



## BUSINESS UPDATES

### Message from the President & CEO



April has been a quite month, one of stability for Dream Group. I am very pleased with our Security company whose swift action prevented a major Fire Incident at Salmaniya Psychiatric Hospital (SPH). Well done to our Staff and Management for their hard work and professionalism in this situation which was compounded further with a Letter of Appreciation from the Client.

Our Fire and Safety Company have been certified by National Fire Protection Association (NFPA) in readiness of our 'Go Live' date in Mid-June, whereby all of our state of the art equipment will be commissioned by our suppliers from USA.

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

### Dream One Fire & Safety Services "NFPA Membership"

DOFSS, the new Service Company established by Dream Group WLL, has announced the award of National Fire Protection Association (NFPA) membership issued in 16 April 2014.



DOFSS is committed to providing the best customer experience in the industry, from its total solutions Fire and Safety sales & services to our customers throughout Bahrain.

### Protect Security Services "Ensures Its Client's Safety"

The Team of professional experienced Firemen acted very quickly to prevent a potential serious disaster happening at the Salmaniya Psychiatric Hospital (SPH).



This once again assured PSS Client the effectiveness of our staff in responding into critical situation.

A special 'Well Done' to Aikee Lupango and Juan Alexander Soriano and to everyone involved!

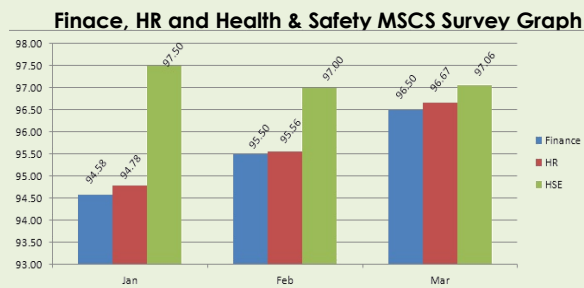


### Dream Group QMS Q1-2014 Management Review Meeting

The First Quarter (Q1) Management Review Meeting took place on 17 April 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).



Jan. – 95.53%  
Feb. – 95.67%  
Mar. – 97.19%

\*Average Score for the Group in Q1-2014 is 96.13%.

The average results shows an excellent services provided by each respective department.

# "Dream Group Events"

## Health & Safety Forum No. 28

Health & Safety committee held the 28th 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 April 2014 is regarding Fire Prevention in the accommodation.

### QZS-BWTC Site



### QZS-Enma Mall Site



### PSS-BWTC Site



## EMPLOYEES OF THE MONTH : April 2014

PROTECT SECURITY : Mr. Sherigar Bhoju

QUICK ZEBRA : Mr. Sreenu Mangali

DREAM POOLS : Mr. Mohammed Harun

## GROUP EMPLOYEE OF THE MONTH : April 2014



Congratulations to **Mr. Mohammed Harun** from the CEO and GGM for achieving the Group Employee of the Month for Outstanding Services and hard work/dedication in his role as Construction Supervisor with Dream Pools.

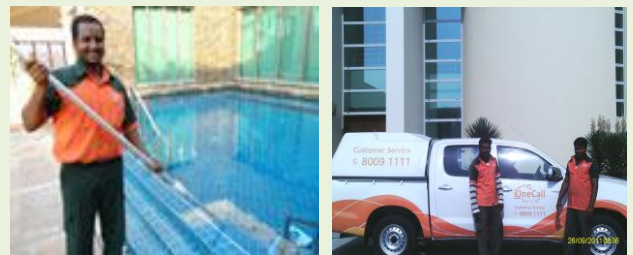
## COMPANY PROFILE OF THE MONTH



Reactive Maintenance for Domestic and Commercial Customers.



Pool Cleaning Maintenance in Durrat Al Bahrain



"One Call" our reactive maintenance company for Domestic and Commercial properties including pool cleaning and maintenance of pools in Durrat Al Bahrain.

### Services Available:

- Household maintenance contracts
- Plumbing
- Water proofing
- Electrical Testing, Repairs and Installations
- Carpentry
- Painting
- Tiling
- Air Condition (HAVC) maintenance
- Maintenance management for Planned Preventive Maintenance of commercial properties

**Only Make "One Call" 8009 1111, We are here to help you with our 24/7 Professional Services**

## Coming Soon!..

- **Major New Contracts in the Pipeline**