



ASSIST PLUS
MANAGEMENT CONSULTANCY



Empowering Resilience Ensuring Compliance

Corporate Profile 2024



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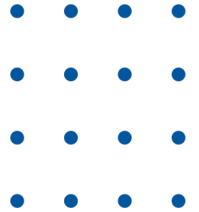


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ASSIST PLUS

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We guide and assist organizations in planning, preparing for, and managing their response to events that threaten their ability to meet regulatory requirements, stakeholder expectations, and business objectives. These events may be low-probability events that have fallen off the organization's radar or high-impact events that have caught it off-guard.



Overview

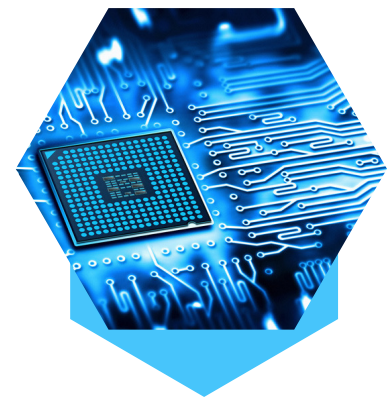
As business consultants, we have developed, tested, and implemented national and international standards across diverse and complex industries to address regional and global threats, including the recent COVID-19 pandemic. Our frontline engagement includes constructing organization-wide response plans, business disruption plans, emergency response plans, business continuity plans, comprehensive training programs, and partial and full-scale exercises to assess the plans' effectiveness.



Business Continuity Management System (BCMS)



ISO Management System Standards



Integrated Management System

At Assist Plus, we are a team of international experts dedicated to implementing a wide range of ISO standards to ensure your organization's resilience, quality, and efficiency. Our specialties include NCEMA and ISO standards for business continuity management, and ISO standards for quality management systems, environmental management systems, occupational health and safety management systems, energy management systems, and organizational change management systems.



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Our Message



Welcome to Assist Plus Management Consultancy! In today's rapidly changing business environment, it's crucial for organizations to comply with regulations, meet stakeholder expectations, and achieve their business objectives. Assist Plus Management Consultancy specializes in helping organizations plan for and respond to events that threaten their success in these vital areas, whether the threats come from high-probability, low-impact events or low-probability, high-impact incidents.

Each of our experts has over twenty years of experience in their respective fields, covering business continuity management, quality management, environmental management, occupational health and safety management, energy management, and organizational change management. We use this deep experience to support our clients in implementing ISO Management Systems, assessing compliance against national standards and industry regulations, conducting internal audits, and preparing for certification.

At Assist Plus Management Consultancy, we understand that each client is unique. That's why we approach each client's needs individually, using our wide range of experience working with organizations in the public and private sectors—domestically and internationally—to deliver exceptional value. We want you to feel understood and valued, and we're committed to tailoring our services to meet your specific needs.

Our goal is to help your organization comply with ISO standards, ensuring resilience and success in a constantly changing world. We are passionate about our business and committed to delivering the highest quality of service in all that we do. When you choose us, you can be confident that you're getting the best.

Aws Alkhanjari
Co-Founder - Managing Partner
Assist Plus Management Consultancy



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Our Mission

We are here to help the UAE develop and effectively implement management systems to protect organizations' staff, safeguard assets, and ensure the continuity and efficiency of critical functions and business processes.



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We achieve this by working closely with your management teams and subject matter experts to identify and mitigate risks, understand the impact of various challenges on your business, and develop robust strategies to maintain and improve operations.

Our comprehensive approach includes adopting best practices across national standards such as NCEMA 7000 and international standards such as ISO 9001, 14001, 45001, 22301, and 27001.

It also includes implementing scenario-specific action plans that address your organization's unique risks and objectives.

Our Practice Area



Business Continuity Management System (BCMS)



ISO Management Systems Standards



Internal & External Audit



Training & Talent Development

We combine extensive regional knowledge with convenience, familiarity, and a strong commitment to our business.

We are a team of international experts in implementing ISO standards for business continuity management, quality management, environmental management, occupational health and safety management, energy management, and organizational change management, each with more than twenty years' experience in their field of expertise.

We use our deep experience in these areas to develop purpose-built plans designed to meet each client's individual needs.

Our team's success is directly tied to our ability to help organizations like yours become more resilient. We are committed to supporting your development as a resilient organization, ensuring your ability to navigate and thrive in today's dynamic business environment.

Business Continuity Management System (BCMS)

We specialise in the implementation of Integrated Business Continuity & Resilience Management System in accordance with the ISO 22301 and NCEMA 7000 standards.

We guide and assist organizations in planning, preparing for, and managing their response to events that threaten their ability to meet regulatory requirements, stakeholder expectations, and business objectives. These events may be low-probability events that have fallen off the organization's radar or high-impact events that have caught it off-guard.



Business Continuity Planning - BCP

At Assist Plus, we specialize in building comprehensive Business Continuity Plans tailored to your organization's unique needs. Our process involves identifying the critical resources and developing department or function-specific plans to ensure the seamless continuation of essential operations.

A Business Continuity Plan (BCP) is a strategic document that outlines your organization's objectives for maintaining continuity. It details the specific actions your organization will take to respond to disruptions, resume operations, recover, and restore the delivery of products and services within timeframes approved by top management. Partner with us to create a robust Business Continuity Plan that safeguards your operations and ensures resilience in the face of disruption.



Emergency Response Planning - ERP

At Assist Plus Management Consultancy, we excel in crafting comprehensive Emergency Response Plans (ERP) tailored to help organizations respond effectively to unexpected events and emergencies. Our expertly designed ERPs are essential for ensuring the safety of your employees, minimizing operational disruptions, and maintaining business continuity during crises.

Our approach involves a thorough assessment of potential risks and vulnerabilities specific to your organization. We then develop detailed response strategies that include clear communication protocols, designated emergency roles and responsibilities, and efficient evacuation and shelter procedures.

By partnering with Assist Plus, you gain access to a wealth of expertise and a proven track record in emergency preparedness. We work closely with you to ensure that your ERP is not only compliant with industry standards but also practical and actionable, providing peace of mind and resilience in the face of unforeseen challenges.



Incident & Crisis Management Planning - ICMP

Assist Plus Management Consultancy specializes in developing comprehensive Incident & Crisis Management Plans (ICMP) to help organizations establish objectives and manage the activities of its teams in their response to and recovery from major disruption.

A well-structured ICMP ensures your business can handle emergencies, protect employees, minimize operational disruptions, and maintain stakeholder confidence during challenging times.



Impact Analysis & Risk Assessment

Assist Plus Management Consultancy specializes in conducting thorough Impact Analysis and Risk Assessments in alignment with NCEMA 7000, ISO 22301 and ISO 31000 standards, helping organizations identify and mitigate potential threats. A well-executed Impact Analysis and Risk Assessment following ISO 22301 and ISO 31000 ensures your business can anticipate and manage risks effectively.

By identifying vulnerabilities and evaluating the potential impact of various threats, we help you protect employees, minimize operational disruptions, and maintain stakeholder confidence.

Our approach provides a structured framework to enhance your organization's resilience and ensure continuity in the face of unexpected challenges.



Awareness & Training

At Assist Plus Management Consultancy, we specialize in providing comprehensive training on Business Continuity (BC), Incident Management (IM), and Crisis Management (CM) awareness and training. Our programs are designed to equip your organization with the knowledge and skills necessary to understand, implement, and support these critical initiatives. By fostering a culture of preparedness and resilience, we ensure that your employees and stakeholders are well-informed about the goals of your BC, IM, and CM programs and their roles in achieving them.

Our tailored training solutions include interactive 'lunch & learn' sessions, engaging online learning modules, and practical in-house training materials. We also assist in creating impactful articles for your organization's newsletters and dynamic messages for LCD displays in common areas. With our expertise, your team will be fully prepared to manage normal and emergency operations effectively, maintaining business continuity and safeguarding your organization's operations, reputation, and stakeholder confidence during any disruption.



Testing & Exercise

Our approach to testing and exercise covers a wide range methodologies, including tabletop exercises, functional exercises, and full-scale drills. We work closely with your organization to tailor these exercises to your specific needs, ensuring they are relevant and impactful. By using this approach, your teams will gain the skills and confidence necessary to execute your BC, IM, and CM plans efficiently, protecting your organization's operations, enhancing its reputation, and building confidence among its stakeholders.

At Assist Plus Management Consultancy, we specialize in providing a comprehensive set of test and exercise activities to ensure that your organization is fully prepared to respond effectively to any disruption or crisis. By conducting realistic and challenging exercises, we help your team identify potential gaps in your plans and improve their readiness to manage real-world incidents.

Our Commitment

We aspire to consistently challenge ourselves by committing to providing professional, up-to-date, dedicated services to our clients at all times.

Additionally, we will leverage our years of experience in all engagements we pursue and reflect our values, ethics, and dedication, ensuring the best possible service to every client.



ISO Management Systems Standards

At Assist Plus Management Consultancy, we help organizations implement and optimize ISO Management System Standards.

Our expert team tailors solutions to your needs, ensuring alignment with ISO standards and fostering continuous improvement.

By partnering with us, you'll enhance the value of your products and services, benefiting both customers and stakeholders.

ISO Standards Mapping to Sectors

Assist Plus specializes in supporting organizations in meeting their certification standards.

The following list outlines the suite of ISO standards applicable to each industry sector, providing guidelines for achieving compliance and operational excellence in areas such as quality, safety, security, and environmental management.



ISO 9001 - Quality Management SYSTEMS

ISO 9001 sets out the criteria for a quality management system and is the only standard in the ISO 9000 family that can be certified. It is based on several quality management principles including a strong customer focus, the involvement of high-level company management, a process approach, and continual improvement. ISO 9001 ensures that customers get consistent, high-quality products and services, which in turn brings many business benefits.

Assist Plus Support:

Assist Plus provides a comprehensive approach to implementing ISO 9001 by conducting initial gap assessments to understand where your current processes stand relative to the standard. We assist in developing quality policies and objectives, defining roles and responsibilities, and documenting procedures. Our team also conducts internal audits to ensure compliance and readiness for certification. We provide training for staff to understand and apply quality management principles, facilitating continuous improvement and enhancing customer satisfaction.



ISO 14001 - Environmental Management SYSTEMS

ISO 14001 sets out the criteria for an environmental management system and can be certified to. It maps out a framework that a company or organization can follow to set up an effective environmental management system, helping to improve resource efficiency, reduce waste, and manage environmental obligations.

Assist Plus Support:

Assist Plus helps organizations implement ISO 14001 by conducting environmental impact assessments and developing strategies to minimize negative environmental impacts. We guide the establishment of environmental policies and objectives, assist in compliance with environmental regulations, and help implement monitoring and measurement systems. Our team also conducts internal audits and provides training on environmental management practices, ensuring continuous improvement and fostering a culture of sustainability within the organization.



ISO 45001 - Occupational Health and Safety Management Systems

ISO 45001 specifies requirements for an occupational health and safety (OH&S) management system and gives guidance for its use. It enables organizations to provide safe and healthy workplaces by preventing work-related injury and ill health, as well as by proactively improving OH&S performance.

Assist Plus Support:

Assist Plus supports organizations in establishing a comprehensive OH&S management system aligned with ISO 45001. We help identify workplace hazards, assess risks, and implement appropriate controls. Our consultants assist in developing health and safety policies, emergency preparedness plans, and training programs for employees. We also conduct internal audits and provide guidance on continuous improvement initiatives, helping organizations create safer work environments and comply with health and safety regulations.



ISO 50001 - Energy Management Systems

ISO 50001 provides a framework of requirements for organizations to develop a policy for more efficient use of energy, set targets and objectives to meet the policy, and use data to better understand and make decisions about energy use. It helps organizations to reduce energy consumption, thereby lowering costs and greenhouse gas emissions.

Assist Plus Support:

Assist Plus helps organizations implement ISO 50001 by conducting energy audits to identify areas for improvement. We assist in developing energy management policies, setting realistic energy performance targets, and implementing energy-saving measures. Our team provides training on energy management practices and helps establish monitoring systems to track energy performance. This ensures organizations can effectively manage their energy use, reduce costs, and minimize environmental impact.



ISO 27001 - Information Security Management Systems

ISO 27001 is the leading international standard focused on information security. It sets out the specification for an information security management system (ISMS), a systematic approach to managing sensitive company information so that it remains secure. It includes people, processes, and IT systems by applying a risk management process.

Assist Plus Support:

Assist Plus Support: Assist Plus supports organizations in building a robust ISMS by first conducting a thorough risk assessment to identify potential security threats and vulnerabilities. We help develop and implement information security policies and controls tailored to protect against these risks. Our consultants guide the establishment of monitoring and review processes to ensure ongoing compliance and effectiveness of the ISMS. We also provide training to employees on best practices in information security and prepare organizations for external certification audits.



ISO 22301 - Business Continuity Management Systems

ISO 22301 specifies the requirements for a business continuity management system (BCMS) and is designed to help organizations protect against, prepare for, respond to, and recover from disruptive incidents when they arise. The standard aims to minimize disruption to business operations by ensuring that the necessary business continuity plans and strategies are in place.

Assist Plus Support

Assist Plus helps organizations develop a comprehensive BCMS by conducting business impact analyses and risk assessments to identify critical functions and potential threats. We assist in formulating business continuity strategies and plans, including incident response, recovery, and resumption procedures. Our services include facilitating regular testing and drills to ensure the plans are effective and that staff are well-prepared. We also provide training and awareness programs to embed a culture of resilience within the organization.



ISO 31000 - Risk Management SYSTEMS

ISO 31000 provides guidelines for risk management, outlining a structured approach to managing risks, regardless of their nature or industry context. It helps organizations increase the likelihood of achieving objectives, improve the identification of opportunities and threats, and effectively allocate and use resources for risk treatment.

Assist Plus Support

Assist Plus aids organizations in establishing a risk management framework aligned with ISO 31000. We start by helping identify and assess risks, then work with organizations to develop risk treatment plans. Our approach includes integrating risk management into corporate governance and decision-making processes. We provide training and tools to help staff at all levels understand and manage risks, ensuring that the organization is better prepared to handle uncertainties and capitalize on potential opportunities.



ISO 55001 - Asset Management SYSTEMS

ISO 55001 specifies requirements for establishing, implementing, maintaining, and improving an asset management system (AMS). The standard helps organizations manage the life cycle of assets more effectively, ensuring value realization and risk management.

Assist Plus Support:

Assist Plus supports organizations in adopting ISO 55001 by helping them develop and implement asset management policies and strategies. We assist in identifying critical assets, assessing their condition and performance, and implementing maintenance and replacement plans. Our team provides training on asset management principles and practices, ensuring that organizations can optimize asset performance, reduce costs, and extend asset life cycles.



ISO 22000 - Food Safety Management Systems

ISO 22000 specifies requirements for a food safety management system (FSMS) and provides guidance for its implementation. It enables organizations to control food safety hazards, ensure food is safe at the time of consumption, and continually improve their food safety performance. The standard integrates the principles of the Hazard Analysis and Critical Control Points (HACCP) system and requires organizations to identify and manage food safety risks throughout the supply chain.

Assist Plus Support:

Assist Plus offers comprehensive support to organizations aiming to establish and maintain a robust FSMS aligned with ISO 22000. Our services include identifying potential food safety hazards, conducting risk assessments, and implementing effective controls. We assist in developing food safety policies, procedures, and training programs tailored to your organization's needs. Additionally, we conduct internal audits and offer expert guidance on continuous improvement to enhance food safety standards. Our goal is to help organizations achieve compliance with regulatory requirements and ensure the production and delivery of safe, high-quality food products.



ISO 10000 Series - Customer Services & Support SYSTEMS

ISO 10001 - Quality Management - Customer Satisfaction - Guidelines for Codes of Conduct for Organizations

ISO 10001 provides guidelines for developing and implementing codes of conduct that address the relationship between organizations and their customers. It outlines best practices for establishing clear, transparent, and fair practices in dealing with customers, ensuring that the organization's promises and commitments are consistent and reliable. This standard helps organizations manage customer expectations and prevent misunderstandings by clearly communicating the principles and behaviors customers can expect.

Assist Plus Support:

Assist Plus can help organizations draft, implement, and maintain effective codes of conduct that align with ISO 10001. Our consultants work with your team to identify key customer interaction areas, define clear and fair practices, and communicate these standards effectively. We also provide training for staff to ensure consistent adherence to these codes. Additionally, Assist Plus can assist in setting up monitoring systems to ensure compliance and gather feedback for continuous improvement. This support helps organizations build trust and maintain positive relationships with customers.

ISO 10002 - Customer Satisfaction - Guidelines for Complaints Handling

ISO 10002 provides guidelines for the process of handling complaints related to products and services within an organization. It helps organizations enhance customer satisfaction by creating a customer-focused environment that is open to feedback and responsive to complaints.

Assist Plus Support:

Assist Plus assists organizations in implementing ISO 10002 by developing a comprehensive complaints handling process. We help design and document procedures for receiving, investigating, and resolving complaints, ensuring transparency and fairness. Our consultants provide training to staff on customer service skills and effective communication. We also assist in setting up monitoring systems to track complaints and analyze data for continuous improvement, ultimately enhancing customer satisfaction and loyalty.



ISO 10000 Series - Customer Services & Support SYSTEMS

ISO 10004 - Quality Management - Customer Satisfaction - Guidelines for Monitoring and Measuring

ISO 10004 provides guidelines for defining and implementing processes to monitor and measure customer satisfaction. It focuses on understanding customers' perceptions and expectations regarding an organization's products and services. The standard outlines methods for collecting and analyzing customer feedback, including surveys, interviews, and focus groups. The goal is to provide actionable insights that help organizations improve customer satisfaction and loyalty.

Assist Plus Support:

Assist Plus supports organizations in setting up robust customer satisfaction monitoring and measurement systems in accordance with ISO 10004. We help design and implement surveys, feedback forms, and other tools to capture customer feedback. Our team assists in analyzing this data to identify trends, strengths, and areas for improvement. We provide training on best practices for customer feedback collection and analysis, ensuring that the data gathered is reliable and meaningful. Additionally, Assist Plus can help integrate these findings into the organization's continuous improvement processes, enhancing overall customer experience and satisfaction. Through these services, Assist Plus enables organizations to establish strong customer relationships, effectively manage disputes, and continuously improve customer satisfaction, thus enhancing their overall business performance and reputation.

ISO Certification Process

At Assist Plus, we specialize in guiding organizations through the ISO certification journey.

Our comprehensive consulting services are designed to help you achieve and maintain ISO certification smoothly and efficiently. Here's how we support your organization every step of the way:



Why Choose Assist Plus for ISO Certification Consulting?

- **Expert Guidance:** Our experienced consultants bring a wealth of knowledge to help you navigate ISO standards.
- **Comprehensive Services:** From gap analysis to post-certification support, we cover all aspects of the certification process.
- **Tailored Solutions:** We customize our approach to fit your organization's unique needs and industry requirements.

ISO Implementation

At Assist Plus, we specialize in guiding organizations through the journey of achieving ISO certification. Our comprehensive approach ensures that your organization not only meets the necessary standards but also enhances overall efficiency and quality.

Below is an outline of our structured implementation process:



Why Choose Assist Plus for ISO Certification Consulting?

- **Expert Consultants:** Our team consists of certified and experienced consultants with a deep understanding of various ISO standards.
- **Tailored Approach:** We customize our services to meet the specific needs of your organization.
- **Comprehensive Support:** From initial consultation to post-certification, we provide end-to-end support.



We are a team of international experts in emergency preparedness, business continuity, incident, and crisis management – each with more than twenty years' experience in their field of expertise.

We use our deep experience in these areas to develop purpose-built plans designed to meet the individual needs of each client.

Integrated Management Systems (IMS)

We specialise in the implementation of an Integrated Business Continuity & Resilience Management System.

We guide and assist organizations in planning, preparing for, and managing their response to events that threaten their ability to meet regulatory requirements, stakeholder expectations, and business objectives. These events may be low-probability events that have fallen off the organization's radar or high-impact events that have caught it off-guard.



The phrase 'integrated management system' refers to the end-result of integrating requirements from multiple management system standards into a single management system within an organization.

Management System integration is often done through the use of application software supporting the implementation of multiple management systems, e.g., ISO 9001, 14001, 27001, 45001, and 50001.

Our methodology incorporates the use of a hosted application to help organizations enhance their operational efficiency, reduce redundancies, and achieve their strategic objectives for continual improvement through the implementation of an integrated management system.

Internal & External Audit

At Assist Plus Management Consultancy, we specialize in supporting organizations through the critical processes of internal and external audits. Our team of seasoned professionals provides comprehensive audit services that ensure your organization's management systems are not only compliant with relevant standards but also optimized for peak performance.

By conducting thorough internal audits, we help identify gaps and areas for improvement, ensuring that all processes align with your organizational goals and industry best practices. This proactive approach allows your team to address potential issues before they become significant challenges, fostering a culture of continuous improvement and operational excellence.

Training & Talent Development

At Assist Plus Management Consultancy, we are dedicated to empowering organizations through comprehensive training and development programs. Our expertise spans a wide range of disciplines, including Business Continuity, Incident and Crisis Management, and Integrated Management Systems. We understand that well-trained personnel are the cornerstone of an organization's success, especially in navigating complex challenges and maintaining operational resilience.

Our training programs are designed to equip your team with the essential skills and knowledge needed to succeed in their roles, ensuring that they are prepared to handle both routine and emergency situations effectively.

We offer a tailored approach to training, recognizing that each organization has unique needs and objectives. Our services include the development of customized in-house training materials, the identification of relevant external courses, and the facilitation of interactive workshops and seminars. By integrating practical exercises and real-world scenarios into our training sessions, we ensure that your team gains hands-on experience and a deep understanding of the subject matter.

At Assist Plus, we are committed to fostering a culture of continuous learning and improvement, helping your organization keep up with industry trends and regulatory requirements, and ensuring that your team is always equipped to meet the demands of an ever-changing business landscape.



Discover how Assist Plus insights and services can help to reframe the future of your industry.

Our Team

We are a team of international experts in the achieving and maintaining compliance with ISO standards for business continuity management, quality management, environmental management, occupational health and safety management, energy management, and organizational change management -- each with more than twenty years' experience in their field of expertise.

We use our deep experience in these areas to develop purpose-built plans designed to meet the individual needs of each client. Our consultants have previously worked for a wide range of organizations in the public and private sectors, at the national, regional and international levels



AWS ALKHANJARI

Co-Founder & Managing Partner



YOUSIF ALKHANJARI

Co-Founder & Partner



JOHN NELSON

General Manager



We combine extensive regional knowledge with convenience, familiarity, and a strong commitment to our business.

Our Clients

Our expertise and adaptability are showcased in our successful collaborations with diverse sectors and industries. Our goal is to consistently meet and exceed our clients' expectations, fostering long-lasting relationships that make us integral to their sustainability and growth.

We work with clients of all sizes, whether you're a startup, an emerging business, an SME, a corporate entity, a not-for-profit organization, or an NGO. Trusted by the local market, we are recognized for our quality service, business integrity, and transparency. Contact us to discover how to combine our expertise and commitment to excellence with your organization's goals and objectives to achieve the best results.

Our clients span various industries:

- Local & Federal Government
- Oil & Gas Services
- Banking, Finance, Insurance
- Retail, Distribution & Services
- Manufacturing
- Education & Health





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Get in touch!

Our working hours:

Mon - Fri 8.30am - 5.30pm

Saturdays & Sundays Closed

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