

November 2025

COMPASS QATAR NEWSLETTER

Health and Safety is our number one priority.



15th Edition

Driving Retention and Growth Together



SR. MANAGER
COMMERCIAL & CLIENT SERVICES

Magali Daumas

As we look ahead to new opportunities and future growth, I want to take a moment to recognize the exceptional dedication and performance of our team. Working hand in hand under tight deadlines, you consistently deliver excellence to every client without exception. Your commitment to our core values is the foundation of our success.

Winning new contracts is important, but **retaining our clients is even more critical**. At Compass, retention is at the heart of our strategy. Through quarterly business reviews and our Compass Client Survey approach, we listen closely, anticipate needs, and proactively introduce tailored innovations that address our clients' biggest challenges.

From organizing client meetings, crafting presentations, and delivering action plans, each of you plays a pivotal role in making these tools a success. Your openness to innovation and your daily pursuit of excellence demonstrate what progress with purpose truly looks like.

Thanks to your collective efforts and the trust of our clients we have achieved an **exceptional retention score**, a true testament to teamwork and client-centricity.

We are also proud to announce that we have successfully earned the **FSSC 22000 Version 6 certification at HMC**, becoming the **first catering company in Qatar** to be certified under the Catering / Food service operation category. This achievement reflects our team's dedication to excellence, patient safety, and global best practices, further strengthening our position as a trusted partner in healthcare catering.

Together, we are building strong partnerships and shaping a future of sustainable and meaningful growth. Let's continue pushing boundaries and delivering excellence together.

Compass Qatar Achieves FSSC 22000 Version 6 Certification at HMC Catering Operation

Compass Qatar is proud to announce the successful certification of the HMC catering operation to FSSC 22000 Version 6, one of the world's most rigorous, GFSI-recognized food safety schemes.

This achievement underscores our unwavering commitment to delivering safe, high-quality food services for patients, visitors, and staff across Hamad Medical Corporation.

Building on our established ISO 22000 foundation, this certification formalizes controls spanning food defense (TACCP), food fraud prevention (VACCP), emergency preparedness, change management, and corrective action—all embedded within Compass Qatar's integrated management system.

At HMC, our food safety program is fully aligned with FSSC 22000 V6, guiding day-to-day procedures, staff training, hazard controls, and verification routines.

In recent client forums, we showcased JCI-aligned processes and FSSC compliance initiatives such as raw material purity checks and enhanced cold-holding strategy, demonstrating tangible improvements in patient and guest safety.



Road Safety: Seat Belts Save Lives

Our November Safety topic focused on Road Safety, led by **Mr. Sandeep Vasudevan, Country HSEQ Manager**, who emphasized the critical importance of seat belt use for all drivers and passengers.

Key Reminders:

- Always wear your seat belt—no exceptions, including the backseat.
- Avoid distractions: No cell phone use while driving.
- Never drive under the influence of alcohol.
- Passengers should remain calm, avoid distracting the driver, and report any safety issues.
- Carry a valid driver's license and follow all traffic laws.

Let's not forget that compliance with road safety is not only for Compass adherence; it's a personal responsibility because we do not control how the other party conducts themselves on the road.



Let's all commit to safer roads by staying alert, buckling up, and respecting one another.



Compass at Tub Circulation Joins Qatar Aviation Services Safety Campaign

On 23rd to 27th November 2025, the Compass team at Tub Circulation proudly joined the Qatar Aviation Services (QAS) Safety Campaign, working closely with QAS to promote health and safety best practices across sites.

Activities included safety briefings, on-site observations, interactive sessions, and contributions to awareness materials, strengthening collaboration and reinforcing our commitment to a safe workplace.



Our booth attracted over 300 visitors, showcasing Compass's role in Tub circulation management at HIA.

To boost engagement, we introduced a Kahoot quiz, with participants competing for prizes prepared by Compass Qatar.

This interactive approach highlighted our shared dedication to safety excellence, because safety is everyone's responsibility.



Empowering Growth

Team Members Join Qatar Aviation Services



We are pleased to announce the transfer of 6 of our team members from Compass Qatar Customer Service to Qatar Aviation Services. This transition provides an excellent opportunity for them to enhance their knowledge and skills by working with one of the leading organizations in the industry.

It will allow them to gain valuable experience, strengthen their capabilities, and continue delivering exceptional service to clients and guests.

As part of their roles, they will be responsible for:

- Counter-checking tasks for boarding
- Verifying passengers' travel documents
- Assisting with passenger inquiries

We extend our best wishes for their success in this new chapter and thank them for their contributions to Compass Qatar.

Co-Pilot Session for Management

Advancing Practical Skills

In November, we continued our Co-Pilot Training Program for management, led by **Mr. Hamed Eltayeb, Digital & Technology Solutions Manager**, building on the foundation set in October. This session focused on hands-on practical exercises, enabling participants to deepen their understanding and apply Copilot effectively in their daily workflows.

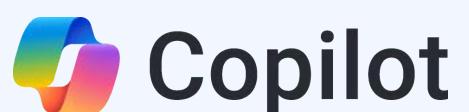
Key highlights included:

- Demonstration and analysis of Copilot tasks for real-world scenarios.
- Advanced use of Copilot for business reporting, enhancing data-driven decision-making.
- Prompt structuring and best practices to maximize efficiency and accuracy.
- Exploring Copilot features such as Notebooks, data organization, and user training.
- Job description review and enhancement using Copilot for streamlined HR processes.

Every attendee also demonstrated how AI could be applied within their respective scope, showcasing practical use cases tailored to their roles.



This approach empowered management teams to leverage AI tools for improved productivity and smarter business solutions.



Building Stronger Teams

Through Effective Leadership



We recently conducted an insightful Leadership Training session led by **Ms. Maureen, Welfare Officer**, aimed at strengthening the capabilities of our supervisors. The session highlighted the critical role supervisors play in shaping team culture and driving performance, emphasizing their influence on workplace harmony and productivity.

Key focus areas included:

- **Leading with empathy**- to build trust and engagement.
- **Effective and ethical communication**- ensuring respectful and polite interactions during shifts.
- **Collaborative problem-solving**- encouraging teamwork to find practical solutions.

Participants left with actionable strategies to lead with integrity, foster positive relationships, and create an environment where teams thrive together.

5th Batch Completes Spoken Arabic Training at Sidra Medical and Research Centre



This month marked the conclusion of spoken Arabic class for the 5th batch. What began as hesitant greetings and shy pronunciations quickly transformed into confident interaction with patients.

The learners stepped into the rich world of understanding the deep significance of hospitality to exploring the stories behind everyday.

They also gained insight into cultural etiquette, gestures, and values that define the essence of communication in Sidra & Qatar in general.

This training is more than language; it's about empowering our team members to communicate effectively with patients and attendees, fostering trust and delivering exceptional service in Sidra and across Qatar.

Beach Cleanup at Simaisma

A Step Toward Sustainability



On 22nd November, team members from across our different projects came together for a Beach Cleaning Drive at Simaisma Beach, reaffirming our commitment to environmental responsibility and sustainability.

The event saw 85 participants, along with members from the Municipality team, working collectively to make a positive impact on our coastal ecosystem. After the cleanup, everyone enjoyed delicious in-house prepared meals, making the day both productive and memorable.

A big thank you to all team members and the Municipality team whose dedication and hard work made the event successful.



Ultimate Fighting Championship

Night in Doha (UFC)



On November 22nd, the Ali Bin Hamad Al Attiyah Arena (ABHA Arena) hosted Doha's inaugural Ultimate Fighting Championship (UFC) night. Our team was on-site throughout the event, delivering world-class cleaning services and ensuring a spotless, hygienic environment that met international standards.

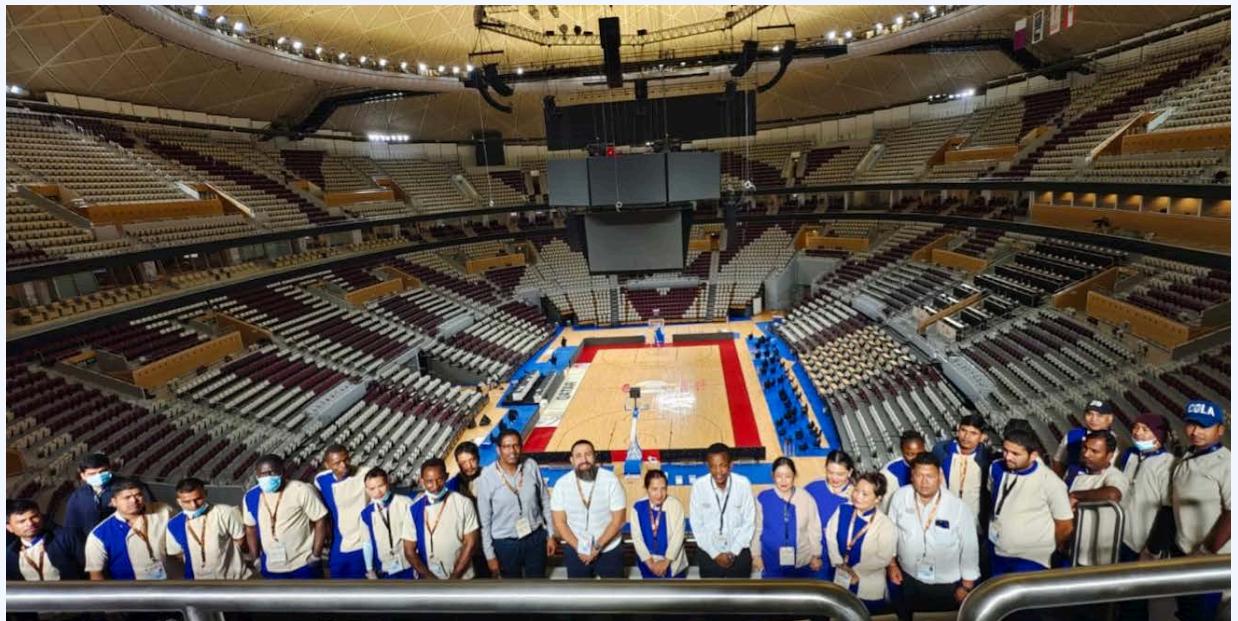
Operations ran seamlessly, guests received prompt assistance, and the overall atmosphere showcased the high level of service expected at a major global sporting event.

Compass continues to thrive by delivering world-class operational support and exceptional service at major global sporting events.

We sincerely thank all team members for their professionalism and dedication in making this event a success.

FIBA Asian Qualifier

Qatar vs Lebanon Lusail Multipurpose Hall



On Thursday, 27th November, our team provided support during the Qatar vs Lebanon match, part of the Asian qualifiers for the 2027 FIBA Basketball World Cup, held at Lusail Multipurpose Hall.

Our Compass Housekeeping team ensured smooth operations throughout the event, delivering consistent service and maintaining high standards. Guests received prompt assistance, and the entire operation ran seamlessly from start to finish.

We were also pleased to have our HR Country Manager onsite, offering guidance and encouragement that kept the team motivated and engaged.

Congratulations to all our teams for their efforts in making this event a success.

Imtinan Awarding at Qatar Foundation



We are proud to celebrate our exceptional team members at Qatar Foundation, where we deliver world-class hospitality services.

Recently, 25 of our colleagues were honored with Imtinan Awards at Education City for their outstanding contributions and unwavering commitment to excellence. The awards were presented in the following categories:

Award Category	No. of Employees
Platinum	14
Gold	4
Silver	2
Bronze	5

Out of 211 dedicated employees serving Qatar Foundation, these award recipients exemplify professionalism, integrity, and a passion for creating a safe and welcoming environment.

Their achievements reflect Qatar Foundation's appreciation for excellence and gratitude toward individuals who consistently go above and beyond.

Congratulations to all the recipients for their dedication and hard work. Together, we continue to make a positive difference every day!

Kenyan Cabinet Secretary

Visits Compass Qatar



Compass Qatar had the honor of hosting **Dr. Alfred Mutua, Cabinet Secretary for Labour and Social Protection, Kenya**, during his visit to the Second World Summit for Social Development in Doha.

The meeting focused on expanding the integration of Kenyan talent into our operations and reaffirmed our commitment to ethical recruitment, ensuring transparency, fairness, and respect for workers' rights.

We also reiterated our dedication to employee welfare, fostering a supportive and inclusive work environment.



Rising to New Heights



Bismark Ofori- Cleaning Supervisor



Priscillah Wahito-Zone Manager

Congratulations to Ms. Priscilla on her promotion to Zone Manager and Mr. Bismark on his promotion to Cleaning Supervisor.

We wish them continued success in their new roles at Sidra Medicine Project.



Star of the Month and Long Service Award

We are proud to recognize the November recipients of the “**Be A Star**” awards, along with **Mr. Lalit Bahadur, Cleaner** at Noble Offshore for his remarkable achievement of **10 years of dedicated service**.

Your dedication and outstanding performance continue to drive excellence and foster a culture of success across the organization.

Congratulations on your well-deserved recognition. We wish you continued growth and achievement.



Noble Offshore



Tub Circulation



Hamad Medical Corporation



Birthday Celebrations

As we came together to celebrate the birthdays of our November-born colleagues across our projects, we wish them all the best in the year ahead.

These gatherings show our commitment to a culture of care, putting people first, strengthening connections, and fostering appreciation for every individual.



SIDRA MEDICAL & RESEARCH CENTER



TUB CIRCULATION



HAMAD MEDICAL CORPORATION

A Perfect Season for Outdoor Activities



Hamad Medical Corporation Team at Wakrah Beach

We are in the cool seasons, and this is an excellent opportunity to enjoy outdoor activities in the pleasant weather. Engaging in such activities helps create a healthy balance between work and life, promoting overall well-being and team spirit.

We encourage all team members to make the most of this season by engaging in recreation activities. Whether through group sports, walks, or recreational outings.

Staying active outdoors not only boosts physical health but also strengthens connections and enhances team work.

Let's make the most of this season together!



Season's Greetings and Our Continuous Success

As we look forward to the holiday season, Compass Qatar extends heartfelt greetings to all our employees, shareholders, and valued clients.

We wish you and your families peace, happiness, and prosperity during this festive season and throughout the coming year.

Thank you for your continued trust and partnership , together, we look forward to achieving even greater success in 2026.





Stay tuned for our exciting updates and latest news

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