



ANNUAL APPRECIATION CEREMONY FOR BEST PERFORMERS IN 2010



As usual every year and in line with the SBG (O&M) policy to recognize the employees who are best performers during last year and are special due to their honesty, dedication and hard work. This year's ceremony was held on 25th May and attended by Executive Board Members. The ceremony started with a recitation of the Holy Quran by Eng. Abdullah Shalolah of the Holy Haram projects. Mr. Sadiq Mujaddadi the ceremony introducer addressed the attendance by reciting some poems that relate to the occasion and then he introduced SBG (O&M) Executive Director Eng. Samir Jamjoom. Mr. Jamjoom set in his speech the guidelines for the company plans in the next year, he also gave a brief of the company achievements during 2010. In particular he mentioned



that efforts from the USMS management led to winning many projects that will be the basis for extending the scope of work of USMS. Also he mentioned that SSCL won the operation of power plants. One important subject was stressed in the speech of the Executive Director when he said: I request from all the managers in our company to be accurate in evaluating the employees under them and to be fair in giving them second chance to improve their performance before deciding to terminate them or transfer them to other

projects. Also to give the under performers more care in providing on-job training or placing them with more experienced colleagues to enhance their experience. Mr. Jamjoom also requested the Project Managers to be always up to date in issuing payment certificates and not delay them. He also repeated his request to benefit as much as possible from the Computer Maintenance Management System (CMMS).

As to EBM Eng. Hassan Ajam, his speech came to ask important and critical questions about the CMMS and Maximo software that the company paid a lot of money to put into operation. He questioned the planning role of the engineer and how he should benefit from the analysis provided by the system in order to plan his maintenance activities in a way that is most efficient and cost effective.

Awards were then distributed to the best performers and pictures taken.

Newsletter asked some of the best performers on the reason they think led to giving them the awards.

Eng. Samer Shahal said that getting awarded is a very good feeling and it came as result of 15 years of hard work part of it in the Palaces as Electronic Engineer and last 5 years in the main office where he is Section Head of support in the Information Technology Department.

Engineer Sherwin summed up the issue in one sentence " I love my work " he said.

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MR. AHMED HUSSEIN AHMED AL ASSIRI
Madinah Area Safety & Security Manager - Recruited since 1993



MR. MUSA ALI SAEED
General Helper, Recruited since 1992



MR. MOH'D HASHEM MOH'D SHANAWAZ
Deputy Project Manager, Recruited since 2006



MR. AMIN ABDEL RAHMAN HAMMOUD
Human Resources Consultant, Recruited since 1993



MR. RIYAN HAZIM SHAHADAH
Supervisor, Recruited since 2002



MR. KHALED ABDULLAH MOH'D ABU ALOLA
Project Manager, Recruited since 2008



MR. SAMER MOH'D MOEEN SHAHAL
Support Section Head, Recruited since 1996



MR. MOH'D USMAN AMIR HASAN
Electrical Supervising Engineer, Recruited since 1995



MR. SOLIMAN ATALLAH MOH'D SHALDAN
FM Foreman, Recruited since 1996



MR. MAMDOUH HAFEZ DAWOOD GHAZALY
O&M General Superintendent, Recruited since 1998

The 5th Competitive Airport Conference



On 28-29 Jamad Al Awal, 2-3 May 2011, the 5th yearly conference was held in Tabuk under the subject "Our Competitive Airports".

Competitive as defined by the Economic Co-operation and Development Organization (OCDE) is the extent to which a country can produce under the rules of the free international market services and products that can compete in the world markets and still achieve a real increase in the income of its people on the long run.

The aim of Competition should be understood as raising the well being of the people and its permanency, it also prevents the reduction of the income of the people.

After the conference the sponsors were awarded and among them:
1- Saudi Binladin Group (O&M).
2- Saudi Service Company (SSCL).
3- Bemco Company.

Written by: Walid Chafiq Kassem

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UNITED SAUDI MAINTENANCE & SERVICE Co.

ARID LAND - LANDSCAPING

Landscaping in a hot, dry desert presents unique challenges even to the most dedicated landscapers. And for those who have no experience with landscape design in any climate, the idea of creating a desert oasis makes it difficult to know where to begin. Before you give up though, here are some creative options for landscaping arid terrain.

GOALS FOR THE PROJECT:

Do you want a simple, ornamental design, or do you prefer to create an outdoor space that is a continuation of your indoor one? How you want to use the space-or not use it-will determine the level of functionality it will need to have.

FOR NON-OUTDOOR SPACE:

If your dream is to incorporate distinctive desert foliage but you don't plan on being outside much, find native plants that complement the architecture of your home. Look for plants that are naturally green even in the dry climate and require



low maintenance. Don't think your options will be limited on account of the climate: Check out your local nursery for advice and options.

FUNCTIONAL OUTDOOR SPACE:

It's all about fluidity. Living in a dry climate gives you the chance to create a unique and beautiful space that incorporates both the indoors and outdoors. Combined with the right foliage, your outdoor space can truly be your own oasis. Since it is a desert, adding a water feature such as a pool or waterfall is a popular way to provide entertainment and relaxation in addition to creating a complementary ambiance.

Our dream landscape is truly unique, having professionals to help you make it come true. As USMS we can make recommendations and provide invaluable insight on designing for your space.



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Manpower Is Our Valuable Asset

Good Management of any project is important for success. While this is a basic requirement, another requirement is as important as good management, it is manpower on site, without them and their technical expertise nothing can

be achieved. In Al Enaya we provide all requirements to make the manpower feel at rest whether in their accommodation, their food or clothes. The simple life requirement of a labor if properly given to him can result in concentrating all his effort on the job. We provide labors with all that is needed, including milk for those who work in dust environment like cleaning the air conditioning ducts. Also we have proper dress that suits the weather and two different dresses one for work and one for out of work. Also we provide safety gear like hard hats and boots where it is needed. In doing so we have used the latest technology like the monitor with the movable camera which can be inserted in the duct for a length of 20 meters to show

the duct condition before and after so as to show our client what he can benefit from cleaning the ducts, and hence avoid the problems next time. Briefly, success is the result of good management, dedicated manpower and using the latest technology to improve the performance of the manpower.



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HOW GOOD ARE YOU AT HANDLING CROWD PANIC ?

Written by: **Said N. Adra**, Business Development Department Manager

Crowd problems can create chaos and danger if not taken seriously and dealt with appropriately. Imagine yourself attending a public event, it could be a tennis tournament. Usually you will be surrounded by a large number of people at the stadium. However, you do not foresee any danger while there. Your adrenaline rushes as you watch the game sharing the excitement, everything seems to be normal. Then suddenly, you sense a disturbance among the people around you. Before you realize, you feel a push from behind and in an instant you're lying on the steps of the stadium face pressed into the concrete ground. You use all your strength in an attempt to stand up again, but the crowd does not notice or care to help you in your struggle. Instead they proceed to trample on your helpless body to save their own lives. You begin to panic. Then you come to the realization that the area has fallen into chaos. You are presently meaningless in such an environment. When one is faced with the situation of a crowd out of control, it is important to be aware of the potential risks involved with crowds.

The first step in preventing crowd panic is to be aware of the causes. Those causes varies for instance; if the required escape procedures are made ambiguous and not that easy to follow, panic cannot be avoided; A simple quarrel that goes out of reach could cause insecurity within a specific area; Fear of endangerment can arise from emotions related to panic and may lead to fatal consequences; Violence is foreseeable when rage take over a crowd; People could be trampled and may suffer from suffocation if space for everyone to egress was not adequate enough; finally, the nature of the event can create an environment for all kind of disruptive behaviors. All causes are often a result of poor supervision and a lack of preparation for the events. In answer to all what was listed, it is imperative to prepare in advance effective security measures and have sufficient crowd management to be able to control panic situations before they get out of hand.

Location of public events is vital, and all aspects pertaining to the environment must be carefully analyzed. Creating a secure haven when they are on the site avoids negative feelings and disorderly behavior. Most importantly the setting is to be safe as people need to feel comfortable during those gatherings. The key is a proper access route

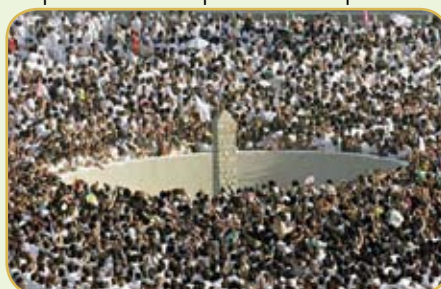


into and out of the complex to prevent accidents and crowd panic. One step in planning ahead is ensuring the circulation system's primary goal is to save lives. Each facility has a limit on the number of people who can fit inside at one time. If the maximum capacity is exceeded there is a greater risk of crowd danger. Also, the size of the building should accommodate the estimated number of people occupying the allotted space who will attend its anticipated events. For example, a ballroom in a hotel would not compare in size to a soccer stadium. Adequate exits and entrances are exceedingly essential because they provide the crowd with a safe route into the facility and, most importantly, back out of the facility. Capacity is a concern and careful analyzing and planning is necessary. To determine maximum capacity, the size of the facility must accommodate the number of people attending the event. If the maximum capacity is exceeded, discomfort and frustration could take over the crowd and lead to panic. Surpassing the capacity, a common element in many crowd deaths, can be easily prevented.

For example, fire, emotional instability, fear, violence, spatial limitations, or demographics could produce panic. A psychological imbalance is present when coping with the dilemma. Often times, a person does not think rationally when part of a crowd. Chaos creates selfishness and the decisions people make are based solely on self-preservation. Supervision is imperative in

controlling crowds, especially at events with large volumes of people. Security officials are generally the most common form of supervision. It is necessary to educate and train security officers on the potential risks of crowd behavior. Consistent and repetitive training will effectively prepare security staff for ways to prevent panic and how to react to problematic situations. Crowds are diverse just as individuals display various types of personality traits. The overall crowd consists of smaller crowds. At a stadium there may be a group of women, men, children, or a group of disabled persons. The goal in creating a safe event is to consider these differences. The most important consideration to ask on this subject is how to prevent and react to this behavior. In addressing this question, evacuation plans are imperative and can be very helpful. However, often times the plans are not followed precisely as intended. In handling crowds, the two methods utilized are crowd management and crowd control. The two terms are commonly confused but the difference is very distinct. To distinguish the two, remember crowd management is proactive whereas crowd control is reactive.

Finally the goal is to supervise and ensure protection during the course of the event. This entails a disturbance among the crowd and a need for authoritative action. The most important concept is crowd management because good planning and supervision could hinder complications among the crowd. Training is essential to gain knowledge, experience, and confidence in personnel. Education is an excellent step to teach staff members the logistics of crowd management and crowd control. Experiential learning is effective because individuals have the opportunity to simulate the scene, make decisions, and take action. This process teaches spontaneity and gives people a chance to learn from their mistakes without any permanent damage.



Q: What can be considered as abused termination?

- A:** 1- If the termination came after a justified request from the employee requesting his rights, with no other foreseen reason for termination.
- 2- If the termination came as a result of the employee refusal to be transferred from his work location in case this transfer is not due to justified reason related to work interests and in case it results in major harm to the employee.
- 3- Termination during medical leave.
- 4- Termination in cases of pregnancy and delivery.
- 5- Termination due to illness resulting from pregnancy & delivery.
- 6- Termination during arbitration without written consent from the appropriate committee.
- 7- Termination if the employee has to leave work due to injustice and oppression of the employee which results in appearing as if the employee is the one who left the work by himself.

Q: When can an employer terminate an employee in both limited and unlimited contracts?

- A:** 1- If an employee assaults his employer or any of his managers or any responsible during the work or

Dear Reader**Got a QUESTION?**

because of it.

- 2- If the employee does not perform his duties under the contract or is not obeying justified orders from his employer or does not follow the orders that are clearly announced on the bulletin board which are related to the safety of the work even after being warned to do so.
- 3- If the employee actions are considered dishonest or undignified.
- 4- If the employee's actions resulted in big loss or damage to the employer's properties and proved to be done on purpose.
- 5- If it is proved that the employee forged documents that led to his assignment.
- 6- If under probation.
- 7- If the employee absents himself without proper reason for more than 20 days or 10 consecutive days. The employee should be given a warning after being absent 10 days in the first case and a warning after being absent for 5 consecutive days in the second case.
- 8- If it is proved that he used his position in an illegal way to get personal profits.
- 9- If the employee disclosed secrets related to the job which he is involved in.

I was among those invited to the annual ceremony for appreciating the best performers and I noticed that the EBM/ Executive Director discussed in his speech some important and sensitive subject i.e. Manpower. Engineer Samir Jamjoom explained how it is getting more and more difficult to retain manpower in present days as visas are getting more difficult to acquire and even the non availability in the countries of recruitment due to many reasons mostly financial.

As I am one of those who were sent abroad to recruit manpower, I can appreciate more than anybody since I felt this in my last trip and discovered that in some technical jobs it is near impossible to find suitable manpower.

Even after recruiting somebody, it is not possible to

Palaces & Residential**HOW CAN WE RETAIN MANPOWER**

involve him with the technical work before getting some "On Job Training". I fully support the message of EBM/Executive Director but I think that there is a need to specify how these aims can be achieved. A clear picture of the mechanism to do so should be communicated to the concerned by which they can retain the manpower on the

long run.

I suggest the following:

Reliance and activation of the results of the appraisal of employees during the year. A technical committee should evaluate the results and if in doubt can visit the site to re-evaluate manpower that received excellent evaluation to make sure the evaluation is fair and real.

Re-evaluate the salary scale and make it more flexible so that it considers the capability of the employee and his capacity in his job, as this is one of the very sensitive issues that can only be felt by people near to site and appreciate the problems of site manpower.

I hope my suggestion is considered as this will solve lot of problems that make it difficult of retain good, experienced and dedicated employees



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MR. ATA ULLAH KHAN
Received by/ Eng. Isam Falatah, General Helper,
Recruited since 1991



MR. ALI M. ABDUL MAKSUD
Electrical – LV, Recruited since 1991



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Janitorial Foreman, Recruited since 1992



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**MR. REDHWAN GHALEB
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**MR. SULTAN ELEATHA OMAR
AL HAZME**
Administrator, Recruited since 2007



**MR. MOH'D JAMAL BAIG MOH'D
ISMAIL BAIG**
Site Supervisor, Recruited since 2007



**MR. MAHMOUD AL SHARBINI
MOH'D SHAHATA**
Received by Eng/ Samir Al-Azem, L/S Supervisor,
Recruited since 2008



**MR. SHERWIN LAPUT
SALDARIEGA**
Supervising Engineer, Recruited since 2009



**MR. MARK FRANCIS
MACATANGAY MENDOZA**
Auto Technician, Recruited since 2009

Peoples' Customer



The EBM/Executive Director promoted each of:

- Mr. Ayman Yousef Khreis to the position of Clerical Administrator due to his ability and good performance of his duties.
- Mr. Abdul Saleh Al Sarwi to the position of Clerical Administration Affairs Manager due to his ability and good performance of his duties.



- Mr. Ghazi Naser Al Sobhi to the position of Clerical Accommodation Officer due to his ability and good performance of his duties.
 - Eng. Najeeb Eido to the position of Deputy Project Manager due to his ability and good performance of his duties.
- Newsletter congratulates them and wishes all of them success.