

EMIRATES TRANSPORT

Issue [79] October 2020

1,5
million trips by Emirates
Transport Taxi in Abu Dhabi



**Smart applications
to boost ET's digital
transformation**

73,000
maintenance services
completed by Abu
Dhabi's Auto Centre



**Free COVID-19
tests for head office
employees**

152
transport and
leasing contracts in
the northern regions

37,000
hours of training provided
by ET's Training Centre



**ET receives RoSPA
Award for fleet
safety**

7,662
used tyres renewed

Achievements in first half of 2020

Preparations completed to transport 265,000 students at the start of the new school year

Vision

Integrated transport and sustainable growth.

Mission

We are committed to providing services of transport and leasing, school transport, auto maintenance and repairs and logistics, in accordance with the highest occupational health and safety, and environmental standards for our partners and customers, be they individuals or institutions. We also strive to enhance our financial resources within the framework of corporate governance, risk management and shrewd investment.

Values

Transparency and Governance: We are committed to promoting the concepts of corporate governance and management accountability and consolidating a culture of transparency and openness. We arrive at our decisions based on scientific methods to achieve optimum performances and results.

Safety and Security: We believe security and safety are the primary requirements for all stakeholders including those affected by our performance. Accordingly, we work tirelessly and without compromise to sincerely meet this vital requirement.

Innovation and Foresight: We are committed to providing an environment that encourages creativity and innovation, and we continually strive to adopt the latest processes, innovative services and management practices that address the needs of our customers and meets their expectations and aspirations.

Care and Comfort: We focus our efforts and invest our resources in caring for our customers and responding to their individual needs and expectations. We endeavour to ensure their comfort and earn their loyalty and their support for the mission and objectives of Emirates Transport.

Aspiration and Excellence: We are committed to work towards achieving world-class status, transferring our exceptional knowledge and expertise, and expanding across local and regional markets in all areas of our specialties in the sectors of transport, supplementary and related services.

Competence: We believe that exceptional achievements and outstanding performance are the inevitable result of our convictions, daily practices and competent performances across the various organizational levels and in all disciplines and work sites.

Happiness: We believe that happiness is a human right and consider it the cornerstone in our strategic plan and the various programmes and initiatives geared towards customers, employees and the community.



CEO Message



Mohammed Abdullah Al Jarman
CEO of Emirates Transport



A culture of high performance

Companies seek to adopt and spread a culture of high performance among their employees and in their administrative and organizational units in order to achieve the maximum output and results.

This approach can become difficult in the absence of a clear plan or an integrated thought that brings together the efforts of the various work teams in the company or institution, and works to ensure that everyone is motivated to provide their maximum performance by exploiting capabilities and potentials to reach individual and institutional goals alike.

In this context, the internal communication plan for the new Emirates Transport Strategic Plan 2021-2025 aims at achieving the maximum in daily activities and business dealings (MAAX), and leads the concept of high performance in the company, so that it is embodied at the implementation level of the initiatives and projects included in this plan.

The culture of high performance, and the commitment to the highest level or degree in implementation and output, extends over many areas and is not limited to financial targets only. It also includes dealing with customers, achieving their satisfaction and meeting their expectations, in accordance to the required performance indicators, in addition to other administrative matters such as procedures for governance, productivity, safety, transparency and exemplifying the required ethics, responsibilities and commitment.

In order to reach this goal, several concerted elements must be applied, the most important of which include the effective and thoughtful selection of talent, clarity of objectives, operational efficiency, flexible internal procedures, a comprehensive system of incentive and accountability and inspiring employees to continuously give their best and raise their performances.

Our new strategy is capable of reinvesting the abilities and competencies possessed by Emirates Transport within its human and technical resources to reach the vision that we all seek.



Through 7,229 school buses across the country
Preparations completed to transport 265,000 students at the start of the new school year

Emirates Transport has completed its preparations to transport approximately 265,000 students registered in government and private schools throughout the country for the start of the 2020/21 school year.

Transport operations will be carried out through 7,229 school buses that have been fitted and prepared according to the highest and latest safety standards.

Mohammed Abdullah Al Jarman, CEO of Emirates Transport, congratulated the education community on the start of the new school year and urged everyone connected with the education sector, as well as the members of the public, to continue their cooperation in implementing all school transport safety procedures.

The CEO said: "As ever, we are excited about the start of a new school year but this particular year brings extra responsibilities due to the Covid-19 global pandemic.

"Alongside our usual technical and staff preparations,

this time around we have implemented all the preventative and precautionary measures as required by the relevant authorities and strategic partners in the various emirates of the country," he added.

Al Jarman stated that the enormous daily transport operation, which will provide transport service for students to and from 700 public and private schools across the country, employs 7,059 bus drivers and 6,218 school bus supervisors and is conducted out of 9 school transport branches and 26 bus depots spread nationwide.

He noted that Emirates Transport has been keen to develop new training materials based on the comprehensive Covid-19 safety plan that has been developed and approved to ensure the safety of transported students.



Continuing its efforts to prevent the spread of Covid-19

ET releases an awareness video on school buses safety measures

In its continued efforts to prevent the spread of Covid-19, Emirates Transport produced a short illustrative video in Arabic, English and Urdu about the precautionary measures it has applied on board its school buses.

Khalid Shukur, manager of the Environment, and Occupational Health and Safety (OHS) Department said: "The short informative film comes as a continuation of the precautionary efforts and the extensive measures taken by ET to enhance the safety of its clients and employees, especially school students.

"The short video includes cartoon illustrations and is directed at both students and their families across all academic and university levels, and it provides a series of detailed information in a simplified manner about the precautionary measures, procedures and tasks to be followed on board the school bus".

Shukur called on members of the public, especially students and their families, and anyone involved in school transport operations, to watch the film carefully

so they can be fully informed on all procedures of the transport operation. He also stressed the importance of cooperation of parents by guiding their children to adhere to the required steps that were mentioned in the instructional film.

The OHS Manager pointing out that the short video was widely published through ET's various media and social networking platforms including Twitter, Facebook, Instagram and YouTube, which can be found through the handle @EmiratesTrans.

It is noteworthy that Emirates Transport, the largest and oldest school transport operator in the UAE, is contracted to transport approximately 265,000 students registered in public and private schools throughout the country with the start of the new academic year 2020/2021.

The company operates 7,229 school buses that have been fitted and prepared according to the highest and latest safety standards.



The short video was widely published through ET's various media and social networking platforms.



Smart payment options and disinfection processes after each trip

Emirates Transport Taxi implements Covid-19 preventive measures to ensure the safety of passengers and drivers

Emirates Transport Taxi affirmed its commitment to implementing preventive measures to ensure the health and safety of its passengers and drivers, in accordance with the directives issued by the authorities to combat the spread of Covid-19.

Ali Youssef, manager of Emirates Transport Taxi, said: "Our Company is keen to provide its services with high efficiency and safety standards, in light of the current exceptional circumstances and in accordance with the instructions of the relevant authorities, such as the Integrated Transport Centre and the National Emergency Crisis and Disaster Management Authority (NCEMA)."

The manager of Emirates Transport Taxi also explained that a number of procedures are followed throughout, including before and after a taxi trip. These steps include daily temperature checks for drivers, periodic medical checks for all drivers, wearing of masks and gloves and limiting the number of passengers to a maximum of two during a single trip.

Other measure also include disinfection of the taxi vehicle after the end of each trip, particularly any surfaces that may have been touched by the previous passenger, in addition to introducing smart and electronic payment methods to limit cash payments.



Held 36 online auctions up until august

Al Wataneya Auctions Centre sells 3,868 vehicles since start of year

Al Wataneya Auctions, a subsidiary of Emirates Transport, has reported the sale of 3,868 used vehicles in the first eight months of the year.

The sold vehicles represent a 61.3% increase on the same period of last year, according to Salman Mohammed Ibrahim, manager of Al Wataneya Auctions. He stated that the vehicles were made available to the public through 36 online auctions and included vehicles from a range of public and private sector establishments, individual motorists as well as ET's own fleet.

Ibrahim added that the types of vehicles sold include industrial-purpose vehicles, pick-up trucks, four-wheel

drive vehicle, saloon cars and buses.

The manager of Al Wataneya Auctions pointed out that the centre provide assessments of the technical conditions of vehicles through their own auto services team, before preparing detailed reports for bidders, giving them an accurate assessment of the vehicles on sale, adding that the auctioned vehicles come with maintenance record and warranties.

Salman stressed that the e-auction service is available with full transparency, and is easily accessible to all categories of the public, who can inspect the auctioned vehicles at ET's stations in Juwaize'e, Sharjah and Musafah, Abu Dhabi.



Signed 25 new and renewed transport service contracts

More than 2,000 ET vehicles providing transport services to local and federal government entities

Emirates Transport provides government transport services, through its various locations spread across the country, to 54 federal government clients, through a fleet of 2,041 vehicles, driven by 1,393 drivers qualified to provide transport services according to the highest standards of efficiency, safety and comfort to achieve the happiness of passengers.

Abdul Gaffar Mohammed Yousef, Key Account Manager - VIP Customer Office, stated that the company has signed 25 new and renewed transport service contracts, with durations of between 1 and 4 years, with 6 federal government entities since the start of 2020.

Some of ET's governmental clients include the Ministry of Education, the Ministry of Infrastructure

Development, the National Centre for Rehabilitation, the UAE Cabinet Office, the Insurance Authority, the Federal Electricity and Water Authority, the Communications Regulatory Authority, the National Centre of Meteorology, the UAE Space Agency, the Council The National Media, the General Authority for Civil Aviation, the Federal Tax Authority, the Federal Customs Authority, the Federal Authority for Land and Maritime Transport and the Ministry of Justice.

In general, Yousef added that the ET operates various vehicles including ambulances, medical supplies transport vehicles, funeral transport vehicles, blood transport vehicles, mobile clinics, in addition to water transport vehicle.





Applying precautionary measures to ensure a safe transport service

Emirates Transport Taxi in Abu Dhabi completes 1.5 million trips in H1 of 2020

Emirates Transport Taxi, a subsidiary of Emirates Transport, has announced that it had completed 1,551,671 trips in the first half of 2020.

The Abu Dhabi-based company was launched back in October 2017 with a fleet of just 200 cars, which has since increased to 803 vehicles of various sizes and more than 1,000 drivers.

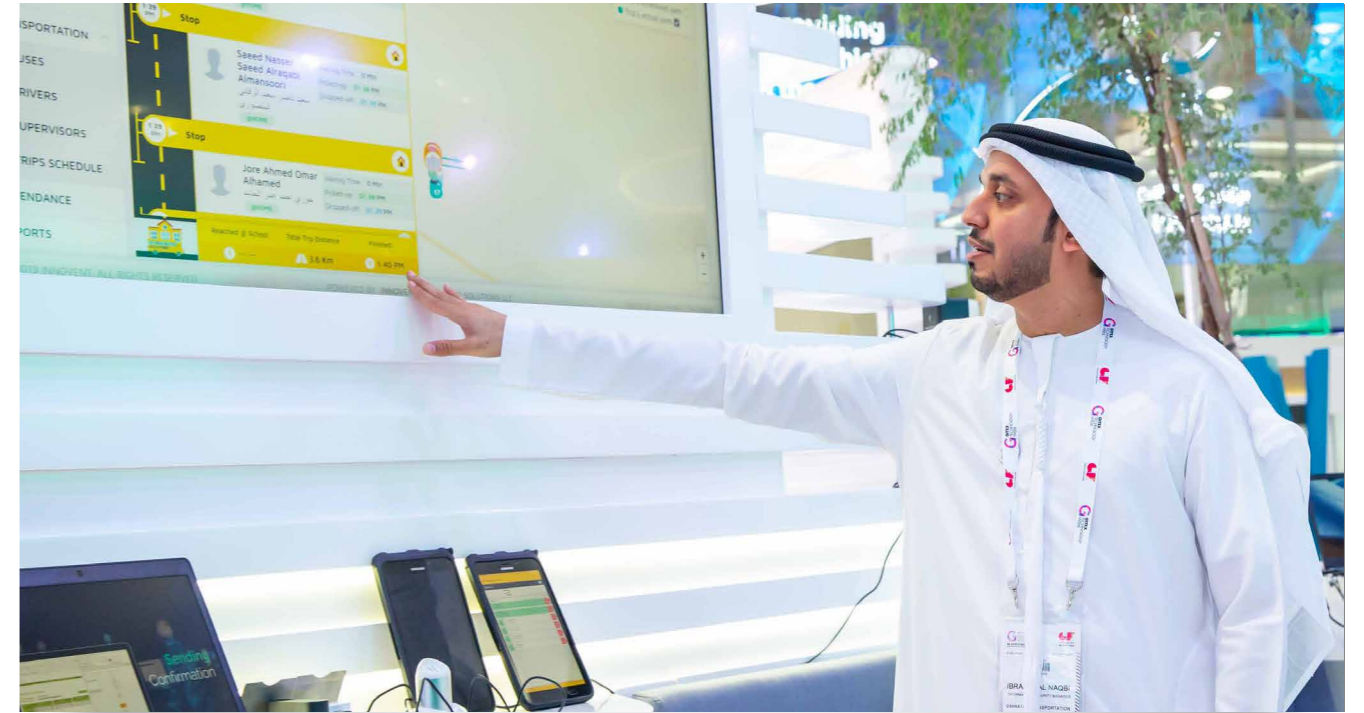
Ali Yousef, manager of Emirates Transport Taxi, said that continuing to provide taxi services during this period, amid the closure of many public transport services, reflects the company's keenness to continue providing its services to customers by following the highest safety standards and applying precautionary measures that ensure the provision of a safe transport service for all passengers.

He said: "Some of the measures introduced includes daily temperature measurements for all

drivers before they start their duties, as well as introducing quality control measures for hygiene and disinfection procedures through a daily quality check. Drivers were also trained and instructed to follow precautionary measures to reduce any risks of Covid-19 infections such as wearing protective masks and gloves, avoiding any direct contact with passengers and disinfecting taxis after each trip".

In terms of the service itself, the manager of Emirates Transport Taxi stated: "The taxis have all been equipped with cutting-edge safety and security features and offer free Wi-Fi services to passengers, presenting an exceptionally convenient travelling experience.

"For quality control purposes, the company's taxis are also equipped with a tracking system, speed limiter and updated GPS facilities," he added.



The 2020 plan includes developing and launching a number of projects Emirates Transport introducing more smart applications to boost its digital transformation

Mohammed Abdul Rahim, manager of the Digital Transformation and Information Systems Department at Emirates Transport, stated that the company has developed detailed digital transformation plans that will help it strengthen its leading position.

He added that the plan would also contribute in boosting production levels, reducing costs, raising quality standards, enhancing safety levels and governance procedures, and providing the best services that achieve the comfort and happiness of customers and employees.

Abdul Rahim emphasized that ET has worked on developing a set of digital platforms in the fields of training, customer service, school transport, geographic information systems, risk governance and auditing systems, and recently launched Robotic Process Automation (PRA) systems.

Regarding the smart projects applied in Emirates

transport, Mohammed Abdul Rahim indicated that the transformation plan for 2020 includes the development and launch of a number of projects. These include the accident prediction project, which relies on the use of machine learning techniques and artificial intelligence, and the robotic process automation project, which has many uses such as appointments, issuance of permits, payment of invoices, and the follow-up and automation of procedures related to the receipt and inspection of vehicles.

The first phase of implementing the iCRM Intelligent CRM system, which ensures the automation of sales and services, the automation of marketing processes, and the application of the unified platform for Emirates Transport customers, has also been completed to achieve the concept of Mobility as an Experience, which the company launched in 2019 during the Mass Alliance conference in Brussels.



In addition to around-the-clock roadside assistance service

58 service centres around the country for tyre safety checks and maintenance

Emirates Transport is keen to provide awareness and guidelines to the general public that ensure maintaining the high quality of tyres and their continuous compliance with safety specifications and workmanship standards, especially during the summer season.

Engineer Fadel Atallah, Technical Development Manager at Emirates Transport, stated that the company is keen to support and implement the best safety standards when providing services to a wide segment of society through its fleet of around 30,000 vehicles.

Regarding the most important instructions that a driver should follow before driving the vehicle in the summer, Atallah stressed the need to conduct daily checks of the four tyres of the vehicle to ensure that there are no

side cracks, holes, swelling or uneven wear in the tyre. Drivers should also regularly check tyre pressure to ensure that the air pressure in the tyre complies with the recommendations of the manufacturers.

Atallah stated that Emirates Transport has provided 58 maintenance centres around the country, to provide tyre inspection, maintenance and replacement services if necessary, in addition to checking the balance and calibration of tyre angles with the vehicle to ensure the continuity high performance.

Emirates Transport also provide round-the-clock roadside assistance service that can reach any location in the country within 30 minutes after receiving the request through the call centre on 800 6006.



Having washed nearly 197,000 vehicles

Dry car wash service conserves 15 million litres of water in H1 of 2020

Nearly 15 million litres of water were conserved in the first half of 2020 thanks to waterless car wash services at Emirates Transport, it was reported.

The savings were achieved as a result of using eco-friendly wash methods, rather than the traditional means, when providing washing services to nearly 197,000 vehicles during the first six months of this year.

Eng. Fadhil Attalla, manager of Technical Development at ET, said: "The Dry Wash Unit is a shining example of the company's green investment projects. Over the years, the Unit contributed to saving tens of millions of litres of water that would have been used in traditional washing operations."

Attalla pointed out that the Dry Car Wash Unit is keen to follow all precautionary measures to protect workers

and clients from the spread of Covid-19 including disinfecting vehicles after washing operations.

The Technical Development Manager also stated that Emirates Transport is contracted with approximately 15 parties to provide dry-wash services for vehicles in 40 different locations in Abu Dhabi, Dubai, Sharjah and Al Ain through 227 service workers.

He added that the dry car wash project has a positive environmental and economic impact, by using minimal volumes of water, compared to the average 100 litres of water usually required to wash each vehicle using the standard washing process.

The dry car wash service is characterized by the use of environmentally friendly materials in accordance with the environmental specifications and requirements such as the ISO 9001 and ISO 14001.



Celebrating its 4th anniversary

Emirates Moto, ET's Luxury Vehicles Maintenance Unit, wins the trust of 1,100 clients

The Emirates Luxury Vehicles Maintenance Unit (Emirates Moto), a subsidiary of Emirates Transport, has announced a number of promotional offers to celebrate its fourth anniversary.

Marwan Hanna, manager of Emirates Moto, stated that after its launch in July of 2016, Emirates Moto had managed to play an important role in the luxury and sports vehicles maintenance sector.

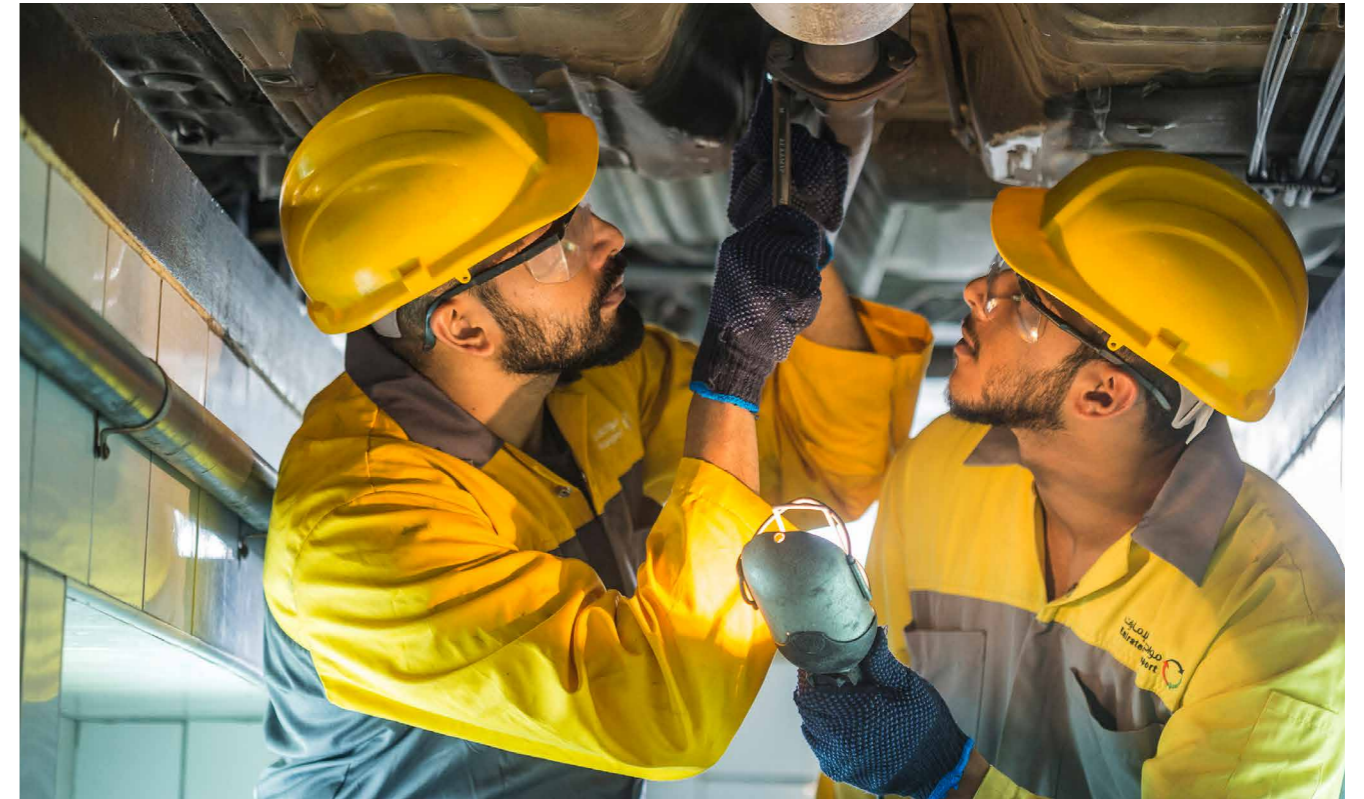
The manager of Emirates Moto stated that the Unit has a capacity to serve more than 100 luxury vehicles per day, in its state-of-the-art facilities extending over an area of more than 182,000 square feet in its location in Dubai, and 34,000 square feet in its location in Sharjah.

Since its launch, the Unit managed to implement 4,031 maintenance operations for 1,862 vehicles, and was able to gain the confidence of 1,094 clients, both individuals and fleet owners, 202 of whom signed up during the first half of this year alone. The Unit's manager also

pointed out that the service capacity has grown to 2,200 vehicles in 2019, a significant improvement on the initial 400-vehicle capacity when it was inaugurated in 2016.

Hanna stated that the Unit currently employs 52 auto mechanics and technicians in its workshops and this number will rise to about 90 with the official start of operations at the Sheikh Zayed Road branch coming soon. He noted that the workshops offer various packages for luxury vehicle maintenance services, which are available from Saturday to Thursday between the hours of 7am and 6pm.

The manager of Emirates Moto said the Unit works to implement the standards and specifications of the cars' manufacturers, and carries out maintenance operations with quality and professionalism that meets the expectations of clients, adding that all Covid-19 precautionary measures are strictly enforced to protect both clients and employees.



Follows preventative measures to protect clients and employees

Abu Dhabi's Auto Centre completes 73,000 services in first half of year

The Auto Services Division of Emirates Transport in Abu Dhabi signed seven new and renewed contracts with a number of government and private entities during the first half of 2020.

The contracts were for the provision of maintenance and repair services for vehicles in the fleets of these establishments running for various periods of up to 3 years, according to Abdullatif Al Ansari, manager of ET's Abu Dhabi Auto Services Centre.

Al Ansari expressed ET's delight in the trust and confidence shown by its clients, which it has established over many years of outstanding performance.

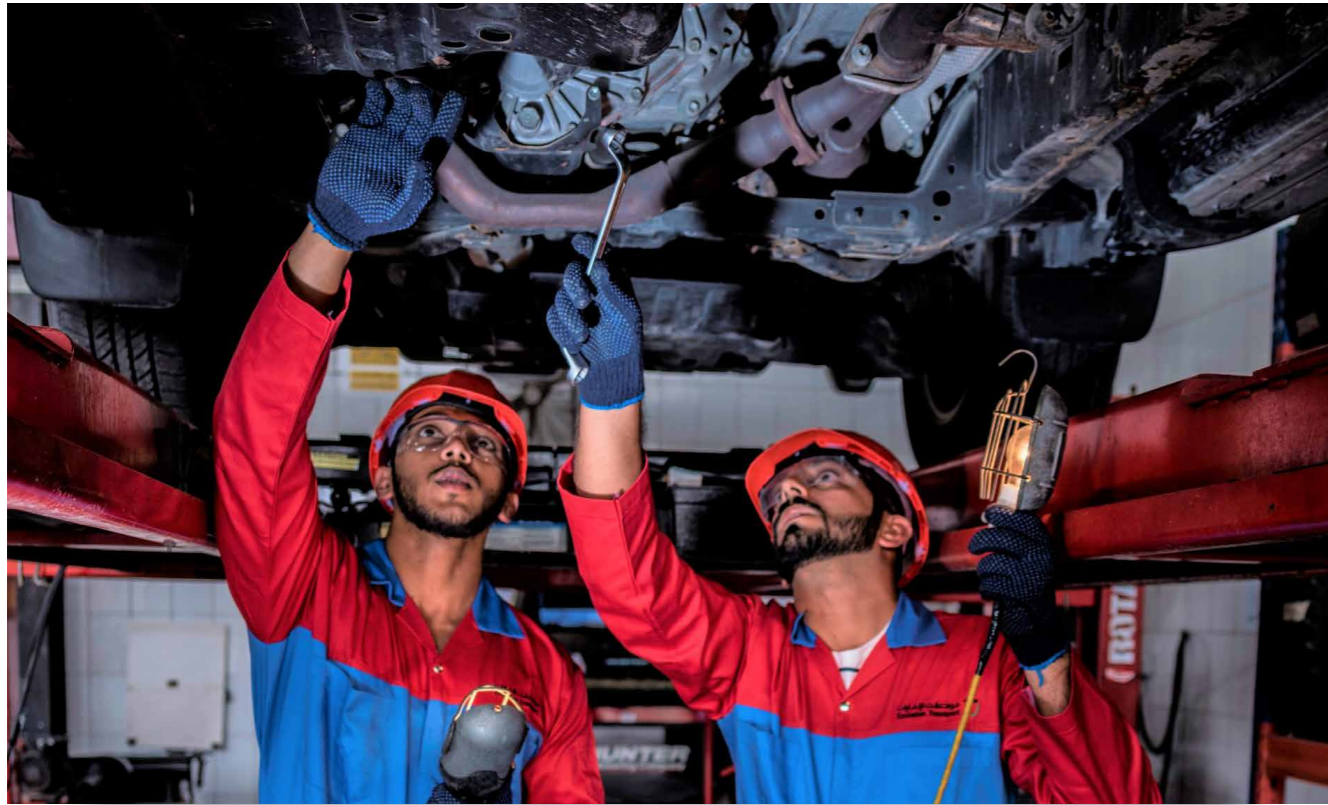
He added that – in the first half of this year – the Centre succeeded in providing auto maintenance services to more than 73,000 vehicles, through 43 service centres throughout the emirate of Abu Dhabi.

The manager of ET's Abu Dhabi Auto Services Centre pointed to the continued growth and expansion of the company's activities, services, locations, facilities and fleet of vehicles, adding that this growth parallels similar developments and diversification in terms of auto services provided.

He also highlighted how the Auto Services Division at Emirates Transport has achieved a significant leap in the level of its business and its revenues over the previous years, helped by a significant investment in infrastructure with the launch of a number of new auto services workshops throughout the country.

Al Ansari expressed his hope to achieve greater success in the future, in line with the ambitious strategic plans of the Corporation, and to meet the expectations of the contracting parties.





In addition to signing 7 new contracts and renewing 6 others

124,000 vehicles serviced during H1 2020

The Emirates Centre for Auto Services, part of Emirates Transport, completed service operations for more than 124,000 vehicles, during the first half of this year, in its workshops in Dubai, Sharjah, Ajman and the Central Region.

Obaid Rubaya Almehairbi, manager of the Emirates Centre for Auto Services, said that the services were carried out through 8 external workshops that are based on client premises and 11 workshops based in ET's premises, all with the highest technical services that adheres to environmental sustainability standards of the State.

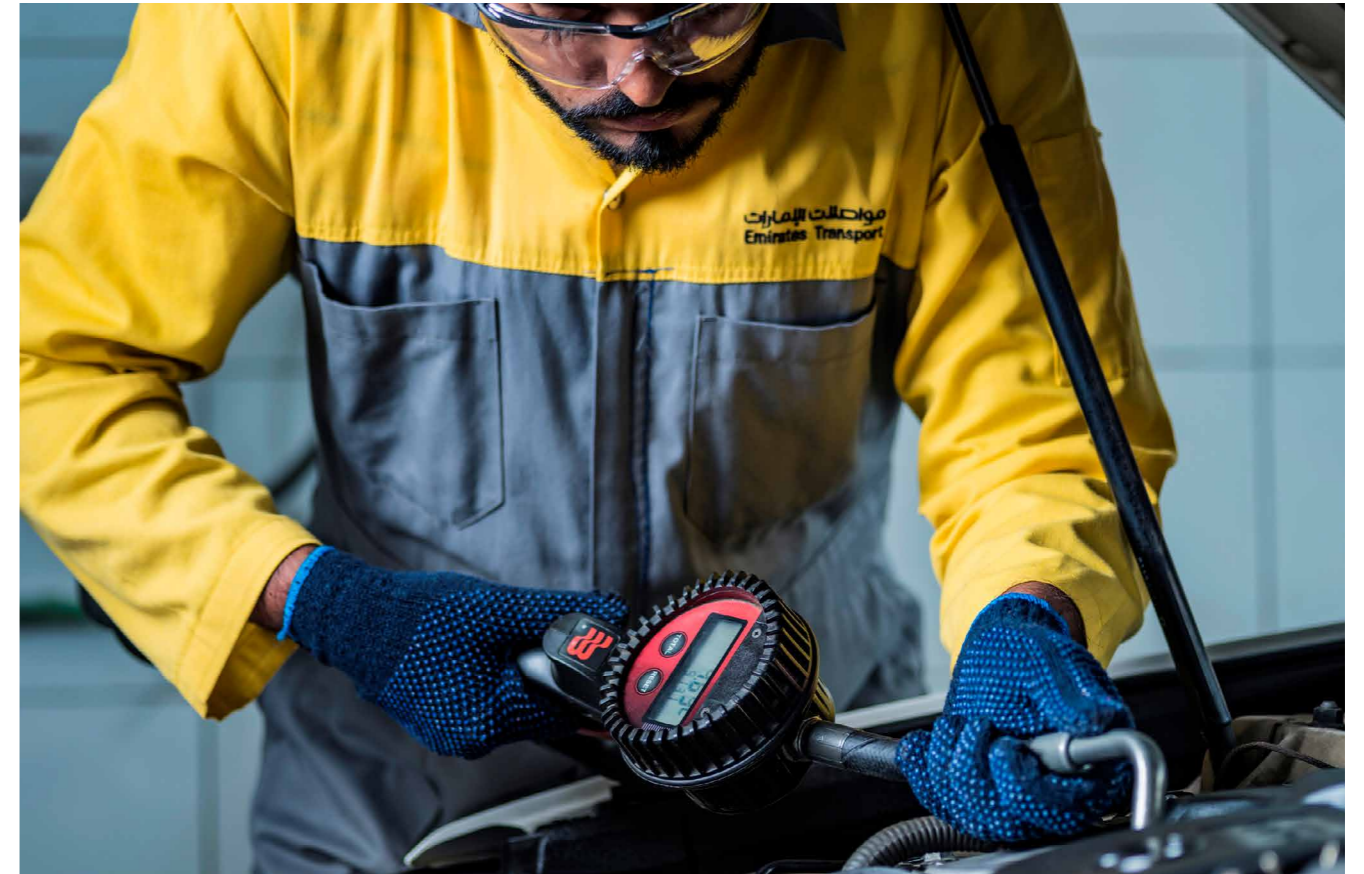
Almehairbi added that the Centre also managed to sign 7 new contracts and renew 6 old contracts during the same period.

He stressed that ET is keen to utilize all its expertise

in the field of auto services to offer the best standards and exceed the expectations of its clients.

The manager of the Emirates Centre for Auto Services explained that the Centre provides comprehensive maintenance services including periodical maintenance and repairs, accident repairs, tyre replacements, painting, upholstery, washing and lubrication, as well as a range of other services.

He also confirmed that Emirates Transport disinfects all its auto workshops twice daily, in addition its auto technicians adhering to precautionary measures related to safety, including wearing masks and gloves, and disinfecting vehicles before and after services, in order to preserve the safety of workers and client from the spread of the coronavirus (Covid-19).



Through 4 auto services workshops

Nearly 5,000 vehicles serviced at ET's RAK Centre in first eight months of 2020

The Auto Services Unit in Ras Al Khaimah provided maintenance services for nearly 5,000 vehicles between the start of this year and end of August.

The serviced vehicles belong to various federal and local government entities, as well as from the private sector companies in the emirate.

Abdul Rahman Hassan Kaddaw, manager of ET's Ras Al Khaimah Auto Services Unit, stressed that ET is keen to utilize all its expertise in the field of auto services to offer the best standards and exceed the expectations of its clients.

Kaddaw stated that the number of serviced vehicles was understandably down slightly on the same period of

last year due to the effects of the coronavirus lockdown but insisted business has picked up considerably since the return to work.

The manager of ET's Ras Al Khaimah Auto Services Unit explained that the Ras Al Khaimah Auto Unit provides comprehensive maintenance services including periodical maintenance and repairs, accident repairs, tyre replacements, painting, upholstery, washing and lubrication, as well as a range of other services.

Kaddaw also pointed out that the comprehensive auto services are carried out from four main maintenance workshops, which include three express maintenance workshops.



2,500 vehicles and 650 drivers to be provided

72 contracts signed in the emirates of Dubai and Sharjah since start of year

Emirates Transport has announced the signing of 72 new and renewed contracts with several government and private sector entities in the emirates of Dubai and Sharjah since the start of 2020.

Head of Sales for the Zone, Tariq AlSedawi, stated that the signed contracts, which have a range in duration of between 3 to 5 years, were for the provision of passenger transport and vehicle leasing services involving approximately 2,500 cars and buses, in addition to providing more than 650 qualified drivers.

He explained that the high quality and efficient service package offered by ET, a fruit of 39 years of experience in the field, had resulted in attracting

and renewing a number of contracts with several government and private establishments, for various contractual periods.

The fleet of the ET's Transport and Leasing Division currently stands at more than 17,000 vehicles, which includes buses and light vehicles. The Division also employs nearly 7,000 drivers who undergo continuous training to ensure the highest standards of safety and professionalism.

Some of the Division's most prominent clients in Dubai and Sharjah include: Emirates Airline Group, Dubai Duty Free, Etisalat, ENOC, Dubai Health Authority, in addition to a number of universities and colleges.



Including 13 new contracts and 31 renewed contracts

ET operates 152 transport and leasing contracts in the northern regions in H1 of 2020

Emirates Transport announced the success of its working teams in managing and operating 152 transport and leasing contracts in the northern regions during the first half of the current year 2020.

The contracts serve 65 governmental and private companies and entities in the Emirate of Fujairah, in addition to the cities of Khorfakkan, Kalba, as well as the emirates of Ajman, Umm Al Quwain and Ras Al Khaimah.

In detail, Khalifa Al Khalidi, Head of Sales in the Northern Regions, explained that the current contracts include 13 new contracts signed during the first half of this year, with a total value of approximately 640,000 dirhams, in addition to 31 renewed contracts with a total value of 4.73 million dirhams during the same period.

Al Khalidi added that the company was able to attract 5 new clients during the first half 2020 despite the exceptional circumstances caused by the spread of Covid-19, which left wide negative effects on global economic activity, and affected most areas of work, especially transport and leasing activities, which confirms the high competitive capabilities of ET.

Head of Sales in the Northern Region stated that ET's northern emirates fleet consists of nearly 3,100 various vehicles, operated by 2,000 drivers.

It is noteworthy that Emirates Transport provides a variety of services in the northern regions including transport and leasing services, which encompasses school and university transport, as well as transport services for governmental and private institutions.





1500 food transport vehicles

10% growth in the refrigerated food transport fleet

Emirates Transport revealed that its fleet of refrigerated food transport vehicles increased by 10%, reaching 1,500 vehicles in Dubai and Sharjah, compared to about 1,360 vehicles at the end of the first half of last year.

Tariq AlSedawi, Head of Sales in the Zone for Dubai and Sharjah, explained that refrigerated transport vehicles have become an important part of the company's fleet of vehicles and used to provide services to major companies, various stores and e-commerce sites as well as restaurants and food companies.

AlSedawi pointed out that, during the first half of this year, Emirates Transport has managed 12 contracts to provide refrigerated transport services in Abu Dhabi, Dubai and Sharjah, reflecting the steady growth in the parcel distribution, food and e-commerce sectors, which has witnessed a big boom under the current

and exceptional circumstances caused by the Covid-19 outbreak.

The Head of Sales in the Zone for Dubai and Sharjah also stated that Emirates Transport provides its customers with a package of rental vehicles and motorcycles services dedicated to meeting their needs in the food sectors such as restaurants, shopping centres, storage warehouses, wholesalers and retailers. The company provides these services through 5,000 different vehicles, including 900 motorcycles, 2,600 cars and 1,500 refrigerated trucks.

He stressed that all transport services are carried out according to the best technical conditions and health standards approved by the relevant authorities, especially food transport vehicles that apply the best international food safety standards during transport operations.



Victory adds to the record of achievements and successes

Emirates Transport wins the RoSPA award for fleet safety

Emirates Transport received the Silver Fleet Safety Award of RoSPA, in the Health & Safety Awards category, granted from The Royal Society for the Prevention of Accidents – RoSPA.

Hanan Saqer, executive director of the Corporate Services, said the win comes in honour of ET's continuous efforts in enhancing safety system procedures and standards in all its operations, and its commitment to safety as a prominent institutional and strategic value.

Saqer added that the award reflects the success of ET's health and safety plans and efforts despite the challenges and the nature of the company's huge fleet, which amounts to about 30 thousand vehicles, and the volume of its business and services, which stands at 8 main services and 26 sub-services.

She stated that the new award adds to the record of achievements and successes of Emirates Transport,

and heralds a brighter future in the transport sector and technical and logistical services in the country.

The executive director of the Corporate Services said: "This success confirms the performances of employees which brims with efficiency, quality and professionalism, and the company's commitment to specific regulations, specifications and standards adopted throughout its history that extends for more than 39 years."

Saqer noted the continuous efforts made by ET in establishing a culture of transport safety among its employees, as it continues to organize a series of programmes, initiatives and events to promote safety standards in various languages, including Arabic, English and Urdu.

Field visits are also organized for the teams of auditors of the Integrated Management System at the various sites of the company throughout the country to ensure its adherence to these standards.



Trained more than 130,000 since its launch in 2016

ET's Training Centre provides 37,000 hours of training in H1 of 2020

The Emirates Transport Training Centre has revealed that it has completed 42 training courses for thousands of trainees in various fields, during the first half of 2020. Abdullah Al Madhani, manager of Emirates Transport Training Centre, said that the Centre overcame the circumstances and challenges that resulted from the spread of Covid-19 through its success in attracting 32 new training contracts with taxi and limousine companies in Dubai.

He added that most of the trainees of the Centre were school bus drivers and supervisors working for ET and across the transport industry in the UAE and further stated that the trainees benefited from 36,708 hours of training at 27 sites affiliated with the Centre.

The training programmes incorporated lectures and specialized workshops that covered several main categories including customer service, occupational

health and safety, safety of vehicles, road and traffic safety, as well as issues related to specific transport operations such as taxi and limousine services.

On the extent to which the Centre's activities were affected by the Covid-19 pandemic; Al Madhani stated that the number of trainees decreased during the first half of this year by 6% compared to what they were during the same period last year. He stresses, however, that the adoption of remote training solutions contributed decisively to the continuation of training operations during these emergency circumstances, during which reliance was placed on the Zoom application, which allows high-quality audio-visual communication with hundreds of trainees.

Al Madhani noted that in addition to training drivers and school bus supervisors of Emirates Transport, the ET Training Centre provides training services to a number



Through the Manassati e-learning system

Emirates Transport augments its culture of distance training

Emirates Transport has revealed that its employees have benefited from 1,632 training courses through the company's "Manassati" e-learning platform in the first 7 months of the year.

Feryal Tawakul, executive director of the Support Services Division at ET, stated that the platform reflects the company's keenness to train and develop its human resources to keep pace with the rapid technological changes and developments and to promote a culture of smart learning, in line with ET's strategic goals and values.

She said: "We are committed to investing in talent development programmes as a direct contribution to the development of our cadres by providing them with learning opportunities, upgrading their competencies and developing their skills to contribute to sustainable development, to achieve the ambitious vision of

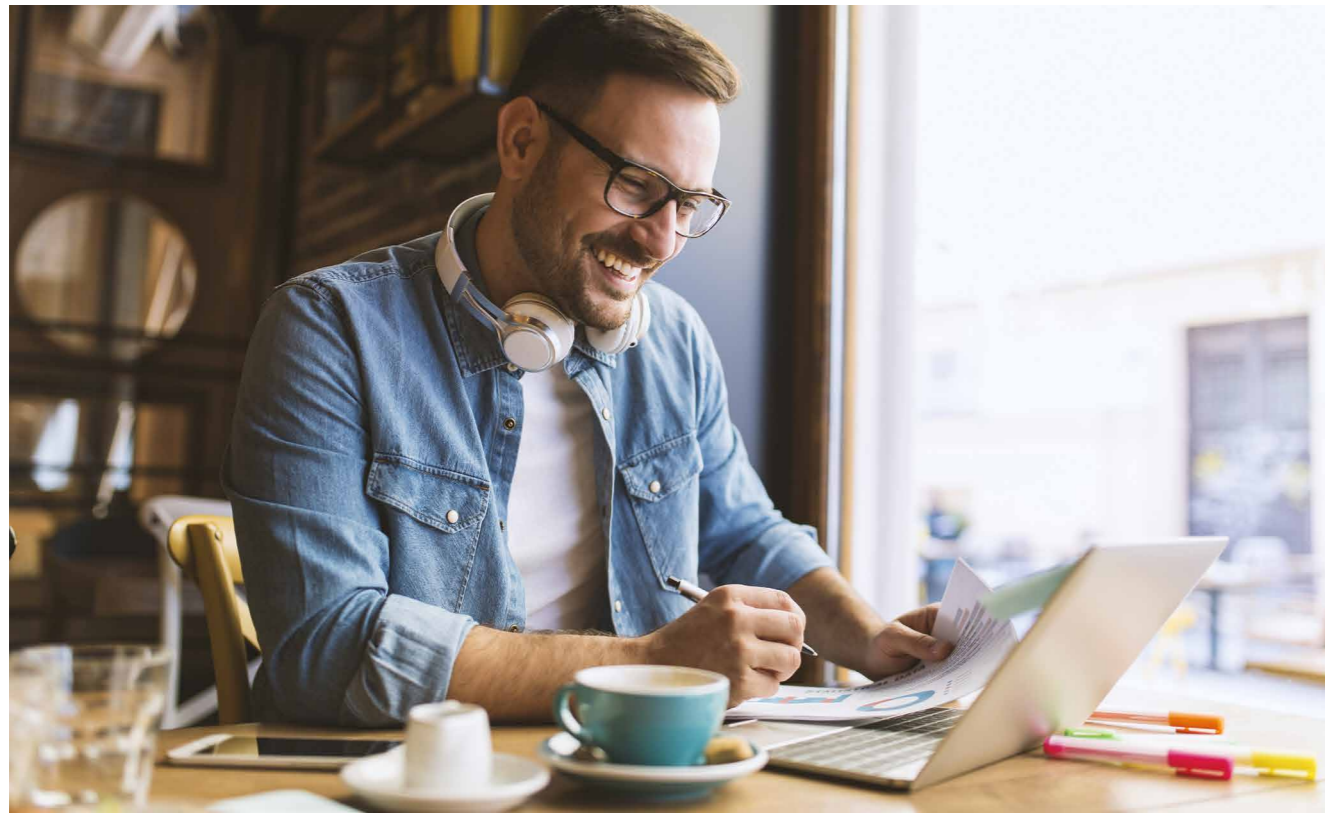
Emirates Transport."

Tawakul added that the initiative will enable employees to choose training courses that suit their needs from a package consisting of hundreds of training programmes, the content of which are designed in an innovative and easy-to-use way.

The executive director of the Support Services Division added that Emirates Transport recently launched a smart learning campaign under the slogan "LEARN@WORK", in a step that reflects the interest the company attaches to enhancing the knowledge and skills of its human resources by encouraging them to spend one hour a week learning on the job.

It is worth mentioning that Emirates Transport has launched several programmes and initiatives to provide a fertile environment for career growth and development.





Five tips to get the most out of your **workday**

By Mary Barrett

Getting a lot done each day is about more than just having the right productivity tools and setup. It's about taking care of your body and mind, and this starts even outside of the workplace.

We all need strategies for increasing productivity; here are five to get you started.

1 Get a good night's rest

The first key to productivity is plenty of sleep. Getting 7-8 hours sleep a night will flow through into your work, from sharper decision making and problem solving, to better coping with change.

It is not just the quantity of sleep that matters, but quality as well. You should try to stick to a regular sleep pattern.

Going to bed late during the working week and hoping to catch up with a sleep-in on the weekends may make you feel more productive, but you are disrupting your sleep-wake rhythms. This makes it difficult to feel alert and ready for work on Monday.

Get into a good sleep routine by setting a regular bedtime. Then avoid caffeine, alcohol, nicotine, and other chemicals that interfere with sleep.

Limit light exposure – including from TV, phone and computer screens - in the evening. Eat, drink and exercise enough, but not too much and not too close to your bedtime. Make sure your bedroom is a calm place, and use it only for sleep and intimacy.

Shift workers may not be able to keep to a sleep routine,

of course, and they need to be even more careful to get good sleep when they can.

2 Drink some coffee at work

Coffee helps you feel alert because it blocks adenosine, the main compound in your brain that makes you sleepy. A study of US Navy SEALs found caffeine had a range of positive impacts beyond keeping you awake. Benefits ranged from increased alertness and reaction time, to improved learning, memory and even mood. The effects lasted from one to eight hours.

Another study found that caffeine speeds up how quickly we process words.

But coffee isn't just effective on a chemical level.

Researchers at MIT found that scheduling coffee breaks so that the entire team took it at the same time increased productivity. When tested at a bank call centre, efficiency increased by 8% on average, and 20% for the worst performing teams. The benefit here came less from the caffeine and more from increasing the interactions between team members.

But before you rush out to grab a coffee, remember that in these experiments "a good cup of coffee" means black coffee. Research shows the levels of the beneficial antioxidants in coffee were higher and lasted longer in black coffee drinkers than for people who added sugar or non-dairy creamer to their coffee.

3 Take a break and do some exercise

Researchers in America have found that taking breaks during the workday is important for workers to replace workplace "resources" - energy, motivation, and concentration. These resources aren't limitless, and periodically need "charging" by doing activities that require less effort or use different resources than normal work, or are just something the worker enjoys. A break could be mean completely stopping work and doing something fun. An office-worker might go for a run, for instance. Or it could just mean switching tasks and doing something different, such as a supermarket shelver sitting down and doing paperwork.

The researchers also found it matters when you take your break. You will be most productive after a break if

you take it early in the work day rather than later, when you are already tired.

But perhaps you should also carve out special times in the day for physical movement. Researchers in Sweden found that devoting some work time to physical activity increases productivity. The research found that as little as two and a half hours of physical activity a week led to more work being done in the same amount of time, and reduced absenteeism due to sickness.

4 Conquer procrastination

Procrastinating not only reduces your immediate productivity by delaying work, but increases stress and lowers well-being. This can make your productivity even worse, later.

There are a range of relatively simple interventions you can do, such as eliminating notifications on your devices, only working for 15 minutes to get a project started, or creating smaller goals.

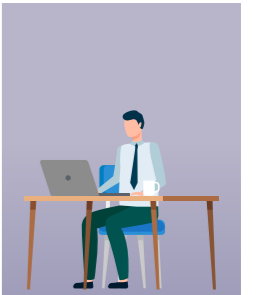
A classic remedy now supported by a University of Pennsylvania study is to divide tasks into smaller pieces so you can work through a more manageable series of assignments. Use the higher energy levels you have in the morning to do a small task you don't feel like doing, such as phoning someone you have been reluctant to contact. You'll give yourself the mood and energy boost that comes from a small achievement.

5 Do one thing at a time

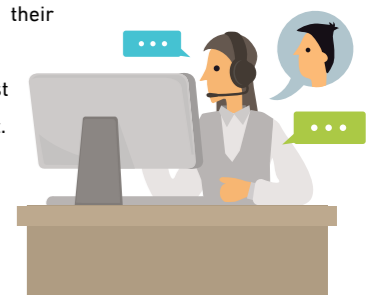
Don't be tempted to multitask. Our brains are not suited to dealing with multiple streams of information or doing multiple jobs at the same time. The more tasks we try to do simultaneously, the slower we complete them and the more mistakes we make.

Further, the research found that those who do multitask are more prone to becoming distracted by their environment.

By contrast, take that difficult phone call you just made. You gave it your full attention and finished it. Now, do something else important and then take a short coffee break, perhaps a walk. Your body and your mind will be in top gear and so will your productivity.



“
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 ”



Trams

Curated by: Fuad Mohd Ali

Famous Trams

“Desire”

A Streetcar Named Desire is a 1947 play written by American playwright Tennessee Williams. Set in New Orleans, Louisiana shortly after World War II, the play explores the plight of impoverished Southern gentry and the rapid changes of Southern society in the industrial age. It tells the story of a southern belle, Blanche DuBois, who, after encountering a series of personal losses, leaves her aristocratic background seeking refuge with her sister and brother-in-law in a dilapidated New Orleans tenement. The play was successful both commercially and critically. It opened in December of 1947 on Broadway and ran for over two full years, earning two Tony awards for the stage production and the 1948 Pulitzer Prize. A Streetcar Named Desire, is considered one of the finest and most critically acclaimed plays of the twentieth century. It still ranks among Williams’s most performed plays, and has inspired many adaptations in other forms, notably producing a critically acclaimed film that was released in 1951. “Named ‘Desire’ in the sense that the streetcar has a roll sign up front declaring its route’s destination, namely Rue Desiré in the Bywater neighbourhood. Oddly, the streetcar company ceased that route in 1948, a year after the play was written.



That’s Interesting...

- Early horse-driven trams were also sometimes powered by oxen, and in cases of emergency, by human workers.
- First electric tram in England was opened in 1885 in Blackpool.
- There are more than 200 European cities that have active tramlines.
- More than 36,000 trams and light rail vehicles are currently in operation all around the world.
- The largest fleet of trams is in a city of Prague (920). Other large fleets are located in cities such as Moscow, St. Petersburg, Budapest, and Warsaw.
- Trams are using almost 16,000 kilometres of light railway tracks.
- First trams in the United States were adapted from stagecoaches.
- First tramline in the US operated in New York City in 1832.
- The longest single tramline in the world is Belgian Coast Tram (68 km), which runs along entire Belgian seacoast.
- The largest tram track network is in Melbourne (256 km). Others large networks are in St. Petersburg, Cologne, Berlin, Moscow, Budapest and Vienna.



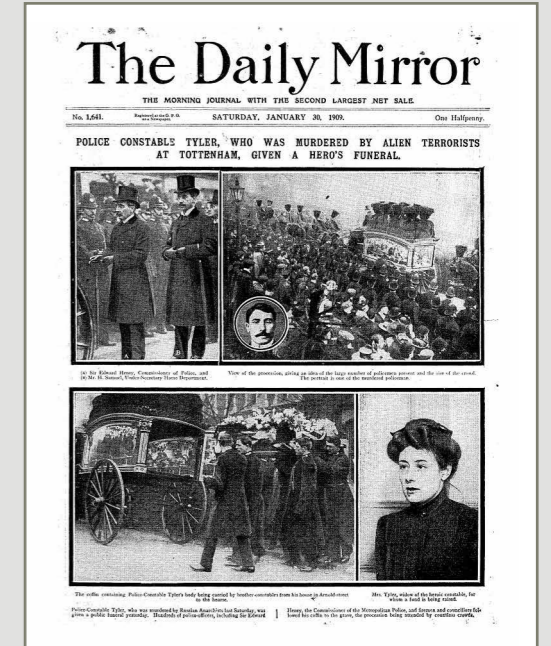
Crime & Punishment

The Tottenham Outrage of 23 January 1909 was an armed robbery in Tottenham, North London that resulted in a two-hour chase between the police and armed criminals over a distance of 10 km. The chase involved a variety of commandeered transport - cars, horse & cart and even a tram. The incident resulted in the death of a police officer and a 10-year old child. The two thieves committed suicide at the end of the pursuit. A joint funeral was held for both victims attended by a large crowd, estimated at up to 500,000.

In 2008, a Polish teenager allegedly turned the tram system in the city of Lodz into his own personal train set, triggering chaos and derailing four vehicles in the process. Twelve people were injured in one of the incidents. The 14-year-old modified a TV remote control so that it could be used to change track points, The Telegraph reports. Local police said the youngster trespassed in tram depots to gather information needed to build the device. The teenager told police that he modified track setting for a prank.

In 2011, a 15-year-old Russian teenager was arrested by police for hijacking a tram for 40 minutes, driving it around its usual route, picking up and dropping off commuters.

In 2012, a man who hijacked a tram with a gun in the Slovak capital Bratislava after complaining it was going in the wrong direction.



In Popular Culture

Black Orpheus (1959) has a lead character, Orfeu, who is a tram driver on Rio de Janeiro’s tram system. Malcolm, is an Australian film about a tram enthusiast who uses his inventions to pull off a bank heist. There are many scenes of Melbourne trams, as well as models of Melbourne and Adelaide trams, and (at the end of the film) scenes showing Lisbon trams. In Akira Kurosawa’s film Dodesukaden a mentally ill boy pretends to be a tram conductor.

«The Trolley Song» is a song made famous by Judy Garland in the 1944 film Meet Me in St. Louis. «The Trolley Song» was ranked #26 by the American Film Institute in 2004 on the AFI’s 100 Years...100 Songs list.

The song “Inaugural Trams” was part of Dark Days/Light Years, the ninth and final studio album by Super Furry Animals released in 2009. Danzig trams figure extensively in the early stages of Günter Grass’s Die Blechtrommel (The Tin Drum). In the last chapter, the novel’s hero Oskar Matzerath and his friend Gottfried von Vittlar steal a tram late at night from outside Unterrath depot on the northern edge of Düsseldorf. In a surreal journey, von Vittlar drives the tram through the night, south to Flingern and Haniel and then east to the suburb of Gerresheim.

The Moscow tramway figures prominently at the beginning of Mikhail Bulgakov’s novel The Master and Margarita, which was written between 1928 and 1940. Many critics consider it to be one of the best novels of the 20th century, as well as the foremost of Soviet satires.

