



Audit Report

For

Alexandria International Stadium

Stage 2

Audit Date: 08/12/2025

Organization Details

Company:	Alexandria International Stadium
Address:	Patrice Lumumba Street – behind the Eye Hospital, Alexandria, Egypt
Contact Person:	Hesham El?Sayed Mohamed
Email:	EG7ORUS@HOTMAIL.COM
Audit Criteria:	ISO 9001:2015
EA Code:	35
Scope:	Organization and management of sports, artistic, and social events
No. of Sites:	1

Sites

Site Name	Location
Same Site	Same Location

Audit Objectives

The purpose of stage 2 is to evaluate the implementation, including effectiveness, of the client's management system. The stage 2 shall take place at the site(s) of the client. It shall include the auditing of at least the following:

- a) information and evidence about conformity to all requirements of the applicable management system standard or other normative documents.
- b) performance monitoring, measuring, reporting and reviewing against key performance objectives and targets (consistent with the expectations in the applicable management system standard or other normative document).
- c) the client's management system ability and its performance regarding meeting of applicable statutory, regulatory and contractual requirements.
- d) operational control of the client's processes.
- e) internal auditing and management review.
- f) management responsibility for the client's policies.

Auditors

Auditor Name	Role
Mohamed Fouad	TL
Wael Abo Hashem	TM

Auditee Members

Auditee Name	Position
GEN. Hesham Loffy	Stadium Manager (opening - closing)
Hesham Elsaïd	sports affairs (interview - Closing)
Tamer Abd Elalim	administrative affairs (Closing)
Alsimaa Mohamed	Maintenance (interview - Closing)
Rehab Nafea	public relations (interview - opening - closing)
ahmed saleh	technician (interview)
Ibrahim Hesham	technician (interview)

No. of Man-Days

2.0

Audit Findings

Clause No.	Requirement\Department	Evidence	Result
4.1-4.2-4 .4-5.3- 6.1 - 9.2	administrative affairs	Context of the department identified Interested parties identified and evaluated Risks & opportunities assessed Roles, responsibilities & authorities defined Internal audit conducted on 03/122025	OK
4.1-4.2-4 .4-5.3- 6. 1-9.2-7.1 .3-10.1	maintenance and facility	Context of the department identified Interested parties identified and evaluated Risks & opportunities assessed Roles, responsibilities & authorities defined Internal audit conducted on 03/122025 - The Maintenance Procedure (MAN-P03) is in place and implemented, supported by a maintenance process flowchart, and an equipment inventory list (MAN-P03-F06) has been established to identify and control maintained assets. - The Maintenance & Facility Department conducts daily inspections and records inspection observations for daily follow-up. - The daily inspection log was verified as objective evidence, covering (7) transformer rooms and (4) lighting towers control rooms, ensuring observations are recorded and tracked for closure. - Plumbing maintenance activities were verified through reviewing the in-house plumbing maintenance log, which documents performed tasks and follow-up/closure details. - Resources for key stadium systems maintenance (Fire alarm, Firefighting, Lighting, Track) are secured through Alexandria Governorate approvals. Ongoing follow-up: - Stadium Track rehabilitation/renewal — pending Legal Affairs response. - Utilization of unused facilities — 3 halls under study/processing. - Maintenance of the stadium display screen was verified as completed on	OK

Clause No.	Requirement\Department	Evidence	Result
		<p>13/10/2025, and the activities of Green Heaven Company were verified, confirming the execution of fungicide and insecticide spraying, weed control, and chemical fertilization on 14/10/2025.</p> <p>- Maintenance of the central telephone system and internal lines was carried out in the presence of a representative from the General Administration of Projects and Workshops of the Governorate on 27/10/2025.</p>	
<p>4.1-4.2-4 .4-5.3- 6.1-9.2 - 8.2 - 9.1</p>	<p>public relations</p>	<p>- Context of the department identified Interested parties identified and evaluated Risks & opportunities assessed Roles, responsibilities & authorities defined Internal audit conducted on 03/122025</p> <p>- Feedback was collected from samples of fans and sports teams using the stadium through the Stadium Services Customer Satisfaction Survey, and the related survey records were verified as documented information to monitor and evaluate customer satisfaction.</p> <p>- Customer complaints are received through the Complaint Form (MAN-P04) and are logged and tracked in the Complaints Follow-up Log (MAN-P07-P02) to ensure monitoring, responsible assignment, response, and closure, including corrective actions when required.</p>	<p>OK</p>

Clause No.	Requirement\Department	Evidence	Result
4.1-4.2-4 .4-5.3- 6.1-9.2 8.1 - 8.5 - 8.6	sports affairs	<ul style="list-style-type: none"> - Context of the department identified - Interested parties identified and evaluated - Risks & opportunities assessed - Roles, responsibilities & authorities defined - Internal audit conducted on 03/122025 - Service requirements are determined based on the general league match schedule and official club requests to host matches at the stadium, which are then used as inputs for planning and service provision. - Match dates are planned and recorded in a schedule/plan, and prior to each match a security coordination meeting with the Alexandria Security Directorate is documented—attended by the stadium representative, Civil Protection representative, and the Clubs Association—followed by issuing formal meeting minutes confirming the agreed match arrangements. - A match assignment order is issued specifying the responsibilities and match-related instructions, and the assignment order for the Raya vs. Baladiyet El Mahalla match dated 20/11/2025 was reviewed as objective evidence. 	OK
4.1-4.2-4 .4-5.3- 6.1-9.2	security department	<ul style="list-style-type: none"> Context of the department identified Interested parties identified and evaluated Risks & opportunities assessed Roles, responsibilities & authorities defined Internal audit conducted on 03/122025 - The stadium is monitored through 104 surveillance cameras connected to a secured central control room equipped with 12 monitoring screens and protected by an FM-200 fire suppression system. - An Emergency and Evacuation Plan is in place and officially approved by the Occupational Health and Safety Office of the Manpower Authority. 	OK

Strength Point

- Top management commitment
- Collection of customer feedback from fans and sports teams through satisfaction surveys.
- Well-equipped central control room with extensive CCTV coverage supporting stadium security and safety.

Area for Improvement

- Improve consistency in documenting match planning, security coordination, and follow-up records.
- Enhance analysis of customer feedback data to support continual improvement.
- Strengthen document control at operational locations.

Observation

- Not all documents currently used at the workplace are formally issued and controlled in accordance with documented procedure.
- Calibration records for the grass cutting/measuring machine are not available / not verified.
- Night-time lighting intensity is not periodically measured and recorded.
- Remaining lighting defects in one lighting tower are not fully repaired.
- Preventive maintenance for automatic fire-fighting and fire alarm systems is not fully implemented / not evidenced.
- The athletics track is in poor condition, which may impact service readiness and quality.

Minor NCR

NA

Major NCR

NA

Team Leader Recommendations

There is sufficient objective evidence to demonstrate conformity with the applicable requirements. Therefore, the organization is recommended for certification to ISO 9001:2015

Disclaimer Statement

The judgment of the management system is **based on the sample shown during the audit time.**

Lead Auditor Name:
Mohamed Fouad

Signature