



# AL WAFSA SECURITY SERVICES.

## KHAT AL WAFSA GEN. SECURITY GUARDS SERVICES

Leading the way in creating excellence in security services

ISO Certified Companies 14001:2015, 9001:2015, 45001:20



OUR  
PRIORITY  
IS  
YOUR  
SECURITY



[www.alwafagroupuae.com](http://www.alwafagroupuae.com)

Our company has 24 hours operation control room

# Al Wafa Group at a Glance:

Al Wafa Group was established in 2004 in the emirate of Dubai. Our group companies are ISO 9001:2015, ISO 14001:2015 and OHSAS 45001:2018 certified and registered members of Dubai Chamber of Commerce and Industry. The companies are providing outsourced services for more than 18 years. Al Wafa Group is made up of a group of industry professionals with decades of experiences and over the period of time, we have built an enviable reputation for the quality and efficiency and are well known for being an important catalyst in the success of our clients.

**Al Wafa Group is consist of the following business entities:**

- ▶ **Al Wafa Security Services LLC.**
- ▶ **Khat Al Wafa General Security Guards Services LLC.**
- ▶ **Al Wafa Star Cleaning & Security Services**
- ▶ **Al Wafa Facility Services LLC.**
- ▶ **Al Wafa Star General Trading LLC.**
- ▶ **Elite Hygiene Building Cleaning Services LLC.**

With the modernization of the UAE and improvement in business environment, Al Wafa Group has already launched ECO friendly chemicals and ensure compliance to local statutory requirement. We provide value-added services to businesses in the fields of cleaning, security, M.E.P, business support services (manpower) and other specialized services (pest control, landscaping, vehicle fueling & washing, loading & unloading, tank cleaning etc.) working side-by-side with our clients to help make their operations more efficient.



## Profile of Security Companies:

Al wafa group got two companies to provide security services. One is licensed in northern emirates and abudhabi by private security business department (PSBD) and the other one is licensed in dubai by the security industry regulatroy agency (SIRA).

We are licensed to provide security services in all the emirates. Al wafa offers security solutions, those utilize a combination of manpower and technology to secure premises. From CCTV to access control, we provide trained security professionals to ensure effective security operations.

Majority of the security guards recruited are from military, police or security background and only those with clean records, certified and vetted by the local law enforment authorities are selected. All security guards are trained and certified in basic fire fighting and first aid. Specialized categories got training on cctv/dvr operator.

Our 24/7 security control room ensures that the whole operation runs smoothly and guards are alert on the site. It also provides emergency assistance on the site and ensures reactive action is taken without much loss of time.

### Our Vision:

To become a regional service partner of choice through innovation, industry experience and best practices

### Our Mission:

We deliver sustainable value added services to support our customers to achieve their business goals. We do so by striving for excellence in operations, innovation and happiness of all our stakeholders. We consider our customers as business partners and work hard to exceed their expectations

### Training and Development:



We got in-house training facilities. All internal training programs are delivered by experienced and qualified instructors sourced internally and externally. Prior to an assignment, each individual go through relevant classroom and physical trainings conducted by authorized agencies by PSBD or SIRA and on the job trainings (OJT) to become fully qualified to perform all the duties. They are trained on the site specific methodologies and HSE briefing is provided to ensure error-free service throughout the project. Following type of trainings are provided:

## Our Core Values:

**Teamwork:** We work together by sharing responsibilities and outcomes. We exist as a team to support each other in creating a superior work environment and delivering exceptional customer experiences.



**Ethics and Integrity:** We are committed to a high standard of ethics and integrity by being honest, reliable and fair with our stakeholders. We always act with responsibility, doing the right things in all events, when no one is observing.

**Excellence:** We always strive to excel as excellence is a habit, not a goal. We are happy to accept challenges and go beyond the honorable obligations to prove ourselves.



**Innovation and Continuous Improvement:** We aim for innovation, not only for our organizational development but also in the way we approach all aspects of business. We challenge ourselves to find a better way of delivering services and get thrilled to try something new.

**Customer Focus:** We give priority to customers in all we do and treat them with care. We believe in long term relationship and try our best to exceed their expectations.



## Our Clients:



GROUP OF COMPANIES



جمعية الشارقة التعاونية  
SHARJAH COOPERATIVE SOCIETY



**MAWAAD**  
ENVIRONMENTAL SERVICES



GULF FIDELITY  
SECURITY SERVICES



**USG**  
United Security Group



مؤسسة محمد بن راشد للإسكان  
Mohammed Bin Rashid Housing Est.



ALMUHAJER SUDANESE GENERAL TRADING CO. LLC

**Prime Star**  
Electrical and Mechanical Works L.L.C.



**Pharmatrade**



أسترا بوليمرز  
ASTRA POLYMERS  
A LEADING COMPANY IN THE PRODUCTION OF  
HIGH-QUALITY MASTERBATCH

## Our clients are assured of Our quality services through:

### **Management/Operations Meetings:**

Regular meetings between the management and the operations team are held to evaluate all client requirements. Through these meetings we continuously strengthen and revitalize our approach in protecting the assets and interests of the client.

### **Surprise Inspections:**

Our Patrolling Supervisors constantly visit sites both day and night to ensure that the guards are aware of their duties and responsibilities in accordance with the client's assignment instructions. In addition to the regular inspections, our field operations staff make surprise site visits and send feedback to the management for review.

### **Documentation:**

Security Guards and Supervisors are trained to keep daily records and prepare electronic Daily Occurrence Reports all tailored to the requirement of the client. Whenever called for, the management provides clients with records of training and development.

**Core Activities:** We offer following type of Security Services:

- ◆ **Uniformed Security Guarding and Mobile Patrols.**
- ◆ **Static Security**
- ◆ **Event Security**
- ◆ **Mall & Retail Security**
- ◆ **Mobile Security**
- ◆ **Key Holding Security**
- ◆ **Access Control & Reception Services**
- ◆ **CCTV Surveillance**
- ◆ **Crisis Management**
- ◆ **Emergency Assistance**
- ◆ **Hospital Security**
- ◆ **Hotel Security**
- ◆ **Bank Security**
- ◆ **Airport Security**
- ◆ **Cash-in-Transit**

ALWAFWA SECURITY SERVICES LLC



## Man Guarding Services

With our PSBD and SIRA licensed security personnels in the team, you can be assured your assets are in safe hands. The Field Management Team ensures regular surprise visits to sites ensuring that guards are alert, vigilant and carrying out their duties in accordance with the job specifications.

Uniformed Security Guards are deployed at sites on contractual and call out services. Prior to deployment of security guards, the site is surveyed for Risk Assessment, Health, Safety & Hazard, Basic Amenities etc. Petrolling Supervisors are entrusted with the task of initially deploying the guard and briefing them on their duties and responsibilities at site.

## Event Security

We regularly provide our services to events like community gathering, social and musical events and sports events. With our expertise and experienced staff, we ensure that we provide quality services to our clients.

## Access Control and Reception Services

Guards are well trained for client locations where access is restricted and well versed in various kinds of access control system. We ensure that English / Arabic speaking male and female guards with pleasing personalities and good telephone etiquettes are provided for reception duties



## CCTV Operator

ALWAFA SECURITY SERVICES LLC

We also provide trained CCTV operator, who are ever alert and always on the look out for anything abnormal. they play a vital role to our clients in preventing fraud and robbery.



## Operation And Business Development Manager

AL WAFA is a licensed company that operates security services in accordance with UAE authority rules and regulations.

Our leadership team is composed of experienced security professionals dedicated to delivering the highest quality service to our customers.

We offer customized solutions to match our customer's specific needs and the resources to expand service as our customers grow.

We also ensure customer's satisfaction by giving them the highest quality security service possible. To meet this, our security officers undergo a rigorous recruitment process that suits the customer's company culture and ours.

For even the most complex security programs, you can count on AL WAFA to deliver consistent, uncompromising, competitively priced security services.

The entire recruitment process is carried out in a transparent and fair manner to ensure that the candidates are selected based on qualifications, experience, skills and potential for further development in accordance with company's and client's requirements.

Our recruitment, training and staff development process ensures that all our security guards demonstrate:

- ▶ Smart and presentable appearance.
- ▶ Reliability at all times.
- ▶ Smart A commitment to the highest standard of client care.
- ▶ Truchworthiness and henesty.
- ▶ A verifiable employment and deucational record.
- ▶ Good judgment and self discipline.
- ▶ Ability to work as a team member and work with established procedures.



We are committed to provide opportunities to the employees for their development and career progression. Therefore, our human capital value proposition is provided and maintained throughout our service deliveries. Some of practices are mentioned below:

- ▶ Recruit and retain right resource for the right job, at the right time and at the right cost.
- ▶ Achieve demographic diversity by extending recruitment activities to Africa.
- ▶ Achieve cost efficiency in hiring costs and reduce hiring timelines across all business verticals and geographic locations without compromising our quality standards.
- ▶ All the selected candidates go through a thorough background check with regards to previous medical history, criminal records (if any) and behavioral conduct.
- ▶ We ensure to maintain a productive and healthy work culture and are especially committed to encouraging a healthy work/life balance through regular wellness campaigns and CSR initiatives introduced in addition to collaborations with our customers.
- ▶ We are dedicated to provide our employees with competitive salary packages and refer to reputable industry surveys for benchmarking purposes.
- ▶ We are committed to develop employees' skills and capabilities through professional and customized training, both internally and externally to enhance career development.

We have been pretty successful in retaining our highly skilled and experience workforce. We value our employees by taking every effort to provide them with quality living and a joyful working atmosphere during their tenure with us. Our employees remain motivated with:

- Timely salary
- Company provided accommodation and transportation
- Medical insurance and flight tickets
- Interest-free loan provided by company
- Yearly appraisal on performance and appreciation program
- Timely carrier growth and development through continuous training
- We follow 'no work but pay' policy (basic pay with all amenities)
- Recreational facilities for all our employees
- Various other welfare and rewarding activities at camps and at sites

## How Guards are Selected

We appoint qualified guards who are physically fit and have mental and physical attributes to ensure that they can work within the field requirements. And such guards that we vetted through oral and written test, plus the fact that has impeccable character and with spotless background only we select. All of them have wide-range of experienced already in their home country as security guard, police and even in the arm forces. These guards came from different countries such as, , Pakistan, Nepal, India, philippines, srilanka and other countries. All guards are at least fluent in two languages, one which is English and the other is Arabic. Guards are deployed appropriately with regard to the diversity of the duties assigned to them.



### Induction Training

On arrival, the new recruits are put through a one-week full-time induction training session wherein they are made aware of the company policies and procedures, Police and the local laws, general knowledge of the UAE, introduction to the security industry of UAE, role of a security guard and so forth.

### On Site Training

New incumbents are trained along with existing security guards before being deployed full time on sites.



### First Aid Training & Fire Fighting Training

The company ensures that all our security guards are trained through professional trainers for first aid and fire fighting.

### Refresher Training

Refresher training is held at our training facility on a frequent basis to ensure that guards are abreast of the latest trends in the security industry / local and federal laws.

### PSBD or SIRA Training and Licensing

Security Managers, Security Supervisors, Controlroom Operators, Security Guards are put through comprehensive mandatory trainings conducted by PSBD and SIRA authorised agencies. All security personnels are tested and licensed by the competent authorities.

## Quality Commitment:

The companies commit to provide services with the highest standards and excessive attention being placed on enhancing a health and safety conscious culture amongst our team to promote environmental protection and sustainability as an essential and integral part of corporate business, reflected in our service delivery methodology:

To deliver this commitment, we comply with all applicable local statutory, regulatory and legal requirements as well as relevant international laws and standards. In addition, we approach and deliver our provision of services in line with global best practices.

In order to fulfil and meet customer satisfaction effectively and safeguard the health and safety of our employees and customers, we set clear targets and objectives, provide adequate resources to implement the requirements of the Integrated Management System as stated in ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018



## **Culture of Quality, Customer Service and Cooperation with other on-site Service Providers**

Our corporate management are committed to the cause. Transparency and a clear understanding of the scope of work everyone does begins at management level and further down to workforce levels. Our top management leads and participate in cross-functional quality meetings and hold regular discussions of quality status and improvement initiatives with other service providers to ensure overall quality standards are maintained at site.

There has to be a cross-functional responsibility for quality transformation. Meaningful change to quality management needs to be implemented throughout the entire location, with measures rolled out across functions in order to boost cooperation among various departments and service providers at the same location from the very beginning. A centralized function need to be responsible for coordination and communication. It would promote governance issues in close cooperation with individual departments and service providers, as well as knowledge management and training

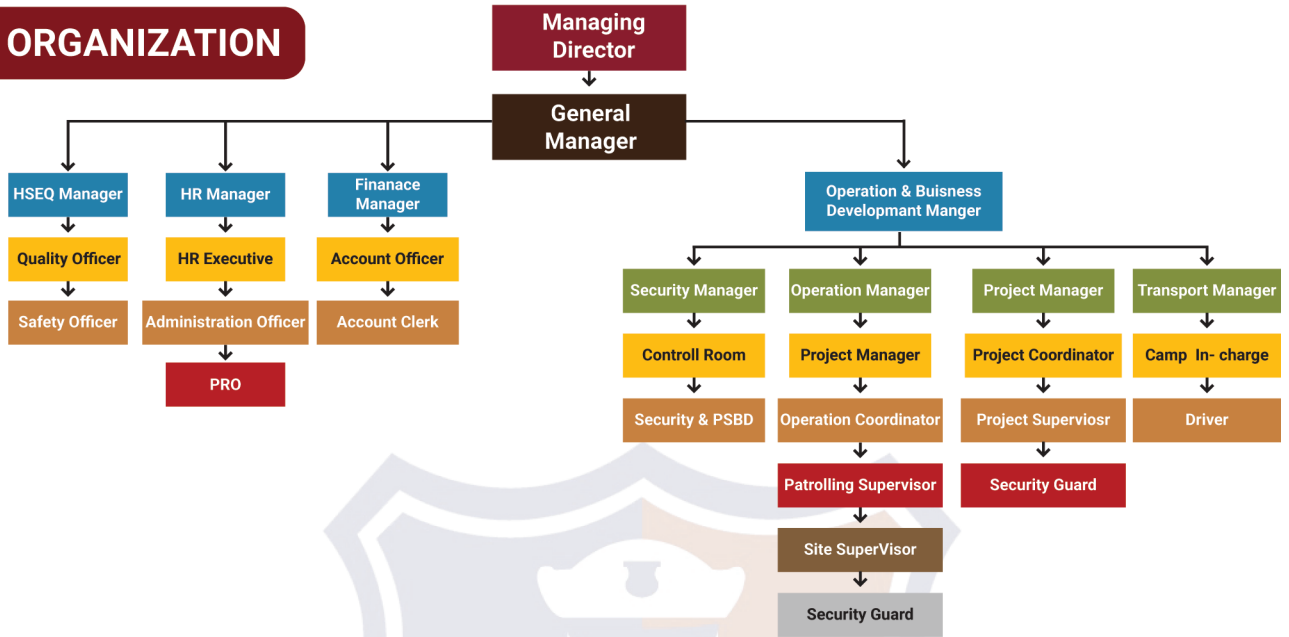
## **Al Wafa's Health & Safety Policy**

It is Al Wafa policy to be committed to achieve total customer satisfaction by providing high and suitable quality of products and services. Al Wafa is committed to provide a safe place of work throughout all operations while endeavoring to eliminate or minimize environmentally adverse effects in accordance with stated and implied needs with all our clients and those associated with our business.

In all the facilities where Al Wafa is involved in delivering services, we promote the highest standards in health, safety, security, environment and quality preservation and protection by establishing, implementing and maintaining an integrated management system. To achieve these aims, we establish and work towards the following goals:

- ★ Prevent illness or injury by placing the highest priority on health.
- ★ Set and review HSE objectives and targets for continuous improvement.
- ★ Ensure a close working partnership with the clients to achieve mutually beneficial goals.
- ★ Comply with local laws and regulations, corporate standards and other requirements.
- ★ Ensure that each of our employees continues to have the necessary technical knowledge regarding safety by professional training and on the job training.
- ★ Provide site induction at the start of the project and for new staff arriving on site.
- ★ Openly communicate, both internally and externally, the results and monitoring of HSE objectives.
- ★ Respect the standards and requirements of international rules and the application of laws and local regulations.
- ★ Regular training on site relating to specific project safety risks.

**ORGANIZATION**



## Al Wafa’s Risk Management

Al Wafa conducts its activities to ensure all health and safety risks of all our stakeholders are minimized. We promote health related issues together with a system for discussing occupational health concerns. Encourage all staff and concerned external parties to have high physical and health fitness in order to minimize health problems.

We ensure our own facilities are designed following safety guidelines, project activities and operations are conducted in a safe manner with systematic examination and assessment of vehicles, equipment and procedures to minimize risks to employees, property and the community at large. Minimize overall accident and maintain no fatal accidents and permanent total or partial disabilities.



# الوفاء GROUP OF al wafa COMPANIES



**AL Wafa** SECURITY SERVICES



**KHAT AL Wafa** GENERAL SECURITY GUARDS SERVICES



**AL Wafa STAR** CLEANING & SECURITY SERVICES



**AL Wafa** FACILITY SERVICES L.L.C



**ELITE HYGIENE** BUILDING CLEANING SERVICE L.L.C

## ISO Certified Companies



Private Security Firms  
Regulatory Department  
إدارة تنظيم شركات  
الأمن الخاصة



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### Ajman Office

Falcon Towers B1  
Al Rashidiya 2 Ajman  
P.O Box: 2871 Ajman - U.A.E

### Dubai Office

Saif Al Ashram Building  
Port Saeed (Near Clock Tower)  
Deira - Dubai  
P.O Box: 181244, Dubai - U.A.E

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