



## BUSINESS UPDATES

### Message from the President & CEO

EFM's organizational re-structure expands our capability in the market to deliver higher standards for our clients with our end goal of attracting more business incorporating Total Facilities Management which generates more work in our Engineering, Maintenance, Security and Cleaning Divisions.

Our drive on marketing working closely with local agents has proved to be a success which increased occupancy levels for all of our managed properties.

Fire Training and Health & Safety training remains a high priority for our Group. And more recently, the technical training for both Cleaning and Security in our new training school is proving dividends for better Quality Service delivery.

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

### Protect Security Services

Being known as one of the top provider of Security Services in Bahrain, PSS has once again provided additional Security Guards in the inauguration of Moda Mall's 'Styling Lounge'.

With the help of our PSS Team on site, the event proved to be a huge success and a positive feedback was given by the client.



### PSS Staff Trainings

Additional Fire Safety Training sessions for all Security Staff at Salmaniya Medical Centre & Psychiatric Hospital was held recently in SMC Training Centre.

With this training, our Security Staff have gained further knowledge about the Fire Alarm Procedures, Basic Fire Safety Procedures, Fire Extinguisher Types and Fire Hose Reel functions.



### Executive FM Organizational Re-Structure

In month of October 2012, EFM has undertake an Organizational Re-Structure to meet the clients demands, increase business and to be able to deliver a quality of service.

EFM has also implemented a central Helpdesk run with CAFM software. This delivers a single point of contact for Service requirements against a robust priority based system governed by Strict Service Level Agreements to meet our clients needs.

### Property Marketing

Recently, Mahooz Apartments has been added to the properties being managed by EFM. This time, a property marketing campaign was held headed by our Group General Manager, Mr. Len Robey MBE. As a result, the occupancy rate was raised to 50% within the first month of marketing Mahooz Apartments.



This new initiative will deliver improved services for our clients and hold EFM in good stead for many years to come.

All properties and clients will benefit by these new procedures for marketing to raise occupancy levels to meet our contractual demands.

# "Dream Group Events"

## Health & Safety Forum No. 11

Dream Group Health & Safety committee held the 11th monthly Health & Safety Forum to discuss the Monthly Health and Safety Statistics Report from all Divisions.



Training Certificates have been awarded by Mr. Ansar Gondal to new QZS staff who completed the basic cleaning training course in Juffair.



A Fire fighting drill was conducted by Mr. Maruthi Nandan to improve the workers fire fighting knowledge.

### Investment In People

Dream Home Furniture attended an event "Soccer City" as part of their staff's Team Building activities.



The supervisors of Dream Development in Hamala site project attended a Tool Box Talk meeting.

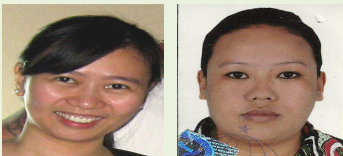


### EMPLOYEES OF THE MONTH: October 2012

<b>DREAM GROUP-HR</b>	: Ms. Mellanie Verano
<b>QUICK ZEBRA</b>	: Ms. Santa Rai
<b>DREAM POOLS</b>	: Mr. Jaswinder Singh
<b>DREAM DEVELOPMENT</b>	: Mr. Akib
<b>PROTECT SECURITY</b>	: Mr. Ronnie Magaoay
<b>ONE CALL</b>	: Ms. Lovely Moldes

### GROUP EMPLOYEE OF THE MONTH: October 2012

This month's Group Employee of the month has been awarded to Ms. Mellanie Verano and Santa Rai. Both individuals were highly recommended by both Internal & External clients for their outstanding efforts



of going the extra mile in their duties.

Congratulations and many thanks for your great efforts.

## 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



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## Coming Soon!..

- Major New Contracts in the Pipeline
- New Dream Group Website