Global first in Clark

The opening of the first Customer Care Centre designed to serve every business in the group

Also inside:

Personal pledges
Our Executive Safety Board members stand up to be counted

Handling the hoards
How dnata teams managed the busiest day at the world’s busiest passenger airport

Having a ball
Tries, trilbies and tours at the Emirates Airline Dubai Rugby 7s

Win an iPad!
Tell us your safety vision and win. Turn to page 12 for our competition.
Message from Gary

A very warm welcome to the 12th edition of One dnata

We’re well into 2015 now, and I’m sure that this year will be just as busy and exciting as last. 2014 finished with a flourish, as we experienced our busiest day ever at Dubai International airport on 19 December. The numbers are staggering – read all about it, find out how we coped, and hear from people who were on the ground on page 14.

Our international footprint gets more and more impressive each year. Our latest development is the opening of a state-of-the-art contact centre in Clark, the Philippines. It is designed to serve all our businesses globally, and is already supporting dnata Travel, HRG, MMI Travel and marhaba. We also announced that we will acquire 100% of the shares of Toll dnata – the deal is subject to regulatory review, but we expect that by mid-February we will operate in Australia as dnata.

I’ve always said that people are one of the cornerstones of our business. dnata simply wouldn’t be the organisation it is today without our dedicated, passionate and committed colleagues. In this issue, we feature a few of our heroes – including Samar, the first woman in UAE Airport Operations to get a heavy vehicle licence, and Amjad, whose spectacular compassion raised our value of ‘Delighting Customers’ to new heights.

When it comes to safety in our organisation, we all have the opportunity to be heroes. We have developed a safety vision that I want you all to be part of – and in this issue, you can read how each member of our Executive Safety Board has defined their own personal visions for safety. We should all be talking about safety, all the time. Make safety rules and procedures part of your behaviour, and encourage others to do the same. We all stand to benefit.

Enjoy this issue. Don’t forget to send your comments or story ideas to onednata@dnata.com.

Gary Chapman
President
It was a landmark year for dnata, one in which we expanded on all fronts as we invested more than Dh545 million in our travel, cargo, ground handling and catering services. Our worldwide investments included the acquisitions of Gold Medal Travel and Stella Travel Services, new halal kitchens, enhanced cargo infrastructure in the UK, and continued investments in the company’s operations in Dubai. We partnered with City Sightseeing Worldwide, to help visitors see the city of Dubai like never before.

But it wasn’t all growth and upgrading. We faced and handled unprecedented challenges last year - from instability in Iraq and security threat to airport runway upgrades in Dubai and increased economic pressures globally.

Gary Chapman, President Group Services & dnata, said: “In 2014, dnata strengthened its business footprint with capacity and new competencies that will benefit our customers, our people and the business. Our investments will help us to realise our goal of becoming the world’s most admired air services provider. There will always be short term challenges for which we have to be agile in our response. But at all times, we must be focused on what really matters in our business – our customers and our people.

“And I’m proud to say that in 2014, the dnata team worked through some extremely difficult conditions to show they are indeed the best in the business. I’m confident that our people will continue to work in smarter, safer, more innovative ways, which will fulfil our promises to our customers and boost our business in 2015 and beyond.”

Worldwide operations
The UK was a key growth market for dnata’s airport operations. We enhanced cargo infrastructure across England and Scotland. In Manchester, the company moved into refurbished cargo facilities, and launched a passenger and ramp handling operation at the hub, dnata’s second in the UK. We now handle 25 passenger flights a week at Manchester airport.

We also acquired Gold Medal Travel Group and Stella Travel Services in 2014, enhancing the profile of Dubai as a travel destination.

Elsewhere, our cargo operations in Pakistan and the Philippines received RA3 Certification from the EU. With the certification, EU member states recognise dnata’s operations in Pakistan and the Philippines as a regulated agent, and security controls applied on its ramp services are of a standard acceptable to EU authorities.

In Rome and Milan, the company invested in two new halal kitchens to meet the changing needs of its airline customers. Over the course of the year, dnata’s kitchens around the world uplifted more than 56 million meals into the skies.

Big business in Dubai
It was busy in Dubai, where Al Maktoum International at Dubai World Central (DWC) marked its first full year of passenger operations. We also invested millions of dirhams in new ground support equipment at Dubai International and launched Line Maintenance services at both airports, providing technical assistance to our airline customers.
The first dnata group Customer Care Centre officially opened for business in Clark, Philippines in November.

The new centre is the first of its kind, designed to service all the dnata Group businesses globally, including recent UK acquisitions. The centre is already working to support dnata Travel Services, HRG, MMI Travel and marhaba.

Paul Gale, Head of Global Contact Centre Services, said: “There are now eight dnata operations in Clark, and we already employ around 125 people. The new centre has the capacity to seat 700 people, and we expect to be using most of that capacity within the next five years as the business grows. It is an excellent facility for our colleagues, with a suite of meeting rooms, purpose-built canteen and relaxation areas.

“Clark is right at the heart of the growing markets in the Asia-Pacific region and offers numerous benefits and opportunities for dnata. We currently offer customer services in English and Mandarin.”

Have your say about safety

Around 18 months ago we ran a comprehensive survey on our culture and safety. We listened to your concerns and comments and made changes, but there is a lot more to come.

In March, One Safety is running another survey and we need every one of you to get involved and have your say.

Tell us how we are doing and what you would like to see happen in the future. The survey is completely confidential and anonymous, so you can speak freely. Once collated we will share the results with you.

Watch out for survey drop boxes, which will appear in your offices.
Recognition for our ground handling teams

For the seventh year running, dnata was named the Ground Handling Provider of the Year at the Aviation Business Awards in Dubai. The awards recognise and honour dnata’s leadership and innovation in the regional aviation industry.

dnata’s Airport Operations has grown from a team of five in 1959 to more than 18,000 spread across Dubai International and DWC.

Zurich team takes on American Airlines

dnata will handle all of American Airlines’ flights at Zurich International airport from February, providing ramp operations, de-icing, arrival services, and the newly launched integrated clean and search service. The contract follows the merger between American Airlines and US Airways and will see dnata handle more than 500 flights a year for the two airlines.

dnata’s new clean and search service makes the departure process more efficient for carriers, as the teams undertake a mandatory search during aircraft cleaning, eliminating the need for a separate search prior to departure.

dnata will be responsible for American Airlines’ year-round, daily flights from New York (JFK) and US Airways’ seasonal daily flights from Philadelphia. Each year in Zurich, dnata handles 17,500 flights and more than 1,600,000 passengers for customer airlines from around the world.

A picture made of a thousand words

Gold Medal’s new 2015/16 brochures sport a very distinctive cover design that will stand out among travel brochures. The nine destination guides feature pictures created using prose, each relevant to the featured destinations.

The Gold Medal team worked with Post Graduate Creative Writing students at the University of Central Lancashire to make the unique designs, with an anthology of ‘travel tales’ that have been turned into pictures by an illustrator.

Gold Medal’s Head of Sales and Business Development, Ruth Hilton said: “When you add to this the introduction of our much brighter logo, we’ll definitely stand out on the shelves!”
On our radar

You’ll find us in 38 countries – here’s what’s happening in just some of them

01 Bulgaria
Silver Wings, our joint venture company in Sofia, opened a new catering centre in November. The newly built 2,500 square-metre facility has a total capacity of 6,000 meals per day.

The venture, which is shared with Bulgaria Air Group and LSG Sky Chefs, has 130 people providing catering services for hub carrier Bulgaria Air, as well as Qatar Airways, Lufthansa, British Airways and low-cost-carrier Wizz Air.

02 Italy
In December, dnata began catering for the Emirates A380 flights from Milan to New York and Dubai. We launched catering services in Milan on 1 April 2013, initially catering for four Boeing 777 flights per day.

Our Rome catering service launched in February last year, providing catering daily on two flights to Dubai, one Boeing 777 and one A380.

03 UK
dnata welcomed Cathay Pacific’s inaugural flight at Manchester International on 8 December 2014. Under a recent agreement, we provide ground handling services for the airline’s four weekly flights between Manchester and Hong Kong.

04 UK
Alpha LSG, our joint venture in the UK, has invested £10 million in building a new catering complex at Heston, close to London Heathrow. The facility incorporates highly-optimised production and logistics centres, the airport’s only dedicated halal kitchen, a Japanese and Asian kitchen, exclusive Customer Lounge and a Culinary Academy.

Over 40 airlines will be serviced from the new centre which has a capacity for producing 76,500 meals each day. Around 24,500 flights will be catered from the facility each year.
UK

Travel Republic retained its title as the Best Holiday Attraction Ticket Provider, as recognised by the British Travel Awards. The awards, held in November in London, also held a second success, as the team was named the third best online travel agency.

Steve Dean, Commercial Director, said: “We are delighted to win the award for the second year running. It proves that we are providing the best deals, with the best customer service, and that is what customers want!”

Philippines

We are further expanding in the Philippines, where dnata opened a brand new airport lounge at Manila International Airport’s Terminal 3 on 11 February.

Iraq

dnata Travel, under the banner of Najm Travel, has opened for business in Erbil, becoming the second dnata business to launch in the fast growing economy of the Kurdistan region. The nine-member team has been working hard signing up new business and building lasting relationships with clients.

As part of its push in the region, dnata Kurdistan launched a newly developed web-based booking system, ‘iTravel’, which will help us to penetrate the corporate travel market. This will be supported by the partnership for Triq, which will service local and multi-national corporate businesses. In phase two, the focus will be on expansion into retail business with plans to open additional outlets in Kurdistan.

Australia

Broadlex Air Services is getting a whole new look and feel, as the company is rebranding to Cabin Services Australia at the end of February. As well as a new name, the company will have a new logo and a new website – www.cabin-services.com.

Our talented team, however, remains firmly in place, with the same management and the same offices – hopefully both will feel refreshed!

Australia

dnata has reached an agreement with the Toll Group to acquire the final 50 per cent share in Toll dnata, to give us 100 per cent ownership of the company. The transaction is subject to approval by the Foreign Investment Review Board (FIRB), but we expect approval for the new ownership by dnata to be completed in February.
Caring Amjad changes lives

When Amjad Ahmad El Hadad, Customer Services Supervisor, spoke to a distressed mother with a young child and a newborn at Dubai International airport, he discovered she was in a terrifying situation.

Amjad explained: “Her husband had been deported. She was homeless and had been at the airport for four days with no booking and no money. Her passport was with the maternity hospital, as she could not pay her bills, The newborn did not even have a passport.”

The family was sleeping in the airport prayer room. Their belongings, found unattended, had been confiscated by security.

Amjad used his contacts with Dubai Airports, Immigration and Dubai Police to help her. He reunited her with her belongings, and found a place for her to store them. He gave her cash for food and worked tirelessly on the case, taking it to a senior Immigration official who generously got her passport released at his own expense, waived the immigration fines, and persuaded the Palestinian consulate issue a passport for the baby. The kind official also got permission and bought tickets for the family.

Amjad was happy to see the grateful family on their way home.

Driving a training first

Samar Fawzy, Learning & Development Officer, is delighted to have become the first woman in UAE Airport Operations to attain a Heavy Vehicle Driving Licence.

Samar completed the three part exam over three months, passing each section first time. She said: “The exam consists of signals, garage parking and road driving. The hardest part for me was the garage parking section. It was hard to reverse the huge truck into the parking space, keeping exactly within the lines and in the centre of the space.”

The licence will help Samar in her role, particularly training colleagues in aerobridge work, a vital part of airport operations. Trainees drive the aerobridge towards a mock-up aircraft door, mounted on a large truck, and Samar can now position the truck wherever she wants.

She said: “Aerobridge training is highly specialised and with only a few authorised trainers there’s great pressure to ensure people are trained quickly and effectively.”

As well as increasing her value as a trainer, Samar admits a personal drive spurred her on. “I wanted to be more independent from the men and to make my mark in an extremely male-dominated environment.”

LSG SkyChefs take trophy on penalties

Fleet footed catering colleagues faced each other in the dnata Catering football tournament 2014, held at Dubai’s The Sevens Stadium in November.

Representatives from dnata Catering, Emirates Flight Catering (EKFC), Alpha Sharjah and LSG Sky Chefs – who flew in from Germany for the occasion – lined up on the touchlines to play and cheer.

All four teams played well and represented their brands admirably, but dnata and LSG Sky Chefs emerged as outstanding, with both reaching the final unbeaten.

The two teams were well matched and showed excellent defence skills. After 90 minutes, plus five minutes of extra time, the teams were drawn 1-1. The competition moved to a penalty shootout, which LSG Sky Chefs won 3-2.

The day concluded with a presentation of the prizes and a dinner for all the teams. LSG’s Moulay Mansouri was awarded Top Goal Scorer for his seven goals, and Hussain Naziri from dnata was named the Player of the Tournament.
One goal, one vision

dnata has launched its new safety vision, which guides how we should all be working to look after ourselves and each other.

The new vision encapsulates our desire for a safe working environment and how we expect everyone to contribute to that. We want the way we do things to focus on the protection of our people. We expect all members of the dnata team to treat each other in a way that makes sure that we protect ourselves and our colleagues at all times, and to have the knowledge and confidence to step in when safety may be compromised.

“I’m a great believer in leading by example – in walking the talk – and those of you who see me out there in the operations from time to time will know that I’m hot on the basics of buckling up and wearing appropriate PPE.

It’s all about behaviour. I’ll continue to champion safe working practices and, importantly, our looking after one another, through a considerable investment in awareness, support, training and communication. We are ‘One’ in our determination to create a safe, respectful working environment and culture.”

Gary Chapman, President Group Services & dnata

Our dnata safety vision is to have a culture where all of our people possess the skills, knowledge and confidence to work safely, feel respected and are engaged in helping everyone stay safe.
I commit to keeping safety in mind when making decisions, listening to and responding to safety concerns, and following safety rules and procedures. Safety is a part of everything we do at dnata and it starts with each of us.

Iain Andrew, Divisional Senior Vice President Travel Business

I will continually drive to keep my customers and employees safe at all times.

Rob Kella, Senior Vice President of Internal Audit

Staff delaying an aircraft over genuine safety concerns will never face any disciplinary action on my watch! Safety over On Time Performance every time.

Jon Conway, Divisional Senior Vice President UAE Airport Operations

With cargo in particular, we must emphasise two things: eyes on path and eyes on task - always!

Bernd Struck, Senior Vice President UAE Cargo

People determine the success or failure of an organisation, and it’s no different when it comes to our safety, both at work and at home. I am fortunate to spend every day driving positive changes that protect our people.

Stuart Hayman, Senior Vice President Safety
When it comes to safety our Executive Safety Board take it personally, and they are prepared to stand up and be counted. Here are their visions of safety in dnata.

My vision is one of Senior Manager visibility. If we can make people understand that we genuinely care for their safety, then we’ve made a difference.

Every one of our colleagues is a member of a family - I never take for granted that sense of relief when I know that all of our employees got home safely from their shift.

Safety is not unique. Everybody, in dnata, from the front line to the board room, should be engaged in the safety of their colleagues, the business, and the customer.

With every decision I make as a leader, I put the safety and the well-being of our people first. There can be no short cuts when it comes to protecting our people from harm.

In Catering, we know that safety is not a ‘nice-to-have’, but rather a basic principle of how we must operate. We must work hard, together, to ensure we deliver a safe working environment for everybody.
Everyone’s safety is in your hands

A vision for safety is only as good as those who implement it. That means that each and every person in the dnata family should be making a positive contribution. We all have a role to play in keeping ourselves and our colleagues safe.

This is what you can do every day to support our vision:
- Talk to your colleagues about safety,
- Pause the job if you have any concerns about your own or a colleague’s safety,
- Address unsafe conditions and at risk behaviours that are within your control,
- Be proactive in offering safety improvement suggestions,
- Be quick to raise safety concerns with your supervisors,
- Follow all the safety rules and procedures,
- Observe the traffic rules and speed signs,
- Wear the appropriate personal protection equipment (PPE) provided.

You have seen how strongly our leaders feel about making dnata a safer place to work, and the commitment they have made. However, every one of us has a role to play in our own safety and that of our colleagues, so we want you to tell us what you are going to do to help.

What promise do you make to yourself and your colleagues? How will you make a difference each and every day?

Just tell us your personal safety vision in 50 words or fewer, and you could win a fabulous Apple iPad mini. Send your vision, along with your name and staff number, to onednata@dnata.com.

Vision in action

How the Safety Vision is being implemented in our operational areas.

Mohammed Sadek, Vice President Technical Services: “We have changed the way our operational reports are displayed, so that safety concerns appear at the top. It helps us to focus on safety as the first thing on our minds and the first thing on our reports.”

Ramesh Viraraghavan, Vice President Cargo Operations, DWC: “The teams have become much more vocal in identifying barriers to safety. At first, a few observations were made, but when they saw that we really did act on them and implement changes, more and more people got involved. They have the courage to report at risk behaviour and the belief that things will change.”

Barry Shields, Manager Cargo Service Delivery: “Communication has improved both upwards and downwards. We make sure that we communicate about the action we have taken and what has changed, so that employees know they have been heard. We tell them how we have acted on their observations and concerns, and if we haven’t, why not.”

Jaffar Dawood, Divisional Vice President Airside Operations: “We have cultivated a culture that supports the safety vision. We not only implement the programmes but live and breathe them. We recognise the teams who are involved, monitor their progress, communicate and celebrate each successful removal of a safety barrier.”
Hannah Wells, Executive Secretary, raised AED 6,000 with her participation in the Wadi Adventure 10km Race.

As well as running, the course included obstacles such as a 15kg sandbag carry, wall climbing, swimming, wading through water, monkey bars, crawling through sand under barbed wire, half pipes and much more!

Hannah Overcomes Obstacles

Three’s a crowd-funding event

Colleagues at the dnata Travel Centre in Dubai raised more than AED 30,000 from three fundraising events at the end of last year.

With support from a number of hotels and airlines, the team held a flea market, bake sale, Eid raffle draw and art auction to raise cash. Reserved car parking slots were sold off as well as the valet parking service. A number of fun games were played, such as feed the rhino and table football.

The team is already planning further events in three locations across the Group.
It was all hands to the pump on 19 December as Dubai Airports experienced their busiest day ever. Thanks to top dnata teams, the day ran exceptionally smoothly. A combination of careful forward planning, exceptional teamwork and well thought out communication and interaction between departments ensured that the day flew by without a hitch.

Handling the hoards
On that one day, dnata handled more than 540 flights from around the world, bringing 14% more customers than our busiest day last year. We successfully managed more than 1,000 aircraft movements at DXB alone. The most travelled sector from Dubai was Doha, with over 4,000 passengers making the journey, and 4,400 bags meeting travellers at the destination.

Nick Moore, SVP UAE Airline Services dnata, said: “Our teams have never dealt with so many passengers and bags on a single day and they handled the pressure really well. They delivered a strong, safe, on-time performance and a smooth passenger experience at both airports - a considerable achievement given volume. It’s a result of great teamwork and good planning involving all stakeholders.

“People in critical roles, such as our ramp operations team leaders, had extra colleagues on duty as support. That way, when problems arose, we didn’t develop a backlog. The senior management team was also on the ground and visible, so when matters needed to be escalated, decisions could be made quickly.”

On the ground
In preparation for the big day, the Airport Operations team had co-ordinated closely with all stakeholders within the airport community, and spent time on preparation and planning. A number of recent baggage handling system enhancements, extra investment in additional ground support equipment and additional stands compared to last year also helped to ensure success, but in the end it was down to the most important element – our hard working colleagues.

Jaffar Dawood, DVP Airside Operations, said: “We provided grab and go snacks to employees in key operational areas as they were so busy throughout the day that they did not get a chance to take breaks. We also benefited from the recent restructure of dnata’s Airport Operations, amalgamating Baggage and

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“Exceeding expectations against the odds”

Chu Abbas Zahid, Baggage Systems Manager:
“The baggage handling system was running at capacity plus, with between 10,000 and 12,000 bags going through per hour. One stoppage for just five minutes would have had a huge impact. I had additional colleagues in the control room, just in case, but everything ran smoothly thanks to careful planning and teamwork. There were no system failures. I was very proud of the team and what we achieved.”

Hedwig Savio D’Silva, Service Delivery Officer (Baggage): “Our biggest challenge was to ensure a balance between joining, transfer and early storage baggage. We had additional manpower which we moved to any point where the throughput was becoming too heavy and there was potential for a blockage. We also made great use of the Car Park check in, diverting part of the load to that area and handling it manually, to free up the normal lines. We had 25 containers of baggage just from that area.”

Mehdi Ratani, Customer Services Agent: “As soon as you finished one flight, you moved straight to the next and then the next. It was non-stop and the whole terminal was filled with people and movement. There were additional people working on each shift and everybody looked at it as a challenge. It was a situation that we could get through if all we worked together, and when it was over there was a great sense of achievement and camaraderie.”

Jaya Rughwani, Customer Services Agent: “I arrived at 18:00hrs and the airport was packed. There were traffic jams outside, but inside it was moving well. We had 360 passengers from a delayed flight who had to be checked in before the next flight opened at 19:00hrs. We all worked solidly and managed to clear the flight in 45 minutes. There was a great spirit of co-operation; a feeling that everyone would do whatever they were asked to do to help.”

Ramp Services, as we were able to share resources and create efficiencies in our handling operations.”

Customer airlines had been involved in the planning stage and they were kept engaged and informed throughout the day. Their response was rewarding for all involved.

Jaffar said: “The day was a big success and our customers recognised us for it. We had the right people in the right place at the right time, working safely, with no incidents or accidents.”

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Having a ball at the rugby

Colleagues and clients enjoyed a fantastic time at the Emirates Airline Dubai Rugby 7s in December.

We are a gold sponsor of the Emirates Airline Dubai Rugby 7s, with a front row grandstand, a fabulous pavilion and the dnata logo prominent around the venue. Four lucky winners of the dnata global competition got to join in all the fun, including top seats for the games, as well as lunch in the pavilion with Gary Chapman, hotel accommodation and special tours for those who travelled to be here.

“The City Sightseeing tour was great; we managed to do both the Red and Blue route over 24 hours. It was incredible to see how much Dubai had changed since I was last there over 12 years ago. The best part of the trip was the rugby final. The atmosphere on the stand was electric. For someone who is more of a football girl, I was surprised by how much I enjoyed the whole event.” – Emma Gordon, Administration Team Manager, Gold Medal Travel Group, UK

“We were so well looked after in the dnata hospitality chalet. The sevens games were fast paced and, thanks to the prime position of the dnata seating, fantastically entertaining. It was a really enjoyable event, but most importantly a great time to socialise with colleagues and meet new contacts.” – Alice Battle, Business Development Manager, dnata Travel

“I was ecstatic to have won the tickets as I am a great rugby fan. This sport is my passion. I used to play for the Emirates team and I follow all the events, both local and international.

“The best thing for me was being able to follow all the games at close range, while enjoying time with my family and the great dnata family. The food was great, and the service from the dnata team was fantastic.” – John Paul Ochola Ombok, Airside Team Leader (seen left), Dubai
Legends live on in Dubai

Support from dnata allowed the dnata Bali Legends to return to the Dubai competition.

The Bali Legends rugby team was put together in 2003 to commemorate the 27 players and fans who died in the Bali bombings, which took place during the Bali 10s competition in 2002. Having missed last year, the team was not sure they would be able to play in this year’s competition, but that all changed thanks to dnata’s sponsorship.

They represented the brand well. After a couple of early losses, the team moved into the Plate competition. They beat a number of strong teams to reach the Gulf Vets Plate Final against Racing Lagos, which included three former Bali Legends. Unfortunately, despite some strong play, they lost. The team was disappointed, but felt they had played well and represented the spirit of the Bali Legends.

Team member Trefor Elliott said: “This was a strong return to the Dubai 7s for the Bali Legends after a one year absence, and would not have been possible without the generous support of dnata, who as well as being the team’s principal sponsor, entertained us during the tournament.

“We hope that the dnata Bali Legends will be back next year, stronger than ever and challenging for a place in the cup final on the main pitch.”

For Nathan Player, Duty Manager, Toll dnata, Sydney, and his partner Nicole, it was a very special experience.

He wrote: “We loved the whole experience of being in Dubai, and seeing the positive progress that has been made in just 43 years.

“I was very happy that that we got to go on a City Sightseeing tour. I think it gives you an understanding of location and local culture. Heading up the beach on the Blue route was the highlight for us. Continuing the tours will be the first thing I will do when travelling through Dubai in the future.

“The desert safari with Gulf Ventures was amazing. The drivers made us feel safe and welcome immediately and it is hard to pick the best part of the adventure – from the fast dune driving in the 4x4, to winding down watching the sunset over the desert. I took plenty of pictures, but they cannot capture what it was actually like to be there among the dunes.

“At the camp we were greeted with coffee and shisha, and then the banquet dinner. We finished up with a belly dancing show and then back to the hotel.

“I didn’t know what to expect with the rugby, but being a Rugby League fan I did have some understanding of the game. We sat with David Wallace [former Ireland and British and Irish Lions international] through some games and he explained the rules. I am now a sevens fan. I had the pleasure of meeting fellow dnata employees in the pavilion, and meeting Gary and having lunch with him was great.”
A pilot project to introduce eco-friendly vehicles on to the ramp has produced excellent results and glowing feedback from operators. dnata took a central role in the month-long trial held at Dubai International airport during October and November. The pilot project, designed to find ways to reduce CO2 emissions and save money, involved vehicles from a number of operators at the airport.

Mahesh Bhatia, Service Delivery Controller (shown right), said: “Six of our Ground Service vehicles were converted to run on compressed natural gas. This is the cleanest burning fuel available as it produces the lowest emissions of any motor fuel.”

Converting diesel engines carries greater complications and expense, so petrol-fuelled vehicles were chosen for the trial. Mahesh added: “As this was a pilot we created hybrid vehicles, which are still able to run on petrol in case of any problems or gas supply issues. It cost around Dhs7,500 per vehicle for the retrofitting, but we are happy to invest in these greener technologies, which could save both money and the environment in the long run.”

Operational feedback
Colleagues who used the modified vehicles during the month completed questionnaires about their performance. While some felt that the vehicle did not accelerate as well, others did not notice any difference. The overwhelming majority preferred the CNG vehicles.

Natural gas currently provides fuel for more than 15 million vehicles worldwide and is considered safer and cheaper than petrol.

The results of the pilot, questionnaire and full cost/benefit analysis are currently being collated. This will be presented to senior management of dnata and Dubai Airports before a decision is made on whether to continue and perhaps expand the use of CNG vehicles.

dnata Airport Operations celebrated its second World Quality Day in December

Preparation for the event started more than a month before the big day with a specially designed webpage inviting colleagues to take part in quality-themed contests – including a trivia quiz, crossword, best slogan and best quote – as well as offering videos and links to other quality organisations across the globe.

During the day, nine quality improvement case studies from different departments were presented to colleagues and senior management. Each case study highlighted a quality improvement in their respective department.

A number of presentations were made, including to newly trained Internal Auditors and the contest winners. Overall the day was a huge success and the Quality Assurance department eagerly looks forward to 2015.

WORLDWIDE RECOGNITION OF THE ROLE

World Quality Day was introduced by the United Nations in 1990 to increase worldwide awareness of the important contribution that quality makes towards an organisation’s growth and prosperity.

Each year it has a different theme, with the theme for 2014 being ‘building a quality world together’. It was designed to recognise the significant difference quality professionals make to organisations around the world.
Airport Operations Technical Services cleaning teams, working on catering hi-loaders, are now enjoying increased safety and improved access, thanks to some simple modifications in the washing bays.

Previously, the cleaners reached the top of each vehicle by climbing a steep ladder to a small platform. As there was no cross connection between the platforms, when they wanted to wash the other side, or the next vehicle, they had to descend the ladder, cross to the next ladder in the next bay and head upwards again. The ladders were tricky as they were narrow and vertical.

With an average of 25 trucks a day, the work was both tedious and relatively risky for the team members. This was highlighted during a BAPP Observation, and then studied by the Barrier Removal Team led by George Varghese, Manager Ground Support Equipment Maintenance, who proposed the platform modifications.

George said: “We have replaced the straight ladders with inclined ladders with side rails. We also added a cross bridge, which makes it safe and simple to move from one platform to the other. It has made a huge difference in both safety and job satisfaction.”

As it marks its first anniversary, Dubai’s Line Maintenance (LM) department is also celebrating some impressive growth. The original team of 65 engineers, technicians and mechanics has now grown to 170, partly due to a consolidation of below the wing skills with Technical Services (TS).

Ian Williams, Manager Line Maintenance, said: “TS had around 80 Line Maintenance mechanics, working on pushbacks, so we brought them into LM as part of our team. They joined us in November and started intensive training in January to ensure that we are all working to the same standards with the same capabilities.”

The department now has 13 regular third party customers across Dubai Airport and DWC, with the biggest being Qatar Airways, which operates 19 flights per day. Ian added: “We are also increasing our business by assisting other airlines when they are short staffed. This brings in more work and builds the confidence of potential new clients in our proven abilities. It is a slow process, but it will bring further business.”

The next milestone is the move into new facilities, which is currently planned for June. Ian said: “All the planning and ordering has been done, but as we will be located in and nearby Concourse D, we are subject to the same delays. The new facility will make a huge difference, as we will be right next to our customers and able to respond very quickly.”
A part-time superhero, Faisal Nizamuddin likes nothing more than helping others.

How did you come to Dubai and dnata?
My family has been living in Dubai since the 1960s. I was born and raised here. My father worked in the airport for years and I always looked up to him. I wanted to start at any position with dnata and knew that with hard work I could grow in the company.

Why did you become a Safety ICON?
I applied to be Safety ICON because I love being an instrument of change. It is really satisfying to help people understand their abilities and power, and how much of that power relies on each person’s level of awareness of the impact that they make, and our ability to make choices to direct and modify that impact.

How do you define success in your role?
Success is in the spread of the safety message, not just by us but by our colleagues. At a training session we deliver this message to between 10 and 15 people. A few months later we return to that business area and see how that message has been passed on to countless people, potentially preventing accidents and saving people from injury.

Interview

Faisal Nizamuddin is one of the dnata Safety ICONs. He has been with dnata for 18 years, having started as a documents clerk and worked his way up to training officer. When he saw the vacancy for Safety ICON he knew that this would be his perfect role.

If you would like to be featured in the final word, send your name to onednata@dnata.com

It is exciting to be part of this culture change.

How do you spend your time when you are not working?
I live to help people. I like to do charity work, or just do what I can for whoever I can.

I feel that volunteering can give us a sense of purpose and meaning in life. It can help us to realise potential we never knew we had and also bring us closer to those who need our help.

I also have a collection of more than 3,000 comic books, and occasionally I even create superhero costumes.

How would your friends describe you?
As someone they can count on when they need a hand with anything – whether it’s to assemble a complex Lego model or break down a wall.

Is there something you have always wanted to do, but have not done yet?
I would love to skydive from space. It has only been done by five or six people and the idea of just freefalling from that height...wow.