

# MASROOR ANWAR

## H S E M A N A G E R

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### CORE EXPERTISE

A Professional with good exposure to Food Safety, Environment, Health and Hygiene Standards. Has good management skills and can lead a team. Has worked on numerous projects and preopening, completed them with efficiency and effectiveness. Core skills are:

- H&S inspection
- FSMS Implementation
- Audit for H&S and GMP
- Liaise with Engineering for Preventive and Reactive Maintenance
- Implementation of H&S Standards
- Non-Conformity Handling and Root Cause Analysis
- Risk Assessment H&S

### EDUCATION —

Diploma in Food Safety  
Green World UAE

- Bachelor in Business Administration(Online)
- Master's in Business Administration in Hospitality Management
- BIMS UAE(completed)

### EXPERIENCE

December 2019(from preopening) – Till to date  
**HSE MANAGER** • Hilton Salwa Beach Resort & Villas & Desert Fall Adventure Water Park • Qatar

- Managing food safety across the entire Resort and Park to ensure that the requisite legislative and best practice standards are established and maintained.
- Managing the recycling program for the entire resort and park.
- Auditing for supreme committee audit for all out sourced supplier.
- Formulating, developing and monitoring the implementation of health, safety and environmental policies, systems, procedures and standards for existing activities and new processes within across the entire Resort and all Desert Falls & Adventure Park facilities.
- Liasing with contractors, e.g. for the installation and integration of facilities;
- Investigating Health, Safety and Food Hygiene related complaints and ensure that such complaints are concluded to a practicable standard.
- Liasing with external auditors in relation to Health and Safety standards.
- Developing and maintaining an effective risk assessment strategy/culture and through auditing, ensure that all risk assessments are of suitable and sufficient standard.
- Ensuring the effective management of fire risk with the Fire Safety Officer.
- Conducting internal Health and safety audits to monitor safety performance against prescribed standards and to provide feedback to management as appropriate.
- Contributing to the development and harmonization of safety standards across the business through active work with IAAPA - International Association of Amusement Parks and Attractions standards.
- Establishing organizational systems and risk control methods relating to hardware and human performance by advising line management on matters such as legal and technical standards.
- Developing and implementing cost effective Health and safety management/accident prevention strategies to control direct and

## E H S T R A I N I N G & D E V E L O P M E N T P R O G R A M S —

- 2022 NEBOSH International General Certificate in Occupational Health and Safety (IGC 1&2) in process, Qatar
- 2019 Applied Principles of Safety Management Systems - Greenworld, UAE
- 2012 OHSAS 18001 Lead Auditor International Register of Certificated Auditors, UAE
- 2012 Advance Food Hygiene Level 4 Training Certification Chartered Institute of Environmental Health, UAE
- 2011 HACCP implementation level 3 Certification TUV NORD, UAE
- 2011 Person Incharge Level 3 Certification Highfield awarding body for compliance and Dubai Accrediation Center, UAE
- 2011 Person Incharge Level 2 Certification Highfield awarding body for compliance and Dubai Accrediation Center, UAE
- 2011 Basic Food Hygiene Certification TUV NORD, UAE
- 2009 Food Safety and Hygiene training program YUMS Pizza Hut. Pakistan
- 2004 Certificated training program of HACCP in Sea Food Processing Marine Fisheries department. Pakistan

indirect costs arising from work related accidents and ill health involving guests, employees and contractors.

- Investigating all Health and safety related civil claims (i.e. personal injury claims) as required to support the Hilton Legal Department.
- Ensuring that effective safety planning includes realistic short and long-term objectives, and that a cost benefit analysis approach is used to determine priorities and establish performance standards.
- Liaising with Heads of Departments and the Learning & Development Manager to identify Health and safety training needs and ensuring that Health and safety training programmes undertaken reflect the needs of the business and the delegates involved.
- Proactively identifying and driving safety related initiatives that will deliver excellent customer service across the business.
- Promoting a positive health and safety culture by securing the effective communication and implementation of the Hilton & local law policy.
- Providing the management team with advice and regular status reports on safety issues and performance reviews.
- Providing competent advice to the senior management with respect to general corporate risk management and business continuity planning and maintain the associated risk register accordingly.
- Devising a system of monitoring and communicating advice to Heads of Departments on future changes to health & safety management.
- Interpreting and applying Health and safety law pragmatically in the context of the organization and relevant industry standards.
- Managing integrated pest management operation for the entire resort and park.
- Auditing for FSMS pre requisites for all food suppliers.

### **Achievements HSBR**

- Development & Implementation of HS&E standard
- Development & Implementation of pest management program
- Development & Implementation of Sustainability plan on Waste management & Recycling Program

*September 2013 – December 2019*

**CLUSTER ASSISTANT FOOD SAFETY MANAGER • Waldorf Astoria**  
(since Pre-opening) and **Alhamra Beach and Golf Resort Hilton • Ras-al Khaimah, UAE**

- Implementation of HACCP and Revision for all 7 properties in region
- Implementation of pest management program
- Conducting in house audits
- Training of Staff on EH&S, Basic Food Safety Hygiene and HACCP Awareness include (kitchen, service, engineering, stewarding and all other applicable such as receiving officer). For all 7 Hilton properties in RAK
- Overlooking and Monitor /Inspection in all 7 properties in region for Health, Safety, Hygiene & Environment
- Preparing of GMP and SOP for the facility and implementation
- Coordinating with engineering department to implement preventive and corrective maintenance
- Solving any problems/issues related to food safety
- Ensuring Health Safety, Food Hygiene and Sanitation SOP's at all production areas, dishwashing utilities, receiving and storage areas
- Conducting Supplier audits

- 2002 Training program of Information Handling in Biological Research Biochemistry Department University of Karachi. Pakistan

- Conducting daily inspection regarding health, hygiene and sanitation conditions of all production, storage areas etc.
- Investigate if there is any Food allegation from supplier to the guest
- Investigate if there is any Incident related to health and safety

#### **Achievements Waldorf Astoria RAK**

- Successfully implement HACCP Standards at 4 Hilton property in Ras al Khaimah.
- Got an approval from RAK Food Control Section for giving internal training on Basic Food safety and HACCP Awareness for all 7 Hilton properties in Ras al Khaimah.
- First Aid Training.
- Hilton Worldwide Certificate awarded for Kitchen safety, General Health and Safety, Food and Beverage Safety, BOH safety, Standard and Major Event Safety, Sustainability, Green Business implementing Sustainability Strategies Basic Presentation Skill, CRM day in the life.
- Nominated as a part of taskforce team for opening of Waldorf Astoria Dubai Palm Jumairah and Double Tree Marjan Island Ras-al-khaimah.
- Successfully implemented waste segregation program with coordination of PWD.

*September 2011 – September 2013*

**QUALITY CONTROL & HYGIENE INCHARGE** • Al-Jadeed Bakery LLC •

Dubai, UAE

#### **Quality Control**

- Training of Staff on quality and hygiene.
- Preparation of schedules of quality control supervisor
- Overlooking and Monitor quality control supervisor's task

#### **Food Safety System**

- Verifying of quality standards for all products.
- Verifying process control procedures based on determined CCPs.
- Conduct corrective actions on all deviations from standards.
- Training and implementation of food safety (GMPs and HACCP)
- Working towards HACCP accreditation.
- Monitor Microbiological sampling program.
- Verify Preventive Maintenance program.
- Verify Pest control program.
- Verify personal hygiene of employees.
- Verify Cleaning and sanitation program.

#### **SOP's**

- Standardize process control procedures
- Developing standard operating procedures and /or work instructions.
- Standardize and verify finished product specifications.

#### **Customer Complaints**

- Handle complaints and investigating causes.
- Documentation of customer complaints and corrective actions.

#### **Government and Customer Audits**

- Conduct and revise documents for audits
- Self-inspection and follow up
- Coordinate with Sanitation coordinator, production Supervisors and operations towards audits.

### **Contracts**

- Monitor all the contracts related to food safety i.e calibration of scales, thermometers, and water meter, pest management, water tank cleaning, external laboratory testing for raw and finish product.

### **Raw Materials**

- Verify raw ingredient specifications based on certificate of analyses and specifications from suppliers and from outsourced laboratory test reports.
- Coordinate with suppliers in terms of raw material quality evaluation and sample requirements and/ or sample tests.

### **Shelf Life**

- Monitoring microbiological quality of finished product from outsourced laboratory reports
- Monitor environmental testing and equipment verification outsourced laboratory reports
- Monitor Shelf life tests on all finished products.

### **Sanitation**

- Overlooking sanitation program
- Monitor daily plant sanitation
- Coordinate with Sanitation coordinator, production Supervisors and operations regarding sanitation issue.

*June 2010 – August 2011*

### **SENIOR QUALITY ASSURANCE • KANPA International Sales SEAFOOD**

and Value Added Products • Karachi, Pakistan

- Evaluate Hazards and prepare HACCP plan.
- Conduct weekly Hygiene and sanitation quiz.
- Conduct Hygiene trainings (On the job Trainings).
- Internal Hygiene Audits and spot checks.
- Handle Food safety Complaints.
- Verify Preventive Maintenance program.
- Verify Pest control program.
- Verify personal hygiene of employees.
- Verify Cleaning and sanitation program
- To write and implement Standard operating procedures (SOP).
- Maintaining data of Quality and Control documents.

*January 2007 – May 2010*

### **ASSISTANT MANAGER COMMISSARY • Pizza Hut • Pakistan**

- Responsible for Effective planning of production keeping in view the set standards of Men, Machine, Method and Material.
- Receiving of all Raw materials and monitoring their standards.
- To ensure everyone in his department understand the quality, hygiene and safety standards and to know it is their responsibility to apply them
- To work with the Development, Production and Engineering Management in the development of major new products and processes
- To work towards saving cost and reducing waste while maintaining and improving quality & efficiency
- Implementation of food safety system HACCP
- Ensure all HACCP requirements are being maintained and auctioned accordingly, regarding CCP areas.
- Ensure Health and safety guidelines are followed.

- Liaise with Quality Department in different quality issues.
- Audit rental Cold storages.
- Assist in New Product Development.

#### **Achievements HSBR**

- Started Pizza Hut's Pakistan Commissary as a Trainee Manager
- Assist in development of Pizza flavors like Chicken Tikka, Chicken Fajita, Chicken Tandoori, Smoke Chicken, Behari Chicken, Afghani Tikka, Malai Tikka, Green Tikka, Makhani Tikka & Chicken Shawarma.
- Implemented HACCP
- Assist in development of Pizza Hut Sandwich range
- Developed Strawberry, Chocolate & Lemon Cheese cake recipe.
- Developed Chicken Wings recipe.
- Implemented ERP Production Module.
- Played a key role in setting up GMP standard as per global guidelines at Processing Area.

*September 2005 – December 2006*

**PRODUCTION OFFICER** • P.A.C.L (Pak Agro Chemical Ltd) Confectionery division KIDCO • Karachi, Pakistan

- To assist the Production Manager
- Responsible to manage production, procurement and Labor for each month according to need, sent by sales dept.
- Responsible to manage all Production activities.
- Responsible for ensuring Quality of Snacks Production during different stages of Production(mixing-extrusion-drying-frying-packing)

*July 2005 – August 2005*

**QUALITY CONTROL OFFICER** • P.A.C.L (Pak Agro Chemical Ltd) Confectionery division KIDCO • Karachi, Pakistan

- Responsible for ensuring Quality of Candy Production during different stages of Production(dissolving-Cooking-Flavoring-Cooling-molding-packing)

#### **KEY SKILLS** —

MS Outlook

MS Word

MS Excel

MS Powerpoint

ERP

#### **TECHNICAL**

- Knowledgeable of: Health Safety and Environment standard, Manufacturing, Food Production Standards, GMP's, HACCP, Quality Control Procedures, Foods Safety Audits.
- Knowledge to operate PLC system used for Tumbler

#### **PERSONAL SKILLS**

- Self motivated and open minded
- Flexible to work in any kind of environment
- Excellent team-work spirit and team leading capabilities
- Dynamic, hard working and active
- Good organizational and communication skills

#### **REFERENCES**

[Available upon request.]

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