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BUSINESS ASSURANCE GULF NEWSLETTER  
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# GULF DIGEST

INTERTEK SPEAKS AT  
SAUDI QUALEX  
2018  
PAGE 6

SAFETY FIRST:  
OUR ISO 45001  
SEMINAR SERIES  
PAGE 8

WINNING TOGETHER:  
OUR CUSTOMER  
SUCCESS STORIES  
PAGE 18



# A WORD FROM OUR LEADERSHIP TEAM

I am delighted to welcome you all to the first issue of Gulf Digest, our flagship newsletter for Intertek Business Assurance Gulf Region. I hope that you will find the collection of our success stories interesting and informative. The prevailing theme of our success is your continued trust which drives us to always deliver our Total Quality Assurance (TQA) promise to you as our valued customers.

Your product or service is only as good as the management system that supports it. Through Intertek Business Assurance solutions, we give you the tools you need to evaluate and continually improve your business processes. We hold extensive global accreditations, recognitions, and agreements, and our solutions allow you as our partners to better manage compliance to local and international legislation, regulations, and industry standards with a risk-based approach to ultimately do business the right way.

I feel extremely proud to lead such a professional, knowledgeable, and most importantly – a customer-focused team of experts in the Gulf Region. You can definitely count on us and gain the confidence of knowing that you have solid business processes in place.



**Calin Moldovean**  
President  
Intertek Business Assurance



**Matthew Skinner**  
Regional Managing Director  
Intertek Middle East, North Africa  
and Pakistan

It is with immense pride that I welcome you all to the first issue of Gulf Digest. Intertek has been in the Middle East for more than 40 years, expanding to 18 locations with approximately 2,500 employees. Whether your business is local or global, we ensure that your products meet quality, health, environmental, safety, and social accountability standards for virtually any market around the world. It's been truly an astounding year for us so far – we stood strong and improved in all facets of operational excellence hence improving our client relationships which ultimately led to exceptional results.

As we continue to embark on our good to great journey, I am also thrilled to announce the promotion of Samir Ahmed to General Manager of Business Assurance - Gulf Region to oversee overall supervision of Saudi Arabia, Bahrain, United Arab Emirates, Oman, Qatar, and Kuwait. He possesses past experiences of being Head of Certification, Certification Manager, and Technical Manager as well as a QHSE Lead Auditor in another internationally-recognized certification body across the Middle East. He possesses experience of training more than 5,000 professionals on different courses and executing more than 700 man-days in management systems auditing. He is a Certified Quality Professional with MBA in Industrial Management. We trust that Samir's leadership will further drive a customer-focused approach in the region that will add strategic value to your business.

Finally, I would like to thank you as our customers for your continued trust to our team. We look forward to a long-term business relationship ahead.

Welcome to the first issue of Gulf Digest. We hope that you will find it worthwhile to take a closer look on our recent success stories. We've always wanted to share these stories with you as we feel so proud having you as our valued customers at the heart of our journey from good to great.

Intertek has always been a pioneer in anticipating the needs of its customers with bold innovations. Our new brand identity reflects our commitment to superior customer service. It has been inspired by a key moment in our company history – our founder Thomas Edison's invention of the first practical incandescent lightbulb. But our new identity is much more than this - behind it lies our Customer Promise – Intertek's Total Quality Assurance (TQA) expertise, delivered consistently with precision, pace and passion, enabling our customers to power ahead safely.

Read on and be inspired with the amazing collection of stories our team has prepared for you. I would like to express my gratitude to our Editor-In-Chief Roxanne Oclarino, who is also our Technical and Marketing Supervisor, for spearheading this project and the rest of our team in the Gulf Region for contributing to this issue.

Let's keep winning together!



**Samir Ahmed**  
General Manager  
Intertek Business Assurance  
Gulf Region

# 10X PERFORMANCE: TEAM BUSINESS ASSURANCE RECEIVES 10X ENERGIZER AWARD FROM INTERTEK CEO



Last January, Intertek Group CEO André Lacroix had a two-day visit in United Arab Emirates including a Meet-and-Greet with employees. During this visit, Team Business Assurance – Gulf Region was commended for their excellence and outstanding performance in 2017 by receiving 10X Energizer Awards from the CEO.

Samir Ahmed, General Manager at Business Assurance – Gulf Region received the award on behalf of the team. Team Business Assurance – Gulf Region has exceeded their targets over the past year and has demonstrated superior customer service delivery by living up to our Total Quality Assurance (TQA) promise.

This was the perfect way to kick-off the year on a 10X energized way!







**MEET YOUR  
BUSINESS  
ASSURANCE  
PARTNERS**

**Team Business Assurance Saudi Arabia & Bahrain  
Lives Up To Intertek’s 10X Way Culture**

Earlier this year, the Saudi Arabia & Bahrain team of Intertek Business Assurance welcomed 2018 by holding their Annual Management Review Meeting with loads of energies. The two-day meeting covered workshops and calibration trainings for the team as well as a thorough review of their performance for the past year. Celebrating success is a very important element in Intertek’s 10X culture, and the team did just that by having fun during their team building activities. The meeting ended on a high note through team recognitions, which were awarded by Samir Ahmed, General Manager at Business Assurance – Gulf Region.



# INTERTEK PROMOTES STANDARDS COMPLIANCE AT SAUDI QUALEX 2018

Intertek Business Assurance participated in the Saudi International Quality Exhibition and Forum (Saudi Qualex) held last April 29-May 1, 2018 in Riyadh, Saudi Arabia. Invited as a Guest Speaker, Samir Ahmed, General Manager at Business Assurance – Gulf Region, shared insights on “The Importance of Meeting Standards Requirements to Facilitate Cross-border Trade.”

The three-day event, held under the patronage of H.E Minister of Energy, Industry and Mineral Resources, Eng. Khalid Bin Abdulaziz Al-Faleh at Riyadh International Convention and Exhibition Center (RICEC) in Saudi Arabia, shed light on the importance of adopting international standards in assisting national industries to expand globally, in line with the Saudi Vision 2030.

Samir Ahmed shared with the forum delegates the importance of standardisation in gaining competitive advantage, not only in the local marketplace, but also globally. He said: “Standards are proven to have a direct positive impact on national economy. They allow international exports to flourish, facilitate cross-border trade and increase trading volumes between countries. One of the themes for the Saudi Vision 2030, ‘A Thriving Economy’, highlights the importance of adopting international standards in growing local industries both domestically and globally.”

Saudi Qualex focused on identifying the role of standardisation, accreditation and quality in supporting the national economy and facilitating trade exchange. Intertek shared its knowledge and expertise in quality assurance and emphasised how standardisation can help local companies achieve their growth targets in line with the Kingdom’s “Vision 2030”. The forum was attended by local and international quality experts and specialists as well as ministers, officials and major investors in the Kingdom. Click [here](#) to read the full story.





Intertek is proud to be one of the first ISO 45001 UKAS-accredited Certification Bodies!

Click [here](#) to read our official press release.



Jeddah, July 18



Khobar, March 24



Bahrain, April 24



Sharjah, August 14

SAFETY FIRST:  
**INTERTEK'S COMMITMENT  
TO HEALTHIER AND SAFER  
WORKPLACES  
THROUGH ISO 45001**

Within just a span of six months upon the ISO 45001 standard publication, Intertek Business Assurance Gulf has completed five seminar series in Saudi Arabia, Bahrain and United Arab Emirates. The seminars were attended by over two hundred delegates coming from various industries in the region.

Samir Ahmed, General Manager at Business Assurance – Gulf Region, was the main speaker for these seminars. He stated: "The new ISO 45001 standard requires an organization to look beyond its immediate health and safety issues and take into account what the wider society expects of it. Our ISO 45001 seminar series serve as a good platform for us to share the best industry practices in improving organizations' occupational health and safety performance and how industries can count on Intertek's expertise in providing safer workplaces in the Gulf and worldwide."

ISO 45001 replaces the popular OHSAS 18001 standard, with the overall purpose of improving organizations' occupational health and safety performance. This standard provides the specification for formal, systematic analysis and management of risk, management of regulatory compliance, promotion of safe work practices, and evaluation of occupational health and safety performance, as well as a systematic approach which helps

decrease work-related incidents which ultimately leads to less disruption to business.

ISO 45001 aims to provide a tool that can be used by any organization, in any industry, anywhere in the world. Organizations currently certified to OHSAS 18001, can remain so through the three-year transition period offered after the publication of the ISO 45001 standard. Intertek will work with all current customers to ensure a smooth transition to ISO 45001.

Intertek Business Assurance's ISO 45001 seminar series have been attended by over delegates coming from various industries in Saudi Arabia and Bahrain. Following this success, similar sessions will be conducted in the rest of the Gulf Region in United Arab Emirates, Oman, Qatar, and Kuwait. Contact us at [bagulf@intertek.com](mailto:bagulf@intertek.com) to register for the next seminar near you.



# STANDARDIZATION: BRAVING THE PATH FOR CLIMATE ACTION

Written By:  
**Roxanne Oclarino, Technical & Marketing Supervisor**

Earth's climate has undoubtedly changed throughout history. The rise of global temperature and sea levels, shrinking of ice sheets, warming of oceans, among many others, are clear indicators that climate change is real and is happening on a global scale. As we experience the effects of climate change and environmental degradation, many eyes are turned towards industries, with demands for them to shoulder their responsibility for our environment.



As countries worldwide strive to meet the global targets towards climate action, the International Organization for Standardization (ISO) is in an exceptional position to support key players by setting standards to address climate change.

## ISO: Setting Frameworks to Achieve Sustainable Development Goals

International standards serve as a foundation for implementation plans on climate action. For decades, they have established unique sets of frameworks to encourage industries to take preventive actions and continually improving its performance to achieve sustainable development goals.

ISO 14001, the international standard for Environmental Management Systems (EMS) obliges

organizations to identify and systematically reduce any harmful effects it may have on the environment. Compliance to the standard ensures that any organization's processes will reduce energy and raw materials use as well as its waste and pollution. In its latest version published in 2015, the standard requires organizations understand its context to manage risks, with emphasis on its leadership commitment to promote a sustainable and efficient environmental management. Most importantly, the standard shifted its focus towards improving environmental performance rather than merely improving the management system.

The standard is part of the ISO 14000 series setting norms for organizations to manage their environmental responsibilities. Other standards in the series include ISO 14006, which incorporates

eco-design into an organization's EMS, ISO 14064 which help them quantify their greenhouse gas emissions, and ISO 14067, which aid them to quantify the carbon footprint of their products. Additionally, ISO 50001, published in 2011, establishes a framework for organizations to manage energy. Like the rest of the management system standards, ISO 50001 follows the Plan-Do-Check-Act methodology for systematic continual improvement. According to ISO, the standard could influence up to 60% of the world's energy use, with broad applicability across national economic sectors.

Organizations worldwide have reported numerous benefits by integrating the international standards into their processes such as reduced environmental impacts and energy costs and better use of

existing energy-consuming assets. Astoundingly, certification to such standards creates transparency and assurance to its stakeholders that its processes promote the best practices on environmental management.

## Future of Environmental International Standards

ISO has produced more than 600 environment-related standards that support climate change mitigation schemes by aiding organizations to quantify, monitor and report their greenhouse gas (GHG) and promote good practices in environmental management and design. ISO continues to develop the next generation of environmental management standards with much emphasis on climate change adaptation schemes.

The future ISO 14080 will be a new standard on greenhouse gas management which sets a framework to develop and identify methods for analyzing needs and implementing climate actions. Most importantly, it is intended to support official international frameworks such as the Paris Agreement and the Agenda 2030 climate goals. ISO 14090, on the other hand, will set principles, requirements and guidelines on adaptation to climate change, and will help organizations put in place a structure to implement adaptation measures and help them prepare for changing climate and weather patterns. Its complementary standard, ISO 14091, will issue guidance on conducting vulnerability, impacts and risk assessments.

Intertek's extensive range of auditing services can support any organization on their environmental

and sustainability initiatives. By collaborating with experts and auditors from our global network, you can be assured of an audit process that will give you a value-added and independent environmental assessment. Increased scrutiny of industry's effects on the environment has made compliance with the international standards highly crucial. Many other standards are being developed to demonstrate the significance of standardization in climate action which will catalyze a new sustainable environment for the world. Climate change is upon us. As we embrace its inevitability, organizations worldwide should partake in standardization as a key tool in climate action.



Click here to learn about Intertek's Green Services.



# THE GLOBAL COMMITMENT TOWARDS SAFE ROADS

Written By:  
Deemah Alswat, Training Supervisor

According to the World Health Organization (WHO), more than 1.25 million people are being killed due to a road traffic crash every year and between 20 to 50 million people suffer non-fatal injuries, with many incurring a disability as a result of that injury. Without serious action, road traffic crashes are predicted to result in the deaths of around 1.9 million people annually by 2020.

In spite of this, only 28 countries (representing 416 million people & 7% of the world's population) have adequate laws that address all five risk factors (speed, drink-driving, helmets, seat-belts and child restraints). Sweden, for example, has developed a new concept to improve road safety called "Vision Zero" which equals no loss of life is acceptable. However, Saudi Arabia is ranked 33rd worldwide for traffic accidents. An average of 460,000 accidents per year with almost one third aged between 18 and 30. The statistic is more than double the global average. Nevertheless, the introduction of Saher system has reduced the severity of traffic accident injuries by just 20%.

Therefore, traffic safety has been under study since a quite long time and no wonder as it's a global burden and has a huge impact on the lives of human beings. Organizations, specifically, can play a key role in improving road safety conditions.

ISO 39001 standard provides a systematic solution to the road safety challenges that is applicable to all organizations which interact with road traffic system. This standard is designed to help organizations reduce, and ultimately eliminate, the incidences and risks of death and serious injury related to road traffic crashes. ISO 39001 is fully aligned

ISO 39001  
ROAD TRAFFIC SAFETY  
MANAGEMENT SYSTEMS

with other ISO management system standards, including ISO 9001 Quality Management Systems, ISO 14001 Environmental Management Systems and ISO 45001 Occupational Health and Safety Management Systems.

Undoubtedly, certification to the ISO 39001 standard will help your organization implement your company's road safety management system objectives and action plans within your operations. Intertek, a leading Total Quality Assurance provider, is privileged to be your partner in providing the training and auditing services necessary to facilitate your system development and certification.

According to the recent ISO Survey, ISO 39001 is being adopted by 478 organizations worldwide. Japan is at the top with 127 certified organizations, followed by UK, Spain, Italy and UAE with 92, 49, 38 and 29 certified organizations in each, respectively. Whereas, Saudi Arabia has only 1 certified organization. Hence, it is a high time for organizations in Saudi Arabia to adopt ISO 39001 based Road Traffic Safety Management System. Absolutely, transport, storage and communication are the most significant and associated business industries to adopt ISO 39001 certification.

We at Intertek stand with organizations worldwide towards their commitment to safer roads.

Click [here](#) to read one of our customer success stories!

# NEED OF ANTI-BRIBERY IN A CORPORATE WORLD

Written By:  
Anas Mushtaq, Technical Coordinator

In general, bribery is defined as giving favor to someone in financial or non-financial terms to encourage them for performing their functions or jobs in an improper way, and this definitely is unethical, illegal and abuse of power for personal gains. Coming towards the corporate version of bribery, we see the distribution of gifts with expectations of return (perhaps acceptance of offer) and in some places named as "hospitality and promotional expenditure". Bribery is one of the world's most destructive and challenging issues. With over US\$ 1 trillion paid in bribes each year, the consequences are catastrophic, reducing quality of life, increasing poverty and eroding public trust.

## Impact of bribery in corporate world

Inducement of bribery in a corporate world discourage the essence of quality and diligence towards fair dealings or services. This perhaps give them fruitful financial results in the form of business growth or remarkable profits, however, it's a dangerous move to play with fire (bribery). Just one revelation of bribery scandal, and all reputation goes back to the square one from where they once started the foundation of their Business Empire, and yes, it's not only reputation which apart their way perhaps they have to face legal sanctions as well.

The need for an Anti-bribery Management System Bribery exists in the world we live but we have options to choose whether to be part of unethical

and illegal cascade or to become amongst law adherents. Here comes the need of Anti-bribery Management System to shut the doors for bribery and prevent the corporate world from this malicious practice. The International Organization for Standardization (ISO) has developed a new standard to help organizations fight bribery and promote an ethical business culture.

## Intertek, Your Strategic Partner for ISO 37001 Anti-bribery Management System

Intertek provides an in-depth analysis of the comprehensive knowledge of anti-bribery management systems, including bribery risk assessment, due diligence, proactive risk management practices for prevention, reduction and successful investigation of corruption and bribery risk, effective implementation of financial and non-financial controls, effective business partner evaluation and control, investigation and handling of bribery, etc., Intertek offers a portfolio of services that include certification, GAP analysis, training, and Root Cause Analysis.

Our commitment to helping your organization comply with this standard is evident in the breadth of services we provide to clients and initiatives we participate in. Intertek is a trusted partner in your certification process, offering expertise and guidance to exceed your expectations.

Today, Intertek is at the forefront as one of the

ISO 37001  
ANTI-BRIBERY  
MANAGEMENT SYSTEMS

first few certification bodies to be granted accreditation by UKAS (United Kingdom Accreditation Service) for certification of ISO 37001 Anti-bribery Management Systems.

Calin Moldovean, President of Intertek Business Assurance, said "Intertek is proud to be one of the first ISO 37001 UKAS accredited Certification Bodies. We can now assist organisations in their efforts to combat bribery and corruption across various industries worldwide. Implementing an anti-bribery management system will provide support in increasing transparency and compliance for organisations and management systems across the globe."

Read our official press release [here](#).



International Organization for Standardization (ISO) conducts an Annual Survey to account for certificates issued against management systems standards globally by various accredited certification bodies. As of December 31, 2017, the results give a comprehensive overview of certifications to ISO 9001 and ISO 14001 standards currently available.

# QUALITY AND ENVIRONMENTAL STANDARDS CERTIFICATION TRENDS IN THE GULF REGION

Written By:  
Atul Barapatre, Lead Auditor

Figure 1: ISO 9001 Certification Trend in the Gulf Region

COUNTRY	2007	2012	2017	05-year Trend	10-year Trend
UAE	2422	3228	3876	20 %	60 %
Saudi Arabia	645	2189	2233	02 %	246 %
Bahrain	126	261	408	56 %	224 %
Jordan	283	364	371	02 %	31 %
Kuwait	184	421	427	01 %	132 %
Lebanon	296	519	539	04 %	82 %
Oman	349	357	667	87 %	91 %
Qatar	177	503	785	56 %	344 %
TOTAL	4482	7842	9306	19 %	108 %

Source: <https://www.iso.org/the-iso-survey.html>

The upward trend as shown in Figure 2 clearly shows that organizations in Gulf Region are aware of the importance of the standard ISO 14001, its benefits, and its role in facilitating environmental compliance region.

Over the last 10 years, companies in the Gulf Region majorly UAE, KSA, Oman, Qatar, Bahrain and Kuwait adapted ISO 14001 standard and the number of companies are increased astoundingly. Overall, we can see a significant upward trend in the number of companies in the Gulf Region. The new version of ISO 14001:2015, has so many benefits to offer to the industry and to the Gulf region where the government focus on the environment policy compliance.

Figure 2: ISO 14001 Certification Trend in the Gulf Region

COUNTRY	2007	2012	2017	05-year Trend	10-year Trend
UAE	235	882	1711	94 %	628 %
Saudi Arabia	38	185	396	114 %	942 %
Bahrain	14	62	135	118 %	864 %
Jordan	47	42	77	83 %	64 %
Kuwait	16	100	157	57 %	881 %
Lebanon	07	15	39	160 %	457 %
Oman	33	65	225	246 %	582 %
Qatar	18	154	430	179 %	2289 %
TOTAL	408	1505	3170	111 %	677 %

Source: <https://www.iso.org/the-iso-survey.html>

## Why Choose Intertek as Your Total Quality Assurance Partner

At Intertek, we give you the tools you need to evaluate and continually improve your business processes. Our global network of auditors and technical experts are dedicated to helping you meet any auditing or certification challenge you may face. From sharing best practices and new industry requirements, to assessing your performance against your own objectives, our team gives you the means to evaluate and enhance your business while meeting both external and internal customer expectations. Our training services ensure your workforce competencies are current and relevant.

Got an inquiry? Send us a request [here](#).



Evolving Supply Chain Management (SCM) opportunities:  
**How does ISO help?**

Written By: **Prasad Meesala, Lead Auditor**

The urban areas of Middle East – Gulf Region are home to some of the most advanced infrastructure and logistics in the world. In the period of evolving Supply Chain Management (SCM) opportunities in the region, the world's most popular and newly-revised international Management System Standards (MSS) ISO 9001:2015 & ISO 14001:2015, together with the new ISO 45001:2018 standard, help organizations to address the important risks, regulatory and legal compliance, competition, and so much more. Furthermore, ISO has established the ISO 28000 series of standards for Security Manage-

ment Systems in the Supply Chain.

Intertek has developed a series of risk-based management tools and audit solutions to assess and benchmark suppliers, while helping global companies manage and track the performance in their supply chains. Our supply chain management services measure business risk, capacity and capabilities, workplace conditions, product quality and safety, security and environmental sustainability.

Click [here](#) to know more about Intertek's Supplier Management solutions.



# INTERTEK THROUGH THE EYES OF AN ARAB MILLENNIAL:

Abdullah Al Hamdan, BA Operations Executive



**What was your journey like to get where you are at your current position in Intertek?**

I joined in June 2013 as an Operations Coordinator and I recently got promoted to Operations Executive last April 2018. I was also able to gain ISO 9001:2015 Lead Auditor qualification which equipped me with good knowledge about the Quality Management Systems.

**What's the best thing about working with Intertek?**

The teamwork and family environment!

**What is your proudest moment during your tenure at Intertek?**

I still feel proud on my recent promotion but every moment I work with Intertek Business Assurance Team is a proud moment for me.

**What are your hobbies and interests? What do you do to unwind during your spare time?**

I do a lot of swimming, cycling and playing football and reading too. I always make sure that I spend good quality time with my family and friends during my free time.

**What inspires you at work?**

Enthusiasm to learn more about Operations and new things in Finance and Technical as well.

**What do you hope to achieve in the future?**

I intend to work with Intertek for a long time. I am willing to do different tasks beyond my role, other than the tasks assigned to me. Aside from working at Operations, I want to expand my role in auditing and involve myself in the technical sales too. I am planning to be a Lead Auditor for Quality, Environmental and Occupational Health and Safety Management Systems (QHSE) standards in the near future.



INTERESTED TO ATTEND OUR PUBLIC TRAININGS?

## INTERTEK ACADEMY

BUSINESS ASSURANCE GULF  
PUBLIC TRAINING CALENDAR H2-2018

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Saudi Arabia &  
Bahrain

UAE, Oman &  
Qatar



ISO 9001:2015, the world's most popular management system standard, offers organizations a rich menu of quality tools and resources that help educational institutions improve teaching and learning, including the tools needed to give students a head start on their careers. By adapting the framework as specified in the standard, the educational sector can understand the value and obtain the benefits of continual improvement.

In the last six months alone, Intertek Business Assurance has certified over 20 educational insti-

tutions in Saudi Arabia against the ISO 9001:2015 standard, including the prestigious Islamic University. Situated in the holy place of Madinah, Saudi Arabia, the university is well-known as an authentic source of teachings of Islamic religion and Arabic language. Al Falah School, notably one of the oldest schools in Saudi Arabia, was also able to achieve certification with Intertek early this year for their Makkah and Jeddah divisions.

Hesham Abbas, Area Manager and Senior Lead Auditor at Business Assurance, said: "As Intertek

strengthens its ties with the educational sector in Saudi Arabia, we also strive to encourage educational providers in the rest of the Gulf countries and worldwide to effectively align their activities against international standards as they provide a common management tool for educational organizations aiming to address the needs and expectations of those who use their services and improve their processes. This will benefit not only students and learners, but also educators, parents and other stakeholders who also reap optimized results from consistent outputs."





## WINNING TOGETHER: OUR CUSTOMER SUCCESS STORIES

### ABU DHABI NATIONAL OIL COMPANY (ADNOC) DISTRIBUTION



Intertek has awarded Abu Dhabi National Oil Company (ADNOC) Distribution the ISO 50001 certificate for its world-class Energy Management System (EnMS). The certificate was presented to ADNOC Distribution's Acting CEO Mr. Saeed Mubarak Al Rashdi by Matthew Skinner, Regional Managing Director at Intertek Middle East, North Africa and Pakistan.

Saeed Mubarak Al Rashdi said: "We are very pleased to have achieved the ISO 50001 certification. It is a mark of assurance that our EnMS has been developed to meet our specific needs and is in line with international best practices and standards. The implementation is a clear demonstration of our continuing commitment to our overall growth strategy, which includes building a more efficient and sustainable business for the future."

### ALMOAYYED MOTORS

Intertek has awarded Almoayyed Motors, exclusive dealers of Ford and Lincoln automobiles in the Kingdom of Bahrain ISO 9001:2015 certification. Mario D'costa, General Manager of Almoayyed Motors received the certificate from Samir Ahmed, General Manager at Intertek Business Assurance – Gulf Region during an official ceremony. Also present were the rest of its top management team including Dharmesh Bhatt, Sales Manager- Ford Retail Sales, Kareem Al Sanadi, Senior Manager – Ford Service & Quick Lanes, Sonu Duggal, Group TQM & HR Manager, Mohammed Mahmood, Marketing Manager, Ameer Dashti, Lincoln Sales Head, Irwin Aarons, Business Development Manager and Roxanne Oclarino, Technical & Marketing Supervisor at Intertek Business Assurance. Full story [here](#).



### AL WATANIA FOR INDUSTRIES (WFI)

Intertek Business Assurance has granted Al-Watania for Industries (WFI), a leading downstream manufacturing company in Saudi Arabia, the globally-recognised ISO 9001:2015, ISO 14001:2015 & OHSAS 18001:2007 certifications. The three certifications were awarded to WFI for successfully meeting the international standard requirements for implementing integrated Quality, Environmental and Occupational Health and Safety Management Systems across its main office in Riyadh, as well as its five Strategic Business Units (SBUs) in the Kingdom.

An official award ceremony was held at WFI and was attended by the company's board of directors and leadership team. All certificates, accredited by United Kingdom Accreditation Service (UKAS), were presented by Samir Ahmed, General Manager at Intertek Business Assurance – Gulf Region, to Sheikh

Fahad Sulaiman Al-Rajhi, WFI's Vice Chairman, and Eng. Ibrahim I. Behairi, WFI's Chief Executive Officer. Also present at the ceremony were Mahaboobulla H. Shariff, Corporate EHS Manager, Fahad A. Alayed, Vice President - Corporate Services, Abdul Karim M Al Nuhayer, Vice President - Marketing, Planning & Business Development, Mohammad Zafar, General Manager, Al-Watania Bricks, Abdullah A. Al Arai, Sales and Marketing General Manager, WAPER - RCF/ETP, Saeed M. AlQahtani, President, Al-Watania for Containers Mfg. - Saudi Arabia & International Caps - Dubai, UAE, and Eng. Abdullah M. Al-Zahrani, President, Al-Watania Plastics.

Eng. Ibrahim I. Behairi, WFI's Chief Executive Officer, said: "Intertek's high level of technical expertise and customer-focused approach ensured that the certification process was achieved in a smooth,

efficient way. Our sincere thanks go to the team at Intertek for demonstrating outstanding professionalism and for extending excellent support throughout the exercise."

Organisations in any sector and of any size can implement integrated management systems which uses an integrated approach across all audit criteria. Consequently, integrated audits guarantee lower certification costs, prevent multiple interruptions to the organization, and reduce the need for separate documentations through streamlined processes. Intertek's comprehensive range of auditing and certification services ensure that management systems are optimised to facilitate successful growth, lower costs, and add strategic value.

Full story [here](#).



### Strategic PARTNERSHIP



Team Business Assurance in Saudi Arabia and Bahrain has also received an Appreciation Award from Al-Watania for Industries (WFI) in recognition of the team efforts during the Integrated Management Systems (IMS) certification project. Performance of Lenkalapalli Nagaraju and Umar Ahsan who led the audits were also highly commended during the ceremony. Samir Ahmed, General Manager at Intertek Business Assurance – Gulf Region accepted the award on behalf of the team from Eng. Ibrahim I. Behairi, Chief Executive Officer of WFI.





## WINNING TOGETHER: OUR CUSTOMER SUCCESS STORIES

### SHARJAH ECONOMIC DEVELOPMENT DEPARTMENT (SEDD)



Sharjah Economic Development Department (SEDD) has successfully renewed its certification for ISO/IEC 27001:2013, the international standard for Information Security Management Systems (ISMS). The ISO 27001 standard provides a structure for implementing an ISMS, safeguarding an organization's information assets while making the process easier to manage, measure, and improve. The audit reflected high system improvement and displayed the outstanding top management commitment to implement an effective ISMS within the Department. SEDD is also currently ISO/IEC 20000-1:2011 certified with Intertek for their Information Technology Service Management Systems (ITSMS).

Intertek has helped organizations all over the world achieve ISO 27001 certification smoothly and efficiently. For each of them, we've done more than issue a certificate: we've given them the tools to minimize security risks to the business. Our third-party auditing services will supply you with the independent assurance that your customers and stakeholders demand.

### OBEIKAN RIGID PLASTIC (ORP)

Intertek has certified Obeikan Rigid Plastic (ORP) with a Grade A certification against British Retail Consortium (BRC) Global Standard for Packaging and Packaging Materials (Issue 5). ORP underwent a thorough audit by Intertek and has successfully completed its assessment under the BRC Announced Audit Programme. The globally-recognised standard assists manufacturers in the production of safe packaging materials, assuring they manage product quality to meet their customers' exacting requirements.

The BRC certificate, accredited by the United Kingdom Accreditation Service (UKAS), was presented by General Manager at Intertek Business Assurance – Gulf Region, to Saber Atiyeh, General Manager of Obeikan Rigid Plastic at its Riyadh facility in Saudi Arabia. Samir Ahmed

said: "We congratulate ORP on this achievement and appreciate the dedication demonstrated by its entire team throughout the certification procedure. Intertek's food safety experts and auditors worked with ORP to assess its manufacturing processes and ensure the best standards of quality assurance and safety are being met." Saber Atiyeh said: "We would like to thank the Intertek team for the great efforts and professionalism that enabled us to achieve this certification successfully and to the highest standard.

In addition to being UKAS-accredited to perform audits according to the requirements of the BRC Standards,, Intertek is also a BRC approved training establishment that conducts various courses across the globe. Full story [here](#).



### PREMIER MOTORS

Intertek has awarded Premier Motors, one of the foremost automotive dealerships in Abu Dhabi, United Arab Emirates with five International Organization for Standardization (ISO) management systems certifications. The certifications cover Environmental Management, Occupational Health and Safety, Energy Management, Business Continuity and Security Management standards. Premier Motors became the first automotive company in the UAE to achieve five ISO certifications. Premier Motors represents major European and American automobile manufacturers such as Land Rover, Jaguar, Ferrari, Maserati, Lincoln, Ford, and Ford Trucks across Abu Dhabi.

During a special ceremony at Premier Motors, the

ISO certificates were presented to Helal Hanei Omar, Vice President of Premier Motors and Paul Moore, Senior Vice President, Administration and Finance of Al Tayer Motors. Helal Hanei Omar said: "These certifications are important to us because they reaffirm our commitment to adopting high global standards in governance and assurance management. Equally important, they put in place a framework for continuous improvement and excellence in delivery of service to our customers. Over the years, we always set out to follow best in class standards in the way we deliver our services and products, and these certifications demonstrate our continued success."

To attain the ISO certifications, the dealership underwent a comprehensive independent and

impartial assessment across its operations by Intertek's expert auditors. The audit concluded that Premier Motors has established systems in place to improve its business operations, including the business continuity process to ensure the business can recover to an operational state within a short period of time. Intertek also insured the company's commitment to occupational health and safety of its workers, as well as Premier Motors' efforts taken to minimize the negative effects of business on the environment and verified their efficient use of energy, to reduce costs and conserve resources. Premier Motors further proved that it has an effective security management system, critical to security assurance of its supply chain. Read our full story [here](#).

### ARABIA HOLDINGS - ISO 39001 Certification



Intertek has awarded Arabia Holdings the ISO 39001 Certification for Road Safety Management Systems. The group, established in United Arab Emirates, encompasses diverse business activities including but not limited to Taxi Transportation, Limousine Service, Logistics, Automobile Garages, Auto Trade, Auto Spare Parts Trading, Minerals Trade, Agro Trade, General Trade, Landscape and Irrigation, Foods & Beverages, Advertisement and IT Solutions.

With ISO 39001, your organisation can work more effectively with road traffic systems to reduce injuries and deaths caused by traffic accidents. Click [here](#) to learn more about Intertek can help!





## TEAM CELEBRATIONS & RECOGNITIONS



### SHUKRAN

in Arabic means  
“Thank you”

Our Lead Auditor Umar Ahsan from Saudi Arabia received a Shukran Certificate on his remarkable performance during 2018 as he completed his API lead auditor qualification whilst successfully managing QHSE auditing and training responsibilities.

Shukran, Umar for your efforts and commitment!



## INTERTEK IN ACTION

# SAUDI ARAMCO ANNUAL ENERGY & ENVIRONMENT SYMPOSIUM 2018



Intertek Business Assurance participated in Saudi Aramco's Energy and Environment Symposium at Ras Tanura Refinery last April 25 and 26, 2018. With the theme “Energy Conservation & Environmental Protection”, this year's symposium brought together professionals and technical experts from Saudi Aramco and various industries in the Kingdom as well as the representatives from reputed academic institutions.

Waqas Ahmed, Area Supervisor at Business Assurance, represented Intertek to share our expertise in the field of Energy and Environment. The symposium proved to be an opportunity for us to share best practices, address business challenges, and unlock potential opportunities in terms of Energy and Environmental Protection. He said: “Intertek's auditing and certification services will provide you with third-party verification of your organization's green initiatives and improvements. Our experienced auditors will help you work systematically to lower energy and raw materials use, reduce waste and pollution, and mitigate risks of accidents and emergency situations. Your business will not only be greener, it will also be more efficient and productive.”

## EDITOR'S NOTE

# THE SPOTLIGHT

The start of a new initiative is always exciting – and for this reason, I am proud that we were finally able to launch Gulf Digest, the flagship newsletter of Intertek Business Assurance Gulf Region.

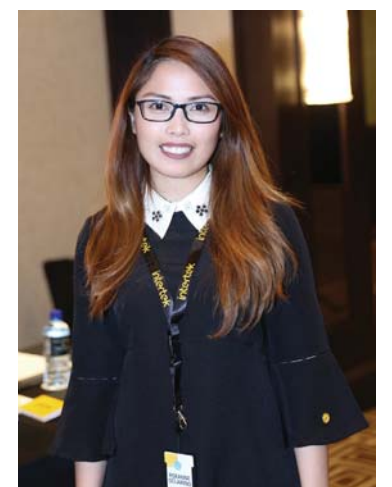
I truly hope that our array of success stories will be a testimony of how we stay true to fulfilling our Total Quality Assurance (TQA) promise to you as our valued customers. Following on from our exciting new brand, we constantly promote a strong message about positive change – our “inside-out” reinvention which must start from within.

Our team has worked together to provide you with great insights on our industry and ser-

vices. We have also put together the best of our recent wins and success stories we have shared with you as our strategic partners.

It's an honor to serve as the Editor-in-Chief of Gulf Digest. It's been an astonishing experience to collaborate with the rest of our team in the Gulf Region and witness the team spirit which made this venture possible. My special thanks goes to Lauren Whittemore, Global Marketing Director at Intertek Business Assurance and Monica Toflis, Regional Marketing & Branding Associate at Intertek Middle East, North Africa and Pakistan, for their unwavering support to our team and this initiative.

Shukran, everyone!



**Roxanne Oclarino**  
Technical & Marketing Supervisor  
Intertek Business Assurance  
Saudi Arabia & Bahrain





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