

# DREAM NEWS



THE DREAM GROUP NEWSLETTER

Reg. No. CDGP 678

Issue No. 22

May 2013



## Message from the President & CEO



I am very proud to be able to announce the New Contract for the provision of Security Guards at Seef Mall.

Our Company PSS, fought off very difficult International competition for this contract. Well done to everyone concerned and goodluck for the future with this new Client.

Further still, PSS enhance their capabilities in the BWTC Moda Mall delivering the first ever "Customer Service Help Desks" at this location.

Corporate Governance and Company Audits have been completed with very high standards being achieved.

Our strive for Service Excellence has been taken to new levels working with all of our Service Managers to raise the bar in Management Qualities in all that we do to deliver the best possible experience for all of our Clients.

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

**Mr. Jamal Alkooheji**  
President & CEO

## BUSINESS UPDATES

### Protect Security Services

#### 'New Contract Won!'

PSS pulled off an amazing coup winning the Security Contract at Seef Mall. 44 Guards will be mobilised for this very prestigious contract.

"Well done to all concerned".

#### 'Customer Service'

PSS have now been commissioned to provide Customer Service Staff for the Moda Mall "Customer Service Help Desks in BWTC".

This service commenced in April 2013 and will eventually be ramped up to provide 2 such Help Desks once all of the Malls renovations have been completed.



### Quick Zebra Services

Our Cleaning Division conducted Rope Access PPE inspection and trainings to its staff. Furthermore, a Health & Safety Audit has been done for all its contracts to further verify and ensure that the highest level of Safety standards are being practiced.

### Dream Group Corporate Governance 'Company Audits'

The Company Audit was implemented to closely monitor each company's compliance to the standards set by the Senior Management as a part of Dream Group's Corporate Governance.

The First Quarter (Q1) Audit were conducted in 20-24 of April 2013 within Dream Development, Protect Security Services, Quick Zebra Services, Executive FM and One Call.

### "Services" Management Awareness Session'



The first Services Management Awareness Session was held in 29th April 2013 by the Group General Manager Mr. Len Robey MBE.

All Managers from PSS, QZS and EFM attended the session. The discussions were focused on the Managers operational responsibilities and the needs to deliver and achieve the Quality, Sustainability and Growth for the business.

The business expects growth through sustainability, this has to be achieved by reaching High Quality Service Excellence which was the main objective of this meeting.

# "Dream Group Events"

## Health & Safety Forum No. 17

Health & Safety committee held the 17th monthly Health & Safety Forum to continuously monitor each Divisions performance in delivering Health & Safety to all of their staff.



## Toolbox Talk Meetings April 2013



Enma Mall Staff



RCSI Staff

## 'IN-HOUSE FIRE FIGHTING TRAINING'

Dream Group conducted In-House Fire Fighting Training to its staff in 27th April 2013. This training is important to our employees for them to be well equipped with the necessary knowledge to carry out their jobs effectively.



## EMPLOYEES OF THE MONTH: April 2013

DREAM DEVELOPMENT: Ms. Shibini Chandran Pillai  
PROTECT SECURITY : Mr. Bishnu Bahadur Tamang  
ONE CALL : Mr. Gandal Borrana  
QUICK ZEBRA : Mr. Rajeshwar Baajam

## GROUP EMPLOYEE OF THE MONTH: April 2013



Congratulations to **Mr. Rajeshwar Baajam**, from the CEO and GGM for achieving the Group Employee of the Month for Outstanding Services and hard work/dedication in his role as Male Cleaner with Quick Zebra Services – KHUH Contract.

## COMPANY PROFILE OF THE MONTH



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

### Typical Services Provided are:

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

### CCTV/Security Systems



### Customer Services



### Manned Guarding / Car Park Management



"The leading Security Service Provider with highly trained professionals"

### Contact Us:

Tel: (+973) 1781-1255

Fax: (+973) 1781-1244

Email: [protect@dreamgroup.bh](mailto:protect@dreamgroup.bh)

Website: [www.protectsecurityservices.com](http://www.protectsecurityservices.com)

## Coming Soon!..

- Major New Contracts in the Pipeline
- New State of the Art Staff Accommodation
- Dream Group Coffee Table Book –Version 2

For More Information – Tel no.: (+973) 1770 0211 Fax no.: (+973) 1770 4111 P.O. Box 15166, Kingdom of Bahrain  
E-mail: [info@dreamgroup.bh](mailto:info@dreamgroup.bh) Website: [www.dreamgroup.bh](http://www.dreamgroup.bh)