

**AL JAZEERA INTERNATIONAL
CATERING LLC**

**CHASE PERFECTION
CATCH EXCELLENCE**



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ABOUT US

Our humble **Beginning**

JIC was created with the start of a formidable partnership between Force 10 and Gulf Catering LLC in 2008.

Of the two partners, Force 10 UAE part of the Force 10 Group has clocked in two decades of experience in the UAE and within the Gulf region. Some of Force 10 Group's integrated services include, Real estate investments, Real estate Property Development & Management and real estate assets management and services. Gulf Catering Services LLC (GCS) on the other hand was established in 2006 in Dubai as a joint venture between Arab Gulf Pearl Trading Est. UAE (AGPT) and

Mr. Robby Thommy, Chairman and Managing Director of Ben and Thommy Catering Services Pvt. Ltd. (BAT), India.



Robby Thommy, Managing Director
Al Jazeera International Catering LLC

As a professionally managed Catering and Support services company, JIC's Corporate philosophy is to be an integral part of your team. The focus therefore stays consistently on your core business while our sole responsibility is that of providing world class catering and allied services that cater to your specification and ultimate Satisfaction.

Looking for perfect
Catering services?

Yes, We offer the perfection. From us you will receive
Exellent and the best services. Let's take a look at our
services!

WHAT WE
OFFER

OUR SERVICES

Best experience with best services, that's what you will get from us. We provide almost all kind of catering services with a touch of perfection.

01



Corporate Events

02



Personal Events

03



Support Services

04



Menu Planning

05



Kitchen Planning

06



Food Safety
Practices

On-board JIC as your experience **Partner**



World Class Hospitality



Professional Consultations



Exclusive Design
Consultancy



Award Winning Hygiene and
Food Safety standards



Super Quality of Food

Leading businesses and organizations partner with JIC for their holistic catering and hospitality needs – be it Catering, Housekeeping, Laundry, Landscaping & Gardening, Security Services, Building Maintenance, Hospitality related allied Services or more.

CATERING

Our **inspirations**

As an integral part of your team, JIC enables the focus to consistently stay on your core business while providing world class catering and allied services that exceed your specification and ultimate satisfaction. Our inspiration is to do something which is unique and useful. The motto which inspired us is “Chase perfection Catch Excellence.”

WORLD CLASS SERVICE	96 %
COMPETITIVE PRICING	95 %
FOOD AND SAFETY STANDARDS	100 %
CLIENT SATISFACTION	98 %

Corporate **Services**

- DAILY BUSINESS LUNCHES
- BREAKFAST, LUNCH & DINNER CATERING SERVICE, HIGH TEA
- COFFEE BREAKS WITH LUNCH FOR CLIENT AND STAFF RECEPTIONS
- CORPORATE BBQS AND PICNICS CORPORATE BUFFETS
- PACKED MEAL BOXES
- SNACK AND CANAPÉS MENUS FOR SEMINARS AND CONFERENCES

With an experience of 15+ years in corporate catering, ranging from multi-national blue chips to medium and small organisations, JIC has in depth knowledge of corporate catering requirements. From simple sandwich platters to hot staff lunches or 5-star boardroom dining, we have the menu, staff and equipment to fulfil any request. Our highly experienced and extensively trained teams are strategically located throughout the region and can respond quickly to any catering demand large or small with tailored menus adapted to the ethnic mix of the camp or compound population. JIC's reputation for quality food and professional service is known as their ability to maintain excellent relationships with their clients.



A collage of images showing various food events and gatherings. The top row includes a close-up of a pink cake, a buffet line with people serving themselves, and a food stall with a large bowl of food. The middle row shows a buffet line with people serving themselves, a food stall with a large bowl of food, and a food stall with a large bowl of food. The bottom row shows a large group of people sitting at tables outdoors, a food stall with a large bowl of food, and a food stall with a large bowl of food. The text 'Whether it's gatherings traditional styles to The best' is overlaid on the right side of the collage.

Menu Planning

- Standardized Recipes
- High Quality Catering
- Variation of menus as per eating habits
- Relief from operating details
- Full – fledged infrastructure of commendable services

Menus are customized to suit a kaleidoscope of nationalities taking into account their diverse backgrounds. As experienced caterers, we offer suggestions that would fit within your budget, keeping the varied global palate in mind.



Food and Service **Management**

We are committed to providing you with exemplary service quality, beyond expectations. No matter what the requirements, we are all ears in providing you with the tools necessary to make your dining experience a memorable one.

Allied **Services**

Apart from our Food Service Management, we provide a multitude of support services that add value to your business like janitorial services, housekeeping, laundry, camp management services, coupon handling and management, maintaining stipulated ADFCA health and safety standard, procurement, storage and hygienic handling of raw materials and design consulting services for commercial kitchens, laundry equipments, and walk-in cold rooms.



Design **Consultancy**

JIC possesses a thorough understanding and working knowledge of all relevant health, safety and hygiene legislations. This ensures due diligence and the highest standards of food safety in design. Partner with us and you will get the very best value from your investments.

What to expect From our design consultancy team

- Budget costs
- Initial space requirements
- Space planning/space rationalization
- Cost plans and value management
- Design brief for architects as per ADFCA standards and regulations
- Layout design including catering equipment evaluation and selection
- Design of bespoke catering equipment
- Contract drawings and tender specifications



Our Food **Safety**

Food Safety is JIC's number one priority! Several certifications are proof that JIC adheres to the highest standards of the HACCP system certification. Every aspect of JIC's food production and hygiene process is governed by defining principles. JIC's team of food safety specialists manage and ensure that the daily food safety levels are maintained in all kitchens and sites as operated by the company.



Inside JIC

Our achievements prove our experience and skill. The only thing we care about is client's satisfaction and that is our key to success.

All of this in one day



65,000

Meals we Serve



6,000kgs

Clothes we Wash



12,000 sq.mts

We clean



Our **Commitment**

We are driven to integrate our core values into every aspect of our business. As our client you will be rendered action that is deeply rooted in integrity, trust and respect. Our employees demonstrate qualities of leadership and stewardship. You can be rest assured that as a business we are committed to aiding you reach the best of yours. You are at the end of the day assured genuine care backed by vast experience.

**WE CHASE
PERFECTION
TO
CATCH
EXCELLENCE**



Our People

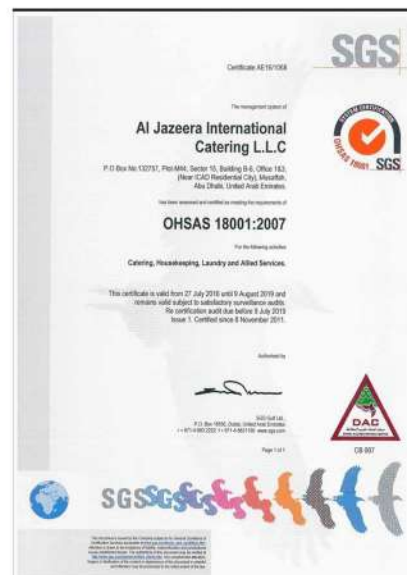
The central ethos of our work culture is the creativity and passion of our employees. Our global and multi-lingual teams are encouraged to contribute their thoughts and idea solutions to help the company grow and reach greater heights. New initiatives are specifically designed to enhance overall employee well-being and morale because as a company we are committed towards persistently investing in our people, developing their skill sets and talents with the necessary support and assistance.



Our Role

From frequently participating in Blood Donation camps to eco-friendly waste collection and its disposal, to celebrating World Environmental day and kick starting cleanliness drives, our award winning teams have not only initiated but have also tirelessly worked toward making a difference in their approach to everyday living.





WE ARE CERTIFIED

We follow the highest standards of quality, safety and health. We strive in our journey towards achieving the ‘best practice’ across every department. Over the years we have acquired the **ISO 22000-2005** certification, which is the first international standard for the implementation of a certified food safety management system. It covers Interactive communication, System Management and Hazard control. In addition to this JIC is one of the few in the Middle East to also be certified for Environmental Systems with the **ISO 14001** and the **OHSAS 18001** for Occupational Safety and Health System.

Integrated Management System

AL JAZEERA INTERNATIONAL CATERING LLC (JIC) food catering provider considers food safety as fundamental to our ongoing business. Our goal is to provide high quality, safe food every time, everywhere. Every day we work to earn the trust of our customers and consumers, beginning with the safety of the products and service we produce and provide to improve HSE and food safety around the entire UAE region where we cater.

Our definition of safe service is simple in that we want to protect people from hazards while experiencing our products and services. Because we understand the stringency of applicable regulations in so many ways and in so many places, we take a broad, comprehensive risk based approach to ensure the safety and integrity of our products and services.

AL JAZEERA INTERNATIONAL CATERING LLC (JIC) key system Policies are:

FOOD SAFETY PRACTICES

We implement global standards and principles through programs, such as Good Hygienic Practices (GHP), Good Manufacturing Practices (GMP), and the Hazard Analysis and Critical Control Points (HACCP) in accordance with ISO 22000:2005 Food Safety Management Systems.

Accountability

We hold ourselves accountable to fully implement our Integrated Management System (IMS) based on ISO 22000:2005, ISO 14001:2015 and BS OHSAS 18001:2007 international standard requirements and in appropriate compliance to the EHS Policy of AD/CA & AD D-HMS and continuously seek ways to improve the IMS in our entire produce supply chain.

Transparency / Open Door Policy

We are committed to transparency and sharing information on HSE and food safety issues across our business and with authorities, customers, vendors, suppliers, consumers and stakeholders. This Policy will be available in our Intranet for our internal stakeholders & in our company website (www.ajic.ae) for the external stakeholders.

Continual Improvement

Our Food Safety and HSE performance will be considered at every management meeting and will review this policy annually to ensure that it continues to reflect the aims and aspirations of the company and it is kept up to date with legislative requirements.

The safety of the employees, customers and stakeholders of AL JAZEERA INTERNATIONAL CATERING LLC (JIC) is very important. We want every personnel to come and leave JIC premises on each day without having had an accident or injury.

This incorporates specific commitments to:

- The prevention of all accidents including major accidents
- The prevention, minimization, remediation and the monitoring of releases to the environment
- The sustainable resource use, climate change mitigation and adaption and protection of bio diversity and eco systems, nature, scale and environmental impacts of JIC's activities, products and services
- Compliance with relevant health, safety and environmental legislations
- Maintaining a high level of awareness, motivation and training for all employees
- Maintaining a safe and healthy working & living environment for all employees, stakeholders, contractors, visitors and the local community
- Achieve continual improvement in health, safety and environmental performance

We will regularly measure for compliance against these standards and implement performance objectives to assure our clients, stakeholders and consumers that we are providing safe to stay and eat while meeting their quality and safety expectations.

For AL JAZEERA INTERNATIONAL CATERING LLC (JIC)

Rikman

Managing Director

IMS-01 – IMS Policy Statement
Approved by MD | 4-May-2016 | JIC

NON-DISCRIMINATION POLICY

Policy

It is the policy and commitment of Al Jazeera International Catering LLC that it does not discriminate on the basis of race, age, color, sex, national origin, medical situations, physical or mental disability, religion, caste, creed or otherwise as may be prohibited by local law.

Prevention

JIC is committed to a policy of equal employment opportunity and does not discriminate in the terms, conditions, or privileges of employment on account of race, age, color, sex, national origin, medical situations, physical or mental disability, religion, caste, creed, otherwise as may be prohibited by local law.

Harassment or intimidation of a client, staff person or guest because of that person's race, age, color, sex, national origin, medical situations, physical or mental disability, religion, caste, creed prohibited and may be grounds for termination. Harassment and intimidation includes abusive, foul or threatening language or behavior.

JIC is committed to maintaining a workplace that is free of any such harassment and will not tolerate discrimination against staff members, customers or other stakeholders.

Practice

At the same time the JIC prohibits discriminatory practices. It promotes equal opportunity through affirmative action. Non-discriminatory affirmative action equal opportunity policies apply to recruitment, hiring, job classification and placement, work conditions, promotional opportunities, demotions/transfers, terminations, training, compensation, choice of contractors and suppliers of goods and services, educational opportunities, disciplinary action, recreational and social activities, use of facilities, housing, and JIC sponsored programs.

Appeal

Issues of discriminatory treatment, harassment, or intimidation on any of these bases should immediately be reported to the Manager - Human Resources Department with a copy to Managing Director in a written form. Thereafter the process for handling the complaint need to be followed as guided in the Non-Discrimination - Complaint Appeal & Handling Procedures of manual: JS-019-HR & Admin Manual.

Rikman

Managing Director
Date: Jan 01, 2014 Rev: 0

An ISO 22000, ISO 14001 and OHSAS 18001 Certified Company



JIC Open Door Policy

Objective

Open door policies are to encourage employees to offer suggestions and ideas, provide or solicit feedback, seek personnel or professional counsel, or address concerns within the company. The policy establishes an environment of trust and mutual respect between the employer and employee. The practice is viewed as a morale booster by letting employees feel as if they are able to openly speak with their employer about issues face-to-face, rather than through email or voice mail. In essence, an open door policy serves to empower employees, knowing that their voice is heard and issues are quickly addressed and resolved. Trust in the company tends to improve and grow when employees understand that they are welcome to confide in senior management, when immediate supervisors are unavailable.

JIC is committed to creating the best environment - a place where everyone's voice is heard, where issues are promptly raised and resolved, and where communication flows across all levels of the company. Openness is an essential to quickly resolve any concerns, to recognize business issues they arise, and to address the changing needs of our diverse and multilingual workforce.

The essence of JIC Open Door Policy is open communication in an environment of trust and mutual respect that creates a solid foundation for collaboration, growth, high performance and success across all departments JIC.

Methodology

Established methods and procedures commonly introduced to encourage employee feedback have generally included the use of anonymous suggestion boxes, dispute resolution teams, and open door policies.

Concerns brought forward may include job performance conflicts with supervisor co-workers, personal family issues conflicting with employment demands, questions regarding company policies, and ideas for department and corporate improvement. The mechanisms for each process serve to improve communication and management.

It provides for a work environment where:

- Open, honest communication between managers and employees is a day-to-day business practice
- Employees may seek counsel, provide or solicit feedback, or raise concerns within JIC
- Managers hold the responsibility for creating a work environment where employee input is welcome, advice is freely given, and issues are surfaced early and are candidly shared without the fear of retaliation when the input is shared in good faith.

Conclusion

If you have questions with to discuss possible violation, you should first discuss it with those in your management chain. If you are not comfortable with that approach for any reason, or if no action is taken, please contact the Managing Director's office at jic@ajic.ae

Agarwal

HR & Admin Manager

OK

Food Safety Team Leader

Rikman

Managing Director

ISO 22000 HR & Admin Manual Approved: MS-J-FPT-1 June 06, 2012 Rev: 0.0



Corporate Social Responsibility Policy

We at JIC define corporate social responsibility as our commitment in following factors:

Commitment towards Compliance

We commit to maintain our highest standards of integrity and legal Governance practices in our daily operations to achieve excellence.

We conduct our business in an ethical manner as defined in JIC Code of Ethics & conduct.

Commitment towards Health & Safety

We commit to the health & safety of our stakeholders. As defined in our IMS policy we want every personnel to come and leave JIC every day without having any accident or injury.

We are committed for providing the required resources and training for personnel to perform their work in a safe manner.

Commitment towards Stakeholder Development & Engagement

We commit to the development & engagement of our stakeholders, by providing various modes of communication with transparency.

By creating platforms for the stakeholders to exhibit their talent, and by implementing development programs for the stakeholders.

Commitment towards Environmental protection

We commit towards the protection of the environment by implementing international standards & guidelines in to our operations, by incorporating technology in to our operations and by adhering the legal requirements as defined for the upkeep & protection of our environment.

We commit towards training of our stakeholders and awareness to the society on the environment and its sustainability issues.

Commitment towards Human Rights & Well-being

We commit towards the human rights and well-being of our stakeholders, by implementing a Non-discriminatory work practice, and by addressing the needs of the employees in an effective manner by addressing the welfare needs of the employees and to create a "Home Away Home" feeling to the employees of JIC.

Commitment towards Quality

We commit towards the quality and consistency of our products and services, by integrating international standards and systems in to our daily operations, by implementing quality process throughout operations and by monitoring the quality compliance at every stage of process and procedure.

As defined in our IMS policy, our definition of quality and safety is simple that we want the people free from hazards while they experience our products and service.

Commitment towards Society & Community

We commit towards the well-being of the society & community, by addressing the long term needs and creating the awareness among the society towards sustainable development.

We commit towards incorporating philanthropy as part of our business activity which address the core social needs.

We commit in imparting the knowledge of catering operations to the future generation of the local community in which we operate.

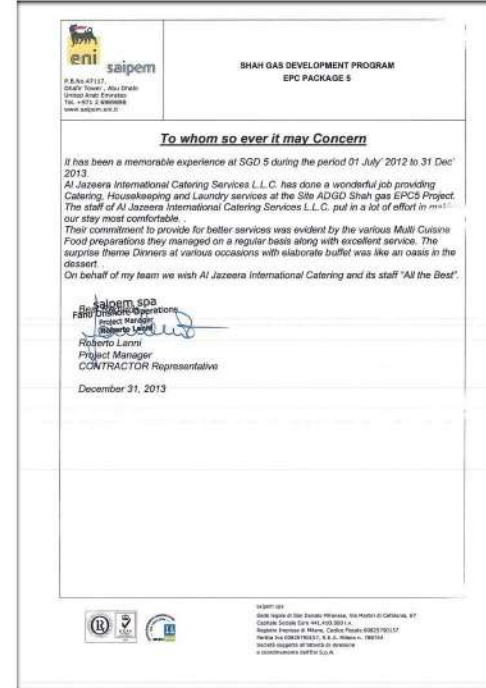
Rikman

Managing Director
Date: Jan 01, 2014 Rev: 0

An ISO 22000, ISO 14001 and OHSAS 18001 Certified Company



JIC IMS AND POLICIES



CLIENT APPRECIATION

Appreciation Letter

14 June, 2015

To,
Al Jazeera International Catering LLC
PO Box: 132757
Plot - M44, Sector 35
Building B-6, Office 30 & 32
Abu Dhabi, UAE.

Dear Mr. Robby Thommy,

We appreciate your great efforts in taking an initiative to conduct 9th Blood Donation Campaign on 12 June, 2015 at one of your sites. It is a remarkable experience to collect 171 units of blood from Al Jazeera International LLC blood donation campaign, the highest number of blood units collected in one day campaigns held in Abu Dhabi.

Abu Dhabi blood bank is responsible for providing blood to patients in all hospitals in Abu Dhabi and the blood donated by the donors and also your employees' is very precious to us. It depicts their concern for the needy people and also gives an inspirational message to the society on the importance of Blood Donation and to give a new life to the needy.

Once again I would like to appreciate and congratulate the meticulous efforts of the team and management for volunteering for this noble cause.

Hope your experience with us will encourage you to organize more campaigns in the future.

Sincerely,


Dr. Narim Oumeiri
Medical Director




www.aljazeera.com
الإذاعة العربية للتلفزيون
Tel: +971 2 610 2000 Fax: +971 2 610 4962 P.O.Box: 51900, Abu Dhabi - U.A.E. www.aljazeera.net


BEHA
Blood Bank

إموسكو لمعدات حقول النفط ذ.م.ج.

Date: 17-09-2015

TO WHOMSOEVER IT MAY CONCERN

This is the appreciation for an Outdoor Catering service provided by M/s Al Jazeera International catering Service LLC on 14th September - 17th September 2015 at IMMUSCO Oilfield Equipment LLC

Musaffah 44, Abu Dhabi-UAE.

Thanks for the support and professional services.

Appreciate your effort & Thanks for M/s Al Jazeera International catering LLC.

We wish them all the best in future endeavor of M/s Al Jazeera International catering LLC.

Thanking you,


Ali Shabana Mohamed Ibrahim
Public Relations Officer

إموسكو لمعدات حقول النفط ذ.م.ج.
معرض المعدات الهندسية لقطاع النفط
P.O. Box No. 132097 Musaffah, Abu Dhabi - United Arab Emirates
Tel: +971 2 5564699, Fax: +971 2 5518121
support@immusco.com | www.immusco.com

bond Traffic Solutions

Registered office
Trade License Number: 08-137124
P.O. Box: 111395, Abu Dhabi, UAE
Tel: +971 2 49635, Fax: +971 2 49339

Date: September 17th 2015
Ref: 875/L/80/SRV/34/HQ3-02-Rev00

TO WHOMSOEVER IT MAY CONCERN

This is the appreciation for an Outdoor Catering Service provided by M/s Al Jazeera International catering Service LLC on 14th September 2015 at Abu Dhabi Traffic Management Center.

Thanks for the support and professional services.

Appreciate your effort & Thanks for M/s Al Jazeera International catering LLC.

We wish them all the best in future endeavor of M/s Al Jazeera International catering LLC.

Thanking you,


Ali Shabana Mohamed Ibrahim
Business Development Director



Cc: Managing Director
PR/Admin Dept.


QRS


United Country Group
EST. 1987

FLAT LABS UAE

08 November 2015

To Whom It May Concern,

FlatLabs UAE FZ LLC wishes to express its appreciation for the Office Catering services provided by Al Jazeera International Catering Service LLC on 4th November 2015 at SF 501 Rolana Office Complex Two/Four/54, Abu Dhabi.

Thanks for the support and professional services.

Appreciate your effort and we look forward to doing more business.

Thanking you,


Dr. Narim Oumeiri
Office Manager, FlatLabs Abu Dhabi


FLAT LABS UAE
FLATLABS UAE FZ LLC
LICENSE NO. 811/007/14

FlatLabs UAE FZ LLC
License No: 811/007/14
Also operating in partnership in the UAE:


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info@flatlabs.com
Four/Four/54, Rolana Office Complex
P.O. Box 709344, Abu Dhabi, UAE
+971 2 622 0156, 1950



CLIENT APPRECIATION



JIC was awarded the 14th Cycle Sheikh Khalifa Excellence Award Being Presented By His Highness Sheikh Hamed Bin Zayed Al Nahyan, Chairman Of Abu Dhabi Crown Prince Court To **Mr. Robby Thommy** Managing Director of Al Jazeera International Catering LLC



JIC was awarded the 15th Cycle Sheikh Khalifa Excellence Award Being Presented By His Highness Sheikh Hamed Bin Zayed Al Nahyan, Chairman Of Abu Dhabi Crown Prince Court To **Mr. Robby Thommy** Managing Director of Al Jazeera International Catering LLC



JIC was awarded the 17th Cycle Sheikh Khalifa Excellence Award Being Presented By His Highness Sheikh Hamed Bin Zayed Al Nahyan, Chairman Of Abu Dhabi Crown Prince Court To **Mr. Robby Thommy** Managing Director of Al Jazeera International Catering LLC

Future Workplace Award 2018

WINNER

Al Jazeera International Catering



Middle East Waste & Recycling Award 2018



Global Islamic Business Award 2018



Arabia Corporate Social Responsibility Award 2018



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The Golden Globe Tigers BEST CSR PRACTICES Award 2018



Emirates Environmental Group Appreciation Award 2018



Middle East Customer Service Excellence Award 2018



Golden Peacock Global Award for Social Responsibility 2017

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Silver Hospitality Award 2017



BIZZ Peak of Success Award 2017



Arabia Corporate Social Responsibility Award 2017



Emirates Environmental Group Appreciation Award 2017



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Global Benchmarking Award 2016



Middle East CSR Award 2016



Best Practices European Award 2016



Best Sustainability Initiative 2016

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Europe Business Best Enterprise Award 2016



Arabia CSR Award 2016



International Best Practice Award 2015



Global Benchmarking Award 2015



Green Era Award 2015



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Arabia CSR Award 2015



Abu Dhabi Blood Bank Award 2014



International Best Practices Award 2014



Arabia CSR Award 2014



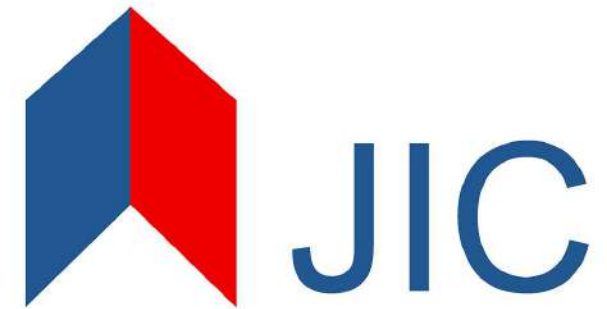
The Bizz Award 2014

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AL JAZEERA INTERNATIONAL CATERING LLC



AL JAZEERA INTERNATIONAL CATERING LLC



WE WOULD LOVE TO HEAR FROM YOU

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 info@aljic.ae

 aljic.ae

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Building B-6, Office 1 &3,
Near ICAD Residential City,
Mussafah, Abu Dhabi, UAE

VISIT US :    