

CORPORATE PROFILE  
TECHNICAL SUPPORT



خطوط المساعدة  
Support Lines

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YOUR SUCCESS IS OUR MISSION

 [www.supportlines.net](http://www.supportlines.net)

 P.O Box 5529 Dammam 32241-8529  
Kingdom Of Saudi Arabia

# ABOUT US

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Support Lines is a wholly Saudi entity that was founded in 2013 in Dammam -Eastern province, the oil hub of the kingdom and it is rapidly evolving to become a leading provider, which is dedicated to customer satisfaction. Its highly-skilled, multi-national workforce performed in full compliance with the international standard quality system and later adopted ISO 9001:2015 quality management standards as well as ISO 45001:2018 occupational health and safety management system by BQC – CERT as well as.

Support Lines highly diversified interests span a variety of services including General Engineering & Construction, Maintenance, Commercial & Supply, as well as Technical Support Services. Our services are provided to Oil and Gas, Chemical and Petrochemicals, Metals and Minerals, Power and Water, and other industrial segments. Support Lines has providing cost-effective solutions to the client's requirements delivering timely with the highest standard of quality and strict adherence to the best safety practice.



# VISION

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“To achieve long-term sustainable growth by adding value to our customers operations with world leading, highly differentiated products and services, yielding best returns for our business”

# MISSION

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“To be a leading firm, recognized for the high quality, customer satisfaction, reliability and consistency of service & products, ultimately gaining regional as well as international recognition”



# WHY SUPPORT LINES ?

Support Lines secure the best talent quickly and onboard new employees in days, not weeks or months. You find the talent - we'll take care of the rest.

Support Lines is engaged in providing various types of technical resource services that are offered as per the requirement of our esteemed clients. The services are being offered after proper planning, designing and evaluation of the technical requirements. We use best custom-made assessment processes and our highly qualified team of experts and professional staff rigorously evaluate each technical service requirement

## HSE

Support Lines is committed to the safety and well being of its work team, and as a result has an operative internal safety program that has been developed in conjunction with our major clients. Most major clients operate comprehensive safety programs and our own program is compatible with full adherence to client procedures. We recognize that operations demand rigorous adherence to standard procedures and we provide our complete support to this requirement. We are always available to attend safety meetings when required. Support Lines has also developed a specific work safety handbook for the industrial painting industry, which again ensures that the highest safety requirements are met.

# ISO CERTIFICATES



# CERTIFICATE

BQC CERTIFICATION BODY CERTIFIES THAT THE ORGANIZATION

## Support Lines General Contracting Est.

Kohnaini Building, King Saud Street, Dammam,  
Saudi Arabia, PO Box 5529

WITH SCOPE OF CERTIFICATION

Surface Preparation Using Abrasive Blast Cleaning, Industrial Coating,  
Decorative Painting, Concrete Repair; Fire Proof; Trading; Safety Risk  
Assessment and Technical Support Services.

Has developed and implements a quality management system  
that fully meets the requirements of

### ISO 9001:2015

Certification audit: 10/06/2020    1st surveillance audit: 10/03/2021    2nd surveillance audit: 10/03/2022

The audit reports dates above are filed in annually after the successful completion of the surveillance audits and attest the continuous conformity of the certified organization to the above standard and the validation of the certificate for each designated period.

Certificate Number: **100CN20078WW1364-1**

Initial Certification	10/07/2020	Certification cycle start	10/07/2020
(Re)issue	12/09/2022	Certification cycle expiry	09/07/2023

If the surveillance audits are not conducted annually, the certification of the Organization will be withdrawn and the certificate has to be returned, since it remains a property of BQC.

ACCREDITATION MARKS





CERTIFICATION DEPARTMENT



Niki Panopoulou



BOCCERTIFICATION

BQC PC - I Certification Body | SA, Ag. Dimitriou Av., GR17341, Agios Dimitrios, Athens | T: +30 211 2212726 | info@bqc.gr | www.bqc.gr



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### ISO 45001:2018

Certification audit: 09/06/2020    1st surveillance audit: 15/03/2021    2nd surveillance audit: 10/03/2022

The audit reports dates above are filed in annually after the successful completion of the surveillance audits and attest the continuous conformity of the certified organization to the above standard and the validation of the certificate for each designated period.

Certificate Number: **1600CN20037WW1362-1**

Initial Certification	06/07/2020	Certification cycle start	06/07/2020
(Re)issue	12/09/2022	Certification cycle expiry	05/07/2023

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## QUALITY CONTROL

At Support Lines, Quality Control is regarded as being a management tool, a method of maintaining and improving Quality whilst controlling costs.

## QUALITY POLICY

Support Lines is committed to achieve the highest standards of quality within all its business activities and to maintain their continuous improvement. We have developed, implemented and maintain a quality management system based on the following principles:

- ◆ A high focus on customer satisfaction when blasting and painting of customer equipment.
- ◆ Promotion and implementation of continual improvement through evaluation, feedback, communication with operators, and customer input.
- ◆ Reviewing of the company quality policy and quality objectives, annually.
- ◆ Maintaining a high level of customer satisfaction through regular contact and feedback.
- ◆ Management of the company processes and resources in a planned, efficient and controlled manner.
- ◆ Involvement and training of all personnel in relevant activities.
- ◆ Communication of Support Lines's values regarding quality and the quality management system.

A photograph of an industrial refinery or chemical plant at dusk. The scene is dominated by several tall, cylindrical distillation columns and a complex network of pipes and scaffolding. The sky is a deep blue with some light clouds, and the ground is dark. A bright light source, possibly a flare or a lamp, creates a starburst effect in the center of the image. The overall atmosphere is industrial and somewhat somber due to the low light.

# SERVICES

## Short Term Deployment of Technical Experts

Our technical consultants can be deployed to your project teams to work as an integral part of the team and offer their technical expertise as an on-job service for a short period of time.



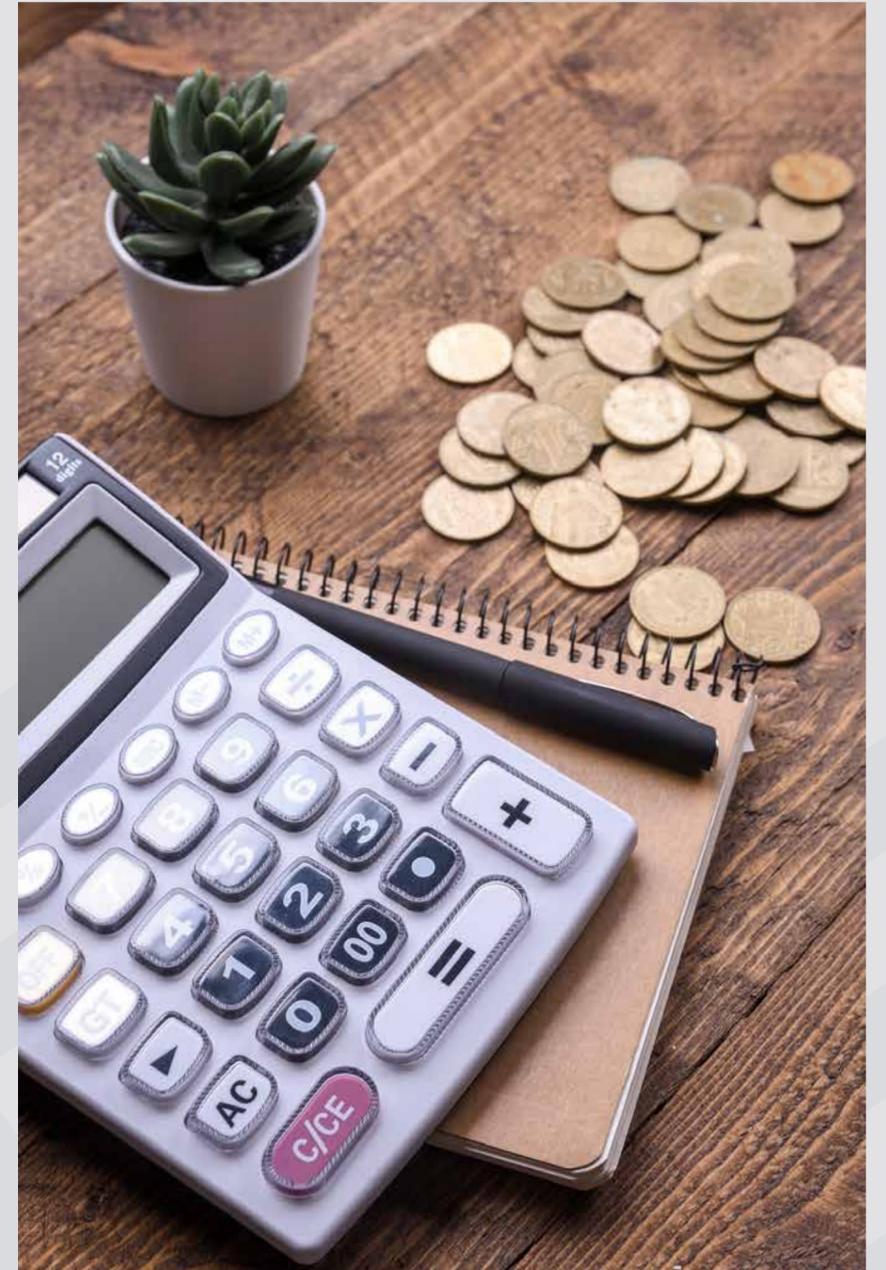
## Full Time Deployment of Technical Experts

On and off we offer to some of our select customers the option of having our consultants join their teams on a full-time basis. This is a value adding offering to some of our most valued customers; it is different from regular recruitment since they would be gaining access to a practicing and rigorously tested expert.



# Payrolling Services

We can payroll your employees whilst they are working on a full-time deployment basis with you. This helps you to manage your headcount smartly and keep only the very best of talent in your full-time employment. Besides this flexibility of outsource payrolling helps you manage your Saudization efficiently.



# Turnkey Deployment of Technical Experts

Our customers in Oil Field Services, Pipelines and Refining/Petrochemicals sectors have requirements of various industry specific technical experts for completing their various projects. We have significant capabilities in Project Management, OFS Operations, Construction, Safety Specialists and Critical Services areas.

## These service areas include:

- ◆ Civil Engineering Services.
- ◆ Design Engineering and Drafting Services.
- ◆ Project Management Services.
- ◆ Health, Safety, Security & Environment Services.
- ◆ Specialized Operations Services (Pipeline, Production Optimization, Quality Enhancement, Facility & Perimeter Security etc.).
- ◆ Echnical Training and Skill Development Services.
- ◆ Transportations & Logistics Services.
- ◆ Facility Management Services.



Our technical consultants in these areas have the skills, capabilities, and expertise to work closely with our clients to provide high quality, value-for-money services on a turnkey basis. From technical consultancy to on-site delivery, we work to our customer's KPIs and provide them with the flexibility of managing their projects without adding to their direct costs. For customers with large projects, this is a big advantage in their ability to deliver the project on-time within the allocated budgeted services.

Depending on our customer's requirements, these services are offered as:

- ◆ Single or few specialist consultants engage with the customer on a turnkey basis.
- ◆ Team of consultants operating from technical consulting to execution on a turnkey basis.



## Bundled Offerings

- ◆ All consultants are technically evaluated as per our clients' standards
- ◆ Specific performance KPIs are defined
- ◆ Visa / Iqama based work permits
- ◆ Wide range of consultant expertise: Operational Expertise to Technical Mastery
- ◆ Insured to cover your risk in case of MedEvac cover or work site emergency
- ◆ Flexibility in deployment
- ◆ Job specific HSE training and certifications
- ◆ Diversity



# OUR CLIENTS



# SUPPORT LINES PARTNERS

SAMUEL KNIGHT  
INTERNATIONAL

**VISUNA**  
Together in ENERGY & TECH



خطوط المساعدة  
Support Lines



OFFICE

[supportlines.net](http://supportlines.net)