

# DREAM NEWS



THE DREAM GROUP NEWSLETTER

▪ Reg. No. CDGP 678 ▪ Issue No. 57 ▪ May 2016



## Message from the President & CEO



During a period in the security market whereby our competitors are lowering their prices to unprecedented levels, Protect Security Service managed to retain the Bahrain World Trade Centre contract after significant but lengthy negotiations. Two more years have been awarded, so well done to all involved.

Our Rope Access Team continues to grow and re-certification is essential for the safety of staff and for us to maintain our stance with IRATA.

Our Quality Team prepares for the new regulations being implemented by ISO and Senior Managers and Key Personnel will be trained in the coming weeks to ISO9001:2015 standard.

It's excellent to see that our companies are achieving high Audit results but service excellence of 100% is our goal so extra efforts are required by all to attain this level in the coming months. The current average is 93.66% and we are giving a minimum stretch target next report to be 98%.

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

Mr. Jamal Alkooheji  
President & CEO

## BUSINESS UPDATES

### Protect Security Services "Contract Renewal"

Once again, PSS proves its excellent quality of service to our clients particularly with Bahrain World Trade Center by successfully securing another 2-Year contract to provide Security Services.



### Quick Zebra Services "IRATA Re-Certification"

QZS provides training to its operatives to ensure safety and quality of service to our clients in accordance with International Standards.

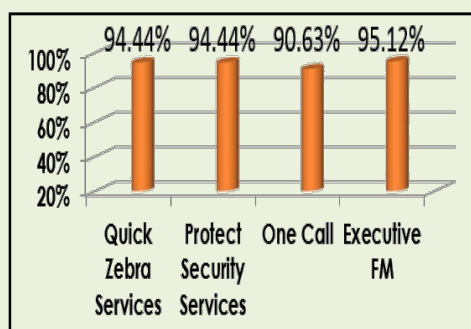
Below are the members of QZS Rope Access Team who completed and awarded with a new training certificates by International Rope Access Trade Authority (IRATA) from UK.



### Dream Group Corporate Governance "Company Audit"

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

The First Quarter (Q1-2016) Audit was conducted and the results are shown in the graph below:



### Dream Group Quality Management System (QMS)

As we continue to deliver the QMS within the Group, the 1st Quarterly Management Review Meeting was held on 18<sup>th</sup> April 2016. The discussion was centered into continuous improvement of our processes within HR, Finance and Health & Safety Department.

The new ISO standard - ISO9001:2015 Awareness and Implementation Training will soon to be conducted to all concerned staff.



# "Dream Group Events"

## Occupational HSE Meeting

Dream Group's Health and Safety committee conducted its 48th Occupational Health and Safety Forum to continuously monitor the performance of each division in delivering health & safety within the Group.



## TOOLBOX TALK

Health & Safety Department conducted a series of Training to Protect Security Services, Quick Zebra Services and Dream Readymix Division. The topic is regarding Accident Reporting, Window Cleaning with Access Equipment and Material Safety Data Sheet (MSDS) Awareness.



## EMPLOYEES OF THE MONTH

April 2016

I PEST CONTROL : Anish VP  
PROTECT SECURITY : Arnold Almarines Flores  
ONE CALL : Rijith Rajan

## GROUP EMPLOYEE OF THE MONTH

April 2016



Congratulations to **Rejith Rajan** from the CEO and GGM for achieving the Group Employee of the Month for Outstanding Services and hard work/dedication in his role as AC Technician with One Call.

## COMPANY PROFILE OF THE MONTH



**Dream Homes Furnishing** is one of the leading retailer of home and office furnitures in the Kingdom of Bahrain, offering high quality DOGTAS brand products and more.

Dream Homes also offers a unique quality range of wall coverings, wood floorings and interior decorations.



Home and office designing are also available, all of which are at competitive prices.

### Other Products:

- Lights
- Accessories

### Other Services:

- Fixing of Floors/Wall coverings
- Skirting



The best in quality! Durable yet affordable! All are here, in one Shop.

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*Coming Soon!..*

- **Major New Contracts in the Pipeline**