



## BUSINESS UPDATES

### Message from the President & CEO



I am very pleased to report that our Sister Group United Dredging (UDC) have won a major reclamation project which will call upon resources from both UDC and Dream Group. This is an excellent achievement by everyone concerned.

The assessors from IRATA-UK came to Bahrain to test our newly trained Rope Access staff and equipment. I am very proud to say that we now have 19 fully qualified Rope Access Operators, all of which are certified to International Standards.

As the holy month of Ramadan comes to a close and we look forward to the Eid Holidays, it was quite fitting that our multi-cultural staff got together to experience Iftar. About 120 staff attended the function which was an excellent turnout for our first Investors in People function. Thank you to the Events Committee for all their efforts.

I trust you find this month's issue interesting and look forward to advising you more of the exciting times in Dream Group in the coming months.

**Mr. Jamal Alkooheji**  
President & CEO

### United Dredging Company "New Contract Won"

Another milestone was achieved by UDC by winning a new reclamation project worth BD6 M.

Congratulations to UDC Team and Good luck!

### Quick Zebra Services "Training for Rope Access Team"

QZS provided training to its operatives to ensure the quality service delivered to our clients in accordance with International Standards.

Below are the New additional members to our Rope Access Team who were awarded their training certificates by International Rope Access Trade Authority (IRATA).



### Extension of Suggestion Box

In compliance with our ISO 9001:2008 Quality System and in keeping with International Investors in People (IIP) standards, Dream Group QMS will extend its implementation of Suggestion Box in Juffair Office.

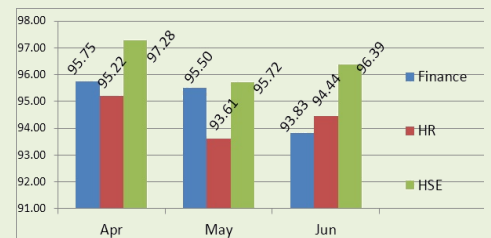
### Dream Group QMS Q2 - Management Review Meeting

The Second Quarter (Q2) Management Review Meeting took place on 14 July 2014.

The Quality Management Council discussed the Monthly result of Monthly Service Customer Satisfaction survey by all divisions in relation to the services provided by Finance, HR and Health & Safety department.

The average score per month were summarized to observe each department's compliance to their set KPI's (75% Minimum Acceptable).

Finance, HR and Health & Safety MSCS Result



The average result for Q2-2014 is 95.30%, it slightly decreased from Q1-2014 result, therefore each service department must push through to achieve our main goal of service excellence.

### Dream Group Investors In People (IIP)

In July 2014, Dream Group organized Iftar Party for its Managers and Staff. Everybody enjoyed & had a great time.

Many thanks to our CEO for funding the special occasion.



# "Dream Group Events"

## Health & Safety Forum No. 31

Health & Safety committee held the 31st monthly Health & Safety Forum to continuously monitor each Divisions performance in delivering Health & Safety to all of their staff.



### TOOLBOX TALK

Health & Safety Department conducted a series of Training to various Sites. The Toolbox Talks topic in the month of July 2014 is regarding Hot Weather Work Safety and Airside Vehicle Gate Pass Training.

PSS – RVIS



IPC Div.

DOFSS Div.



QZS - BIA



### EMPLOYEES OF THE MONTH : July 2014

PROTECT SECURITY : Ronaldo Beckley  
QUICK ZEBRA : Reyar Singh Kunwar  
DREAM GROUP HQ : Bishnu Lal Rijal

### GROUP EMPLOYEE OF THE MONTH : July 2014



Congratulations to **Mr. Bishnu Lal Rijal** from the CEO and GGM for achieving the Group Employee of the Month for Outstanding Services and hard work/dedication in his role as Driver with Dream Group WLL.

## COMPANY PROFILE OF THE MONTH



**Protect Security Services** has grown to be one of the best known Security Organizations in the Kingdom of Bahrain by delivering only the highest quality service to our valuable clients.

### Typical Services Provided are:

- CCTV Monitoring & Electronic Security Systems
- Customer Services / Helpdesk
- Manned Guarding
- Car Park Management
- Marine Patrol Services
- Event Security
- Intruder Alarm Monitoring & Response

### CCTV/Security Systems



### Customer Services



### Manned Guarding / Car Park Management



**"The leading Security Service Provider with highly trained professionals"**

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## Coming Soon!..

- Major New Contracts in the Pipeline