

QMS-P02-F03



Audit Report

For

KHARAFI NATIONAL - EGYPT

Stage 2

Audit Dates: 23/12/2025 to 25/12/2025

Organization Details

Company:	KHARAFI NATIONAL - EGYPT
Address:	Plot No. 50 North of Kattamia, Sokhna Road, 3rd Settlement, New Cairo, Cairo- Egypt
Contact Person:	Mr.Ahmed Ibrahim Foula
Email:	ahmed5.ibrahim@kharafinational.com.eg
Audit Criteria:	ISO 55001:2014 / ISO 41001:2018
EA Code:	NA
Scope:	PROVIDING AND IMPLMENTING ASSET MANAGEMENT SERVICES FOR UTILITIES OPERATION AND MAINTENANCE OF RESIDENTIAL COMPOUNDS, COMMORCIAL, POWER, WATER AND INDUSTERIAL SECTOR.
No. of Sites:	2

Sites

Site Name	Location
same	same

Audit Objectives

The objective of the stage 2 Audit is to evaluate the implementation, including effectiveness, of the Inegrated Asset & Facility management systems and ensure compliance to ISO 41001:2018 & ISO 55001:2016 and other associated business requirements.

Auditors

Auditor Name	Role
Adel Belal	TL
Hany Gabra	TM

Auditee Members

Auditee Name	Position
Ahmed Ibrahim	Quality manager

Medhat Abelaal	QA Engineer
Abdelrahman Alaa	Contract manager
Hazem Gamal	Estimation manager
Amr Eslam	Procurement unit head
Wael Moussa	M.C.U.H
Mohamed Fekry	Lead Dep. Eq. Div
Osama	HR Manager
Ahmed Arafa	System Eng.IT Dep.
Amr Tantawy	P.C.S.D unit head

No. of Man-Days

5.5

Audit Findings

Clause No.	Requirement\Departement	Evidence	Result
	IT Department	<p>Meet With Eng.Rauf Samir - IT Manager & Eng.Ahmed Arafa - System Eng.IT Dep. The server room physically checked and found to be properly equipped and well maintained. High Availability (HA) architecture is implemented and actively monitored. Power continuity is ensured through UPS systems capable of supporting the full operational load. Long power outages are mitigated through manual contingency arrangements utilizing multiple independent power sources, including two separate power stations. This setup provides adequate protection for critical IT assets and supports business continuity requirements.</p> <p>Administration Work Instruction - AWI 130:</p> <ul style="list-style-type: none"> - The main objective is to achieve the maximum efficient utilization of company assets. - Client owned equipment shall be published by the project. - During life of project, the client's equipment shall maintained by the IT by creating ticket in the ticketing system (CRM). - The IT Department shall backup data from the file servers and application servers on daily bases. The IT department send the backup data to Central remote storage on monthly bases a manual DR solution. <p>Asset Register Sample:</p> <ul style="list-style-type: none"> - Server Dell R760: Service time 3 March 2025 with 5 years lifetime and active support - Monitor Samsung 48': Service time 18Aug2025 with 7 years lifetime and active support <p>Ongoing Projects Sample:</p> <ul style="list-style-type: none"> - ERP migration from Oracle to SAP. 5 April 2025 	C

Clause No.	Requirement\Department	Evidence	Result
		<ul style="list-style-type: none"> - Sophos XDR. 9 July 2025 CRM case for Mavida: <ul style="list-style-type: none"> - CRM ID 109178 requested on 27 October 2025 and Closed properly on 28 October 2025 - CRM ID 109172 requested on 14 October 2025 and Closed properly on 15 October within the SLA 	
	Contracts Department	<p>Meet With Eng.Abdelrahman Alaa – Contracting Manager</p> <p>The Contracts Department effectively managed project execution in accordance with the relevant owner’s requirements. This included control over the selection of main assets and primary suppliers, ensuring alignment with contractual obligations, asset performance requirements, and service delivery expectations.</p> <p>Administration Work Instruction - AWI. 120:</p> <p>Contracts start with risk assessment to manage the owner terms and conditions properly. MEVIDA > CMMS AssetPro and e137 B01.</p> <p>We used to act as a main contractor only having all the suppliers and equipment used as per the owner. Subcontractors defined, AWI 222:</p> <ul style="list-style-type: none"> - Tendering phase quotation and project execution - Scope identification with bid preparation with evaluation - Service agreement with operation and maintenance. <p>Sample:</p> <ul style="list-style-type: none"> - Tender / Contract Review Sheet > DWI 275 Checked for MEVIDA and WESAL - Software Evolution and CRM checked for WESAL - Subcontract review 10045549 for facility management service for MIVIDA with electrical supply scope. - Subcontract review 10039967 for facility 	c

Clause No.	Requirement\\Departement	Evidence	Result
		<p>management service for MIVIDA with labor supply scope.</p> <p>Subcontract performance:</p> <ul style="list-style-type: none"> - Quality of supervision and their control - Compliance and safety. - Planning and schedule process - Overall quality of the work performed - Care with ISO related standards. <p>Samples checked for WESSAL FM services 008012302B01 and Cairo Airport FM construction project 008013700B06</p>	

Clause No.	Requirement\Department	Evidence	Result
	Material Control	<p>Meet with Eng.Amr Hassan - Material control unit head</p> <p>The objective of the Material Control Department is to ensure the availability, quality and traceability control of materials required for assets and facility services in order to support asset lifecycle performance with service continuity and compliance.</p> <p>AWI231. All material controlled centrally with clear inspection reporting process to be registered on the ERP as per the configured flow. Starting for the PR to be converted to PO after the needed approvals. Inspection should be applied initially by the store controller and to be finally inspected and accepted by the requester in order to be added to the store.</p> <p>Sample:</p> <ul style="list-style-type: none"> - PR 2100012264 for M0900202007 requested by Mohamed Sayed and approved by Ahmed Hossam. PO 4500006843 issued and MRV 50000079927 received with the proper approval by Hashem Abd Elaziz as a QC Engineer - PR 2100014049 for M2500601004 requested by Mohamed Sayed and approved by Ahmed Hossam. PO 4500007648 issued and MRV 50000080184 received with the proper approval by Hashem Abd Elaziz as a QC Engineer <p>Scrap controlled properly over the system AWI121 with the needed approval including finance and accounting department - FAD and evaluations in order to be disposed.</p> <p>Sample: SIDF No. 008712200-5-2025 Scrap Pipe Plastic and Scrap Aluminum. For Ahmed El Maadawy with FAD reference 008711900IOM-AA/58-2025</p>	c

Clause No.	Requirement\Department	Evidence	Result
	Procurement Department	<p>Meet with Eng.Amr Ismaal - Procurement unit head</p> <p>The department is responsible for purchasing and controlling equipment and services required to support asset lifecycle performance and facility service continuity in accordance with approved procedures owner requirements and organizational policies having the expenditure plan applied keeping any purchase justifications followed properly as per the authority matrix.</p> <p>The full procurement and asset management cycle has been checked and is applied properly, starting from the Request for Quotation (RFQ) stage, ensuring that the requester is involved for appropriate decision-making according to the asset life cycle and maintenance plan.</p> <p>Procurement & Fixed Asset Control Sample: Fixed Asset Plan / RFQ: Asset Type: IT – PC Monitors > ACCe9310 ? RFQ11PD01 - Future02 - Patmos03 > PO issued: 12/11/2025 - Code 9310 - IT Unit Process Flow: PCD > MIR (Material Inspection Report) > Non-moving material checked > BFR (Balance/Future Requirements) verified</p>	c

Clause No.	Requirement\Department	Evidence	Result
	MIVIDA Project – Site Visit	<p>Meet with Eng.Ahmed AbdelHameed > Chief Operation Engineer.</p> <p>scope of work all Main distibuted panel (electric) MDP , genrators , swimming pools , fontains , fire alarm , fire fighting networks , water stations, low voltage lights (all scope are outdoors from client departments)</p> <p>check asset register and mainteance plans in Emar software "Sales force" application , and uploaded XLS sheet for asset register by Emmar called Asset Structure final , check pump S/N A98605583P214100010 located in P1.B model HS150-125/381 preventive maintenace PM quarter PPM for domestic oumo , check PM work order 0192954 with TAG No genrated by Emmar MVD-VIEW2-WTRS-GF-DWP-0005 , SLA start 23/12/2025 and actual start 6/12/2025 and end in same day .</p> <p>recommedned to match between TAG naumber by Emmar and Asset ID and Asset Serial Number , and also recommned to record operational hours in Log for enhance PM tracking for assets as technical manuals refere to operating hours not period of time like (weekely , monthly ..etc.)</p> <p>Assets at the MIVIDA site were physically verified and found to be properly maintained and aligned with the asset register. Maintenance activities were observed to be executed as planned supporting asset availability having Facility management services effectively delivered.</p> <p>Generator-related activities used as a sample verification were found to be effectively planned and monitored. Maintenance activity's control and SLA provide adequate assurance for support both asset lifecycle management and facility service reliability.</p>	O

Clause No.	Requirement\Department	Evidence	Result
		<p>Asset: C00228977 Dated 23/12/2025 SLA: 2 Days Asset ID: C700DS – Cummins Generator. Corrective / Preventive Maintenance WO: 00192667 Date:6/12/2025 > Cooling & Oil Replacement with vibration testing Weekly Preventive Maintenance Checks. The following weekly maintenance activities were verified on site:</p> <ul style="list-style-type: none"> - Oil level - Fuel level - Generator leakages - ATS status / ATS mode - Emergency switch status <p>Spare Parts & Material Control (Generator) - Battery Replacement Evidence</p> <ul style="list-style-type: none"> - Generator: C550DS – Cummins - Item: Generator Battery (12V – 100A) - IOM Reference: 780 - PO Number: 4886 	

Clause No.	Requirement\Departement	Evidence	Result
	Equipment	<p>Eng. Mohamed Fakry , Lead department head equipment</p> <p>check asset register form xls sheet and select Crane-Rough Terrain with asset ID MC-9 25 ton , fixed no : 00 83 03 40 02 50006 in current location A 198</p> <p>check maintenace & lubrication chart DWI 213 att 2 app MC05 rev.3 dated 24 , km 6999 maintenace date 27-28/7/2025 for service type D in project 9140 , change engine Oil SAE-40 (20 letter) and oil filter LF-3349 from supply room code 7050201001 , check Cost center 8914000 for task no 1.05.00.09 internal material request Awi 231 att 13 rev.3 dated 3/3/2014 for IMR no 3439/2025 dated 28/7/2025 , and check inspection work request TWI 920 att 3 rev. 0 dated 25/10/2010 ,requested by Taha Mostafa with emplyee ID no 218244 dated 27/7/2025, check work order Dwi 213 att 4 rev.1 dated 6/4/2009 with work order date 27/7/2025 and number :91407007786 , and check lefting inspection certficade by inspection body SPS dated 8/4/2025 rept date 8/4/2025 and number SPS C-452-01 for SN 80106 MC9 model no TEREX10Rain and inspected according to standard BS EN 7121-2</p> <p>Reommneded to select inspection body accrideted ISO 17020 instead of inspection ISO 9001 certified</p>	
	Proposal	<p>Meet with Eng. Hazem Gamal Mohamed .Estimation Manager</p> <p>Process start with receiving invitation to tender then BID/NO BID decision form with key elements and proposal activity sequences and calculate for direct & in direct cost and do prosal sample ,risk profile and estimated contengecy form , then provide the proposal summary and BID price then send to client with technical and finainal offer , if accept client send letter of Award</p> <p>invitation to tender dated 19 may 2022 ,</p>	c

Clause No.	Requirement\Departement	Evidence	Result
		<p>ref FM-195 , integrated FM at Mivida -New Cariro for period 3 years for scope Home Maintenace & installation Services Proposal department primary activities & Sequances AWI 50 att 3 Rev 7 dated 20/5/2013 Tender review project key element Awl 501 att 2 rev 4 dated 07/05/2015 for client Emmar Misr for development and BID Closed 31/05/2022 BID/NO BID form AWI 501 att 6 rev.35 dated 21/4/2015 with final approval from Eng. Ahmed El Ashry Bussiness developer Manager , Eng. Khaled Ibrahim Proposal manager and CEO Eng. Elya Saber Proposal activities schedual AWI 50 att 51 Rev 1 dated 17/11/2014 in date 19/5/2022 Central integrated database network system E-Folder Chart , AWI 501 att 49 Rev.2 dated 22/3/2015 , In this process it is ensure that all project data upladed safely in location FM-15/l&C for tender & documents Risk profile Awl 501 att 32 rev.12 dated 28/4/2015 for studying project risk and study potenal risk , risk factor (L,M,H) and Mitigation process (allow in Contengency , Clarify or Qualify , Manage Risk) , check high mitgated risk for imprtion of materials/good risk dated 30/5/2022 Contingecis form Awl 501 att 28 rev.0 dated 25 /04/2022 . recommended relation between this form and contingency deceision in risk profile dated 30/5/2022 Proposal Summary AWI 501 att 17 rev.17 dated 12/7/2015 proposal dated 30/05/2022 offer MRS/OFFER/8050/58/2022 rev.1 dated 31/5/2022 form of agreement dated Aug 2022 from Emmar for P2,P3,P8,P10,P12 TO P19,P21,P24,P25,P27,P28</p>	

Clause No.	Requirement\\Departement	Evidence	Result
	PCD	<p>Meet with Eng. Amr Tantawi ,Chief of Engineer - Project Control Sample for Project Mivida Cost Control Summary (O & M) ,doc. Awi 501 Att 22 Rev.1 10/04/2005 ,Cost center No 8050 dated 19/6/2014 for Budget Letter of Award LOA , Project Number Assessment form , doc Awi 301 Att 1 Rev.10 date 21/7/2013 ,Project No 008005000 , rev. no .0 ,Ref date 01/06/2014 for client Emmar Cairo Facility management for Mivida , Client Ref. No 00202-25032000 , for contract duration 12 months.</p> <p>Variation Through Request for budget Adjustment RBA ,doc awi 306 att3 rev.3 dated 26/8/2020,cost center 8050 dated 27/12/2023 Exchange no 41</p> <p>Monthly report,doc awi 311 att.1 rev.2 dated 25/8/2022,Recent Report Nov-2025 , contain monthly dashboard like S-curve , cash in planned Vs Actual , non-Manual manpower , manual manpower , equipment</p>	c

Clause No.	Requirement\Department	Evidence	Result
	HR	<p>Meet with Mr. Mohamed Ibrahim ,HR responsiple .</p> <p>check Non Manual Orgnization Chart ,doc Awi 202att2 App2 Rev.4 dated 21 Aug 2004,for project plan 8050 , project manger Eng. Hashem Abel Aziz , and Main Staff Like civil engineer Ali Ahmed , Mechanical Engineer Ahmed Shain ,..etc.</p> <p>check Job Description form,doc awi 148 att 1 App 4 A 261 Rev.0 dated 22 sep 2010,for Supervisor HVAC Job Classification Number A 00261 , Department :operations , Report to General Formeman / Site Engineer with Essential qualifications like Diploma in Any engineering discipline , basic relevant (hvac) technology , training skills , supervisory skills , experience in HVAC from 5-10 years and compuet skills.</p> <p>check Employee file Name : Sayed Ahmed with ID no :208039,Check Diploma in HVAC dated 8/2000 three years study , check criminal record No 12/02210102 .</p> <p>check Application form for Sayed Ahmed with ID no :208039,doc awi 501 rev.8 dated 1/9/2020.</p> <p>check Acknowledge of starting work form for Sayed Ahmed with ID no :208040,doc awi 501 Att 15 rev.3 dated 1/9/2020,starting 1/8/2024.</p> <p>check Decleration By Employment ,Dwi 501 att 16 rev.5 dated 1/9/2020, dated date 1/8/2024.</p> <p>check interview summary form ,Dwi 501 att 10 rev 3 1/9/2020,interview with Eng. Hashem Project manger and accept him , employee took safety induction and orintation in same day .</p> <p>check contract for project ,doc DWI 501 -egy att 17C rev.11 dated 1/9/2020.</p> <p>check medical certifcate form 111 ? ?</p> <p>check check employee file Ahmed Shain ID 195055 mechanical engineer grduated 22/7/2013.</p>	c

Strength Point

Strength points:

- Top management commitment.
- High commitment to management system implementations.
- UPS for full load for one hour with two different sources.
- SAP with proper planning

Area for Improvement

- Keep Updating FM & AM Risk Register .
- HR In Training it is recommended to have feedback for TNA from other sources like H&S incidents , QA NCRs ..etc. for better assessment.
- In Risk profile for proposal it is recommended to connect it with contingency form .
- In inspection , it is recommended to have inspection body accredited ISO 17020
- Use of Generator to support long power failure.
- Automated DR process for business continuity / Controlled DR process on manual bases matching the internal RTO

Observation

- Consider operating hours in Maintenance plan PMs .
- Update Emmar Asset Register to enhance tractility for assets , and connect asset SN with asset tag no.

Minor NCR

NA

Major NCR

NA

Team Leader Recommendations

Recommended to Certification for ISO 41001:2018 & ISO 55001:2016

Disclaimer Statement

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

Lead Auditor Name:

Adel Belal

Signature