



VER.ERC/BDD_03/22

ERCAN

FOR GENERAL CONTRACTING

COMPANY
PROFILE ..

www.ercanco.com



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COMPANY OVERVIEW

ERCAN is a general contracting firm which ranks as a leader in the commercial and construction and renovation industry. And Also the Hydrological and Geological Studies Since its foundation, our company has distinguished itself due to its thoroughness and expertise in completing major renovation projects and new construction mainly in Saudi arabia.

WHO WE ARE?

We built our reputation by scrupulously respecting our clients' schedules and budgets. Sustained growth has helped **ERCAN** to reach a dominant position in the industry & Development , and our corporate values have enabled us to establish an enduring relationship with our employees and job site partners.

ERCAN is continuously able to adapt its project management expertise to its clients' operational and cost-effectiveness concerns. It is a question of respect and integrity. This is why professionals and clients/developers call on **ERCAN**.

We boasts an effective and experienced management team renowned and respected by all of our clients and partners. We are committed to working to develop our clients' real estate projects and are always mindful of budgetary considerations and construction schedules.



OUR MISSION

We are committed to providing innovative Infrastructure and civil construction services , as Well as the hydrogeological and geological studies to our customers in both the water ,the energy and Construction sectors; while working together with business partners to provide our stakeholders with the additional value their business- es need.



OUR VISION

To become the number one go-to partner in developing water and energy infrastructures in the Kingdom of Saudi Arabia, while setting the standards of excellence in our field.

OUR MESSAGE

The underlying principle governing the operations of ERCAN Company is 'Your Service Partner', the common trait enabling us to consistently deliver our value promise to our customers, partners, employees and other stakeholders. As a privately owned and diversified service company, our strength is the result of an ever-widening range of activities conducted through a number of strategic business divisions, all of which are supported by sound fiscal, management and operational expertise.

Today, ERCAN is rated among the top highly reputed Saudi companies and enjoys a reputation for financial strength gained through sound management and prudent financial practices at every level. As an organization, ERCAN's business integrity and standards of quality offer businesses and consumers alike, extraordinary services and products.

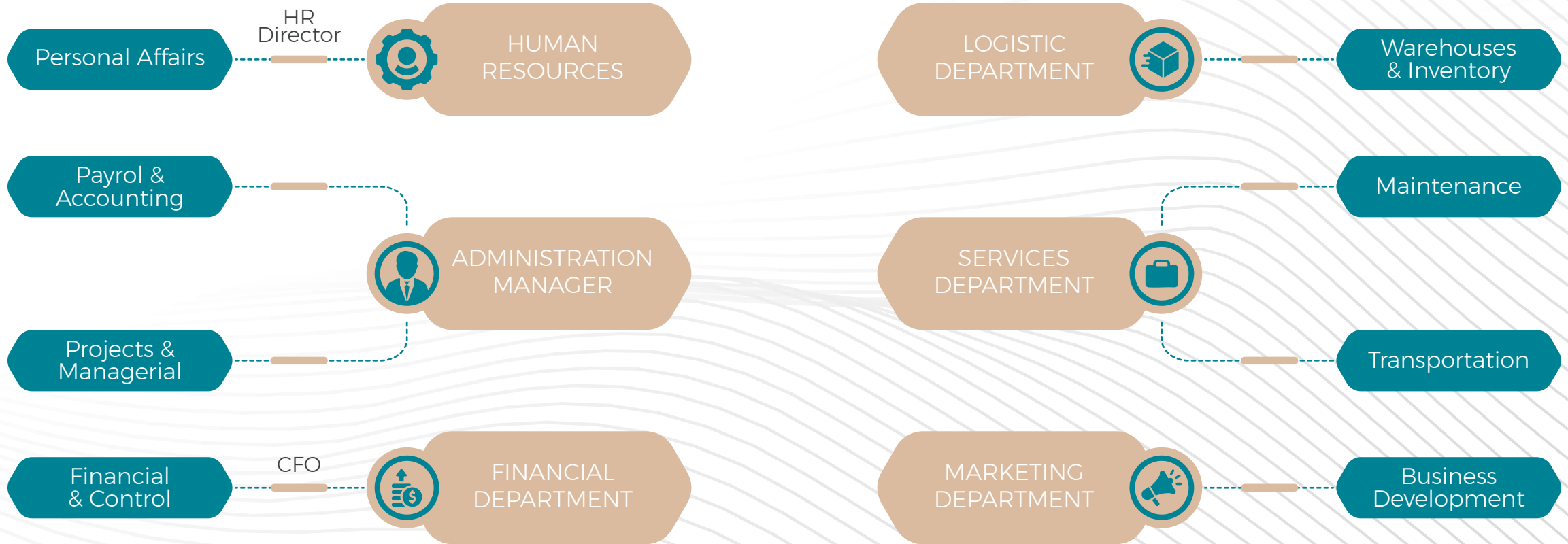


ERCAN ORGANIZATION CHART

TOP MANAGEMENT AFFAIRS



ADMINISTRATIVE AFFAIRS



ERCAN DERIVATIVE

E

ENVIRONMENTAL
& ENGINEERING



R

RESEARCH
& RESOURCES



C

CONSULTANT
& CONSTRUCTIONS



A

ACHIEVEMENT



N

NETWORK FOR
MONITORING



ERCAN SERVICES

01



Infrastructure Works

Road & Earth works
Storm Water Deainage
Sanitation

02



Mining Services

Calculation & Mining Modling
Geology And Mine Plan

03



Constuction Works

IYard Construction
Slope Protection
Hard Stone Qurrying
Per-Cast Concrete Production
Fence Construction

04



Hydrology & Hydrogeology

Geophysics Study
Geophysical Logging
Water Services
Dewatering System

05



Data Control

Data Management

06



Environmental Study

Environmental & Montoring
Data Interpretation

07



Monitoring

Montioring Stations Supply &
Installtion All Types of Station
& Operation & Maintenance

08



Desalination

Des. For Sea water , Surface
Water , Tretment etc.

09



Renewable Energy

Geothermal Energy
Solar Energy
Wind Energy
Hydro-Power

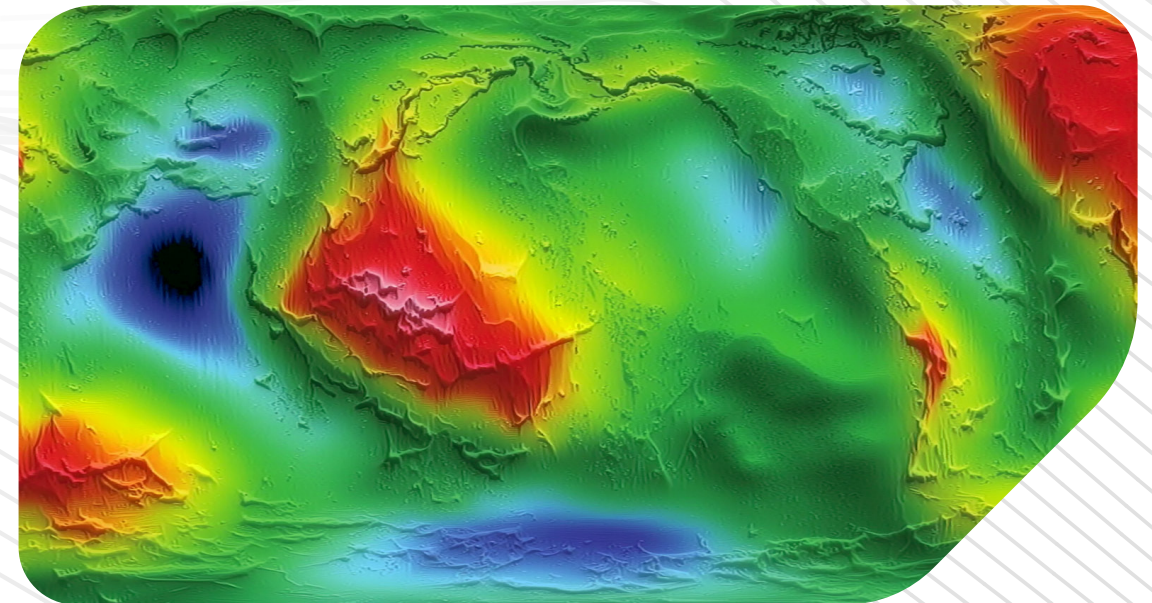
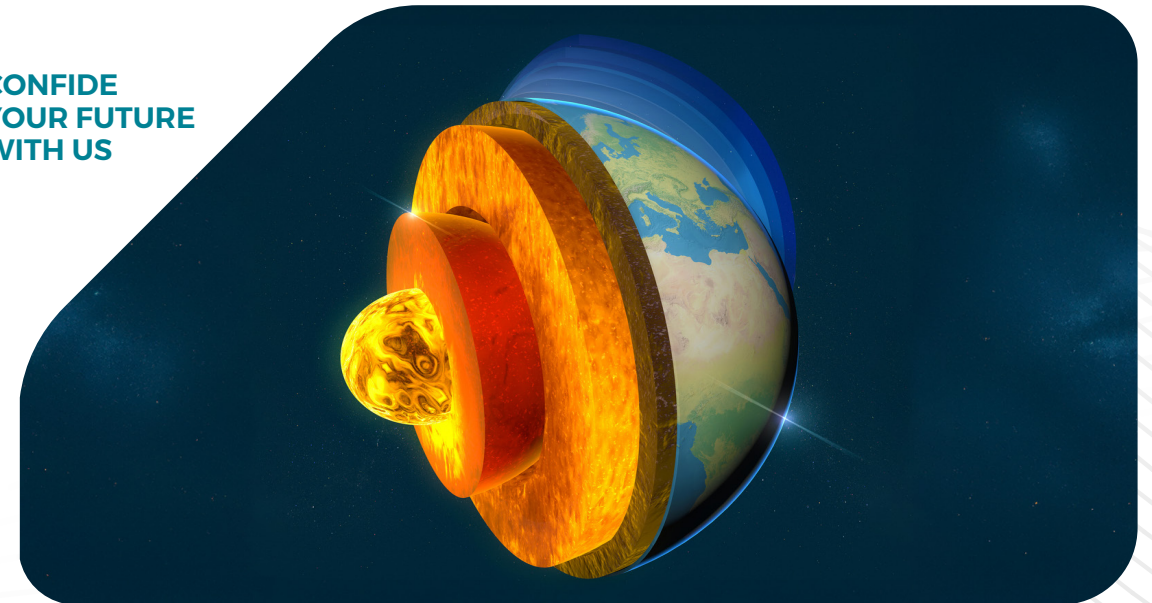
GYOPHSICS

ERCAN is an innovative , solution oriented geophysical consulting, services provider , and research organization.

ERCAN has become a recognized leader in the application of geophysical methods :

- **Ground water Exploration**
- **Environmental Solutions for mining**
- **Dam assessment survey**
- **Geotechnical Services**
- **Leakage Detection**
- **Artificial Aquifer Recharge**
- **Arcaeology**

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GEOPHYSICAL LOGGING

Geophysical logging methods support hydro geologists , mining geologists , geotechnica engineers with detailed information that aid in identifying subsurface geologic conditions.

- **Ground water services**

(Lithology , thickness ,Hydraulic Conductivity & Aquifer Properties)

- **Mining services**

(Orebody delineation ,borehole diameter, deviation , fractures characterization & Porosity)

- **Geotechnical services**

(Characterize geological and hydrological Conditions , Map Subsurface infrastructure , Subsurface disposal areas)

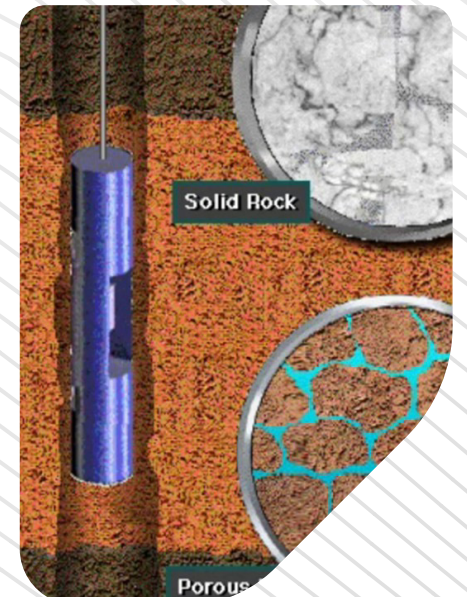
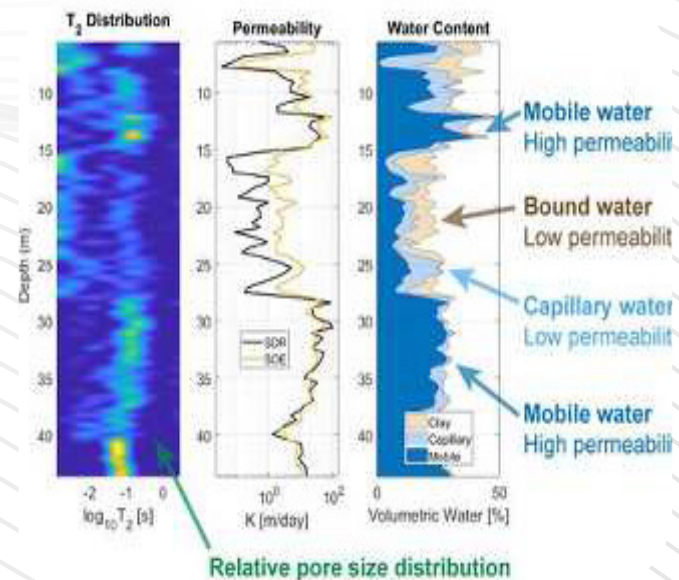
- **EnvirnomentaI servcies**

(Contaminant hydrogeology and hydro stratigraphic lithology delineation , Groundwater & vadose zone , subsurface mingration of hazardous waste)

- **Video Cam. Inspection**

(new construction inspection , determine exiting wells condition , track well connditions and compliance and recover lost tools)

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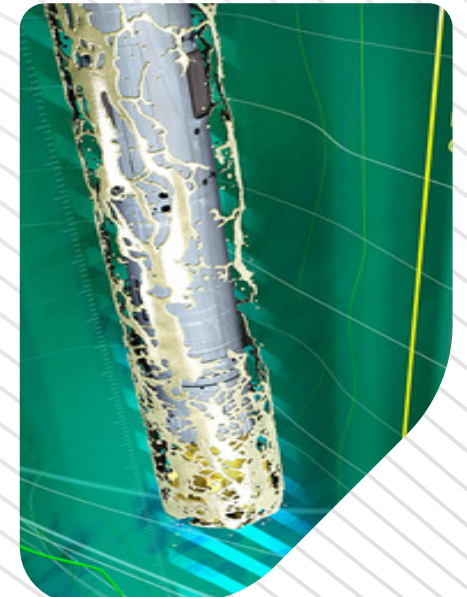
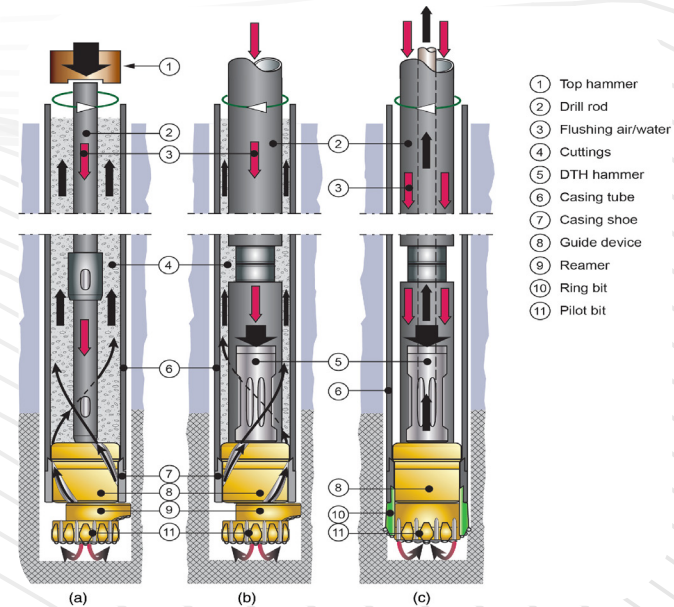
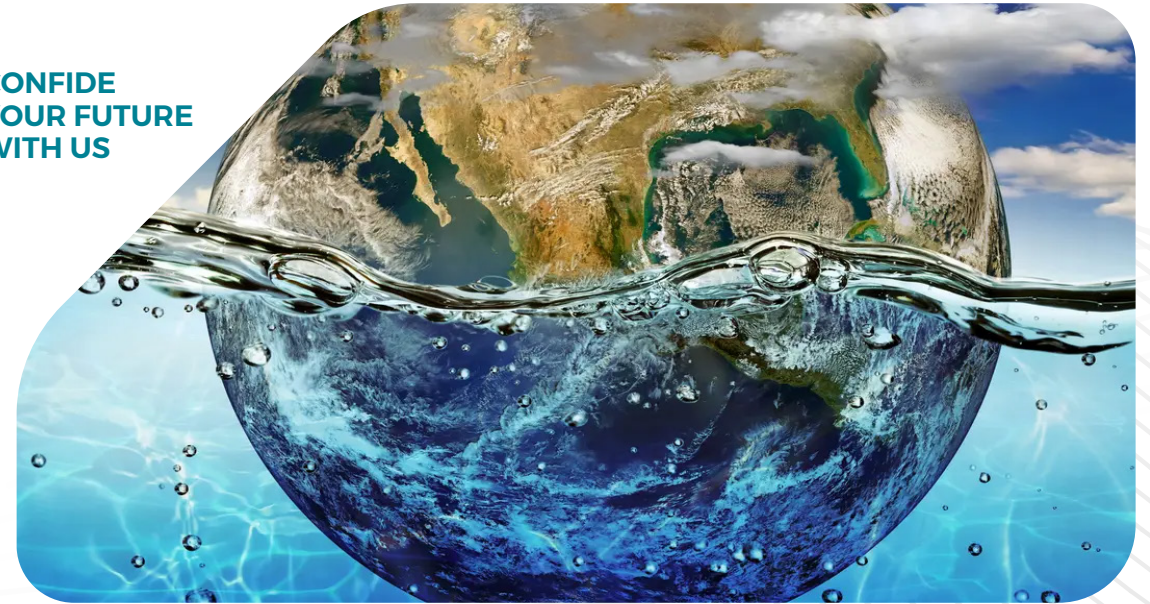


WATER SERVICES

ERCAN Provide the Below Services

- **Well inspection**
(ERCAN owns very special Cideo Cameras 500m , 1000 m & 1500 m)
- **Well Drilling Spacification**
(BH 17 1/4 " , BH 13 1/2 " , BH 8 " , BH 6 ")
- **Well Design**
(Upon geological , hydrogeological & geophysical studies , Casing installation design)
- **Supervision of water well drilling**
(ERCAN offers to clients are all-inclusive to ensure that the job is done correctly and efficiently form start to end)
- **Water well Testing**
- **Water Quality Monitoring**
(Chemical , Physical , Bacteriological and Radiological tests)
- **Water Well Maintenance & Rehabilitation**
- **Water Pumping Tests & Data Interpretation**

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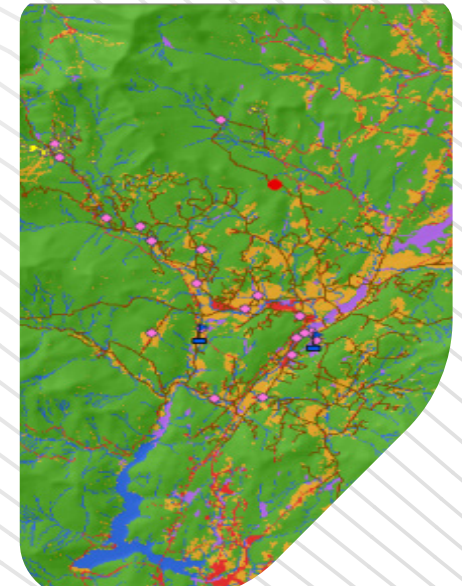
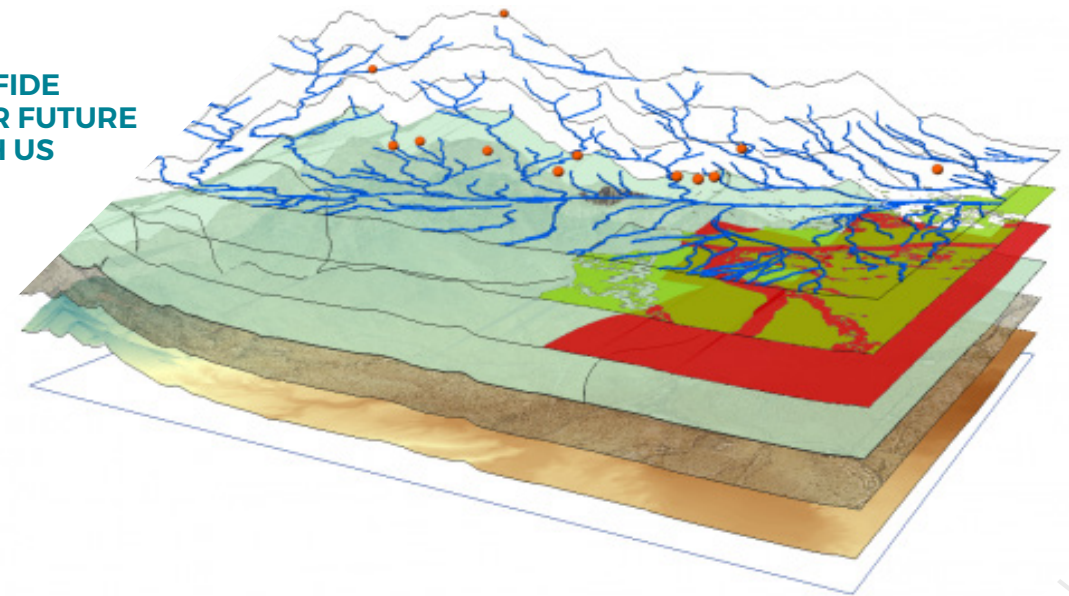
DATA MANAGEMENT

Planning for a project involves making decisions about data resources and potential products. A Data Management Plan (DMP) describes data that will be acquired or produced during research; how the data will be managed, described, and stored, what standards you will use, and how data will be handled and protected during and after the completion of the project.

GEOLOGIC, HYDROLOGIC, AND HYDROCHEMICAL DATA MANAGEMENT BY USING A GIS:

- **Spatial Data Models**
Vector-Based GIS
Raster-Based GIS
- **Commercial GIS Software**
ARC/INFO GIS
ArcView GIS.
- **Data Location, Acquisition, and Conversion**
Identification of Critical Data Sources
Integration of Data into the GIS

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HYDROLOGY & HYDOGEOLOGY

ERCAN use s a wide range of geophysical techniques with geological, hydrologic aland hydrogeological evidences to help in identifying

- **Weather data analysis & interpretation**
- **Flood Risk assessment and management**
- **Dam hydrology**
- **Groundwater Exploration Aquifer**
- **Characterization Groundwater reverse estimation**
- **Dewatering Investigation And Shop**
- **Design / Drawings**
- **Groundwater flow and ground pollution**
- **Radiological risks assessments**

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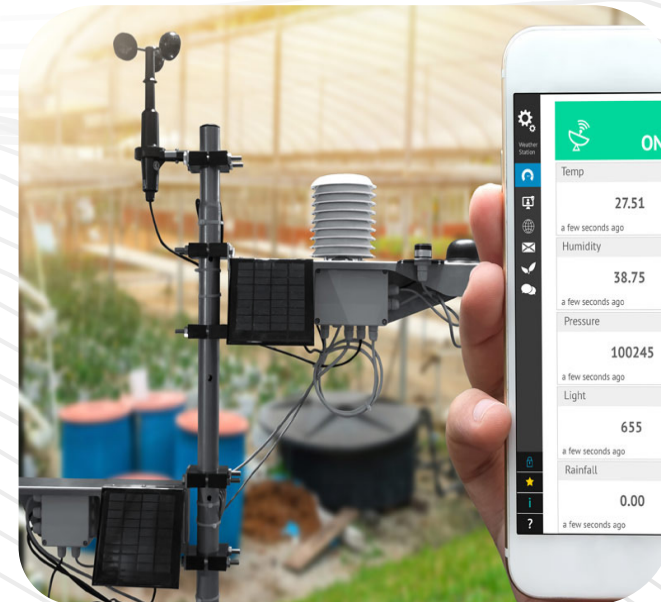


ENVIRONMENTAL & MONITORING

ERCAN is Experienced in monitoring the effectiveness of cover & Determining Weak spots, Focused infiltration, thinning regions for erosion and deep percolation, as well as, ERCAN has an expert team for Maintenance for Monitoring devices & also was Dealing with Many manufacture Company / Supply Companies

- Groundwater & Surface water Control
- Water Quality Measurements
- Flow Measurements
- Flood Warning System
- Weather Measurements
- Energy Measurements
- Wastewater Control
- Data interpretation & Mobile Applications

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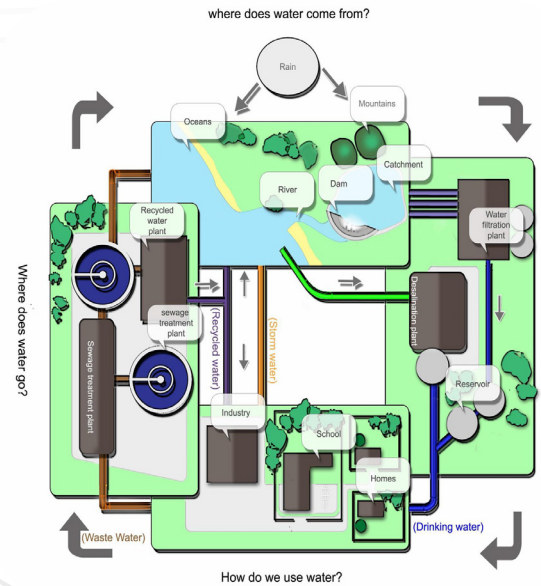
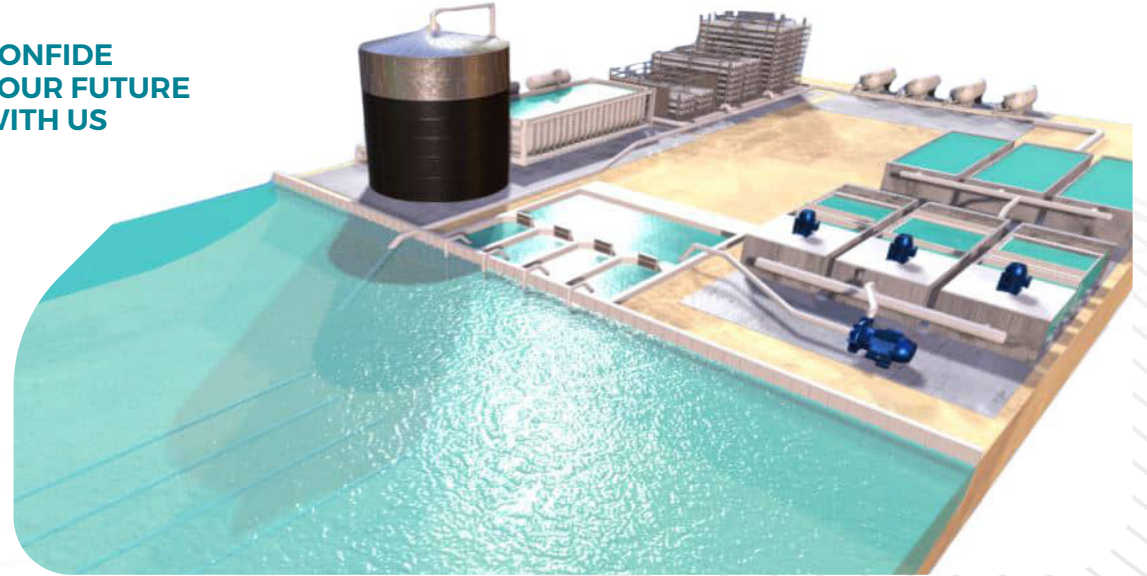
DESALINATION

ERCAN Provides Customers a typical services through the provisioning of engineering Services, management o f water treatment and Desalination as below :

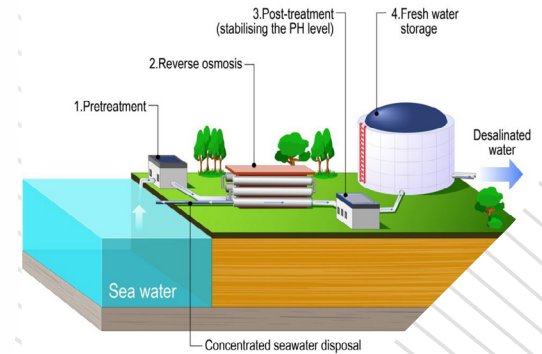
- **Desalination (Sea Water , Brackish & Surface Water).**
- **Treatment of industrial & Urba Wastewater.**
- **Drinking Water for Different Sources (Dams , Valleys & Lakes , As Well as Underground water).**
- **Experimental techniques**

Waste heat ,Low-temperature thermal Thermionic process, Evaporation and condensation for crops , Hydrogel based desalination , Small-scale solar Passarell , Nanotechnology Biomimesis, Electrochemical Electrokinetic shocks Temperature swing solvent extraction

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DESALT SALINE WATER



RENEWABLE ENERGY

ERCAN Seeks to be leading solutions provider to world essential Renewable resources.

**Fouce
Areas (ADI)**

Assess

Design

Implemet

- **Geothermal Energy**
(Heat Pumps ,Electricity Production)
- **Solar Energy**
(Solar Photovoltaic Technology, Passive Solar Energy ,Solar Process Heat And Concentrating, Solar Water Heat)
- **Wind Energy**
(Energy From Moving Air, Electricity from Wind)
- **Hydropower**
(Converting Water Motion into electricity / Dams & Rivers)

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CHAIN LINK FENCE CONSTRUCTION

ERCAN Dealing With High Quality Suppliers By Providing the Drawings & Approval Materials that can the customer find many choices solution in Fence Construction .Also, we can provide the requirement according to the customer's desire, and based on the structural requirements.

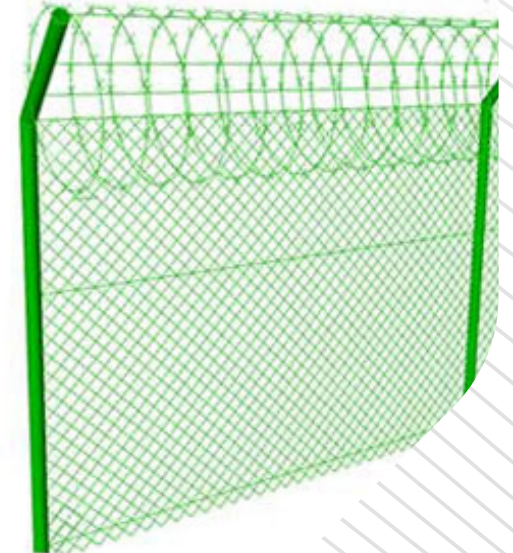
- **Most Popular Styles of Chain Link Fencing**

- Galvanized
 - PVC and Polymer Coatings
 - Color Coatings
 - Slatted Chain Link Fence

- **ERCAN Also Dealing with aggressive suppliers inside the Kingdom and abides by the specifications:**

- B.S Standards (2000-2400-TR Class DA, DB & DC)
 - ARAMCO Standards (TYPES 01,02,03,04 & 05)
 - S.S.D-1 & S.S.D-2 Fence

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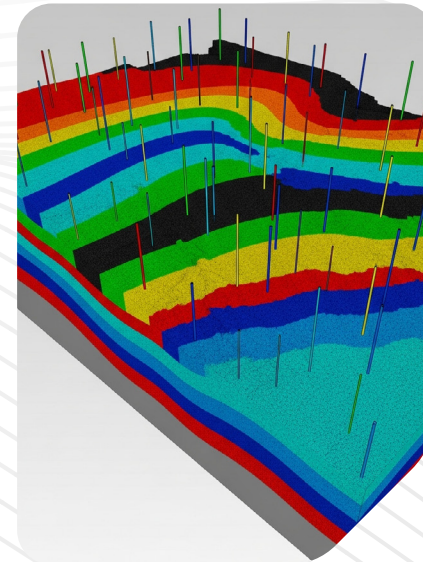
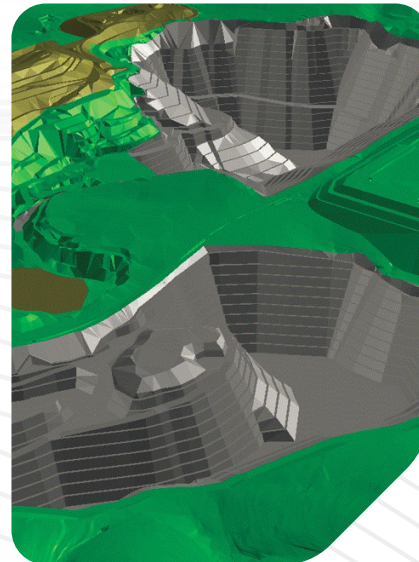
MINING SERVICES

- Supply and operation of top quality, low hour, reliable mining equipment.
- Greenfield services.
- Overburden and rehabilitation management.
- Opencast mining services up to 90m.
- Off road load and haul solutions.
- On road commercial haulage solutions.
- Stockpile and rail siding management solutions.
- Minerals processing And mining Solutions.
- Fixed and mobile crushing and screening solutions.
- Calculations And Modling for the OB by using the Newly Softwares.

GEOLOGY AND MINE PLANNING

Minex ensures resources are evaluated accurately and mined efficiently from exploration to rehabilitation. As a single integrated solution, data and skills can be readily moved between teams at significant time and cost savings. Across the world, ERCAN turn to Minex to more accurately design, plan and implement mining strategies which drive additional efficiencies, increase productivity, control costs and increase profitability.

Business Unit #2



OTHER CONSTRUCTION SERVICES

01

Yard Construction

Natural gravel or Graded crushed stone bases, Fibre Reinforced Concrete and RCC hardstanding areas, Paving block surface (Cabro), Asphaltic concrete surface.



02

Slope Protection

Stone pitching,
Gabions,
Geotextiles,
Retaining walls.



03

Hard Stone Quarrying

Boulder for rip rap,
hard-core for road bases.
Production of various sizes of building



04

Pre-Cast Concrete Products

Spun concrete culverts, concrete building blocks of various sizes, concrete paving blocks, road kerbs, road channels, slabs and various other pre-cast units



Business Unit #3

QUALITY, HEALTH, SAFETY & ENVIRONMENTAL POLICY

ERCAN is among the prominent integrated solution providers, specialists in the provision of on-site engineering services , and providing sales , services o f equipment for infrastructre & Mining Works .

Our Principles

ERCAN is committed to implement and maintain a quality, occupational health, safety and environmental management system that continually improves effectiveness and performance, providing products and services that meet the requirements of our internal and external customers and stakeholders, applicable standards, and shall comply with all relevant legal and regulatory requirements.

We shall adopt the process and risk based think ing approach. We shall plan and implement actions to address risks and opportuniti es to establish a basis for increasing the effectiveness of the QHSE management system, achieving improved results and preventing negative effects.

ERCAN promotes a positive culture based on a passionate QHSE leadership at all levels of the organization. We are firmly committed to meeting customer expectations, prevention of injury and ill health of all persons within our workplace , and minimizing our environmental footprint through pollution prevention practices and eliminating waste.

Our Commitment

We shall understand the organization and its context, determining internal and external factors, both positive and negative, relevant to its purpose and strategic direction that affect its ability to achieve the intended results of the QHSE management system. We shall determine the interested parties and understand the requirements of these interested parties that are relevant to its QHSE management system.

QUALITY, HEALTH, SAFETY & ENVIRONMENTAL POLICY

Our Commitment

We shall establish, implement, maintain and improve the QHSE management system, including processes and their interactions, in accordance with ISO 9001 management systems requirements. Top Management shall demonstrate leadership and commitment with respect to the QHSE management system by:

- taking accountability for the effectiveness of the QHSE management system.
- providing a safe working environment to all employees, wherever we work.
- empowering employees to stop and challenge any work that is considered unsafe or not in line with this QHSE policy, relevant standards and procedures.
- identifying, assessing the risks and hazards associated with Occupational Health, Safety and Environmental aspects in the workplace, and taking action to prevent, reduce or control it to an acceptable level and leveraging opportunities to the advantage of all stakeholders.
- promoting ecological sustainability through waste reduction, reuse and recycling opportunities.
- establishing, reviewing and reporting on QHSE performance, measured against objectives and targets in line with this policy.
- ensuring the management system is integrated throughout all parts of our business processes, and is driving continuous improvement.
- promoting process approach and ensuring that identifying and managing risk and opportunity is an integral part of strategic planning and business process management.
- providing adequate resources to establish, implement, maintain and continually improve the QHSE Management System.
- developing and sustaining a culture of routinely doing things right and doing them better, adopting best practices, while building successful relationships both internally and externally.
- engaging, directing and supporting employees to contribute to the effectiveness of the QHSE management system.
- enhancing the competency of our employees through knowledge sharing, training and motivation.
- establishing a constructive relationship with our suppliers and subcontractors and evaluating their performance.
- communicating this policy to personnel at all levels within the organization, the members of the public and other interested parties on request.

QUALITY, HEALTH, SAFETY & ENVIRONMENTAL POLICY

Our Commitment

This QHSE Policy and the Management System shall apply to ERCAN, its subsidiary companies and group companies; this policy shall be periodically reviewed to ensure continuing suitability, to ensure it meets the requirements of ERCAN, our customers, and the market. At ERCAN, we never compromise our commitment to QHSE management.



RIGHT TO REFUSE OR TO STOP WORK WHERE HEALTH AND SAFETY IN DANGER

The right to refuse work

The Occupational Health and Safety Act (OHSA) gives a worker the right to refuse work that he or she believes is unsafe to himself/ herself or another worker. A worker who believes that he or she is endangered by workplace violence may also refuse work. The Act sets out a specific procedure that must be followed in any work refusal. It is important that workers, employers, supervisors, members of joint health and safety committees (JHSCs) and health and safety representatives understand the procedure for a lawful work refusal.

Procedure for a work refusal

First stage

1. Worker considers work unsafe.
2. Worker reports refusal to his/her supervisor or employer. Worker may also wish to advise the worker safety representative and/or management representative. Worker stays in safe place.
3. Employer or supervisor investigates in the presence of the worker and the worker safety representative.
4. Either:
 - a. Issue resolved. Worker goes back to work.
 - b. Issue not resolved. Proceed to the second stage

Second stage

1. With reasonable grounds to believe work is still unsafe, worker continues to refuse and remains in safe place. Worker or employer or someone representing worker or employer calls MOL.
2. MOL Inspector investigates in company of worker, safety representative and supervisor or management representative.
3. Inspector gives decision to worker, management representative/-supervisor and safety representative in writing.
4. Changes are made if required or ordered. Worker returns to work.

RIGHT TO REFUSE OR TO STOP WORK WHERE HEALTH AND SAFETY IN DANGER

Pending the MOL investigation

The refusing worker may be offered other work if it doesn't conflict with a collective agreement. Refused work may be offered to another worker, but management must inform the new worker that the offered work is the subject of work refusal. This must be done in the presence of: **oa** member of the joint health and safety committee who represents workers; or **oa** health and safety representative, or **oa** worker who because of his or her knowledge, experience and training is selected by the trade union that represents the worker or, if there is not trade union, by the workers to represent them.

Do all workers have the right to refuse unsafe work?

The right to refuse unsafe work applies to all workers other than specified types of workers in specified circumstances. For further information, the right to refuse unsafe work is limited for:

- Police officers
- Firefighters
- Workers employed in the operation of correctional institutions and similar institutions/facilities
- Health care workers and persons employed in work places like hospitals, nursing homes, sanatoriums, homes for the aged, psychiatric institutions, mental health centres or rehabilitation facilities, residential group homes for persons with behavioural or emotional problems or a physical, mental or developmental disability, ambulance services, first aid clinics, licensed laboratories or in any laundry, food service, power plant or technical service used by one of the above.

RIGHT TO REFUSE OR TO STOP WORK WHERE HEALTH AND SAFETY IN DANGER

When can a worker refuse to work?

A worker can refuse to work if he or she has reason to believe that:

- Any machine, equipment or tool that the worker is using or is told to use is likely to endanger himself or herself or another worker
- The physical condition of the workplace or workstation is likely to endanger himself or herself
- Workplace violence is likely to endanger himself or herself
- Any machine , equipment or tool that the worker is using, or the physical condition of the workplace, contravenes the Act or regulations and is likely to endanger himself or herself or another worker .

What happens when a worker refuses unsafe work?

The worker must immediately tell the supervisor or employer that the work is being refused and explain the circumstances for the refusal .The supervisor or employer must investigate the situation immediately, in the presence of the worker and one of the following:

- a joint health and safety committee member who represents workers, if there is one . If possible, this should be a certified member, or
- a health and safety representative, in workplaces where there is no joint health and safety committee, or
- another worker, who, because of knowledge, experience and training, has been chosen by the workers (or by the union) to represent them.

RIGHT TO REFUSE OR TO STOP WORK WHERE HEALTH AND SAFETY IN DANGER

What happens when a worker refuses unsafe work?

The refusing worker must remain in a safe place that is as near as reasonably possible to his or her workstation and remain available to the employer or supervisor for the purposes of the investigation, until the investigation is completed. Although not stated as such in the Act, this interval is informally known as the "**first stage**" of a work refusal. If the situation is resolved at this point, the worker will return to work.

What if the refusing worker is not satisfied with the result of the first stage investigation?

The worker can continue to refuse the work if he or she has reasonable grounds for believing that the circumstances that caused the worker to initially refuse work. At this point, the "**second stage**" of a work refusal begins.

What happens if a worker continues to refuse to work?

If the worker continues to refuse to work after the completion of the employer's investigation, the worker, the employer or someone acting on behalf of either the worker or employer must notify a Ministry of Labour, Training and Skills Development inspector. The inspector will come to the workplace to investigate the refusal in consultation with the worker and the employer (or a representative of the employer). If there is a joint health and safety committee member, a worker health and safety representative or a worker selected by the worker's trade union or, if there is no trade union, by the workers to represent the worker, they will also be consulted as part of the inspector's investigation. While waiting for the inspector's investigation to be completed, the worker must remain in a safe place that is as near as reasonably possible to his or her workstation and available to the inspector for the purposes of the investigation,

RIGHT TO REFUSE OR TO STOP WORK WHERE HEALTH AND SAFETY IN DANGER

What happens if a worker continues to refuse to work?

unless the employer assigns some other reasonable alternative work during normal working hours or gives other directions to the worker where an assignment of reasonable alternative work is not practicable. The inspector must decide whether the circumstance(s) that led to the work refusal is likely to endanger the worker (or another person). The inspector's decision must be given, in writing, to the worker, the employer, and the worker representative, if there is one. If the inspector finds that the circumstance is not likely to endanger anyone, the refusing worker is expected to return to work. If the inspector finds that the circumstance(s) is likely to endanger the worker or another person, the inspector will typically order the employer to remedy the hazard.

Can another worker be asked to do the work that was refused?

Yes. While waiting for the inspector to investigate and give a decision on the refusal, the employer or supervisor can ask another worker to do the work that was refused. The second worker must be told that the work was refused and why. This must be done in the presence of a committee member who represents workers, or a health and safety representative, or a worker representative chosen because of knowledge, experience and training. The second worker has the same right to refuse the work as the first worker.

Is a worker paid while refusing to work?

The Ministry is of the view that the worker is at work during the first stage of a work refusal and is entitled to be paid at his or her appropriate rate. A person acting as a worker representative during a work refusal is paid at either the regular or the premium rate, whichever is applicable.

RIGHT TO REFUSE OR TO STOP WORK WHERE HEALTH AND SAFETY IN DANGER

Can an employer discipline a worker for refusing to work?

No. The employer is expressly prohibited from penalizing, dismissing, disciplining, suspending or threatening to do any of these things to a worker who has obeyed or sought enforcement of the OHSA .

The right to stop work

The Occupational Health and Safety Act permits specified persons to stop work in "dangerous circumstances". In most cases, it takes both worker and management certified joint health and safety committee members to direct an employer to stop dangerous work (joint stop page). One must be a certified member representing workers; the other, a certified member representing the employer. In some special cases, a single certified member may have this right. This chapter explains how and when work can be stopped.

Dangerous Circumstances

Work can be stopped only in "dangerous circumstances" This means a situation in which all the following apply:

- the Act or the regulations are being contravened, and
- the contravention poses a danger or a hazard to a worker, and
- any delay in controlling the danger or hazard may seriously endanger a worker.

RIGHT TO REFUSE OR TO STOP WORK WHERE HEALTH AND SAFETY IN DANGER

Dangerous Circumstances

Limitations on the right to stop work, The right to stop work in dangerous circumstances does not apply to workplaces in which police and, firefighters are employed or to correctional institutions or to workplaces in which specified types of health workers are employed and where the work stoppage would directly endanger the life, health or safety of another person.

Joint right to stop work

If a certified member of the joint health and safety committee has reason to believe that "dangerous circumstances" exist, he or she may ask a supervisor to investigate. The supervisor must do so promptly and in the presence of the certified member who made the request . This certified member may be one representing either the workers or the employer.

— What happens if the certified member has reason to believe that the dangerous circumstances continue to exist? —

If the certified member believes that dangerous circumstances still exist after the conclusion of the supervisor's investigation and any remedial action taken, he or she may ask another certified member (who represents the other workplace party) to investigate . The second certified member must do so promptly and in the presence of the first certified member .

RIGHT TO REFUSE OR TO STOP WORK WHERE HEALTH AND SAFETY IN DANGER

— What happens if the certified member has reason to believe that the dangerous circumstances continue to exist? —

The second certified member must represent the other workplace party. For example, if the first certified member represents workers, the second must represent the employer. In prescribed instances, a certified member who represents the employer but who is not available at the workplace, may designate another person to act for him or her in a work stoppage.

————— What happens if both certified members agree that dangerous circumstances exist? —————

The certified members can direct the employer to stop the work or to stop using any part of the workplace or any equipment, machinery, tools, etc. The employer must comply with this direction immediately and must ensure that compliance is achieved in a way that does not endanger anyone. After taking steps to remedy the dangerous circumstances, the employer may request the certified members of the joint health and safety committee who issued the stop work direction, or a Ministry of Labour, Training and Skills Development inspector, to cancel it. Only the certified members who issued the direction or a Ministry of Labour, Training and Skills Development inspector may cancel it.

————— What if the certified members do not agree with each other that dangerous circumstances exist? —————

If the certified members disagree, either member may ask a ministry inspector to investigate. The Act requires the inspector to investigate and provide both certified members with his or her written decision.

QUALITY MANAGEMENT SYSTEMS

**" Life isn't about finding yourself.
Life is about creating yourself By Following
the Correct Life Procedures "**

RIO ARABIA

" THE HOLDER OF THIS MANUAL IS CAUTIONED THAT THE INFORMATION CONTAINED HEREIN MUST NOT BE LOANED OR CIRCULATED OUTSIDE OF ERCAN Co. EXCEPT WHERE AUTHORIZED IN ACCORDANCE WITH ERCAN'S POLICIES AND ADMINISTRATION PROCEDURES. THIS MANUAL IS THE PROPERTY OF ERCAN Co. AND SHALL BE RETURNED WHEN REQUESTED "



SECTION 1 | SCOPE OF QUALITY MANAGEMENT

The Quality Management System (QMS), with ERCAN for Contracting policies, procedures and forms, provides the framework facilitating successful implementation of management system practices and risk management strategies to meet customer and contract requirements, relevant legislation and company objectives. The QMS is designed to ensure customer satisfaction, continuity and continual improvement of products produced and services provided. ERCAN has developed and implemented this QMS to improve overall performance and provide a framework for sustainable development initiatives. The purpose of the QMS is;

- The ability to consistently provide products and services to meet Customer and applicable statutory and regulatory requirements;
- Facilitating opportunities to enhance Customer satisfaction;
- Addressing risks and opportunities associated with its context and objectives;
- The ability to demonstrate conformity to specified QMS requirements.
- This QMS complies with the requirements of ISO 9001:2015 standard.

The Quality Management System Manual (manual) defines and describes the QMS and defines responsibilities and authorities of management personnel involved in the operation of the system, and to provide a general description of requirements of the standard as they apply to ERCAN.

This manual is divided into ten sections that correlate to the QMS sections of the ISO 9001:2015 standard.



SECTION 1 | SCOPE OF QUALITY MANAGEMENT

Section 1 : Scope of Quality Management

This manual describes the QMS, delineates authorities, inter relationships and responsibilities of the personnel responsible for performing within the system. The manual also provides procedures or references for all activities

comprising the QMS to ensure compliance to necessary requirements of the standard.

This manual is used internally to guide ERCAN's employees through the various requirements of the ISO 9001:2015 standard that must be met and maintained in order to ensure interested parties satisfaction, continuous improvement and to provide necessary instructions to create an empowered work force.

This manual is used externally to introduce our QMS to our Customers and other external organisations and/or individuals. The manual is used to familiarise the controls that have been implemented and to assure the integrity of the QMS is maintained and focused on interested parties' satisfaction and continuous improvement. This manual outlines policies, procedures and requirements of the QMS for products and services ERCAN supply and perform. It is used to help identify and control external and internal issues relevant to ERCAN to maximise Customer and employee satisfaction, meet statutory regulations and Customer requirements. It is emphasised that the QMS requirements specified in this standard are complementary (not alternative) to contractual law and regulatory requirements.



SECTION 2 | NORMATIVE REFERENCES

Section 2 : N. DEF. of Quality Management

The following documents were used as reference during the preparation of the QMS:

- International Standard ISO 9001:2015 /Quality Management system - requirements
- International Standard ISO 9001:2015 / Quality Management systems - fundamentals and vocabulary



SECTION 3 | TERMS AND DEFINITIONS



AUDIT

systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which the audit criteria are fulfilled.



AUDIT PROGRAM

set of one or more audits planned for a specific time frame and directed towards a specific purpose.



AUDIT CRITERIA

set of policies, documented information or requirements used as a reference against which audit evidence is compared.



APPROVED SUPPLIERS LIST

list of suppliers of materials or services which have been successfully audited by ERCAN as certified to supply on contracts specifying the quality standards within this manual.



BATCH (VOLUME OR LOT)

an identifiable collection of products, quantity of material, or a single type, grade, class, size or composition produced in the same facility under essentially the same conditions and at essentially the same time.



CALIBRATION

comparison of two instruments, measuring devices or standards, one of which is known as accuracy. It is carried out to detect, correlate, report, or eliminate by adjustments any variation in accuracy of the instrument or measuring device.



CHARACTERISTIC

any distinct property or attribute of a product, process or service that can be described or measured to determine conformance or nonconformance to specific requirements.



CUSTOMER

the organisation or its representative issuing a contract for procuring products or services.



CUSTOMER REPRESENTATIVE

The people appointed by the Customer to survey and verify the quality of the supplier's work.



CUSTOMER OWNED PROPERTY

any type of part, sub-assembly, fixture, accessories, manuals, drawings, computers, software, shipping containers that belong to a Customer.



CUSTOMER SATISFACTION

Customer's perception of the degree to which the Customer's expectations have been fulfilled.



COMPETENCE

ability to apply knowledge and skills to achieve intended results Context of the organisation - business environment combination of internal and external factors and conditions that can have an effect on an organisation's approach to its products, services and investments and interested parties.



CONTRACT

the written covenant and other documents agreed to and legally binding between Customer and supplier which specify requirements and conditions that must be met to successfully complete the work.



CONFORMANCE

fulfilment of a requirement. Correction - action to eliminate a detected nonconformity. Corrective action - action to eliminate the cause of a detected nonconformity or other undesirable situation.

SECTION 3 | TERMS AND DEFINITIONS



DEFECT

nonconformity related to an intended or specified use.



DISPOSITION

an action to determine whether or not production process and quality assurance programs are capable of producing a quality product or providing a quality service and generating evidence that supports decisions of acceptability.



DOCUMENTED INFORMATION

information required to be controlled and maintained by an organisation and the medium on which it is contained.



REGULATORY AUTHOR

the Federal, State, Territorial or Municipal agency having the lawful right and power to interrupt the law and exercise authority.



EFFECTIVENESS

extent to which planned activities are realised and planned results achieved.



IMPROVEMENT

activity to enhance performance.



INSPECTION

the examination, measurement and testing of characteristics of the products or services to determine acceptability and record the inspection area.



INSPECTION AND TEST POINT

a location or stage in the production cycle where inspection and testing are performed by personnel whose responsibility is to determine the acceptability of products or services and to record inspection and test data.



INVOLVEMENT

engagement in, and contribution to, shared objectives.



INTERESTED PARTY

person or organisation that can affect, be affected by, or perceive themselves to be affected by a decision or activity



INFRASTRUCTURE

System of facilities, equipment and services needed for the operation of an organisation.



MANAGEMENT

coordinated activities to direct and control an organisation.



MEASUREMENT

process to determine a value.



MONITORING

determining the status of a system, a process or an activity.



NON-CONFORMANCE

a deficiency in any characteristics, documentation or procedure which renders the quality of a product or service unacceptable or indeterminate or not according to specified requirements. Examples of non-conformance are: physical defects, test failures, inadequate documentation, and deviations from prescribed processing or from any other part of program.

SECTION 3 | TERMS AND DEFINITIONS



REQUIREMENT

need or expectation that is stated, generally implied or obligatory



RISK

effect of uncertainty on an expected result.



OUTSOURCE

make an arrangement where an external organisation performs part of an organisation's function or process.



PERFORMANCE

measurable result.



PROCESS

set of interrelated or interacting activities which transforms inputs into outputs.



PRODUCTION

all activities involved in the fabrication, assembly, construction, and erection of products to specified requirements.



STRATEGY

planned activities to achieve an objective.



SUPPLIER PROVIDER

person or organisation that provides a product or a service.



VALIDATION

confirmation, through the provision of objective evidence, that the requirements for a specific intended use or application have been fulfilled.



VERIFICATION

Confirmation, through the provision of objective evidence, that specified requirements have been fulfilled.



QUALITY

degree to which a set of inherent characteristics of an object fulfils requirements.



QUALITY ASSURANCE

all those planned and systematic actions needed to provide adequate confidence to the Customer that the products or services will satisfy specified requirements



QUALITY POLICY

Overall intentions and direction of an organisation related to quality as formally expressed by Senior Management.



QUALITY SYSTEMS PROCEDURE (QSP)

The section of the quality systems manual pertains to a specific requirement of the quality standard to which it has been written.

QMS

Quality Management System.

QMP

Quality Management Procedure.



4.1 Understanding the Organisation and its context

Established in 2020, **ERCAN** has developed sustainable scope of services within the Contracting and Construction industry . These services include; Commercial strip out (Mining/ Earth work), Fit-out , Infrastrucure & Project Management, Steelwork installation, Supply and installation of Access Monitoring Devices & Network, Geotechnical Services including the Maintenance / Supply .

Company Name	ERCAN for General Contracting Company
Business Address	RFDA 7229 / Acc. No. 31323522412
Registered Address	Building 7229 / Ayid Awadh Al Harbi Str.
Postal Code	13241 / Riyadh - Saudi Arabia
Admin Email	admin@ercanco.com
Website	www.ercanco.com
Certifications	ISO 9001:2015 / HES -MS

ERCAN has determined external and internal issues relevant to **ERCAN's** purpose and strategic direction that may affect our ability to achieve the intended results of QMS. This information is reviewed annually within the Management Review . See the table for details.

Type	Internal / External	Issues	Bias
Legal	External	The Company is compliant with legal obligation and has representation as required.	Positive
Tecchnological	Internal	The Organisation currently has adequate technological resources to consistently produce its products.	Positive
Supply Chain	External	Quality Issues pertaining to raw materials is addressed by multiple source suppliers.	Positive
Competition	External	The Organisation competes with companies with limited skills and sucess in the market and costs below average.	Negative
Political	External	Relationship with union is congenial local and national politics has minimal impact on our organisation.	Positive
Economics	External	Our products do not present any particular controversies and would not result in negative reactions from the public.	Netural
Statutory and Regulation	External	Organisation is compliant to all statutory and regulatory obligations organisa-tion engages and external HR company to ensure all obligations are met	Positive
Organisation Performance	Internal	Performance of the organisation is consistent	Positive
Infrastructure & Operations	Internal	<ul style="list-style-type: none"> Warehouse and office suitable to requirements. Processes and procedures are in place. Customer satisfactio is monitored 	Positive
Governance	Internal	<ul style="list-style-type: none"> Organisation is accredited with ISO9001 & HSE-MS. Organisation is audited annual to ensure compliance to ISO. Processes and procedures are in place and communicated to team. Decision making is clear. 	Positive
Employee	Internal	<ul style="list-style-type: none"> Availablitiy of skilled workforce in the area remains high. Employee turnover is low. Employee base is competent and multi skilled. 	Positive

SECTION 4 | CONTEXT OF THE ORGANISATION

4.2 Determining the scope of the Quality Management System

ERCAN Contracting ' Management Team has determined the interested parties, their needs and expectations and the process and monitoring requirements. Below in shows the detail.

Interested Party	Internal / External	Reason of Interest	Needs & Expectation of interested party	Needs & Expectation of ERCAN Co.	Processes, Monitoring & Analysis Requirements
Customers	External	Direct recipient of ERCAN products & Services	<ul style="list-style-type: none"> Provide timely, high-quality goods and/or services at low cost. Quick responses on any query or complaint. Follow all site rules and local laws. Follow quality management requirements. Warrant work provided. 	<ul style="list-style-type: none"> Customer satisfaction. Good level of customer engagement. Mutually beneficial long-term working relationship 	<ul style="list-style-type: none"> Management review. Regular catch up and or meetings with customers. Design and development of products & services. Operation & Maintenance manuals. Regulation relating to products & services
Employee	Internal	Responsible for realisation of our products & services	<ul style="list-style-type: none"> Safe work environment. Job security. Good work environment. Recognition & Reward. Timely wages with all applicable benefits to pay the cost of living. Professional development & growth via regular training. Competitive compensation. 	<ul style="list-style-type: none"> Loyalty to organisation. Concentration on work. Give 100% output. Work safely & within the low. Follow all policies & procedures developed by ERCAN. 	<ul style="list-style-type: none"> Informal Catch up with Projects Director. Performance Reviews. Direct Feedback. Management Review.
Community /Public	External	while a low risk failure of our products could impact on public safety.	<ul style="list-style-type: none"> No complaints relating to noise, pollution,waste & employees. Ethical behaviour. Compliance with statutory and regulatory requirements. 	<ul style="list-style-type: none"> Harmonious relationship. 	<ul style="list-style-type: none"> Management review.
Suppliers/ Subcontractors/ External providers	External	Provide supporting services and/or raw material to organisation	<ul style="list-style-type: none"> Continuous orders. Prompt payments within agreed payment terms. Good level of long-term working relationship. 	<ul style="list-style-type: none"> Competitive pricing. Loyalty of suppliers/external provides. Provides supplies & services on time without any defects or delays. Capable & Competent for the supply of quality products & services. 	<ul style="list-style-type: none"> Management review. Feedback from users.

SECTION 4

CONTEXT OF THE ORGANISATION

Section 4 : Determining Scope of QMS

Interested Party	Internal / External	Reason of Interest	Needs & Expectation of interested party	Needs & Expectation of ERCAN Co.	Processes, Monitoring & Analysis Requirements
Government & low enforcement agencies.	External	Dictate controlling regulations that impact on organisation products/ services.	<ul style="list-style-type: none"> Pay all applicable taxes & mandated obligations timely. Follow all local law & regulations. 	<ul style="list-style-type: none"> business support processes. 	<ul style="list-style-type: none"> Management Review. Government Guidelines.
Insurance Broker & Companies	External	Cover the risk factor of the organisation plant, machinery, products, services & people.	<ul style="list-style-type: none"> No claims/prompt payment of insurance premium. Effective risk management of QHSE. 	<ul style="list-style-type: none"> Timely & Quality support & advice. Timely payment of insured sum in case of any incident. 	<ul style="list-style-type: none"> Management Review. Annual Review of insurance requirements & premiums.
Certification Bodies	External	Assess conformity of the company against ISO & must be kept notified of changes.	<ul style="list-style-type: none"> Effective implementation of ISO standards with all relevant clauses in the organisation. 	<ul style="list-style-type: none"> Work/Customers recognise commitment and effort. Reliable with minimum cost. 	<ul style="list-style-type: none"> Management Review. Annual Audit.
Competitors	External	Provide challenges to our ability to provide products & services to customers.	<ul style="list-style-type: none"> Be more competitive/innovative. Ethical behaviour - impacts all in the industry. 	<ul style="list-style-type: none"> Be more competitive/innovative. Ethical behaviour - impacts all in the industry. 	<ul style="list-style-type: none"> Management Review.
Directors	Internal	Invest money & effort in organisation.	<ul style="list-style-type: none"> Sustained profitability/dividends. Return on investment. Good financial & legal compliance. Avoidance of fine or penalty. Transparency. 	<ul style="list-style-type: none"> Good working atmosphere. Develop and implement smooth business running policies. Support the work of Senior Management & Employees. 	<ul style="list-style-type: none"> Management Review. Annual Financial Statements.
Trade Union	External	Compliance to local labour laws	<ul style="list-style-type: none"> Effective implementation of national & local labour laws. 	<ul style="list-style-type: none"> Smooth flow of production without any interruption. 	<ul style="list-style-type: none"> Management Review. Feedback from site.

4.3 Quality Management System

ERCAN determined the boundaries and applicability of the QMS to establish its scope. As depicted in the picture below, the scope has been defined using the external and internal issues and services defined in Section 4.1



The scope of **ERCAN's** QMS is maintained as part of the annual Management Review and audit requirements of the standard ISO 9001:2015.

An exclusion to the standard in the context of the **ERCAN** relates to clause 8.5.1. f, validation of processes for production and service. Justification for this is **ERCAN** can verify the output of product through measurements, fit checks, and visual inspections.



5.1 Leadership & Commitment

5.1.1 General

ERCAN management team are actively involved in implementing the QMS take accountability for its effectiveness. The management team have outlined the vision and strategic direction for growth of the QMS and established quality objectives and the quality policy.

The **ERCAN** management team provide leadership and management to the development and implementation of the QMS. The management team are continually improving its effectiveness by communicating to the organisation the importance of meeting requirements , working with the quality policy, quality objectives, understanding the organisation, conducting management reviews of the QMS and ensuring the availability of necessary resources. Leadership provides integration of QMS requirements into the business processes of the organisation, promoting the use of the process approach and risk-based thinking , engagement and motivation of the personnel to contribute to the effectiveness of the QMS, supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

5.1.2 Customer Focus

ERCAN strives to identify and meet current and future Customer requirements and expectations. **ERCAN** Management Team ensures that Customer needs and expectations are determined for each project undertaken, convert to requirements, and meet them with the aim of enhancing Customer satisfaction. Identifying risks and opportunities that can affect the conformation of products and services and Customer satisfaction are determined and addressed. Statutory and regulatory requirements are determined and carried out according to the following policies:

- [Actions to address risks and opportunities: Section 6.1](#)
- [Control of documented information: Section 7.5.7](#)
- [Operational planning and control: Section 8.1](#)
- [Customer communication: Section 8.2.1](#)
- [Determination of Requirements Related to the Products and services: Section 8.2.2](#)
- [Review of Requirements Related to the Products and services: Section 8.2.3](#)
- [Release of products and services: Section 8.6](#)
- [Customer Satisfaction: Section 9.1.2](#)

ERCAN management ensures through Management Reviews and communication with our employees, that customer satisfaction is a continuous focus of our efforts.

5.2 Quality Policy

5.2.1 Establishing the QB.

ERCAN Management team is responsible to ensure that the quality policy:

- Is appropriate to the purpose and context of ERCAN
- Includes a commitment to comply with requirements and continually improve the QSM
- Provides a framework for establishing and reviewing quality objectives
- Is reviewed for continuing suitability during the Management Review Process

5.2.2 Communicating the quality policy.

ERCAN management team shall communicate the quality policy to all employees and make accessible to maintain high standards within our organisation ERCAN shall ensure the quality policy is:

- Available in the form of documented information, is communicated and understood within
- Is communicated, understood and applied within the organisation
- Available to the relevant interested parties

5.3 Organisation rules, responsibilities & authorities:

An organisational chart has been established to show the interrelation of personnel in the organisation. Position descriptions define the responsibilities and authorities of the positions in, and are reviewed and approved by management for adequacy. A complete organisational chart is shown in Fig. 5.1 below. The management team have the following responsibility and authority;

- Ensuring QMS conforms to the requirements of international standard ISO 9001:2015
- Ensuring interaction of processes and can achieve planned results
- Reporting on results achieved by the QMS, possibilities for improvements and the needs of changes or innovations.
- Maintain QMS integrity when planning and implementing changes
- Promote awareness of Customer focus throughout the organisation
- Act as a liaison with external parties such as Customers or auditors on matters relating to the QMS.
- Resolve matters pertaining to quality issues.

The management team also has the organisational freedom are responsible to resolve matters pertaining to quality management issues. The responsibility of a management team include liaison with external parties on matters relating to the QMS.

6.1 Action to address risks & opportunities

By using the information defined in Section 4.1 and Section 4.3, ERCAN addresses the risks and opportunities and integrated into QMS processes. Below are identified key quality risks and opportunities.

Interested Party	Concern	Risk	Opportunity
Suppliers	Their reputation & quality/delivery price influences	<ul style="list-style-type: none"> Non-conformance. Non-competitive pricing. 	<ul style="list-style-type: none"> Superior performance.
Employees	<ul style="list-style-type: none"> Do they have pride of workmanship? Loss of key personnel. 	<ul style="list-style-type: none"> Controls service quality. 	<ul style="list-style-type: none"> Source of innovation. Build company culture.
Customers	<ul style="list-style-type: none"> Failure to meet customer expectations. Increased competition. 	<ul style="list-style-type: none"> Loss of Reputation. Loss of Future work. Loss of market share. 	<ul style="list-style-type: none"> Identify gaps & build service to meet exceed expectations.
Directors/Senior Management	Lack of focus on company direction.	<ul style="list-style-type: none"> Looking for short-term return on investment. Focus on short goals, no long-term planning 	<ul style="list-style-type: none"> Supports re-investing. Effective business planning.
Community	Impact on our reputation and ability to deliver services	<ul style="list-style-type: none"> Demands which reduce profits. 	<ul style="list-style-type: none"> Promotes Development. Creates opportunities.

Actions taken to address risks and opportunities are proportionate to the potential impact on the conformity of products and services.

6.2 Quality objectives & planning to achieve them.

Quality objectives are established for corresponding levels and processes throughout the organisation to implement the quality policy, to meet requirements for product and processes, and to improve the QMS and

- Policy objectives are principal, strategic objectives that apply to the entire organisation
- Quality performance objectives set specific, measurable targets for improving operational performance ensuring process conformity and customer satisfaction. They apply to departments and functions having direct responsibility for activities that require improvement. Performance objectives are established by ERCAN Management Team and monitored within the framework of management reviews. Goals take in to account applicable requirements and are related to product conformity and customer satisfaction. These are monitored, communicated to personnel and updated as necessary.



When planning to achieve quality objectives, necessary actions, resources, people responsible, deadlines and evaluation types are determined.

6.2 Quality objectives & planning to achieve them.

ERCAN retains documented information on quality objectives . The **ERCAN** management team reviews the metrics to identify where goals are and are not being met through management review. Performance metrics are communicated for employee review and information. Where short falls are identified , ERCAN management team may revise objectives, issue corrective action requests, or take other appropriate action to address the issues.

Objective	Measures	KPI's	Responsible	Timeframe
Achieving customer satisfaction by maintaining open communications and developing an understanding of customer's needs and expectations. ERCAN will align its systems through adequate planning to these needs and expectations.	Direct feedback from customer. Nonconformities, suggestions and compliments register ITP - customer signature to approve project is handed over defect free first time.	Trend of feedback type	All staff	Ongoing
A safety culture by ensuring that potential risks are captured and actioned at an early stage in the project lifecycle, by utilising review processes and by the use of competent personnel, sub-contractors and vendors.	Hazards identification at the beginning of the job using SWMS, continual reviews of SWMS if new hazards are identified.	Incident Statistics	All staff	Ongoing
Maintaining compliance with contractual, statutory and regulatory requirements within its business and project activities.	Register of contractual, statutory and regulatory requirements that is reviewed annually at management review meeting.	Register / reviewed / Annually	CEO	Ongoing
Effective communication by provision of relevant policies, procedure, training and accessibility to relevant information.	Documented communication framework available to all staff. face to face communication team days toolbox talks employee handbook regular check in on site	Employee feedback	Directors	Ongoing
availability of adequate resource by provision of organisational structure, utilities, equipment, and suitable work environments to enable offices and project team to achieve an effective output at all levels.	Documented and published organisation chart position descriptions for all positions training register	Position / Description /Kept updated / Training / Register	Directors	Ongoing
Continuous improvement by promoting a learning culture within the organisation and ensuring the availability of knowledge across all our work.	toolbox talks internal and external training VOC team meetings site meetings register providing feedback to teams via operational team.	Meeting notes	All staff	Ongoing
Our People by personnel and skills and development and career growth opportunities.	toolbox talks internal and external training VOC team meetings check ins.	Meeting notes	Directors	Ongoing

6.3 Planning of changes.

QMS requirements and processes are planned to ensure that the system is appropriate for its intended purpose, effective and efficient. The purpose of the QMS is;

- To achieve the quality policy
- To ensure and demonstrate our ability to consistently provide services and products that meets Customer requirements
- To ensure a high level of customer satisfaction
- To facilitate continual improvement
- To comply with requirements of the ISO 9001:2015 quality standard.

QMS planning also ensures that the integrity of the quality management system is maintained when changes to the QMS are planned and implemented. When planning changes, the purpose of change, distribution of responsibility and authority are considered. Quality management system planning shows our commitment to the development, correction, maintenance, and continual improvement of our QMS.



7.1 Resources

7.1.1 General

ERCAN Management Team is committed to providing adequate resources for the implementation and improvement of the QMS, and for addressing customer satisfaction. Resources required for implementation and improvement of the QMS and for increasing customer satisfaction may include personnel, suppliers, documentation, equipment, infrastructure, work environment, and financial resources. ERCAN Management Team are responsible for determining resource requirements for the implementation and improvement of the QMS, and for addressing customer satisfaction. The possibilities and restrictions of the internal resources as well as feasibility and challenges of using external providers are determined in the resource management processes. The principal forum for determining and communicating resource requirements is management review of the QMS.

7.1.2 People

ERCAN identifies personnel training needs, provides required training, and evaluates the effectiveness of the training provided. Personnel assigned to perform specific tasks, operations and processes are qualified on the basis of appropriate education, experience or training. Employees are made aware of the relevance and importance of their activities and how they contribute to the achievement of quality objectives. Records of personnel qualifications and training are maintained.

7.1.3 Infrastructure

To carry out the processes and achieve conforming product ERCAN has determined the infrastructure needed. This includes, as applicable;

- Buildings, workspace and associated utilities.
- Tools and equipment.
- Process equipment (both hardware and software).
- Transport.
- Information and communication technology.

As new infrastructure requirements arise, they will be documented in quality plans. Existing infrastructure is maintained to ensure product conformity.



7.1.4 Environment for the operation of processes.

It is the responsibility of ERCAN Management Team to identify and manage both the human and physical factors of the work environment that are necessary to carry out the processes and achieve conforming product. To ERCAN such factors include but are not limited to;



The management review process in Section 9.3 periodically assesses ERCAN work environment to ensure that the conformity of product can be achieved. These reviews of work environment conditions address the following issues;

- Assessment of product and service requirements to identify where human and/or physical factors will affect product and service quality (also conducted during advanced product and service quality planning, see Section 8.1).
- Assessment of current working environment conditions to determine if the work environment is suitable to achieve conforming product and services
- Implementation of work environment improvements needed to achieve conforming product and services
- Continual assessment of work environment to ensure that adequate human and physical factors are maintained.
- Work environment requirements are also identified and reviewed during the Health and Safety meetings.



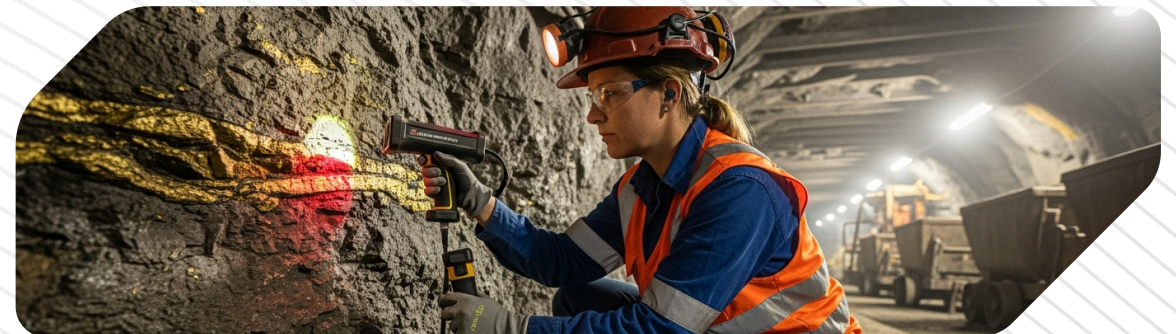
7.1.5 Monitoring & Measuring Resources.

ERCAN has determined the monitoring and measurement to be undertaken and the monitoring and resources to provide credible and reliable results. The structure of the resources include the monitoring and measuring equipment and a documented procedure and people who conduct monitoring and measuring. A documented procedure outlines the processes used to control monitoring and measurement; the processes are carried out in a manner that is consistent with the monitoring and measurement requirements. Where necessary to ensure valid results, measuring equipment is;

- Calibrated or verified at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards
- Adjusted or re-adjusted as necessary
- Identified to enable the calibration status to be determined
- Safeguarded from adjustments that would invalidate the measurement result.
- Protected from damage and deterioration during handling, maintenance and storage

In addition, ERCAN assesses and records the validity of the previous measuring results when the equipment is found not to conform to requirements and takes appropriate action on the equipment and any product affected . Records of the results of calibration and verification are maintained. The calibration system defines the extent and frequency of calibration to ensure that all inspection,

measuring, test equipment and measurement standards used have the necessary controls and accuracy to perform the required measurements. Equipment requiring calibration is identified and tracked through periodical recall and calibrated using documented procedures against certified equipment having a known value relationship to National or International Standards . Safeguards are used to prevent adjustments and modifications that would invalidate the calibration settings. Equipment is utilised in environmental conditions suitable for the calibration, inspections, measurements and tests being performed and in a manner consistent with require measurement capability. Handling , transporting and storing of measuring equipment is done so as to prevent abuse, misuse, damage or change in dimensional or functional characteristics. The records of calibration contain as a minimum , a description of the equipment and a unique identification number, date on which each calibration was performed,



7.1.5 Monitoring & Measuring Resources.



calibration interval, results obtained and action taken when results are unsatisfactory. These records are made available to the customer’s representative for review upon request and are maintained in accordance with section 7.5.3. Requirements of the personnel, who conducts monitoring and measuring, are determined and carried out. In the event measurement equipment is found not to conform, ERCAN measures all products deemed acceptable with that equipment with another instrument. If product is deemed acceptable material continues according to normal operating procedures. In cases where discrepant material has already been shipped to customers, appropriate follow-up actions are performed and recorded to ensure customer satisfaction.

7.1.6 Organisational Knowledge.

ERCAN considers knowledge an important resource to carry out processes and achieve conformity of product and services. Knowledge is defined, maintained and made available according to the diagram shown in Table 7.1.6, Managers and process owners review changing needs and trends, take into account existing knowledge and determine how to acquire or obtain access to the necessary additional knowledge.

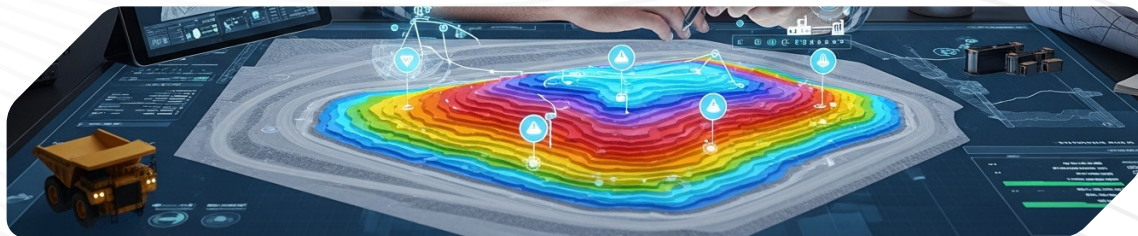
Nature of Knowledge	Knowledge Media	Types of Transfer	Transfer is Initiated
Experience & traditions of the organisation	Lead Specialists & Veterans.	Meeting & Training (students at higher level becomes a teacher to the lower level).	According to the "training program"
Special Knowledge on the issue	<ul style="list-style-type: none"> Projects Director Projects Manager 	Meeting Workshop	By process owner, when necessary
Trends of Development	<ul style="list-style-type: none"> Management team 	Meetings, Brainstorming	By management decision
Know How	<ul style="list-style-type: none"> Management team, project 	Meetings, Professional development training	<ul style="list-style-type: none"> According to the professional development programs. By process owner decision.
Standards	<ul style="list-style-type: none"> Organisation's library 	Reading	<ul style="list-style-type: none"> By process owner decision. By employee decision.
Best Practices	<ul style="list-style-type: none"> Management team. Specialists project. 	On job training Apprenticeships	<ul style="list-style-type: none"> According to the professional development programs. By process owner decision.
New trends for technology development	<ul style="list-style-type: none"> Management team. 	Professional development	<ul style="list-style-type: none"> According to the professional development programs. By process owner decision.

TABLE 7.1.6 DIAGRAM OF KNOWLEDGE DEFINITION, MAINTENANCE, AND TRANSFER.

7.2 Competence

Identification of Training Needs and Awareness Programs - The Management Team has identified training needs and qualification requirements. In addition, training needs are of ten identified in response to corrective and preventive action requests, as inadequate training may cause nonconformities. Awareness and Training Programs - ERCAN provides the following training and awareness programs, as appropriate:

- QMS Awareness Training : Explains the products and services we provide and how the QMS contributes to the overall objectives of ERCAN . Also provides awareness of applicable procedures relevant to a particular task.
- Job Training: Trains personnel on the various tasks associated with each job description.
- Verification of Competency – Trains personnel on use of equipment and once competent level is reached the employee will receive sign off for use of equipment.



Effectiveness of Training - Effectiveness of training may be evaluated using the following approaches:

- Performance evaluation of personnel by Site Supervisor or Project Manager;
- Verification of competency signed off
- Consideration of competency and training when investigating causes of QMS failures and product or process nonconformities.

Training Records - Training records are maintained including the as-hired qualification records , such as diplomas, degrees, and certificates of qualification , training, and work experience.

7.3 Awareness

ERCAN Management Team ensure personnel and external providers performing work under the control of the organisation are aware of the quality policy and corresponding quality objectives, their impact on the effectiveness of the QMS and the consequences of non-compliance with the QMS through training, briefings and meetings.



7.4 Communications

ERCAN determines internal and external communication relevant to QMS, including object of communication, when communication occurs, participants and methods of communication. To carry out internal communication, employees at ERCAN have sufficient authority and the organisational freedom to identify, document, and communicate any issues related to the processes of the QMS and their effectiveness. In line with ERCAN policy of leadership through employee involvement, ERCAN's personnel policies have established open communication throughout the organisation. The effectiveness of our QMS is evident through Internal Audit results, Corrective and Preventive Actions, customer feedback, and the departmental performance measures.

Internal Audit results, customer feedback, Corrective Actions and Preventive Actions are shared as appropriate. Customers, external providers, certification body and the consultants are the subjects of external communication relevant to QMS. Interaction with customers, including QMS issues, is defined in 'Customer Communication' process and procedures (section. 8.2.1). Interaction with external providers, including QMS issues, is defined in 'Purchasing' process and procedures (section 8.4). The terms and content of interaction with the certification body and the consultants relevant to QMS are defined by ERCAN Management team according to their responsibility and authority.

7.5 Documented Information.

7.5.1 General

The Documented information of **ERCAN** includes 2 categories and 4 levels. The Categories of documented information are the Regulatory Requirements Documents, according to which the activities are carried out and the Records , providing the evidence of conformity to requirements and of the effective operation of the QMS.

ERCAN maintains a documented QMS as a means to ensure that products and services conform to specified requirements. The following four levels of documented information are utilized and maintained to meet the requirements of ISO 9001:2015 and, where it is necessary, to ensure adequate control. Customer specific requirements and other Customer-specific manuals and procedures are incorporated into the four level documented QMS as appropriate.

7.5.2 LEVEL 1: Quality Policy, Quality Objectives, Quality Manual.

In the Quality Policy the Organisation's Leadership publicly determines the main principles and priorities that they will adhere regarding all the Interested Parties. Quality Objectives are measurable documented improvement indicators that are established for corresponding levels and processes throughout the organisation to implement the Quality Policy, to meet requirements for product and processes, and to improve the QMS and performance. The Quality Manual has been prepared to describe ERCAN's QMS and includes the following: The scope of the QMS, and details of and justification for any exclusion. Reference to QSP established for the QMS which clearly show the relationship between the requirements of the standard and documented procedures ;and A process flow chart that clearly identifies the description and interaction between the processes of the QMS.

7.5.3 LEVEL 2: QSP.

QSP define processes in accordance with the ISO 9000 series standards and are used to specify who does what, when , where , how it is performed, and what documentation is used to verify that the quality activity was executed as required.



7.5.4 LEVEL 3: Safe Work Procedures & Documents Of External Origin.

Safe Work Procedures are used by ERCAN to detail how particular tasks are to be performed where the absence of such instructions would adversely affect quality. Documents of external origin – are the laws, international, regional, national and industry standards, specifications and other documents, which follows to ensure compliance with national legislation, the legislation of the countries where they export their products and improve safety and Customer satisfaction.

7.5.5 LEVEL 4: Records & QSF

Records are used by ERCAN to provide assurance and evidence that the required product or service quality was achieved, and that's quality management system has been implemented correctly. QSF refer to tags, labels, stickers, preprinted sheets, stamps, and other means to identify the status of

materials, products, equipment, gauges, and other devices used to achieve the specified requirements.

7.5.6 Creating & Updating

When creating and updating documented information ERCAN ensures the following:

- Identification and description.
- Format and media.
- Review and approval for suitability and adequacy.

7.5.7 Control of Documented Information.

Documented information required by ERCAN's QMS are controlled to ensure:

- It is available and suitable for use, where and when it is needed;
- It is adequately protected from loss of confidentiality, improper use, or loss of integrity.



For the control of documented information, ERCAN carries out the following activities, as applicable:

- Distribution, access, retrieval and use.
- Storage and preservation, including preservation of legibility.
- Control of changes.
- Retention and disposition.

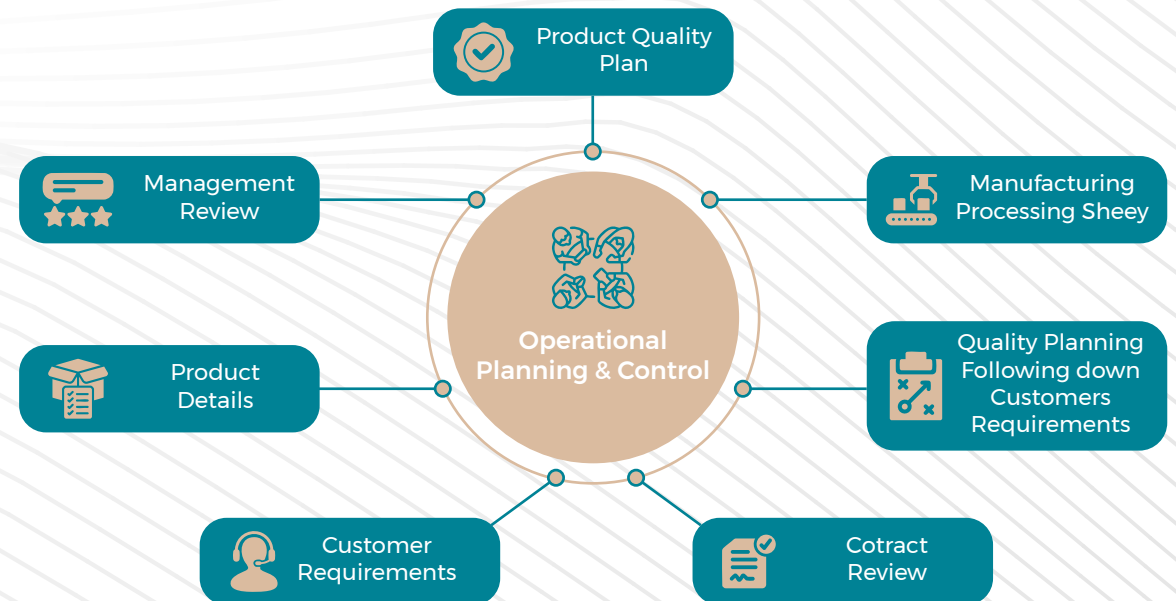
Documented information of external origin determined by the ERCAN to be necessary for the planning and operation of the QMS are identified as appropriate and controlled. Creating, updating and control of documented Information is carried out according to Q SP 7.5 Control of Documented Information.

8.1 Operational Planning & Control.

ERCAN plans, implements and controls the processes (sec. 4.4) needed to meet the requirements for the provision of products and services, and to implement the actions determined in sec.6. Operational planning processes includes determination of quality objectives for products, development of required processes and process documentation, and establishment of verification programs. The plan also defines requirements for records necessary to demonstrate process and product conformity. Operational planning and control is required before new products or processes are implemented. During this planning, management or assigned personnel identify:

- Requirements for the products and services;
- Criteria for the processes and the acceptance of products and services;
- Resources needed to achieve conformity to the product and service requirements;
- Control of the processes in accordance with the criteria;
- Documented information to the extent necessary to have confidence that the processes have been carried out as planned and to demonstrate the conformity of products and services to their requirements.

The output of operational planning and control includes documented quality plans, resource requirements, processes, equipment requirements, procedures, test data, and design outputs.



8.2 Requirements for Products & Services.

8.2.1 Customer Communications.

ERCAN has implemented an effective practice for communicating with Customers in relation to:

- Product and Services Information
- Enquiries, contracts and order handling, including amendments
- Customer Feedback, including Customer complaints
- Specific requirements for contingency actions, when relevant.

Appropriate handling of communications can reduce Customer dissatisfaction in situations and in many cases turn a dissatisfying scenario into a satisfying experience. The Projects Director are responsible for establishing communication methods to ensure inquiries, contracts or order handling, including amendments, and Customer feedback, including Customer complaints which are handled expeditiously and professionally. The Customer Relationships and Sales Managers' responsibility is directing the business acquisition,

retention and product development efforts of, including external communications. The Customer Relationships and Sales Manager is the primary Customer contacts for product and service information.

ERCAN is committed to addressing all documented Customer inquiries that reside within the organisation's system. The Customer Relationship & Sales Manager has the primary responsibility to address all Customer related issues in regard to the quality of our products and services. They are the key contact in regard to questions pertaining to AKT Constructions QMS.

ERCAN exercises care with Customer property while it is under the organisation's control or being used.

8.2.2 Determine the Requirements for Products & Services.

Product requirements are determined to include Customer requirements, statutory or regulatory requirements (if applicable), and other necessary requirements that may not be specified by the Customer. Customer RFQ's are reviewed to ensure contract requirements are defined and can be met, and to resolve any incomplete or conflicting requirements. Verbal orders are confirmed in writing before acceptance. Order amendments and changes are likewise reviewed and are communicated to all relevant functions. Arrangements for communication with Customers relating to product information, Customer feedback and complaints are defined and implemented. Where appropriate, operational procedures and instructions for these activities are established and implemented. When determining the requirements for the products and services to be offered to Customers, ERCAN ensures that:

- The requirements for the products and services are defined, including any applicable statutory and regulatory requirements and those considered necessary by the organisation.
- The organisation can meet the claims for the products and services it offers.

8.2.3 Review of the Requirements for Products & Services.



ERCAN ensures that it has the ability to meet the requirements for products and services to be offered to Customers. **ERCAN** conducts a review before committing to supply products and services to a Customer, to include:

- Requirements specified by the Customer, including the requirements for delivery and post-delivery activities.
- Requirements not stated by the Customer, but necessary for the specified or intended use, when known.
- Requirements specified by the organisation.
- Statutory and regulatory requirements applicable to the products and services.
- Contract or order requirements differing from those previously expressed.

ERCAN ensures that contract or order requirements differing from those previously defined are resolved. The Customer's requirements confirmed before acceptance, when the Customer does not provide a documented statement of their requirements. **ERCAN** retains documented information, as applicable both on the results of the review and on any new requirements for the products and services.

8.2.4 Changes to Requirements for Products & Services.



ERCAN ensures that relevant documented information is amended, and that relevant persons are made aware of the changed requirements, when the requirements for products and services are changed.

8.3 Design & Development of Products & Services.

8.3.1 General

ERCAN establishes, implement and maintains a design and development process that is appropriate to ensure the subsequent provision of products. The 'Design and Development' phase is the most important phase in the life cycle of a product. **ERCAN** determines the stages required, the review, verification and validation appropriate to each stage, and the responsibilities and authorities for design and development. The inherent quality, effectiveness, safety and Customer satisfaction of a product or service are established during these stages. To ensure that specified requirements are met, the following activities as applicable for the design project will be performed.



8.3.2 Design & Development Planning.

Design and development is planned using an established plan format to bring a product from concept thru design, development, testing, and through to execution. While all stages of the design plan may not apply to all types of products and services, the same basic format is used for design of all products. In determining the stages and controls for design and development ERCAN considers:

- The nature, duration and complexity of the work and development activities.
- The required process stages, including applicable design and development reviews.
- The required design and development verification and validation activities.
- The responsibilities and authorities involved in the design and development process.
- The internal and external resource needs for the design and development of products and services.
- The need to control interfaces between persons involved in the design and development process.
- The need for involvement of Customers and users in the design and development process.
- The requirements for subsequent provision of products and services.
- The level of control expected for the design and development process by Customers and other relevant interested parties.
- The documented information needed to demonstrate that design and development requirements have been met.

8.3.2 Design & Development Planning.

Each product is assigned to a Project Manager to guide and monitor the process. The Project Manager is responsible for planning and carrying out all stages of the design and including the development process, and may delegate tasks to qualified personnel as needed.

8.3.3 Design & Development Inputs.

Inputs to design and development planning include:

- Functional and performance requirements.
- Information derived from previous similar design and development activities.
- Statutory and regulatory requirements.
- Standards or codes of practice that the organisation has committed to implement.
- Potential consequences of failure due to the nature of the products and services.
- Labour requirements.

Project Manager ensures that:

- Inputs are adequate for design and development purposes, complete and unambiguous.
- Conflicting design and development inputs are resolved.
- Records (protocols) confirming the review of the functional requirements (FRS), projects complete d earlier (prototypes and analogs), previo us quot es, legislative and regulatory requirements, standards, or regulation to which the organisation conforms, the potential consequences of failure (calculations, expert opinions) are retained.



8.3.4 Design & Development Controls.

When managing the design and development Project Manager ensures that:

- The results to be achieved are defined.
- Reviews are conducted to evaluate the ability of the results of design and development to meet requirements.
- Any necessary actions are taken on problems determined during the reviews, or verification and validation activities.

Verification and validation are performed to ensure that design and development outputs meet input requirements. Verification and validation may take the form of measurement and/or testing. Records of design, verification and validation are maintained.

8.3.5 Design & Development Outputs.

Outputs from the design and development process are provided in a form that enables verification against design inputs and are approved prior to release.

Design and development outputs:

- Meet the input requirements.
- Are adequate for the subsequent processes for the provision of products and services.
- Include or reference monitoring and measuring requirements, as appropriate, and acceptance criteria.
- Specify the characteristics of the products and services that are essential for their intended purpose and their safe and proper provision.

8.3.6 Design & Development Changes.

Design or job scope changes are identified and recorded. Changes are reviewed, verified and validated as needed, and approved prior to implementation/execution. If applicable, the review of changes includes evaluation of the effect of the changes on related parts and on product or service already delivered. Design and development changes, the results of reviews, the authorization of the changes, the actions taken to prevent adverse impacts are recorded.

8.4 Control of Externally Provided Processes, Products & Services.

8.4.1 General

Purchasing documents clearly and completely describe ordered products, including quality requirements. Purchasing documents are created using ERCAN's project Management software, Xero, reviewed and approved prior to release. Purchased products are verified before they are used or provided.

ERCAN is responsible for the quality of all products purchased from external providers, including Customer designated sources. **ERCAN:**

- Maintains a register of approved external service and material providers that includes the scope of the approval.
- Periodically reviews external provider's performance, records of these reviews are used as a basis for establishing the level of controls to be implemented.
- Defines the necessary actions to take when dealing with external providers that do not meet the requirements.
- Ensures where required that both ERCAN and all external providers use Customer approved special process sources.
- Ensures that the function having responsibility for approving external providers' management system has the authority to disapprove the use of sources.

8.4.1 General

All new external providers whose product, service or processes have impact on the quality of product, service or processes provided by ERCAN are evaluated with regard to their quality and process capability. The criteria for selection of suppliers are defined in a documented procedure. Suppliers that meet the criteria will be approved and added to the Approved External Providers List. Products and/or services may be purchased only from suppliers who are listed on the Approved External Providers List. Records of external providers' evaluations and performance are maintained in accordance with procedure QSP 7.5 Control of Documented Information.



8.4.2 Type & Extent of Control.

ERCAN ensures that:

- Externally provided processes, products and services don't adversely affect the organisation's ability to consistently deliver conforming products and services to its Customers;
- Externally provided processes remain within the control of its QMS.

Quality performance of suppliers is monitored by delivery time and number of product rejects or service quality. Suppliers demonstrating inadequate performance may be asked to implement corrective action. If the requested corrective action is not implemented and there is no improvement in performance, the supplier will be removed from the Approved External Providers List.

ERCAN has established and implemented a receiving inspection or other activities necessary for ensuring that purchased product meets specified purchase requirements. Verification activities may include:

- Obtaining objective evidence of the quality of the product from external provider (e.g. Accompanying documentation, certificate of conformance, test reports, statistical records, process control)
- Inspection and audit at the external providers premises.
- Review of the required documentation.
- Inspection of products upon receipt.
- Delegation of verification to the external provider, or external provider certification. Purchased product shall not be used or processed until it has been verified as conforming to specific requirements unless it has been released under positive recall procedure.

8.4.2 Type & Extent of Control.

Where **ERCAN** utilises test reports to verify purchase product, the data in those reports is acceptable per application specifications. periodically validates test reports for raw materials.

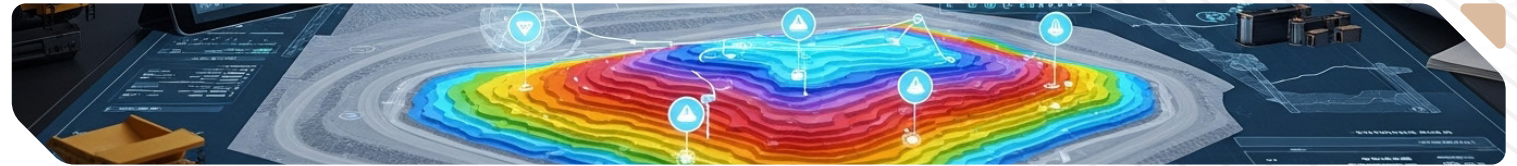
Where delegates verification activities to the external provider, the requirements for delegation are defined and a register of delegations maintained.

Where or its Customer intends to perform verification at the external provider's premises, states the intended verification arrangements and method of product release in the purchasing information.

Where specified in the contract, the Customer or the Customer's representative is afforded the right to verify at the supplier's and/or Company premises that subcontracted product conforms to the specified requirements.

Verification by the Customer is not used by as evidence of effective control of quality by the external provider and does not absolve of the responsibility to provide acceptable product, nor does it preclude subsequent rejection by the Customer.

8.4.3 Information for External Providers.



ERCAN uses purchase orders (PO's) to describe the product or services to be purchased. Purchase Orders are created in Xero , by designated individuals within. Purchasing documents are reviewed for adequacy and approved by Project Manager or Project Administrator prior to release. Purchasing documents clearly describe the product to be purchased , including , where appropriate, the following:

- Quantity required
- Product part number and description
- Material requirements
- Quality requirements
- Pricing
- Delivery requirements
- Approval of products, services, methods, processes and equipment
- Competence, including any required qualification of persons
- External provider's interactions with the Organisation
- Control and monitoring of the external provider's performance to be applied by the organisation
- Verification or validation activities that the organisation, or its Customer, intends to perform at the external provider's premises.

8.5 Production & Service Provision.

8.5.1 Control of Production & Service Provision.

ERCAN plans and carries out production and service provision under controlled conditions.

Controlled conditions include, as applicable:

- The availability of information that describes the characteristics of the product and the results to be achieved
- The availability of work instructions, as necessary
- The use of suitable equipment
- The availability and use of suitable monitoring and measuring resources
- The implementation of monitoring and measurement activities at appropriate stages to verify that criteria for control of processes or outputs, and acceptance criteria for products and services, have been met.
- The implementation of release , delivery and postdelivery activities
- The appointment of competent persons, including any required qualification . Accountability for all product during manufacture (e.g ., parts quantities, split orders, nonconforming product)
- The implementation of actions to prevent human error
- Evidence that all manufacturing and inspection operations have been completed as planned, or as otherwise documented and authorised
- Provision for the prevention, detection, and removal of foreign objects
- The use of suitable infrastructure and environment for the operation of processes , utilities and supplies such as water, compressed air, electricity and chemical products
- Criteria for workmanship, which is stipulated in the clearest practical manner (e.g ., written standards, representative samples or illustrations).

8.5.1 Control of Production & Service Provision.

Manufacturing Procedures, Routes, Inspection Control Plans, and Service Procedures define ERCAN plan for manufacturing and services. These quality control plans provide detailed planning for all phases including the methods and equipment to be used and workmanship criteria. This detailed planning will be documented for each product and/or process in the form of work instructions, drawings or specifications. ERCAN maintains a record for each batch of product that provides traceability and identifies the amount manufactured and released for distribution. This record is verified and approved.

8.5.2 Property Belonging to Customers or External Providers.

ERCAN exercises care with property belonging to customers or external providers while it is under the organisation's control or being used. ERCAN follow their procedures for the control, storage, maintenance and accounting of Customer furnished materials, tooling and equipment including data used for design, production and/ or inspection provided to for the performance of work under a specific contract or contracts. The procedures are submitted to the Customer or Government as applicable.

Verification by ERCAN does not absolve the Customer of the responsibility to provide an acceptable product. Customer furnished property used for incorporation in ERCAN products is stored and handled in accordance with existing procedures applicable to 's purchased materials. The material is examined at normal inspection points and if damage has occurred after receipt, or if the material is lost, or otherwise unsuitable for use ; this condition is handled as nonconforming material and the Customer is notified.



8.5.3 Preservation.

ERCAN preserves the conformity of outputs during internal processing and delivery to the intended destination. Procedures include instructions for identification, handling, packaging, storage and protection. Preservation of outputs also includes, where applicable, in accordance with product specifications and/or applicable regulations, provisions for:

- Cleaning;
- Prevention, detection and removal of foreign objects;
- Special handling for sensitive outputs;
- Data sheet with product specifications



ERCAN ensures that documents required by the contract/order to accompany the product are present at delivery and are protected against loss and deterioration.

8.5.4 Post Delivery Activities.

Customer Service is carried out during Post-delivery activities; it includes Operations and Maintenance Manual (O&Ms), warranty, maintenance services and repairs. Liabilities for actions under warranty provisions are specified in the O&M Manuals: the warranty period; the countries in which the warranty is in effect; warranty terms; warranty procedure. In determining the extent of post-delivery activities that are required, consider statutory and regulatory requirements.

8.5.5 Control of Changes.

Changes for production or service processes can be initiated by:

- Leadership (cl.9.3), including Project Managers and Supervisors (e.g. modernisation based on the context of the organisation analysis results (cl.4.1), need s o f interested parties (cl.4. 2) or Customer feedback (cl.5.1.2);

- Fabrication department when vulnerability is detected and (or) opportunities for improvement are identified (cl.4.4, cl.6.1), etc.

Fabrication department reviews and monitors changes for production and ensures the controlled fabrication conditions after the changes. Service process changes are reviewed onsite by Project Manager and Supervisor and changes are documented in onsite job steps identified in safety documentation. Records of results of the review of changes, the persons authorising the change, and any necessary actions arising from the review are maintained in accordance with procedure QSP 7.5 Control of Documented Information.



8.6 Release of Products & Services.



ERCAN monitors and measures the characteristics of the product or service in receiving inspection, in process inspection, and final inspection to verify that requirements are met. Documented procedures have been established for product and service inspection. Records of inspection include evidence of conformity with the acceptance criteria and traceability to the person authorizing the release. Records of inspection are maintained in accordance with procedure QSP 7.5 Control of Documented Information. Inspection status is determined by location of product. No product is used or distributed until the required inspections have been completed or otherwise verified as conforming to our specified requirements. Products that do not pass inspection are segregated from good products and placed in the “Hold” shelf in accordance with procedure QSP 8.3 -1 Control of Nonconforming Product.

8.7 Control of Non-Conforming Outputs.



ERCAN ensures that outputs and product which does not conform to product requirements is identified and controlled to prevent its unintended use or distribution. ERCAN deals with nonconforming outputs as displayed on the diagram (Fig. 8.7). Records of nonconformities outputs and product are maintained (QSP 7.5 Control of Documented Information) and include:

- Description of nonconformity;
- Description of actions taken;
- Description of concessions obtained;
- Identification of the authority deciding the action in respect of the nonconformity.

When nonconforming product is corrected, it is reinspected to ensure it conforms to requirements. When a nonconforming product is detected after delivery, **ERCAN** will take action appropriate to the effects or potential effects of the nonconformity.

8.7 Control of Non-Conforming Outputs.

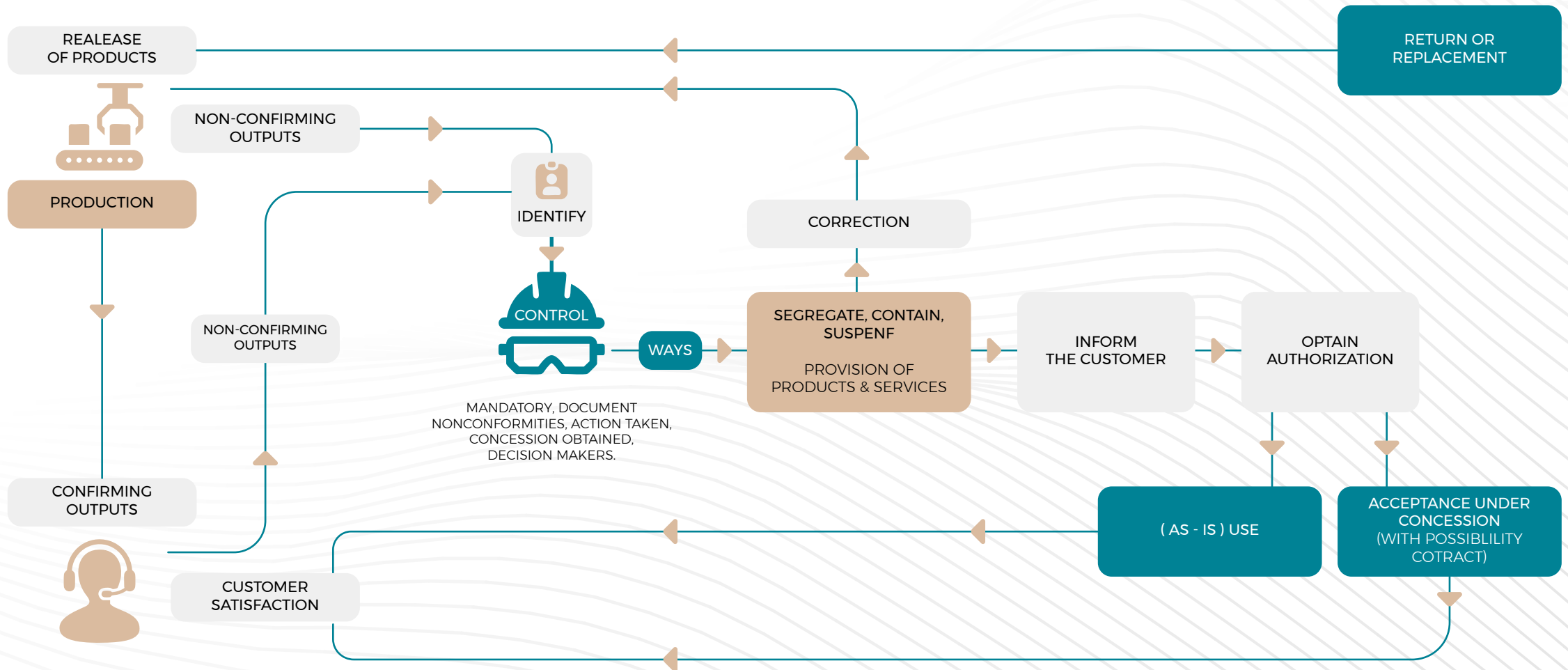


FIG 8.7: CONTROL OF NONCONFORMING OUTPUTS OF ERCAN DIAGRAM.

9.1 Monitoring, Measurement, Analysis & Performance Evaluation.

9.1.1 General

In **ERCAN** the objects of monitoring, measurement, analysis and evaluation are: process criteria, product characteristics, service quotes vs actual costs, performance and effectiveness of the QMS. Statistical techniques, risk management and quality management tools are used for analysing and evaluation of measurement data in accordance with established Quality Policy and Quality Objectives. Monitoring and measuring is performed in accordance with the QMP, process instructions, and methods. Results from monitoring and measurement are analysed and evaluated by the Management Team. Informational reports are passed to Management Team for general review and making decision on opportunities for improvement, any need for changes to the QMS, resource needs (sec. 9.3). Records of results of monitoring, measurement, analysis and evaluation are maintained in accordance with QSP 7.5 Control of Documented Information.

9.1.2 Customer Satisfaction.

As one of the measurements of the performance of the QMS, ERCAN monitors information relating to Customer perception as to whether ERCAN has fulfilled Customer requirements. Customer satisfaction is the principal objective of the QMS and the level of Customer satisfaction is the most important measurement of the effectiveness of the system. Collecting Customer feedback and complaints, and Customer satisfaction is conducted during the job process and recorded for Management Team review. Customer satisfaction data is used by management to identify opportunities for improvement.

9.1.3 Analysis and Evaluation.

ERCAN analyses and evaluates appropriate data and information arising from monitoring and measurement and uses the results to evaluate conformity of products and services the degree of Customer satisfaction, the performance and effectiveness of the QMS , the performance of external providers , the performance of internal processes, accurate quoting, the need for improvement of the QMS in accordance to the diagram on the fig. 9.1.3. Evaluation whether the planning has been implemented effectively is a part of the planning of changes activities (sec. 6.3). Evaluation of the effectiveness of actions taken to address risks and opportunities is a part of activities taken to address risks and opportunities (sec.6.3)



SECTION 9 | PERFORMANCE EVALUATION

9.1.3 Analysis and Evaluation.

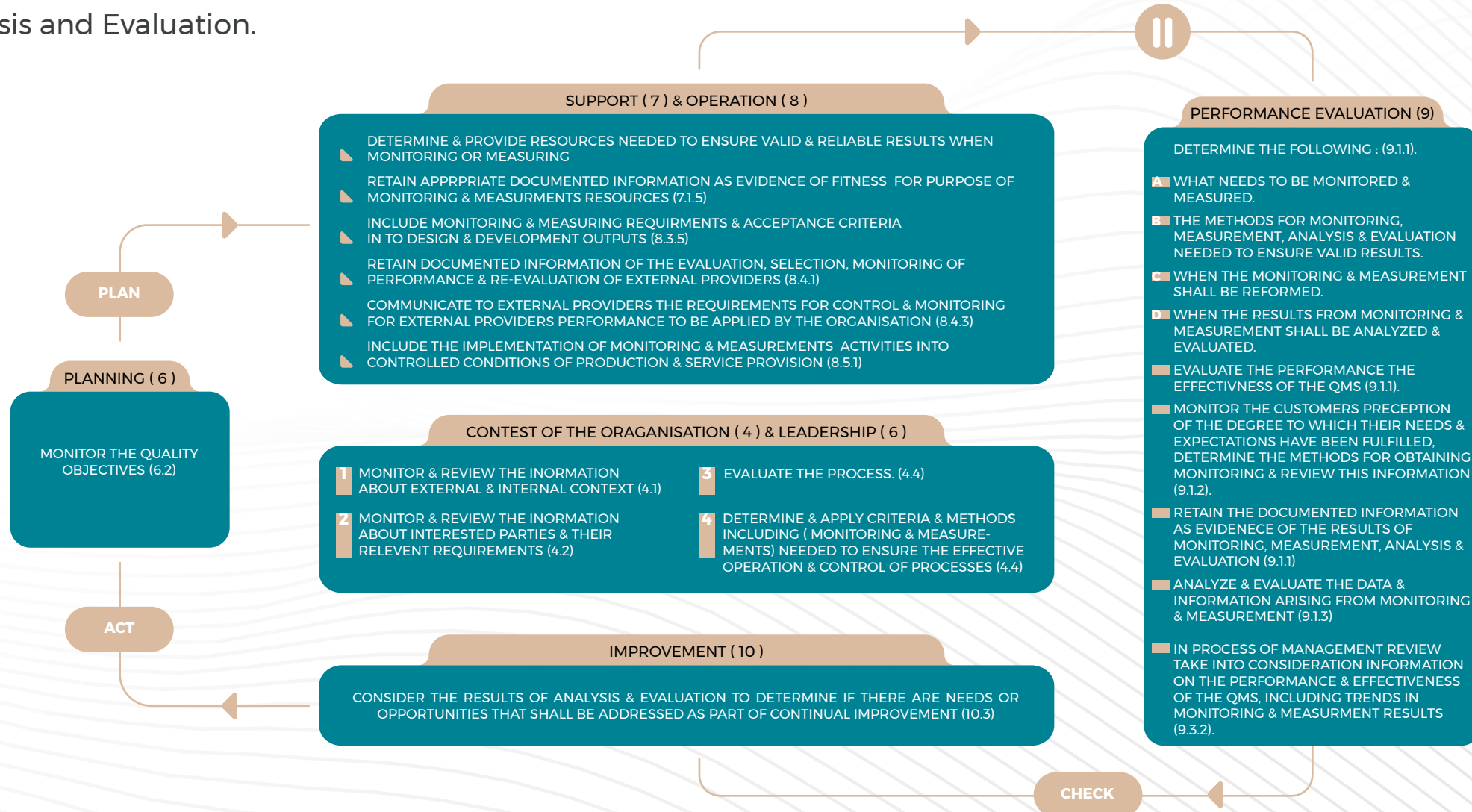


FIG 9.1.3 : MONITORING, MEASUREMENT, ANALYSIS, AND EVALUATION ACTIONS

9.2 Internal Audit.

ERCAN plans and conducts internal audits at planned intervals according to QSP 9.2 Internal Audit for the following purposes:

- To verify whether quality activities and related results comply with planned arrangements including Customer contractual requirements according to ISO 9001: 2015 and any other additional QMS established by ERCAN.
- To determine if the overall effectiveness of the QMS implemented is maintained.

The Chief Executive Officer produces an annual audit program, which identifies when each element, process or activity will be audited. Every critical element maybe audited on a regular basis and at a minimum, audited once per year to determine effectiveness. The Fabrication Manager is responsible for organising and coordinating product audits at appropriate stages of production and delivery to verify conformity to all specified requirements, such as product dimensions, functionality, packaging and labelling at a defined frequency. The frequency at which an individual element, process, activity or product is audited is based upon the importance and status of the element, process, activity, or product and the results of previous audits. When internal or external nonconformities, Customer complaints occur, or any changes affecting

the organisation where made, the audit frequency is appropriately increased. The Chief Executive Officer is responsible for organising and coordinating the internal audit to ensure that the audit criteria, scope, frequency and methods are defined, and that the following requirements of QSP **9.2 Internal Audit are met:**

- Definition of audit responsibilities.
- Definition of requirements for planning and conducting the audit including taking appropriate correction and corrective actions without undue delay.
- Assurance of auditor independence.
- Recording of audit results.
- Communication of audit results to management.

The Chief Executive Officer is responsible for ensuring the selection of auditors and the conduct of audits ensures objectivity and impartiality of the audit process. Auditors do not audit their own work. Only competent personnel may perform internal auditing activities. These competent personnel are classified as internal auditors and have received the following training as a minimum:

- Training on internal auditing techniques
- Training and knowledge of applicable standards

This training may be performed by a trained lead auditor or by previously trained internal auditors. Records of internal audit training are maintained on the company training matrix according to QSP 7.5 Control of Documented Information.

9.3 Management Review.

9.3.1 General.

ERCAN Management activities include:

- Strategic planning;
- Management reviews of the QMS.

When carrying out strategic planning, management:

- Conducts review of external and internal context (sec. 4.1),
- Defines who are the interested parties and what are their needs and expectations (sec. 4.2),
- Based on the analysis, develops the strategic directions of the ERCAN , Quality Policy (sec. 5).

This analysis and the Quality Policy relevance evaluation is held once a year. The Management Team conducts reviews of the QMS to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic directions of ERCAN. Results of the review are documented. Management reviews are a minimum of once a year. More frequent reviews may be scheduled in periods when organisational or service and product changes require increased attention and input from ERCAN Management Team.

9.3.2 Management Review Inputs.

Assessment of the QMS is based on a review of information inputs to management review. These inputs include the following:

- a. The status of actions from previous management reviews.
- b. Changes in external and internal issues that are relevant to the QMS.
- c. Information on the performance and effectiveness of the QMS, including trends in:
 - Customer satisfaction and feedback from relevant interested parties.
 - The extent to which quality objectives have been met.
 - Process performance and conformity of products and services.
 - Nonconformities and corrective actions;
 - Monitoring and measurement results.
 - Audit results.
 - The performance of external providers.
- d. The adequacy of resources.
- e. The effectiveness of actions taken to address risks and opportunities (see sec. 6.1).
- f. Opportunities for improvement.

9.3.3 Management Review Outputs.

The outputs of the management review include decisions and actions related to:

- a. Opportunities for improvement, including the breakthrough projects initiation (sec. 10.3);
- b. Any need for changes to the QMS;
- c. Resource needs.



10.1 General.

ERCAN determines and selects opportunities for improvement and implements any necessary actions to meet Customer requirements and enhance Customer satisfaction. These include:

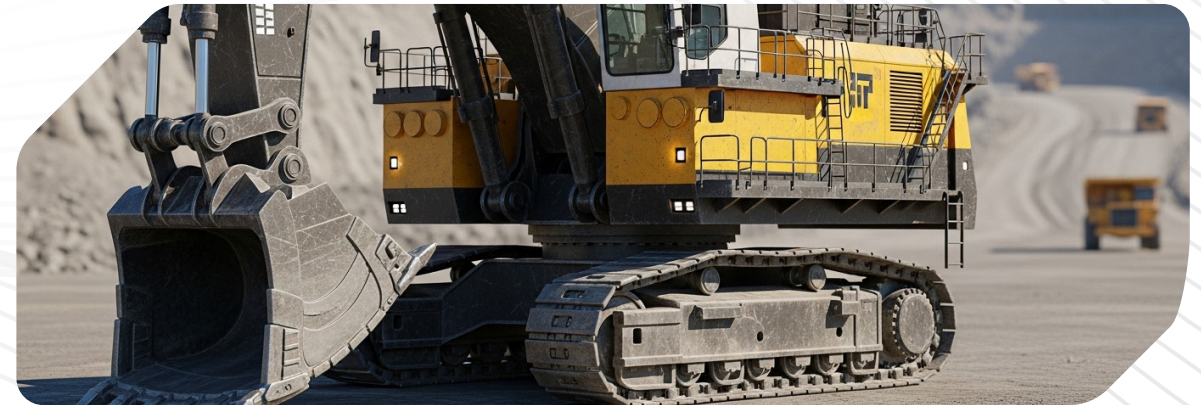
- Improving products and services to meet requirements as well as to address future needs and expectations.
- Correcting, preventing or reducing undesired effects.
- Improving the performance and effectiveness of the QMS.

10.2 Non-Conformity & Corrective Action

ERCAN takes action to eliminate the cause of nonconformities in order to prevent recurrence. Corrective actions are appropriate to the effects of the nonconformities encountered. When a nonconformity occurs, including any arising from complaints, corrective actions are conducted including;

- a. Reaction to the nonconformity and, as applicable:
 - Taking action to control and correct it
 - Dealing with the consequences
- b. Evaluating the need for action to eliminate the root cause(s) of the nonconformity, in order that it does not recur or occur elsewhere, by;
 - Reviewing and analysing the nonconformity
 - Identifying the root cause(s) of the nonconformity

- Determining if similar nonconformities exist, or could potentially occur.
- c. Implementation of any action needed.
- d. Review of the effectiveness of any corrective action taken.
- e. Updating risks and opportunities determined during planning, if necessary.
- f. Making changes to the QMS, if necessary.



Corrective actions appropriate to the effects of the nonconformities encountered. A documented procedure OHS_FOR_014-Corrective Actions Procedure describes taking appropriate corrective actions and provides the mandatory indication of;

- The nature of the nonconformities and any subsequent actions taken.
- The results of any corrective action.

10.3 Continual Improvement.

ERCAN continually improves the suitability, adequacy and effectiveness of the QMS at the system level through implementation of small improvement cycles (small steps improvements) and big improvement cycles (breakthrough projects), fig.10.3 Continual Improvement Model and the conditions, described in the section 6.3 Planning of Changes are met. Small improvement cycles are carried out in every QMS process and include the following:

- a. Actions to address risks and opportunities.
- b. Implementation of process approach in a chain:

‘Process criteria definition > Criteria monitoring and measuring > Results review and evaluation, determination of trends and their causes. preventing undesired effects and (or) enhancing desirable effects’. Resources for monitoring and measuring, including the methods, techniques, personnel training, are described in Section 7.1.5. For Methods of analysis and evaluation, see section 9.1.1. Small improvement cycles are carried out by brain storming and using focus groups, etc. If the decision scale of the group making improvements go beyond the power of process-owner, they generate a proposal for management review, see section 9.3. Big improvement cycles are carried out by ERCAN Management Team in a chain: ‘Context, strategy, quality policy and objectives review > Breakthrough projects implementation > Project Effectiveness Review > Organisation wide application; Introduction into the QMS’. Process-owners could also initiate the breakthrough projects. The breakthrough projects are as follows: modernisation, launching of a new product or service, diversification, outsourcing, etc. Continual improvement is the foundation of ERCAN sustainable development.



10.3 Continual Improvement.

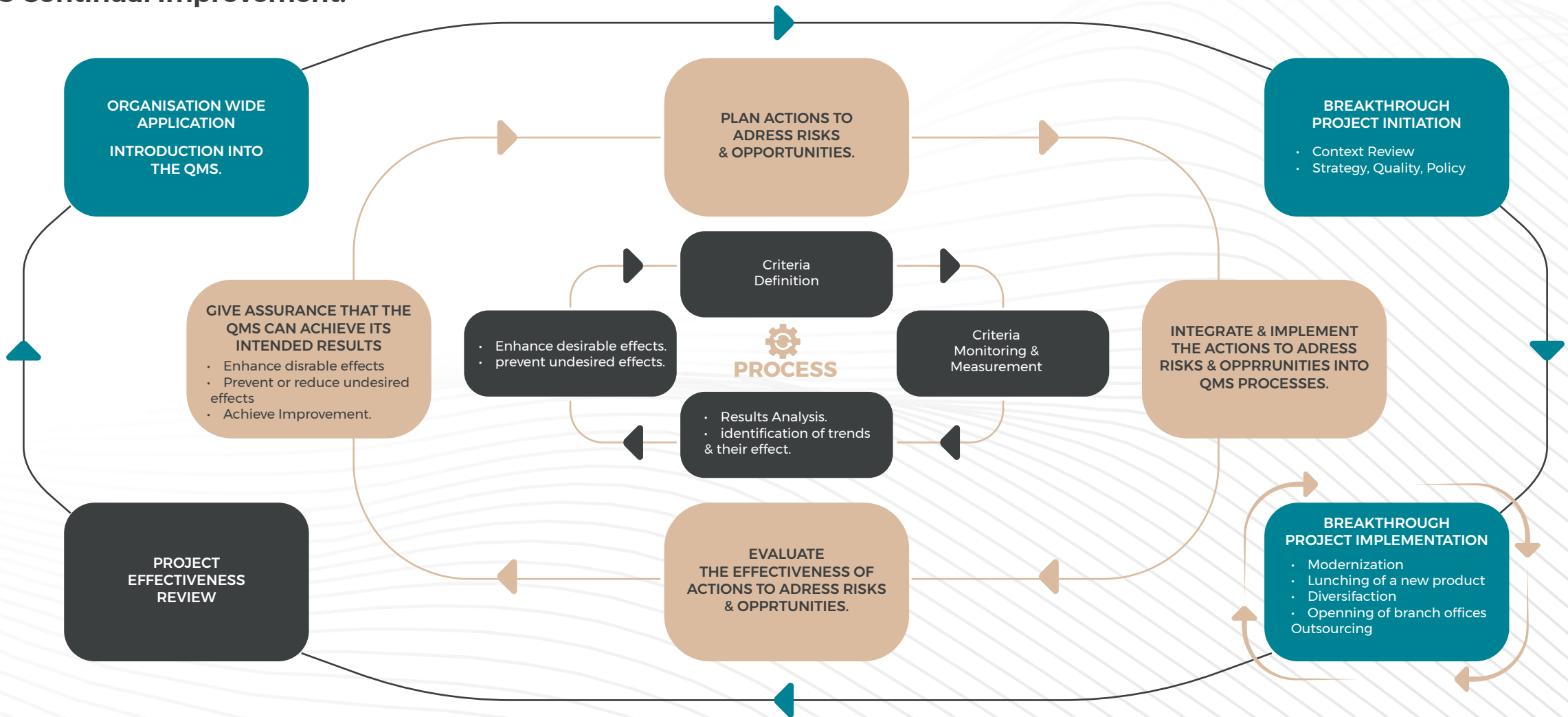


FIG 10.3 : CONTINUAL IMPROVEMENT MODEL.

ERCAN PROJECTS

PROJECT NAME

Detailed Water Resources Studies in All Al-Harrat & Main Valleys.

PRO_ERC_13/002



Project Time Period
7 Years & 8 Months



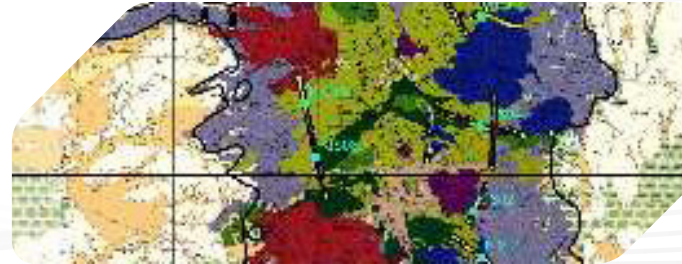
Project Cost
94,271,000 SAR



Client
MEWA



Consultants
SDM Smith & BRGM



7 MAIN TASKS

01

Data Acquisition Management & Analysis

02

Water Management Facilities Inventory & Assessment

03

Water Resources Monitoring Network & Climatic Environmental Evaluations.

04

Hydrology: Water Resources Assessment & Water Demand & Water Resources Management Plan

05

Mathematical Groundwater Flow Model & Well Inventory For 20000 Existing Wells.

06

Geophysical Field Survey & Drilling 23000m Logging, Pumping Tests.

07

Chemical & Isotopic Investigation

ERCAN PROJECTS

PROJECT NAME

Operation & Maintenance of the Hydrological Network & OBS Wells in Kingdom.

PRO_ERC_18/003



Project Time Period
3 Years & 4 Months



Project Cost
28,400,000 SAR



Client
MEWA



Consultants
N/A



7 MAIN TASKS

01

Water Management for the OBS Wells (Manual Measurement & Automatic Transfer Data) +700 St.

02

Operation & Maintenance the Rainfall Stations +320 St.

03

Operation & Maintenance the Weather Stations/ Climate +90 St.

04

Operation & Maintenance the Dam Stations +30 St.

05

Operation & Maintenance the Discharge Station +40 St.

06

Water Resources Management Plan & Data Telemetric Plan.

07

Sensors Calibration for All Automatic Stations & Build Correct DB & Data Interpretation/ Modling.

ERCAN PROJECTS

PROJECT NAME



Kharij Project of the Ministry of Transport, 205101061

PRO_ERC_18/004



Project Time Period
1 Years & 3 Months



Project Cost
7,332,000 SAR



Client
BEC



Consultants
BEKEEN



7 MAIN TASKS

01

Base Layer
55 cm
including MCI

02

Asphalt
Base Layer 7 cm
including MCI

03

Installing Curbs &
Protections
on both Sides of
the roads.

04

Entry & Exit
Security Gates

05

Cultivation,
including irrigation
& Workshops,
according to
the plan.

06

Rectangular
Concrete
Channels & Box
Phrases.

07

Concrete Base
Sectioned 9 TA,
with a Width of
3150 cm, Section
10 TA with a Width
of 10000 cm
Sectioned 12 TA
with a Width of
9000 cm

ERCAN PROJECTS

**PROJECT
NAME**



KHRS - PKHQKHUDIS - BQ

PRO_ERC_18/005



Project Time Period
1 Years & 2 Months



Project Cost
8.665,450 SAR



Client
MOT



Consultants
BIN QURAYA



7 MAIN TASKS

01

Right of way
Construction.

02

Right of way
Construction.
(OHPL).

03

Trench
Backfilling for
flows lines 40 KM.

04

Berm
Construction for
Flow Lines

05

Excavation for
Sandy Area.

06

Excavation for
Rocky Area &
Construction of
Wellsite Drain Pit.

07

Open Cut Cossing
16' & 26'
at KP 89.25
& KP 89.28

ERCAN PROJECTS

**PROJECT
NAME**

**TCES Tunnels' Shafts - Phase 01 /
Deep Wells Dewatering Scope**

PRO_ERC_18/006



Project Time Period
0 Years & 8 Months



Project Cost
34,595,356.00 SAR



Client
SBC



Consultants
SGS



7 MAIN TASKS

01

Hydrogeological data analysis, interpretation & model development

02

Development of conceptual hydrological models

03

Drilling, Logging, Pumping Tests Program, Geophysical borehole logging: existing (If Need) and new wells

04

Groundwater sampling, analysis incl. interpretation of chemical Investigation

05

Recharge Wells Per Shaft / Drain System & install Monitoring System

06

Run the model for different scenarios, changing number of wells and pumping rates at each location and made ever that the chosen senario and give the required results

07

suggest a locations for the disposal of the dewatering effluent, & Supply & Install the Dewatering System And General Monitoring

ERCAN PROJECTS

PROJECT NAME

Backfill with Materials Cutting Resultant According to contract Standards / Grading & Cleaning Levelling & Compaction

PRO_ERC_SAJ/RY21



Project Time Period
1 Years & 0 Months



Project Cost
4,025,910.00 SAR



Client
AECOM



Consultants
SAJCO



4 MAIN TASKS

01

Backfill with materials

02

cutting resultant according to contract standards

03

Grading and Cleaning levelling

04

Compaction Material

ERCAN PROJECTS

**PROJECT
NAME**

WO 07 Dewatering & Drainage Systems.

PRO_ERC_SAJ/TU22



Project Time Period
01/05/2022 - 01/09/2022



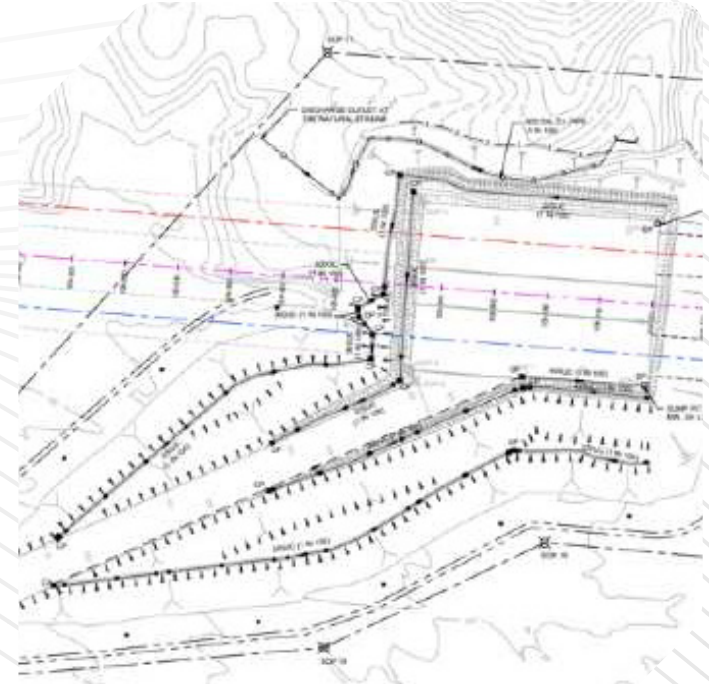
Project Cost
12,766,500.00 SAR



Client
AECOM



Consultants
SAJCO



**4
MAIN
TASKS**

01

DEWATERING
SYSTEM
DESIGN

02

DRILLING
TASK

03

SYSTEM
INSTALLATION

04

OPERATING &
MONITORING
CONTROL

ERCAN PROJECTS

**PROJECT
NAME**

Geo Hydraulic Study for RS2 Shaft Report.

PRO_ERC_SBG/MK22



Project Time Period
03/01/2022 - 01/09/2022



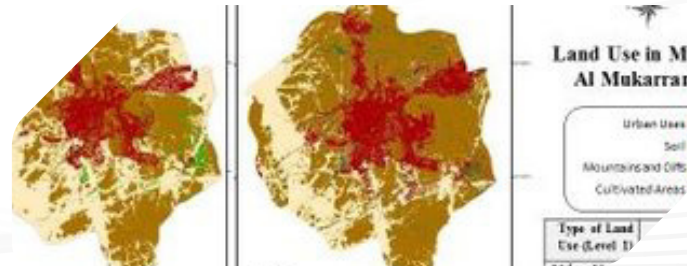
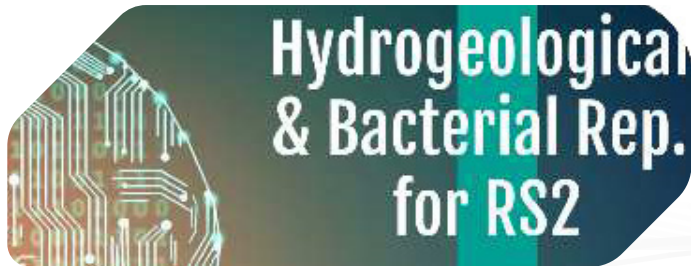
Project Cost
99,000.00 SAR



Client
SGS



Consultants
SBG



**4
MAIN
TASKS**

01

REVIEW ALL
INSPECTION
DATA

02

ANALYSIS
ALL DATA

03

DATA
INTERPRETATION

04

PREPARING
THE FINAL
REPORT AND
SUBMITTED
TO SGS

ERCAN PROJECTS

**PROJECT
NAME**



Excavation & Disposal Work 45,000 m3

PRO_ERC_NES/RIY22



Project Time Period
01/07/2023 - 15/02/2023



Project Cost
3,180,256.00 SAR



Client
NESMA



Consultants
NESMA

**2
MAIN
TASKS**



ERCAN PROJECTS

**PROJECT
NAME**



Supply Backfilling First Layer (25 cm) /
Supply Backfilling Second Layer (25 cm).

PRO_ERC_BEK/RIY22



Project Time Period
08/08/2021 - 01/12/2022



Project Cost
4,276,080.00 SAR



Client
BEKEEN



Consultants
BEKEEN

**2
MAIN
TASKS**



ERCAN PROJECTS

**PROJECT
NAME**

Sub-grade Compaction / Aggregate Discourse.

PRO_ERC_BEK/RIY22



Project Time Period
17/07/2021 - 13/04/2022



Project Cost
3,465,800.00 SAR



Client
MOT



Consultants
BEKEEN

2
**MAIN
TASKS**



ERCAN PROJECTS

PROJECT NAME

Execution of Infrastructure Works Dispatch.

PRO_ERC_KENT/RIY22

Base layer 55 cm including MC/Asphalt base layer 7.0 m including MC/Installing curbs and protections on both sides of the roads/Entry and exit security gates/Cultivation, including irrigation and workshops, according to the plan/Rectangular concrete channels/Box phras-es/Concrete base, sectioned S TA, with a width of 5150 cm/Concrete base section 10 TA with a width of 10000 cm/Concrete base, sectioned 12 TA, with a width of 5000 cm/Concrete base section 11 TA width 10250 cm/GRP tube



Project Time Period
25/05/2021 - 12/03/2022



Project Cost
5,332,000.00 SAR



Client
ARAMCO



Consultants
KENT

3
MAIN
TASKS



ERCAN PROJECTS

PROJECT NAME

Infrastructure Work at Al-NARJES District
Supply/Apply & DW Works.

PRO_ERC_FAHD/RIY22



Project Time Period
11/12/2022 - 31/01/2024



Project Cost
217,070,836.35 SAR

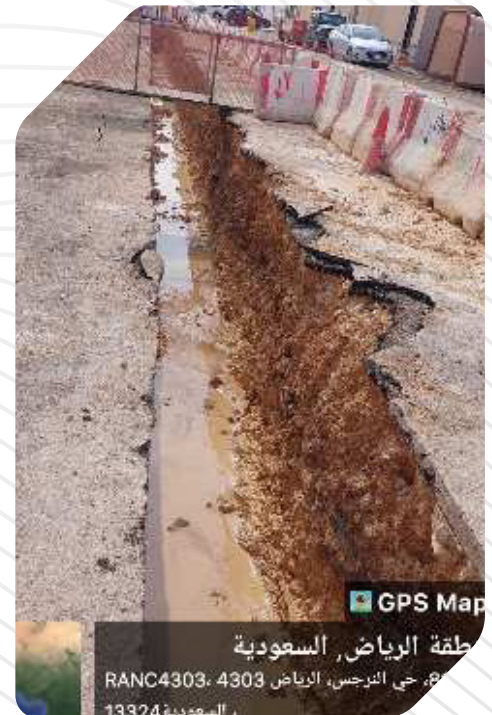


Client
NWC



Consultants
ALFAHED Co.

19
MAIN
TASKS



ERCAN PROJECTS

PROJECT NAME

Earth Works for the Projects of Completing the Intersection Al-Ahsa, Abaqaiq Al-Dhahran & Abu Hadriyah Intersection in the Eastern Province

PRO_ERC_AJMI/DAM23



Project Time Period
01/01/2023 - 01/05/2023



Project Cost
9,228,750.00 SAR



Client
MOT



Consultants
AJMI Co.

6
MAIN
TASKS



ERCAN PROJECTS

**PROJECT
NAME**

Dewatering of 5 Towers in Aveno Project

PRO_ERC_MESMA/RIY23



Project Time Period
19/01/2023 - 31/05/2023



Project Cost
5,215,265.27 SAR



Client
SHOMOL Co.



Consultants
NESMA

**2
MAIN
TASKS**



LIST OF PROJECTS

CLIENT OR MAIN CONTRACTOR	LOCATION	WORK / ACTIVITY / PRODUCTS / SERVICES	NAME OF THE PROJECT	START DATE	END DATE	YOUR CONTRACT VALUE	Status
SAJCO	Saudi Arabia-Riyad	Backfill with materials cutting resultant according to contract standards /Grading and Cleaning levelling and compaction	Civil Works At Khurais Central Processing Facility (CPF) Mazalij And Abu Jifan pipelines Project	01/10/2021	01/10/2022	4,025,910.00 SAR	Complete
SAJCO	Tabuk	WO 07 Dewatering & Drainage Systems	WO 07	01/05/2022	01/09/2022	12,766,500.00 SAR	Complete
BLG	Macca	Geohydroulic Study for RS2 Shaft	RS2	01/07/2022	01/09/2022	99,000.00 SAR	Complete
NESMA	Saudi Arabia-Riyad	Excavation Bulk	Excavation & Disposal Work 45,000 m3	3/01/2023	15/02/2023	3,180,256.00 SAR	Complete
Bekeen	Saudi Arabia-Riyad	Supply Backfilling First Layer (25cm)/Supply Backfilling Second Layer (25 cm)	Khob Al-Rawdan No. 48 in Al-Qassim 205107029	08/08/2021	01/12/2022	427,608.00 SAR	Complete
Bekeen	Saudi Arabia-Riyad	Sub-grade Compaction/Aggregate Discourse	Kharj project of the Ministry of Transport, 2051010618	17/07/2021	13/04/2022	3,465,800.00 SAR	Complete
KENT	Saudi Arabia-Riyad	Base layer 55 cm including MC 1/Asphalt base layer 7 cm including MC1/Installing curbs and protections on both sides of the roads/Entry and exit security gates/Cultivation, including irrigation and workshops, according to the plan/rectangular concrete channels/box phrases/Concrete base, sectioned 9	Kharj project of the Ministry of Transport, 2051010618	17/07/2021	13/04/2022	3,465,800.00 SAR	Complete
Bekeen	Saudi Arabia-Riyad	Sub-grade Compaction/Aggregate Discourse	Execution of infrastructure works, dispatch site plan 51 The National Housing Company	25/05/2021	12/03/2022	5,332,000.00 SAR	Complete
NESMA	Saudi Arabia-Riyad	Dewatering of 5 Towers in Aveno Project	Drilling Well As Design And Dewatering System	19/01/2023	30/06/2023	5,215,265.27 SAR	Complete
NWC	Saudi Arabia-Riyad	Infrastructre Work 150 km	Infrastructure Work at Al NARJES District	11/12/2022	31/07/2024	217,070,836.35 SAR	Inprogress
AJMI	DAMMAM	Earth Work - Cutting And Back filling	Earthworks for the project of completing the intersection of Al-Ahsa, Abqaiq Al Dhahran and Abu Hadriyah intersection in the Eastern Province	01/01/2023	01/11/2023	9,228,750.00 SAR	Complete
NESMA	Saudi Arabia-Riyad	Ulaya towers - DWS Stage 01	Drilling Well As Design And Dewatering System / Rehabilitation the Old Deatering System	01/09/2023	02/04/2024	6,959,991.37 SAR	Complete
Neom Spain	Tabuk	Dewatering System Design and Construction	Drilling Well As Design And Dewatering System for 2500 m * 30 m * 7 m	01/10/2023	01/10/2024	23,680,009.35 SAR	Complete
MABCO	Tabuk	Dewatering System Design and Construction	Dewatering system Build in 5 Star Hotel	07/01/2024	10/07/2024	5,988,392.54 SAR	Complete
MABCO	Tabuk	Pilling System Design and Construction	Pilling system Build in 5 Star Hotel	07/01/2024	05/05/2024	4,005,974.06 SAR	Complete
Al Mane'Company	Saudi Arabia-Riyad	Riyadh New Hospital	Excavation & Disposal Work 300,000 m3 / Shoring Design And Installation/ Dewatering Design & installation & Monitoring	Confirmed But Still Not Proceed		54,935,777.91 SAR	Inprogress
NESMA	Tabuk	Wet Utilities	C2.2.6_ Wet Utilities (External to Buildings)	Confirmed But Still Not Proceed		79,032,662.23 SAR	Inprogress
AL Oyuni	Amluj-Al Wajeh	Portal Water , Irrg. Networks , 2nd Irrg. Network & Waste Water	Infrastructure Networks For AMAALA TRIPLE BAY PROJECT	Confirmed But Still Not Proceed		21,963,420.85 SAR	Inprogress
NESMA	Saudi Arabia-Riyad	Ulaya towers - DWS Stage 02	Rehabitation the DWS in the three Existing Deep wells	19/11/2024	30/06/2025	3,998,115.00 SAR	Complete
Osais	Saudi Arabia-Riyad	Drainage System for 8293 SS Dhahrat Laban	Build And Design the Drainage DWS	17/10/2023	15/08/2024	1,022,884.00 SAR	Complete
Al Wasset	Saudi Arabia-Riyad	8293 SS Dhahrat Laban Boundary Wall	Construction Works - Supply Apply the BW	19/09/2024	21/02/2025	1,122,601.00 SAR	Complete
Rafen Co.	Saudi Arabia-Riyad	Drilling 3 Dws with Fully Spacification	Hydrology Tasks	10/10/2025	15/12/2025	4,501,119.00 SAR	Inprogress
SMC Hopspital	Saudi Arabia-Riyad	Drilling 3 Dws with Fully Spacification in SMC03	Hydrology Tasks	01/01/2025	04/06/2025	3,799,613.00 SAR	Complete
Habib Hospital	Saudi Arabia-Riyad	Drilling Deep Well According to MEWA Spacification	Hydrology Tasks	04/03/2025	29/07/2025	1,719,111.00 SAR	Complete
SMC Hopspital	Saudi Arabia-Riyad	Build And Design Dws (Supply And Apply)	Hydrology Tasks	10/11/2025	05/07/2026	3,999,195.00 SAR	Inprogress
Amalah	Tabuk	Drilling 3 Dws with Fully Spacification	Hydrology Tasks	04/04/2025	13/09/2025	6,792,111.00 SAR	Complete
SBG	Makkah	Supervision for Construction on MLS-01 Electrical Shaft / DWS	Construction Works - Blasting Mission	09/03/2024	30/12/2026	10,923,119.00 SAR	Inprogress
SGS	Makkah	Drilling 35 DWS And Monitoring Prog.	Hydrology Tasks	10/10/2025	01/06/2026	13,790,296.00 SAR	Inprogress
ARTAR	Riyadh	Design And Bulid Dewatering System - Drainage	Hydrology Tasks	01/12/2025	01/06/2026	1,889,917.00 SAR	Inprogress



Certificate of Registration

This is to certify that:

ERCAN for General Contracting CO.

7229,Aiyad Awadh Al Harbi , 3764 Al Shohada Dist. - Ar riyadh - Saudi Arabia

Has been Assessed by International Certification Registrar Ltd, in respect of their Quality Management Systems and found to comply with

ISO 9001 : 2015

Approval is hereby granted for registration providing the rules and conditions relating to certification are observed at all times.

Certification Scope

General Contracting , Roads , Water And Sewage Pipeline , Dams , all Kinds of Civil Works , Hydrogological & Hydrotechnical Services .

Certification Issue Date: 17th April 2024

Initial Issued Date : 17th April 2024

Expiration Date : 16th April 2028

Certificate No. : Q329881

The Seal of ICR Limited Was to affixed in the Presences of :

President



Scan the QR Code With Smartphone to Verify the Certificate



CERTIFICATE

Certificate No.

26-A-1013617-TIC

WE HEREBY CERTIFY THAT HEALTH, SAFETY AND ENVIRONMENTAL MANAGEMENT SYSTEM
OPERATED BY

ERCAN for General Contracting Company

7229,Aiyad Awadh Al Harbi , 3764 Al Shohada Dist. - Ar riyadh - Saudi Arabia

IS IN COMPLIANCE WITH THE REQUIREMENTS OF STANDARD

HSE-MS

THIS CERTIFICATE IS VALID FOR THE FOLLOWING ACTIVITIES

***General Contracting , Roads , Water And
Sewage Pipeline , Dams , all Kinds of Civil
Works , Hydrogological & Hydrotechnical
Services***

AN AUDIT WAS PERFORMED , REORT No.

RC-0726-A-TIC-MS-1013617-26

Expiring Date

:

20,Aug 2028



Bonn, 19,Aug 2022

Eng K. Lindenbiatt

TUV INTERCERT Certification Body





EMERGING TRENDS IN THE MINING INDUSTRY



Eng. Ramiz A. Almajali
CEO & FOUNDER



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