



BUSINESS UPDATES

Message from the President & CEO



An excellent start to a promising year. Our ISO system has passed its External Audit which is an excellent achievement and proves Service Excellence for the support services we deliver for our staff within the Group.

QZS had an amazing achievement mobilizing a very difficult but highly prestigious cleaning project in the Bahrain City Centre shopping mall.

QZS had only 4 weeks to mobilize, train and take over a huge complex, which despite many long hours and dedicated commitment from all the managers, supervisors and cleaners they achieved this. Our Client has praised and thanked QZS for all their efforts.

Excellent! Well done!

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

QZS Cleaning Operation started at Bahrain City Centre Shopping Mall

The 3-Year Cleaning Services Contract started in January 2015, QZS is fully operational and equipped to do the challenging task and ensure their new Client will get superb quality services.

A total of 165 operatives and staff for this prestigious site were fully trained.



Below, Bahrain City Centre Client visited the QZS Training Centre.



Dream Group passed ISO 9001:2008 Re-Certification

Dream Group has successfully passed the Re-Certification Audit for ISO 9001:2008 Standard conducted in January 2015 which was carried out by the independent certification body, TUV Nord. A new ISO certificate will be issued, validated until July 2018.

The ISO Certification process demonstrates that we strive to deliver Quality in all that we Do. Dream Group received the highest rating possible, there were no non-conformances found and several areas of good performance noted by the External Auditor.

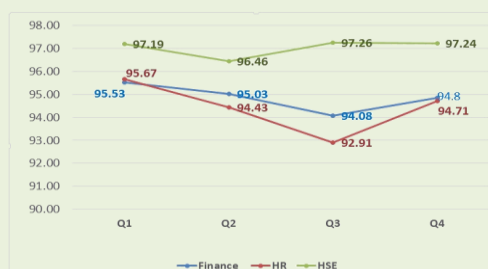
An outstanding achievement by all!



Members of Quality Council & Audit Team headed by Mr. Len Robey MBE, GGM/Quality Chairman.

Management Review Meeting

The Fourth Quarter (Q4) Management Review Meeting took place on 14 January 2015. The result of surveys conducted by Division Managers within the Group were discussed. The whole year result is shown in the graph below.



Also, our Quality System Internal Audit Program for Year 2014 was successfully completed within HR, Finance and Health & Safety department, a new set of Audit Program for 2015 were issued.

Continued work will follow to ensure compliance to QMS requirements throughout the year.

"Group Team Award"

Group Team Certificate was awarded to HR Department and Delmon staff for their outstanding performance and on-time task completion which contribute to the successful mobilization of QZS to its new project with Bahrain City Centre Shopping Mall.



TOOLBOX TALK

Health & Safety Department conducted a series of Training to QZS and PSS Division. The Toolbox Talk topic in the month of January 2015 is regarding Inspection of Fire Extinguisher.

QZS-BIA Site



PSS-BWTC Site



EMPLOYEES OF THE MONTH : January 2015

PROTECT SECURITY : Dadhi Ram Aryal

QUICK ZEBRA : Thokkala Gangadhar

EXECUTIVE FM : Mario Carvalho

GROUP EMPLOYEE OF THE MONTH : January 2015



Congratulations to **Mr. Mario Carvalho** from the CEO and GGM for achieving the Group Employee of the Month for Outstanding Services and hard work/dedication in his role as Facilities Coordinator with Executive FM.

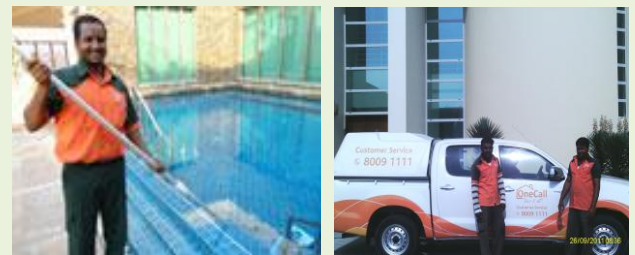
COMPANY PROFILE OF THE MONTH



Reactive Maintenance for Domestic and Commercial Customers.



Pool Cleaning Maintenance in Durrat Al Bahrain



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

Services Available:

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

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

Coming Soon..

- **Major New Contracts in the Pipeline**