

CORPORATE PROFILE
INDUSTRIAL SERVICE



خطوط المساعدة
Support Lines

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YOUR SUCCESS IS OUR MISSION

 www.supportlines.net

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

ABOUT US

Support Lines is a wholly owned 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 work force performed in full compliance with the international standard quality system and later adopted I S O 9001 : 201 5 quality management standards as well as I S o 45001:2018 occupational health and safety management system by BQC – CERT. 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 been 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

“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

“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 specializes in the field of protective coatings. Our services are provided to oil and Gas, Chemical and Petrochemicals, Metals and Minerals, Power and Water, and other industrial segments. Support lines has been providing cost-effective solutions to the clients' requirement delivering timely with the highest standard of quality and strict adherence to the best safety practice

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 OF REGISTRATION



We Do Not Sell, We Certify!

This Certificate has been awarded to

Support Lines General Contracting Est.

King Saud Street, Kohnaini Building, P.O. Box 5529,
Dammam 32241-8529, Kingdom of Saudi Arabia

In recognition of the Organization's Management System
which complies with

ISO 45001:2018

(Occupational Health and Safety Management System)

The scope of activities covered by this certificate is defined below

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

EA Code:- 34 & 35

SYNDICATE OF INTERNATIONAL SYSTEM CERTIFICATIONS

Certificate Number: **SIS230823O044**
Date of Issue of Original Certificate: **08.08.2023**
Date of Issue of latest certificate: **08.08.2023**
Expiry Date: **07.08.2024**
Re-certification Due on: **08.07.2026**


Managing Director



Note: This certificate is valid only if produced with the
continuation letter after the surveillance is carried out successfully.

The Organization's documentation and Implementation has been reviewed and found to
comply with the relevant standard rules. This certificate of Registration is based on the
evaluation of the mentioned scope given above. Organization is responsible for maintaining
the responsibilities of the relevant standard rules. Any significant changes in the scope of
the certification or standard referred above render this certificate invalid.
This is an accredited certificate issued by SIS Certifications Pvt. Ltd. sanctioned for issue by
International Accreditation Services, 3060 Saturn Street Suite 100 Brea, California 92821-1732, USA.
Email us:- support@siscertifications.com, Web:- www.siscertifications.com
International office(SIS): Office 203, Building No 256, Road 2705, Block 327, Manama Adliya, Bahrain.



Issue No.: 01



We Do Not Sell, We Certify!

This Certificate has been awarded to

Support Lines General Contracting Est.

King Saud Street, Kohnaini Building, P.O. Box 5529,
Dammam 32241-8529, Kingdom of Saudi Arabia

In recognition of the Organization's Management System
which complies with

ISO 9001:2015

(Quality Management System)

The scope of activities covered by this certificate is defined below

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

EA Code:- 34 & 35

SYNDICATE OF INTERNATIONAL SYSTEM CERTIFICATIONS

Certificate Number: **SIS230823Q043**
Date of Issue of Original Certificate: **08.08.2023**
Date of Issue of latest certificate: **08.08.2023**
Expiry Date: **07.08.2024**
Re-certification Due on: **08.07.2026**


Managing Director



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Issue No.: 01



INDUSTRIAL RELATIONS

Support Lines recognize the necessity of developing and maintaining a high standard of industrial relations on any project site. In our planning we take the following steps to achieve this high standard by:

Nomination of highly experienced and capable management staff for our project team. Defining levels of authority of sites so as to ensure prompt attention to any issues. Our project manager has full authority to deal with any industrial matters on the spot.



EXPERIENCE IN MAJOR CONTRACTS

Most contracts for abrasive blasting and industrial painting work are particularly demanding. We see the terms of reference for this industry as requiring:

- ◆ A high standard of workmanship supported by technical competence.
- ◆ Quality control and quality assurance.
- ◆ Safe working practices.
- ◆ Major resources of plant.
- ◆ Strong, well-equipped management team both on site and in support.
- ◆ Carefully planned methodology.
- ◆ Skilled industrial relation management.
- ◆ Financial strength.



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.
- ◆ Awareness that the quality of the painted equipment depends on the effective and efficient control of the work through the various Surface Preparation and Protective Coating processes.
- ◆ Reviewing of the company quality policy and quality objectives, annually.
- ◆ Maintaining a high level of customer satisfaction through regular contact
- ◆ Management of the company processes and resources In a planned, efficient and controlled manner.
- ◆ Promotion and implementation of continual improvement through evaluation, feedback, communication with operators, and customer input.
- ◆ Involvement and training of all personnel in relevant activities.
- ◆ Communication of Support Lines's values regarding quality and the quality management system.



STANDARDS & COMPLIANCE

Our strict Quality compliance to guidelines set by NACE, SSPC, CSA, ISO and ASTM Standards in conjunction with Owner's Specification is used to complete a satisfactory project. Quality Control is not only operated by production, but is through-out our organization, and deals with every aspect of a company's operation from planning, training through to execution and handover.



We Provide Qualified NACE and SSPC Certified Inspectors to fulfill QA/QC requirements of the challenging Industry. Our Inspectors understand the need to perform quality work that exceeds our client's expectations.

We set ourselves apart from the competition by providing our staff with support and up to date training enabling them to provide a comprehensive service ranging from in-house inspections to survey on-site inspections, ensuring that all works are completed in accordance with applicable standards and the specification. In addition, all Technicians are adequately trained to perform QC activities for their respective tasks.



A photograph of an industrial refinery or chemical plant at dusk. The scene is dominated by several tall, cylindrical distillation columns, each with a complex network of metal scaffolding and ladders. The sky is a deep, dark blue with some light clouds, and the overall lighting is dim, with some artificial lights visible on the structures. The word "SERVICES" is overlaid in large, white, bold, sans-serif capital letters in the center of the image.

SERVICES

Industrial Blasting

All types of surface preparation using garnet, copper slag and grit.

particles projected at a surface removing rust, mill scale, or other contaminants creating a rough surface good for adhesion.

The fundamental principle of blasting process is the removal of rust, mill scale, or other surface contaminant (and obtaining a suitably roughened surface) by projecting a highly concentrated stream of relatively small abrasive particles at high velocity against the surface to be cleaned. The surface is abraded through the high-velocity impact of abrasive particles. In preparing steel surfaces for painting by blast cleaning, rust, mill scale and old paint are removed.

Support Lines provides Industrial abrasive blasting as per ISO 1-8501 standards SA3, SA2.5, SA2 and SA1 with variety of abrasive material like Garnet, Copper slag and Grit.



Industrial Spray Coatings

All industrial painting systems: 2 coats, 3 coat, epoxies, polyurethanes, enamel, alkyd coatings etc.

A protective coating is a layer of material applied to the surface of another material with the intent of inhibiting or preventing corrosion. A protective coating may be metallic or non-metallic. Protective coatings are applied using a variety of methods, and can be used for many other purposes besides corrosion prevention. Commonly used materials in non-metallic protective coatings include polymers, epoxies and polyurethanes. Materials used for metallic protective coatings include zinc, aluminum and chromium.

Support Lines provides all Industrial spray coatings systems: 2 coats, 3 coat, epoxies, polyurethanes, enamel, alkyd coatings etc.



Roller Painting

Support lines provides a range of brush and roller painting as per client requirements for touch up, maintenance work and any other areas where spraying is not possible.



Pickling and Passivation

Both pickling and passivation are chemical processes that are utilized to provide protection to metals against corrosion and pitting. In either process, an acidic solution is applied to the metal surface to remove contaminants and to aid in the formation of a continuous, chromium-oxide passive film. Without pickling and/or passivation, stainless steel is subject to corrosion in service which can lead to costly quality issues.

Support Lines provides the following Pickling and Passivation Methodologies

- 1. Tank Immersion** - Usually done at our yard and is advantageous for treating all the fabrication surfaces at the same time for uniformity of finish and optimum corrosion resistance.
- 2. Circulation** - Chemical solution is circulated through a system of pipework and is particularly recommended for piping that will carry corrosive liquids.
- 3. Spray Application** - Can be done at our yard or at a customer site and advantageous for on-site treatment but proper acid disposal and safety procedures are essential.
- 4. Gel Application** - Manual treatment can be accomplished by brushing on pastes or gels to the surface. It is useful for spot treatment of welds and other intricate areas that require manual detail.



Protective Coatings Inspection

Support Lines provides various inspection methods related to Industrial blasting and protective coating for in house and external projects.

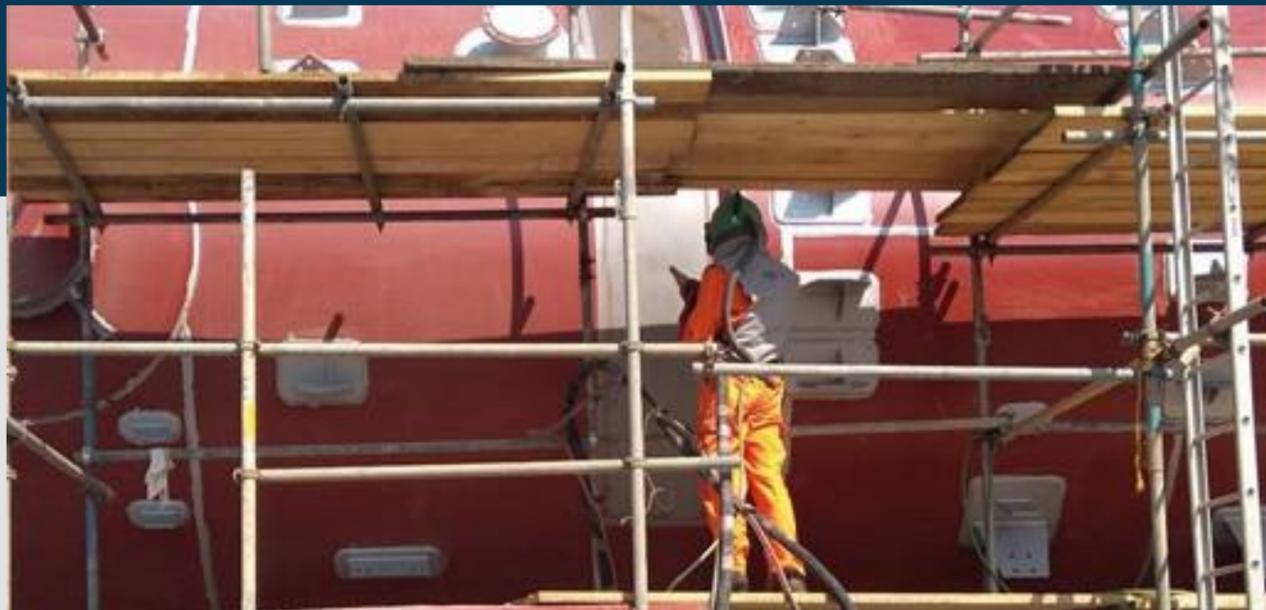
Some of the inspections that Support Lines are capable of doing High or low voltage check, DFT of coating check, Salt test etcholiday testing, Adhesion test, Blasting profileas per ASTM,ISO and NACE standards.



An aerial, high-angle photograph of a large industrial refinery or chemical plant at night. The facility is illuminated by numerous lights, creating a complex network of glowing pipes, walkways, and structural steel. Several large, vertical cylindrical tanks are visible in the foreground and middle ground. The sky is a dark, deep blue, suggesting twilight or early night. The overall scene conveys a sense of large-scale industrial activity and infrastructure.

PROJECTS

BLASTING AND PAINTING OF **PRESSURE VESSELS**



BLASTING AT PAINTING OF PIPES



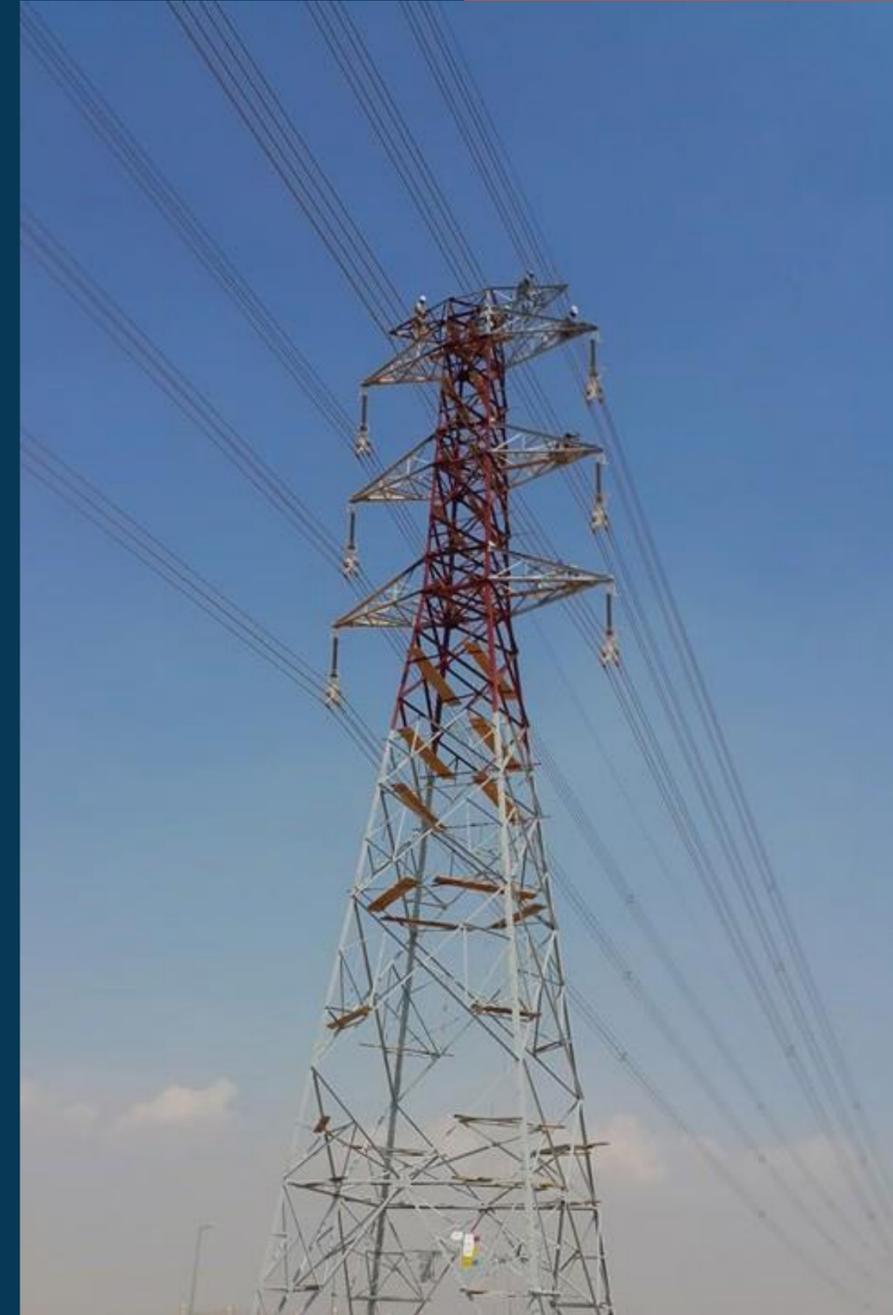
BLASTING & PAINTING OF MODULAR SKIDS



BLASTING & PAINTING OF HANDRAILS



BLASTING & PAINTING OF TOWERS



PICKLING & PASSIVATION



PICKLING & PASSIVATION



OUR CLIENTS





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FACTORY



OFFICE

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