

April & May 2026

COMPASS QATAR NEWSLETTER

Health and Safety is our number one priority.



19th Edition

Resilience in Action

Delivering Excellence Amid Global Challenges



**SENIOR CATERING OPERATIONS
MANAGER**

Stefanos Tsopanos

As we say goodbye to May, we reflect on a period that has tested our resilience while reaffirming the strength of our operations and the dedication of our people. Despite the continuation of geopolitical pressures and the resulting disruptions across global supply chains, our teams remained focused, adaptable, and committed to delivering uninterrupted service.

Through proactive planning and close coordination, we successfully navigated sourcing challenges while maintaining consistency, quality, and reliability across all sites.

What stood out most during this time was the collective effort across every function of the business. From procurement teams securing alternative supply routes, to production and service teams adapting with flexibility and precision, there was a shared commitment to finding solutions rather than focusing on constraints.

Strategic menu adjustments, improved forecasting, and strengthened supplier partnerships allowed us to mitigate risks without compromising the experience of our clients, reinforcing the trust placed in us.

Ultimately, this period has demonstrated that our strength lies not only in our systems but in our people and our mindset.

Challenges of this nature have pushed us to innovate, collaborate more closely, and operate with greater discipline. As a result, we have not only sustained a high level of service but have further strengthened our ability to respond to uncertainty.

Moving forward, we carry these lessons with confidence, continuing to deliver with care, consistency, and professionalism regardless of the environment in which we operate.

Compass Qatar Launches New Pest Control Services Division

We are proud to announce the successful inauguration of Compass Qatar's Pest Control Services division effective from 1st of June 2026, marking a significant step in expanding our integrated facility management capabilities.

This new division is designed to deliver safe, efficient, and compliant pest management solutions across our operations. The dedicated team will support a number of selected key clients and as well as Compass in-house projects, ensuring the highest standards of service excellence and operational reliability.



Our pest control professionals have undergone comprehensive training programs and are equipped with the latest industry knowledge and best practices.

The team has obtained all required government licenses, ensuring full compliance with local regulations and adherence to health, safety, and environmental standards.

With this addition, Compass Qatar reinforces its commitment to providing end-to-end facility management solutions, aligned with our focus on quality, safety, and customer satisfaction.

Pediatric Meal at Hamad Medical Corporation

Compass Qatar successfully introduced a new Pediatric Menu initiative at HMC, implemented for the first time across the contract. The initiative focuses on creating a child-friendly dining experience that supports both nutritional needs and emotional well-being.

The pediatric menu was specially designed to appeal to children and is complemented by kid-friendly crockery and cutlery featuring cartoon characters. Customized tray mats with cartoon designs, games, and interactive elements were also introduced to make mealtimes more engaging and enjoyable.

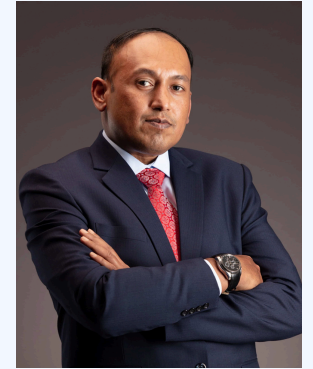


To further enhance the experience, a dedicated mascot was introduced in the children's wards, along with themed meal trolleys designed with cartoon characters. These initiatives allow children to interact with the service team in a fun and positive manner.

In selected areas, children are encouraged to participate in portioning and garnishing, creating an interactive and engaging mealtime experience.

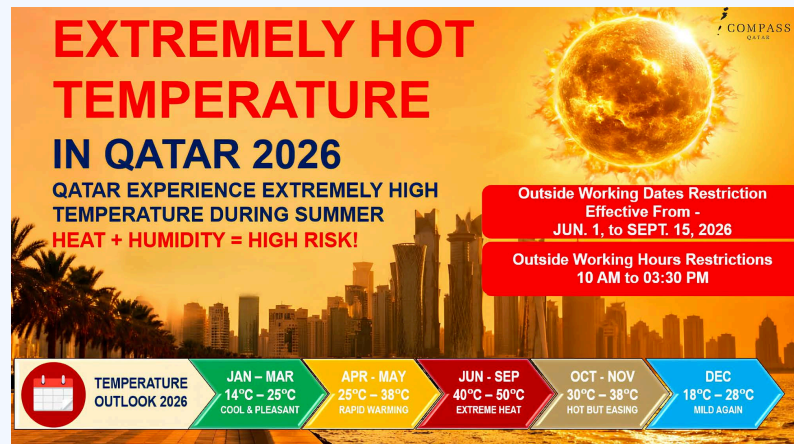
This initiative reflects Compass Qatar and HMC's commitment to innovation, patient satisfaction, and delivering a positive hospital experience for pediatric patients.

Heat Stress Awareness Briefing



The HSEQ Department recently conducted an important Heat Stress Awareness Briefing, led by the Country HSE Manager, for all staff as part of our ongoing commitment to employee health and safety during the peak summer season.

During the session, employees were informed about the increasing risk of heat stress due to extreme summer temperatures, which can reach 40°C–50°C, combined with high humidity levels. The briefing emphasized the importance of complying with restricted outdoor working hours implemented by Qatar-Ministry of Labor (10:00 AM to 3:30 PM from 1 June to 15 September) to minimize exposure to excessive heat.



WHAT IS HEAT STRESS?

- ✓ Heat stress includes a series of conditions where the body is under stress from overheating.
- ✓ Heat-related illness (heat stress) occurs when the body's cooling mechanisms do not function effectively.

WHAT ARE THE HEAT RELATED ILLNESSES?

Heat stress disorders range from minor discomforts to life threatening conditions.

Heat Rash Skin irritation caused by sweating and blocked pores.	Heat Cramps Painful muscle cramps, often after heavy sweating.	Heat Syncope Fainting or collapse after heat exposure or prolonged standing.
Heat Exhaustion A serious warning stage that can lead to heat stroke.	Heat Stroke A medical emergency that can be fatal without urgent action.	

The Country HSE Manager highlighted the different types of heat-related illnesses, including heat rash, heat cramps, heat exhaustion, and heat stroke and stressed the importance of recognizing early warning signs and reporting them promptly.

Staff were also guided on essential preventive measures such as maintaining proper hydration, taking regular breaks in cool areas, wearing suitable clothing, and supporting colleagues by monitoring for signs of heat stress.

The session concluded with a strong reminder on emergency response procedures and the shared responsibility of all employees in maintaining a safe working environment.

Let us all stay alert, take precautions, and prioritize safety during the summer months.



Aspire Project Conducts Successful Heat Stress Drill

Aspire Project (Category A Stadiums – LMPH & ABHA) conducted a comprehensive heat stress drill involving a total of 251 housekeeping team members, reaffirming its unwavering commitment to workforce health, safety, and wellbeing.

The exercise was strategically designed to enhance awareness of heat stress risks by ensuring that all participants gained a clear understanding of the potential effects of high-temperature exposure, the early warning signs of heat-related illnesses, and the importance of adopting preventive measures while working in challenging environmental conditions.



Aspire Project Conducts Successful Heat Stress Drill

The drill was effectively coordinated through the collaborative efforts of the Operations and HSE teams, showcasing a strong culture of teamwork, preparedness, and safety leadership. Participants actively engaged in the session and benefited from hands-on guidance on proper hydration practices, structured rest cycles, and immediate response actions in the event of heat-related emergencies.

This initiative highlights our proactive approach to occupational health and safety, reinforcing our dedication to protecting its workforce and promoting a culture of continuous safety excellence across all operations.



Special recognition is extended to the HSE team for their contribution and leadership in the successful execution of this drill:

- Karim Adamu – HSE Lead
- Meddie Kiwanuka
- Rahul Aniyeri
- John Njoroge

Their efforts played a critical role in ensuring the effectiveness and impact of this important safety initiative.

Mental Health Awareness Session – April 2026

As part of our ongoing commitment to employee wellbeing, Mental Health Awareness Training was delivered to all staff in April 2026 by Mr. Sandeep Vasudevan, Country HSEQ Manager.

The session focused on building awareness around mental health at the workplace, especially in the context of regional uncertainty, job-related stress, and change. Employees were guided on understanding mental health, recognizing early signs of stress, and adopting practical strategies to manage emotional wellbeing at work and in daily life.



Key areas covered

- Understanding mental health and breaking stigma
- Impact of uncertainty, change, and job stress
- Recognizing emotional, physical, and work-related signs of stress
- Practical stress management techniques
- Building emotional resilience
- Supporting colleagues in a respectful and empathetic manner
- When and how to seek help through internal support channels

Benefits to employees

- Improved awareness and early recognition of mental stress
- Better coping and stress-management skills
- Enhanced emotional resilience during challenging times
- Encouragement to seek support without stigma
- Creation of a safer, more supportive, and mentally healthy workplace



Empowering Women Through Health Awareness

Compass Qatar, in collaboration with Aster Medical Hospital, successfully conducted a Gynecology Health Awareness Session at our locations as part of our ongoing commitment to employee well-being and preventive healthcare.

The session, facilitated by a qualified gynecologist, created a safe, supportive and interactive environment where participants were encouraged to engage openly and seek clarity on important women's health topics. The first session witnessed the participation of 81 female employees, reflecting strong interest and engagement.



Key topics covered during the session included:

- Adolescence Polycystic Ovary Syndrome (PCOS)
- Dysmenorrhea
- Common gynecological disorders
- Uterine fibroids
- Endometriosis
- Perimenopause and menopause Preventive and general health measures.

The session aimed to raise awareness, promote preventive care, and empower female colleagues with practical knowledge and confidence to better manage their health and share awareness within their communities.

Due to the positive response and high participation, additional awareness sessions are planned in the coming months to extend this initiative to both male and female employees.

We thank Aster Medical Hospital for their valuable collaboration and all participants for making this session meaningful and impactful.

Enhancing Business Resilience Through a New Contingency Plan

To strengthen business continuity and reduce operational risk, a new contingency plan has been implemented across designated critical operational sites, including Head Office, Waseef C.P.U, Female Accommodation and Male Accommodation.

The solution leverages satellite communication connectivity (Starlink Internet) to maintain essential network and system access in the event of primary connectivity disruptions.

This is complemented by deployable power backup systems including backup batteries, solar panels, and generators to ensure continuity during power outages.

Together, these capabilities enable critical operations to remain functional during emergency or outage scenarios of power and/or internet outage.



Starlink Internet



To support effective execution, focused user training was conducted at the designated sites for relevant teams, ensuring operational readiness, clear role awareness and a swift coordinated response during contingency activation.

This initiative significantly enhances resilience at critical locations, improves recovery readiness, and reinforces management confidence in the organization's ability to sustain operations under adverse conditions.

Hamed Eltayeb Achieves ISO/IEC 27001:2022 Lead Auditor Certification

Congratulations to Mr. Hamed Eltayeb, Digital & Tech Solutions Manager, on successfully achieving the ISMS ISO/IEC 27001:2022 Lead Auditor certification.

This accomplishment reinforces our organization's commitment to world-class information security standards and reflects his dedication to excellence in digital governance.

The certification will strengthen our internal governance framework, enhance risk management practices and support continuous improvement in safeguarding both company and customer data.



Mr. Hamed's achievement marks an important step in elevating our overall information security posture and ensuring we remain aligned with global best practices.



International Worker's Day

In celebration of International Workers' Day on 1st May, we introduced a simple yet meaningful initiative to strengthen team connections, with department leaders taking selfies alongside their team members.

This activity created moments of connection, appreciation, and shared pride across all departments. It fostered a stronger sense of belonging, unity, and recognition, reminding us that at the heart of our organization are the people who contribute daily to its success.

The smiles captured in each photo reflect not just a celebration, but a culture of inclusivity, teamwork, and mutual respect. It was a wonderful reminder that when we come together, we strengthen not only our workplace relationships but also our collective spirit.



Culinary Team, HMC



Aspire Zone



Procurement, Head Office



HMC Frontline Team



HR, Head Office



Sidra Medicine and Research

Food Donation continues with **Hifz Al Naema**

We are proud to continue our food donation initiative in collaboration with Hifz Al Naema, which began on 26th February 2026. Since its launch, this effort has steadily grown, allowing us to extend meaningful support to many individuals and families in need.

Through consistent coordination and dedication, surplus food is being redirected thoughtfully, ensuring it reaches those who can benefit from it most. This initiative not only reduces waste but also strengthens our role as a socially responsible organization committed to making a positive impact in the community.



Together, we look forward to sustaining and expanding this effort, continuing to make a difference.



Zumba Sessions: Energizing Our Workplace

Our ongoing Zumba sessions continue to bring energy, excitement, and wellness to our workplace. Held regularly at our accommodations, these sessions have become a highlight for many employees offering a fun and engaging way to stay active while relieving stress.

The consistent participation and enthusiasm reflect our collective commitment to health and well-being. Beyond fitness, Zumba has created a space for connection, teamwork, and positive morale, strengthening bonds across departments.



A special thank you to the Welfare team and Ms. Chikondi, Waitress at HMC Project for the dedication, passion, and consistency in leading these sessions.

We are proud to see this initiative thriving, and we encourage everyone to join in and experience the benefits of movement, music, and engagement.

Employee Recognition – Qatar Foundation



Congratulations to Prakash Bhandari, currently assigned to Tariq Bin Ziad Primary School, on receiving the KAFU Certification Award from our valued client, Qatar Foundation, TBZ School Team.

Prakash, who has been with us for the past two years serving as a tea boy, has demonstrated remarkable dedication and commitment in his role.

This recognition honors Prakash's exceptional care, compassion, and unwavering dedication, consistently demonstrated through his daily interactions and high-quality service.

His commitment reflects the highest standards of professionalism and contributes positively to a supportive and respectful school environment.

We extend our heartfelt congratulations to Prakash on this well-deserved achievement and thank him for representing our values with excellence.

Celebrating a Legacy of Loyalty

Jeevan Khadka & Rowena Nolasco

We proudly celebrate two valued members of our team, Mr. Jeevan Khadka and Ms. Rowena Nolasco, and honor their many years of dedicated service to the organization.

Mr. Jeevan Khadka, who joined Compass on 7th November 2008, concludes an impressive 17-year journey with the company. From his role as a cleaner to becoming an Accountant, Jeevan's career is a true reflection of hard work, perseverance, and commitment.

Throughout his tenure, he consistently demonstrated professionalism and integrity and contributed significantly to the organization's success. His inspiring journey stands as a testament to growth through dedication and passion.



We also extend our heartfelt appreciation to Ms. Rowena Nolasco, who concluded an outstanding 21 years of service as an Administrative Executive.

Rowena's long-standing dedication, professionalism, and commitment have made a meaningful impact on the organization.

Throughout her journey, she consistently demonstrated reliability and a strong work ethic, earning the respect and appreciation of colleagues across all levels. Her years of service stand as a true reflection of loyalty and dedication.

We sincerely thank Jeevan and Rowena for their invaluable contributions and wish them both continued success, happiness, and fulfillment in the next chapter of their lives.

Employee Monthly Appreciation Awards

We are proud to celebrate the April and May recipients of our employee recognition programs, including the “Be A Star” awards and other appreciation initiatives.

Your dedication, teamwork, 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.



Sidra Medicine and Research



C.P.U Waseef



Hamad Medical Corporation



Long Service Awards

We proudly recognize and celebrate our colleagues who have reached 5, 10, and 20 years of service with Compass. These milestones reflect not just years spent with the organization, but years of commitment, professionalism, loyalty, and shared success.

Your dedication has played a vital role in shaping our culture, strengthening our operations, and upholding the values that define Compass. Each year of service represents countless contributions, challenges overcome, and standards exceeded.

Congratulations on your milestone achievements. We wish you continued growth and achievement.



Sidra Medicine and Research



Aspire Zone- Lusail & Al Saad MPH



Hamad Medical Corporation



April & May Birthday Celebrations

We celebrated our April and May born colleagues with smiles, togetherness, and warm wishes. At Compass, we value these moments that bring us closer as a team. Happy Birthday to all our April stars, wishing you a year filled with success and happiness!



Head Office



Hamad Medical Corporation



Sidra Medicine and Research




Hamad Medical Corporation



Stay tuned for our exciting updates and latest news

CONNECT WITH US.

 +974 4432 3153

 info@compassqatar.com.qa

 <https://compassqatar.com.qa/news/>

 <https://www.linkedin.com/company/compass-qatar/>

 P.O Box 22481, AL Mana Towers, 2nd Floor, C Ring Road, Suhaim Bin Hamad Street, Doha, Qatar.



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