

CORPORATE PROFILE

2016-17



# THE Professionals

Group of Companies

An ISO 9001 : 2008 Certified Company



# C O N T E N T S

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# ABOUT US

**The Professionals** was founded in 1991 as Airlines Handling, Cargo & Travel Agency in Karachi, Pakistan. Within a short period of time, the company established a significant position in Market through the dedication and excellence of the founding team.

The company is a Family Business managed by a team of experts & professionals and supervised by an Advisory Board consisting of prominent businessmen from varied background with a passion for excellence, The Company has evolved and grown into a group of diversified business lines including:

- *Travel Agency & Tour Operations*
- *Aviation Services*
- *Logistics Services*
- *Education and Visa Consultancy*
- *Integrated Facilities Management*

With an orientation towards Service Delivery and Customer Intimacy, **The Professionals** have earned a distinguished position in the market in all the segments that it operates in.

## OUR VISION

- To be recognized as global leader and partners of choice in providing best in class services solutions
- To earn stakeholders' trust and partnership built around excellence and reliability



## OUR MISSION

To provide qualitative and quantifiable value addition to partners in the areas over our diversified portfolio through expertise and specialization



## OUR VALUES

- Collaboration & Teamwork
- Customer focus
- Integrity
- Performance
- Best people
- Expertise



## OUR ADVISORY BOARD

Since our inception, we aimed to remain abreast of market trends and corporate governance.

To that end, **The Professionals** has constituted a non-executive Advisory Board consisting of experts and professionals of repute with variety of corporate & executive background.

This Advisory Board provides guidance and support through advice on multiple matters including business intelligence and organizational adjustments in the face of developing market trends/opportunities



**Justice Rtd. Khwaja Naveed Ahmed**

- Advocate of the Supreme Court of Pakistan
- Justice (R) Sindh High Court
- Ex-Advocate General Sindh
- Renowned Columnist for Daily Jang, Express and Ummat
- Host of the Famous show Khawaja Ki Adalat
- Member Managing Committee – Sind Red Crescent (Hilal-e-Ahmer)



**Mr. Muhammed Rashid Hashmi**

Mr. Muhammad Rashid Hashmi, is a renowned business executive in the economic arena of Pakistan. Many Govt. entities acknowledged Mr. Rashid Hashmi by awarding him with multiple accolades comprising of 4th Global CEO Excellence Award 2014, Consumer Choice Award to Hashmi Brands for 4 consecutive years, FPCCI Export Trophy Award, Gold medalist 1st FPCCI achievement award, KCCI Trophy award, HR Excellence award and many others



**Mr. Khursheed Ahmed Junejo**

- Mr. Khursheed Ahmed Junejo is currently serving at official positions. He is a Member of Standing Committee on Information, Science and Technology, Standing Committee on Information and Archives, Standing Committee on Local Government, Rural Development, Public Health Engineering, Housing Town Planning, Standing Committee on School Education (up to Matriculation) as Chairperson, Committee on Rules of Procedures and Privileges
- Ex-Ambassador of Pakistan to UAE

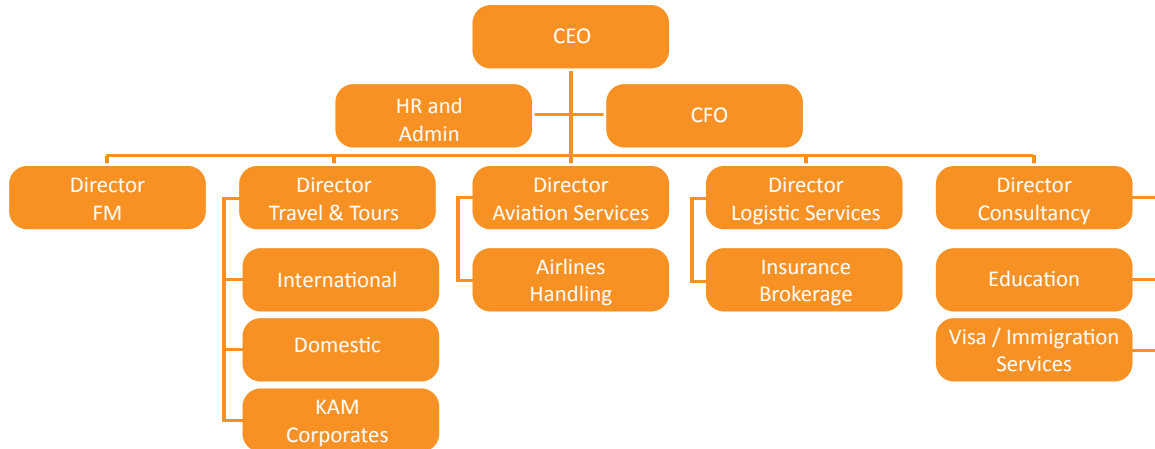
# OUR MANAGEMENT STRUCTURE

**The Professionals** is organized to support the mutual needs of our businesses. Our management structure is based on internationally recognized models whilst allowing for cultural adaptability and regional flexibility. Under the guidance of our Advisory Board and led by our Chief Executive Officer, each of the business segment within

**The Professional** is led by a Director who carries the ultimate brand responsibility and P&L accountability for his/her business segment. Each business segment has its own team, structured to the individual needs and scale of that business. These teams are responsible for delivering the business proposition in line with The Professional's overall strategy.

Cross-functional teams for HR, Finance, and IT provide specialist support and consistency of reporting in key areas. We recognize that the skills of our people are a major asset and play a key role in the success of our business. In a market with dynamic socioeconomic demographics, our scale and performance track-record allows us to attract top talent, and we are proud of the breadth of expertise that exists within The Professionals. We work hard to build and maintain our expertise.

# OUR ORGANIZATIONAL STRUCTURE



## OUR PEOPLE



*We know that the strength of our company comes from within. **The Professionals** employees are a focused and dedicated team of people with wide experience of operating at the highest industry standards.*

*By selecting the best people, providing resources, opportunities and direction as well as delivering ongoing training programmes, we work hard to ensure that our customers receive excellent levels of service.*

*Our dedicated workforce represents a rich variety of backgrounds and culture.*

*Our management team has wide expertise and knowledge with rich working experience - their insight is helping us to develop our business*

# OUR COMMITMENT TO QUALITY

*At **The Professionals**, we continuously strive to maximize customer satisfaction by maintaining highest standards of **QUALITY** while rendering services to its clients.*

*We believe that only through high quality service delivery we can unlock true synergies. To maintain a prominent position in the industry, apart from quality, we emphasize on:*

- Nurturing business relationships with the best and most consistent suppliers
- Investing time, efforts and energies in continuous training and development of staff
- Deploying best available technological / IT tools, platforms, equipment & facilities
- Adhering to strict safety & quality protocols

*Internally, we are constantly working to remain abreast of new trends and to evolve management framework in order to leverage the advantages for the improvement of our service delivery. Within our Quality Management System, we actively encourage all managers to identify areas of our operations that either fall short of the required standards or can be further improved.*

*Any recommendation made in this regards are incorporated into our in-house systems after due diligence process*





# CUSTOMER RELATIONSHIP MANAGEMENT

*Customer satisfaction is a primary consideration and a core value in our business. We are fully committed to providing excellent services to our customers. We aim to exceed our customers expectations in every service that we provide*

*We treat our clients as partners, that's why we have robust long term relationship with each of our clients.*

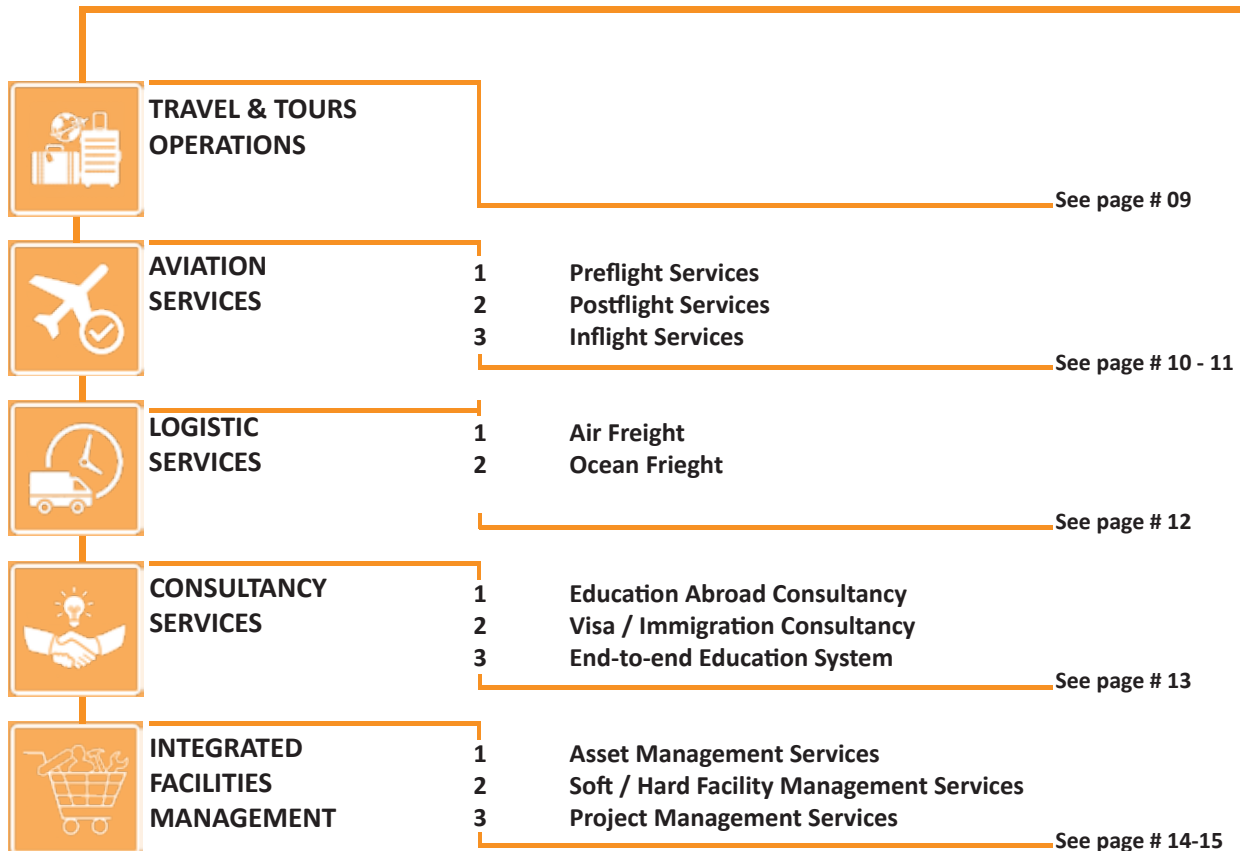
*At **The Professionals** we have a "One-Face-to-the-Customer" concept which has repeatedly proven to be efficient, productive and convenient that treat our clients as partners, that's why we have robust long term relationship with each of our clients.*

*Each and Every customer is managed through a Key Account Manager – A person representing our value chain and solely in charge to serve the customer in all respects.*

*The Key Account manager is "Your Person", "Your Service Manager" for all of your service matters. Our operations are on 24/7 basis; therefore, your Key Account Manager is available to you all the times. He is the central point of contact who follows our structured processes and procedures, managing all performance reports, supervises the operations, discusses all service issues with customers*



# OUR BUSINESS SEGMENTS





## TRAVEL & TOURS OPERATIONS

**The Professionals** - an IATA approved agent in Pakistan, has been a dominant market player since its inception in 1991. Its clients include various local as well as multinationals companies. Professional's market dominance is further accentuated by the quality of its management.

*We are one of the leading travel agents and tour operators.*

*The Travel Agency & Tour Operations segment of **The Professionals** group of companies, established in 1991, registered as*

**The Professionals Travels & Tours (Pvt.) Ltd.**, in Pakistan and its licenses approved by the Department of Tourist Services, Government of Pakistan. **The Professionals Travels & Tours (Pvt.) Ltd** is recognized by both its customers and Airlines for its highest level of services.

*We are launching an online portal for airline ticketing, reservations and hotels booking. Under the title of "TRIP4U.pk" for B2B and B2C clients.*





## AVIATION SERVICES

*Our Aviation Services segment is one of the leading service providers in the Pakistan Aviation landscape. Our main focus is Pakistan and our operational arena is the international aviation market, in respect of handling of all types of VVIP, VIP, CIP Passenger Charter, Cargo Charter, Airliners (on non-scheduled trips), Executive Jets, delivery flight and recreational flights.*



**The Professional** is recognized as the largest Aviation Service Providers by Pakistan Civil Aviation Authority. We have provided seamless aviation support to our clients during the testing Flood and Earthquake relief efforts. We are also the partner of choice for the GCC Amiri flights for the royal visitors into Pakistan.

**The Professionals** is proud to serve their partners in the aviation trade with **UNPARALLELED SERVICES** and **COMPETITIVE PRICING**.

Our team includes ground service providers who adhere to strict standards international standards for the industry. We are strategically located to cover the entire country to provide best-in-class services including ground/ customs/ immigration support.

*Our core services include:*

- Fueling services.
- Flight clearances / permission for all type such as VVIP, VIP, CIP, Passenger Charter, Cargo Charter, Airliners (on non schedule trips), Executive Jets & even small aircraft on special missions, delivery flight and recreational flights
- Coordination / arranging visas at Airports with prior intimation
- Coordination services with Airport customs / immigration etc.

*Apart from the core services, we also render the following*



**PREFLIGHT SERVICES**

- Pre-trip Planning & Analysis
- Ground Handling
- Weather briefing.
- Worldwide NOTAMs
- Computerized Flight Plans
- Credit Arrangements
- Hotel Accommodations
- Security Briefing
- Diplomatic Permits / Clearance / Slot Arrangements
- Flight Pak Scheduling Software
- Ground Transportation

**INFLIGHT SERVICES**

- Update the Weather & flight plans direct to your FMS
- Quick response to schedule changes
- Flight status and position changes.
- Passenger & cabin information services.
- Account Receivable and Payables.

**POSTFLIGHT SERVICES**

- Transports waiting on arrival for passenger and crew.
- Airport fees and taxes paid on your behalf.
- Coordinated the ground handling services.
- Passenger and Aircraft security arrangements.
- Hotel Accommodation arrangement for passenger and crew
- Tour arrangements on request.
- Convenient Custom billing formats



## LOGISTIC SERVICES

- Air Freight**

*The Professionals global air freight capability delivers cargo to all cities, countries and continents. Global partnerships with major air carriers give customers priority access to competitive rates and space allocations.*

*Collection at origin, customs clearance and delivery to consignee are monitored via our tracking system, freight, giving complete visibility throughout the movement*

- Ocean Freight**

*The Professionals has contracts in place with many of the world's major ocean carriers in the key trades to/from Asia, USA, Middle East, Europe and Africa. GAC meets all international security standards and is a member of governing commissions in all end user markets.*

*The Professionals delivers a significant cost advantage to customers, particularly those operating with low inventories in fast moving industries such as electronics, fashion and footwear.*

*Our Sea-Air trade lanes link Asia, Europe and the United States with our specialized Sea/Air service.*

*Our leading processes and procedures ensure we expedite transfers, Delivering shipper's significant savings of up to one third on "all air" costs and 40% on "all sea" transit times*





## CONSULTANCY SERVICES

### Education / Visa Consultancy

- Educational Counseling
- Course Selection
- University Selection
- Offers & Admissions in Universities / Colleges
- Visa Assistance
- Scholarship Assistance
- Study Abroad Loan Assistance
- Pre Departure and Post Arrival Services
- Airport Assistance
- Accommodation Services
- Part Time Job Guidance
- Psychometric testing
- Entrance Exams- Coaching Classes
- English language classes
- Registration for Entrance and English tests
- Immigration assistance
- Overseas Work permits
- Collaboration Services to Institutions





**INTEGRATED  
FACILITIES MANAGEMENT**



*We at The BRUCE RICHARDS JOHNSON, a subsidiary of **The Professionals** provide tailored service solutions to meet our clients' needs. We place emphasis on achieving mutual success through clear and concise communication, professionalism and trust. We deliver what we promise. Our Objectives are supported by an experienced and dedicated team of professionals, our vast experience of the Facility Management and construction Industries and a vast proven track record of service & project delivery.*

*Our Services include :*

1. Full Range of Facility Services
2. Interiors / Fit-out Works
3. Complete turn-key construction project deliver
4. Staffing Solutions
5. Event Management
6. Risk Management
7. Consultancy Services



## Asset Management Services

*We support all areas of Asset Management including both Hard & Soft Services. As part of Hard Service Management, we ensure compliance with statutory and organization regulation and work with you to meet your workplace / environmental objectives. Our Hard Services include operations, management and maintenance of:*

- Air Conditioning Systems
- Lifts
- Architectural Elements
- Swimming pools
- Mechanical and Electrical appliances & equipment
- Safety Systems
- Plumbing systems and equipment
- Generators ,IT /Telecom Equipment maintenance

*Our expertise in Soft Services includes:*

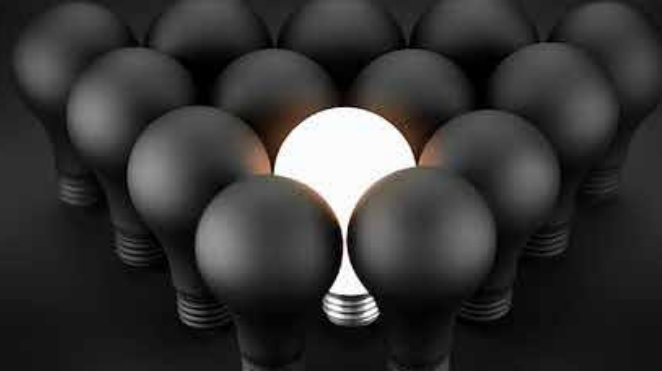
- Janitorial / Cleaning services
- Pest control
- Warehousing
- Housekeeping / Routine maintenance (electricians/Plumbers/carpenters)
- Horticulture
- Catering Services
- Reception Services

*In our effort to provide one-window solutions to our clients, we have developed an outstanding in-house team who deliver the following Interior services:*

- Repairs and Refurbishment works
- Gypsum Partitions
- Painting
- Interlocks and pavers
- Fencing & Cladding works
- Ground works
- Masonry works
- False Ceiling
- Joinery works
- Flooring & Tiling
- Roofing / Waterproofing
- Landscaping

## WHY US

### WHY US



*In the modern business scenario, organizations are required to focus more and more on their core activities that will enable them to be increasingly competitive. Most organization have embraced outsourcing of their non-core activities to reliable partners, we at The Professionals are those trustworthy reliable partners for your business with our expertise and experience in these areas.*

*Our principal objectives are:*

- To provide cost effective and competitive services
- To deliver safe and quality work
- To work in partnership with you to develop continuous value addition and solutions

## C O R P O R A T E I N F O R M A T I O N

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<b>Head Office</b>	<b>A-1, Kashif Center, Shakra e Faisal, 75600 - Karachi, Pakistan.</b>
<b>Phone</b>	<b>+921-35660461 (10 Lines)</b>
<b>Fax</b>	<b>+921-35683022</b>
<b>Establishment</b>	<b>Year 1991</b>
<b>Company Type</b>	<b>Private Limited</b>
<b>Staff Strength</b>	<b>130</b>
<b>Licences</b>	<b>IATA (International Air Transport Association)</b> <b>TAAP (Travel Agent Association of Pakistan)</b> <b>FPCCI (Federation of Pakistan Chambers of Commerce &amp; Industry)</b>
<b>External Auditors</b>	<b>Munir &amp; Company, Karachi</b>
<b>Legal Advisor</b>	<b>Khwaja Naveed Ahmed and Associates, Karachi</b>
<b>Certification</b>	<b>ISO 9001:2008 Certified</b>
<b>Bankers</b>	<b>Habib Bank Limited</b> <b>Metropolitan Bank</b>
<b>Activities (Direct)</b>	<b>Airline Handler, Travel Agent, Tours Operator, Cargo, Courier</b>
<b>Activities (Consultant)</b>	<b>Education, Immigration, Insurance</b>
<b>Web Addresses</b>	<b><a href="http://www.professionals.ws">http://www.professionals.ws</a></b> <b><a href="http://www.professionals.com.pk">http://www.professionals.com.pk</a></b> <b><a href="http://www.professionalsconsultancy.com">http://www.professionalsconsultancy.com</a></b> <b><a href="http://trip4u.pk">http://trip4u.pk</a></b> <b><a href="http://eclat.pk">http://eclat.pk</a></b>



GET IN  
TOUCH



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