



Talal Abu-Ghazaleh & Co. Consulting
(TAG-Consult)

TAG
Consult

Our Mission

“We Work Hard to Stay First”

We offer our clients a complete range of high quality professional services and provide opportunities to our staff to qualify at the highest international standards in order to contribute to the economic, social and cultural development of the Arab world in the context of the global economy

agcon.com



Member of
Talal Abu-Ghazaleh
Organization (TAG-Org)

tagorg.com

Who We Are

Talal Abu-Ghazaleh & Co. Consulting (TAG-Consult) was established in 1972. Ever since, TAG-Consultants has become one of the leading professional consulting firms in the Arab world.

TAG-Consult is dedicated to providing the best quality of consulting services that include business and investment advisory services, restructuring and other services, financial consulting, quality management systems, and privatization services.

TAG-Consult is a member of Talal Abu-Ghazaleh Organization (TAG-Org); the largest group of professional services providers of its kind in the Arab world and is proud to be the pioneer in establishing the professional services infrastructure in the region.

For three decades, TAG-Org has provided a variety of high quality professional services that include a composite range of professional services covering Accounting, External Auditing, Taxation, Internal Audit, Corporate Governance, Educational Consultancy, Economic and Strategic Studies, Management Advisory Services, Professional and Technical Training, Technology Transfer, Project Management, Investors and Business Advisory Services, E-Government, E-Commerce, E-Education,

Information Technology (IT) and Security Audit, Web Programming and Web Design, Human Resources and Recruitment Services, Professional Interpretation, Translation and Website Arabization, Domain Names Registration, ICT Strategic Planning, ERP Consulting Services, IT and Internet Skills Training and Examinations, Intellectual Property News Agency, Legal Services (Solicitors and Attorneys), Intellectual Property (IP) Business and Asset Valuation and Branding Services, IP Registration and Protection, Intellectual Property Renewals, IPR Protection and Management, and Real Estate Management.

Services

TAG-Consult's services aim at creating prosperous futures for all business enterprises. Our services include best practices tailored to meet our clients' goals and objectives.

1. Business and Investment Advisory Services

Business enterprises require security, public infrastructures, transparency, and entrepreneurial environment to operate and yield positive results. Success or failure of a business relies on multiple variables. TAG-Consultants provides a wide range of services, producing information with an error buffer

enough to successfully anticipate and take benefit of any change, be it economic, political, or socio-demographic.

1.1 Feasibility Studies

For a successful design and implementation of a project, TAG-Consult examines current trends in all relevant domains and takes into consideration marketing, technical, organizational and financial issues pertinent to a project in order to provide a comprehensible report, which ascertains the likelihood of the project's success.

1.2 Market Research

While Arab markets are witnessing numerous political and economic fluctuations and changes, TAG-Consult offers a comprehensive picture of businesses and prospects how to thrive in the volatile environment in the framework of customers, market place, and competitors. This multi-faceted picture results from following market research-related activities: market studies on subjects of new trends, analysis of consumer purchasing power, marketing strategies, distribution plans, analysis of macroeconomic and microeconomic variables, analysis of current competitors and their products, current consumer preferences, and the analysis of future economic, cultural and social trends. All of these and other more



specific services are provided by our experienced professionals who guarantee tailored, accurate, and anticipative research for each of our clients.

1.3 Social and Economic Studies and Research

Social and economic developments are as important and sometimes as essential for the well-being of a business as are financial or political changes. Any organization/company functions in a society and comprises members of the society. Therefore, human behavioral patterns and attitudes play an important role in determining performances and outcomes of the business.

TAG-Consultants offers to undertake a thorough analysis of current and expected future social and economic trends and situations and to come up with a set of recommendations on how to anticipate, react and eventually to thrive.

1.4 Business Plans

A business plan precisely defines a company's/organization's business, identifies its goals, and serves as its road map. It helps to allocate resources properly, handle unforeseen complications, and make good business decisions based on long-term planning. Additionally, it informs sales personnel, suppliers, and clients about the company's operations and goals. Having grown businesses from scratch in a variety

of professional service domains, TAG-Consultants possesses the necessary expertise, experience, and most importantly, vision to plan and project new businesses. Our professionals are highly trained experts constantly following the economic and political pulse of the region and helping to adapt and refine our clients' strategies accordingly.

TAG-Consult examines all the resources needed to realize the developmental objectives through the identification of potential markets, internal and external analysis, financial and indicator analysis including the computation of the required investments and resources. Moreover, our services extend to include an examination of proposed products, target markets and customers, concerned industries, management and marketing policies.

1.5 Strategic Plans

In the fast-changing modern world where every trend and factor is interdependent on all others, it is vital to be able to cope and live with change. The constant review of strong and weak points of every business as well as the search for new opportunities and the mitigation of possible threats will offer an organization or a company the direction to move ahead. Possible monitoring of current trends in technological, social, political, and

economic developments will provide information necessary to adapt changes and to continue to grow. TAG-Consult undertakes to help develop and update a strategic plan, followed by determining top priorities and short-term goals. We run SWOT, PEST and other sophisticated analysis aimed at adopting a strategy as a function of external (threats, opportunities, future trends, new competitors, new competitor products) and internal (weaknesses, strength, potential resources, expertise) factors.

TAG-Consult also provides its clients with an action plan that outlines methods needed to reach short-term and long-term goals.

2. Restructuring and Organizational Services

Restructuring and other organizational activities may involve not only increasing, decreasing, or reorganizing human resource layers between the top and the bottom of an organization or a company, but also reassigning roles and responsibilities. Invariably, corporate restructuring has come to mean reorganizing after a period of unsatisfactory performance, poor results, or insufficient operations.

2.1 Process Improvement

Process improvement is a series of actions undertaken to identify, analyze and improve existing processes within an organization or



a company to meet new goals and objectives. These actions often follow a specific methodology or strategy to create successful results.

TAG-Consultants offers a wide range of process improvement services including business process improvement and reengineering, performance improvement, process and total quality management. Process improvement brings about major reductions in costs, and an improved time management as well as an increase in efficiency. As a result, a company finds itself reinvigorated and enjoys increased outcomes.

2.2 Administrative Systems

Administrative systems include activities by which administrative tasks are performed. These systems tie processes together and play a critical role in improving total performance. TAG-Consult proposes to analyze current administrative systems and related practices to come up with a set of recommendations detailing how each administrative process might be improved, rendered more efficient, or substituted.

2.3 Human Resources Systems

Good management and synergy of human resources and organizational strategies is crucial for the functioning and expansion of an organization or a company in today's highly competitive environment. Human resources systems aim at

keeping employees updated, involved, and committed in the overall strategy of the organization. TAG-Consult offers the following services in the area of human resources management:

- Human Resources Management Strategy
- Management and Skill-Based Development
- Performance Evaluation Systems
- Job Analysis, Job Descriptions, Job Evaluation, and Job Classification.
- Salary Surveys and Salary Structures
- Staff Relations, Organizational Design and Restructuring
- Policies and Procedures, Succession Planning, and Manpower Planning

2.4 Restructuring

The restructuring process aims at bringing about greater efficiency and adaptation to changing markets. Spin-offs, recapitalizations, strategic buyouts and major management realignments are all developments frequently associated with corporate restructuring.

To guarantee that operations will be much leaner, more efficient, better organized, and better focused on its

core businesses, TAG-Consult provides assistance in undertaking corporate management changes, selling off underutilized assets, reorganizing functions such as sales and marketing, making staff reductions, refinancing debt, etc.

2.5 Business Process Reengineering

TAG-Consult offers to perform a complete study of current organizational processes and introduce the most appropriate division of functions to the departments; whether in operating or in administrative units. The study will investigate any inherent weaknesses, which impede performance, and focuses on functional links between various units, which may need to be merged or eliminated. Alternatively, it recommends the formation of new set-ups, if warranted, for the achievement of corporate objectives in the most efficient and cost-effective manner. The study often extends to examine staff needs to ensure that the appropriate levels are maintained, i.e. to prevent shortages or overstaffing. In addition, it deals with performance and productivity evaluation.

3. Quality Management Systems (QMS)

Quality Management Systems (QMS) integrate the various internal processes within the organization and intend to provide a process approach



enables organizations to identify, measure, control and improve various core business processes that will ultimately lead to improved business performance; as a result, these processes would become smooth, well-organized, and easy to control and audit.

TAG-Consult provides quality auditing and control services along with preparing standardized documentations and procedures. We also assist our clients pass certifications of internationally recognized standards such as:

- Integrated Management Systems - Quality, Health, Safety, and Environmental Management Systems (QHSEMS)
- Quality Management System (ISO 9001:2000)
- Environmental Management System (ISO 14001:2004)
- Occupational Health and Safety Management System (OHSAS 18001:1999)
- Total Quality Management (TQM)
- Six Sigma
- Information Security Management Systems (ISO 17799)
- CE Marking
- EurepGap (Agricultural Products)
- Food and Safety Management Systems (ISO 22000:2005) /

- Food Management System (HACCP) – Hazard
- Analysis and Critical Control Points

4. Financial Consulting

With its connections, background and reputation in the financial community, TAG-Consultants provides a variety of financial advisory services to its clients to help them develop a secure, efficient, and profitable financial system.

Our primary goal would be to provide the type of financial operations, which would easily track financial events, provide financial information significant to the financial management of a company or an organization, and/or required for the preparation of financial statements. Whether automated or manual, we will consider all the aspects of the financial system to help integrate and improve all procedures, controls, data, hardware, and support personnel included within financial operations.

Our services include, but are not limited to the following:

- Financial and Accounting Systems
- Reviewing and Improving Accounting Operations
- Projection and Forecasts Systems
- Financial and Operational Due Diligence Systems
- Costing Systems
- Loss and Cost Reduction Systems

5. Privatization Services

A wave of privatization swept through the world opening new horizons for privately owned enterprises to penetrate public markets around the globe. The theory behind privatization is that these enterprises run far more efficiently and offer better services to customers when owned by stockholders instead of the government. Given that this argument is true, there would be so many considerations to be taken during and after the process of privatization. These considerations involve pivotal differences between the public and the private with regard to costs, employee productivity, services, operating philosophies, competition, personnel management, etc.

TAG-Consult offers the following services related to the process of privatization to assist in a smooth and easy ownership transfer:

- Privatization Strategies
- Evaluation and Analysis of Privatized Establishments
- Development, Planning, and Restructuring for Privatization Purposes
- Implementing Privatization Procedures



TAG-Consult Offices

Abu-Dhabi

Al Masraf Bld- 8th floor (TAGI), Sheikh Hamdan St.
P.O. Box: 4295, Abu-Dhabi, UAE
Telephone: (+ 971-2) 672 4425 / 672 4426
Fax: (+971-2) 672 3526
Email: tagps.abudhabi@tagorg.com

Amman

Talal Abu-Ghazaleh Knowledge Society Building- Jordan Office, No. 19 Mecca Street-Um Uthinah
P.O. Box: 3966, Amman 11953 Jordan
Telephone: (+ 962-6) 5100 600
Fax: (+ 962-6) 5100 601
Email: amman@tag-consultants.com

Baghdad

Mahala 710, Street 20, Building 122 Al-Muthana District, Zayona, Near Maysaloon square, Baghdad, Iraq
P.O. Box: 28361 Al-Dawoodi, Postal Code 12631, Baghdad, Iraq
Telephone: (+964) 7902 153509
Mobile: (+964) 770269 6631
Fax: (+962-6) 5100901
Email: Tagco.iraq@tagi.com

Bahrain

T.J. Tower – wings 91 and 92 Building 683, Road 2811, Block 428 Seef District Manama - Kingdom of Bahrain
P.O. Box: 990 Manama, Kingdom of Bahrain.
Telephone: (+973) 17550003
Email: bahrain.consultancy@tagi.com

Beirut

Alam Elddin Street – Al Mansour Building, 1st floor Sanayeh, Beirut
P.O.Box: 11-7381, Beirut, Lebanon
Telephone: (+ 961-1) 754 222
Fax: (+961-1) 353 858
Email: tagco.beirut@tagi.com

Cairo

TAG-Org Building, A26 Smart Village Km. 28 Cairo/Alexandria desert Road, 6th of October city, Cairo- Egypt
P.O Box : 150 Smart Village 12577, 6th of October City, Cairo - Egypt
Telephone: (+202) 35352900
Fax: (+202) 35370433
Email: agcon.egypt@tag-consultants.com

Damascus

Kafersoseh - The Southern Highway
P.O. Box: 31000, Damascus, Syrian Arab Republic
Telephone: (+ 963-11) 214 0160 / 61
Fax: (+ 963-11) 214 0164-62
Email: agcon.syria@agcon.com

Doha

Business Park, E-Blook, 5th floor, Airport Road.
P.O. Box: 2620, Doha, State of Qatar
Telephone: (+ 974) 44424023 / 44440911 / 44424024 / 44416455
Fax: (+ 974) 44355175 / 44425687
Email: tagps.qatar@tagorg.com

Dubai

Gulf Towers, Entrance A1, 7th Floor, Oud Metha Road, Bur Dubai, Dubai
P.O. Box: 1991, Dubai, United Arab Emirates
Tel: 00971 (4) 3967778 (8 Lines)
Fax: 00971 (4) 3967779
Email: agcon.dubai@agcon.com

Erbil

Italian village, house no. 463 next to the 2nd gate, Kurdistan- Erbil
Telephone: (+964-6) 62561715
Mobile: (+964-750) 4237048 / 4221470
Fax: (+962-6) 5100901
Email: agcon.erbil@agcon.com,

Gaza

AL Quds St-Ansar Square-Alawkaf Building Apartment 10-11, Palestine
P.O. Box: 505, Gaza City, Palestine
Telephone: (+970-8) 2626071 / 2626073 / 2626075
Fax: (+ 970-8) 2626070 / 2626074
Email: tagco.gaza@tagi.com

Jeddah

Talal Abu-Ghazaleh Organization Building, Madinah Road with Tahlia Street Cross
P.O. Box: 20135, Jeddah 21455, Kingdom of Saudi Arabia
Telephone: (+966-12) 668 5458
Fax: (+966-12) 668 5415
Email: tagco.jeddah@tagi.com

Khartoum

Sudanese Islamic Bank Building-6th Floor, Apartment No. 1, Algaser Street
P.O. Box: 1623 Khartoum, Sudan
Telephone: (+ 249-1) 83763483
Fax: (+ 249-1) 83763484
Email : tagco.sudan@tagi.com

Khobar

Mada Tower (A) – 1st Floor- Prince Turki Bin Abdul-Aziz Street – Corniche – Al-Khobar
P.O. Box: 3187, Al-Khobar 31952, Saudi Arabia
Telephone: (+966-13) 882 0940
Fax: (+966-13) 882 1032
Email: tagco.khobar@tagi.com

Kuwait

Fahed Al-Salem Street, Souk Al-Kabir Building, Block A, 9th Floor
P.O. Box: 4729, Safat 13048, State of Kuwait
Telephone: (+ 965) 2243 3004
Fax: (+ 965) 2244 0111
Email: tagco.kuwait@tagi.com / agcon.kuwait@agcon.com

Muscat

Al Taie Building, 3rd floor, Al Qurum, Al-Elam Street
P.O. Box: 2366 Ruwi, Postal Code No.112, Muscat, Oman
Telephone: (+ 968-24) 560153 / 560740
Fax: (+ 968-24) 567794 / 563249
Email: tagps.oman@tagorg.com

Ramallah

Green Tower Building, 3rd floor, Al-Nuzha Street, near Ramallah Public Library.
P.O. Box: 3800, Al-Beerah, Ramallah, Palestine
Telephone: (+ 970-2) 298 8220 / 298 8221 / 298 9401
Fax: (+ 970-2) 298 8219 / 298 8150
Email: tagco.ramallah@tagi.com

Ras Al-Khaimah

Al-Seer Building No.1, 3rd Floor, Oman Street, Al-Nakheel
P.O. Box: 403, Ras Al-Khaimah, United Arab Emirates
Telephone: (+ 971-7) 228 8427
Fax: (+ 971-7) 228 5929
Email: tagco.rak@tagorg.com

Riyadh

King Fahad Road, Olaya
P.O. Box: 9767, Riyadh 11423 Saudi Arabia
Tel: (+966-11) 464 2936
Fax: (+966-11) 465 9915 / 465 2713
Email: tagco.riyadh@tagi.com

Sana'a

Beirut Street, Faj Attan, in front of the Sudanese Embassy
P.O. Box: 2055 Sana'a, Republic of Yemen
Telephone: (+ 967-1) 433 411
Fax: (+ 967-1) 433 422
Email: yemen@tag-consultants.com

Sharjah

Al Majaz 3 Area, Al Ghanem Business Center, Floor 3, Offices 301 & 302.
P.O. Box. 952, Sharjah, UAE
Tel: +9716 537 88 00
Fax: +9716 537 88 11
Email: agcon.sharja@agcon.com