

EMIRATES TRANSPORT

Issue [77] April 2020

Maintenance workshops receive conformity certificates according to the UAE system for vehicle repair requirements



ET adopts a series of precautionary measures to combat the coronavirus

ET participates in the Global Educational Supplies and Solutions (GESS) conference 2020

2019
achievements

- 10** infrastructure projects completed
- 89,000** vehicles served by ET's Roadside Assistance Unit
- 60** million litres of water conserved
- 1,700** maintenance operations for luxury vehicles

30 auto services contracts signed in Abu Dhabi in 2019

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.



GM Message



Mohammed Abdullah Al Jarman
General Manager of Emirates Transport

Handwritten signature of Mohammed Abdullah Al Jarman.



Our country is fine ... with its leaders and individuals

This issue of the Emirates Transport magazine comes to you while our local community, as well as those in all countries of the world, are going through special and unprecedented circumstances. The effects from the spread of coronavirus, which started at the dawn of the year 2020, has cast a shadow on many vital sectors including the fields of health, economy, education as well as other sectors.

In the face of these pivotal repercussions, we have seen clearly how the world can unite through peoples, institutions and societies in the face of crises if danger is identified, resolve is forged, and the desired solidarity is achieved. It is also clear that lessons can be drawn from such predicaments, to help us create a future that is better able to anticipate challenges before they arise and quickly address them once they do occur.

Our wise leadership in the United Arab Emirates has demonstrated that serving all of mankind and preserving the lives and health of people, wherever they are, should be at the top of the priorities of governments and countries. This has been demonstrated by the wise and thoughtful way in which the UAE government dealt with the crisis, and in the directives of the prudent leadership and its exceptional efforts to stand with society in its institutions and individuals and support them with all capabilities and incentives and even involve them in taking responsibility, each according to their position, to overcome this temporary circumstance, not to mention its communication with the leaders of the world, and the various health and economic institutions, to ensure protection of human health on the one hand, and the continuation of life in all its forms on the other hand.

Consequently, the UAE, with its effective measures and the sincerity of its will, has set an example in preparing and implementing strategies in an optimal way to deal with crises.

We are fully confident and optimistic that the future is brighter and that together, God willing, we are able to circumvent this passing cloud and come out of it with various lessons and great benefits, and that our country will remain fine with its valiant leaders, assured institutions and loyal population.



Provided 28 buses for emergency authorities throughout the country

ET adopts a series of precautionary measures to combat the coronavirus

Emirates Transport (ET) revealed it has adopted a series of precautionary measures in order to combat the spread of Covid-19 to secure its transport services and ensure the optimal safety levels for its customers and employees across all of its locations and facilities. Hanan Mohamed Saqer, Executive Director of Corporate Services, stated that Emirates Transport, which employs more than 30,000 employees, operates a fleet of more than 39,000 vehicles and provides services to more than 2,500 clients throughout the country, was quick to adopt strong measures including the allocation of an initial budget of one million dirhams to disinfect its fleet.

Saqer pointed out that - as part of its national responsibility - ET also provided 28 buses in various regions of the country for use in emergency situations, in coordination with the National Emergency Crisis and Disaster Management Authority, in addition to participating in the national sterilization procedures for 10,100 government and private school buses, and buses for colleges and universities, under a plan

that was prepared in cooperation with the Ministry of Education and the Abu Dhabi Department of Transport, as well as ET's strategic partners and clients.

The Executive Director of Corporate Services added that Emirates Transport utilised its auto services and technical operations to assist the concerned authorities in confronting the spread of the coronavirus, by providing auto maintenance and support for the national sterilization vehicles in Abu Dhabi and Sharjah, through roadside services and by sterilizing the auto services workshops of Abu Dhabi Police.

Expanding further on disinfection operations, Khaled Shukur, manager of the Environment and Occupational Health and Safety Department at ET, stated that the company quickly secured an adequate stock of disinfection materials and other necessities, before their distribution between ET's various stations and student transport operations centres and initiating a system for the daily follow-up of the disinfection process.



“The company quickly secured an adequate stock of disinfection materials and other necessities, before their distribution between ET's various stations and student transport operations centres.”



Best health and safety conditions and standards applied
3,800 trucks, cars and motorcycles deliver food and parcels since the beginning of the year

Emirates Transport has provided 3,800 trucks, cars and motorbikes for the delivery of food products and parcels in the emirates of Dubai and Sharjah since the beginning of 2020.

Tariq AlSedawi, Head of Sales for the Zone, said that Emirates Transport provides its transport leasing services for vehicles and motorcycles intended to serve its customers in the food sector such as restaurants, storage warehouses, wholesalers and retailers, as well as pharmacies and delivery companies, through 3,000 vehicles and motorcycles, in addition to 800 trucks designated for transporting and delivering frozen and fresh food and drinks.

AlSedawi confirmed that the food transport vehicles provided by Emirates Transport adhere to the best industry standards set by local and international regulatory authorities, adding that all food transport vehicles use smart tracking systems that provide the driver with information and data.

The Head of Sales in the Zone for Dubai and Sharjah also added that within the framework of achieving the highest safety standards, Emirates Transport works periodically to implement maintenance operations for refrigerated transport vehicles, in addition to coordinating with its customers to disinfect vehicles designated for transporting refrigerated food.



Featured some of its most prominent services in the field of transport

ET participates in the Global Educational Supplies and Solutions (GESS) conference 2020

Emirates Transport (ET) is taking part in the 2020 Global Education Supplies and Solutions (GESS) conference, which held between 25 to 27 February at Dubai World Trade Centre.

More than 600 public and private sectors from various countries took part in the exhibition.

H.E. Hussein bin Ibrahim Al Hamadi, Minister of Education and Chairman of Emirates Transport, along with Saudi Minister of Education, Dr. Hamad bin Mohammed Al-Asheikh and Dr Majed Bin Ali Al Nuami, Education Minister of Bahrain, visited the ET's pavilion and listened to briefings from officials about the services offered.

Aaref Alblooshi, manager of ET's Marketing Department, said that the Corporation was keen to participate and contribute as platinum sponsor at the exhibition and its accompanying forum in order to support the qualitative

initiatives by its strategic partners in the educational sector, led by the Ministry of Education and the Department of Education and Knowledge in Abu Dhabi.

Alblooshi added that Emirates Transport participation featured some of its most prominent services in the field of transport, especially school transport, showcasing an electric school bus, which set to be the first of its type in the region.

The manager of ET's Marketing Department also stated that the participation of the exhibition provided an opportunity for the Corporation's employees to exchange experiences and knowledge with experts from around the world in the field of school transport and identify best practices that will enhance the levels of safety of students and will help discover new investment opportunities.



Roadside Assistance Unit

Providing roadside assistance through a dedicated 24/7 service.

Part of Emirates Transport's Auto Services Division, the Roadside Assistance Unit offers breakdown and vehicle towing services, including quick repairs and battery recharge and replacement, as well as various other services, with coverage that extends all over the UAE.

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10 Four more projects planned for 2020 infrastructure projects completed in 2019

Emirates Transport revealed it has completed 10 infrastructure development projects covering a combined total area of more than 250,000 square meters, during 2019.

According to Feryal Tawakul, executive director of Support Services at ET, the developments were undertaken to support the growing business activities and operations of the Corporation, particularly in the transport and auto services sectors, and completed according to the highest international standards, and in line with the company's vision of integrated transport and sustainable growth.

"The projects are in line with ET's development efforts to upgrade the services provided according to the highest international standards by implementing the requirements of its various branches in line with current needs and expected future growth, as well as meeting the growing needs of the customer base,

improving performance and operational efficiency in existing locations," said Tawakul.

In all, 2019 saw the completion of 10 projects in different parts of the country, including Abu Dhabi, Al Ain and Dubai. These include the construction of new buildings, and the expansion and upgrading of a number of existing buildings.

The executive director of Support Services at ET added that all completed projects followed the requirements of the Abu Dhabi's Estidama One Pearl rating, confirming the Corporation's keenness to apply its sustainable growth values.

Tawakul also pointed out that in order to complete the Corporation's approved expansion and infrastructure development plans, a further 4 projects are due to be completed by the end of 2020, taking the total number of ET sites to 46.



Bus supervisors ensure implementation of safety and emergency systems on buses 5,117 supervisors to achieve student safety in school buses

Emirates Transport is committed to applying the highest safety standards when providing school transport services to students, by providing school bus supervision service for them during their daily trip to and from school by bus, to ensure their comfort and safety.

Jasim Al Shair, Key Account Manager - VIP Customer Office in, stated that Emirates Transport is keen to follow and apply the highest safety standards during the transport of students, through qualification and training of bus supervisors to carry out their duties.

He pointed out that the most important responsibilities assumed by bus supervisors, begins by ensuring the readiness of the bus and its cleanliness, knowing the homes of the transferred students, as well as helping the student to board the bus quietly and orderly, and making sure that buses are free of students after the end of the school trip, or of any risks they may be exposed to.

According to Al Shair, the number of female bus supervisors at Emirates Transport reached 5,117 by the end of 2019, working in buses that provide transport services to the Ministry of Education, as well as Zayed Higher Organization for Humanitarian Care, the Applied Technology High School, and the Abu Dhabi Technical Institute for Vocational Training.

He said: "School bus supervisors undergo an integrated "Training Bag" programme, which includes ten training courses at intermittent periods throughout the school year. "The targeted courses cover occupational awareness and work ethics, traffic safety, emergency evacuation practice, firefighting basics, first aid training, dealing with children and people with special needs, as well as general customer service skills when interacting with parents and members of the general public," added Al Shair.



11.4% increase in sales compared to 2018

ET's auction centre sells 4,448 vehicles in 2019



Al Wataneya Auctions, a subsidiary of Emirates Transport, has reported the sale of 4,448 used vehicles during 2019.

The sales represent a 11.4% increase on sale figures in 2018, reflecting a healthy improvement in the used cars sales market.

The sales were carried out through 50 online auctions with the participation of 20,550 bidders.

Salman Mohammed Ibrahim, manager of Al Wataneya Auctions said: "The types of vehicles sold include industrial-purpose vehicles, pick-up trucks, four-wheel

drive vehicle, saloon cars and buses".

He pointed out that Al Wataneya Auctions provide their own auto mechanical services team tasked with assessing the technical conditions of auctioned vehicles, before preparing detailed reports for bidders, giving them an accurate assessment of the vehicles on sale.

Salman stressed that the e-auction service is available with full transparency and is easily accessible to all categories of the public, pointing out that it encourages the active participation of various segments of the target audience.

Sold 1,137 vehicles in 12 online auctions so far this year ... And launches 13th auction of 2020

Al Wataneya Auctions also launched its 13th online auction of the year, offering 180 used vehicles for sale.

Salman Ibrahim, manager of Al Wataneya Auctions, said that the latest auction was held at the end of March and featured various types of vehicles including salon, 4-wheel drive, agricultural machinery and motorcycles.

He stated that since the start of 2020, and previous to the

13th auction, the Centre held 12 online auctions, selling 1,137 out of 1,437 vehicles on offer.

Ibrahim pointed out that the e-auction service allows participation of various segments of the public, and from different parts of the world, and offers greater transparency and ease to the process.

Through a fleet of 149 towing trucks and 192 employees 89,000 vehicles served by ET's Roadside Assistance Unit in 2019



The Roadside Assistance Unit, a subsidiary of Emirates Transport, provided services to 89,000 vehicles in 2019, according to Unit manager Mohamad Madeh Khofash.

The Unit is part of the Auto Services Division at ET and specializes in providing round-the-clock roadside assistance to both companies and individual clients.

Clients benefited from a wide range of roadside services including towing of vehicles in case of breakdown or accident.

The Unit, which has a fleet of 149 towing trucks and

192 employees, also offers assistance to road users who find themselves with a punctured tyre, dead batteries, locked doors, empty petrol tanks, or any other mishap. Other services include door-to-door vehicle registration and renewal services.

To increase the reach of the service, the Unit launched a smart application that enables road users to request roadside assistance in the event of a breakdown, or other car-related trouble.



Through Emirates Moto More than 1,700 maintenance operations for luxury vehicles

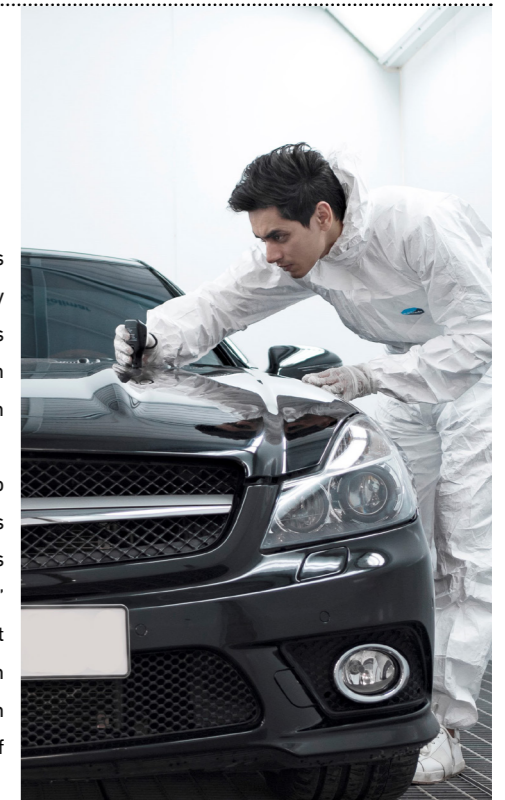
The Luxury Vehicles Maintenance Unit "Emirates Moto", a subsidiary of Emirates Transport, revealed that it carried out more than 1,700 maintenance operations for 643 luxury vehicles in 2019, an increase of 39% compared to 2018.

Marwan Hanna, manager of Emirates Moto, stated that the Unit has a capacity to service 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 Sharjah facility.

Hanna pointed out that the unit currently includes 52 auto mechanics and technicians working in its workshops and this number will rise to about 90 with the official start of operations in the Dubai branch soon.

He stated 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 that Emirates Moto 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.



Through 380 vehicles and 265 trained drivers

161 ET transports more than million tons of petroleum products

Emirates Transport revealed it has transported more than 161 million tons of petroleum products as part of its services for companies working in the petrol, chemical and petrochemical fields.

Waleed AlMehairi, Executive Director of Transport and Leasing in Abu Dhabi, said that ET is keen to provide its services in the field of petroleum transport according to the highest standards in safety and quality through trained cadres qualified to meet the current and future needs of a number of distinguished clients in the country.

He stated that ET currently manages 12 contracts in the petrol field, through which it transports 1.6 billion litres of jet fuel and 16,000 tons of polyethylene and polypropylene, in addition to 51,000 tons of molten sulphur and 161 million tons of various petroleum products.

For his part, Abdullah Al Amri, Operations Manager for Abu Dhabi, said that ET operates 380 vehicles and employees 265 trained drivers, provides



services to an elite group of companies operating in the petroleum, chemical and petrochemical fields. It manages, operates and maintains a fleet of heavy vehicles and tankers specialized in transporting of liquid sulphur, petroleum products and various other oil and gas material.



Fleet size increases to 40,000 vehicles

Traffic accidents involving Emirates Transport fleet decrease by 23% in 2019

Emirates Transport announced a 23 percent decrease in the total traffic accidents involving its fleet of vehicles in 2019, compared to 2018.

This decrease was achieved due to ET's ongoing traffic safety efforts and initiatives, despite an increase in the number of ET's fleet of vehicles and an increase in their total mileage.

Mohammed Abdullah Al Jarman, general manager of Emirates Transport, said that the company is continuing to implement plans and procedures to ensure traffic

safety in its various activities and businesses, and is implementing strict standards to achieve the highest levels of safety and security, while providing transport services to its customers.

Al Jarman also stated that the Traffic Accident Studies Report for 2019 revealed a decrease in the percentage of registered accidents that ET drivers are responsible for by 19% compared to 2018, noting that moderate damage accidents accounted for 37% and minor damage were 58% of the total accidents caused by drivers.



The system will enter into implementation in mid-November of 2021

Maintenance workshops receive conformity certificates according to the UAE system for vehicle repair requirements

The Emirates Auto Services Centre, part of Emirates Transport, received a conformity certificate for requirements of repair facilities and vehicle service centres from H.E Eng. Sultan bin Saeed Al Mansoori, Chairman of the Emirates Authority for Standardization and Metrology (ESMA).

Obaid Rubaya Almehairbi, manager of the Emirates Centre for Auto Services was on hand to receive the certificate on behalf of Emirates Transport, accompanied by a number of ET officials.

The UAE system for the requirements of repair facilities and vehicle service centres will enter into implementation in mid-November of the year 2021, while vehicles agencies running major repair and maintenance workshops have obtained optional certificates of choice during the past period.

Mohammed Abdullah Al Jarman, general manager of Emirates Transport, praised the new system as a qualitative shift in the services provided to consumers in the UAE, stating that it preserves consumer rights and also

supports the recommendations of the UAE government in achieving fair access to services.

He stressed that the introduction of this system would ensure fair access to the service for consumers and ensure that the quality of service provision is raised, in a manner that achieves the principle of providing integrated information to consumers.

Meanwhile, Amer Al Harmoudi, executive director of the Auto Services Division at Emirates Transport Auto Services, 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.

He explained that ET's auto workshops provide 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.



8%

Serviced 2,750 vehicles through 4 auto workshops increase in vehicle maintenance services in Ras Al Khaima

Emirates Transport, through its Auto Services Unit in Ras Al Khaimah, provided maintenance services for 2,750 vehicles during the first quarter of this year, an increase of 8% on the same period of last year.

The maintenance services were carried out for various federal and local government entities, as well as from the private sector companies in the emirate.

Abdul Rahman Hassan Kaddaw, manager of the Ras Al Khaimah Auto Services Unit, part of ET's Auto Services Division, stressed that the corporation 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 represents an 8% increase in business compared to the same period of last year and was carried out by 47 trained auto mechanics working in 4 service workshops in the northern emirate.



518 vehicles and 173 drivers to be provided

Dhs105 million worth of contracts signed in Q1 in the emirates of Dubai and Sharjah

Emirates Transport has announced the signing of 35 new and renewed contracts with several government and private sector entities in the emirates of Dubai and Sharjah worth a total of Dhs105 million during the first quarter of 2020.

Head of Sales for the Zone, Tariq AlSedawi, stated that the signed contracts, which have a range in duration of between 2 to 5 years, were for the provision of passenger transport and vehicle leasing services involving approximately 518 cars and buses, in addition to providing more than 173 qualified drivers.

He explained that the high quality and efficient service package offered by ET, a fruit of 38 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.



30

Through 44 service centres in Abu Dhabi auto services contracts signed in Abu Dhabi in 2019

The Auto Services Division of Emirates Transport in Abu Dhabi signed 30 new and renewed contracts with a number of government and private entities during 2019.

The contracts were for the provision of maintenance and repair services for 14,000 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 the 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 last year ET succeeded in providing auto maintenance services to more than 14,000 vehicles, through 44 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 is accompanied by 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.



Significant leap in the level of ET's business and its revenues over the previous years, helped by a significant investment in infrastructure.



Equipped with lifts and side arms

53 ET buses transporting 650 students with special needs

Emirates Transport announced an 18% increase in the number of transported students under the Arrive Safely initiative, which serves students of centres catering for people of determination through specially modified buses.

According to Abdul Gaffar Mohammed Yousef, Key Account Manager - VIP Customer Office, ET has allocated specially equipped buses to transport people of determination, in various regions of the country, as part of the Arrive Safely initiative, which was launched in 2013 in cooperation with the Ministry of Community Development.

He stressed that Emirates Transport has implemented the best specifications and standards in the buses which are fitted with wheelchair lifts and side arms

and include a diverse library of books and games, in addition to monitors to show entertaining and educational programmes.

The buses are also equipped with a smart tracking system and internal surveillance cameras to help reassure parents during the trip to-and-from the care centre, added Yousef.

The Key Account Manager added that during 2019, ET provided 53 buses to transport 650 students with special needs to 8 rehabilitation centres affiliated to the Ministry of Community Development, including Dubai Club for People of Determination, RAK Club for People of Determination and the Fujairah Club for People of Determination.

Receives another 11,500 calls in Q1 of 2020

ET Call Centre received 50,128 calls in 2019

The Emirates Transport Call Centre announced that it had received 50,128 calls and responded to 9,972 e-mails from customers and the general public during 2019.

Mohammed Ali Obaid, manager of the Operations Department at ET, said the subjects of the calls received by the staff at the call centre included general inquiries, complaints, data requests and general suggestions.

The Call Centre also announced that it had received 11,500 calls and

responded to 1,827 e-mails from customers and the general public during the first quarter of 2020.

The largest proportion of inquiries to the call centre, Obaid said, were related to services such as road assistance, limousines and auto maintenance.

Obaid added that the School Transport Operations Room in Abu Dhabi also receives calls through the ET Call Centre.

By buses equipped with satellites tracking systems Emirates Transport transports more than 2,200 university students in Dubai and Sharjah

Emirates Transport has provided 150 buses dedicated to transporting 2,200 students from different regions of the country to the universities and colleges in Dubai and Sharjah.

Abdullah Abdul Rahman, manager of Operations in Dubai and Sharjah, revealed that university transport services are provided to students to and from a number of universities and colleges in Dubai and Sharjah including

Zayed University, University of Sharjah, American University in the UAE and other higher education.

Abdul Rahman pointed out that ET provides 150 buses for university transport services, characterized by their modernity and adherence to the best technical specifications and quality requirements, in order to ensure the achievement of the highest levels of safety, comfort and well-being for transferred students.



In cooperation with the National Emergency, Crisis and Disaster Management Authority

67 ET managers learn about best practices in business continuity management

In cooperation with the National for Emergency, Crisis and Disaster Management Authority, Emirates Transport concluded an awareness workshop on best practices in business continuity management attended by 67 managers of various levels.

In this context, Mohammed Abdullah Al Jarman, general manager of Emirates Transport, emphasized that the workshop falls within the ET's efforts and strategic plans to enhance its leading position in the transport sector by focusing on principles aimed at sustaining the growth of its business and investments in this sector, in line with customer requirements, and enhancing capabilities of its leaders and employees in the field of business continuity, which will contribute to overcoming any challenges or obstacles that may affect the work of the company and



achieve its current and future visions.

He stressed that ET has taken specific steps in preparing and applying the business continuity programme to define and document its capabilities of business continuity under different circumstances, by focusing on performing vital and necessary activities and services during emergencies, crises and disasters.

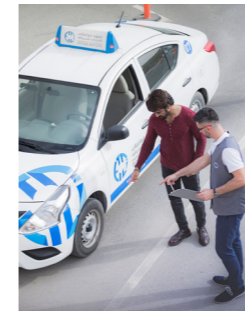
The themes of the workshop focused on demonstrating the principles of business continuity management and its benefits for institutions and individuals, in addition to clarifying the business continuity management model and its scope of application, and raising awareness of the next steps, roles and responsibilities of the leadership team in order to implement an efficient and effective business continuity management programme.



Use of smart technologies when providing training services Online learner training at the Emirates Transport Driving Institute

Bader Al Attar, Executive Director of Transport and Leasing in Dubai and Sharjah, said that Emirates Transport has employed smart technology programme when providing training services at the Emirates Transport Training Centre. A prime example of this, he said, was the driving lessons courses provided through the Emirates Transport Driving Institute, which launched several smart projects, including: The Mobile Smart Training Centre, the Smart Learning Project, the E-Training System in addition to the driving lessons service for VIPs through the luxury electric vehicles. And on the Mobile Smart Training Centre project, Abdullah Al Madhani, Manager of Emirates Transport Training Centre, said that the project contributes to achieving the highest levels of safety and security for all

trainees by eliminating the possibility of road accidents, by simulate the road training experience while still providing the trainee with complete and accurate road vision. He added that for the VIP driving lessons service project, the training operations are carried out through luxurious, environmentally friendly electric vehicles, dedicated to the VIP category. Manager of Emirates Transport Training Centre also commented that the E-Training System and the Smart E-Learning projects, offer students an opportunity to train and learn about theoretical tests over distance learning, noting that the two projects will work to accelerate the process of linking and transferring information of all transactions with the Roads and Transport Authority, which contributes directly to saving time and effort.



Trained more than 130,000 since its launch in 2016

ET Training Centre provides training to 51,738 people in 2019

The Emirates Transport Training Centre has trained 51,738 people in various fields, during 2019, it was revealed. Most of the trainees were school bus drivers and supervisors working across the transport industry in the UAE. Abdullah Al Madhani, manager of Emirates Transport Training Centre, said the trained employees, including drivers of buses and motorcycles, benefited from 218,781 hours of training. 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. 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 of government and private sector entities wishing to train their employees in the same fields. The manager of Emirates Transport Training Centre added that the Centre is a member of the British Royal Society for Accident Prevention (ROSPA), joining the list of international training centres that are committed to the highest training standards and to the mission of preventing accidents and saving lives. The Centre is also accredited by the legislative bodies in the field of training at the state level.



The ET Training Centre provides training services to a number of government and private sector entities wishing to train their employees.





60 million litres of water conserved during 2019

Nearly 60 million litres of water were conserved in 2019 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 463,000 vehicles during last year.

Eng. Amer Al Harmoudi, executive director of the Auto Services Division at ET, said: "the Dry Wash Unit is a shining example of the Corporation's green investment projects. The Unit contributed to saving tens of millions of litres of water that would have been used in traditional washing operations."

Al Harmoudi also stated that the Unit's volume of work saw an 80% increase in the number of washing operations carried out in 2019, compared to the previous year, when there were only 238,000 car wash services.

The executive director of Auto Services 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.

Al Harmoudi also said the dry wash service also includes polishing, which provides long-term protection to the car through nanotechnology, a technology that contributes to the cleaning, polishing and protection of the vehicle and is considered as one of the best global practices in this field, as it uses environmentally friendly materials that do not cause damage to the vehicle.

The dry 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.



The Unit's volume of work saw an 80% increase in the number of washing operations carried out in 2019, compared to the previous year.

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Part of employee happiness programmes, in cooperation with the Ministry of Interior

Emirates Transport gifts Fazaa cards to 26,000 of its employees

Emirates Transport granted its employees the Fazaa card, issued by the Ministry of Interior, which combines all offers, discounts and benefits offered by the public and private sectors to government employees.

This comes within the framework of continuous cooperation between Emirates Transport and the Ministry and to enhance the strategic partnership of mutual relations between the two parties.

Abdullah Mohammed Hassan, manager of the Governmental Communication Department at Emirates Transport, said that 26,000 employees were added to the Fazaa programme within the framework of ET's happiness initiatives, and contributes to the enhancement of the positive energy of employees from all job categories.

Hassan expressed the importance of this initiative

in promoting the principles of corporate social responsibility and will encourage employees to redouble efforts in the field of customer service, which will positively reflect on the efficiency, productivity and desired outputs, and to achieving the happiness of customers and their satisfaction.

The manager of the Governmental Communication Department added that Emirates Transport, in addition to joining the Fazaa programme, has previously joined the "Esaad" programme from Dubai Police, which offers discounts on services and products by more than 5,500 businesses in different sectors including health, education, travel, eateries and others.



26,000 employees were added to the Fazaa programme within the framework of ET's happiness initiatives, and contributes to the enhancement of the positive energy of employees.

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So, You Made a Mistake at Work. Here's How to Fix It

By Marianne Hayes

We all make mistakes. It's inevitable. But owning up to a blunder at work isn't always easy.



"I think it's hard because to admit that you're wrong is not something that's comfortable for most people, especially in a situation like work where the stakes can be really high," says workplace expert Alexandra Levit, author of *They Don't Teach Corporate in College*. "Your first instinct is to protect yourself against negative consequences."

Following a gut reaction to sweep a mistake under

the rug or deflect blame won't serve you well in the workplace. Instead, consider these expert-backed tips the next time you drop the ball at work.

1. Accept Responsibility ASAP

This one carries a lot of weight.

"Any mistake you make, you want to own up to it first, and you want to do it pretty quickly because festering wounds

only get worse," says organizational psychologist Michael "Dr. Woody" Woodward, PhD. "Even if you are only responsible for 1 percent of what happened, you have an obligation to take care of that 1 percent before you start pointing the finger at anybody else."

There's science to back it up. Researchers from Ohio State University say that acknowledgment of responsibility is the most important element of an effective apology. Not surprisingly, committing to undoing the damage and fixing what went wrong comes in at a close second.

2. Understand the Ramifications of Your Mistake

Some mistakes cause a ripple effect that impacts your co-workers, clients, or others. Part of owning your mistake is backing up and taking a 360-degree view of the fallout.

"In a lot of organizations, your work is a cog in a larger system," Woodward says. "If it creates more pain for someone else, you need to understand the impact of your mistake and address all the folks who were impacted." Did your slip-up result in a missed deadline, lost revenue, or someone else having to work extra hours? Part of business maturity, according to Woodward, is understanding a mistake's ramifications and directly apologizing to anyone who was affected.

3. Make a Plan to Prevent It from Happening Again

Unless it's a one-off mistake that's unlikely to reoccur, part of making it right is creating systems to prevent it from repeating itself. Woodward says this involves reverse-engineering your mistake and pinpointing exactly where things went wrong. From there, communicate to the affected parties what you've put in place to make sure it doesn't happen again. At the end of the day, people don't want assurances — they want a plan.

Asking mentors for guidance may be part of the process, according to Levit. Did the mistake happen because you were too proud to admit that you didn't fully understand a work task?

"If you face something that's out of your comfort zone or your skill set, you can ask for assistance the next time instead of just trying to go it alone," Levit says. "If

someone is giving you instructions, clarify things right then and there instead of nodding and smiling and then realizing later you have no idea what you're doing."

4. Get Ahead of the Gossip

Own your own story and take control of the narrative before word gets out that something went sideways. "In the absence of information, people write their own stories and come up with their own versions of facts, so that's why it's important to be in front of the story and not behind it," Woodward says.

The last thing you want is to be the subject of office gossip, especially considering how easy it is for things to get lost in translation once people start playing telephone. Transparency paired with a sincere apology is the way to go. Experts also recommend asking trusted colleagues for their perspectives. Do they have any advice for how you can bounce back from your mistake?

5. See Your Mistake as a Teachable Moment

It's more than possible to learn something valuable from your mistake. Woodward calls this "failing forward." "Many entrepreneurs have a strong belief in failure as an opportunity," he explains. "Failing forward is making the mistake, stopping, understanding what happened, and then making a fundamental change to how you operate so that it doesn't happen again."

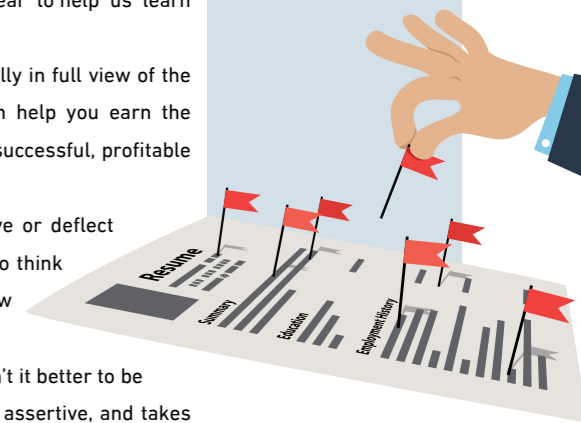
In other words, quiet your ego and take a good look inward to discover the lessons you can take away from the experience in order to continue growing. The upside is that trial and error does appear to help us learn better.

Nobody likes to be wrong, especially in full view of the boss, but setting things right can help you earn the kind of reputation that leads to a successful, profitable career.

"It's human nature to be defensive or deflect blame, but what you really need to think about is the long game, which is how you want your reputation to be perceived at work," Levit says. "Isn't it better to be known as someone who's honest, assertive, and takes ownership over their own behaviour?"



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Airplanes

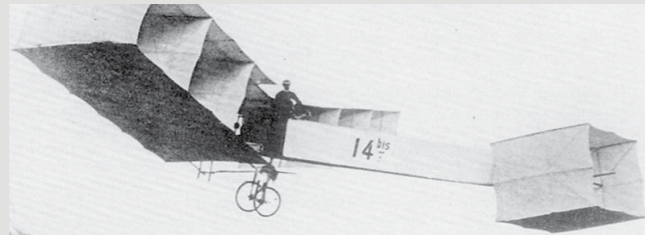
Famous Airplanes

1903

The Wright Flyer

The Wright brothers inaugurated the aerial age with the world's first successful flights of a powered heavier-than-air flying machine named the "Flyer". Wilbur and Orville Wright's first powered airplane flew at Kitty Hawk, North Carolina, USA, on December 17, 1903, making a 12-second flight, traveling 36 m, with Orville piloting. The best flight of the day, with Wilbur at the controls, covered 255.6 m in 59 seconds. Some contend that the 14-bis, designed and built by Brazilian aviation pioneer Alberto Santos-Dumont, rather than Wright Flyer was the first true airplane. For take-off the 1903 Wright Flyer used a launch rail and a wheeled dolly which was left on the ground; the airplane landed on skids due to the sandy landing surface at Kitty Hawk. After 1903 the Wrights used a catapult to assist most take-offs of their 1904 and 1905 airplanes. The Santos-Dumont 14-bis did not use a catapult and ran on wheels located at the back of the aircraft, with a skid under the front of the fuselage.

The International Federation of Aeronautics (F.A.I.), founded in France in 1905 to "regulate the sport of flying" and to keep track of aviation records and other aeronautical activities, stated among its rules that an aircraft should be able to take off under its own power in order to qualify for a record.



That's Interesting...

1977

- Airplanes get hit by lightning on a regular basis but, since 1963, no plane has ever crashed because of lightning because today's airplanes are well-engineered and are designed to become lightning-proof.
- The deadliest ever airplane accident actually happened on the ground. In 1977, 583 people were killed when two fully loaded planes collided head-on in the middle of the runway in what is now known as the Tenerife Airport Disaster.
- Research shows that the first 3 minutes after take off and the final 8 minutes before landing are when 80% of plane crashes happen.
- The smallest jet aircraft is the home-built Bede BD-5J Microjet which weighs 162 kg, is 3.7 m long, has a 5.7 m wingspan, and can fly at 483 km/h.
- Plane exhaust kills more people than plane crashes. Approximately, 10,000 people are killed annually from toxic pollutants from airplanes.



Crime & Punishment

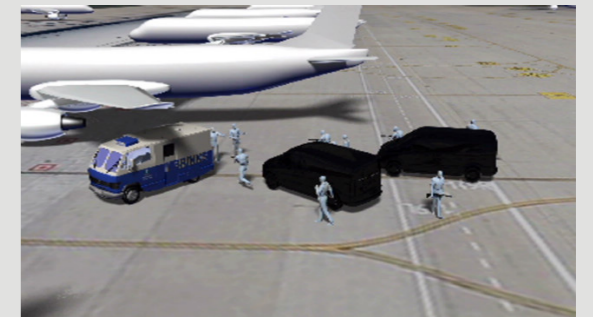
Between 1929 and 1957, there were fewer than 20 incidents of reported hijackings worldwide and several occurred in Eastern Europe. One of the first unconfirmed hijackings occurred in December 1929, in Mexico, whilst the first recorded aircraft hijack took place on February 21, 1931, in Peru.

The first hijacking of a commercial flight occurred on July 16, 1948, when armed men hijacked a flight carrying 23 passengers from Macau to Hong Kong. Only one survived the plane's subsequent crash.

In a five-year period (1968–1972) the world experienced 326 hijack attempts, or one every 5.6 days. Incidents also became notorious - in 1971, a man known as D. B. Cooper hijacked a plane and extorted US\$200,000 in ransom before parachuting over Oregon, USA. He was never identified. It remains the only unsolved case of air piracy in commercial aviation history.

On October 28, 1939, the first murder on a small plane took place in Missouri, USA, when a passenger killed Carl Bivens, a flight instructor.

Other criminal activities perpetrated on airplanes include: theft of passenger property on board planes and from checked baggage, smuggling, drug and arms trafficking as well as tarmac heists such as the 2013 Brussels Airport Diamond Heist, which saw \$50 million worth of diamonds stolen from a passenger plane.



In Popular Culture

The Dawn Patrol is a 1930 American World War I film directed by Howard Hawks, a former World War I flight instructor, who even flew in the film as a German pilot.

Airplane (1980) is a parody of the disaster film genre, which is still very popular and is often named as one of the funniest films ever. Flight is a 2012 American drama film directed by Robert Zemeckis and stars Denzel Washington as William "Whip" Whitaker Sr., an alcoholic airline pilot who miraculously crash-lands his plane after a mechanical failure, saving nearly everyone on board.

Among the most famous songs with aviation themes are: Jet Airliner by the Steve Miller Band, Leaving on a Jet Plane by Peter, Paul & Mary, Mr. Airplane Man by Hawlin' Wolf and Come Fly with Me by Frank Sinatra.

In his book First Light, Geoffrey Wellum tells the inspiring, often terrifying true story of his coming of age amid the roaring, tumbling dogfights of the fiercest air war the world had ever seen.

