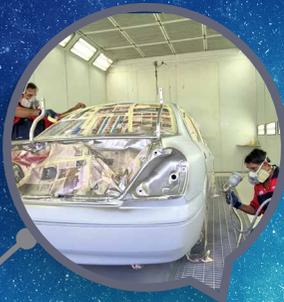


EMIRATES TRANSPORT

Issue [78] July 2020

2,300 vehicle
body repairs in
Q1 of 2020



Ghayathi station
completed in
Abu Dhabi



Training Centre
provides training
to 16 thousand in
Q1 of 2020



Emirates
Transport
attains EcoVadis
ratings card



Under the title
“Strong credentials
and renewed resolve”
ET publishes its Annual
Report 2019

Combating Covid-19 .. Supporting the authorities and following precautionary measures

Vision

Integrated transport and sustainable growth.

Mission

We are committed to providing services of transport and leasing, school transport, auto maintenance and repairs and logistics, in accordance with the highest occupational health and safety, and environmental standards for our partners and customers, be they individuals or institutions. We also strive to enhance our financial resources within the framework of corporate governance, risk management and shrewd investment.

Values

Transparency and governance: We are committed to promoting the concepts of corporate governance and management accountability and consolidating a culture of transparency and openness. We arrive at our decisions based on scientific methods to achieve optimum performances and results.

Safety and Security: We believe security and safety are the primary requirements for all stakeholders including those affected by our performance. Accordingly, we work tirelessly and without compromise to sincerely meet this vital requirement.

Innovation and Foresight: We are committed to providing an environment that encourages creativity and innovation, and we continually strive to adopt the latest processes, innovative services and management practices that address the needs of our customers and meets their expectations and aspirations.

Care and Comfort: We focus our efforts and invest our resources in caring for our customers and responding to their individual needs and expectations. We endeavour to ensure their comfort and earn their loyalty and their support for the mission and objectives of Emirates Transport.

Aspiration and Excellence: We are committed to work towards achieving world-class status, transferring our exceptional knowledge and expertise, and expanding across local and regional markets in all areas of our specialties in the sectors of transport, supplementary and related services.

Competence: We believe that exceptional achievements and outstanding performance are the inevitable result of our convictions, daily practices and competent performances across the various organizational levels and in all disciplines and work sites.

Happiness: We believe that happiness is a human right and consider it the cornerstone in our strategic plan and the various programmes and initiatives geared towards customers, employees and the community.



GM Message



Mohammed Abdullah Al Jarman
General Manager of Emirates Transport



Continuous endeavours to augment ET's leadership position

The launch of Emirates Transport's new five-year Strategic Plan for the years 2021-2025 further affirms its continuous endeavours towards strengthening its leadership position as a state-owned company, under a broad title that targets growth and investment in key sectors.

The focus of our promising plan is concentrated on several core axes, including investment in the current primary sectors, in addition to expanding the successes achieved in our new services.

We are also determined to enter into new sectors in the field of smart digital services and solutions to keep pace with market trends locally and globally, especially in the transport sector, which is developing and changing at an accelerated pace. Indeed, innovative services are provided in line with these changes, taking advantage of business opportunities that emerged as a result of the circumstances surrounding the Covid-19 crisis.

To achieve these trends, ET will carry out further developments of its various internal processes in the main sectors in line with customer requirements and market trends. The company will also rely on modern, highly efficient systems to manage and analyse data with high accuracy to support decision-making, which in turn requires enhancing operational efficiency through cost management and automation of systems, leading to a complete digital transformation.

Enhancing the satisfaction of our customers remains our primary goal and we are constantly seeking to create an outstanding service experience for them, and increasing their levels of loyalty and confidence in our services and our brand. To achieve this, we are relying heavily on our team of employees, whilst enhancing and developing their skills, to continue the success of Emirates Transport, which will soon enter its fifth decade.



With the gradual return of its staff to office and field work
Stronger procedures to protect its employees and customers from Covid-19

Emirates Transport continues to develop and implement the procedures and policies it has put in place for its operations and services in response to the Covid-19 pandemic.

Hanan Mohamed Saqer, Executive Director of the Corporate Services Division, stated that all recommended preventative measures have been implemented including installing temperature detecting systems for employees, customers and visitors in various ET sites, through fixed and handheld thermal monitoring devices, in addition to enforcing social distancing rules and disinfecting vehicles before and after maintenance in the auto workshops.

Khaled Shukur, manager of HSE Department, pointed

to the intensive awareness efforts that have taken place in terms of educating employees to prevent the spread of coronavirus through various channels since the beginning of the pandemic.

He said that these awareness efforts covered 27,685 employees in total including 12,603 drivers from the Transport and Leasing Division, in addition to 7,290 drivers working in the School Transport Division along with 7,792 school bus supervisors.

Shukur also noted ET's keenness to implement the instructions issued by the relevant official authorities regarding the guidelines for social distancing in buses and other vehicles, especially the adherence to the maximum number of passengers in each vehicle and the provision of hand sanitizers in all vehicles.



More than 900 complimentary transport services under the National Bus initiative

7,000 BUSES provided to support the authorities in fight against Covid-19

Within the framework of its social roles and obligations, Emirates Transport provided its support to government institutions working in the face of the pandemic, Covid 19, in order to enhance its presence within the integrated national action system to deal with the current situation. Mohamed Abdullah Al Jarman, General Manager of Emirates Transport, said that the company has dedicated about 7,000 buses to provide the necessary support to the relevant government agencies in their fight to stop the spread of the virus.

He added that ET also participated in the National Sterilization Programme by disinfecting more than 10,000 buses used in transport for government and private school, as well as universities and other educational institutions, in cooperation with the Ministry of Education, the Department of Municipalities and Transport in Abu Dhabi, and the rest of strategic

partners and clients.

The ET General Manager further stated that the company allocated 28 buses complete with drivers and operation coordinators, for use in emergencies, in coordination with the National Crisis, Emergency and Disaster Management Authority to supervise them. He also pointing out that the relevant authorities received more than 900 complimentary transport services under another ET programme, which provides free community transport services.

Eng. Amer Al Harmoudi, Executive Director of the Auto Services Division, stated that ET continues to provide logistical support in the shape of auto maintenance and supplies to service vehicles in the emirates of Abu Dhabi and Sharjah, and has already completed more than 600 auto maintenance operations within the roadside assistance service, throughout the country.



Proud to support government agencies to combat the spread of Covid-19
More than 200 ET vehicles offering delivery and goods transport services in Abu Dhabi

As part of its responsibilities towards its clients and employees, Emirates Transport continues to implement strict preventative procedures for all its operations and services in response to the Covid-19 pandemic.

Abdulla Alameri, Head of Operations for Abu Dhabi, Al Ain and Al Dhafra, stated that ET has provided 209 vehicles and 274 drivers for the delivery of food products and commercial goods throughout the emirate of Abu Dhabi.

He added that, as part of its social responsibility, ET is proud to offer its support to the efforts of government agencies to combat the spread of the virus in the country by providing buses and drivers to implement 1,431 trips for the various government agencies.

Alameri added that despite the major drop in certain transport services, particularly to educational sector institutions such as schools, universities and Qur'an teaching centres, as well as the drop in transporting

employees of some companies, ET saw an increase in demand in other areas such as cargo transport, food delivery services and transport for online commerce to meet the increasing demand for home delivery services due to the government's stay at home policy.

The Head of Operations for Abu Dhabi, Al Ain and Al Dhafra stated that the food transport vehicles provided by the company adhere to the best industry standards set by local and international regulatory authorities, adding that all of ET's food transport vehicles use smart tracking systems that provide the driver with information and data.

He also stated that within the framework of achieving the highest safety standards, Emirates Transport works periodically to implement maintenance operations for refrigerated transport vehicles, in addition to coordinating with its customers to disinfect vehicles designated for transporting refrigerated food.



Main subject of inquiries is the halting of services for school transport and driving lessons

Call Centre received 7,888 calls since the beginning of the Covid-19 pandemic

The Emirates Transport Call Centre received 7,888 calls during the interruption of services in most sectors due to the coronavirus pandemic between March and May, it was revealed.

Hanan Mohamed Saqer, Executive Director of the Corporate Services Division, stated that the centre also received 1,517 emails, noting that there was a gradual decrease in the average number of incoming calls between March and May compared to the months of January and February.

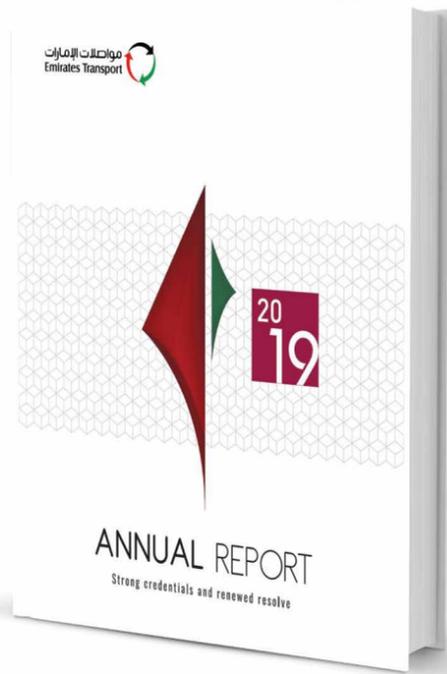
Saqer indicated that the ET Call Centre is one of the main channels that the company has allocated to communicate with its clients, individuals, partners and the wider community.

For his part, Mohammed Ali Obaid, Manager of the Operations Department at ET, said that the Call Centre

employees are qualified to deal immediately with incoming calls and respond to them within a specific period of time and in a professional manner consistent with the best practices and standards of excellence.

Obaid stated that most of the incoming communications, during the Covid-19 pandemic period were related to the disruption to school transport services provided by Emirates Transport following the Ministry of Education's decision to implement distant learning, as well as inquiries about the postponement of theoretical and practical driving lessons at the Emirates Transport Driving Institute.

Obaid also stated that the Call Centre received 11,500 calls and responded to 1,827 e-mails from customers and the general public during the first quarter of the year.



Achieved the highest classification from the Global Reporting Initiative (GRI)

2019 ET Annual Report published under the title “Strong credentials and renewed resolve”

Emirates Transport has unveiled its 2019 Annual Report titled “Strong credentials and renewed resolve”, which was published in digital format only in both Arabic and English.

For the eighth time, the report combines the Company’s Annual Report and its Sustainability Report.

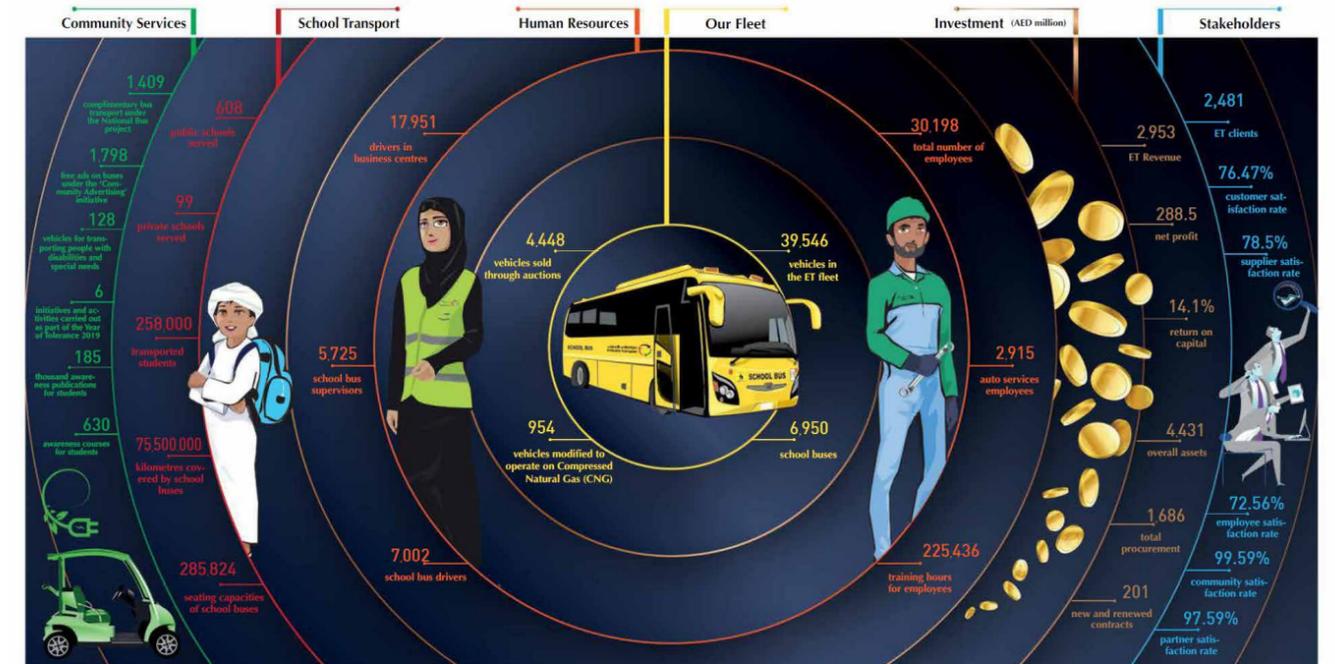
The report was prepared in accordance with the Global Reporting Initiative (GRI) Standards: Core option, the latest sustainability disclosure standards from the international organisation.

In his introductory comments for the report, HE Eng. Hussain Ibrahim Al Hammadi, Minister of Education and Chairman of ET, praised the significant results achieved last highlighting among other things the issuance of Federal Decree No. (22) of 2019 regarding the transformation of Emirates Transport from a

corporation into a public joint stock company, as a step that will contribute substantially in raising the efficiency of operations and services and facilitate the optimal investment in human resources.

He said: “The set of strategic transformations effected by Emirates Transport in its organizational structure, financial status and future directions stresses the importance of moving forward and preparing for the future, which is a matter of great importance, and is recognized as such by the Company’s management and its cadres working in all job levels and fields of work.”

In his introductory statement, Mohammed Abdullah Al Jarman, ET General Manager, praised the report for once again meeting the highest reporting specifications set by the GRI, particularly with regard to transparency and disclosure requirements.



Al Jarman also stated: “Emirates Transport continued to implement its five-year Strategic Plan 2018-2022 that is based on 9 programmes and 28 projects. The Plan necessitated important structural adjustments to establish a new process of providing services in line with ET’s three Strategic Objectives of continuous growth and expansion in the company’s current business, exploring new investment opportunities and enhancing existing capacities and capabilities.” He added: “The Company continued to record tangible progress in achieving its long-term strategic goals. To this end, revenues achieved by the end of 2019 amounted to 2,940 million dirhams, an increase of 230 million dirhams compared to revenues in 2018, representing an annual growth of 8.49%. Meanwhile, net profit reached 288.6 million dirhams, with a return on capital of 14.1%, while total assets of the Company reached 4,424 million dirhams, and the capital and reserves remained at the value of 600 million dirhams.” The ET General Manager also said that the results of the

business achieved in 2019 revealed an improvement in ET’s competitive and operational capabilities, as the total of new and renewed contracts increased by about 11% to 201 contracts, including 148 new contracts, an increase of 32% compared to 2018. In line with this expansion, he added, the ET fleet continued to grow as its number increased by more than 10 thousand vehicles between 2018 and 2019 to reach 39,546 vehicles; an annual growth rate of 34%. Al Jarman concluded his statement by paying tribute to ET’s employees, stating: “The Company’s employees will remain the main pillar of our achievements. They continue to set one example after another in the strength of their performance, the extent of their pride in their work, their dedication to their duties and their commitment to provide services with efficiency, judiciously and responsibly. Indeed, our employees are a source of enduring pride for us, and the main instrument in our quest to reach the future with full readiness and optimism.”



3 modification centres and 33 fuelling station in Abu Dhabi, Al Ain, Dubai and Sharjah 40 vehicles modified and 400 more upgraded to operate on CNG in 2020

Al Etihad Centre, a subsidiary of Emirates Transport, which specialises in modifying vehicles to operate on Compressed Natural Gas (CNG), has announced it has modified 40 vehicles and upgraded 400 others since the beginning of the year.

The Centre, which serves a mixed clientele from both the government and private sectors including ministries, police departments, taxi companies, as well as individual motorists, has modified more than 11,540 vehicles to the dual petrol/CNG model since it was first inaugurated in 2010.

Eng. Fadhil Attalla, manager of Technical Development at ET, stated that the number of modified vehicles in the first half of 2018 represents a huge 45% increase on the figure for the same period of last year, which stood at 320.

Attalla added that the steady increase in demand for CNG vehicle conversions is partly due to increasing awareness

about its economic, as well as environmental, benefits.

He said: "I think many people are realising the economic, as well as the environmental, benefits of using CNG as an alternative fuel.

"Operators of transport fleets, as well as individuals, can recoup their initial conversion costs within approximately eight months, depending on the distances covered, which of course can be an attractive proposition," added Attalla. He pointed out that there are 3 modification centres in Abu Dhabi and Dubai and 29 fuelling station in Abu Dhabi, Al Ain, Dubai and Sharjah, noting that modification of a vehicle takes between 4-5 hours only and comes with a warranty for two years or 100,000 km.

The Centre's list of clients include the Ministry of Interior, the Ministry of Climate Change and the Environment, the Municipality of Abu Dhabi, DP World, the Dubai Silicon Oasis Authority and a number of Dubai Driving Schools.



With a total cost of 10 million dirhams Ghayathi station project completed in the first quarter

Emirates Transport has completed the Ghayathi station project in the city of Al Dhafra, Abu Dhabi, at a total cost of 10 million dirhams, in the first quarter of 2020.

Engineer Adel Mousa, manager of the Sites Management Department at Emirates Transport, stated that this the achievement will contribute to meeting the growing needs of the customer base, developing performance and improving the efficiency of operations in the existing sites.

Mousa confirmed the completion of the Ghayathi station project in Al Dhafra City in the first quarter of this year, at the cost of 10 million dirhams, covering an area of about 40,000 square meters.

He added that the project encompassed the establishment of an inspection centre for heavy

vehicles and an accompanying customer service centre, in addition to the establishment of a service and maintenance centre with a 6-lanes capacity for maintenance and repair, in addition to a dedicated customer service centre.

The manager of the Sites Management Department stressed that the completed project fulfils and applies the requirements of green buildings in the Emirate of Abu Dhabi and the requirements of the Pearl Building Rating System.

Mousa also noted that the approved Emirates Transport plan for expansion and infrastructure development is part of efforts to enhance the services provided by the Company to its various customers, as well as to upgrade operational aspects and to establish a culture of quality and excellence.





Refurbishment has significant investment and environmental returns

30 school buses refurbished during the first quarter of 2020

30 buses of various sizes were refurbished during the first quarter of this year by the Bus Refurbishment Unit, which is part of the Auto Services Division at Emirates Transport.

Eng. Fadel Ataalla, manager of Technical Development, said that the number is an increase on the 24 buses renewed during same quarter of 2019, pointing out that the buses belong to ET's fleet of school transport and included 17 large buses and 13 minibuses.

Ataalla stated that the bus refurbishment project achieves significant investment and environmental returns, with tangible savings compared to buying a new bus, especially since the process can extend the shelf life of an old bus by up to 8 years. He added that the environmental impact is reflected in the reduction of emissions due to engine reconditioning, and the

use of thermal insulation to treat rust, to avoid the release of environmentally harmful chemicals.

Khalifa Ibrahim, manager of the Bus Refurbishment Unit, emphasized that the work procedures are subject to the highest global standards and follows the recommendations of the manufacturers.

Khalifa explained that all buses that are currently being refurbished belong to ET's school and commercial transport fleets, while plans are afoot for the expansion of the project by providing service to external clients including companies and individuals. It is worth noting that the Bus Refurbishment Unit employs 170 people, including 155 technicians who were trained and qualified to perform the tasks assigned to the Unit which last year managed to renew 133 buses, including 118 school buses and 15 commercial buses.



Vehicles disinfected before and after services to protect employees and customers

65,000 vehicles serviced during Q1 2020

The Emirates Centre for Auto Services, part of Emirates Transport, completed service operations for more than 65,000 vehicles, during the first quarter of this year, in its workshops in Dubai, Sharjah, Ajman and the Central Region.

Obaid Rubaya Almehairbi, manager of the Emirates Centre for Auto Services, said that the services were carried out through 9 external workshops that are based on client premises and 11 workshops based in ET's premises, all with the highest technical services that adheres to environmental sustainability standards of the State.

Almehairbi stressed that ET is keen to utilize all its expertise in the field of auto services to offer the best

standards and exceed the expectations of its clients.

He explained that the Centre provides comprehensive maintenance services including periodical maintenance and repairs, accident repairs, tyre replacements, painting, upholstery, washing and lubrication, as well as a range of other services.

The manager of the Emirates Centre for Auto Services also confirmed that Emirates Transport disinfests all its auto workshops twice daily. In addition, auto technicians adhere to precautionary measures related to safety, including wearing masks and gloves, and disinfecting vehicles before and after services, in order to preserve the safety of workers and client from the spread of the coronavirus (Covid-19).





Increase in food and e-commerce transport activities

3,500 vehicles deliver food and parcels in Dubai and Sharjah since the beginning of the year

Emirates Transport, the largest state-owned transport company, continues to provide goods transport, food delivery services, according to strict precautionary measures, in light of the outbreak of Covid-19 and the accompanying growth in delivery activities, food transport, and e-commerce.

Tariq AlSedawi, Head of Sales for Dubai and Sharjah, stated that ET has provided 3,500 trucks, cars and motorbikes for the delivery of food products and parcels in the emirates of Dubai and Sharjah since the beginning of 2020.

He added that despite the major drop in certain transport services, particularly to educational institutions such as schools, universities and Qur'an teaching centres, as well as the drop in employee transport for some companies, ET saw an increase in

demand in other areas such as cargo transport, food delivery services and transport for online commerce to meet the increasing demand for home delivery services which jumped due to the government's stay at home policy.

AlSedawi said that ET provides its transport leasing services for vehicles and motorcycles intended to serve its customers in the food sector such as restaurants, warehouses, wholesalers and retailers, as well as pharmacies and delivery companies, through 3,500 vehicles and motorcycles.

The Head of Sales for Dubai and Sharjah stated that the food transport vehicles provided by the company adhere to the best industry standards set by local and international regulatory authorities, adding that all of ET's food transport vehicles use smart tracking



More than 800 trips for people of determination and the elderly

ET's Abu Dhabi taxi company completes five million trips in 2019

Emirates Transport Taxis, a subsidiary of Emirates Transport, has announced that it had completed 5,204,308 trips in 2019.

The Abu Dhabi-based company was launched back in October 2017 with a fleet of just 200 cars, which has since increased to 800 vehicles of various sizes and 1,000 drivers.

Ali Yousef, manager of Emirates Transport Taxi, said that the services also included 803 trips for people of determination and the elderly, stating that the vehicles are equipped with the highest standards of comfort and safety to serve these two categories.

Yousef said: "The taxis have all been equipped with

cutting-edge safety and security features and offer free Wi-Fi services to passengers, representing an exceptionally convenient travelling experience.

"For quality control purposes, the company's taxis are also equipped with an online tracking system, speed limiter and updated GPS facilities," he added.

In October 2017, Emirates Transport launched the first phase of the Emirates Transport Taxi operations in Abu Dhabi, to become the latest company to join the group of operators offering taxi services in the emirate.

The company has since established itself as a major operator in the emirate of Abu Dhabi and has seen steady increase in business.





Providing services on a 24-hour basis

ET continues to transport petroleum products to its partners with the highest standards

Emirates Transport has revealed a 30% increase in petroleum product transport in the first half of this year, compared to 2019, despite the Covid-19 affects. Waleed Salim AlMehairi, Executive Director of Transport and Rental in the emirate of Abu Dhabi, stated that the company currently has 12 contracts to transport 907 million litres of diesel, petrol and plane fuel, in addition to about 40 thousand tons of polyethylene and polypropylene and 42 thousand tons of molten sulphur.

AlMehairi said that the Company has given petroleum transport extra attention, which is reflected in the efficiency and quality of services provided by ET's logistics services to an elite group of clients in the State. The Executive Director of Transport and Rental in the emirate of Abu Dhabi also stated that ET undertakes

periodic maintenance programmes and protection for its vehicles and tanks in coordination with the suppliers and in line with approved periodic checklists that have been issued by the manufacturers themselves.

It's worth mentioning that ET has successfully gained international recognition in the field of petroleum and chemicals transport, after fulfilling the criteria of the Gulf Sustainability & Quality Assessment System (Gulf SCAS).

ET provides its services to various sectors of companies operating in the oil field by managing, operating and maintaining a fleet of heavy vehicles that includes liquid sulphur tanks, petroleum products tanks, base oil tanks, liquid urea tanks and different oil and gas transporting services for governmental and private companies, on a 24-hour basis.



Discounts of up to 42% for light vehicle driver training

Emirates Transport Driving Institute launches a package of offers and promotions

The Emirates Transport Driving Institute (ETDI) has announced a package of discounts and promotional offers in line with the government's plans to stimulate and restore economic activity after the successes achieved by the country in fighting the Covid-19 pandemic, and the gradual relaxation of restrictions imposed during the past months.

Abdullah Al Madhani, manager of ETDI, said that the discounts and offers extend to all categories of driving lessons including light vehicles, motorcycles, heavy buses and forklifts, in addition to all the services provided to customers, including remote training and VIP training services, adding that customers can also benefit from flexible payment options and free transport.

Al Madhani stressed that the discounted prices, which

is up to 42% for light vehicle driver training, are the most competitive in the market, noting that the offers are available to everyone, both individuals and companies, and is applicable and valid for all services until August 20.

The manager of ETDI expressed his satisfaction with the return of business activity, pointing to the expectation of greater demand from customers given the new offers presented to the public and the intensive marketing campaigns carried out by the Institute.

He stressed that all Covid-19 precautionary measures and procedures will be followed strictly while providing all services and performing operations in the Institute, in order to preserve the health of customers, employees and the general community.



معهد موصلات الإمارات للسياسة
EMIRATES TRANSPORT
DRIVING INSTITUTE





Package consisting of 1,000 training programmes

ET employees benefit from distance-training platform

Emirates Transport is committed to offering its employees distance-training opportunities through the "Manassati" e-learning platform, which specializes in providing smart educational programmes for its employees.

The platform reflects the Corporation's keenness to train and develop its human resources to keep pace with the rapid technological changes and developments and to promote a culture of smart learning, which corresponds to the skills and competencies required of employees, in line with the strategic goals and values adopted by the Corporation.

Feryal Tawakul, executive director of Support Services Division at ET, said: "We are committed to

investing in talent development programmes as a direct contribution to the development of our cadres by providing them with learning opportunities, upgrading their competencies and developing their skills to contribute to sustainable development, to achieve the ambitious vision of Emirates Transport."

Tawakul added that the initiative will enable employees to choose training courses that suit their needs from a package consisting of hundreds of training programmes, the content of which are designed in an innovative and easy-to-use way.

It is worth mentioning that Emirates Transport has launched several programmes and initiatives that reflect its keenness to provide a fertile environment for career growth and development.



Trained more than 130,000 since its launch in 2016

Training Centre provides training to 16,000 trainees in Q1 of 2020

Emirates Transport Training Centre revealed that the number of beneficiaries from its services in the first quarter of this year increased by 77%, compared to the same quarter of last year. The Centre also confirmed an increase in the number of new contracts signed with a number of government and private establishments to 61 contracts, compared to 50 contracts in the first quarter of last year.

Badr Al Attar, executive director of Transport and Leasing Division in Dubai and Sharjah, commended the Centre for the quick response to the emergency conditions resulting from the outbreak of Covid-19 and the subsequent procedures and recommendations for quarantine and social distancing, which were implemented by the work teams in the Centre and throughout the company.

In particular, Al Attar highlighted steps such as making available training programs all online, along with a number of procedures related to training services, such

as registration and payment, and issuing occupational permits for drivers and bus supervisors.

Abdullah Al Madhani, manager of Emirates Transport Training Centre, explained that the Centre managed in the first quarter of this year to organize 28 training programmes, providing 23,361 training hours across 27 training sites belonging to the Centre, as well as remote training services.

Al Madhani said that 16,418 male and female trainees benefited from the training, 9,609 of whom drivers and 6,156 were school bus supervisors.

The manager of Emirates Transport Training Centre added that the Centre is a member of the British Royal Society for Accident Prevention (ROSPA), joining the list of international training centres that are committed to the highest training standards and to the mission of preventing accidents and saving lives. He further stated that the Centre has been accredited by the relevant national legislative bodies in the field of training.





Through many qualitative initiatives and efforts

Emirates Transport reaffirms its commitment to reduce its carbon footprint

A study conducted by Emirates Transport, in cooperation with the Dubai Carbon Centre of Excellence, revealed promising results for efforts to reduce its carbon footprint.

It found that total gas emissions resulting from ET's business activities amounted to 318,343 tons of Carbon Dioxide Equivalent (tCO2e) in 2019, only 2.6% higher than in 2018. It is a much lower increase than expected when compared to the increase that occurred during the same period in the size of Emirates Transport's fleet, human resources and business activities, in addition to the expansion of its facilities and service.

Hanan Saqer, Executive Director of the Corporate Services Division, explained that Emirates Transport attaches great importance to minimising the use of energy sources and achieving the principles of the green economy. She stated that sustainability is a pivotal and fundamental criterion in all of the Corporation's operations and projects and adding that ET has adopted the best methods, policies and

procedures based on the principles of sustainability, especially in reducing emissions from transport means used in its operations and activities.

Saqer also stated that the 2.6% increase in ET's carbon footprint was due largely to a 34% increase in the size of ET's transport fleet during the same period, an increase by about 10,000 vehicles to nearly 40,000 vehicles. This is considered the prime generator of the carbon footprint of the Corporation, thus the increase in emissions is much less than could be expected.

Saqer added that the implementation of construction projects during the past year resulted in an increase of only 5% in indirect greenhouse gas emissions resulting mainly from the consumption of electricity and water, in addition to the increase in the number of ET employees by 15.7%, to reach 30,198 employees. She stressed that all the infrastructure projects and facilities implemented are compatible with and consistent with environmental standards in force in the country.



Vehicles disinfected as part of services

2,300 accident repairs for vehicles in Q1 of 2020

The Vehicle Body Repair Unit, part of the Auto Services Division of Emirates Transport, revealed that it has completed 2,300 vehicle repairs during the first quarter of this year.

Eng. Amer Al Harmoudi, executive director of Auto Services Division, said that 680 of the serviced vehicles belonged to customers who came through car insurance companies, expressing his delight at the confidence shown in ET by the various clients.

He also stated that the repairs were carried out with high quality through 7 auto workshops spread throughout the country adding that, due to coronavirus preventative measures, all vehicles are now being disinfected before delivery to clients, and that is in addition to the daily disinfection programme

of all workshops.

Khalid Othman, manager of the Vehicle Body Repair Unit, said the Unit provides a variety of services to its clients from different categories and carries out maintenance and repair services for light and heavy vehicles, and motorcycles according to the needs and requirements of the customer. In addition, the Unit provides a number of other supporting auto services such as vehicle towing and vehicle cleaning.

He stressed that the Unit has a daily service capacity of 82 vehicles per day and employs 213 trained and qualified auto technicians, which reflects the ET's keenness to develop the system and standards of its technical services in line with the continuous growth in the transport market.





In line with government trends and decisions
Emirates Transport employees make a 100% return to workplace

Pursuant to the circular issued by the Federal Government on June 29, Emirates Transport announced that its employees will make a 100% return to their workplaces with the cancellation of all exemptions granted to employees for all categories mentioned in the decision as of Sunday, July 5. The full return to work will take into consideration all the recommended guidelines covering work environments, and follow all precautions in all work sites and facilities of the company. Feryal Tawakul, executive director of Support Services at Emirates Transport, confirmed that ET is fully prepared for that return after taking all necessary measures to ensure that the internal work environment is fully prepared in line with all the requirements stated by the federal government authorities. Tawakul said that the return to work started gradually

with an initial 30% capacity in late May, and then it was increased to 50% at the end of the first week of June, before the full 100% return. The only exception still in force applies to employees with chronic diseases, who may continue working remotely, provided they can produce an official medical report proving their condition. The ET executive director of Support Services highlighted some of the preparations and procedures that were taken prior to the start of the gradual return of employees including regular disinfection operations for buildings and fleet vehicles, installation of thermal scanners at all entrances to the Company's buildings, distribution of hand sanitizers in all facilities, enforcing face masks are worn by employee and educating employees about the need to adhere to social distancing rules.

ecovadis

Business Sustainability Ratings

Emphasizing its commitment to sustainability practices and social responsibility

Emirates Transport receives EcoVadis ratings and exceeds the global average by three percentage points

Emirates Transport received its scorecard rating from EcoVadis, a company specialized in measuring the performances in sustainability and social responsibility of companies and institutions, which it grants after completing the necessary review and evaluation processes for a number of relevant indicators. Eng. Othman Ali Bu Hussain, Acting Executive Director of the Business Development Division at ET, said that obtaining the rating from EcoVadis reflects the vision and the established values adopted by Emirates Transport. He noted that this achievement is an additional confirmation from a specialized and prestigious body that enhances the credibility and presence of the company and indicates the maturity of its sustainability practices. Bu Hussain explained that the duration of the rating extends for a whole year, stressing that the overall performance of ET, according to the 21 indicators measured in the scorecard, was higher than the global average within the four main management systems that it focused on, which include the environmental, labour and human rights, ethics, and sustainable procurement impacts.

In detail, Bu Hussain explained that ET achieved a rating of 43/100 compared to 40/100 for the global average rate, pointing out that the environmental performance of the company achieved 50/100 compared to 41/100 for the global average. In addition, the Company achieved 50/100 on the index of labour and human rights compared to 43/100 of the global average, while it achieved 40/100 on the ethics index versus 37/100 of the global average. EcoVadis was established in 2007 in the French capital, Paris, and has developed a special methodology to assess the extent to which companies integrate the principles of sustainability and corporate social responsibility in their business systems and management. The methodology is based on global sustainability standards, including the Global Reporting Initiative GRI, the UN Global Charter and the ISO 26000 standard on social responsibility. Each company is rated on the material issues as they pertain to their company's size, location and industry. The company quickly expanded its business to about 160 countries and became a reliable partner for procurement teams in more than 450 leading multinational organizations.



How to Handle Office Pet Peeves and Annoying Co-workers

By Joe Issid



If you've ever worked in an office, it is inevitable that you have held on to some unhealthy feelings towards one (or more) of your colleagues. Whether it is your impolite boss or a hygienically-challenged cubicle mate, ill-feelings can develop pretty quickly and can linger for longer than necessary. Personally, I have had my fair share of annoying co-workers over the years (my personal favourite was the co-worker who built a temporary wall to divide our cubicle because he suspected that I was stealing his work). I am also reasonable enough to admit that I must also be guilty of being that guy to other people with whom I have shared an office over the years. No matter the case, no one is immune to these feelings of frustration and we are all equally eager to rid ourselves of these regular annoyances. Here are some suggestions that may help:

Don't suffer in silence

One of the worst things you can do in a professional setting is to hold on to grievances. If there are some elements in your work life that are not living up to your expectations, it behooves you to discuss them with the relevant people involved. I've seen far too many people suffer in silence, which only serves to further their feelings of frustration and alienation. So, if you share a cubicle with someone who insists on cutting their toe nails at your desk every week or floss right in front of you, it is probably best for you to address this before you get to the point of destructive confrontation. So, how do you do this?

Effective feedback

Whenever we consider providing feedback in a work context, it is usually perceived negatively as it is often associated with some form of consequence. As such, it is somewhat understandable why so many people refrain from providing unsolicited feedback. However, providing effective and constructive feedback is the single best option that you have to resolve any work issue you may encounter.

When to speak up?

While I would certainly advocate an open dialogue in all offices, there are certainly some situations that may be best left untouched. For example, a former boss did not

like the fact that one of my team members came to work wearing unsuitable attire and asked me to address it with the employee. After deliberating for a while, I chose not to raise this with the team as I did not feel that it had any real merit. Firstly, the company did not have a formal dress code, so my staff member was not violating any defined protocol. Additionally, the attire was not impacting the team member's work nor was it impeding anyone else in the office from performing their work. As business was not being impacted, I felt that raising the issue may have had a negative impact on the workplace despite the fact that the boss' sensibilities were being tweaked.

It's not getting better

As with most work-related disputes, I would suggest you try and resolve them among yourselves. In some instances, however, you may need to escalate the matter if the issue has grown into something more substantial. Personally, there have been some situations where I simply could not reconcile the differences between a co-worker and myself. In such a case, you need to be honest with yourself and determine whether these differences are deal breakers. In some cases, these annoyances are minor and can be ignored when looking at the bigger picture. For example, are you really willing to go to war over a co-worker who noisily chews gum during meetings? On the other hand, is the issue significant enough that it is impacting productivity and happiness at work? If so, you may need to look into speaking with your boss or someone from human resources before the issue gets out of control.

Am I the problem?

To paraphrase a bawdy expression that my grandfather used to say: if everyone around you is annoying, maybe you are the problem. If you find that your default mood at the office is aggravation or hostility, you may want to consider the possibility that you may be the source of much of this negativity.

Over the course of my career, I have been very well-served by looking inward whenever I encountered difficult situations. Let's face it: we're not all perfect!



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Ships

Famous Ships

RMS Titanic

Titanic, in full Royal Mail Ship (RMS) Titanic, British luxury passenger liner that sank on April 14–15, 1912, during its maiden voyage, en route to New York City from Southampton, England, killing about 1,500 passengers and ship personnel. One of the most famous tragedies in modern history, it inspired numerous stories, several films, and a musical and has been the subject of much scholarship and scientific speculation. The ship's story has entered the public consciousness as a cautionary tale about the perils of human hubris.

The Titanic was one of the biggest and most state-of-the-art ocean liners of its day. With all of the ship's safety measures, the Titanic was thought to be unsinkable.

The Titanic had 16 watertight compartments, and the ship could stay afloat with up to four of these compartments flooded. After hitting the iceberg, water began flooding the Titanic's forward six compartments. Bulkheads, watertight walls in the compartments meant to keep water from flooding the rest of the ship, were not tall enough to contain the water in the damaged compartments. In just over two and a half hours, the Titanic filled with water and sank.

The Titanic had only 20 lifeboats rather than the 48 that would have been necessary to save all the people on board. Hundreds of people were thrown into the icy cold Atlantic water and died of hypothermia.



That's Interesting...

- The global fleet has 6 types of ships: tankers, passenger ships, container ships, fishing vessels, bulk carriers and general cargo ships.
- Despite major advancements in other forms of transportation, a surprising 90% of all goods are transported by ship.
- The cruise ferry MS Estonia sank in the Baltic Sea in 1994. The ship and 852 passengers are still at the bottom of the sea, and it is illegal to dive to it.
- Quarantine comes from the Latin word for 40, which was the number of days a ship had to wait to dock because of the plague.
- In 1941, a Dutch Navy ship named HNLMS Abraham Crijnsen escaped from the Japanese by being disguised as an island and only sailing at night. It went from Indonesia to Australia without being detected.
- Symphony of the Seas, which took its maiden voyage in March 2018, is the largest passenger ship ever built and is about five times the size of the Titanic.



Crime & Punishment

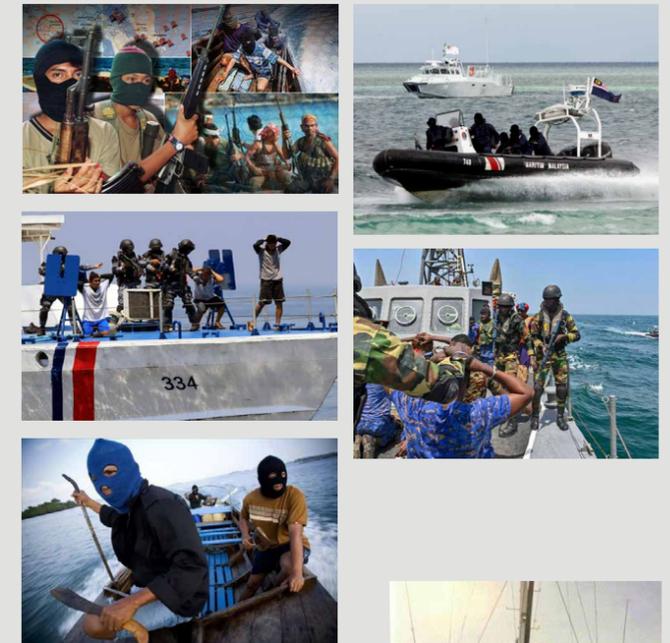
Thousands of seamen every year are victims of violence, with hundreds killed, according to maritime security officials, insurers and naval researchers. Though pirate attacks on large container ships, like that depicted in the film "Captain Phillips," have dropped sharply over the past several years, other forms of violence remain pervasive.

Armed gangs run protection rackets requiring ship captains to pay for safe passage in the Bay of Bengal near Bangladesh. It is estimated that, on average, 100 sailors and fishermen are killed annually in Bangladeshi waters, and as least as many taken hostage.

The waters in this region, especially those near Indonesia, Malaysia and Vietnam, are among the most perilous in the world. On average 3,000 mariners are assaulted or kidnapped annually.

A video that surfaced in 2014 shows at least four men being shot dead at sea. Further investigation identified other vessels and individuals involved, including the vessel from which the shots were fired, but no one was brought to justice. The case demonstrates a lack of will on the part of relevant States to pursue an investigation, and provides a strong indication of a state of lawlessness on the high seas where fisheries crime can take place with few, if any, consequences.

Some of the most common types of maritime crime include drug trafficking, illegal carrying of weapons, human trafficking, discharging sewage or oil into the ocean and fishing in unauthorized areas.



In Popular Culture

Published in 1935, *The African Queen* is a classic adventure novel by C.S. Forester. Set during World War I, the story follows a boat skipper and a missionary as they band together to escape both the German soldiers and the African jungle. In 1951, *The African Queen* was made into a film adaptation starring Humphrey Bogart and Kathryn Hepburn. *Sink the Bismarck!* is a 1960 British war film based on the 1959 book *The Last Nine Days of the Bismarck* by C.S. Forester. The film deals with the operations, chase and sinking of the battleship *Bismarck* by the Royal Navy during the Second World War.

Jaws is a 1975 American film directed by Steven Spielberg and based on Peter Benchley's 1974 novel of the same name. In the film, a man-eating great white shark attacks beachgoers at a summer resort town. *The Black Pearl* is a fictional ship in the *Pirates of the Caribbean* film series, easily recognized by her distinctive black hull and sails and captained by Captain Jack Sparrow. Other ships in the series include *The Flying Dutchman*, *The Silent Mary* and *the Empress*.

There are hundreds of songs that feature boats and ships. Some of the most famous of these include: 'Into the Mystic' by Van Morrison, 'Sail On' by The Commodores, 'Rock the Boat' by Hues Corporation, 'Sailing' by Rod Stewart and 'If You Were A Sailboat' by Katie Melua. Ships and boats are also very popular themes in children rhymes with songs such as "Row, Row, Row Your Boat", "I saw a ship a-sailing" and "Big Blue Boat".

