

# ORGANIZATION CHARTS MANUAL

Approved By	Authority for Primary Approval	Authority for Review & Approval		Authority for Final Review	Authority for Final Approval	
Department	Each department head for own department	Human Resources	-	Quality	-	-
Function	HOD	HR HOD	CAO	QM HOD	COO	CEO
Name		Jihad Bou Saba	Rany Gebrayel	Myriam El Helou	Elie Abou Ghazale	Elie Gebrayel
Signature						
Date of Approval						

Date of Adoption	
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## SECTION 2 - TABLE OF CONTENTS

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Department  
Control # X-XX-MA001

1<sup>st</sup> Issue Date 22/10/14

Revision Date 20/04/18

Revision# 1

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Section #	Page	Amendment Description	Date	New Rev.
All Divisions & Dpts		The Divisions and Departments scopes were added to more understand their role in the company.	20/04/2018	1
5	6	The name of Project Monitoring & Control Department is replaced by Planning, Monitoring & Control Department.	20/04/2018	1
13	14	Section Budget (BDG) deleted with its related title Budget Officer (X-FN-JD009) since his duties will be covered by the Finance HOD.	20/04/2018	1
14	15	The name of Project Monitoring & Control Department is replaced by Planning, Monitoring & Control Department.	20/04/2018	1
17	18	Title Courier (X-OL-JD012) deleted since his duties will be covered by the driver. The Job Ref. of Office Cleaner (X-OL-JD013) will be replaced by deleted one (X-OL-JD012).	20/04/2018	1
18	19	Title Document Control Clerk (X-DM-JD005) and Archive Clerk (X-DM-JD007) deleted. The Job Ref. of Archive Keeper (X-DM-JD006) will be replaced by deleted one (X-DM-JD005).	20/04/2018	1
21	22	Backup Section (BKP) deleted with title Backup Administrator (X-IT-JD004) and system section (SYS) deleted with related titles: System Administrator (X-IT-JD008) and System Engineer (X-IT-JD009). The Senior Computer Engineer will take care of the deleted titles' duties. The Job Ref. of Senior Computer Engineer (X-IT-JD005) will be replaced by deleted one (X-OL-JD004), Computer Engineer (X-IT-JD006) will be replaced by deleted one (X-OL-JD005) and Computer Technician (X-IT-JD007) will be replaced by deleted one (X-OL-JD006).	20/04/2018	1
23	24	Project Monitoring & Control replaced by Planning, Monitoring & Control. Senior Planner modified to Senior PMC Officer and Planner modified to PMC Officer.	20/04/2018	1
24	25	In Operations section Project BD Officer removed. And section Project Planning & Budget (PPB) deleted with its related title Budget Controller (X-BD-JD011)	20/04/2018	1
35	36	PMC Department developed in the operational org. chart to support the PDM and project team in planning, monitoring and controlling his/her related project(s).	20/04/2018	1

**SECTION 3 - AMENDMENTS SHEET**
**ALL**

 Department  
Control # **X-XX-MA001**

 1<sup>st</sup> Issue Date **22/10/14**

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## 1. Introduction:

### 1.1. Purpose:

The purpose of this Policy is to ensure that organizational charts and associated documents in this manual are well understood by all staff at Erga and to ensure that any changes to this manual occur in a controlled manner.

### 1.2. Scope of Application:

This Policy applies to all Erga entities and sub-entities, and all Erga staff including part timers and outsourced staff.

### 1.3. Authorities & Responsibilities:

- 1.3.1. The Organizational Charts shall be controlled by the CEO.
- 1.3.2. Any creation, cancellation or changes on functions or entities existing on the Organization Chart shall be implemented as per "X-QM-PR001 Procedure for Control of Documents".

### 1.4. Related Documents:

- 1.4.1. **Associated Internal Documents:**
  - a. X-QM-PR001 Control of Documents
  - b. X-QM-WI002 Documentation Numbering
  - c. X-HR-PO010 Authority Matrix Policy
  - d. Any controlled documents might be affected whenever a function is added or removed more specifically job descriptions, procedures, work instructions and forms...
- 1.4.2. **External References:**
  - a. Latest ISO 9001 Standard
- 1.4.3. **Resulting Records:**
  - a. Updated Documentation Numbering
  - b. Updated Authority Matrix
  - c. New/Updated Job Description
  - d. Resulting record from updated or created form if a new function is added or removed.
  - e. New or modified procedure or work instruction

### 1.5. Recipients:

- 1.5.1. This Manual is published on Erga Portal and is accessible to all staff members.

### 1.6. Audit Statement:

- 1.6.1. All activities prescribed in this Manual will be audited for compliance to requirements.

## 2. Definitions & Abbreviations:

Terms & Abbreviations	Definition
1. CAO	Chief Administrative Officer
2. CEO	Chief Executive Officer
3. COO	Chief Operating Officer
4. HR HOD	Human Resources Head of Department
5. PDM	Project Design Manager
6. QM	Quality Management

## SECTION 4 – ORGANIZATIONAL CHARTS POLICY

### ALL

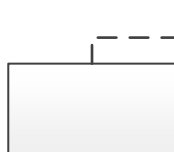
### 3. Policy:

- 3.1. Each "box" on the Organization Chart represents a "function".
- 3.2. Each "function" should have a unique "job description".
- 3.3. Job Descriptions represent functions existing on the latest applicable Organizational Chart approved by Top Management.
- 3.4. Line connectors on the Organization Charts represent reporting lines.
- 3.5. One person in the company might have more than one function (job description). In this case, the "main" function should be defined and the remainder of the functions shall be considered as "secondary".
- 3.6. For most functions there is one reporting line to an upper line of authority.
- 3.7. For certain functions, there is a dual reporting, one operational and one functional.
- 3.8. Operational Reporting:
  - 3.8.1. The direct upper line of authority in this reporting is the PDM allocated on each separate project who is considered as the internal customer and beneficiary of the staff's work.
  - 3.8.2. The PDM contributes in evaluating the performance and productivity of the staff.
- 3.9. Functional (Departmental) Reporting:
  - 3.9.1. This reporting type encompasses the implementation by the HOD and the HOS if available of the duties, responsibilities and authorities as stated in the Job Description.
  - 3.9.2. In this case, the direct upper line of authority who is the HOD owns the Job Description and is authorized to change it, if needed as per the policy in place.
  - 3.9.3. In this type of reporting, the direct upper line of authority (the HOD) is involved in the recruitment, interview, training (on-the-job and other), transfer, replacement, and termination of the staff.
  - 3.9.4. The HOD and HOS if available contribute in evaluating the "Core & Technical competencies" of the staff.
- 3.10. Joined Responsibilities between operational and functional reporting:
  - 3.10.1. The direct upper lines of authority (HOD, HOS and PDM if available) monitor the staff's daily work, attendance, implementation of the policies and system in place in the company.
  - 3.10.2. The direct upper lines of authority approve "leave requests" and should be kept informed of any absence of the staff.
- 3.11. Technical Reporting:
  - 3.11.1. The final technical reference in a department is the HOD.
  - 3.11.2. Before consulting the HOD in any technical matter any staff may technically refer to a senior job position in the relevant technical field.
- 3.12. Job Descriptions of functions clearly define on the front page the functional and operational reporting where applicable.
- 3.13. This manual shall be updated whenever any of the following changes occurs:
  - 3.13.1. Overall structure and entities: creation of a new one, cancellation of an existing one, merging of entities,
  - 3.13.2. Reporting lines:
    - 3.13.2.1. Operational Reporting: Reporting to the PDM on a project level as per the last page of this document.

b. Functional Reporting

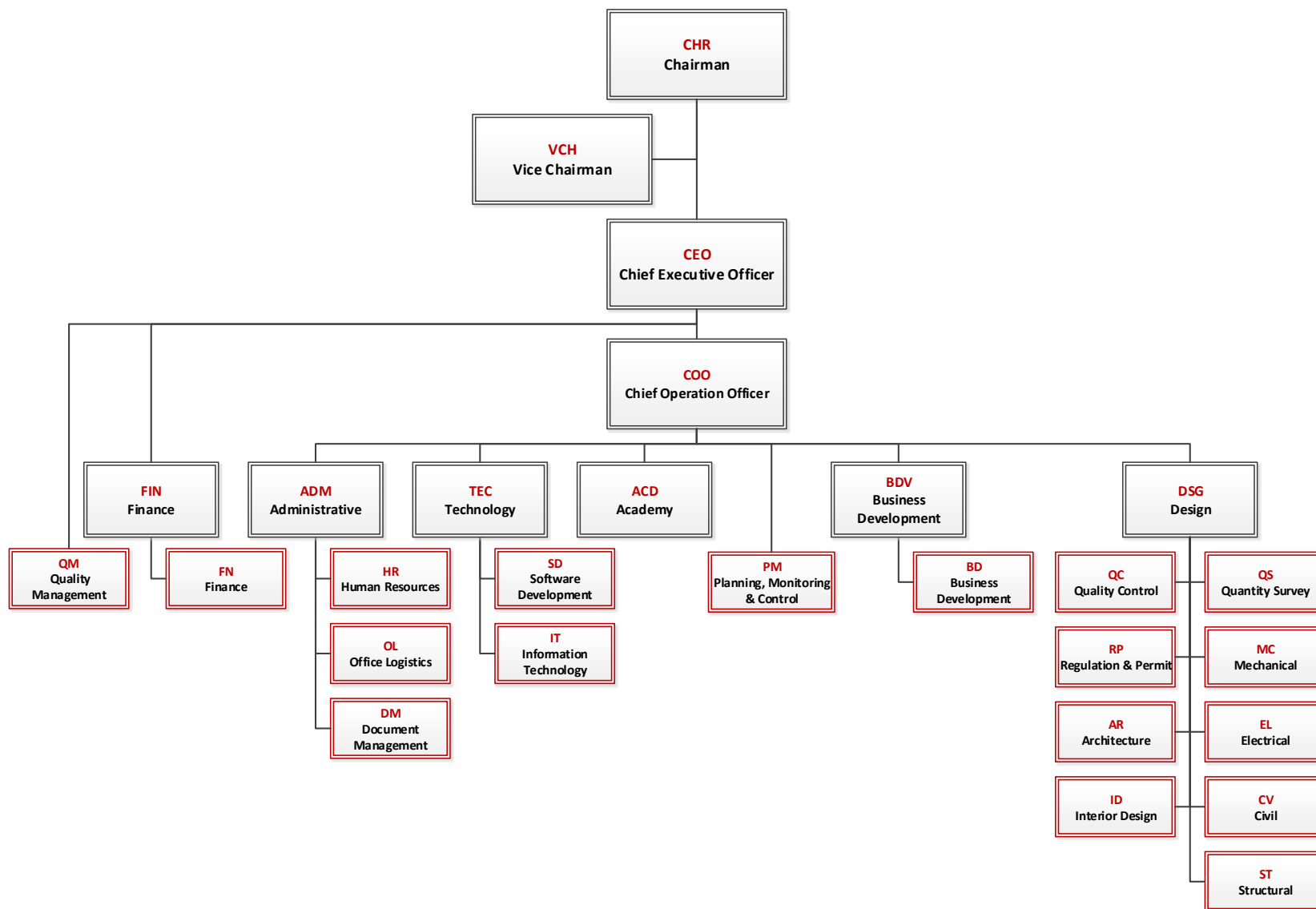


c. Technical Reporting



## SECTION 4 – ORGANIZATIONAL CHARTS POLICY

ALL



## SECTION 5 – OVERALL STRUCTURE

ALL

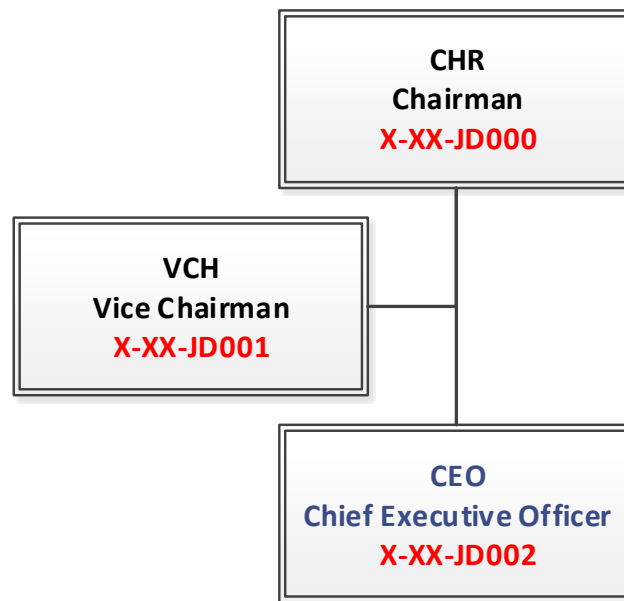
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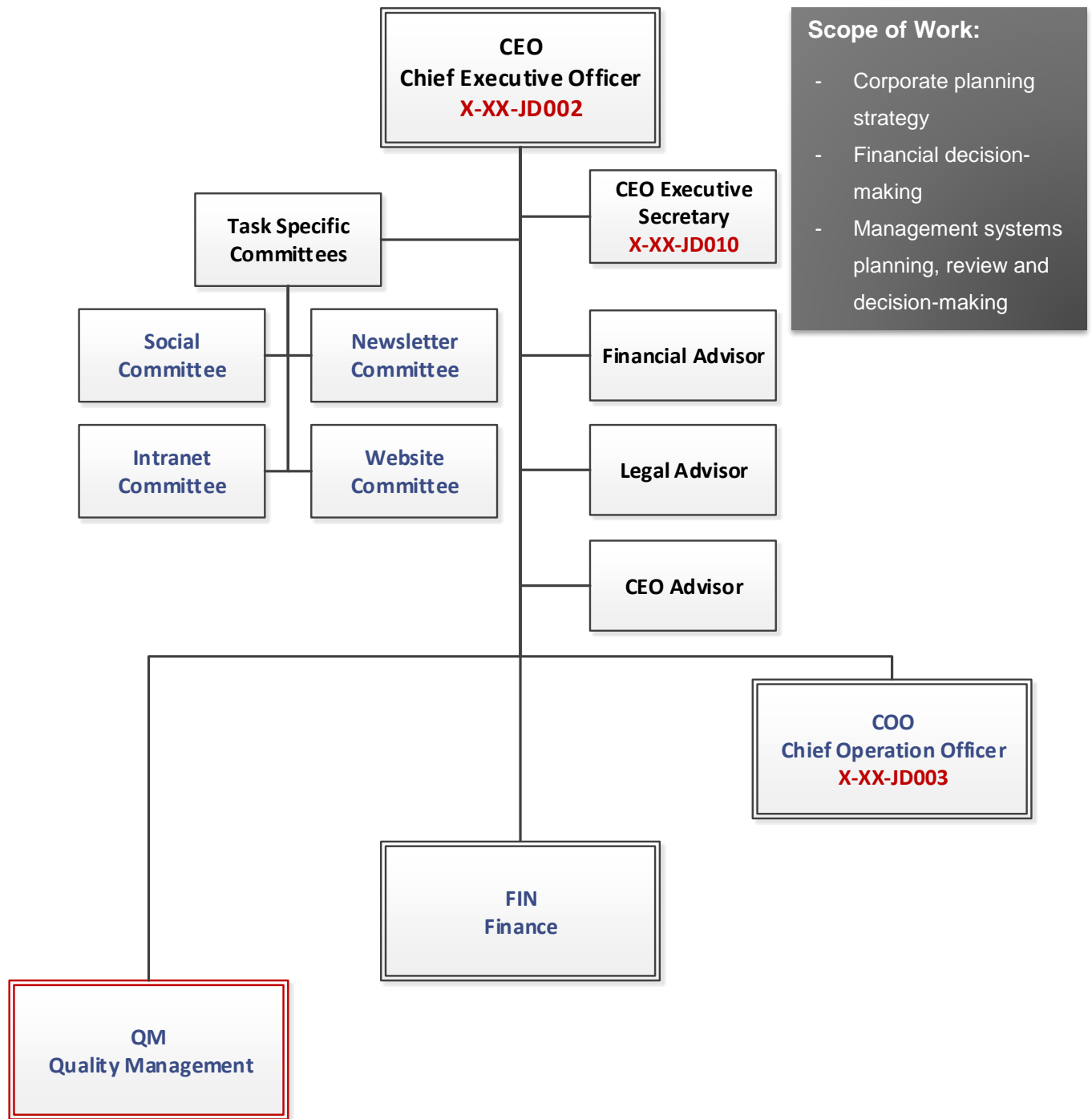
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## 1. **Members:**

1.2. The social committee comprises the following members:

1.2.1. **Head of Committee:** The Vice Chairman

1.2.2. **Members:**

- a. The membership in this committee is open to any person interested in helping in any social project.

## 2. **Authorities & Responsibilities:**

2.1. This committee works on “Ergamania” concept symbolizing Erga’s family spirit. It focuses on the human part that lies behind Erga’s daily production and it is directly linked to Erga’s commitment towards the society and the environment.

2.2. Its responsibilities rely on setting a social and environmental plan and organizing activities to boost the relation between Erga staff members and the society.

2.3. Its projects usually serve a humanitarian or environmental cause. In fact this committee continually looks for associations, NGOs or families in need that have no outside funding or support.

2.4. This committee organizes internal seasonal events to boost the family spirit involving all staff members and their families. The events include the below activities but not limited to:

- 2.4.1. Re-forestation day (November)
- 2.4.2. Santa Barbara Fundraising (Christmas)
- 2.4.3. Kids party (Christmas)
- 2.4.4. Erga annual dinner (End of Year)
- 2.4.5. Iftar dinner (Ramadan)
- 2.4.6. Easter donations and bake sale (Easter)
- 2.4.7. Fathers’ day (21<sup>st</sup> of June)
- 2.4.8. Mother’s day (21<sup>st</sup> of March)
- 2.4.9. Message de Paix day (Christmas and Easter)
- 2.4.10. Beirut Corporate Games (Around April and May)
- 2.4.11. Internal sports competitions (Basketball, football...)

2.5. Whenever a staff member or a relative is in need for any support, more specifically medical support, the committee tries as much as possible to involve all staff members in helping.

## 3. **Meetings:**

3.1. This committee meets whenever needed or whenever a project is proposed to study its feasibility.

3.2. Whenever feasible the head of committee assigns a project manager and a team to implement it.

## 1. **Members:**

1.2. The intranet committee comprises the following members:

- 1.2.1. **Head of Committee:** The CDO
- 1.2.2. **Members:**
  - a. CTO
  - b. HR HOD
  - c. QM HOD
  - d. SD HOD

## 2. **Authorities & Responsibilities:**

2.1. This committee is responsible of setting up a web-based portal as a communication tool within the company to enhance the internal communication in Erga via the portal server by:

- 2.1.1. Sharing documentation: manuals, policies, processes, procedures and forms
- 2.1.2. Sharing knowledge and lessons learned among staff members
- 2.1.3. Sharing calendars, meetings and events
- 2.1.4. Filling surveys and feedbacks
- 2.1.5. Participating in open discussions
- 2.1.6. Sharing information and news about our staff (marriage, engagement, newborns...), Erga offers, Erga news, social events...

## 3. **Meetings:**

3.1. This committee meets on a bi-monthly-basis to take decisions regarding the intranet interface and to make the necessary arrangements to have it more user-friendly, interactive and usable.

## 1. **Members:**

1.2. The newsletter committee comprises the following members:

1.2.1. **Head of Committee:** The Vice Chairman

1.2.2. **Members:**

- a. QM HOD
- b. Graphic Designer

## 2. **Authorities & Responsibilities:**

2.2. This committee is responsible of preparing Erga News, the periodical that reflects the professional work of Erga as a total solutions provider; highlighting its know-how and expertise in designing projects and supervising their execution, the family spirit driving its team and focusing on the events organized internally to better serve the environment and the society.

2.3. This newsletter reaches all Erga clients, potential clients, sub consultants, suppliers and staff members.

2.4. The newsletter is issued seasonally (on a quarterly basis) and comprises mainly the following sections:

- 2.4.1. A main subject is usually emphasized (For example Women in Architecture, our engineers, Erga's annual dinners, our branches, our designers...)
- 2.4.2. Erga new projects
- 2.4.3. Articles written by experts in the field of proposed subjects
- 2.4.4. Worldwide exhibitions or seminars Erga participated at
- 2.4.5. Latest trends and technologies in the engineering field
- 2.4.6. Talents in Erga
- 2.4.7. Architect of the season
- 2.4.8. Ergo at Erga
- 2.4.9. Sports, social and environmental events Erga organized or participated at
- 2.4.10. Newly married staff members and newborns in the circle of Erga's family.

## 3. **Meetings:**

3.1. This committee meets after the publishing of any issue of Erga news to set the new subject of the upcoming issue and the other articles that will be developed covering all sections.

3.2. After this meeting a skeleton is prepared for approval as a first draft and meetings are fixed on demand whenever needed until the newsletter is issued for printing.

3.3. The final approval on printing is always given by the Chairman-CEO.

**1. Members:**

1.2. The website committee comprises the following members:

1.2.1. **Head of Committee:** The Chairman - CEO

1.2.2. **Members:**

- a. QM HOD
- b. SD HOD
- c. Senior Architect
- d. Graphic Designer

**2. Authorities & Responsibilities:**

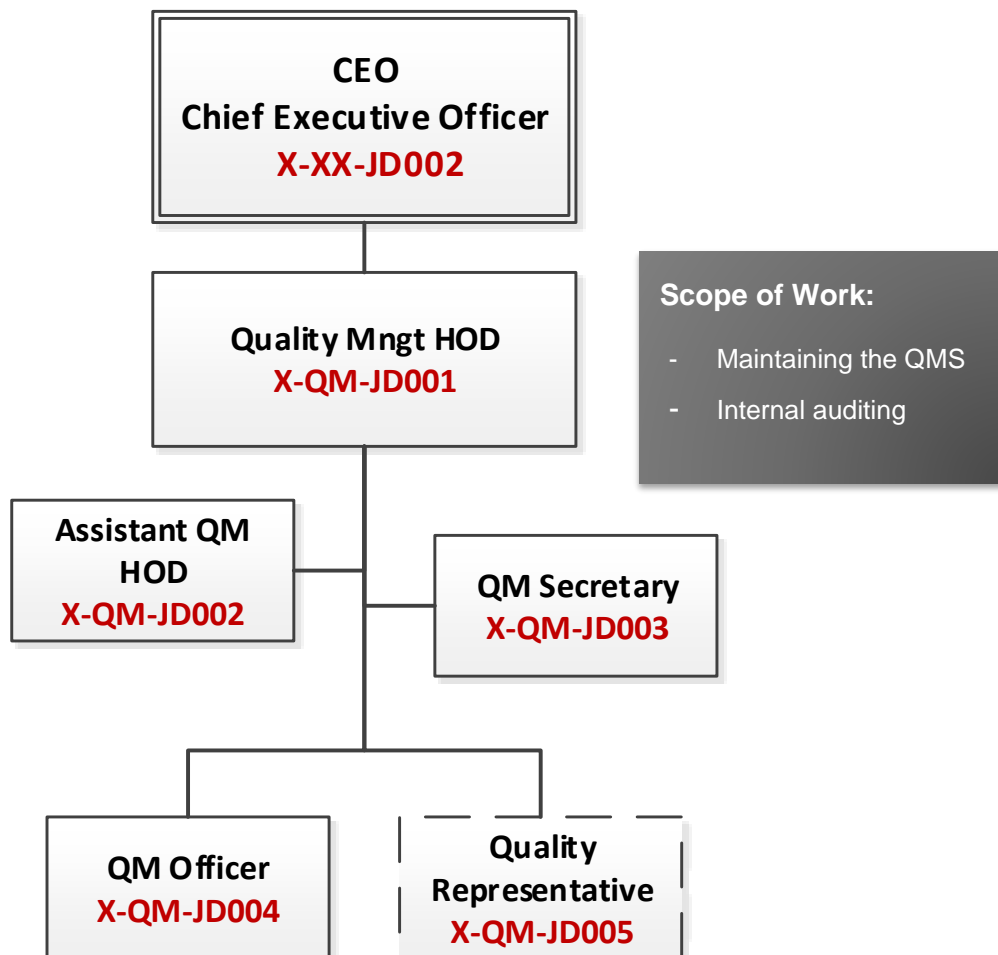
2.1. This committee is responsible of the design and content of the website to reflect Erga's image.

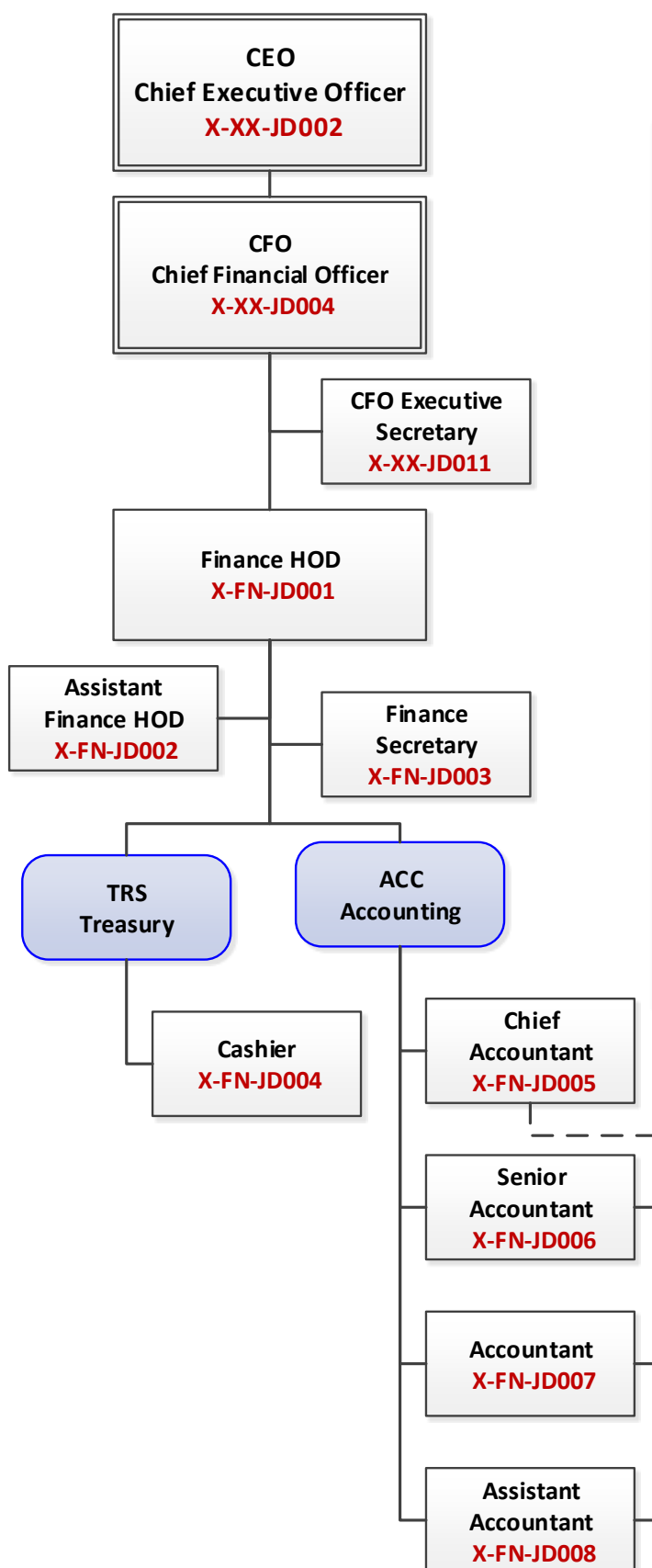
2.2. When the design of the website is final and completed, the website committee's role is to keep the information updated always adding the latest projects, Erga branches, contacts and professional articles from experts in Erga.

**3. Meetings:**

3.1. This committee meets with the website designer upon the needs.

3.2. After the design completion, the committee meets on a monthly basis to discuss how to update the information of the website.





### Scope of Work:

#### Finance Division

- Finance departments auditing
- Financial goals targeting
- Cash flow, project costs and expenditure monitoring

#### Finance Department

- Accounts management and maintenance
- Relations with banks
- Accounting
- Financial control
- Annual budget
- Treasury
- Financial and statistical analysis

## SECTION 13 – FINANCE DIVISION

Department  
Control # X-XX-MA001

ALL

1<sup>st</sup> Issue Date 22/10/14

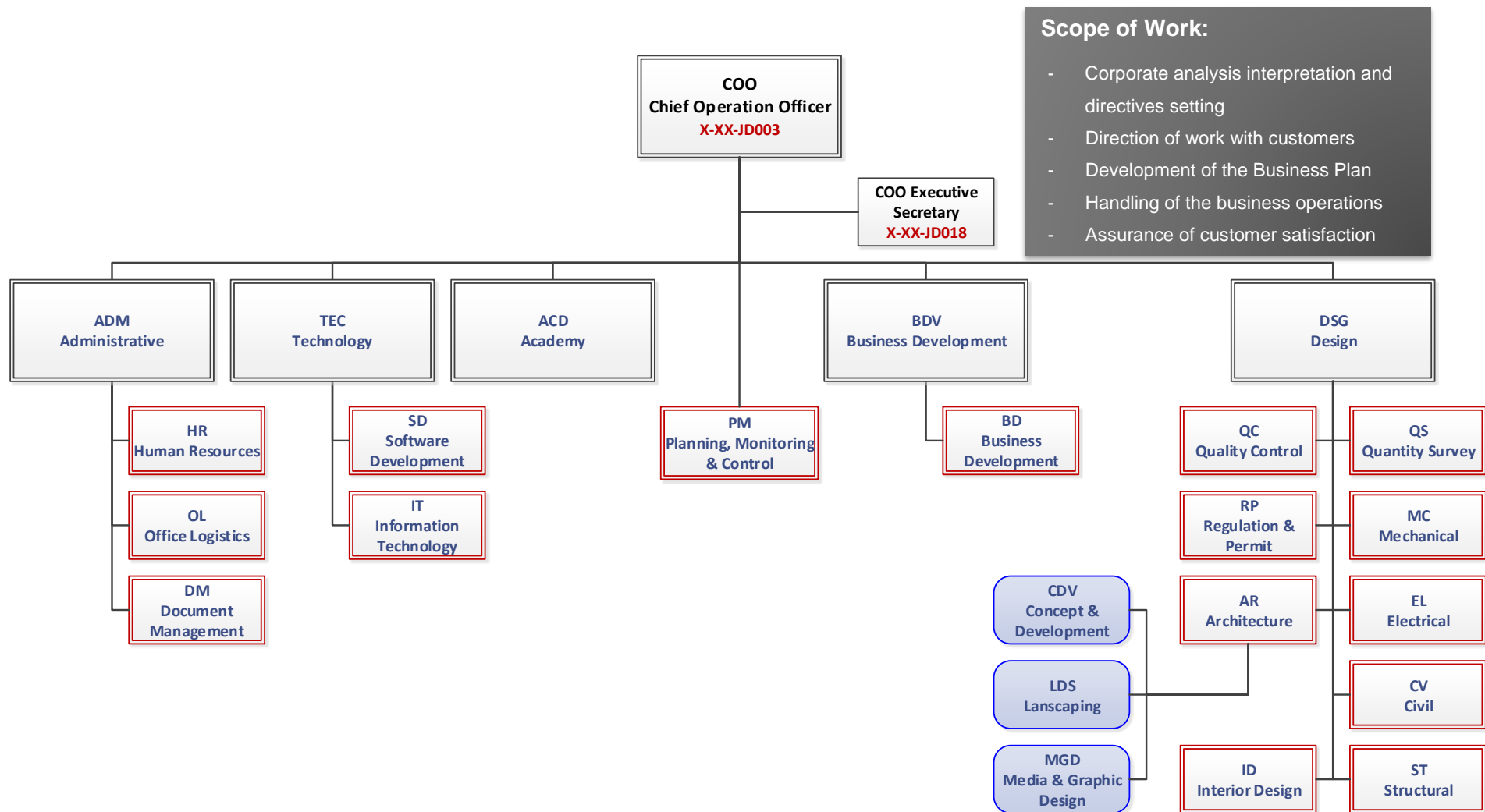
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## SECTION 14 – COO

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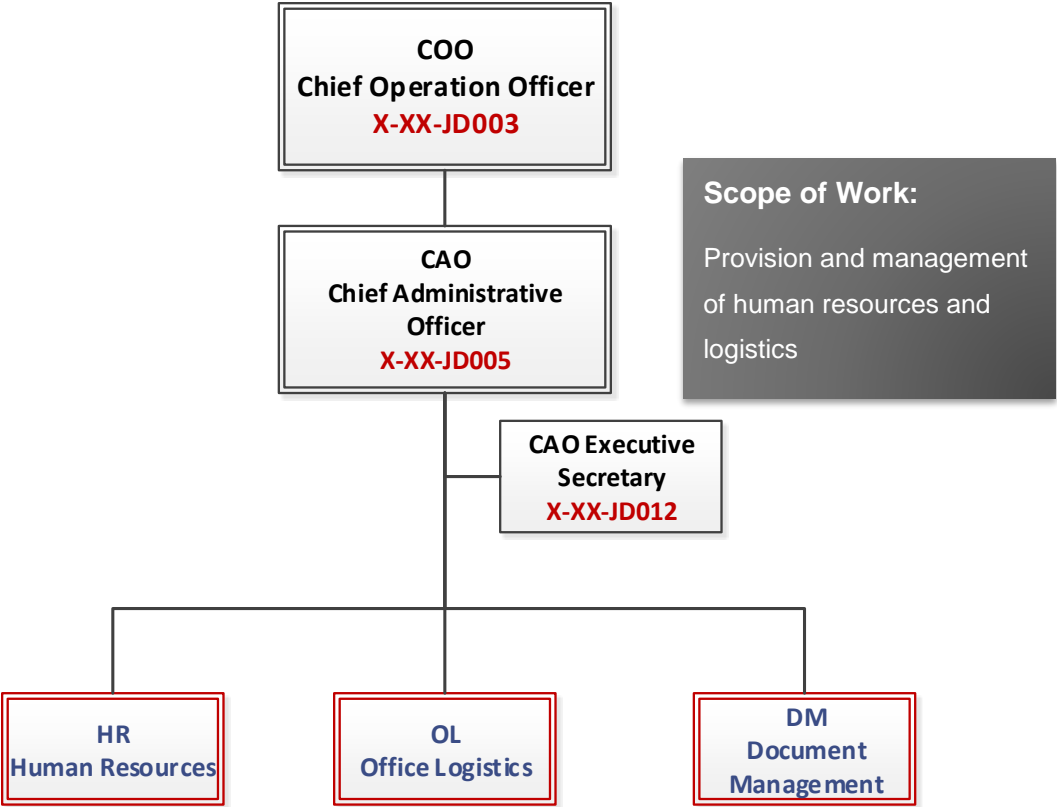
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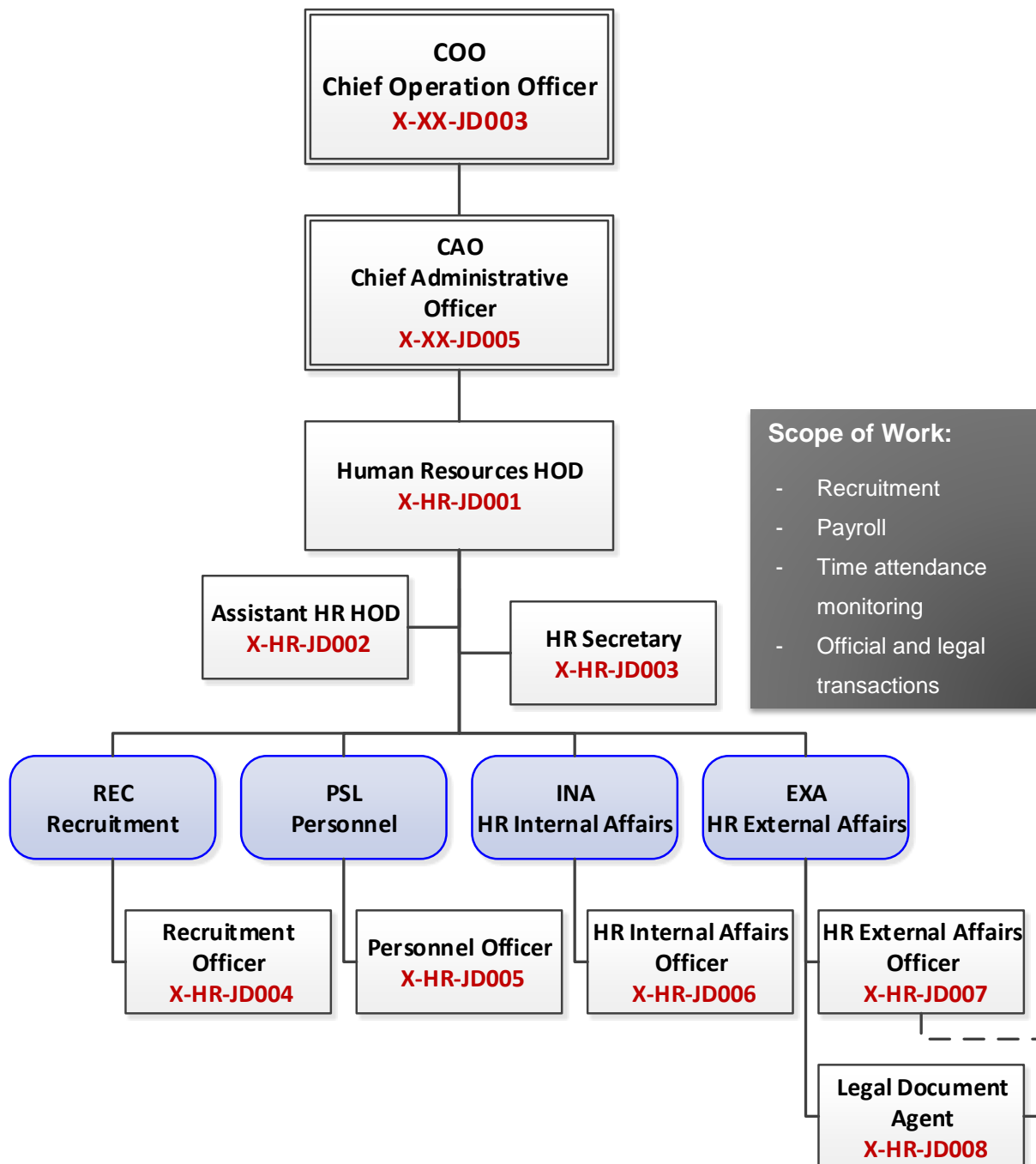
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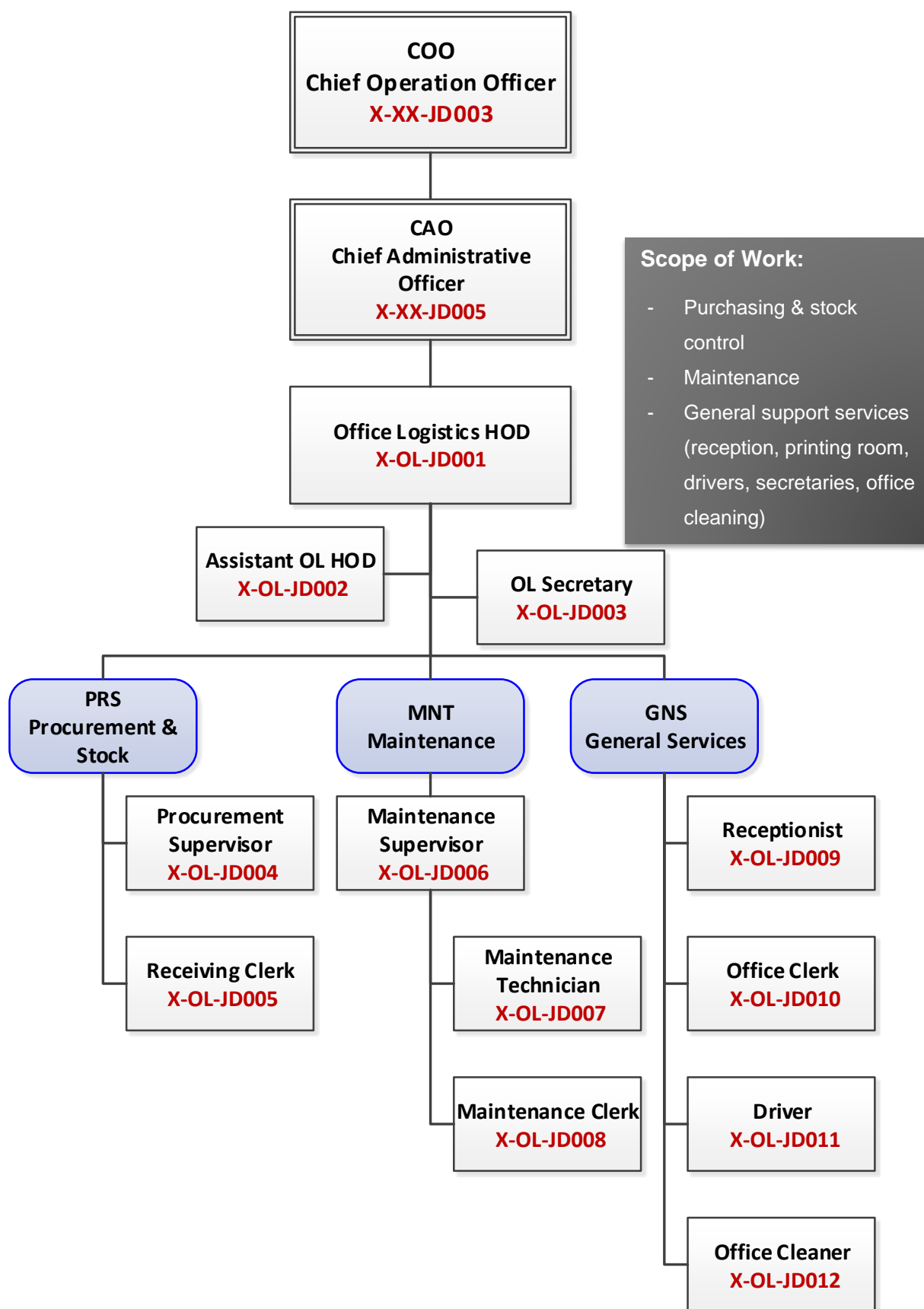
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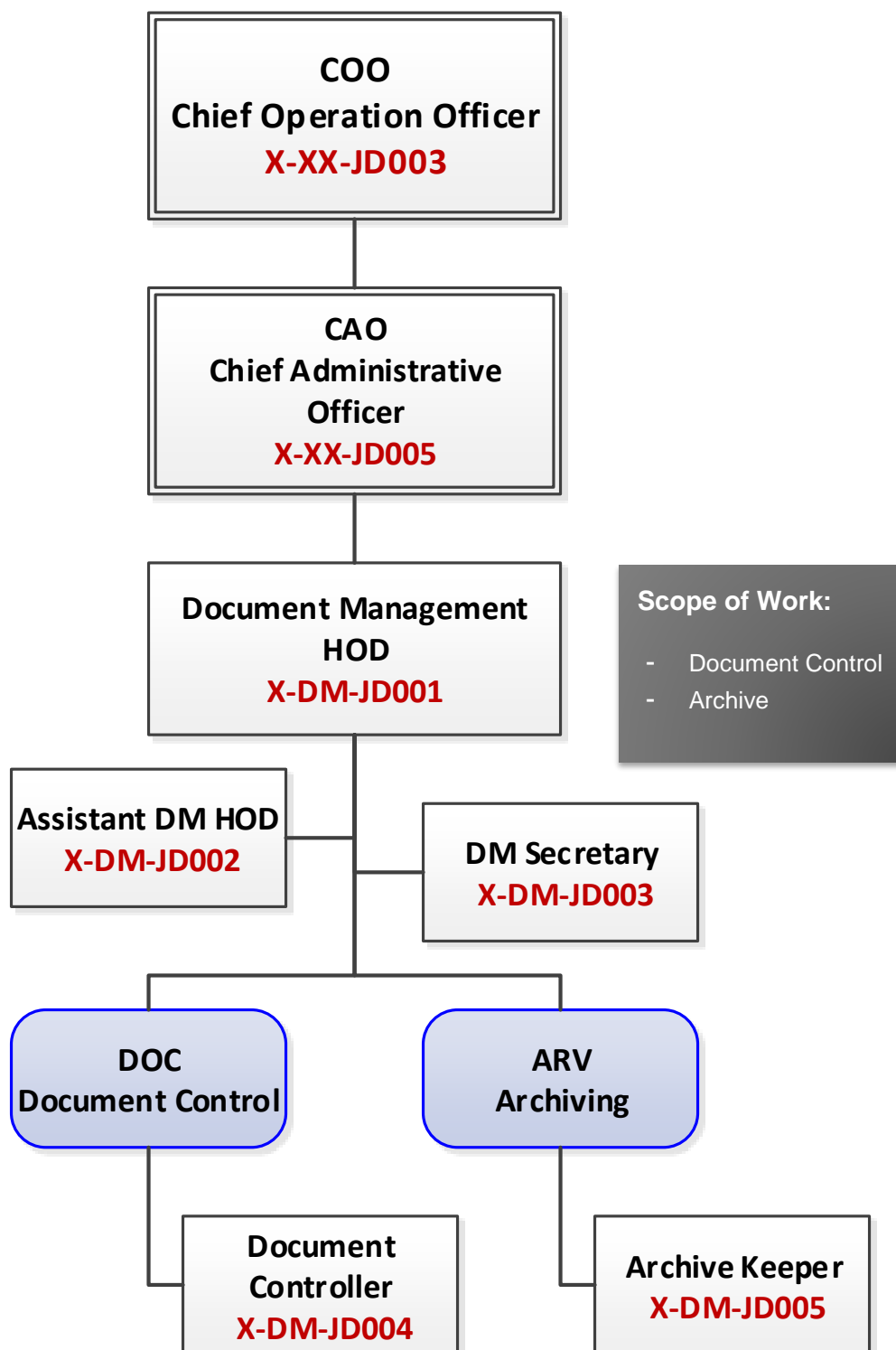
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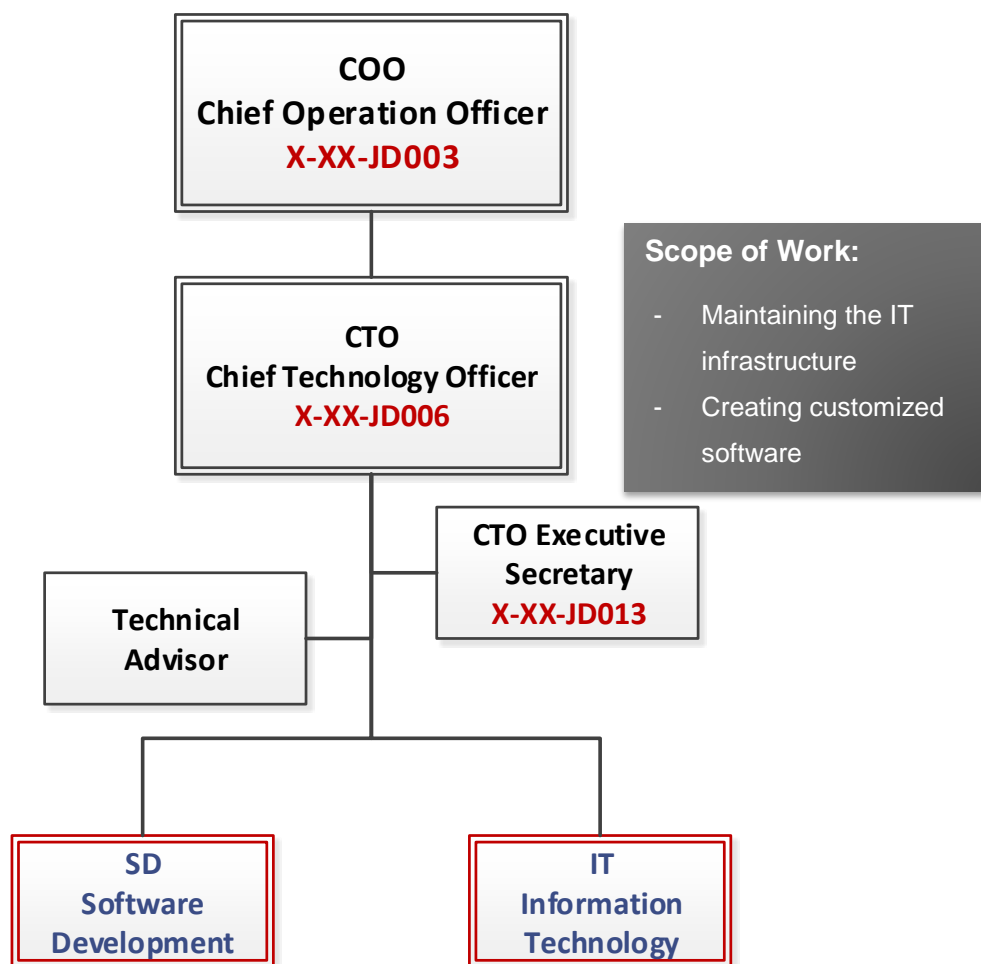


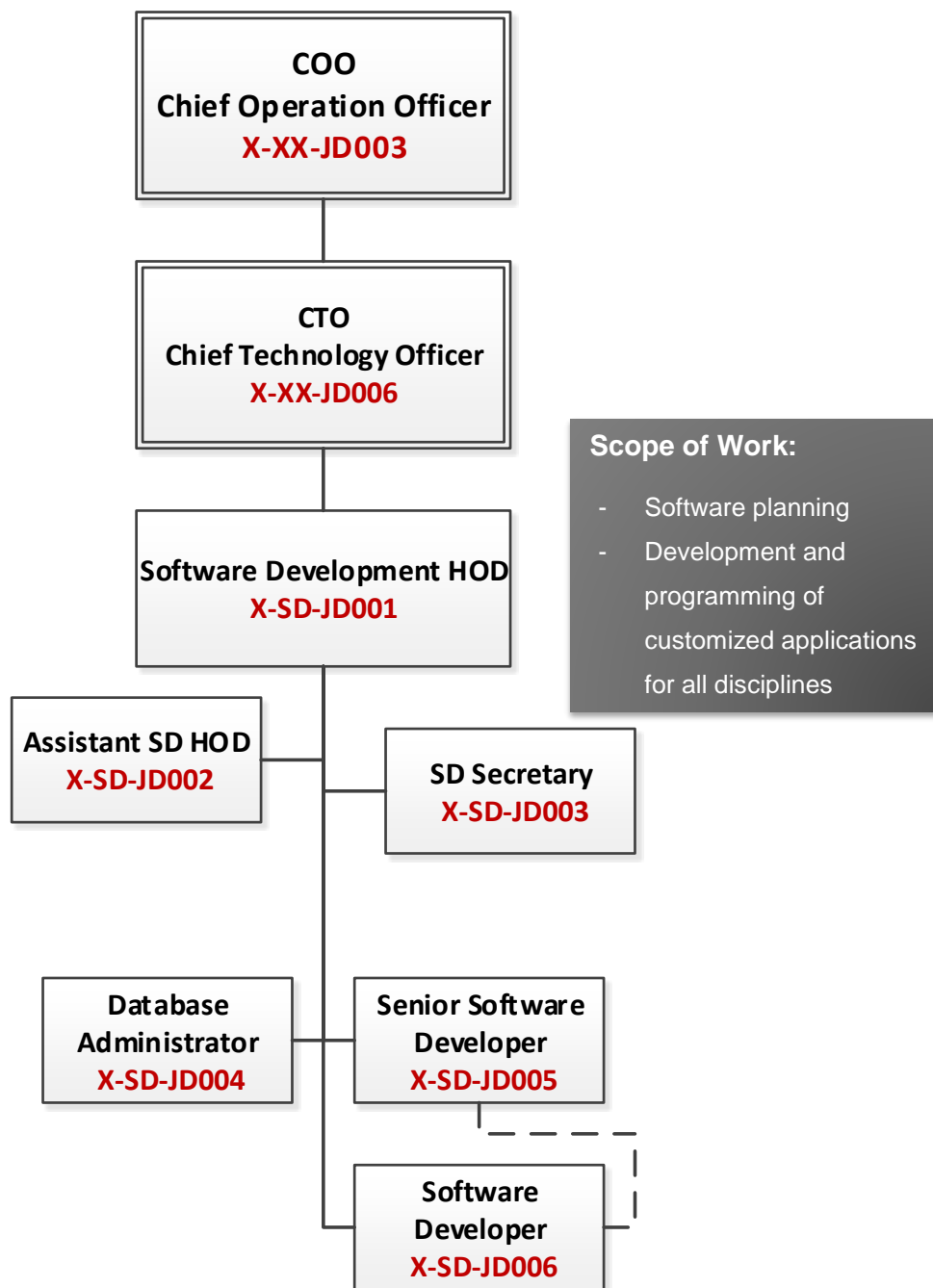


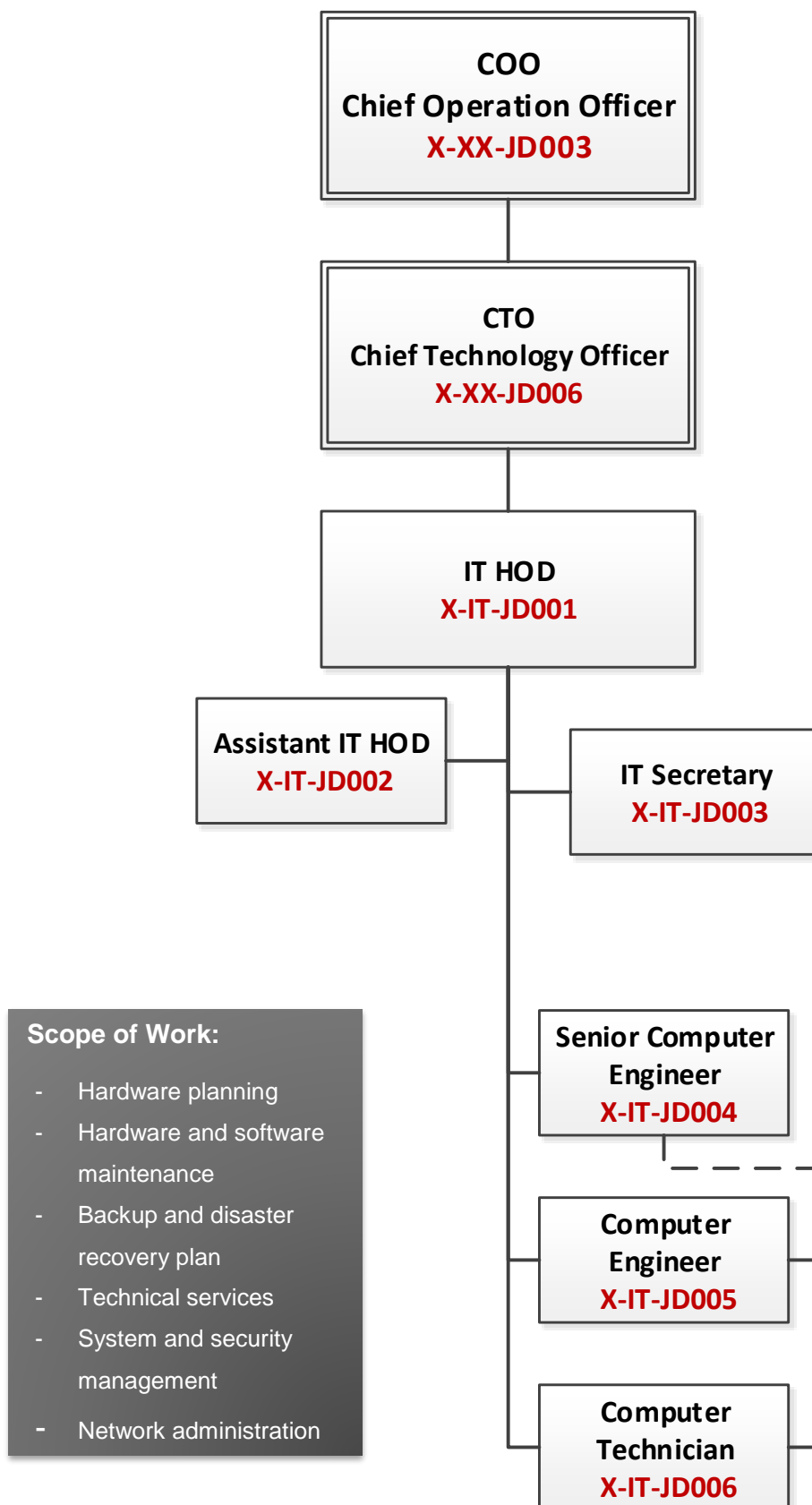


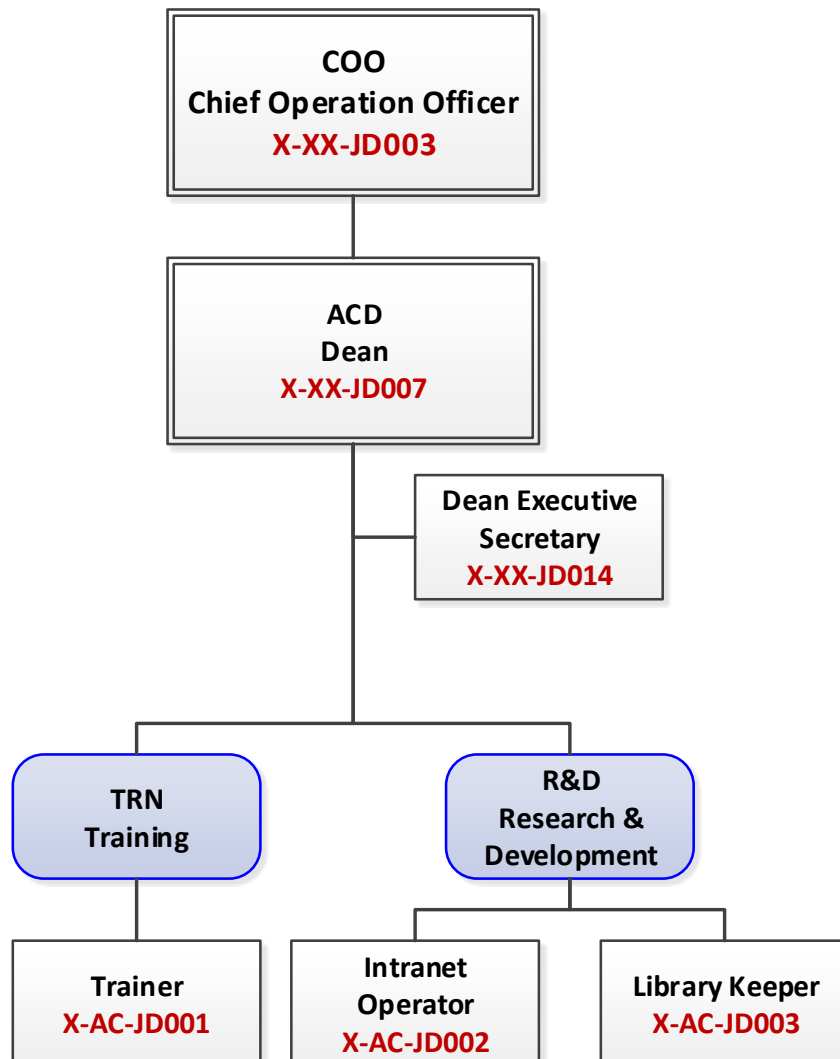












### Scope of Work: Career development

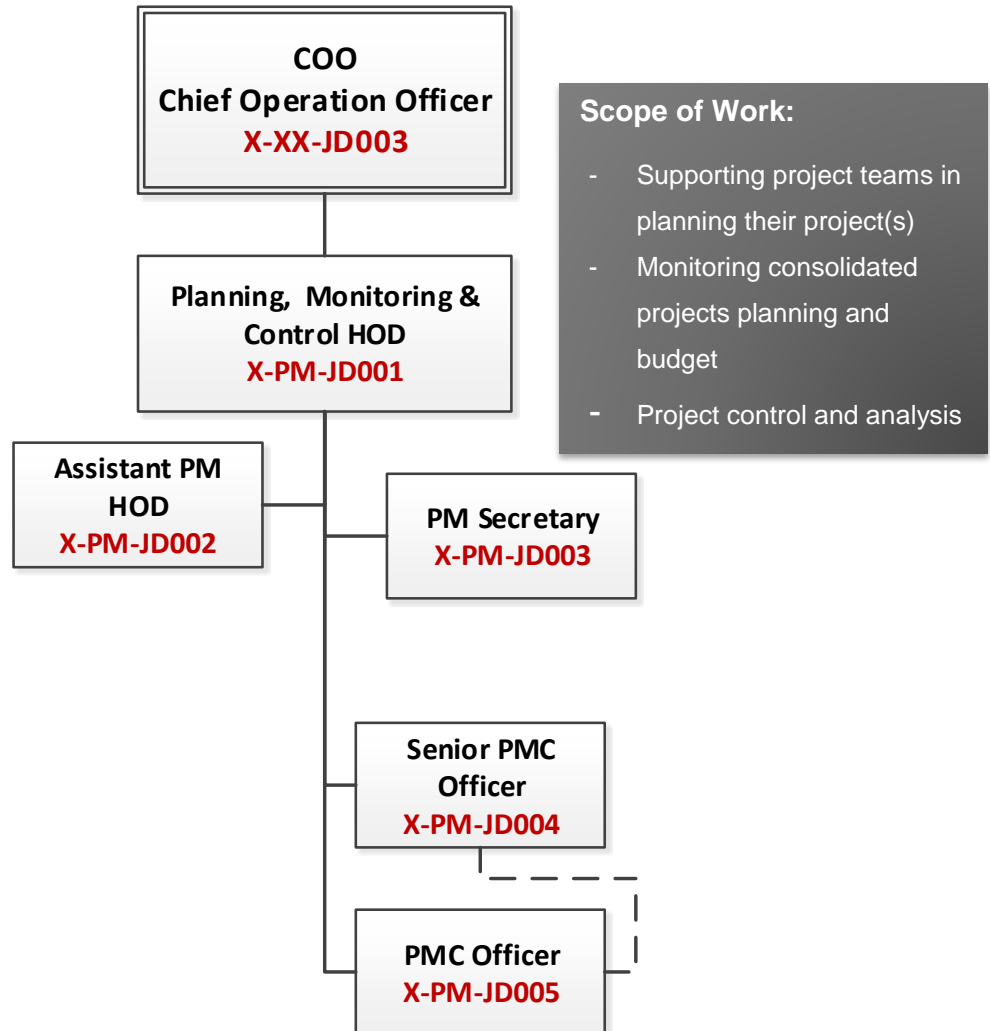
#### Training

- Training planning and scheduling
- Continual training enhancing productivity
- Tests and exams
- Certificate issuance

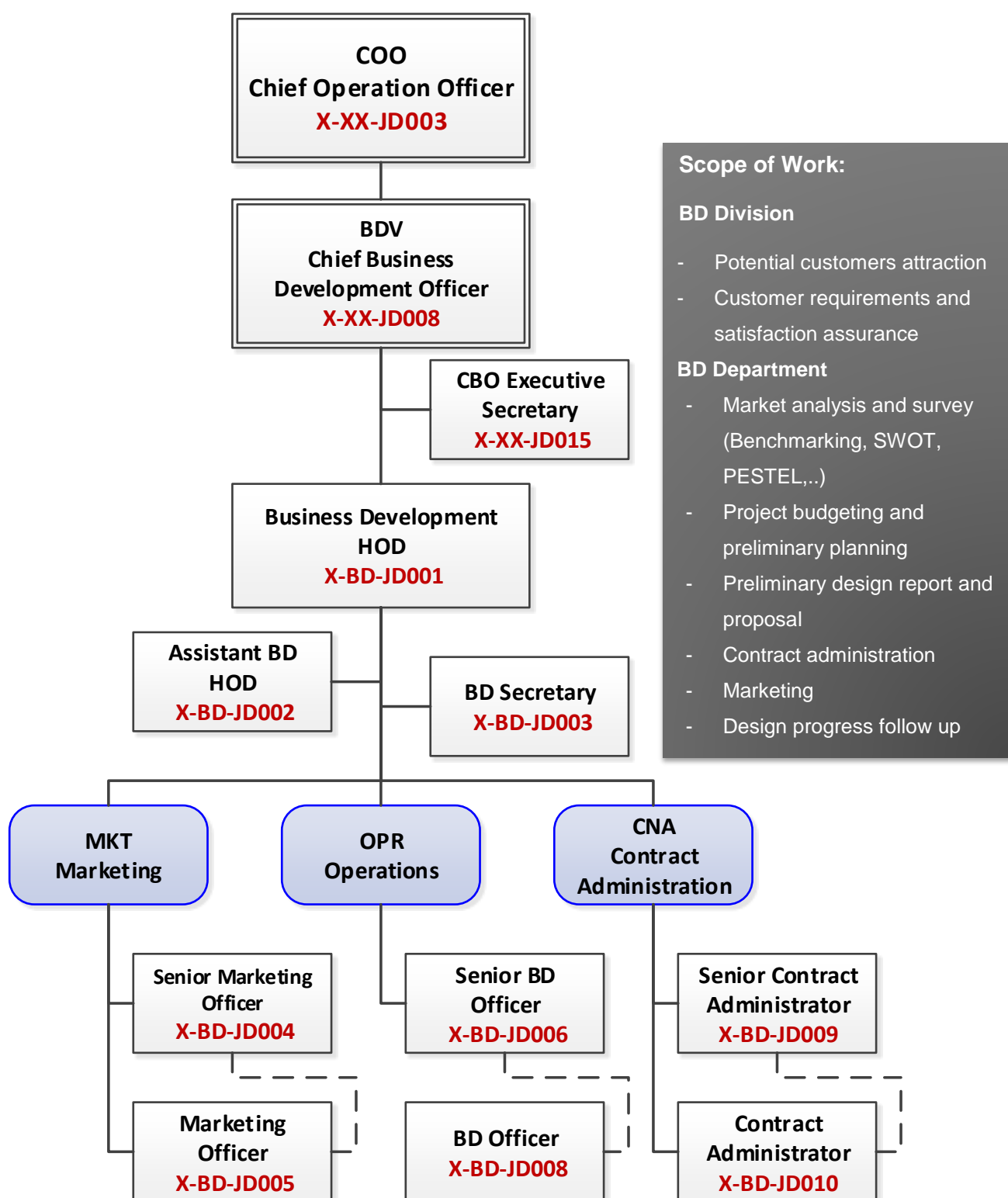
#### Research and Development

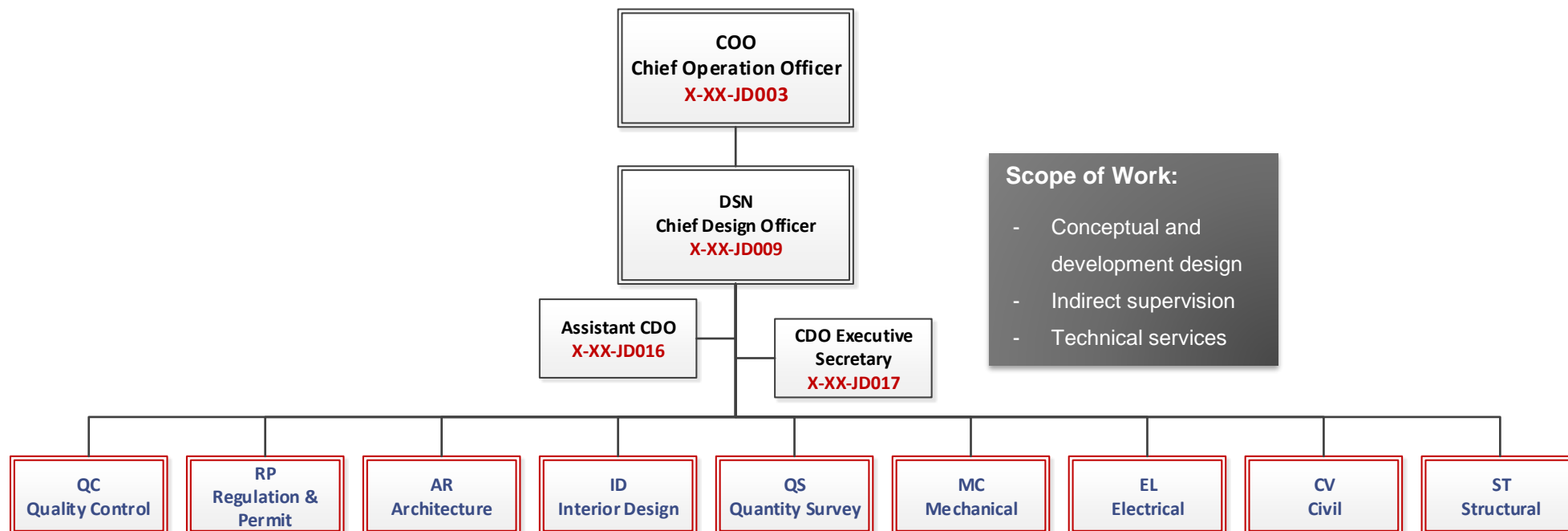
- Research for new trends in design (materials, products, software, hardware and tools)
- Hardware and software purchase planning
- Library

## SECTION 22 – ACADEMY DIVISION









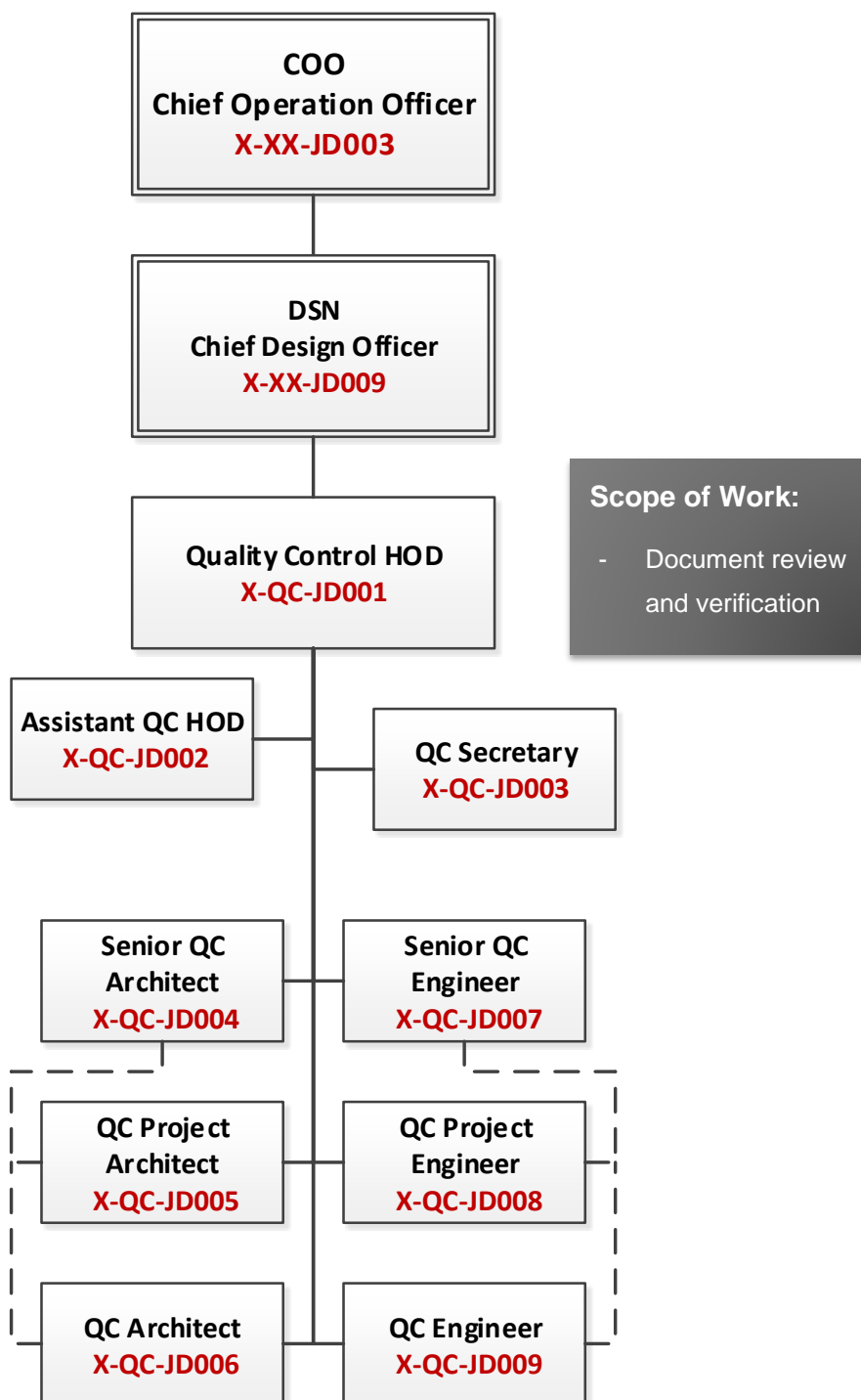
## SECTION 25 – DESIGN DIVISION

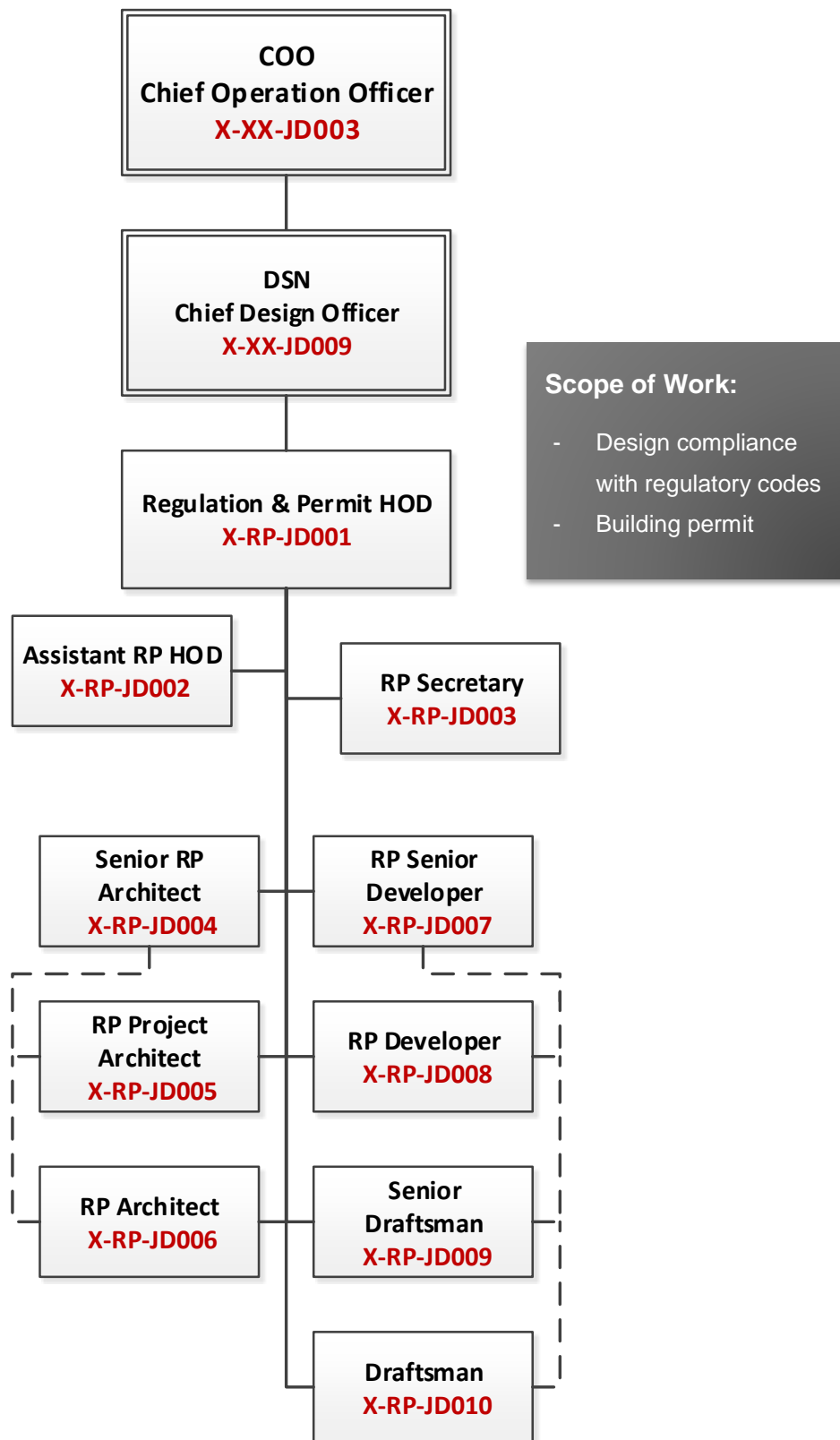
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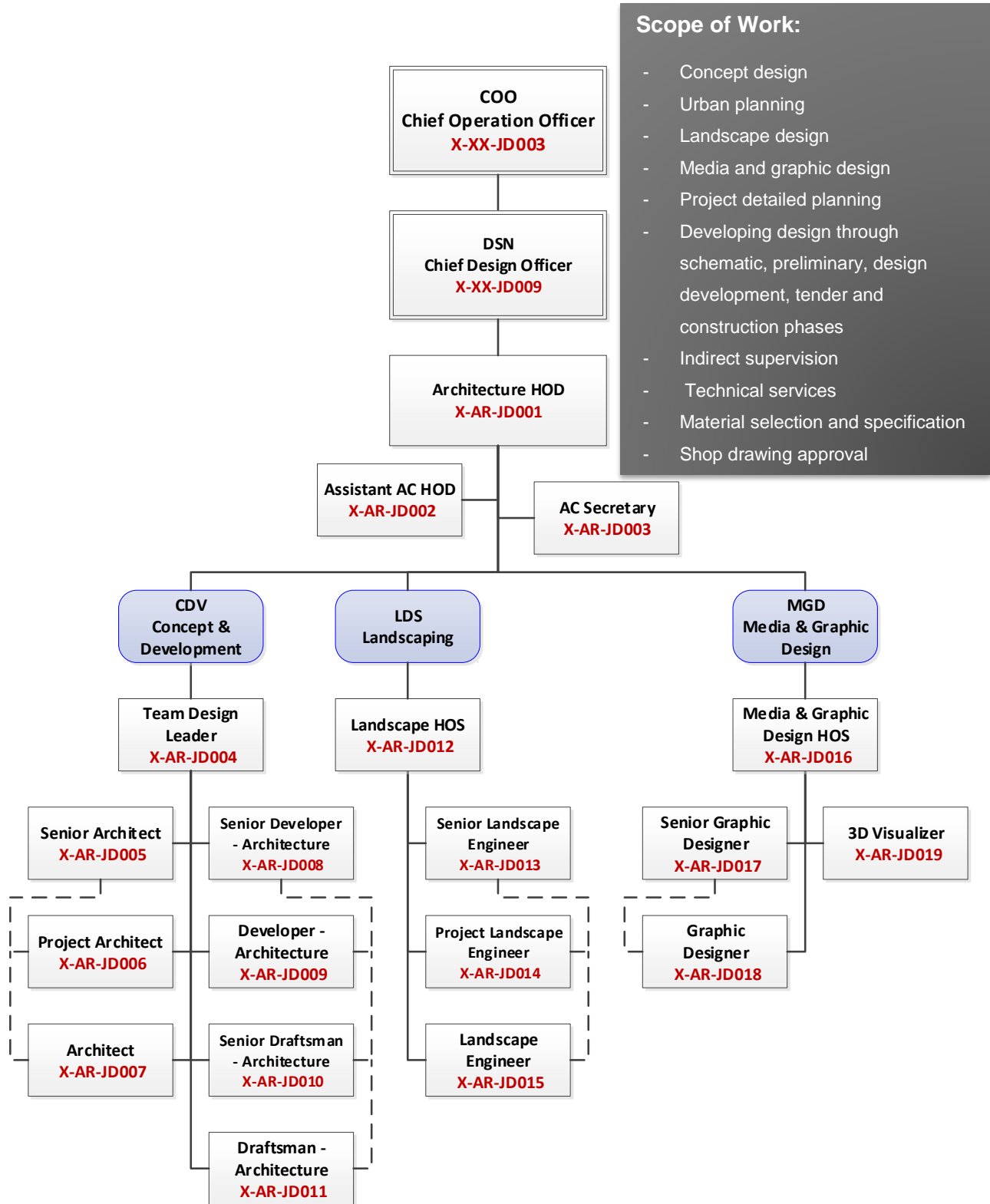
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## SECTION 28 – ARCHITECTURAL DEPARTMENT

ALL

Department  
Control # X-XX-MA001

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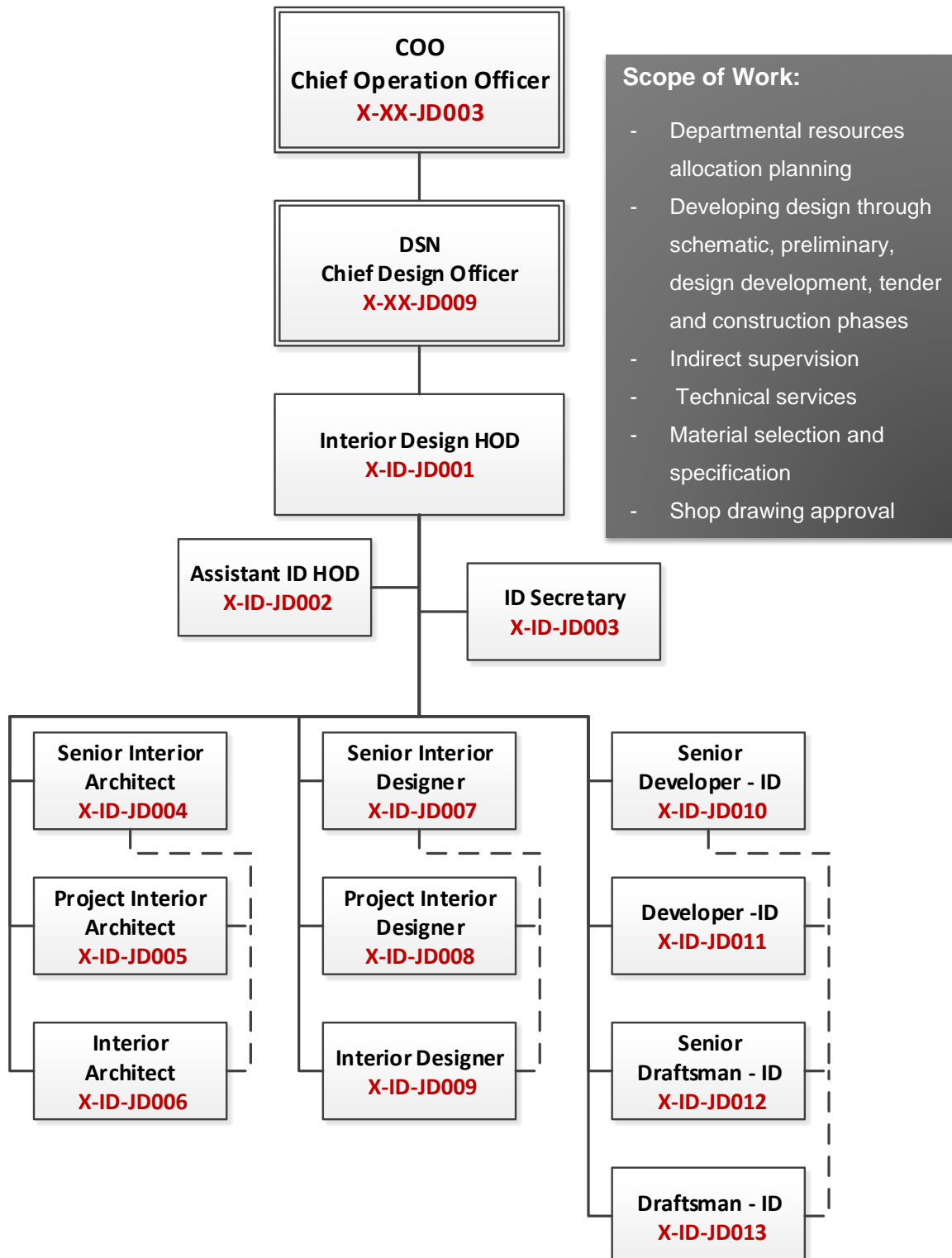
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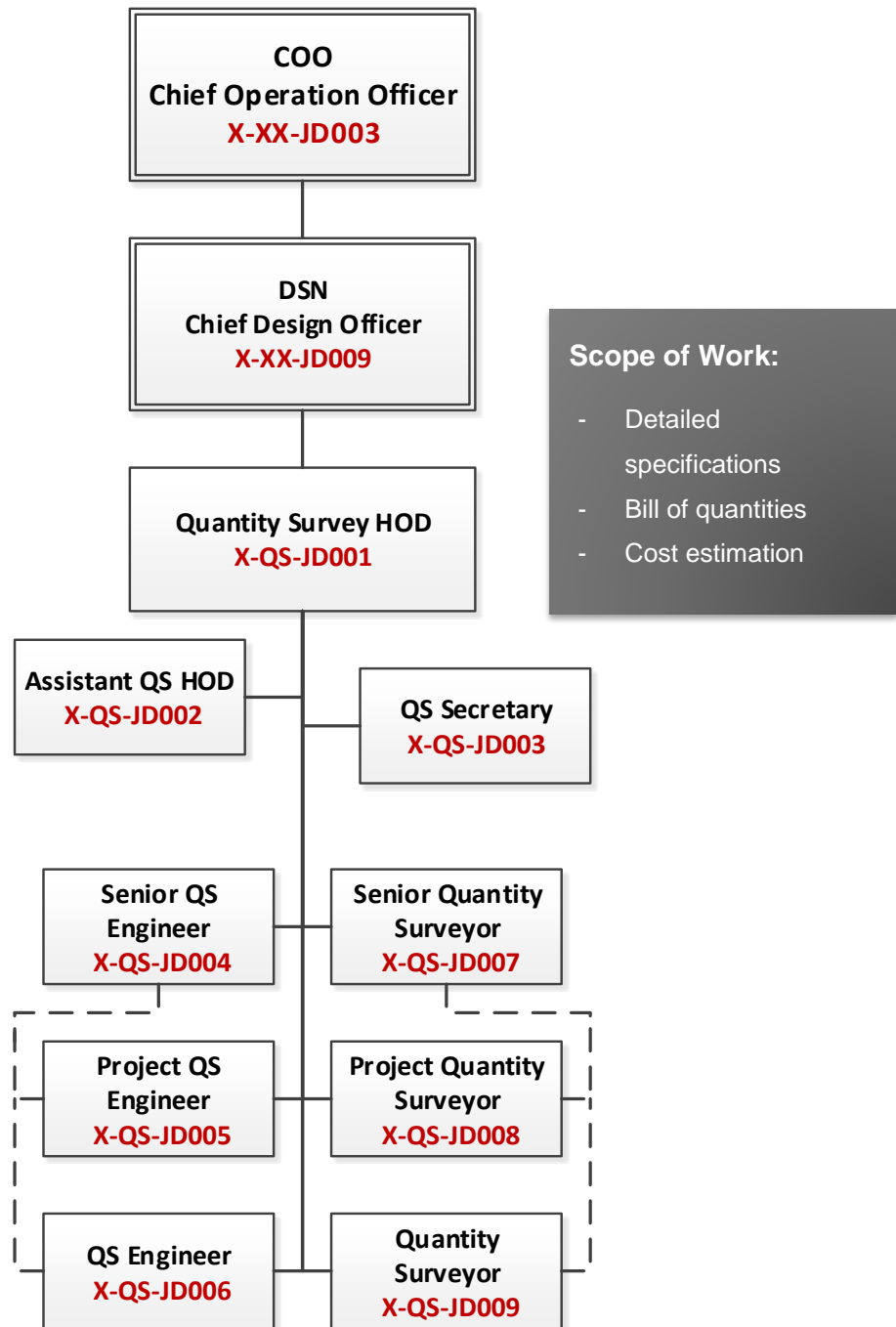
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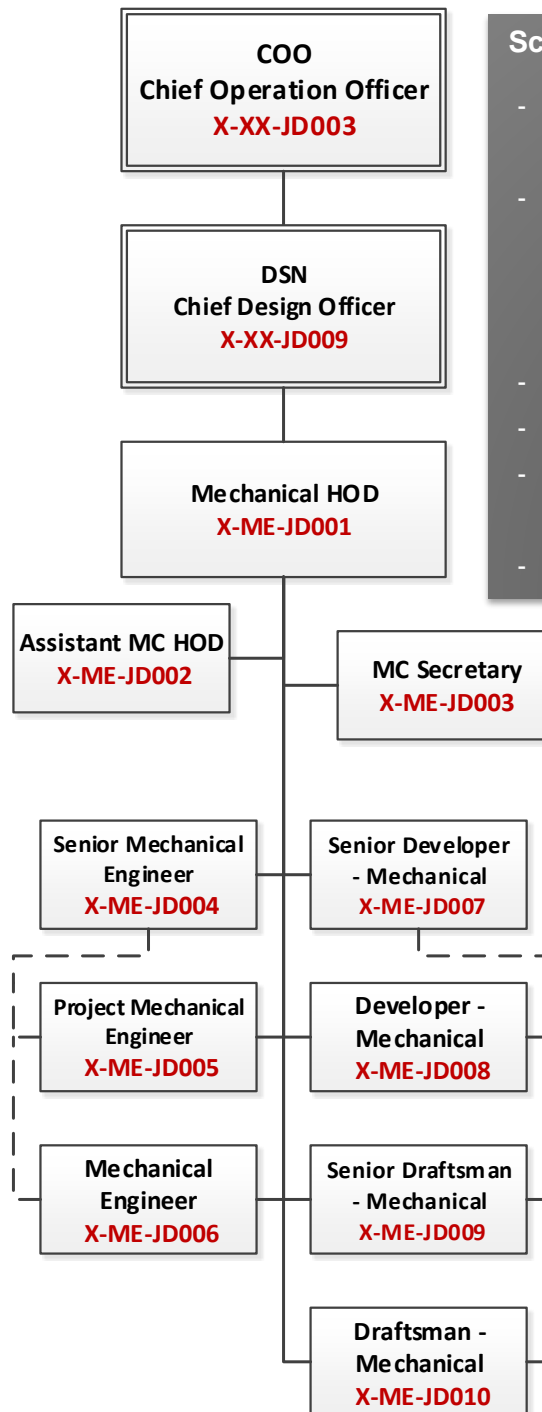
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**Scope of Work:**

- Departmental resources allocation planning
- Developing design through schematic, preliminary, design development, tender and construction phases
- Indirect supervision
- Technical services
- Material selection and specification
- Shop drawing approval

**SECTION 31 – MECHANICAL DEPARTMENT**

ALL

Department  
Control # X-XX-MA001

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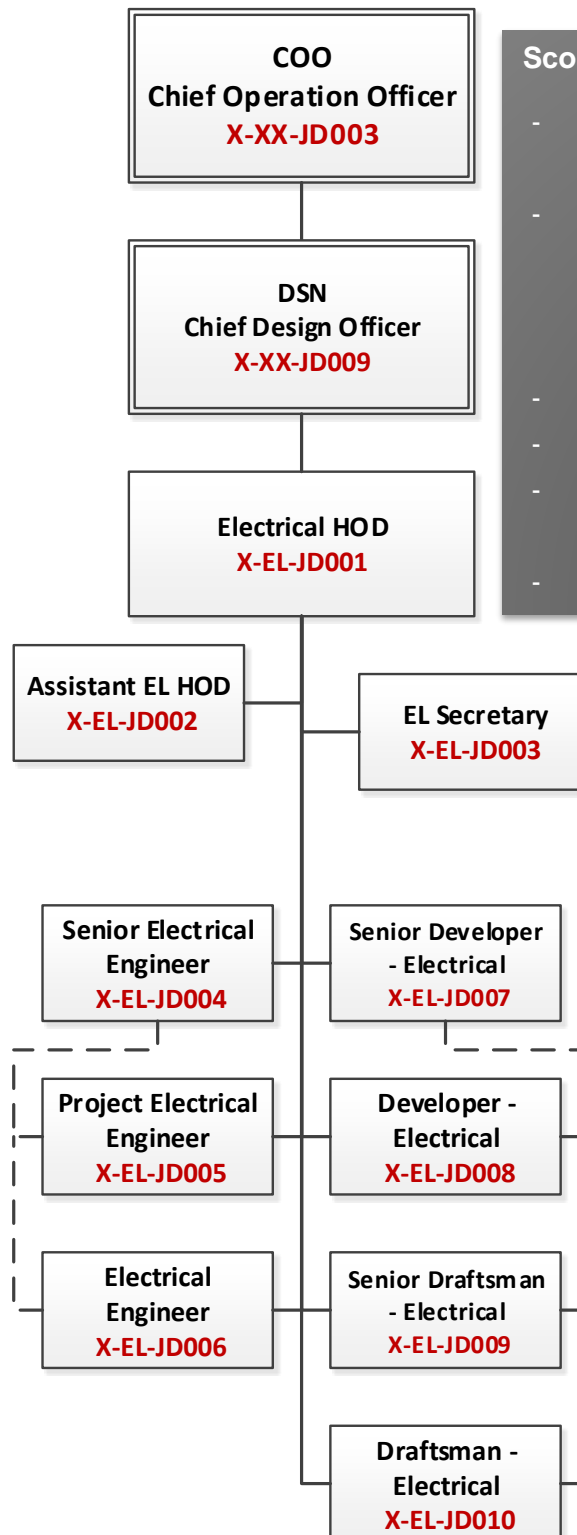
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### Scope of Work:

- Departmental resources allocation planning
- Developing design through schematic, preliminary, design development, tender and construction phases
- Indirect supervision
- Technical services
- Material selection and specification
- Shop drawing approval

## SECTION 32 – ELECTRICAL DEPARTMENT

ALL

Department  
Control # X-XX-MA001

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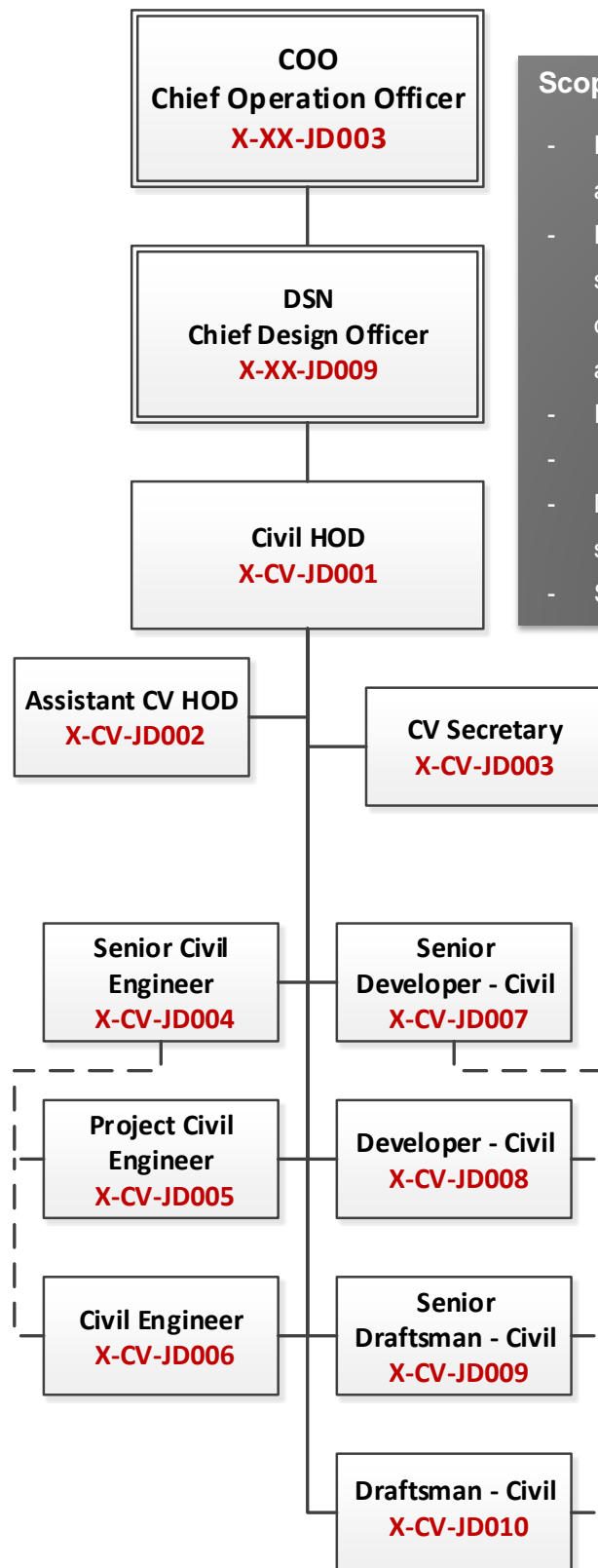
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**Scope of Work:**

- Departmental resources allocation planning
- Developing design through schematic, preliminary, design development, tender and construction phases
- Indirect supervision
- Technical services
- Material selection and specification
- Shop drawing approval

**SECTION 33 – CIVIL DEPARTMENT**

ALL

Department  
Control # X-XX-MA001

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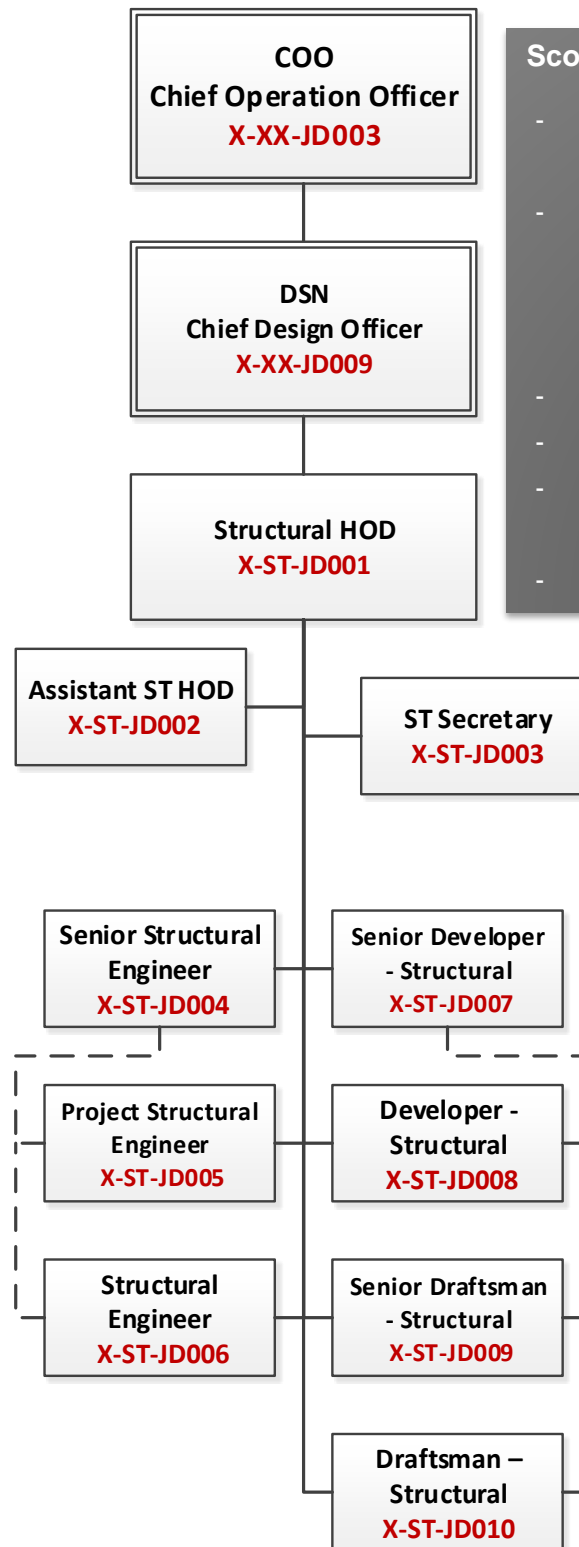
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**Scope of Work:**

- Departmental resources allocation planning
- Developing design through schematic, preliminary, design development, tender and construction phases
- Indirect supervision
- Technical services
- Material selection and specification
- Shop drawing approval

**SECTION 34 – STRUCTURAL DEPARTMENT**

ALL

Department  
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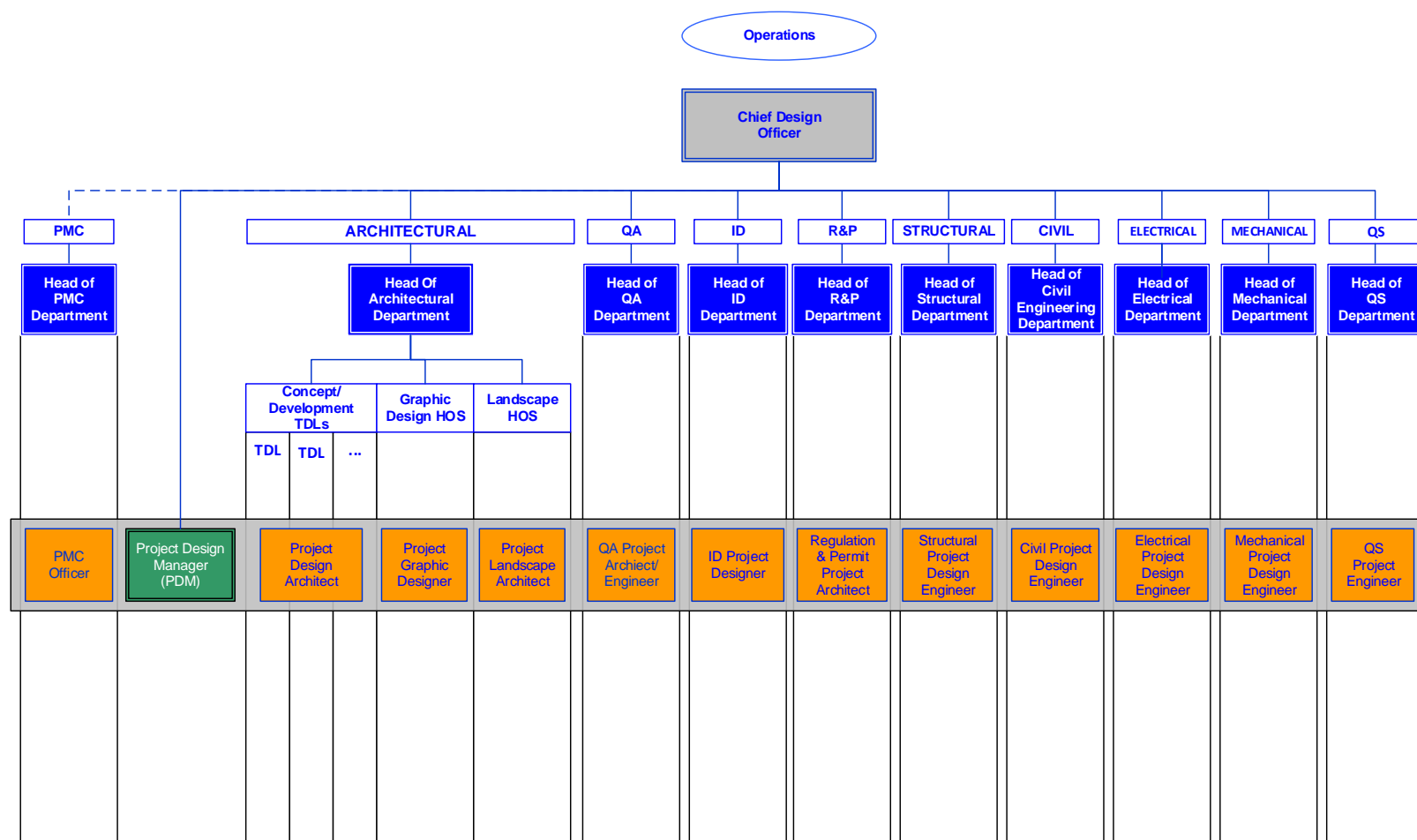
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 Project Design Team Allocated to the PDM from the different Departments

**Erga Group SAL**  
PROJECT ORGANIZATION CHART  
PDM = OPERATIONAL TITLE

**End of Manual**

\*\*\*\*\*

**SECTION 35 – OPERATIONAL ORGANIZATION CHART**

**ALL**

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