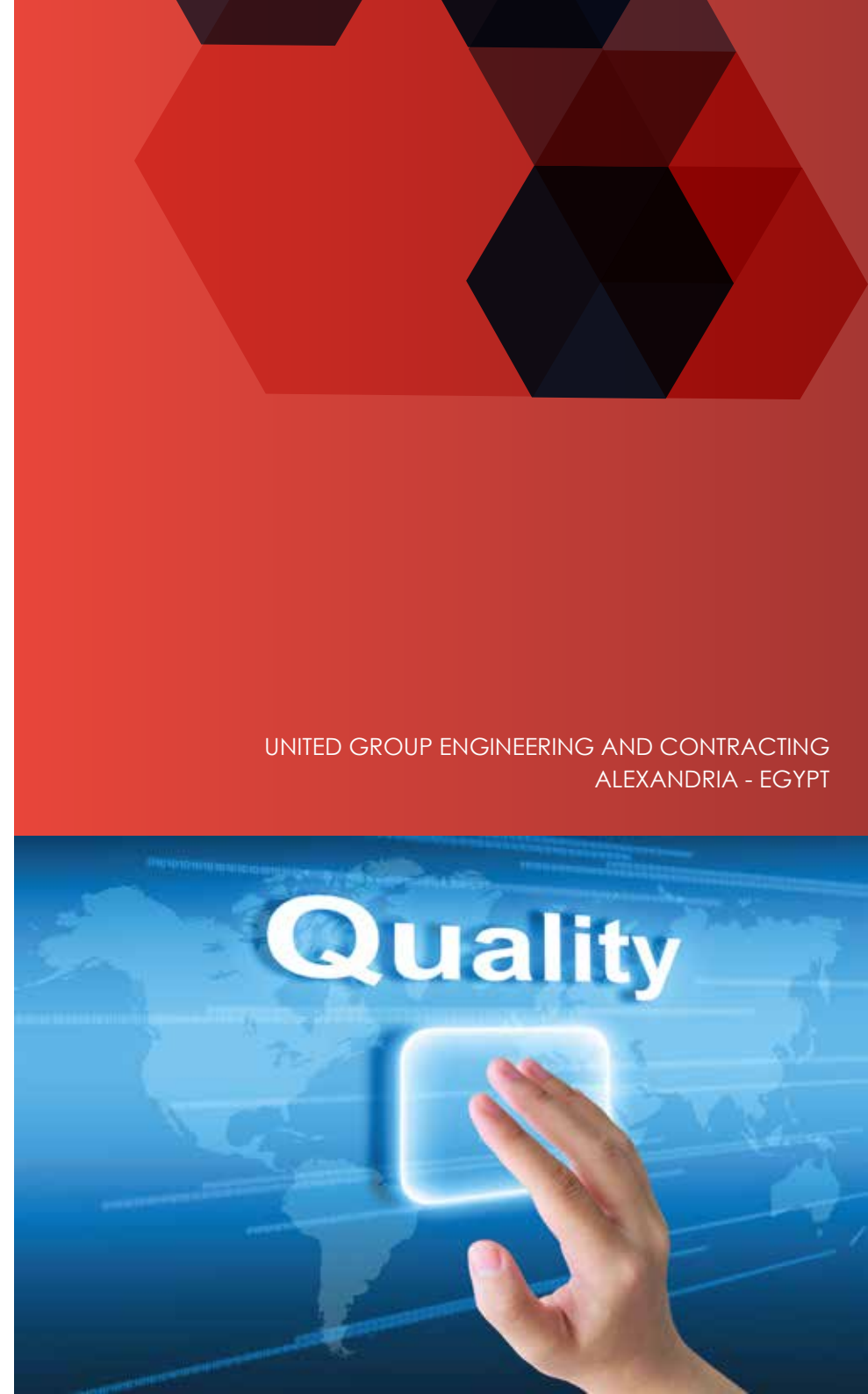
IMPROVEMENT CONTINUAL IMPROVEMENT

Improvement of the Quality Management System, which is a permanent goal of UG Alex, is conducted through its planning, by defining its Policy and objectives, and later by implementing them. Management Review assesses improvement performance with internal audits and data analysis.

These activities must emphasize opportunities for improving the System and are enacted practically with corrective and preventive actions in order to:

- Eliminate the causes that have generated the non-conformities and or complaints (corrective actions).
- Eliminate the potential causes of non-conformities or other conditions that might influence quality negatively (preventive actions).

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CORRECTIVE ACTIONS

UG Alex adopts corrective actions as way to eliminate non-conformities and prevent them from re-occurring over time. Corrective actions are the result of actual non-conformities that cannot be resolved by dealing with the nonconformity alone. Operating methods for handling corrective actions are :

- ◆ Non-conformity identification, including Customer Complaints.
- ◆ Identifying the causes of non-conformities by analyzing all available information.
- ◆ Handling SGQ products, processes, services and elements where the non-conformities were manifested.
- ◆ Planning corrective measures to eliminate or minimize these causes by defining implementation activities, resources, scheduling and verification methods.
- ◆ Implementing corrective measures.
- ◆ Verifying effectiveness of the preventive actions made.
- ◆ Entering information related to corrective measures among the elements used for the Quality System Management Review.

PREVENTIVE AND CORRECTIVE ACTIONS

Preventive actions are the result of information and data analysis coming from the production processes and activities that influence quality. UG Alex adopts preventive actions to identify the causes of potential nonconformities and prevent them from occurring, or to ensure the suitability of defined objectives in relation to:

- ◆ Processes.
- ◆ SGQ documents.
- ◆ Operating phases that influence product quality (including, for example, personnel training, equipment, etc.).
- ◆ Results of process/product and/or system audits.
- ◆ Customer satisfaction.
- ◆ After-sales assistance.

Preventive actions are developed through the activities mentioned hereunder:

By periodically analyzing information related to the SGQ to identify the causes of potential non-conformities. By selecting among the causes of potential non-conformities, those that require preventive actions because they effect the company internally (costs, safety, etc.) or externally (customers, safety, etc.). By planning preventive measures that eliminate or minimize the causes of potential nonconformities (defining implementation, activities, resources, responsibilities, timing and verification methods).

- ◆ By implementing preventive measures.
- ◆ By verifying the effectiveness of the corrective measures.
- ◆ By entering the information related to preventive measures among the elements used for Quality System



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CORPORATE POLICY FOR HEALTH SA FETY AND ENVIRONMENT

FOREWORD

A UG Alex priority, for a responsible management of its activities, is the control of the danger for the people and for the environment, associated to the job. To reach this goal, the Company has implemented an integrated system for the management of the aspects related to Health, Safety and Environment.

By complying to statutory HSE Laws requirements and by the definition and the enforcing of the procedures of its integrated system, UG Alex seeks to ensure that all risks for the health and safety of all its employees and sub-contractors employees are cancelled from the working areas.

Furthermore, the Company considers being a main concern:

- ◆ The control and reduction of the wastes produced;
- ◆ The control and reduction, whenever possible, of energy, gas, water and diesel consumptions;
- ◆ The control and reduction, whenever possible, of the use of chemical materials, especially hazardous ones;
- ◆ The control of the indirect environmental aspects ingenerated by UG Alex sub-contractors and suppliers.

TARGETS

To turn statements into practice and to promote the actions required for a continuous improvement, UG Alex has decided to seek the realization of the following purposes:

- ◆ Respect of Health, Safety and Environment applicable Laws;
- ◆ Assure the maximum support to projects, in order to eliminate risks in the working areas;
- ◆ Regularly and thoroughly evaluate the hazards for the personnel in the working environment, enforcing all the required prevention and protection measures;
- ◆ Encourage all the personnel, including sub-contractors, to report hazardous behaviours and conditions or Near Misses;
- ◆ Ensure Company's commitment in the reduction of impacts generated by the performed activities (by means of containment and control of energy consumption, restraint and control of hazardous waste and optimization of the practices of waste recycling). All these goals will be periodically reviewed, in order to verify the adequacy.



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◆ ACCOMPLISHMENT

This HSE Policy will be distributed to all Company's levels and to all subcontractors working for UG Alex. All the BUSINESS UNITS shall:

- ◆ Guarantee the planning of the activities needed to reach these goals.
 - ◆ Guarantee the reporting of the data needed for the monitoring of the advancement of accomplishment.
 - ◆ Guarantee the BU staff, sub-contractors and suppliers involvement, at all levels.
- All UG Alex's employees, or the employees of the subcontractors of UG Alex, will be ENTITLED TO and will have the RESPONSIBILITY TO STOP WORK, if they feel that such work is performed under unsafe or potentially hazardous conditions, without undergoing any negative consequences.

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REFERENCES



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THANK YOU

