

EMIRATES TRANSPORT

Issue 54 July 2014

ET launches marketing campaign for LEMO



SEITCO signs two school transport contracts in Saudi Arabia

ET Wins the Golden Shield of Social Responsibility in the Arab Region

The ET Risks & Audit Event hailed as a success



ET publishes its 2nd Annual Report "Growth & Sustainability"



ET wins the Dubai Human Development Award 2014

Vision

Excellence and leadership in sustainable transport and general services.

Mission

Achieving the highest levels of luxury and comfort for our partners and clients through a creative team of human resources that provides transport, maintenance and leasing services, as well as facilities management and other complementary professional services, all in accordance with the highest in safety and environmental standards.

Values

Safety: We are committed to preserving life, property and the environment by taking precautions to prevent accidents, pollution and damage to people and resources.

Care: We work with credibility to reach a high level of service that ensures comfort to clients, partners and employees and we make this a top priority that encapsulates the services we provide.

Creativity: We are committed to creating a positive climate for the investment and preparations of capabilities and personal characteristics of the concerned groups, from inside and outside the corporation, helping them to turn their ideas into tangible results to support the organization's vision to provide a sustainable environment and an integrated infrastructure.

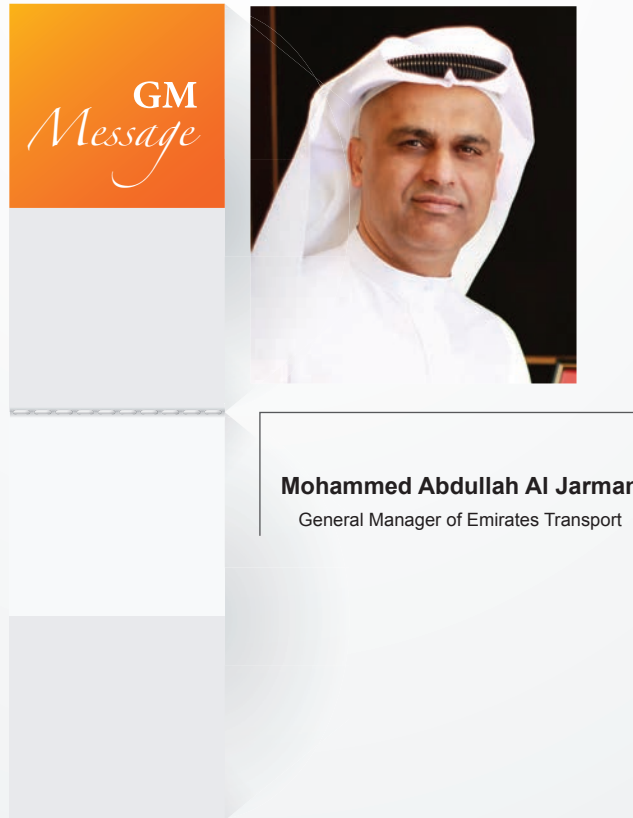
Participation: We are committed to deepening the culture of participative management in the interaction between employees of the corporation and with our strategic partners and all other concerned groups to bring added value to business results and the services provided.

Excellence: We are keen to provide a service beyond the expectations of customers that is consistent with the best practices and international standards of excellence and quality and which represents, at the same time, a good investment of the corporation's human resources.

Transparency: We are committed to applying the principles of corporate governance and transparency in conduct, information and decisions declared by various internal and external means of communication and networking.

Responsibility: Our services and decisions are based on a number of key factors, such as: self-monitoring, community initiatives, the protection of the rights of the various concerned parties and promoting green development practices; all whilst ensuring profitability levels to help sustain the development of the corporation's system of services.





Professionalism and creativity: the wings of success for Emirates Transport

Earlier this year, Emirates Transport celebrated the idea of “Professionalism” as the main theme for the year, using it as the impetus to continue the achievements and successes of ET, in the light of the Corporation’s Strategic and Investment Plans 2014-2016.

This determination spawned qualitative results during the first half of this year, which saw the launch of the Saudi-Emirati Integrated Transport Company (SEITCO), which soon imposed itself –on merit- in the Saudi market through the balance of expertise derived from the two partners. The company was able to sign two important contracts to transport more than 115,000 students in Tabuk and the Eastern Province, from the beginning of the next academic year.

Successes continued in other fields such as transport and leasing sector which registered 126 new contracts in the first half of 2014, while the total number of clients of the corporation’s auto inspection services reached an impressive 90,000 during the same period.

This magazine issue also highlights the new awards and recognition received by the corporation including the awarding of a Category ‘A’ classification to our Annual Report, in accordance with the frameworks and disclosure standards established by the Global Reporting Initiative (GRI).

Perhaps the most pleasing development over the past few months has been the cultivation of 1,780 new and valuable ideas and suggestion during the various brainstorming sessions held at the corporation to garner the creative juices of our employees.

We should all be proud of these achievements, as a whole, especially the fruits of creativity by the employees of Emirates Transport, because it is with creativity and professionalism that institutions reach the highest levels of success.

Purchase of 230 school buses approved

Plans to boost ET's private school transport services

Mohammed Abdullah Al Jarman, ET General Manager, chaired a meeting to discuss expansion plans of ET's school transport services.

Al Jarman praised the performance of the School Transport Centre since its inception a couple of years ago.

The centre succeeded in signing contracts with 21 private schools in different regions of the state, providing 214 school buses- complete with drivers - and transporting nearly 7,000 students.

Officials at the meeting also approved the purchase of 230 new school buses



as part of plans to enhance the transport services provided to students in private schools and further opportunities for business development of the centre.

Achieved an 'A' classification for Global Reporting Initiative (GRI)

Emirates Transport publishes its 2nd Annual Report "Growth and Sustainability"

Emirates Transport has unveiled its 2nd Annual Report titled "Growth and Sustainability", which was published in both Arabic and English.

For the first time, the report included a full disclosure of the corporation's sustainability efforts, achieving a Category 'A' in accordance with disclosure standards established by the Global Reporting Initiative (GRI).

Commenting on this occasion, Mohammed Abdullah Al Jarman, General Manager of Emirates Transport, praised the report for being awarded the 'A' classification by the GRI, particularly because it meets transparency and disclosure requirements.

Al Jarman said that the report represents a significant documentation effort by the corporation, adding that the GRI classification puts Emirates Transport at



the forefront of federal government authorities in the country.

For her part, Feryal Tawakul, Executive Director of Corporate Services, said the report illustrated the efforts of the corporation in the fields of sustainability and social responsibility, as well as documenting its successes in the areas of business and invest-

ment, detailing a wide range of initiatives and projects in those areas.

The Global Reporting Initiative (GRI) is an international non-profit organization founded in Boston in the United States in 1997, and concentrates its effort in the field of sustainability, urging government and private institutions around the world to strengthen their efforts towards sustainability issues, and approaches and policies for sustainable development.

The organization develops frameworks and standards for the preparation of sustainability reports issued by these different entities, and they have developed the first generation of those frames in 2000, while the year 2013 witnessed the issuance of the fourth generation of standards.

Since Students' safety is a top priority and the focus of ET 1st season of the 'League of Innovators' focuses on School Transport Safety

Mohammed Abdullah Al Jarman, General Manager of ET, has launched the first season of the initiative "League of Innovators", which lasts for 5 months in which teams composed of employees compete for the best idea in a chosen topic.

The programme, under the slogan "Innovation, for a brighter future", is a competition in which teams of ET employees compete to produce the best ideas for improving work environment and procedures.

The launch of the initiative coincided with the International Ideas Week, celebrated in May.

The first topic of the season will be "Applied Safety for School Transport" to be the first challenge for competition, and



it falls within one of Emirates Transport's initiatives and programmes to achieve the goal of "Safety First". Through the participating teams, solutions and creative ideas for the specified topic are put on the basis of quality, excellence, and sustainability in the safety of the transported students. Al Jarman called the employees to participate and positively respond to this ambi-

tious initiative which is the first of its kind at the federal level considering that all of them are interested in the process of development and institutional performance in the areas of sustainable safety and enhancing students' safety and raising their satisfaction since they are the focus of the institution's attention and a top priority before the rest of clients in the field of school transport.

The League of Innovators plays a role in encouraging creative team work, enhancing institutional reputation and leadership, develop procedures and improve services creatively, and creates a culture of creativity and innovation among employees in addition to its role in the identification of talents in the corporation.

During a meeting of the Board of Directors

Dhs27 million driving institute project in Dubai

The third meeting of the year for the Emirates Transport Board of Directors ended with the approval of a Dhs27 million project for a driving institute to be built in Dubai.

The meeting also approved a Dhs24 million expansion and improvement project for the Abu Dhabi Auto Services Centre in Musafah one.

During the meeting, HE Humaid Mohammad Al Qatami, Minister of Education and Chairman of Emirates Transport, praised the business and financial performances of the corpo-



ration in the first quarter of the year. Al Qatami was referring to increases of more than 18% in overall revenues which reached Dhs422.8, up from Dhs357.2 for the same period of last

year. Profits were also up at more than 18%.

Members of the board also prised performances of the corporation, and the executive management, in particular.

Centres to provide auto maintenance and inspection services

Three new auto services centres in Abu Dhabi and Al Ain at a cost of Dhs119 million

Emirates Transport has announced plans to boost its auto services capacity in the emirate of Abu Dhabi, with the launch of three new centres.

The plans were approved by the ET Board of Directors, and will see two of the centres built in the areas of Al Qua'a and Al Hayer, in Al Ain and one

in the area of Al Fayah in Abu Dhabi. Officials estimate the total cost of the three stations to be Dhs119 million, adding that work on the new sites will start soon.

The all-round motor centres will provide auto maintenance and inspection services for all types of vehicles, including heavy trucks and buses.

The centres will also be used as depots

for school transport buses serving the local areas.

The new auto services centres are part of a recent drive by the federal transport corporation to expand and improve services in the emirate of Abu Dhabi.

Earlier this year, ET introduced 24-hour services at its auto inspection centre in Musafah 1.



Offering transport and complimentary services

ET launches marketing campaign targeting the hotel and tourism sector

The Marketing Department, part of the ET Business Development Division, launched a marketing campaign targeting the hotel and tourism sector in the state. The campaign aims to promote the various transport and related complimentary services that can be offered by ET to this vital and rapidly growing sector.

Aaref Al Blooshi, Manager of the Marketing Department, said that the launch of this campaign was the result of substantial growth and remarkable success of the services provided in this sector, gaining the trust and approval by hotels and other tourist establishments in the state.

Some of the services which will be promoted during the campaign include lease of luxury vehicles and motorcycles, valet parking, employee transport, security services, dry car cleaning and facilities management.

The Marketing Department Manager added that the campaign will be conducted through direct field visits to potential clients, as well as through e-marketing programmes, in addition to the distribution of promotional material and other marketing means, pointing out that the campaign will cover all the 5-star hotels.





Honoured 120 outstanding employees and administrative units **Employee achievements celebrated during Emirates Transport's Annual Employee Excellence Forum 2014**

H.E. Humaid Mohammad Al Qatami, Minister of Education and Chairman of Emirates Transport, called on all employees of the corporation to keep their aim high to achieve the best results.

Al Qatami was speaking during the Annual Employee Excellence Forum 2014, held to celebrate the outstanding achievements of 120 individuals and administrative units at ET.

The event was held at the Intercontinental Hotel, Dubai Festival City, and was attended by the ET board of directors, Mohammed Abdullah Al Jarman, General Manager, senior executives and management, as well as employees of the corporation.

Al Qatami highlighted the emphasised on excellence as the way forward for all government employees.

He said: "Excellence has become a blueprint for every employee, to achieve the UAE 2021 Vision. This is emphasised at every occasion by HH. Sheikh Khalifa bin Zayed Al Nahyan, President of the UAE, and his brother HH. Sheikh Mohammed bin Rashid Al Maktoum, Ruler of Dubai, and Vice President of the UAE." For his part, Al Jarman praised the hard work and innovation of ET employees over the past year, which led to higher revenues and improved business results across the board.

He said: "What you have achieved dur-

ing the past period constitutes a supportive contribution to enhancing the success of this country and the consolidation of its global prominent position.

"This success is an honest reflection of the level of development reached by the corporation, and clear evidence of a job well done to reach our vision of excellence and leadership in transport and sustainable services, led, and supported by the chairman and members of the board."

Various categories were honoured on the night including best business centres, department, administrator, raising stars, drivers, auto technicians, as well as long serving employees.

Chaired by Al Jarman

Emirates Transport Technology Solutions review future transport plans

Mohammed Abdullah Al Jarman, General Manager of ET, Chairman of the Board of Directors of Emirates Transport Technology Solutions (ETTS), chaired the regular meeting of the Board of the company, which was held at its headquarters, in Dubai.

The meeting was in the presence of Eng. Abdullah Al Kindi, Executive Director of Business Development at ET, and board member of the ETTS, and Abdullah Rash-

eed, General Manager of company.

During the meeting, Al Jarman officially approved procedures and policies relating to human resources and purchases. He was also briefed on future commercial projects targeted during the current year 2014 in the field of safety and security of transport. Audit reports were also reviewed in order to develop the best ways of actions and policies of the company, and review the



budget for the second half of 2014.

ETTS provides smart solutions to transport services providers to support the facilitation of smart government projects. Among the projects recently undertaken by the company was the installation of internal and external cameras, as well as satellite monitoring devices, in buses of the Abu Dhabi Education Council.



In accordance with 2013 employee assessment reports

2,020 employees receive pay increase and promotions

Mohammed Abdullah Al Jarman, ET General Manager, approved the pay increases and promotions for 2,020 employees.

The increases will include all employees of the corporation, working in 41 sites across the state.

Commenting on the pay rise, Hanan Mohammed Saqer, Executive Director of Support Services at ET, said the latest annual increases reflect the corporation's keenness to reward its employees and create a positive work environment.

Saqer stated that the increases were awarded according to the results of annual assessments for employees, adding that the total value of the increases stand at over Dhs4 million.

Meanwhile, the corporation also paid out annual bonuses of approximately Dhs29 million to 10,857 employees.

Serving 54 clients, including 17 new this year The Government Transport Centre announces AED166 million revenues in first six months of the year



The Government Transport Centre, part of the Emirates Transport group of business centres, has announced revenues of AED166 million for the first six months of 2014.

The centre managed to attract 17 new clients in the same period, bring the total number of served clients to 54 government entities throughout the state.

The new entities include 7 federal institutions, 2 Dubai government entities and 8

government entities from Abu Dhabi. According to the new contracts, ET will provide approximately 900 vehicles and nearly 550 drivers to the aforementioned clients. Abdul Gaffar Yousif, Manager of the Government Transport Centre, said that the centre has put in place strategic long-term plans to improve and expand its services and to target more clients from the government sector.

Yousif said that, in the coming period, the centre will provide free of charge upgrade and maintenance services to 88 vehicles assigned to the Ministry of Health, as a token of appreciation for the partnership between the ministry and ET.



Raising Dhs34 million in revenues Al Wataneya Auctions Centre sells 933 used vehicles in H1

Al Wataneya Auctions Centre, part of the group of business centres of Emirates Transport, reported a 6% growth in the sale of used vehicles during the first six months of 2014, compared to the same period last year.

The Centre managed to sell 933 vehicles for a total revenue of Dhs34

million.

Salman Mohammed Ibrahim, Manager of Al Wataneya Auctions Centre, said that 14 auctions were held in Abu Dhabi and Sharjah, during the first half of the current year, compared to just 8 during the same period last year.

Offers international standard services

ET Call Centre scores an outstanding 89% mark in the secret shopper programme for federal entities

The Call Centre of Emirates Transport achieved an outstanding score of 89% in the 2013/2014 secret shopper programme for federal government entities.

The Centre's score was 18 percentages higher than the average for inspected institutions, earning it an excellent mark.

Mohammed Abdullah Al Jarman, General Manager of ET, said that the Call Centre aims to achieve the highest sat-

isfaction rates among customers, in line with the objectives of the federal government's secret shopper programme, which requires entities to achieve a minimum of 70% customer satisfaction rate, a number easily exceeded by Emirates Transport.

In addition to the overall assessment, the Call centre employees achieved an even more impressive 98% mark for their performances during the secret shopper assessment.



The team behind the Call Centre were honoured in recognition of their achievement.



Transporting more than 115,000 students in Tabouk and Eastern region Saudi-Emirati Integrated Transport Company (SEITCO) signs two school transport contracts in Saudi Arabia

The Saudi-Emirati Integrated Transport Company (SEITCO), a joint venture between Emirates Transport and the Saudi Public Transport Company (SAPTCO), has won its first two school transport contracts in Saudi Arabia.

Following its launch earlier this year, the company was chosen to provide transport to students in Tabouk and the Eastern region of the Kingdom, beginning

from the 2014/2015 academic year.

The four-year contracts are valued at approximately 800 million Saudi riyals. Mohammed Abdullah Al Jarman, General Manager of Emirates Transport, expressed his delight at the signing of the agreements and expressed confidence in the ability of the company to carry out the provision of services within the highest international standards and

specifications.

He also said that the total number of pupils transferred under the contracts will be 115,231 students, including students of Quranic centres.

The Saudi-Emirati Integrated Transport Company was established in late 2013, and began its work earlier this year, targeting the field of school transport for both public and private sectors.



For its efforts in building a model and successful working environment

Emirates Transport wins the Dubai Human Development Award 2014

Emirates Transport received the Dubai Human Development Award 2014 for its efforts in creating a great work environment. H.H. Sheikh Hamdan bin Mohammed Al Maktoum, honoured the corporation at a ceremony organised by the Dubai Department for Economic Development and held at the Zabeel Sarai Hotel, Dubai.

Mohammed Al Jarman, General Manager of ET and Hanan Mohammed Saqer, Executive Director of Support Services, were on hand to receive the award on behalf of the federal transport corporation.

Commenting on the award, Al Jarman expressed his pride at such recognition.

He said: "We, at Emirates Transport, have always placed great value on employee welfare and development, making it an integral part of our strategic plans and policies.

"We strive to provide an environment in which all employees can have an opportunity to develop and grow as individuals. This is one of the main reasons that employees enjoy working for us, as evident in our placing as one of the best UAE companies to work for in 2014.

"This is no mean feat given the fact the we have more than 13,500 employees, representing 44 nationalities, making us one of

the largest and most diverse government employers in the UAE." He added.

The General Manager of ET went on to list some of the reasons that makes the corporation a worthy recipient of this award.

He said: "We have a number of training initiatives and programmes targeting various job categories.

"One of these is the "Future Leadership" programme which prepares up-and-coming and promising talents for future leadership roles. Another similar programme is called the "Second Line" aimed at preparing mid and low-level managers and supervisors to take up more senior positions."

Al Jarman added: "We also have a number of employee suggestion programmes, as well as 13 incentive programmes, aimed at encouraging innovation and rewarding outstanding employees and organizational units.

"Encouraging further education for employees is also an important policy at Emirates Transport. "Ambition" is a programme dedicated to honour employees receiving diplomas and educational qualifications while working with the corporation. This promotes academic achievements and promotes a culture of development and empowerment", he concluded.

40 Hours of lectures and tests

Emirates Transport holds "Head of ISO Auditors" programme for 16 of its Staff



As part of efforts by Emirates Transport to develop the skills and capabilities of its employees, the corporation held a training programme for "Certified Head of Auditors for Quality Management Systems in accordance with the ISO 2008:9001". The programme was attended by 16 ET employees.

Feryal Mohammed Tawakul, Executive Director of Corporate Services at ET, said that the corporation is committed to adopting the highest international standards in quality and performance, especially in the areas of occupational health and safety which are the main pillars for the success of any institution due to their direct influence on the type and quality of services provided to customers.

The programme was organized over the course of 5 consecutive working days. The overall 40-hour training course included lectures and comprehensive tests.



Plans to unveil six more stations soon New fees at Emirates Transport's vehicle inspection centres in Abu Dhabi

Emirates Transport has announced the start of new fees for inspection of vehicles at its centres in Abu Dhabi, including Al Ain and the Western Region.

Amer Al Harmoudi, Executive Director of Auto Services Division at ET, said the increase in fees comes as part of efforts to

raise the standards of services provided to customers at these centres.

The move comes within a wider plan to expand and improve services that include the launch of six more inspection stations in the emirate of Abu Dhabi, in line with newly introduced services at existing centres.

Mohammed Al Braiki, Manager of the ET Vehicle Inspection Centre stated that the increase in fees also coincides with introduction of 24-hour services at the Musafah 1 inspection centre, a move, he added, that will be extended to other centres if successful.



Was the Platinum sponsor of the side conference

Tyre retreading project wins award at 9th 'Ideas Arabia International Conference 2014'

Emirates Transport received yet another award for its Tyre Retreading unit, as it was placed first in the category of "Productivity" during the during the 9th edition of 'Ideas Arabia International Conference 2014'.

The event was held under the patronage of H.H. Sheikh Ahmed bin Saeed Al Mak-

toum, President of Dubai Civil Aviation Authority at Dubai Government, and Chairman of Emirates Airlines, at the Palace Hotel, Downtown Dubai, and attended by a number of officials from various Dubai authorities and private companies. Receiving the award on behalf of Emirates Transport was Abdullah Al Kindi, Execu-

tive Director of Business Development. Mohammed Abdullah Al Jarman, General Manager of ET, congratulated the corporation on the latest win and stated that such recognition will act as inspiration to launch similar projects that can combine environmental and commercial benefits.



Valued at 255 million dirhams

The Transport and Leasing Division signs 126 new contracts in the first half of 2014

The Transport and Leasing Division at Emirates Transport has announced the signing of 126 new contracts during the first half of the year 2014, worth a total value of 255 million dirhams.

Waleed Salim Al Muhaire, Executive Direc-

tor of The Transport and Leasing Division at ET, said that during the first six months of this year, the value of contracts for Abu Dhabi Transport and Leasing Centre was nearly 32.5 million dirhams, the contracts for the Emirates Centre for Transport and

Leasing, in Dubai, were valued at 213 million dirhams, the centre of Ras Al Khaimah Transport and Leasing reached the total value of 7 million dirhams, while the East Coast Centre for Transport and Leasing saw new contracts worth 2.5 million dirhams.

Through 4 station in Abu Dhabi and Al Ain 90 thousand clients benefit from ET's auto inspection services since start of year

The number of clients benefiting from ET's auto inspection services across stations in Abu Dhabi and Al Ain has reached nearly 90 thousand, and that's during the first half of this year. Mohamed Ahmed Al Braiki, Manager of the ET Auto Inspection Centres said that the services, which consist of inspection services for trucks and heavy vehicles, are offered through four stations in Al Mussafah, Al-Jaber, Madinat Zayed and Al Ain.

He explained that these inspection services are provided for purposes of reg-

istration, renewal, transfer or export of vehicles. Services can be used for the purposes of issuing permits to change the vehicle type or colour and to inscribe the vehicle identification number. Al Braiki added that two mobile devices were allocated to provide technical inspection services, offering the ability to carry out on-site auto inspections for companies and factories that possess auto mechanisms, vehicles and large equipment that cannot be easily transferred to the auto examination centres.





In cooperation with Sharjah Civil Defence

100 ET employees complete a “Volunteers for the Civil Defence” training programme

The Government Transport Centre (GTC), part of the Emirates Transport (ET) group of business centres, in co-operation with the General Directorate of Civil Defence in Sharjah, organised a training programme titled “Volunteers for the Civil Defence”. The programme was attended by 100 drivers working in various GTC

branches across Sharjah, Ajman and the Central Region, along with a number of administrative staff. Hamid Al Khidir, Manager of the Sharjah Government Transport Centre, said the programme included three key aspects which were first aid, fire-fighting, and sheltering the wounded.



Staff brainstorming sessions yield 1,780 suggestions and ideas

A brainstorming campaign at Emirates Transport, involving all departments, branches and business centres of the corporation, generated nearly 1,780 ideas and suggestions. Feryal Tawakul, Execu-

tive Director of Corporate Services at ET, said the initiative was launched to mark the International Ideas Week. The employees’ contributions centred on means of improving and developing ad-

ministrative practices at the federal corporation, she added. Tawakul commented that the volume and quality of contributions reflect the creative capabilities of ET employees.

Community Initiatives an Integral Part in
the Annual Plans and Strategies of ET

Emirates Transport Wins the Golden Shield of Social Responsibility in the Arab Region



The Arab Organization for Social Responsibility has given Emirates Transport the Golden Shield of Social Responsibility at Burj Al Arab in Dubai in recognition of its efforts in the adoption and launch of sustainable community initiatives at the level of the Arab region.

The golden shield was received by Mohammed Al Jarman, General Manager of Emirates Transport, from His Excel-

lency Pierre Moukarzel, Head of the Arab Organization for Social Responsibility.

On this occasion, Al Jarman expressed his pride of winning the Golden Shield Award at the region's level; stating that it reflects the role of government institutions in supporting community work and development in the UAE and the corporation's responsibility towards society.

To enhance quality of services

Emirates Transport issue Charter of Ethics & Behaviour for Suppliers



Emirates Transport issued a Charter of Ethics & Behaviour for Suppliers with the aim of enhancing quality of services and upholding the highest legal and ethical values.

Mohammed Abdullah Al Jarman, General Manager of ET, said the charter reflects the corporation's commitment to matters of law and comes as part of its social responsibility practices.

Fatima Faraj, Manager of Purchasing Department at ET, commented that the charter will help the federal transport

corporation attain stronger relations with its established suppliers and set standards of business and social responsibility conduct that adheres to international values and practices.

The charter insists on suppliers meeting certain conditions such as full abidance of the UAE laws as well as clear adherence to national and international standards and practices on various humanitarian and labour related laws, such as child labour, workers' rights, forced labour and transparency.

Month-long awareness lectures and competition

The ET Risks & Audit Event hailed as a success

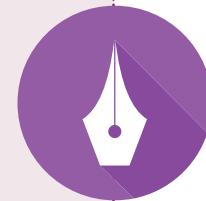


Mohammed Abdulla Al Jarman, ET General Manager, attended the closing ceremony of the Risks & Audit Event, in the presence of senior management, including Executive Directors.

The month-long event, which aimed to raise awareness of the important roles of risk management and internal audit, encompassed all ET branches and sites throughout the country.

During the closing ceremony, held at ET's Dubai head office, Al Jarman stated the importance of cooperation of all organ-

izational units in the corporation when setting plans and assessing risk indicators. Al Jarman highlighted five types of risks, including those associated with success, stagnation, fear, loss of direction and the risk of a shift in corporate identity. He called on managers and staff to continue to have the courage, confidence and responsibility to counter such risks and to cooperate with the internal audits department. The awareness campaign included lectures, competitions and brainstorming sessions.



To cooperate on transport services

ET signs MoU with Arriva Middle East

Emirates Transport and Arriva Middle East have signed a Memorandum of Understanding (MoU) which aims to establish mutual cooperation between the two sides to help them achieve their respective objectives.

Signing the agreement on behalf of the federal transport corporation was the General Manager, Mohammed Abdullah Al Jarman, and for Arriva Middle East, Managing Director, Huub Hendrickx.

Al Jarman said: "We are pleased to sign this agreement with one of the largest public

transport providers in the world.

"I am sure we can both benefit from each other's experiences and we are looking forward to exploring means of cooperation in the fields of transport and auto services" he added.

For his part, Huub Hendrickx stated his delight at signing the MoU with a leading transport provider in the region.

According to the agreement, both companies will exchange knowledge and expertise and work towards establishing joint ventures in the UAE and wider region.



Take Charge of Your Professional Development

By Alexis Grant

It's easy to get complacent about professional development when you're employed. If you already have a job, why should you go above and beyond to improve your skills, especially if it's not required by your company?

But making an effort to help yourself long term. And if you don't learn new skills and acquire new knowledge and experience, you're likely to fall behind

your peers, which could be detrimental when you look to change positions.

"If you don't [focus on professional development], you won't be marketable in your field in five years", Alexandra Levit, author of *New Job, New You: A Guide to Reinventing Yourself in a Bright New Career*, wrote in an email. "In this [employment] climate, you always have to be looking ahead to what is going to be required in your potential next role."

Levit recommends focusing on transferable skills that are relevant across a variety of industries and positions. That way, even if you can't use them now, they'll likely come in handy later.

Taking charge of your professional development has become even more important since the global recession, because some companies no longer have the funds to help employees grow beyond their basic duties. And since employees tend to have shorter stays with companies than they did years ago, companies may not see the value in training an employee they could lose. Of course, employee-retention experts say that's exactly why companies should offer professional development: because it helps them keep and cultivate their best talent.

"Companies have fewer resources to do professional development because as they've cut back, everybody's down to



muscle and bone,” says Rusty Rueff, career and workplace expert at Glassdoor.com, a website that offers insight into careers and companies. “You have to take control of your own development ... and find ways to make it happen.”

10 Tips

Here are 10 ways to help yourself grow professionally even without the support of your company:

- 1** Take a class. Just because you’re no longer in school doesn’t mean the classroom is off-limits. Plenty of universities offer classes for adults, often in the evening so you can attend around your job schedule. Online classes are another convenient option. Take a class on a topic that’s relevant for your job, or learn about something that’s totally unrelated for a change of pace. Either way, you’re growing, which is the over-arching goal.
- 2** Teach yourself a skill. You don’t always need structure or a class to learn something new. Pinpoint skills that are desirable in your line of work, and start practicing. Website-building or social-media skills are a perfect example, and they’re desirable across the board. Jump into a project, and learn the ropes as you go.
- 3** Volunteer. “Because [non-profit] organizations are so hungry for hands,” Levit says, “you’ll get the opportunity to master leadership skills you might not have the chance to practice otherwise.” And, she adds, “you’ll be doing it in a real-world environment, which makes the experience better than if you, for example, took coursework or training seminars.”
- 4** Master an online tool. Even those of us who organize our lives via digital tools don’t always make the most of them.



The Web is full of free video tutorials on how to use networks like LinkedIn and Google+, as well as tips on organizing your Gmail life. Think about how you can increase your efficiency, and scour the Internet for resources to help you accomplish that.

5 Seek out people who are on the career path you aspire to. Ask them how they got to where they are. With a little effort on social media, Rueff says, you can easily find out who holds a certain position—or who used to hold it—and reach out to them. Especially if you stroke their ego a bit, people are often happy to talk about the path they took in their career, as well as what worked and what didn’t. Learn from their successes and mistakes.

6 Shadow a colleague. Find workers within your company who do something you want to learn, and stop by their office occasionally to ask questions, Rueff suggests. You don’t need an official shadowing program to accomplish this, just your own initiative. “You will learn a lot by listening and watching, and a little bit by osmosis,” he says.

7 Find a mentor. Take that find-a-successful-person goal one step further and identify someone who’s willing to give you guidance and advice. Even if you don’t feel comfortable calling that per-

son a mentor, having someone to run ideas by who has more experience than you can go a long way toward helping you make the right decisions. The key here is that they have to have an interest in helping you.

8 Read. Devour books and articles and blogs within your niche, but also pick reads that are outside of your normal professional box, Rueff says. “Read things that are outside of your own industry and experience, and then stop and think about, how can I relate that and apply it to my business?” he says.

9 Attend a conference. Figure out which conference is most worthwhile for people who work in your target industry and go, even if it means using vacation time. Not only will you learn new skills, you’ll also make new contacts. Emily Bennington, who helps new college graduates transition from the classroom to the workplace, advises researching who’s going and connecting with those people on social media before the event, so you can arrange an in-person meeting and facilitate a stronger connection.

10 Don’t neglect your “soft skills”. Most of us know our weaknesses, whether we need to be more organized or do a better job of meeting deadlines or simply prioritizing in a smarter way. Putting effort into improving those skills will make you more marketable no matter what field you’re in, says Joseph Grenny, an organizational-development expert and co-author of *Change Anything: The New Science of Personal Success*.