



Alfahim **الفهم**

PO Box 279, Abu Dhabi, UAE

Tel +971 2 656 7000

Fax +971 2 656 7999

[info@alfahim.ae](mailto:info@alfahim.ae)

# *Request for Proposal for Implementation of Integrated Management Systems*

(Conforming to ISO 9001:2015 / ISO 14001:20015/ OSHAS 18001:2007/ ISO 22000:2005)

**For all the functions of Al Fahim Group & it's  
Business Units**

**February 2016**

### Table of Contents

<i>Request for Proposal for Implementation of.....</i>	<i>1</i>
<i>Integrated Management Systems .....</i>	<i>1</i>
For all the functions of Al Fahim Group & it's Business Units.....	1
1. About AlFahim .....	3
2. Our Companies .....	3
1.1. AUTOMOTIVE .....	3
1.2. HOSPITALITY .....	5
1.3. INDUSTRIAL ( Oil & Gas).....	6
1.4. PROPERTIES .....	8
1.5. TRAVEL .....	9
3. Overall Scope of Services required .....	11
4. Other Requirements & Deliverables.....	11
Annexure – 1 – Companies & the No. of employees .....	14
Annexure – 2 – Individual Consultant Profile .....	16

### 1. About AlFahim

Al Fahim Group is one of Abu Dhabi's most successful family businesses. The company was founded by the late Abdul Jalil Al Fahim in 1958, a visionary entrepreneur who led the company until his death in 1996. Today, it is directed by a board composed of eight brothers, intrinsically motivated to preserve and enhance the business seeds sown by the founder for the good of the country, and their compatriots.

As Abu Dhabi moves forward, Al Fahim Group continues to support the country's progress by servicing the needs of the new economy with excellence and quality - whether providing safe, reliable service and support to fuel the continued growth of Abu Dhabi's oil and gas fields; distributing top-quality, luxury cars to ensure its residents have the ways and means to travel the roads in comfort; building and managing world-class hotels and residences to accommodate a growing influx of tourists and residents; or investing in a board portfolio of local, regional and global interests to generate funds to support continued growth opportunities.

### 2. Our Companies

#### 1.1. AUTOMOTIVE

In-depth market Knowledge and technological expertise, complemented by efficient information exchange is the very essence of Al Fahim Automotive - a division that operates nationwide with a highly organized network of showrooms, service centers, parts warehouses and retail outlets. Al Fahim Automotive is driven by success, keen to develop current and new markets, eager to talk to new trading partners and committed to controlled, sustained growth and profitability, not only for its parent Al Fahim but in equal measure for its partners as well.

##### 1.1.1. Emirates Motor Company

As the flagship company of Al Fahim Group, Emirates Motor Company (EMC) symbolizes the phenomenal growth and success that Al Fahim has achieved. EMC houses the world's largest Mercedes-Benz facility and is synonymous with immaculate quality - in true Mercedes-Benz tradition.

EMC has been the authorized general distributor for Mercedes-Benz in Abu Dhabi and Al Ain since 1962. From the beginning, dedicated customer service has played a major role in the company's success. EMC was also the first Mercedes-Benz distributor in the Middle East to be awarded ISO Certification in 1998 and is currently certified to the ISO 9001:2008 standards.

EMC markets, distributes and services all Mercedes-Benz vehicles, from luxury saloons to the largest trucks, and provides qualified service with the constant availability of genuine

parts. Innovative customer-oriented marketing programs, designed to provide comprehensive support to its loyal clientele, remain EMC's focus.

Operations in Abu Dhabi are carried out from purpose-built premises with a well-integrated network of showrooms, offices, part depots and workshops. EMC serves a premium client segment in the region, including dignitaries, the UAE government, oil companies and the business community. Moreover, EMC is constantly involved in community-driven activities that include social, environmental, charity, and sports efforts.

Combining the finest marketing skills with state-of-the-art service facilities, EMC guarantees what the Mercedes-Benz name stands for, namely the highest level of customer satisfaction.

### **1.1.2. Western Motors**

Established in 1976, Western Motors spans over 35 years of automotive excellence in the United Arab Emirates market. Western Motors is the sole distributor of Chrysler Jeep and Fiat in the emirate of Abu Dhabi, and the authorized distributor of Ankai buses in the UAE market as well. The company has gone from strength to strength employing a well-planned strategy to promote the Jeep, Fiat, and Ankai brands while successfully carving out a lucrative market.

Drawing on the tried and tested resources of its parent, Al Fahim Group, Western Motors wisely chooses long-term benefits over short-term gains. It concentrates on fostering vital trade relations and proactive customer support; hence, enjoying discerning and extreme loyalty in the market.

With a growing network of showrooms and state-of-the-art service workshops in Abu Dhabi and Al Ain, Western Motors is a major player in the local automotive sector. It was the first Jeep distributor in the entire Middle East region to receive the ISO 9002 certification for quality sales and service. Constantly striving to innovate and improve, the company's commitment to quality has earned it a reputation for excellence, professionalism and dedicated customer service.

Western Motors' Jeep service centers offer 60 service bays and are fully equipped with the latest technology and staffed with a highly skilled and trained professional team. Western Motors team of 80 dedicated staff is very focused on their number one priority: total customer satisfaction. For the convenience of its customers, the company has a service drop-point in its Abu Dhabi showroom on the Corniche for customers to drop in their cars for service and maintenance. Western Motors and its staff are always ready to travel that extra mile for serving customers with quality and distinction.

### 1.1.3. Central Motors & Equipment

Central Motors & Equipment (CM&E) offers a diverse range of products and services to UAE's retail and wholesale markets with its own outlets in Abu Dhabi, Al Ain, Sharjah and Dubai. They embody the four corporate values of Al Fahim Group: Humanity, Honesty, Substance and Foresight.

Since its inception, CM&E has expanded its portfolio taking in complementary brands with exclusive agency agreements for the UAE. The company functions under the major divisions: Tyres, Automotive Parts, Service and Power Tools.

**Tyres** | CM&E being the sole distributor of Michelin in Abu Dhabi and Al Ain, specializes in tyre sales, service and distribution. It offers a wide range of tyres for passenger cars, SUVs, 4x4s, light commercial, truck and earth movers.

**Automotive Parts** | CM&E is responsible for the sales and supply of Bosch automotive replacement parts, test equipment and accessories required by workshops or Do-It-Yourself (DIY) enthusiasts when servicing, repairment or accessorisation of automotive vehicles in the UAE. CM&E also represents other brands such as Blaupunkt, Monroe, Osram, Knorr-Bremse, Garrett and Cargo.

**Service** | Bosch Car Service, Bosch Diesel Service and Bosch Power Tools Service workshop concept coordinates a nationwide network of automotive workshops which carry out vehicle servicing supported by technical information, training and consultation provided by Bosch. CM&E owned workshops are located in Mussafah, Abu Dhabi and Sheikh Zayed Road in Dubai.

**Power Tools** | CM&E represents the brands Bosch, Skil and Dremel in the UAE, which are from the world's largest manufacturers of power tools. The products cover a broad range of professional, DIY and hobby power tools, as well as accessories.

### 1.1.4. Eastern Motors

Strategically located in Al Ain's flourishing business and industrial area, Eastern Motors is credited with the innovative concept for the region's first automotive mall. With a complete range of passenger cars as well as commercial vehicles, Eastern Motors serves a highly diverse clientele, ranging from private and corporate clients to government and semi-government sectors. As the automotive arm of Al Fahim Group in Al Ain, Eastern Motors sustains an unbeatable level of excellent customer support and service.

## 1.2. HOSPITALITY

Hospitality constitutes a significant fraction of the local economy. Al Fahim owns and runs some of the most prestigious hotels in the country, hence catering stylishly to all visitor

profiles - business and pleasure. Al Fahim has earned a solid reputation for reliability and efficiency while building strong associations with leading airlines, tour operators, car rentals and other similar auxiliaries.

### **1.2.1. Emirates Dalma Catering**

Known as a pioneer in the hospitality and catering business in Abu Dhabi since 1993, Al Fahim Group's food catering business member, Emirates Dalma Food Catering (EDFC), has skilled professionals serving corporations, private occasions, outdoor events, meetings among other activities.

Located in the headquarters of its parent company Al Fahim Group, Emirates Dalma Food Catering's clientele have exponentially increased, especially over the last three years. Besides catering to the headquarters in Mussafah, the catering team set up an outdoor food delivery service due to the rapid increase of customers and the large demand for quality service in the market.

Accommodating a large customer base, Emirates Dalma Food Catering's standards are those of a five-star restaurant where the main kitchen is equipped with the most advanced tools and in accordance to international hygiene standards. The company accommodates all types of requests from birthdays, weddings and private parties to seminars, corporate and social events with a minimum of 25 guests and up to 800 at one time. Moreover, a variety of menus are available and may be presented as 'set menu' for up to 100 persons with top VIP cutlery, crockery's, etc.

Emirates Dalma Food Catering follows the vision, mission and values of Al Fahim Group by constantly aiming to provide exceptional services and innovative solutions to exceed all expectations. From setting up events, catering private and corporate events, to delivering daily meal packages to staff at various corporations and government organizations, Emirates Dalma Food Catering is the fully fledged event and catering wing of Al Fahim Group.

### **1.3. INDUSTRIAL ( Oil & Gas)**

Discovery of vast oil and gas reserves laid the blue print for the UAE's phenomenal growth and development. Al Fahim identified the relevance of rapid industrialization. As early as 1978, it has been providing the finest support to the oil and gas sector - be it highly specialized solutions or routine management. In line with its corporate policies, Al Fahim has kept pace with fast changing demands and technologies, while maintaining an undeniable reputation for quality and professionalism.

### **1.3.1. Marjan Cables & Accessories**

Marjan Cables & Accessories was established in 1979 under the name of "BICC AL JALLAF" as an exclusive stockist and distributor for BICC make cables and accessories. The company was jointly owned by Al Fahim and BICC Middle East Ltd.

In 1988 the share of BICC Middle East was sold to Dubai Cable Co Pvt Ltd (Ducab), a BICC factory established in the UAE in 1978. As the Ducab product range increased, its share of the stock and business in BICC Al Jallaf increased in the growing UAE market. New products included Lead sheath, LSF and MV Cables.

Marjan Cables & Accessories was the first electrical distributor in the UAE to obtain ISO 9000 Certification in 1995 and continues to hold this certification.

In 2003, the company became 100% owned by Al Fahim. In 2005, the commercial name was changed to Marjan Cables & Accessories and the company was appointed as a Prime Distributor for Ducab make cables in the Abu Dhabi Emirate.

Marjan Cables & Accessories maintains a large stock of cables with cutting, re-drumming and handling facilities at Mussafah. The Sales and Technical service staff are based in the Abu Dhabi city Head Office.

The company's customers include the Oil & Gas companies, Electrical Contractors, Government Departments and Electrical Traders. The company sales staff also provide constant technical assistance to Consultants and Specifiers.

### **1.3.2. Marjan Industrial Development**

Founded in 1978 and formerly known as Abdul Jalil Industrial Development being a member of Al Fahim with superior financial capabilities and professional business strategies and certified to ISO Accreditation 9001:2000, Marjan Industrial Development has been recognized as one of the leading local establishments in the UAE for the supply of engineering products and technical services related to Oil and Gas and Petrochemical in addition to environmental and water/power utilities.

Marjan Industrial Development since its inception has steadily built a strong and distinctive reputation, locally and regionally, as a solutions provider. Marjan Industrial Development offers quality materials and reliable services in association with the world's premier manufacturers of drilling equipment. Our range of equipment includes mechanical and rotating machines, piping and flow control, electrical and instrumentation and, process and chemical materials for both upstream and downstream applications in onshore/offshore operations.

With a strategy of planned investment in products, services and personnel, the company

has established itself as one of the premier supplies & services bidders with a local client network that boasts ADNOC, ADCO, ADMA-OPCO, ADGAS, ADOC, BUNDUQ, GASCO, NPCC, TAKREER, TOTAL and ZADCO, in addition to government departments such as ADWEA, DEWA, SEWA, FEWA, Municipalities, Civil Authorities and GHQ as also Civil Defense and EPC Contractors and Consultants.

Marjan Industrial Development has successfully provided effective solutions in co-ordination with our clients from the most common concept to the most technically challenging by meeting customer needs quickly, efficiently and competitively taking into consideration the environmental parameters and policies applied by the clients. This strategy has been performed with unmatched commitment by a professional management and a qualified technical sales and service team. The three decades of success for Marjan Industrial Development have been based on its reputation for the superiority of the products handled and attractive performance with overseas principals and local clients, acting in common interest and striving together towards a win-win association. The company has been involved with clients in day-to-day business as well as in project tenders and major jobs for supplying industrial material on forward deliveries and /or as ex-stock materials which are available at our various stores and warehouses around the Emirates. These include electric cables and accessories in various sizes for all applications , for both commercial uses and hazardous purposes.

Marjan Industrial Development has added significant value especially to the local market through its interest in various business opportunities and potentials and has played a fundamental role by introducing superior standards of industry-expertise and maintaining the highest levels of professional excellence and business growth.

Our scope of supplies for products shown hereinafter is professionally supported and backed by an after-sales services program so as to make sure that all our activities are accomplished in parallel with international standards and quality requirements.

### 1.4. **PROPERTIES**

UAE's thriving economy has created a diverse realty market demanding the highest standards of property management - both residential and commercial. Al Fahim is one of the leading names servicing this vital sector, and is involved with property development, leasing, investment and management. Today, Al Fahim owns prime properties in Abu Dhabi and Dubai and manages a spectrum of residential projects, shopping malls, world-class hotels and impressive office towers. Its reputation as a dynamic property developer is second to none.



### **1.4.1. Emirates Property Investment Company**

UAE's thriving economy has created a diverse realty market demanding the highest standards of property management – both residential and commercial. Al Fahim Group, one of the most successful family businesses in the region, is one of the leading names servicing this vital sector and is involved in property development, leasing, investment and management. Today, Al Fahim Group owns prime properties in Abu Dhabi, Al Ain, Dubai and Sharjah through their real estate division, Emirates Property Investment Company (EPICO).

Founded in 1979, EPICO manages a spectrum of residential projects, shopping malls, world-class hotels and impressive office towers. The company's scope of operation includes property investment and development, design and construction, management, leasing and associated activities. EPICO owns and manages some of the most premium and prestigious residential, commercial and hospitality venues in the UAE; luxurious housing projects and villas, high-profile furnished apartments, stylish office towers and a range of premium hotels and popular shopping centers.

Strongly committed to constant innovation and growth, EPICO's accurate foresight, well-planned development and vast experience in the field of real estate complemented by its inherent flair for style and taste, guarantees a success story every time; be it a sky-scraping office tower or a compact, highly exclusive boutique. Following the values of its parent company: Humanity, Honesty, Substance and Foresight, the property investment division of Al Fahim Group's mission is to deliver superior services to corporate and individual clients with a passion to exceed all expectations.

## **1.5. TRAVEL**

Travel, tourism and hospitality constitute a significant fraction of the local economy. In recent years, there has been a steady rise of both tourists and businessmen visiting the country, especially during the various festivals and international trade fairs. Al Fahim owns and runs some of the most prestigious hotels in the country, hence catering stylishly to all visitor profiles - business and pleasure. Al Fahim has earned a solid reputation for reliability and efficiency while building strong associations with leading airlines, tour operators, car rentals and other similar auxiliaries.

### **1.5.1. Safar Travel & Tourism**

One of the first agencies of its kind in Abu Dhabi, Safar Travel & Tourism (formerly known as Abdul Jalil Travel Agency) is a venerable pioneer in the UAE's thriving travel sector. Established in 1966, the Agency today is the General Sales Agent (GSA) for Middle East

## Scope for IMS Implementation

---

Airlines (MEA), Cathay Pacific, Swiss International Airlines, and DragonAir, offering a wide range of travel and tourism related services with an inter-continental network of associates and representatives.

Staffed by a team of professional travel consultants, Safar employs the latest state-of-the-art online reservations and administration systems to cope with the immense diversity of its activities. Apart from normal ticketing and reservation services, Safar also handles package tours, hotel reservations, various tailor made airline packages and car rentals worldwide.

Safar's greatest strength is its renowned level of customer service and a reputation for genuine warmth and customer care that does not end with the sale of a ticket or tour package. It is a pleasant surprise for many new clients who do not expect their travel agency to call them up on their return and inquire about their trip. This warm personal touch is perfectly complemented by cutting-edge technology and a well-established network of international associates that allows Safar to offer highly flexible and extremely competitive travel solutions to suit any client's needs and budgets.

### 3. Overall Scope of Services required

The Scope of services covers training the employees, developing relevant manuals, and supporting the Implementation of the IMS programs, to incorporate, where applicable, international management systems standards namely **ISO 9001:2015, ISO 14001:2015, OHSAS 18001:2007 & ISO:22000:2005**, across the group covering all shared functions and Operating Units providing assistance for the certification.

- 3.1. Design & develop Company's Integrated management system (*Quality, Environment, Occupational health & Safety and Food Safety*) comprising of Business Process Management - Hi- Level model, process hierarchy, processes and procedures aligned with Company's Strategy (*AFG Group, it's operating Units & the shared services*), to execute the Vision & the Corporate Goals of the group.
- 3.2. Develop and provide support for the implementation of an Integrated Management System by conducting Awareness Training and Auditor Training, Documentation Support and Internal Audit Services, Management Review Meetings.
- 3.3. Provide assistance during the Certification Process by any certifying body of the employers' choice.

### 4. Other Requirements & Deliverables

- 4.1. Develop a detailed project plan after conducting the initial gap analysis.
- 4.2. Develop micro level plans for implementation.
- 4.3. Train the core group chosen for implementation & auditing skills (as scoped in the training session).
- 4.4. Conduct awareness trainings for all employees (around 1200 employees).
- 4.5. Discuss with the relevant stakeholders and develop process maps, prepare individual procedures (SOP's), Work Instructions with Critical control points, defining efficiency parameters for all the processes, linking all the processes, developing relevant forms & checklist for implementation.
- 4.6. Provide contents for any display materials in the workplace.

## Scope for IMS Implementation

Sl. No.	Scope Activity	Deliverables	Expected No. of Days
<b>Training</b>			
1.	<b>Awareness &amp; Documentation:-</b> <i>(For the Core Group – one or two representatives from each Departments/Function as required – <u>Maximum of 40 people</u>)</i>	The Training Program should consist of awareness on ISO 9001, 14001, OSHAS 18001 & ISO 22000 and other relevant supporting standards, Legislative requirements, how to prepare Aspect register, Risk register, legal Register, Integrated Management programs, Emergency Response Programs & plans, Setting Objectives & Obtaining targets. How to Prepare, Manage and Control Documentations.	<b><u>Awareness</u></b> – 2 days covering all the standards. <b><u>Documentation</u></b> – 2 days covering all the standards.
2.	<b>Awareness</b> <i>(for all other Employees – about 1200)</i>	The Training Program should consist of awareness on ISO 9001, 14001, OSHAS 18001 & ISO 22000 (Dalma Catering), their daily activities, safety precautions and plans.	1 day covering all the standards – <b>30 People per session</b>
3.	<b>Firefighting &amp; First aid</b>	Awareness on fire fighting and first aid training as approved by the civil defense of each Emirate.	As approved by the Govt. of UAE. – <b>40 People</b>
4.	<b>Auditor Training:-</b> <i>(For the Core Group)</i>	The Training Program should focus on auditing skills based on the ISO-19011 Auditing Standards. How to carry out Audits and Identify and Implement Improvement Programs and maintain integrity of the Management system & preparation of Audit checklist.	<b><u>Lead Auditor –</u></b> IRCA Certified – <b>Maximum 10 people</b> (for each of the standard) <b><u>Internal Auditor/ Non-IRCA Certified –</u></b> A composite of 5 days covering all the standards – <b>40 people</b> <i>Please specify, the no of days, if it is not possible in 5 days</i>

## Scope for IMS Implementation

---

Sl. No.	Scope Activity	Deliverables
<b>Documentation &amp; Implementation</b>		
5.	<b>Documentation</b>	<ul style="list-style-type: none"><li>• Integrated Manual &amp; Procedures (Quality, Environment, Safety, and Food Safety).</li><li>• Process Maps, Quality Plans, SOPs, Environmental Management Programs, Emergency Response Plan, Aspect Register, Risk Register, Legal Register etc.</li><li>• Work Instructions, Forms and Checklists.</li><li>• Any other Documents as deemed necessary while preparation.</li></ul>
6.	<b>Implementation</b>	<ul style="list-style-type: none"><li>• Support the implementation of Emergency response plan, mock drills, safety drills, First aid sessions etc.</li></ul>
7.	<b>Internal Audits, Management Review &amp; Corrective Actions</b>	<ul style="list-style-type: none"><li>• Assist conducting Internal Audits, Management Reviews and prepare corrective action plans.</li></ul>
8.	<b>Support External Audit</b>	<ul style="list-style-type: none"><li>• Suggest a suitable certifying agency.</li><li>• Support the conducting of the pre-audit and certificate audit.</li></ul>

**Annexure – 1 – Companies & the No. of employees**

<b>Company / Function</b>	<b>No. of Emp.</b>
<b>Al Fahim Group - Head Office</b>	<b>178</b>
Centralized Automotive Maintenance - Tools & Equipment	5
Advisory Office - Admin & Support Team	2
Automotive CEO Office - Admin & Support Team	2
CEO Investment Office - Admin & Support Team	1
Chairman's Office	4
Corporate Excellence	2
CSSO Office - Admin & Support Team	1
Executive Advisory Office	1
Family Governance Director Office - Admin and Support Team	1
Finance	42
Group Legal	4
Group Marketing	20
Group Purchasing	7
Group Risk And Internal Audit	7
Hospitality CEO Office - Admin & Support Team	1
Human Resources & Organizational Development	37
Information Technology	13
Investment Portfolio	3
Private Affairs	10
Projects Development	5
Transactional Services	1
(blank)	9
<b>Central Motors &amp; Equipment - Abu Dhabi</b>	<b>67</b>
Main Office-Mngmnt	5
Sales-Tyres	3
Sales-Parts	15
Work shops-Passengers	23
Work shops-Services	15
Logistics-Stores	6
<b>Central Motors &amp; Equipment - Dubai</b>	<b>102</b>
Main Office-Mngmnt	3
Sales-Parts	47
Work shops-Passengers	7
Work shops-Services	16
Logistics-Stores	29
<b>Central Motors &amp; Equipment - Michelin</b>	<b>38</b>
Sales-Tyres	28
Logistics-Stores	10
<b>Eastern Motors</b>	<b>169</b>

## Scope for IMS Implementation

Main Office-Mngmnt	11
Sales-Tyres	14
Sales-Parts	28
Work shops-Passengers	49
Sales- After Sales- Passenger Car	3
Sales-Cars	25
Work shops-Commercial	39
<b>Emirates Dalma Food Catering</b>	<b>54</b>
Main Office-Mngmnt	4
Hotels-Food & Beverage	16
Hotels-Services	34
<b>Emirates Motor Company - Daimler Commercial Vehicles</b>	<b>138</b>
Sales-Parts	23
Sales-Cars	12
Work shops-Commercial	81
Sales- After Sales- Commercial	2
Work Shops- GHQ Project- CV	20
<b>Emirates Motor Company - Mercedes Benz Cars</b>	<b>360</b>
Main Office-Mngmnt	4
Sales-Parts	51
Work shops-Passengers	196
Logistics-Stores	14
Sales- After Sales- Passenger Car	9
Sales-Cars	85
Sales- VIP	1
<b>Emirates Property Investment Co. - Abu Dhabi</b>	<b>84</b>
Main Office-Mngmnt	2
Sales-Real Estate	82
<b>MARJAN Cables &amp; Accessories</b>	<b>10</b>
Main Office-Mngmnt	1
Sales-Parts	4
Logistics-Stores	5
<b>MARJAN Industrial Development</b>	<b>6</b>
Main Office-Mngmnt	6
<b>Safar Travel &amp; Tourism</b>	<b>28</b>
Main Office-Mngmnt	4
Sales-Travel	24
<b>Western Motors</b>	<b>92</b>
Main Office-Mngmnt	4
Sales-Parts	21
Work shops-Passengers	50
Sales- After Sales- Passenger Car	1
Sales-Cars	16
<b>Grand Total</b>	<b>1326</b>

**Annexure – 2 – Individual Consultant Profile***(Use Individual Sheets for each Consultant)*

Name of the consultant				
Total Years of experience	Below 5 years	5 – 10 Years	11 – 20 Years	Above 20 Years
Standards Implemented (No. of Projects)	Below 50	51 – 100	101 – 150	Above 150
Lead Auditor Qualification	ISO 9001:2015			
	ISO 14001:2015			
	OSHAS 18001:2007			
	ISO 22000:2005			
TQM / Business Excellence Exposure	EFQM / Deming / MBNQ /Others			
Global Reporting Initiatives				
Industry Sector Exposure				
International Exposure (Countries & Companies)				
No. of Training Programs conducted		No. of Personnel Trained		
Key Competencies				
Publications				
Other Specific Info.				