

Projects Control Department A New Star Is Born In The Field Of Operation And Maintenance

By: Eng.Ibrahim Chouman - Projects Control Department.

Since the founding of the Saudi Binladin group, and its accomplishment of the largest projects in the kingdom of Saudi Arabia, its initiator has pledged to himself first, and to the company's investors second, that he will fulfill his duties at completing the projects to the best of his abilities. Based on that, it has become customary for the group to complete any and all projects with exceptional care and delicacy.



Alluding to the parent company, the Operations and Maintenance division has worked diligently at completing all the projects that it has executed, ranging from royal palaces to airports to the Two Holy Mosques "Alharamain Alsharifain", by delegating the best qualified engineers and workers from the kingdom and abroad, and working on developing and harnessing their skills through training programs. This has culminated in the implementation of the Operations and Maintenance division in 1998 of the ISO system, which requires meeting the expectations of clients and maintaining their satisfaction, as well as the continuous improvement of work standards and techniques.

Hence, the idea of establishing a Projects Control Department (PCD) that focuses on monitoring and sustaining the functionality of projects emerged. PCD is to make sure that all

technical requirements are met, and that the implementation of contracts with customers has been accomplished to their fullest. PCD cross-examines various contracts and identifies their requirements and duties entrusted to various project managers. Then by monitoring the execution of each project, PCD will identify contracts' short falls whether related to certain technical specifications, or company procedures. **PCD deals with each incident it encounters professionally by looking for ways to improve the existing work system, or by implementing an alternative more suitable to the circumstances.**



The main goal of PCD is to further improve projects, thereby increasing client satisfaction. Therefore, certain emphasis is placed on monitoring customer complaints in detail and making sure that these complaints are dealt with in an efficient manner.

The privileges given to the PCD team, such as access to all documents, records, and inter-departmental correspondences regarding projects, reflects the strong desire of top management in having an objective assessment conducted by a neutral party leading to an improved work performance.



Tracking work orders Monitor

It should be noted that this department uses new engineers, who are both experienced and highly

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Message from EBM/ Executive Director

Eng. Samir Jamjoom

Ramadan Season 1428H.



On the occasion of the end of Ramadan Season for this year and in view of the success of this

season as certified by Riyasah responsables and visitors of the Holy Makkah Haram and Prophet Mosque. This was clear in the articles published in many newspapers praising the great effort exerted by SBG in giving a good picture to visitors on the services in the Holy places.

I am glad to express my sincere thanks and appreciation to all employees who have contributed directly or indirectly to the season success and I wish happy Eid to all of you.

Editor's Note

The purpose of issuing "Now O&M Vision" was and still is to provide a podium whereby employees can express their ideas and communicate their news to other employees and to the company management. The newsletter committee tried in all the past issues to accomplish the purpose of providing interaction between employees and to give them the freedom to express their ideas. However, we believe the feedback was not to our satisfaction. Again, we request all employees to participate by sending their ideas and news, which we will be pleased to publish.

O&M Cleaning & Security of Miqats' & Al-Khandaq's Mosques

Eng. Ibrahim Liswi

Dr. Walid Baayoun.

BDD, Studies Section

Haj & Omrah Pilgrims travelling, by land, have to perform Ihram, from Miqats' mosques on their ways to Makkah. The importance of those mosques to the pilgrims makes that type of projects unique and consequently, makes SBG (O&M), as always, be proud of serving the pilgrims and mosques.

SBG (O&M) signed a three years contract, for the operation and maintenance of five Miqat mosques, of Makkah province, in addition to Al-Khandaq mosque in Madina.

The mosques are:

- 1- Qarn Al-Manazel of Al-Sayl Al-Kabir in Taif district
- 2- Wadi Mahram in Taif district
- 3- Yalamlam-Coastal in Al-La'yth district



- 4- Al-Johfa in Rabigh district
- 5- Al-Hil in Jaaranah district
- 6- Al-Khandaq Mosque in Madina district

The operation and maintenance of the project include the Mechanical, Electrical, Civil, Cleaning and Security. The manpower, during regular months will be (180) persons and shall be increased during Ramadan and Haj months by another (120) persons.

KEY AREAS OF CONCERN AND RESPONSIBILITY FOR FACILITY MANAGERS

Strategic & Tactical Plans- Audits-Benchmarking:

As SBG OM has been marketing its services as FMS provider in the market place and therefore all concerned Departments should take into consideration the following:

Preparing a strategic plan will help identify and anticipate financial requirements and investment goals to determine the many functions of a specific facility over time, such as the workforce size, occupancy, space requirements, restructuring, real estate

acquisitions and project management. Establishing workplace standards offers a guideline for company employees regarding allocation, position, title, seniority and authority. Audits will give valuable data in determining the success of a specific plan, while benchmarking provides comparison and insight into workable solutions discovered and shared by other facility managers. Planning and flexibility are essential for preparedness in dealing with unexpected crises and emergency situations.

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UNITED SAUDI MAINTENANCE & SERVICES CO.

WHEN IN NEED FOR A GREEN-KEEPER CALL ON UNITED SERVICES

15 Years of Continuous Achievements

Bassam Ghanim - Operations Manager / USMS

UNITED SAUDI MAINTENANCE AND SERVICES COMPANY has completed its 15 years of continuous achievements. Thanks to highly dedicated staff and employees and to the higher management who was able to successfully lead over the years.

Focused on landscaping, irrigation, Pest control and other specialized services, company employees worked hand-in-hand with SBG-O&M for the adequate operation of all SBG projects and tasks, in parallel with those specific to USMS such as King Khalid International Airport (Riyadh) and King Fahd Int'l Airport (Dammam).

With the current economic boom in the Kingdom and in order to serve better strategic needs, USMS is presently undergoing major shift in scope towards construction projects and to include in addition to current services an illustration on the following:

1- Hard-scaping: includes installation of garden features and walkways, tiles yards, etc.



2- Night-scaping: covering the requirements of special electric systems for gardens glowing in the dark.

3- Garden Furniture: design and decoration with material supply.

4- Water Features: sophisticated fountains and waterfalls with lagoons and all their accessories.

USMS is expected to participate in Kingdom's major development projects such as King Abdullah Economic City, KA University of Science and Technology, and similar schemes all over KSA.

We look forward to a successful start of new tasks and a prolific accomplishment of all future plans.

Let's all support USMS in their future plans and wish them good luck.

Finally, I'd like to extend our gratitude to Mr. Rabi Meri, who left us a few months ago, for his major contribution to all what USMS has achieved.

UNITED SAUDI MAINTENANCE & SERVICES CO.

SAUDI SERVICES CO. LTD

THE PREVENTION OF A PROBLEM IS BETTER THAN THE CURE

SSCL Awarded Security License

The Saudi Services Company limited was awarded a Security License grade 1 category A from the Ministry of Interior. The license allows SSCL to provide civil security services



all over the Kingdom of Saudi Arabia with manpower of 1000 Security Guards. The award of the license is a result of the continuous support and follow-up of the SSCL Executive Manager without which it was not possible to achieve this success.

This license allows SSCL to enter in bids of civil security contracts whether it is an independent contract or a part of an operation and maintenance contract in all areas of the Kingdom.

SSCL is now ready for civil security contracts with capable administrative and competent manpower in addition to its capabilities SSCL started establishing a civil security training center as directed by the EBM/Executive Manager of SSCL. The training center will also get a license from the Ministry of Interior to be certified for such activity.

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FOR HEALTHIER WORKING ENVIRONMENT AND ENSURING AN ENERGY EFFICIENT BUILDING YOU CAN BREATHE EASIER WITH AL-ENAYA

New Material for Marble Polishing

Reported By: Rayan Hazem Shahadah for Enaya

Nowadays, it is important for success to keep updated on all new material that are produced by companies in the field of cleaning & disinfecting air conditioning ducts or marble polishing that our operations require. In order to achieve true competition with other companies in our field, we communicated with foreign companies and requested information on all the new innovations regarding

duct cleaning and disinfecting so as to import the latest equipment that will keep us on the top of the competition and to keep the rank that we achieved by getting new contracts with Aramco for some of its facilities to clean and disinfect A/C ducts. These new contracts are result of the satisfaction of Aramco in the last work done with them.

As for the marble polishing, and as a result of the continuous search for



good material, we were able to remove the rusty color from white marble where the damage did not reach the whole thickness of the marble. This step saved a lot of money because removing the marble and replacing it with new marble is costing high amount of money for the Saudi Binladin Group.

Our aim is always to achieve our goals through hard work and honest dealing with our customers.

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How SBG OM Should be Monitoring Preventive Maintenance Effectively?

Written by Said N. Adra,
Business Development Department Head

Preventive maintenance (PM) is at the heart of maintaining equipment reliability. But one of the dilemmas is how to verify that the right preventive maintenance is being performed at the appropriate times. Some say that the solution is to monitor the corrective maintenance (CM) performed during the reporting period. In the past, determining the effectiveness of the PM portion of the equipment reliability process has been reactive at best. The indicators used were capacity loss and unplanned shutdowns due to equipment failures. Our Technical Department have determined a more proactive method that allows us to check and adjust our PM strategy before any problems become severe enough to warrant capacity loss in the component.



By tracking man-hours required for these corrective activities, a monthly cost can be quantified and annual cost estimated. This provides the data for cost/benefit analysis to improve PM strategy through the purchase of new vibration data collection equipment, acoustic detection equipment, or the installation of infrared inspection windows on motor terminal boxes. This last example allowed post-work testing after motor termination and provided the means for predictive monitoring.

Corrective maintenance on components contained in the PM program is used as an indicator of program health. The goal has been conservatively established as less than 1 percent of the total PM. Each corrective maintenance work package is evaluated against the current preventive maintenance strategy. Frequency and content may be altered then to prevent recurrence of the required CM. In some cases, predictive maintenance is initiated to better monitor equipment. For example, multiple CM work packages over a six-month period on check valves could indicate an overall weakness in the frequency in which a PM is performed or a change in the systems affected. Multiple high vibration conditions on pumps could indicate a poor alignment process. A detailed review allows the unit to identify specific areas to target for improvement.

When establishing an effective maintenance program, one must determine not only which preventive maintenance (PM) routines to accomplish, but how often they should be done. Each PM that we develop and implement in our Maintenance organization will require some definite period of time for a Maintenance of Operations person to accomplish. How many PMs, how often, can we accomplish with our workforce, reserving a certain percentage of each day for emergencies, unplanned work and planned corrective work? Should we attempt to implement some type of control over how often we conduct PMs? You may realize, as we continue on this path, that the frequency assigned to many



PMs has as much to do with effective manpower utilization as it does with discovery of potential asset problems. **One US proven theory is that the PM to corrective maintenance (CM) work order ratio should be about 6 to 1.** (The "6 to 1 Rule" was proven during the period when Alumax of South Carolina was certified as the first "World-Class" maintenance organization by their manager of Engineering and Maintenance, Mr. John Day, Jr.) This theory assumes that PM inspections reveal some type of corrective work that should be completed on an asset on average every six times it is performed.

The "6 to 1 Rule" worked for John Day and Alumax, and it works for many other facilities that have chosen reliability excellence and the proven processes that come with dedication to a proactive approach to maintenance. **Still, each asset in your facility must stand on its own merits. Furthermore, the proper ratio of PM to CM must be determined as a direct result of analyzing past performance and PM work order history, not a guess on the part of the Planner, Supervisor or Maintenance Manager.**



Dear Reader:



Got a QUESTION?

The sickness of the laborer could be temporary for a short period or for a long period, if it is for long period and the laborer becomes unable to work, then the contract will be cancelled according to clause No. 117 in

Reasons to stop a labor contract agreement

There are three reasons to stop the contract agreement for the laborer:

First: Sickness of the laborer might be a reason to stop the contract. In some cases it can lead to cancel the contract.

the Saudi Labor Law.

Second: Arrest of the laborer by the police can cause to stop the contract but not to cancel it because the work stop is beyond the will of the laborer and cannot change it. No clear topics are mentioned in the Labor Law regarding this case.

Third: Pregnancy and delivery for the female laborer, it is also reason to stop the contract for the period of pregnancy and de-

livery, the female deserves a vacation for ten weeks, four of them before delivery, clause 151 in the Saudi Labor Law states that female laborer should be given a pregnancy and delivery vacation after she worked in the company for one year or more. The employer cannot cancel her contract in this case because it is illegal and forces the employer to pay the indemnity for her in case of contract termination.



SAFETY

Protection Against Chemical Compounds

The Different effects of Chemical Compounds:

In general, most chemical compounds are dangerous and poisonous and the degree of poison and danger varies with their descriptions. The danger caused by the chemical compounds therefore varies from poisoning, burning, inflammatory, or explosive.

The chemical compounds are either gasses, liquids, or solid materials and they appear in the air as vapors, dust or gasses and also they are to be found at homes, laboratories, streets, factories or other locations.

1). The Dangerous Chemical Compounds that directly affect the skin:

a) The strong acids:

Such as sulfuric, nitric, hydrochloric acids that cause skin injuries and destroy papers, woods, clothes and react with most of the metallic materials, that is why it is recommended to put their containers at ground level to prevent their container dropping on the grounds. It is recommended when diluting the sulfuric acids with water to add the drops of the acid into the water whereas doing the opposite way i.e. pouring the water on the acids will cause high relative temperatures. In case of using the concentrated nitric acid this may cause skin burning after some time and its vapors are highly poisonous.

b) The strong alkaline:

These compounds such as sodium hydro-oxide, potassium hydro-oxide, calcium hydro-oxide and ammonium hydro-

oxide will generate a relatively great amount of temperature and it is recommended to add drops of the alkaline into the water when doing the diluting process with water.

c) The chemical compounds that react strongly with the water:

These compounds are considered as dangerous compounds and cause skin and lungs burning and injuries i.e. ammonium chlorides, titanium chlorides, phosphorus chlorides that react strongly with water and generate hydrogen chlorides affecting skin and lung injuries.

d) Metallic alkaline materials:

The lithium, sodium, potassium materials that are sensitive to water and air in most cases and cause skin burning when the skin comes in touch with them.

e) The chemical compounds which will be absorbed into the skin:

These compounds when entering in the skin without the direct skin cleaning will cause poisoning effect. Such materials as lead oxide and lead salts, arsenic, copper, lithium and mercury when they come in touch with the skin should be cleaned directly with soap and water.

2). The poisoning materials:

The most known poisoning types of materials are the mercury vapors. The mercury metal itself is also poisonous and can generate vapors at room temperatures (70 deg. C.) therefore when the mercury is dropped on the ground it should be collected by use of fine tubes and should be sucked not by the mouth but by mechanical sucking means. The surface on which the mercury was sucked should be treated by a sulfur and calcium mixture.

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Peoples Corner



◆ The EBM/Executive Director approved the assignment of Engineer Ismail Jumaa as Senior Project Manager to Mawakeet projects. We congratulate Mr. Ismail for the new assignment and wishes him success.



◆ The EBM/Executive Director approved the assignment of Engineer Ahmad Saleem Bamohrez to the position of IT Support Section Head. We congratulate Mr. Ahmad and wishes him success in his new assignment.



◆ The Operation Manager of SSCL approved the assignment of Mr. Samir Ashmawi as responsible for the calibration lab. This assignment came as a result of his hard work and the trust of his superiors. We congratulate Mr. Samir on this new assignment and wishes him success.



◆ The Administration Manager recommended the promotions of Mr. Turki Al-Talhi to the position of recruitment officer. We congratulate Mr. Turki on this new position and wishes him success.



◆ The EBM/Executive Director approved the promotion of Nassir Al-Rasheedi to the position of Camp Manager in Hajar Sinaiya camp in Madinah. We congratulate Mr. Nassir on his promotion and wishes him success.



◆ The EBM/Executive Director approved the promotion of Mr. Mohammad Shinwaz to the position of assistant project manager in cleaning project Makkah. We congratulate Mr. Mohammad for his new position and wishes him success.



◆ The EBM/Executive Director has approved the assignment of Engr. Bassam Chahine Ghanim as Operations Manager at United Saudi Maint. & Services Co. Mr. Ghanim has also acquired recently his Ph.D. in International Relations from Mississippi USA, as a result of intensive studies and research. We congratulate Mr. Ghanim for both achievements & wishes him success in his life.



qualified, to carry out its duties. It also trains them according to the latest and most up-to-date techniques used in monitoring projects. This last, will help them master the rules and regulations within the company's procedures in preparation for a friendly reception of their peers.

Since its initiation, PCD has had it in mind to prepare a long term plan with an evolutionary process through which it can achieve the qualitative development of its team capable of demonstrating its continuance by training others. This is a solid program with a preplanned process that benefits the team which in turn prepares an objective study for the development of others on a continual basis in order to keep on supporting various projects and help improve their profitability. This amounts to a level of work corresponding to a high standard of practice of PCD resulting in an exceptional achievement which in turn satisfies the main goal of the team that leads to an increase in client satisfaction.

A futuristic strategy was developed by PCD, on the basis of which work plans for projects can be improved. This can be accomplished by exerting the needed effort to be a problem solver and work with a set of programs designed to work in accordance with specific timetables along with the use of new equipment that modernize the existing fleet in a project.

PCD holds periodic meetings during its field tour to discuss and examine problems encountered by the team, and find solutions to them. This is accomplished through the existing cooperation between the head and members of each team. Since one of the main objectives of this department is to help projects find logical and practical solutions for routine problems that arise through exerting maximum efforts to participate in these solutions, rather than just discovering them.

In addition, the PCD team holds field meetings daily with the project managers to provide assistance, to correct errors, and resolve technical differences through discussions and by volunteering practical solutions from acquired experiences knowing that the existing PCD team includes mainly senior Engineers with experience in various fields of expertise that made them eligible to be placed in such critical position to offer support.

Finally, it should be noted that PCD futuristic outlook as initiated by its head and team members is organized to reach a level of perfection in which the least possible amount of errors shall be allowed to pass without their scrutiny.

3). The highly inflammable liquids and vapors:

Most organic dissolving materials are highly inflammable. The hydrocarbon and alcoholic materials...etc among the most volatile dissolving materials that are highly used, there are the double carbon sulfide and second ethyl ether. They are very dangerous and should be placed away from any kind of fire or flame because they have very low boiling degree and can be put aflame very suddenly. The gasoline, petrol ether, methanol, ethanol, acetone and toluene mostly used and are easily put aflame due to their low boiling degree. The boiling degree of any liquid is that degree of temperature at which the liquid can generate a good quantity of vapors around its surface area that make with the air a mixture highly inflammable.

4). The gases and vapors that are highly dangerous and poisonous:

The gases that are most dangerous and poisonous will include: The hydrogen chloride, fluoride chloride, hydrogen sulfide, carbon mono oxide, sulfuric oxide and nitrogen oxide among some others. These gases and vapors when they become free to go through holes in their containers or they will be generated due to some chemical reaction, will climb up and be mixed with the air. It is possible to detect the existence of such gases in the air by the smell or their odor, i.e. the sulfur and arsenic compounds will give a garlic smell whereas the double carbon sulfide will give a bad smell, the hydrogen sulfide will give the smell of spoiled eggs, the phosphorous and sulfurous gases will give fishes smell and the vinegar acid will give a vinegar smell.

Stroke Signs

Mr. AMJAD IQBAL from the Business Development Department advises our readers to remember these clues... they are life-savers!

Understand Stroke Signs

STROKE:

Remember The 1st Three Letters...

S.T.R.

My friend sent this to me and encouraged me to post it and spread the word. I agree, if everyone can remember something this simple, we could save some folks.

Seriously... Please read:

STROKE IDENTIFICATION:

During a BBQ, a friend stumbled and took a little fall - she assured everyone that she was fine (they offered to call paramedics) and that she had just tripped over a brick because of her new shoes. They got her cleaned up and got her a new plate of food. While she appeared a bit shaken up, Ingrid went about enjoying herself the rest of the evening. Ingrid's husband called later telling everyone that his wife had been taken to the hospital - (at 6:00 pm, Ingrid passed away.) She had suffered a stroke at the BBQ. Had they known how to identify the signs of a stroke, perhaps Ingrid would be with us today. Some don't die. They end up in a helpless, hopeless condition instead.

It only takes a minute to read this...

A neurologist says that if he can get to a stroke victim within 3 hours he can totally reverse the effects of a stroke - totally! He said the trick was getting a stroke recognized, diagnosed, and then getting the patient

medically cared for within 3 hours, which is tough.

RECOGNIZING A STROKE

ThankGod for the sense to remember the "3" steps, STR . Read and Learn!

Sometimes symptoms of a stroke are difficult to identify. Unfortunately, the lack of awareness spells disaster. The stroke victim may suffer severe brain damage when people nearby fail to recognize the symptoms of a stroke.

Now doctors say a bystander can recognize a stroke by asking three simple questions:

S * Ask the individual to SMILE .

T * Ask the person to TALK to SPEAK A SIMPLE SENTENCE (Coherently) (i.e. . . It is sunny out today)

R * Ask him or her to RAISE BOTH ARMS .

-NOTE: Another "sign" of a stroke is this: Ask the person to "stick" out their tongue. If the tongue is "crooked... if it goes to one side or the other, that is also an indication of a stroke. If he or she has trouble with ANY ONE of these tasks, call doctor immediately... and describe the symptoms to the dispatcher.

A cardiologist says if everyone who gets this e-mail sends it to 10 people; you can bet that at least one life will be saved.