

**POLICIES & PROCEDURES**  
**MANUALS**  
**FORMS & TEMPLATES**

strategy consultants  
**Customized Unique Long Term Solutions**

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# Partial Clients' list

# Lebanon



4T Traders - 5 Index - A to Z Services - Abed Tahan & Sons - Abraj - Accor - Acmor - Adel Bou - Habib & Co - ADNOC - AEG - A-General - AgroTech - Al-Balad - Al-Bayan - Alcatel - Al-Habtoor - Alig - Arab Lebanese Insurance Group - Al-Iktisad Wal Aamal - All Media - All Plastics - Al-Murakeb - AL-Nasr - Al-Rifai Roastery - Al-Sayad Group - Al-Waleed Bin Talal Humanitarian Foundation - An Naar - APAVE Liban - Aquamarina - Arabi Holding Group - Asswad Group - Au Vieux Quartier - Auto Pads & Shoes - AutoQuip - Auxilia Coop - Auxillia - Azca Insurance Consultants - BarterCard - BarterNet - BCC - BCG-Cartier - Berberli - Biel - Black & White - Blue Berry - Bon Food - Boulos Frere - Bureau Hatem Hatem - Business Index - Career Design - Caterpillar - CCC - Center Saher - Century - Chadi Masaad - ChemoTech - Compubase - Connexure - Conrad Advertising - Credit Libanais - Dar el-Handasa - Defiance Trading - Delta Group - Doculand - E-AD Mail - Econosto - Elba - Energy Intl. - Elcim - Esber Law Firm - Etude Amin Bachir - FCR - Insurance Group - Five M - Fix It - Floris - Fuji Lifts - Future TV - Futuroscope - G. Korban Engineering Bureau - G.D.S. - Germani Jewellery - GISCO - Glassline - Gulf Investment Corp. - Guru Knowledge - Hamra Engg. - Hire Lebanese - Info Bank - IAA - InMedia - Inter Catering - InterFood - International Investment Bank - Iqarat Lubnan - Irisbus - ITEC - Iveco - Jacques Dessange - Jallad - Khalil Masri Et Fils Sarl - Koudourat NGO Anti Unemployment Association - La Constructa - Lebanese Army - Lebanese Franchise Association [LFA] - Lebanon Opportunities - Les Sœur Missionnaire - Liban Cables - LibanTech - Logistica - Loops Automation - Mabani - Making - Marine and wild life Museum - Master Lam - Matar Junior - Mc Donalds Lebanon - Meccanica - Medco - Mediphar Laboratories - Metco - Metropolis - Middle East Investments Group - Morgan Intl. - Mouawad - MTV - NBN Tv - Net Shoppers - Network SB - O.C.F.T.C (Office des Chemins de Fer et des Transports en Commun) - Office Line - OMATRA Liban - OMNI Hotels - P&H - Pak-Arab - Passion & Follies - Philka - Plastypipes - Poirey - Swiss Hand Crafted Jewellery - Promosolutions - Radisson SAS - Red Cross - Results Incubator - Right Angle - Rimal - S collection - Sakhet Est. - Selecti - Siemens - Silicon Computer System - Silkor - Simplus - Siom Orfevres - Snob - Sport & Fitness - Stalq - Sword - Liban - Talabat - Tanmia - Tannourine - Techno beton - TECOM - TEFFANYS - Terrascapa - Touristica - TouristInvest - Trade Net - Tripoli Hospital - Union Bank - United Courier Services (UCS) - UPS - courier - Vogue - WTC - World Trade Center - Lebanon & Regional Office

## Partial Clients' list

Middle East & North Africa

ADMA - ADNOC - AL-HABTOOR - AL-NASR - AL-HABAISHI - ALCATEL - ALFA LVAL - AMOCO - AMCO - AQUA ENGG. - ARAB CONTRACTORS OTHMAN AHMAD OTHMAN - ARAMCO - BABCOCK - BANACO - BALFOUR - BINLADIN - BOSCH - BP - BRIAN MOOREHEAD - BROOK & KHALFAN - CALTEX - SHELL - CAPPERNEIL - CASSIA - CAT - DOWELL - CATERPILLAR - CONFORE - CORKEN - LIQUID CONTROLS - INGERSOLRAND - COTTINO CARO - DAICHI - DAR ALHANDASA - NATIONAL OIL - DERBY - DODSAL - DORSCH CONSULT - EASTERN - EGPC - ELF - EMCO - EMITAC - ENTEC - KOHLER - EPPCO - ETPM - EWBANK PREECE - FALCON OIL - FITCHNER - FOSTER WHEELER - FREDERIC HARRIS - GAMMON - GASCO - GIBB SIR ALEXANDER - GODFREY HEATH & SPEERING -



GPC - GRUNFUS - GULF OIL - HALIBURTON - HDP - HEBERGER ENGG. - ITALCONSULT - IVECO - BENZ - JOHN TAILOR - KENNEDY & DONKEN - KHALEEJ OIL - KHATIB & ALAMI - KNPC - KOC - LAHMEYER - LINDE AG - LINDERBERG - MANNESMANN DEMAG AG - MERZ & MC LELLEN - MEW - MITSUBISHI - MITSUI - MOBIL OIL - MOLYKOTE - MOUCHEL - NIGERIAN OIL - NODCO - NOLTE - SAMAREC - NPCC - P&P - PARAGON - PARSONS - PAULING - PENCOL - PETROCON - PLE - PRAGO - QAPCO - QGPC - RIDGID - ROOTS - SAVAL - SCHRACK - SCOTT WILLSON KIRK PATRICK - SIEMENS - SOFRESID - STONE & WEBSTER - TEBODIN - TECHNIP - TEFFANY'S - CCC - TESCON - TOTAL - CASTROL - TRACTABEL - ITALPIANTI - UNECO - UNITEDFOODS - VEEDOL - WED

Business Unlimited will develop and write your company's policies and procedures; save time writing at a fraction of the cost of creating them from scratch by working with us. All of our procedures manuals, supplements and training classes are developed by leading business Unlimited who are experts in their fields. Moreover, Business Unlimited will supply you with the MS Word-based procedures templates to save you time and they are easy to edit and update.

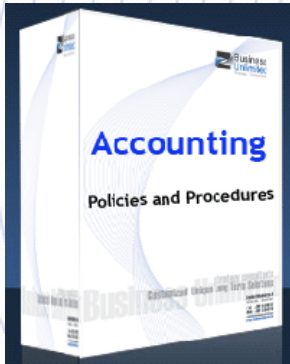
# Policies & Procedures Manuals



## Finance Policies and Procedures

Establish strong internal controls for regulatory compliance.

- Finance Administration
- Financial Statements
- Internal Controls
- Raising Capital
- Treasury Management



## Accounting Policies and Procedures

Standardize bookkeeping. Reduce waste fraud & abuse.

- Cash
- General & Administration
- Inventory & Assets
- Purchasing
- Revenue



## Computer & IT (Information Technology) Procedures

Address IT asset management & security issues

- IT Administration
- Asset Management
- IT Training and Support
- IT Security and Disaster Recovery
- Software Development



## Human Resources Policies and Procedures

Simplify payroll, reduce employee liability and turnover. 35 HR Policies & Procedures for:

- HR Administration
- Hiring
- Compensation/Payroll
- Development

# Policies & Procedures Manuals



**Sales & Marketing Policies and Procedures**

Design effective sales and marketing processes

- Marketing Planning & Strategy
- Marketing Tactics
- Sales
- Sales/Marketing Administration
- Product Management



**Business Policies and Procedures Sampler**

Policies, procedures and forms for multiple departments

- Accounting
- Administration
- Customer Service
- Disaster Management
- Engineering
- Environmental Management
- Finance & Credit
- Information Technology
- Manufacturing
- Personnel
- Sales & Marketing
- Security Operations
- Shipping, Purchasing, Inventory



**ISO 9001 Quality Policies and Procedures**

Improve your business operations and obtain certification.

- Document Control
- Quality Records
- Internal Quality Audits
- Control of Non Conforming Products
- Corrective/Preventive Action



**Security & Disaster Planning Policies & Procedures**

Protect your assets and employees. Quickly recover from catastrophes.

- Disaster Management
- Service Agreements, Emergency Services Agencies and Community Resources
- Centers of Operation
- Emergency Notification
- Office and Department Recovery

# Enterprises Forms & Templates



**Business Unlimited Enterprises Forms & Templates** helps you complete a wide range of activities, from contract writing to daily communications, franchising, business management, human resource management, accounting and more!

### Who Needs BU Forms?

- Presidents / CEOs
- Entrepreneurs
- Consultants
- Operations Managers
- Marketing Managers
- Account Executives
- Accountants
- Secretaries
- Customer Service
- HR Managers
- etc.



### Which Industry?

- Consulting
- Legal/Accounting
- Internet/Technology
- Media
- Manufacturing
- Services
- Construction
- Healthcare
- Public/Not for profit
- Retail
- etc.

## □ Planning & Management

### Start a Business

Business Plan -Start-Up Costs Worksheet -Business Selection Worksheet -Self-Assessment Worksheet -Strengths and Weaknesses Worksheet -Possible Marketing Strategies -Possible Production & Operations Management Strategies -Possible Financial & Accounting Strategies -Possible Research and Development Strategies -Start-Up Checklist -Small Business Legal Compliance Inventory -etc...

### Prepare a Board Meeting

Notice of Meeting of Directors -Waiver of Notice of Meeting of Directors -Revocable Proxy -Irrevocable Proxy -Steps to Planning an Annual Meeting (Checklist) -etc...

### Record Meeting Minutes

Minutes of Meeting (Master) -Minutes of Meeting of Directors -Board Resolutions (over 50 included) -Shareholders Resolution -Certificate of Minutes of Meeting of Directors -Certificate of Corporate Vote -Certificate of Corporate Resolution

## □ Legal

### Incorporate Your Company

Pre-Incorporation Agreement -Pre-Incorporation Designation of Directors

Articles of Incorporation -Shareholders Agreement -Stock Certificate and Common Stock -Bylaws -Bylaws for a Not for Profit Corporation -Small Business Legal Compliance Inventory -etc...

### Protect Your Business Ideas & Assets

General Non-Compete Agreement -Mutual Non Disclosure Agreement -Confidentiality Agreement -Proprietary Information and Inventions Agreement -Intellectual Property Sale Agreement -Guide for Buying and Selling Intellectual Property -Patent License Agreement -FAQ about Patents -Copyright Assignment -Assignment of Copyright -Notice of Infringement of Copyrighted Work -Email Confidentiality and Disclaimer notice -etc...

### Enter Into or Dissolve a Partnership

Partnership Agreement -Limited Partnership Agreement -Joint Venture Agreement-Franchise Agreement -Non Disclosure Agreement Between Two Companies -Press Release: New Partnership Collaboration -Announcement of Business Merger -Partnership Dissolution Agreement -Notice of Partnership Dissolution -Partnership Agreement Checklist -Small Business Legal Compliance Inventory (Checklist) -etc...

## □ Human Resources

### Hire an Employee

Job Description Form -Appointment for Employment Interview and Testing  
Job Applicant Interview Script -Pre-Interview Questionnaire -Questions to Avoid During an Interview -Request for Reference -Employment Agreement  
Employee Non-Compete Agreement -Non-Disclosure Agreement -etc...

### Fire an Employee

Final Warning Before Dismissal -Notice of Termination -Separation and Release Agreement -Termination Certification -When Should You Fire an Employee (Checklist) -etc...

### Manage & Evaluate Your Workforce

Employee Handbook -Employee Record -Performance Evaluation  
Peer Improvement Form -Employee Satisfaction Survey -Motivation Survey -Employee Appraisal Form -Congratulations on a Job Well -Letter of appreciation to Employee -Employee Job and Motivation Improvement Meeting -Warning Notice -Personal Flexibility Skills Test -Giving Job Performance Feedback (Checklist) -etc...

## □ Finance & Accounting

### Get Financing

Business Plan -Business Plan Guidelines -Executive Summary -Market Study Outline -Sales Projections -Financial Projections -Breakeven Cost Analysis -Letter of Request for an Equity Investment -Term Sheet -Important Things to Know About a Term Sheet -etc...

### Manage Your Business Finances

Balance Sheet -Breakeven and Profit-Volume-Cost Analysis -Cashflow Forecast -Income Statement -Business Deductions Checklist -Expense Statement -Depreciation Worksheet -Loan Calculator -Investment Calculator -Financial Ratio Calculator -Financial Record Storage Guidelines -etc...

### Issue & Sell Company Shares

Agreement of Purchase & Sale of Shares -Agreement of Purchase & Sale of Business Assets -Bill of Sale for Corporations -Stock Certificate & Common Stock -Option to Buy Agreement -Shareholders Agreement -Shareholders Resolution -Dealing with Shareholders & Investors-(Checklist) -etc...

## □ Sales & Marketing

### Acquire New Clients

Communicating with Prospective Clients (Checklist) -Prospecting Sheet  
Create a Marketing Brochure (Guide) -Introduction Letter -Free Business Needs Analysis -Proposal for Services or Sales Proposal -Contract for the Sale of Goods -Agreement for Professional Services -Terms of Service Agreement -etc...

### **Increase Your Productivity**

Efficiently execute hundreds of common business tasks.

### **Save Time**

Spend much less time writing and focus on your core activities.

### **Save Effort**

Don't start from scratch anymore, simply fill in the blanks!

### **Act and Sound Professional**

Project a professional and polished corporate image with high quality documents.

### **Save Money**

Use reliable do-it-yourself legal forms. All contracts have been written by lawyers.

### **Improve Your Communications**

Protect your organization and communicate accurately with customers, partners, employees, and investors.

## **Develop & Launch a Marketing Campaign**

Marketing Planning Checklist -Market Study Outline -Marketing Plan Request for Advertising Rate information -Advertising Expenses Spreadsheet -Advertisement Approval -Advertising Agency Agreement Agreement for Internet Advertising Services -Website Cross Sponsorship Agreement -Marketing Campaign Evaluation -Rating Marketing Media - etc...

## **Generate Publicity & Media Exposure**

Press Release: Company has Reached a Milestone etc... -We are Pleased to Announce our Recent Acquisition -Media Relations Policy -Multimedia Publicity-Privacy Agreement -Responding to Inaccurate Press -etc...

## **Expand Distribution Channels**

Market Development Program Submit Product for Distribution or Resale Distribution Agreement -Exclusive Distribution Agreement -Consignment Agreement -Press Release New Distribution Channel -etc...

## **Perform Market Research & Analyze Trends**

Market Study Outline -Brand Loyalty Survey -Client Satisfaction Survey Request for Customer Feedback -Trend Analysis Checklist -Demographic Analysis Worksheet -etc...

## **Operations & Logistics**

### **Handle Orders and Invoicing**

Price Quotation -Acknowledgement and Acceptance of Order (Letter) -Purchase Order -Packing List of Order -Bill of Lading -Sales Invoice -Sales Receipt -Receipt for Goods or Services -etc...

### **Sell or Lease Equipment**

Equipment Lease Agreement -Equipment Lease Checklist -Equipment Sales Agreement -Equipment Maintenance Agreement -Service Level Agreement Leasing vs. Purchasing Checklist -etc...

### **Manage Shipping & Receiving Activities**

#### **Operating Manuals and Procedures**

Packing Slip -Bill of Lading -Acknowledgment and Acceptance of Order Return Authorization -Notice for Return of Goods -Notice of Receipt on Incomplete Shipment -Vendor Evaluation -Possible Production & Operations Management Strategies -etc...

## **Internet & Technology**

### **Build a Website**

Website Design Agreement -Independent Contractor Agreement for Programming Services -Confidential Information Agreement -Website Design Non-Disclosure Agreement -Online Sales Disclaimer -Establishing a Website (Checklist) -etc...

### **Sell or Develop Software**

Software Development and Consulting Services Agreement -Consulting Agreement with Sharing of Software Revenues -Distribution Agreement for Software and Multimedia -End-User Software License Agreement -Licensee -Oriented Software License Agreement -Vendor-Oriented Software License Agreement -Trial Software License Agreement -Limited Warranty -etc...

## **Promote your Website**

Agreement for Internet Advertising Services -Website Sponsorship Agreement -Affiliate Program Agreement -Co-Branding Agreement -Website Linking Agreement -Free Linking Agreement -Independent Contractor Agreement -Press Release Announcing New Website -Co-Branding Agreement (Checklist) -etc...

## **Consultants & Contractors**

### **Hire a Consultant/Contractor**

### **Manage a Consultant/Contractor**

Consulting Agreement (long version / short version) -Agreement for Professional Services -Agreement Between Owner and Contractor -Independent Contractor Agreement -Subcontract Agreement -Terms of Service Agreement -Confidentiality Agreement for Consultants, Contractors Consultant Non-Disclosure Agreement -Request for Contractor References Board Resolutions (over 50 included) to Retain a Professional Consultant Checklist for Outsourcing Agreements -etc...

## **Credit & Collection**

### **Collect Delinquent Accounts**

Collection History for Delinquent Account -Collection Report -Notice of Overdue Payment -Notice of Payment 60 Days Past Due -Request to Contact Credit Manager on Past Due Account -Initial Collection Letter -Disputed Account Settlement -Deliveries Held Until Past Due Balance Paid Cancellation of Credit Line -etc...

### **Issue Credit to Customers**

Consumer Credit Application -Request for Credit Information -Credit Card Billing Authorization Form - Authority to Release Credit Information Opening New Credit Account -Credit Memo -Notice of Credit Limit -New Restrictions on Credit -etc...

## **Real Estate**

### **Lease, Manage or Sell Your Property**

Welcome from New Landlord -Lease Agreement -Property Management Agreement -Property Inspection

#### **Report**

Mortgage Note -Exclusive Right to Sell Agreement -Notice to Tenant of Rent Default -Eviction Notice -etc...

### **Manage a Property**

Property Management Agreement -Real Estate Salesman Independent Contractor Agreement -Exclusive Right to Sell Agreement Mortgage -Application for Zoning Variance -License Agreement -Buyer's Property Inspection Report -etc...

### **Sell a Property**

Contract of Sale of Commercial Property -Agreement to Rescind Contract of Sale -Exclusive Right to Sell Agreement -Assignment of Mortgage - Assignment of Real Estate Contract and Sale Agreement -etc...

