



# SECURE

Engineering L.L.C

## SECURE NEWSLETTER

SECURE ENGINEERING L.L.C. - November - 2011

Issue 4



We are very pleased to announce that Secure Engineering is now ISO certified for Quality Management (9000 series), Environment Management System (ISO 14000 series) & Occupational Health and Safety Management System (OHSAS 18000 series) and is in the process of acquiring other international certifications. This proves that we are heading towards the right direction and are complying with international standards and best practices.

Congratulations to all and please keep up the good work.

Effective teamwork is the key to the success of any business, to further improve ourselves and our organization we need to move forward to become better at what we do. Cooperation and communication with each other through open channels strengthen our performance.

This year we have implemented certain standard of Key Performance Indicators (KPIs) in all the departments to measure our annual performance. KPIs are set to understand how well our business is performing in relation to Secure strategic goals and objectives. We will be using this practice to learn from our mistakes and improve ourselves. In addition, we will be measuring our compliances with that of international standards.

The IMS procedure manual was implemented and published on our intranet to document and enhance our processes. The SPI division will further review these procedures taking into consideration customer feedback to improve our processes in compliance to best practices. These efforts will be aimed at obtaining positive results for reaching our targets in less time, improving our staff's morale, and obtaining useful feedback from our customers.

Customer satisfaction will also be a core focus for the forth coming period. Listening to our customers is going to be an important practice to be further implemented, the voice of our customers is very powerful in this ever changing business environment. Minor changes can prove to be major success for our business.

Professional development is another important focus. Staff training and staff development will be identified and addressed proficiently. In a world where everything is constantly changing staff are encouraged to identify learning opportunities for developing their capabilities.

**Hamad Al Asri**

*Chief Executive Officer*



# I.S.O Certification

We are happy to announce our achievement for getting the ISO certificates on Quality Management (9000 series), Environment Management System (ISO 14000 series) & Occupational Health and Safety Management System (OHSAS 18000 series).

On 11th September 2011 SECURE Engineering succeeded to be one of the prominent organizations in Abu Dhabi complied with international standards which we mentioned above. We strive to continually improve our Management System to reach excellence. We would like to thank all team members who have helped in developing the IMS for Secure.

Integrated Management System (IMS) is the popular name for the philosophy of encompassing a company-wide approach to managing quality. Comprises of well known standards, such as the ISO 9000 & 14000 series, as well as OHSAS 18000 series, specify the processes that contribute to the implementation of IMS in an organization.

SECURE IMS an integrated management approach, centered on quality with a global strategy; based on the participation of all its members and aimed at long-term success through customer satisfaction, including benefits to the members of the organization and to our society.



Health and Safety



Environment



Quality

## Baniyas, Al Ain & Western region team

In this edition we will take the opportunity to appreciate our staff in Baniyas, Western Region and Al-Ain. Their contribution and commitment to Secure is obvious and we would like to acknowledge their great efforts.

Their presence in Secure's office has always been encouraging to go for the extra mile. We would like to express our genuine appreciation and support to our teams in Baniyas, Western Region and in Al Ain.



The distance does not mean that they are far away, yet their toil is being marked.

Thank you for keeping up the good and hard work and contributing the company's growth.



# Four Companies in Secure:

Secure Engineering L.L.C has proved itself and reached its high level success within different Secure departments since the establishment. In this occasion we are delight to announce the four legal entities.

Below is a brief summary for the new legal entities:

Accurate PM L.L.C	Previous Project Management Department
SA Eng. Consultant L.L.C	Previous Architect Department
Chief Construction L.L.C	Previous Construction Department
Express Facility Management L.L.C	Previous Facility Management Department

## Accurate PM L.L.C:



Accurate PM is focused on the delivery of complex project ranging from emergency checkpoints to high security prisons for the Abu Dhabi Police Department. Accurate PM executes projects from the Pre-Design stage – identifying client objectives and requirements – thru to the handing over of a fully functional facility meeting or exceeding the client’s expectations. Accurate PM portfolio of 151 projects is valued at AED 7, 6 billion. Currently, Accurate PM team is involved in prestigious projects like the Abu Dhabi Police Training Village and the Extension of Abu Dhabi Police GHQ.

## SA Eng. Consultant L.L.C:

SA Eng. Consultant offers a wide range of services, including: Architectural, Structural, MEP, Security, Interior Design and Supervision of projects under construction. In numbers, SA Eng. Consultant provides services for projects worth AED 33 million. SA Eng. Consultant has an experienced team in sustainable design and is fully registered in Estidama. We work closely with our clients, to transform their needs and expectations into appropriate interior spaces that capture their style, whether it was in private homes or office spaces.



## Chief Construction L.L.C:

Chief Construction executes projects worth AED 206 million. It is committed to providing flexible solutions to its clients. Client’s needs such as quality, cost, comfort and safety based upon his/her previous experiences varies. We listen to our clients rather than dictating them and work with them to achieve a product of their choice by utilizing our expertise and experienced project managers, superintendents, estimators and others professionals.

## Interview



**Rawan Barakat**

**What is your position in Secure?**

I'm the administrative assistant for CEO Office.

**How do you find Secure?**

Secure is a good opportunity that has a strong potential to grow fast, I wish to see it in the front line of all its competitors towards the best.

**How do you see your department among other Secure department?**

Our Department is a model place from my point of view, full of responsibilities & commitments. In addition, I deal with lots of confidential matters when it comes to work for the CEO who is the perfect leader.

**What are the challenges you have faced in your department?**

My biggest challenge is to know how to collect the maximum data and information within minimum time with confidentiality.

**What do you do to keep the team spirit up to level within your colleague?**

I think we should work together to achieve one goal which is Secure mission, then we will have strong team spirit.

**What are your future plans?**

I would like to become Office Manager. I believe that Secure is a fast growing company that can provide lots of future opportunities.

## Most Wanted



**Khalid Al Balushi**

The most wanted person in Secure this month is Khalid Al Balushi. Khalid is running the Purchasing department. He is the liable person in Secure who gets involved in every purchase that is needed for Secure. Without his indispensable signature our work will be pending forever. However with his sense of responsibility and his great effort makes him strive towards the best.

Khalid "thank you for the hard work and for your loyalty".

**Keep it up and stay the most wanted!**

## Glimmering behind Secure's back stage

Yes, it is Ayman Al Katheeri who is glimmering behind Secure's back stage

He is a diverse person with a strong personality. His enthusiasm and passion for his work makes him a remarkable example. He had helped in restructuring the IT department and also marked his presence in the HR department. The multitalented engineer fits and delivers in every field. Despite his silence he is still glimmering behind Secure's back stage .....



# Secure attends U.A.E customer service week 2011

At Sheraton Hotel in Abu Dhabi, on Monday 3rd October to 7th October 2011, the CRM team had attended the U.A.E customer service week 2011. Secure CRM participation comes in line with the Abu Dhabi police vision in delivering service excellence. As a result of that Secure CRM Team got certified for Quality of Customer Relation Management. We congratulate the CRM team for obtaining the certificate!

The event was held under the patronage of Lt. General H.H Sheikh Saif bin Zayed Al Nahyan, Deputy Prime Minister and Minister of Interior and officially supported by Abu Dhabi Police. The event was attended by a number of senior officers of the ministry of interior and Abu Dhabi Police GHQ as well as experts and specialists in the field of customer service excellence.

The Customer Service Week also features the STAR Awards. During the event different organizations, government departments and individuals had been rewarded for delivering service excellence across the Middle East. The objective of UAE Customer Service Week 2011 is to grow and raise customer service standards through awareness, education and sharing of international best practice in U.A.E.

The Customer Service Week is an annual global event highlighting customer service via many activities organized in the first week of October every year. This event was introduced by the International Customer Service Association in the USA in 1988.



## IT help Desk

IT Helpdesk System was launched on the 25th of May 2011 which proactively caters all IT needs via electronic ticket numbering system. This enables the IT Department to deliver a systematic, efficient, time-saving yet reliable IT support service for all Secure users based on defined priorities.

The system basically tracks, documents, and manages all IT service work orders and IT related queries. All calls are logged into the system and thus a ticket is generated per work order. IT Department acts accordingly as per the nature of priority of the work order. The portal can be accessed internally from the site <http://secure> or just type secure from your browser.

It's easy as 1-2-3

1. Add New Ticket
2. Fill-in the fields
3. Submit

“Why walk to it if you can type it.”





### Express Facility Management L.L.C:

Express Facility Management L.L.C. is designed to provide maintenance and general repair services, managing day to day operations, particularly in relation to buildings and premises of the Government sectors in Abu Dhabi, Al Ain and Western Region. Express strives to deliver exceptional customer service and ensures the optimal growth of the company, thus, employing only proactive and talented personnel. Express is charged with providing safe, effective and well-maintained facilities for its valued

customers in order to allow them to operate efficiently and effectively in carrying out their respective mission.



## Facility Management on Wheels

In accordance with the direction of the Chairman Engr. Saif Al Kaabi, the Company is continuing its drive for improved delivery and client satisfaction. The Company's facility management arm, Express Facility Management L.L.C will be the first facility management company in the region to utilize a state-of-the-art large size facility management vehicle. This service will ensure the delivery of professional management in a more efficient reaction time.



The truck carries a wide range of mechanical and electrical equipment and tools necessary to service heating, ventilation and air conditioning units in addition to a variety of building systems such as elevators, escalators, plumbing systems and fixtures, wet and dry utility lines, fire protection and fire prevention systems. The truck also carries the basic tools necessary to perform basic maintenance functions.



The application of this service will be limited to the Abu Dhabi area and will be implemented as a pilot program. The service shall be expanded to other regions of the Emirate through the purchase of additional trucks and once the program proves its efficiency.