



112 employees honoured
at the Annual Staff
Excellence Forum

2011
2012
ملتقى التميز
السنوي
مواصلات الإمارات
Emirates Transport

ET honoured for
environment and social
responsibility work

Creating a productive
workplace environment

New ET Unit
targets private
schools

مواصلات الإمارات
Emirates Transport

**Successful start
to the new school year**



> By :

Mohammed Abdullah Al Jarman

> General Manager of Emirates Transport

Extending the hands of cooperation

» The success of leading governments in the world is measured by their ability to take care of the future of their people and the homeland, and to deal with challenges and uncertainties.

The UAE is well represented in that measure, under the guidance of its prudent leadership, and through its many outstanding governmental institutes, which has come a long way in a short time, and excelled in their economic, social, cultural and political duties.

Ever since its founding, 31 years ago, Emirates Transport has realized the significance of such duties and how they were intrinsically linked, thus, it was highly important to achieve the highest levels of cooperation and coordination with the various government institutes in order to arrive at the common goal of serving the UAE and its people in the best way possible.

This is perfectly illustrated in the exemplary working relationship between the corporation and both the Ministry of Education and Abu Dhabi Education Council, which has succeeded in providing a comprehensive and safe school transport system which has the admiration of many in the region.

Emirates Transport has also recently signed an agreement with the National Crisis and Emergency Management Authority for the provision of mass transport in cases of emergencies.

Such initiatives and many more, gained the corporation many accolades, the most recent of which is the Dubai Chamber's CSR Label, and the Green Middle East Award in the category of 'Natural Resource Conservation'.

These achievements would not have been made had it not been for solid institutional and team work, which is the hallmark of the employees of the corporation, and that is why Emirates Transport is always keen on giving them the recognition they deserve.

So, we say thanks to both our government partners and our employees. ■

WELCOME



Emirates Transport presents a commemorative painting to H.H.Vice President of the UAE



H.E. Humaid Mohammed Al Qattami, Minister of Education and Chairman of Emirates Transport presented a commemorative plaque to His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice-President, Prime Minister and Ruler of Dubai, during his visit to the Ministry of Education.

The presentation comes on the occasion of the 30th anniversary of the founding of Emir-

ates Transport, which is regarded as one of the most important tributary institutions of the educational process in the state.

The painting given to Sheikh Mohammed represents the image of His Highness, the Prime Minister, observing a publication along with his father, reflecting the importance of education.

The painting is entitled "The stride of Generations" which is a reference to past generations

that have passed through the education system in the UAE and participated in the march of progress, building and renaissance during the past three decades.

Article by H.E. Mohammed Abdullah Al Jarman - General Manager of Emirates Transport To mark the eighth anniversary of the passing away of the late Sheikh Zayed bin Sultan Al Nahyan (may God have mercy on him).

Al Qattami honours 112 ET employees at the Annual Staff Excellence Forum 2012

H.E. Humaid Mohammed Al Qattami, Minister of Education and Chairman of Emirates Transport, stressed the keenness of the wise leadership in the UAE to credit outstanding contributors.

This came during an evening honouring the distinct achievements of individuals and teams working for Emirates Transport, at the Annual Staff Excellence Forum 2012, held at Jumeirah Zabeel Saray Hotel, in Palm Island in Dubai, under the slogan of "Yield & Loyalty". The forum, which began with the national anthem, was attended by members of the Board of Directors of Emirates Transport, H.E. Mohammed Abdullah Al Jarman, General Manager of Emirates Transport, all heads of departments and branches and business canterers at the organization, in addition to 112 employees who deserved tributes for their exceptional performance and a further 150 other employees of the corporation.



Board of Directors meet to review second quarter results and preparations for 2012/2013 academic year



» "The meeting focused on identifying the needs and preparations for the 2012/2013 academic year."

» "It also reviewed a report by the executive administration".

H.E. Muhammad Abdullah Al Jarman, General Manager of Emirates Transport, stressed the importance of consolidating all societal efforts to guarantee a secure, regular and comprehensive school transport service for all students; a strategic pillar of the company's activity in the state transport sector.

The statement came while Al Jarman presided over the year's second regular meeting of ET's School Transport Centre's managing committee, held at the Dubai headquarters. The meeting was attended by Jassem Al Marzouki, Manager of the School Transport Center, and all corporate branch directors. The meeting focused on identifying the needs and preparations for the 2012/2013 academic year, with regard to the numbers of school buses, drivers, transport and safety supervisors, and service-related manpower. Al Jarman stressed the importance of exerting all efforts, time and resources in order to prepare for accommodation of the necessary additional school buses. All of this is in an effort to fulfil its role in creating a perfect and secure school transportation environment for our school children. "This is what we are always concerned with, because they put their trust in us. Their safety directly affects the security of society," he said. The meeting also covered a discussion of

the Customer Care notes regarding the first quarter of the year 2012 provided by the Operations Department. Additionally, they reviewed the results of the first quarter evaluation of the school transportation strategic plan approved by the cabinet in terms of achieving goals and results within the set time period.

Al Qattami also reviewed the achievements and results attained by the corporation in the field of administrative development, and the results of Business Centres for the second quarter of 2012.

Al Qattami stressed that the excellent performance of departments and Business Centres of Emirates Transport reflects positively on the Federal government's strategy towards strengthening the national economy, improving the services provided to the public and diversifying government sources of income and investment.

The board also reviewed a report submitted by the executive administration of the corporation detailing its work and results in the areas of business development and sales figures of service centres, which has seen significant increases over the same period of last year. The report also highlighted details of new and renewed contracts signed by the cooperation.

Zayed.. Inspiring present and future generations...

Despite the passage of eight years since the death of Sheikh Zayed .. Our father and our leader, and founder of the Union of our United Arab Emirates, and despite the great void caused by this big loss, his beloved legacy is still engraved in the memory of every individual in this country, and on every inch of its land, his immortal exploits attest to an immense man, who was true to his aspirations and work, and strongly believed in the Union. His achievements are - thanks to Almighty God - visible to all, and his mark undisputed by anyone.

When our dear father Zayed departed- God forgive him and rest his soul - he left us a trodden path, walked upon by the founding fathers who shared in the construction with him, and participated in the march of progress and thrive, and proved that a good plant stays tall and bright across the times, spreading like a lush tree, bearing ripe fruit and pleasing on the eyes.

On this blessed approach also walked Khalifa, his brothers, Rulers of the Emirates, and lovers of this dear land, to keep the covenant, deliver on the promise, look after the Union which exceeded four flourishing decades, reaching its peak full of wisdom and astuteness.

The features of the project of development, laid by the founder of the UAE, are various and many and they have gained the UAE a prominent place among the nations of the world, and in record time too. Our nation reached living standards considered among the highest in the world, in education, housing, social arrangements and advanced health services, in light of national values which believe in Islam, savouring the past, preserving heritage, instilling culture, consistent with the nature of the land. All this is accompanied by a strong economy, a balanced and prudent policy, and construction boom flying on the wings of tradition and modernity and based on a comprehensive and strong infrastructure.

Zayed succeeded in converting the UAE to a green icon in the deep desert, valuing greenery and launched numerous initiatives to preserve the environment, land and marine resources.

Zayed also sought to support the work of government by establishing various federal ministries, institutions and agencies, to integrate and cooperate in the provision of leading government services for all citizens and residents in



» “His immortal exploits attest to an immense man, who was true to his aspirations and work.”

» “Zayed succeeded in converting the UAE to a green icon in the deep desert”.

the UAE, according to the highest standards of quality and excellence.

His generous benevolent hands did not stop at the borders of the UAE, as he provided his wisdom to his Arab brothers, hastening to heal rifts and supporting the brother and the stranger, defending the rights of Arabs and Muslims, and keeping regional and international bilateral relations based on mutual appreciation and respect, and firmly rooted within the interest of the Gulf, Arab and Muslim world.

Zayed had fulfilled his promises and his career- studded with good and success - is now carried on under the wise leadership of Khalifa, and we must all contribute to completing the achievement, with full effort and hard work, so keep the UAE flag flying high at all levels.

Mohammed Abdullah Al Jarman
General Manager of Emirates Transport

The National Emergency and Crisis Management Authority signs MoU with Emirates Transport

The National Emergency and Crisis Management Authority signed a Memorandum of Understanding (MoU) with Emirates Transport (ET) to develop key principles for the provision of mass transportation in emergencies and crises situations throughout the state.

The MoU was signed by Mohamed Khalfan Matar Al Romaithi, General Manager of NCE-MA, and by H.E. Mohammed Abdullah Al Jarman Director General of Emirates Transport.

Al Romaithi said the Authority is working to develop strategic plans to prepare for emergencies, crises and disasters, with the purpose of providing all means of success to the work teams charged with responding to an emergency and to take advantage of the resources and capabilities possessed by government sector bodies particularly in relation to equipment, heavy machinery and transportation.

Al Romaithi praised the cooperation between the Authority and Emirates Transport, stressing that the signing of this memorandum represents a model of constructive partnerships between federal agencies and institutions that help in achieving the goals of emergency response plans.



H.E. Mohammed Abdullah Al Jarman, General Manager of Emirates Transport, expressed his delight at the signing of the MoU, stressing

the corporation has full confidence in the success of this partnership, in a way that will serve the shared societal goals.

ENOC honours the corporation for outstanding performance

Emirates Transport (ET) was honoured by Emirates National Oil Company (ENOC) in the first 'ENOC Strategic Suppliers Recognition' awards ceremony, held recently at the Grand Hyatt.

ET was one of 17 supplier receiving recognition for their outstanding performance and contribution to business in the past year.

H.E. Saeed Abdullah Khoury, Chief Executive Officer of ENOC, presented H.E. Mohammed Abdullah Al Jarman, Director General of the Corporation, with a certificate of appreciation and commemorative plaque, in the presence of Mr. Badar Mahmoud Al Attar, Dubai Branch Manager.

The winners were selected from 316 suppliers short listed from over 2,000 companies. The ENOC team evaluated each supplier's performance based on various parameters including quality, delivery, reliability, customer service and feedback from staff.

The awards were given in three categories: gold, silver and bronze. In addition, special awards were presented to suppliers from Dubai SMEs and government-entity partners.

H.E. Mohammed Abdullah Al Jarman, General Manager of Emirates Transport, expressed his pride and appreciation of this recognition,



which reflects the close relationship between the two parties, and the keenness of ET to provide quality and meticulous services to ENOC, which is a strategic partner of the institution.

Al Jarman stressed the importance of collaboration between public sector institutions to provide outstanding services to meet the needs of customers on both sides.

272 school assistants attend health and safety awareness sessions

Emirates Transport in Abu Dhabi concluded a series of awareness sessions on the principles of occupational safety and health, which targeted about 272 assistants serving in the schools of Abu Dhabi, Al Ain and the Western Region.

Jasim Mohammed Al-Shair, Manager of ET's Schools Services Centre, said the courses were organized in coordination with the Office of Environmental, Occupational Health and Safety at ET, and attended by 125 school assistants in Abu Dhabi, 120 in Al Ain and 27 from the Western region.

The training courses, delivered by Khalid Shukur, Environment and Occupational Health and Safety office Manager at ET, highlighted the basic concepts of public safety and occupational health and their main requirements at the workplace. Some of these aspects include: general and personal hygiene and sterilization, as well as to identify the risks that may result from work such as slipping, tripping and falling, the use of sharp tools, dealing with flammable materials, the hazard of cleaning materials and pesticides, gas cyl-

inders, electrical material, and the seriousness of exposure to warm weather and sunshine.

The school assistants also learnt about other important safety applications such as wearing personal safety equipment, and the application of a policy of not smoking, dealing correctly with signs and boards of safety guidelines, how to perform first aid efficiently, how to deal best with emergencies, and how to apply practices that preserve and protect the environment from pollution.

Students receive summer training in July



Hanan Saqer

Emirates Transport concluded this summer's annual summer training programme for secondary school students in the various departments, branches and business centres located in all parts of the country, which started in the beginning of July.

Hanan Mohammed Saqer, Director of Human Resources at ET, said that the organization takes great care to harness and facilitate the access of Emirati students from all backgrounds to the integrated training during the summer vacation to contribute to the development of their skills and develop their competencies in the practical field.

Employees learn about etiquette and formal protocols

Emirates Transport implemented a training program on "Etiquette and Formal Protocols" in coordination with the Human Resources Department. The program lasted for three days, from 19 - 22 June at the Theatre Hall of the headquarters in Dubai, Umm-Ar-Ramul area. The program was attended by 30 employees from all departments, branches and centres. The lectures were given by Mr. Hussein Al-Gohary, from the Smart Mind Center, Dubai.

The training program aims to clarify the relation between the principles of etiquette and protocol, imparting the skills needed in the field of administrative etiquette to the participants, developing their skills to be absorbed into their administrative lives and daily affairs in facing different circumstances in the mind of the other party, identifying means of determining priorities in the etiquette of introductions, acquaintances, hand shaking, delivering formal speeches, social and scientific occasions, deepening the knowledge and developing the skills of the participants in practicing and applying etiquette and protocols in the professional field.

The program discussed many issues such as identifying etiquette and protocols, their bases and fields of application, formal ceremonies when receiving or seeing off VIPs, formalities,

speeches, and procession protocols, invitation, clothing, conferences and international meetings protocols; in addition to VIP protocols and preparing a program for a VIP visit.

During the program, lecturer Hussein Al-Gohary explained human behaviour in ceremonies, etiquette and protocols in general, demonstrating the differences between the two terms. He indicated that etiquette refers to the formal actions and deeds done by an individual. At the same time, one must adapt to those formalities in dispositions and habits.

Al-Gohary talked as well about aspects of formal etiquette through a lot of important points to support this portion of his speech, including courtesy, simplicity via trust, frankness, reliability, precedence, speech and its nuances, listening, its conditions, and body language. He stressed the importance of body language especially in instances such as scratching the body, fingernail biting, sulkiness, not smiling and stroking the chin.

Al-Gohary also explained the four constituents of etiquette, namely: service provider, service features, work system and, tools. He said that those features are followed by 5 requirements which comprise: response, assurance, sympathy, reliability, and material evidence.



Emirates Transport Ramadan tent feeds 10,000

Ten thousand Iftar (or breaking-the-fast) meals were served in the Emirates Transport Ramadan tent in Al Karama, Ajman, officials revealed.

The month-long project was carried out in collaboration with the UAE Red Crescent and Dar Al-Ber Society as part of ET's second annual Ramadan season programme "Ramadan; Worship & Benefit".

Mohammed Abdullah Al Jarman, Director General of ET, said the project received gen-

erous donations from staff at the corporation who were eager to participate in the goodwill spirit of the holy month of Ramadan.

Al Jarman prised the collaboration efforts between federal and private corporations and the charitable organisation in serving society's needs, not just during Ramadan but throughout the year, adding that they do so in fulfilment of their communal duties towards society.



Transport service to be provided to Al-Manar School in Ras Al Khaimah

Emirates Transport entered into a contract to provide transportation services for Al-Manar School students in Ras Al Khaimah through its ad-hoc school buses. This service shall start from the next academic year 2012-2013 and continue for a period of five years.

Jassim Mohammed Al-Marzouqi, Executive Manager of the School Transportation Center, said that signing the contract is a part of ET's efforts to expand its transportation services system in the field of school transport in the UAE in order to include private education institutions in addition to the current services rendered to the government sector.

Jassim Al-Marzouqi explained that the centre - through the Private Schools Service Unit - began to implement a long-term, detailed plan to communicate with major private education institutions in the state and exchange mutual visits with them to discuss the possibility of benefiting from the corporation's services in this respect.

Such services are based on high-level capabilities and more than three decades experience in the provision of school transport services.

Mr. Ayman Nasir Al-Din, Al-Manar Private School, said: "This contract will contribute to achieving educational goals set by the school. He pointed out that Emirates Transport was selected due to its track record and leading and professional experience in the field. This shall provide the opportunity for the school administration to focus on education and teaching, while assigning the task of transporting students to an organization guaranteeing their safe, comfortable, and regular transportation to and from school, along with a commitment to accuracy in terms of timing."

Nasir Al-Din added that under the contract, the school shall also receive services related to the provision of buses such as maintenance, preservation of its cleanliness, provision of drivers, and insurance costs, all of which constitute a considerable added value.

Student transportation services to be provided to Al-Salam Private School in Dubai and Sharjah

Emirates Transport has concluded a contract to transport students of Al-Salam Private School in Dubai and Sharjah beginning in the 2012-2013 academic year for a period of five years. The contract was signed for the purpose of taking advantage of the transport and leasing service system provided by the company to the public and private education sectors.

Jassem Al Marzouki, Manager of the School Transportation Center, said that this contract represents the launch of the centre's services which were recently inaugurated to keep up with the growing demand from the private education sector for the school transport services provided by the company. He explained that the centre adopts a well thought out operational plan to access target groups including

organizations of private education.

For his part, Mr. Taher Magdi Gharib, Executive Manager of Al-Salam Private School, expressed his pleasure with this contract which will help achieve the educational goals set by the school at its inception 25 years ago by providing a complete package of services for its 1200 students. He pointed out that Emirates Transport was selected due to its solid record and leading and professional experience in this area. This will provide the opportunity for the school's administration to focus on education and teaching while leaving the task of transporting students to an organization that can guarantee their safe transportation to and from school along with a commitment to punctuality and safety.

«Al Mawakib» briefed on School Transport services of ET

Walid Salem Al Muhairi, the Abu Dhabi Branch Manager at Emirates Transport and Head of ET's Private Schools Team, met with Mr. Dani Georges, the Executive Manager of Al Mawakib Group of Private Schools on the company's premises in Dubai in order to review the corporation's services, become familiar with the best practices adopted in the field of school transport, and look at its successful experience providing school transport services for students of government schools for the past 30 years.

At the beginning of the meeting, Mr. Walid Salem Al Muhairi welcomed Mr. Dani Georges and thanked the confidence of Al Mawakib Group of Private Schools in Emirates Transport in addition to its interest in benefitting from ET's successful history with school transport.

He stressed the company's readiness to convey this experience to the group to garner their continuous support and supervision as they aim to consolidate and develop the school transport service of the state's private education sector for children in a safe and sound environment in accordance with the highest international standards in this field.

Al Muhairi stressed that Emirates Transport and Al Mawakib Group of Private Schools are prepared to study the signing of a Memorandum of Understanding aimed at transporting the students of Al Mawakib Private Schools. This MOU aims to provide ET's distinguished services to its customers, particularly in the educational sector, with both its governmental and private divisions. This in turn encourages the company to provide more services such as those provided according to adopted international standards.

1200 used vehicles sold in the first half of 2012

Emirates Transport's Used Vehicles Sales Centre sold 1200 vehicles in the period between January and July of this year raising more Dhs36 million in revenue.

The auction centre sells used vehicles and equipment belonging to the corporation as well as for clients such as the Ministry of Finance, Sharjah Transport and a number of private sector companies as well as members of the general public.

Salman Mohammed Ibrahim, Director of the Used Vehicles Sales Centre said: "These auctions conducted by the centre reflects the constant consideration given by the corporation to modernizing its fleet of vehicles and buses that have exceeded their operational life."

The types of vehicles sold include 40 industrial vehicles, 39 trucks, 460 4-wheel drive vehicle, 633 saloon cars and

32 buses.

474 vehicles and a bus of Emirates Transport were sold for a total value of Dhs17 million, in addition to 717 vehicles and buses belonging to various clients which were auctioned off for a total of Dhs19 million.

Emirates transport operates nearly 11,000 vehicles, employed in various disciplines across the country.

A new maintenance workshop for heavy vehicles inaugurated

H.E. Mohammed Abdullah Al Jarman, Director General of Emirates Transport, inaugurated a new maintenance workshop for heavy vehicles in the area of Warsan, Dubai, at a total cost of 4.5 million dirhams.

Engineer Amir Al Harmoudi, Manager of the Emirates Centre for Technical Services, said: "In its first phase, the workshop consists of seven lanes, fully equipped for the maintenance of heavy transport vehicles such as trailers, transport truck and cement mixers.

Al Harmoudi said the workshop has already began providing maintenance services for Emirates Transport's fleet of vehicles and supporting equipment under contract to a number of government and private institutions and companies, including the fleet of heavy vehicles of the Municipality of Dubai.

He added that highly qualified personnel in the field of technical, mechanical and maintenance services have been recruited at the workshop to ensure a first class service to all clients.

Engineer Abdulla Samhan, Manager - Site Management Center, said that the new 8,300 sq ft workshop is located within the Warsan station, which also includes a bus depot, accommodating school and commercial buses, and a centre for the training of the corporation's drivers.

Samhan said construction work for the second phase of the workshop will begin at the end of this year. A number of similar workshops are planned on an area of 10 thousand sq ft, and a cost of 2.5 million dirhams.

Contract worth Dhs24 million

ET signs contract to provide 226 taxis in Ajman

Emirates Transport signed a contract worth AED 24 million with the Ajman taxi company Speed Trans to provide 226 cars for transportation services.

Tariq Ziad Al-Sedawi, Manager of Emirates Transport & Rental Centre (ETRC) a subsidiary of Emirates Transport, said: "The contract is valid for 4 years, and the new vehicles will join the fleet of taxis already operating in the emirate, which would contribute to supporting and developing this vital service in the emirate, and meet the growing need of customers for means of transportation which are safe and easily availability on the streets of the emirate."

Ahmed Al-Foura, Executive Manager of Speed Trans Taxi Company, commented: "We have an excellent previous working relationship with ETRC and we know that they provide

top quality vehicles which meet our high standards for public transport".

Al-Sedawi said that - since its inception in 2009 - ETRC has witnessing remarkable growth in its business activities, providing staff transport services for various companies and providing vehicle leasing services such as taxis and buses.

He stated that the centre owns a fleet of 2000 vehicles including cars, buses and motorcycles, staffed by an elite cadre of staff and drivers numbering over 1000 employees.

ETRC already has a distinguished group clients including government and private agencies that benefit from its services, including the Sheikh Zayed Housing Programme, the Federal Customs Authority, Dubai Airport, Emirates General Petroleum Corporation (EMARAT) and EPCO.

Plans for services presented to ministries and government agencies discussed at meeting

Officials at the Government Transport Centre (GTC), part of Emirates Transport (ET), met recently to discuss the centre's operational and strategic plans and a range of initiatives for the development of transport services provided to organizations and bodies in the government sector. This came during a regular meeting at the centre, which was held at ET's East Coast branch in Fujairah, in the presence of members of GTC's Strategic Plan Follow-up Team, consisting of representatives of GTC in the various branches of the corporation.

Abdul Gaffar Mohammed Yousef, Manager

of GTC, and head of the follow-up team said the meeting also focused on the importance of follow-up on contracts for the provision of fleet vehicles and drivers for a number of government agencies such as the Ministry of Justice, the General Authority for Islamic Affairs & Endowments and other beneficiaries of the services the centre.

He added that a follow-up on these contracts found that the centre managed to meet the targeted delivery dates in all deals, which contributes to the strengthen and support the performance of the GTC's partners in federal institutions and ministries.



ET becomes first government body to be awarded corporate social responsibility honour

Emirates Transport (ET) was awarded the prestigious Dubai Chamber Corporate Social Responsibility (CSR) Label, becoming the first government institution, federal or local, to receive the honour.

The federal transport and services corporation was among a number of companies to receive the award at a ceremony held at the Dubai Chamber

of Commerce and Industry.

In his acceptance speech, H.E. Mohammed Abdullah Al Jarman, Director General of Emirates Transport, said: "The participation of Emirates Transport comes in recognition of the importance of this initiative, and its effective role in supporting the business environment and promoting social responsibilities, and in so doing,

we are both humbled and proud to be the first government institution in the state -federal or local- to have won such a prestigious label.

"I would like to sincerely thank the Dubai Chamber committees who put-in a great deal of effort to oversee the Award and evaluate candidate files, and who seek to broaden the base of participation, through ensuring constant communication with various parties to achieve the desired objectives." He added.



Corporation receives environmental award for green project

Emirates Transport (ET) received an environmental award for their role in converting vehicles to run on Natural Compressed Gas (NCG).

The inaugural 'Green Middle East Awards for Environmental Excellence', was held in Sharjah at the conclusion of a conference and exhibition under the same name.

The event aims to recognise and raise awareness of environmental policies and achievements by corporate and government institutions.

ET was recognised for its role in the NCG conversion project and was accordingly awarded top place in the Natural Resources Conservation category.

H.E. Mohammed Abdullah Al Jarman, General Manager of Emirates Transport, received the award on behalf of the federal corporation at the awards ceremony which was held at the Corniche Buhaira Hotel.

Al Jarman said: "Such recognition is a great honour which adds extra motivation for the corporation to achieve more in the field of sustainable environment"





Al Qatami praises start to new school year, approves 142 new school buses at ET

Plans have been approved by the Board of Directors of Emirates Transport to add 120 new buses to the corporation's school transport fleet, already the largest in the country.

The new 60-passenger buses will be added in time for the beginning of the 2013-2014 academic year, at a cost of Dh5142, officials said.

This was announced during a meeting of the Board of Directors at ET to assess the feedback

from the first week of the new school year as well as detailed reports and figures from the 2011-2012 academic year.

The meeting was chaired by H.E. Humaid Mohammed Al Qatami, UAE Minister of Education and Chairman of the Board at ET, who praised the corporation's well-organized transport operation which carries 208,000 students to-and-from nearly 700 schools around the country.

Cooperation

The Education Minister stressed the importance of cooperation between all elements of society to support the educational system in the country, stating that such support is an investment in the future of the country. He affirmed the commitment of the ministry and ET towards safe transport, and called for all parties working in the school transport field to cooperate with the authorities to the benefit of all students in the state.

ET transports 3,000 high education students

The Emirates Transport and Rental Centre, part of Emirates Transport, has begun transporting students attending various high education institutions around the country.

Tariq Ziad Al Sedawi, Manager of the Transport & Rental Center, said the centre has successfully begun its transport operations for high school students after completing all preparations for the 2012/13 academic year.

He said there will be 100 buses, fully equipped and air conditioned, transporting female students from their dorms to the centres of learning on a daily basis.

Al Sedawi said there are 3,000 students, across the country, benefiting from ET's transport operations this year. He added that the centre provides its services to a number of government and private parties, including private education institutions such as Sharjah and Zayed Universities as well as the Higher Colleges of Technologies branches in both Dubai and Sharjah.



More than 1000 participants from 55 countries

ET announced as silver sponsor of the 2012 FAI World Parachuting Championship

Emirates Transport has been announced as a Silver Sponsor of the 2012 FAI World Parachuting Championship which will be held in Dubai in late November.

The news was announced at a press conference, held at the federal corporation's Dubai head office, after the sponsorship agreement was officially signed by Mr. Yousif Hassan Al Hammadi, Championships Director and H.E. Mohammed Abdullah Al Jarman, General Manager of Emirates Transport.

Al Jarman expressed his delight at the sponsorship of the event commenting that supporting such a great sporting occasion was part of



ET's social responsibility duties.

Al Hammadi expressed his, and the organising committee's, gratitude for the support shown by Emirates Transport to the champion-

ship stating that the event could break records in terms of participation and competing events.

The championship will be held in Dubai for the first time and it is expected to attract more than 1,000 participants from more than 55 nations.

Competitors and participants will take part in competitions of formation skydiving, canopy formations, accurate landing, canopy piloting, over water, freefall flying, freefall style and para-skiing, for the first time in the Middle East.

Skydive Dubai in Marina, Dubai, will be the site of the competitions which will take place between the 28th of November and 8th of December 2012.

New unit targets private schools transport

The largest and oldest school transport company in the UAE has officially begun offering its award winning services to private schools, as of September.

Emirates Transport launched its Private School Transport Unit back in April of this year and will now transport 700 students from 3 schools in Abu Dhabi, Dubai and Ras Al Khaima.

The federal corporation signed contracts, worth a total of Dh10.3 million, with the three schools to provide 17 buses over the next five years.

Fadi Khalil, Manager of the Private Schools Transport Unit at ET, said: "It is very important for Emirates Transport to enter the private schools market to offer our long-established experience to private schools all over the country."

"We offer very competitive rates and a strong track record in the field and I think our presence is vital to enrich the choices for schools and parents and improve overall competition in the market, but without compromising on the high safety and operational standards that our children need and deserve."

Khalil works to change the common impres-

sion that ET is solely a transport provider for government schools.

He says this is understandable given the history and current profile of clients of the corporation, which is wholly owned by the federal government, but is financially and administratively independent.

Meanwhile, preparations for the new academic year at the corporation are nearly completed, officials say, with over 3,000 buses undergoing general maintenance work.

More than 3,200 drivers will transport approximately 208,000 students from 700 schools all over the state in the 2012-2013 school year.

Successful participation in the international school transport conference in Saudi



Emirates Transport (ET) concluded its participation in the inaugural International School Transport Conference organised, and held, in the capital Riyadh by the Ministry of Education, in Saudi Arabia.

The two-day joint conference and exhibition event was inaugurated by His Highness Prince Faisal bin Abdullah bin Mohammed, Minister of Education.

The event was attended by a host of international and local bodies, and numerous experts in the school transport industry, and aimed to provide a platform for the exchange of experiences and best practices in school transport as well as provide a networking opportunity for participants.

High on the agenda were security and safety practices, quality control and the use of the latest technologies and innovations in the school transport sector.

The ET delegation was headed by Jasim Mo-



ammed Al Marzouqi, Executive Director of the ET Centre for School Transport, who said the event provided a valuable opportunity for the corporation.

His Highness Prince Faisal bin Abdullah bin Mohammed visited the Emirates Transport pavilion in the exhibition held alongside the conference, and was briefed by Mr. Jassim Al Marzouqi about the services and achievements of the federal corporation, particularly in the school transport sector.

Al Marzouqi highlighted the importance of participating in such international industry events.

He said: "The event was a great opportunity to learn about the latest and best international practices in the field of school transport, for the development of our own expertise, and to make referential comparisons. We also managed to meet and exchange ideas with a number of experts and pioneers in the industry."

Corporation recruits 971 and offers 1,450 training programmes in first half of 2012

The first six months of 2012 has seen 971 employees join the team of Emirates Transport.

Hanan Mohammed Saqer, Manager of Human Resources Department at ET, said the corporation continuous to attract qualified personal, particularly qualified Emirati nationals, providing an ideal working environment for all and excellence opportunities for skill development.

The corporation also organized 1,450 training programmes for its employees in the first

six months of this year, with programmes for administrators, technicians, drivers and school bus supervisors.

Saqer explained that the sites that have been targeted for the training programmes included Bid'a Zayed in the Western Region, Mussafah in Abu Dhabi, the industrial zone in Al Ain, the Ramool area in Dubai, the industrial areas in Sharjah, Ajman and Al-Dhaid, Umm Al Quwain, the Central Region, Al-Nakheel in RAK and Al-Hail in the Eastern Coast.

The Manger of Human Resources Department also said that the general objectives of the training programmes, which form part of the strategic plans of the corporation, are based on education, development and direct contact to gain knowledge, develop performances, improve the quality of services provided and raise operational efficiency of bus drivers who represents the core activity of the institution, and one of its most important pillars, as they form a vital role in the field of transportation.

EMIRATES CARS CENTRE (LIMOUSINE)

Emirates Transport established a new Business Centre in December 2009 at Dubai viz. "Emirates Cars Centre" for providing luxury transport services, including limousine services, as part of its efforts to become the trusted partner of the government of the United Arab Emirates in promoting tourism and business sectors.

In October 2011, the Centre opened its Abu Dhabi branch. Currently, the Centre operates the services through its 9 branches across UAE.

During the period 2009 – 2012, the Centre has developed as a leading luxury transport services provider in the region with more than 100 luxury vehicles of different brands including BMW 7 Series, GMC Yukon Denali, Mercedes Viano Vans, BMW 5 Series, Audi A6, Lexus ES 350, Chevro-

let Caprice Royale, Toyota Previa, Toyota Hiace High Roof and Toyota Coaster Buses.

Services are provided on a trip basis as well as time basis such as hourly, daily, weekly etc.

The Centre is today known for its personalized and high quality services. Quality has been ensured in both cars and drivers through proper fleet maintenance, continuous training of drivers and by using the latest technologies.

The Centre is today the preferred transport partner for UAE federal and local governments as well as for many deluxe luxury hotels, tour operators, corporate organizations and high profile individuals. Our client list includes prestigious luxury hotel corporations Viz. Ritz Carlton, Armani, Le Royal Meridien, Rotana, SOFITEL, Al Maha Resorts, MNCs etc.

The Centre has also provided its high qual-

ity services for all major events including Air-Shows, Film Festivals, Formula-1, World Cups, Economic Forums etc over the last 3 years.

The Centre achieved a total revenue of Dhs8 Million in 2011 and expect to achieve AED 20 Million in 2012.

According to Mr. Jacob Mathew, Director of the Emirates Cars Centre, "Luxury transport services has excellent growth potential in the UAE considering the fact that tourism and hospitality are the key growth drivers of the UAE economy.

"We are already witnessing significant growth in the number of tourists and business travellers coming to the UAE and Dubai, in particular, which reported 9 million tourist arrivals during last year, an increase of 9.6 per cent on 2010, according to data from Dubai's Department of Tourism and Commerce Marketing".

Limousine centre chosen to carry the stars

Emirates Limousine (EL), the luxury services division of Emirates Transport, was awarded the 'Guest Transport' contract for the Abu Dhabi Film Festival by twofour54, the Media Zone Authority of Abu Dhabi government.

The contract appointed Emirates Limousine as the exclusive provider of transport services to all the VIP guests and organizers, deploying a fleet of more than 80 luxury cars and buses.

Jacob Mathew, Manager of Emirates Limousine, said the centre is proud to have been chosen for such a prestigious event.

He said: "We thank the organizers of the Abu Dhabi Film Festival for putting their trust in our services and I'm pleased they have given us an opportunity to contribute to the success of this iconic cultural event."

The sixth edition of the Abu Dhabi Film festival opened on Oct 11 2012 at Emirates Palace hotel and it has been established as one of the most prestigious Film festivals in the region and

worldwide.

A total of 81 feature length films and 84 short films representing 48 countries were screened at the Festival.

Over the 10-day festival drivers of EL provided transport services to numerous activities ranging from red carpet premieres to master classes and workshops by regional and international film experts. The workshops targeted emerging and established Arab filmmakers, aimed at stimulating interest in culture and the development of the creative industries.

Established in 2010, Emirates Limousine, the luxury transport and limousine services division of Emirates Transport, has become a leading luxury transport services provider in the region.

سيارات الإمارات
Emirates Cars



Best practice guidelines for creating a productive workplace environment

An efficient and cohesive workplace is all about building the morale and productivity of your employees and minimizing complaints, disruptions and legal wrangles, so everyone can get on with their work. This adds to your bottom line and builds your reputation in the business community.

Following are a range of best practice guidelines for induction, appraisal, promotion, staff development and training, positive work environment and grievance procedures to help you build and maintain a workplace free from discrimination and harassment.

Best practice guidelines for the workplace environment checklist to use as a guide is included at the end of this section.

Induction

Induction aims to provide new employees with information about the organization which will help them to be effective in their job. Employers should try to:

- give balanced (job specific and social) information that is directly related to their role and back this up with extra information at a later stage.
- provide a 'mentor' who can provide additional information and answer questions; and / or provide formal follow-up after a few weeks.
- ensure people with disabilities (visual impairment, reading disorder, etc) have information presented to them in an acceptable format.
- introduce new employees to their colleagues, explaining the role of key people, including those they will be working closely with.
- encourage new employees to ask questions.
- ensure new employees know where to go for help or with a complaint on any issue.
- (if employing a person of a different sex, race, person with a disability, etc to the majority of the workforce) ensure other employees understand appropriate behaviour and communication expected of them.
- undertake any reasonable adjustments necessary, prior to the employee commencing work.

Appraisal

Good appraisal systems meet the needs of both employer and employees. Employers should try to:

- ensure all employees fully understand the appraisal system.
- have employee records, including appraisals,

accessible to them.

- be specific in the performance assessment rather than use generalities such as 'poor attitude'.
- include positive feedback about what the employee does well.
- train staff involved in giving appraisals.
- not make irrelevant remarks on an employee's file (e.g. about ethnicity, age, disability, etc).

Promotion

Employers should advertise vacancies widely throughout their workforce, giving all staff members the opportunity to consider applying and to increase the pool of applicants. Employers should try to:

- ensure all procedures are fair and unbiased.
- review each position as it becomes vacant and select on the real requirements of the job, not on who previously filled it.
- provide constructive post-selection counselling to unsuccessful applicants. Staff development and training Employers should examine how training is given across the organisation, particularly looking at breakdowns such as sex, disability, occupational grouping, as well as types of training; internal vs. external, skill specific vs. broad-based skill, etc. Employers should try to:
 - institute planned and on-going strategies for increasing the skills of the workforce.
 - allocate sufficient funds for training of first line supervisors who can deal with many issues before they reach crisis stage.
 - ensure access and reasonable adjustments are made, if required, to allow staff with disabilities to attend a broad range of training.
 - avoid training after hours and on weekends or consider provision of child care at such training.
 - consider cross-cultural training / awareness raising for staff (as this can assist customer relations, as well as employee relations).

Positive work environment

Employers should consider the family responsibilities of staff and consider the possibility of implementing flexible work practices; job sharing; leave for carers of family members who are sick, older or who have disabilities; child care provision, etc. Research shows that such structures improve loyalty and productivity of an organisation. Employers should also:

- examine whether or not the work environ-

ment is hostile (e.g. are there 'initiation rites' for apprentices, discriminatory graffiti, offensive posters? Are there opposing 'cliques' in the organisation which create friction?).

- develop and implement policies on the prevention of discrimination and harassment.
- provide senior management support with the implementation of the policies.
- recognise that discrimination and harassment between staff members is not just a personal issue but one which negatively affects the organisation's productivity and profitability.
- aim for cessation of inappropriate behaviours now and in the future as a primary outcome, and discipline, if needed, as a secondary outcome.
- ensure that all staff have access to staff notices, personnel procedural manuals and any other appropriate information.

Grievance procedures

An organization that has grievance procedures is healthier than an organization that does not have one. Employers should try to:

- circulate policies and related information widely and in appropriate languages.
- institute grievance procedures which are accessible to all staff.
- provide education programs (training, leaflets, posters, etc) for all staff about their rights and responsibilities.
 - provide information and support for potential complainants to enable the most effective resolution of the complaint.
 - review procedures regularly. ■