

TRUST ARABIA
ADMINISTRATIVE SERVICES & CONSULTANCY

A nighttime photograph of a city skyline, likely Dubai, with numerous skyscrapers illuminated and their lights reflecting on the water in the foreground. The sky is dark, and the overall color palette is dominated by blues and whites from the city lights.

**CORPORATE
PROFILE**

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WHO ARE WE?

Trust Arabia Administrative Services & Consultancy (TRUST) is an expansion of the Human Resource (HR) and Support Services department of the ACEC Group, which serves its group subsidiaries since its establishment in 1967. Trust Arabia provides Human Resources and Government Relations support to more than 1,000 employees in 16 subsidiaries.

TRUST's strength lies in its team of professionals with extensive experience in Human Resource Management (HRM), as well as the technological solutions which have been developed to cope with the rapid change we see in the world and to enhance operational effectiveness and strategic objectives.

TRUST built its idea to serve emerging, small and medium sized enterprises (SME's) in Qatar through the provision of a high-class service provided by employees who played a key role in growing leading companies within the ACEC Group for more than five decades.

PURPOSE

Proficiently provide trusted HR, accounting, and government relations services to aid an organization in its strategic development.

VISION

We are committed to becoming one of the most successful HR and accounting outsourcing firms in Qatar by creating significant value for our existing and potential clients and ensuring the highest level of

MISSION

Our Mission is to provide strategic partnerships with our customers through providing professional HR and Accounting services that are aligned with their strategic objectives.

VALUES

Our commitment is to provide high-quality, ethical, and professional services while maintaining our customers' loyalty.



OUR SERVICES

0.1



HR SERVICES

0.2



HR PLANNING

0.3



GOVERNMENT RELATIONS
SERVICES

0.4



OIL & GAS SUPPORT
SERVICES

0.5



ACCOUNTING SERVICES

0.1 HR SERVICES

The HR services will be tailored according to individual customer needs and managed by a cloud HR system so the HR professionals and customers can manage and control the functions efficiently.

Customers may choose between two categories when outsourcing HR functions:

CATEGORY A – ESSENTIAL HR FUNCTIONS

Managing Employee Profiles

Organizing and archiving employee profiles in a systematic and organized manner

Compensation Management & Payroll Administration

Maintaining salary details in the system and processing the monthly payroll using WPS

Employee Relations

Implementing fair and consistent policies to organize employee relationships with management and resolve employee conflict

Leave Management

Keeping track of employee leaves and calculating leave settlements in compliance with Qatari labour law

Separation Management

Applying the separation procedures and calculating the last settlement in accordance with Qatari labour law

Employee Self-Service Module

Develop and implement an advanced self-service system that allows employees to apply, track, and enquire about HR-related services

AMONG THE ESSENTIAL HR FUNCTIONS ARE THE FOLLOWING:

- ▶ Implementing an effective organizational structure aligned with the customers strategic goals
- ▶ Recording the HR financial transactions through TRUST team, such as extra incomes, deductions, wages adjustment, leave, etc
- ▶ Establishing the HR system parameters in accordance with Qatar's labour law and customers' requirements
- ▶ TRUST team will implement time attendance module for employees to track their attendance via mobile application. Tracking of lateness, absenteeism, missing punches, and fake punches will be recorded
- ▶ Migrating employee profiles, financial information, leave balances, and workflows into the HR system
- ▶ Using Qatar's Wage Protection System (WPS) to calculate and process monthly wages
- ▶ Planning and designing sites, projects, and cost centers to meet customer needs
- ▶ Providing monthly and periodic reports for the key metrics, including hiring rates, turnover rates, time to hire, cost of hire, increment ratio, wages analysis, HC-ROI, HC-value added, and annual provisions
- ▶ Offering intensive training to employees on the self-service module, allowing them to apply or enquire about any HR-related transaction, such as requesting over-time, loans, leave requests, resumptions, and enquiring about their wages, pay slips, leave balances, and other miscellaneous requests

CATEGORY B – ADVANCED HR FUNCTIONS

Job Evaluation

By defining the knowledge, skills, abilities, authorities, and responsibilities for each position, we are able to develop pay scales and grading structures for each position

Writing Job Description & Competencies

Defining the general duties, responsibilities, and competencies needed for each position based on the company's organizational structure and strategies

Appraisals

Appraising employee performance annually based on set objectives and KPIs, then identifying performance gaps

Training & Development

Acquiring the necessary training programs that improve the competencies gaps based on the appraisal results

Workforce Planning

Analysis of the current workforce, identification of future needs, and implementation of solutions that are aligned with the organizational strategy to accomplish the wider objectives

Recruitment & Selection

Developing recruitment plans, requisitions, screening, interviews, and the final selection process

Succession Planning

Identification and development of potential replacements for key roles within the organization in case the existing postholder leaves

THE ADVANCED HR FUNCTIONS INCLUDE THE FOLLOWING:

- ▶ Creating HR forms, letters, and memos within the HR system
- ▶ According to the appraisal results, design online training programs to improve the competencies gaps
- ▶ Developing job descriptions for all employees based on a professional structure reflecting the customer's strategy
- ▶ Developing succession planning structures for key and technical positions
- ▶ Establishing the core, common, technical, and meta competencies for each position
- ▶ Setting objectives for successors that will enable them to gain the necessary knowledge, skills, and abilities
- ▶ Providing the managers and supervisors with training on using the self-service module to help define the objectives of their subordinates
- ▶ All employees will receive advanced training on how to use the interactive and reliable self-service features
- ▶ To identify competency gaps and achieving assigned objectives, conduct periodic appraisals using the continuous feedback technique.
- ▶ Utilizing the cloud-based system which is integrated with the other modules for recruitment and selection
- ▶ Designing the training and development module based on the customer's needs and objectives
- ▶ TRUST HR consultants are responsible for controlling the data flow and providing daily advice and periodic reports

0.2 HR PLANNING

HR PLANNING INCLUDES THE FOLLOWING:

- Development of HR policies, procedures, and manuals
- Defining goals and competencies and writing job descriptions
- Design and development of HR forms and process flows
- Development of a salary scale and grading system



0.3 GOVERNMENT RELATIONS SERVICES

TRUST has developed an advanced cloud solution that allows the customer to choose the required service and upload all the documents based on each service type, getting the customer's management approvals and then TRUST processing it. By utilizing this methodology, it will be easier for customers to apply, track, and control their applications.

Meanwhile, the system allows the customers to generate reports which show the total charges paid during a certain period, the time consumed for getting the application processed, and many other related reports.

TRUST provides the following services:

- Residence Permit issuance & renewal
- Business Visa issuance & renewal
- Writing and attesting employment contracts
- Arranging governmental medical examinations
- Updating employee data such as passport number, profession, nationality, etc.
- Processing sponsorship transfers
- Writing & attesting the Article of Associations
- Commercial registration issuance and renewal
- Establishment ID issuance and renewal
- Tax card registrations
- Listing the companies with Munaqasat at the Ministry Of Finance
- Attestation of agreements and licenses from the Ministry of Foreign affairs and Ministry of Justice
- Drafting and attestation of agreements and applications through Single Window site
- Processing all Ministry Of Labour applications through the MOL site
- Processing all government relations services through the Metrash corporate system



0.4 OIL & GAS SUPPORT SERVICES

Trust Arabia has wide range on expertise in providing oil field support services, where our strategy remains in removing the administrative burdens from the oil field organizations by providing reliable and cost-effective support services for both onshore and offshore personnel. And that include hiring the required staff to achieve short and long-term projects, issuance of temporary or permanent work visas, arrangement of staff accommodation, providing the required safety and technical training programs, arrangement for the medical examinations, issuance of gate passes, and providing other logistical services to get them ready to start their duties.

For over 25 years our professional team where able to serve oil field organizations effectively in providing the following services:

- ▶ Issuance of Multiple-Entry Business Visas
- ▶ Issuance of Work Visas and processing the resident permits
- ▶ Issuance of onshore and offshore Gate Passes (supplementary, temporary, and permanent)for the following locations:
 - ▶ Offshore / Onshore Qatar Gas
 - ▶ Ras Laffan
 - ▶ Mesaieed
 - ▶ Dukhan
- ▶ Arrangement of training programs including :
 - ▶ OPITO T – FOET (Tropical offshore emergency team)
 - ▶ Rescue at height – HSI @ HSSA
 - ▶ OPITO – OERTM (Offshore emergency response team leader)
 - ▶ Dangerous goods by air – OPITO HOIT
 - ▶ OPITO HERTM – Helicopter emergency response team member)
 - ▶ Basic H2S (Training of Hydrogen sulfide toxic gases)
 - ▶ CA EBS MK50 (Compressed air emergency breathing systems)
 - ▶ Forklift training
 - ▶ AGT – Gas training
 - ▶ Rigging and slinging
- ▶ Arrangement of the medical examinations needed to onboard the staff
- ▶ Issuance of OMF cards for the offshore staff
- ▶ Arrangement of short-term and long-term staff accommodation
- ▶ Providing transportation with drivers who already have gate passes



0.5 ACCOUNTING SERVICES

TRUST is partnered with Zadd Numbers, a professional outsourcing company providing financial management and taxation services to SMEs. Founded in 1998, Zadd has worked with more than 400 customers from different sectors in Jordan & UAE.

Zadd has a large team of professionals with different skills and expertise who manage the accounts according to the International Accounting Standards and Best Practices (GAAP/IFRS). This includes bookkeepers, accountants, financial controllers, CFOs, and tax consultants.

Zadd's key strength lies in its systemized methodologies for managing and controlling accounts starting from assessing the customer needs, digitizing paperwork, and processing entries through the cloud. For more details, please visit: <https://numbers.zadd.co/>



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