

# EFSHORIZONS



#EFSHORIZONS  
#SUSTAINABILITREE  
#EXCELLENCE

# EDITOR'S NOTE



Hello EFSians,

We are back with our first roll-out of the Newsletter for this year. Hope all are well!

As a part of Group Communications, we aim to provide a very engaging experience across all our OPCOs through our newsletter which covers interactive and inspiring stories, facts, insights and snapshots.

In this issue, we focus on Sustainability through Excellence and how the model of Deliverance, Prudence and Sustainability helps to develop a 360° balanced approach which finally trickles down to each and every aspect of the organization be it primary or secondary responsibilities.

We are delighted to announce that The Group Communications have implemented a comprehensive Communications Calendar for this year with an objective to showcase events, activities, recognition and awards across all our OPCOs. We appreciate the response, support and motivation we are backed with by our OPCOs to facilitate internal and external communication.

We hope to keep you engrossed and updated with all the happenings in and around the EFS environment. You can send in your feedback and suggestions on the newsletter to us at [group.communications@efsme.com](mailto:group.communications@efsme.com).

Let's strive to take sustainable steps in every walk of life! Until next time...

Happy Reading!!

**Ananya Mundakal**  
AGM - Group Communications



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## CEO'S MESSAGE



*“Nothing is good unless it is Sustainable”*

Dear Readers,

We have entered into the phase of Introspection, where Sustainability can be driven by enhancing our foundation and we at EFS, always strive to innovate. Our sustainable journey of excellence began since our establishment as a regional leader in delivering the best FM solutions by defining the basics; the core mission, vision, and values of the company.

Gradually, we built emphasis to restructure and align with the revisited goals & objectives. By cross integration of primary and secondary responsibilities of each aspect of the organization across deliverance, prudence and sustainability we can develop a 360° degree balanced approach.

With the current trends and market challenges, there exists a critical need for transformation. The transformation would then act as a compass to what we want to achieve with a step to integrate excellence initiatives across all business functions.

At EFS, our values have always been the core foundation our organization, and the only way to achieve sustainable goals would be by aligning these basics with our different initiatives. It is essential that all stakeholders understand the various levers that drive the sustainability pyramid. At EFS we choose Deliverance, Prudence, and Sustainability.

**Deliverance** refers to our contract deliverables and services standards based on efficiency and excellence, **Prudence** will ensure cost-effective, risk-free and commercially viable operations whereas to ensure alignment with above two levers; **Sustainability** will drive stability, growth and overall excellence.

Our objective is to delve into the sustainability model and incorporate it into our own tasks by bringing the best in oneself, which in turn will help us enhance self-development and the brand at large.

**Tariq Chauhan**  
Group Chief Executive Officer

# BUSINESS SNAPSHOT



**350+** ONGOING PROJECTS

**97%**



CLIENT RETENTION RATE

MANAGING OVER **35** Space sq.m.



FOR SEVERAL PROMINENT CORPORATE ENTITIES



BACKLOG CROSSES **4** BILLION AED

**21** COUNTRIES



**26** OPERATING COMPANIES

# KNOW YOUR MANAGEMENT



**Arti Shukla**  
Chief Operating Officer  
EFS Facilities Services India

Ms. Arti Shukla has been appointed as Chief Operating Officer for EFS Facilities Services India Operations. She will be leading the business operations across PAN India.

Ms. Arti Shukla has a diversified experience of over 24 years working with various sectors in the industry namely, Facilities Management, Real Estate, FMCG, Retail and Healthcare.

Prior to joining EFS, Arti has garnered expertise from renowned organizations in the market with an array of professional certifications like Balanced Score Card Master Class and ISO 9000 Internal Audit Workshop.

Arti is a veteran corporate leader with an honorary PhD and an MBA degree specializing in Personnel Management from Aston University, UK.



**Ali Zaheer**  
Assistant General Manager - Group HR  
EFS Facilities Services Group

Mr. Ali Zaheer is the Assistant General Manager of Group Human Resources at EFS Facilities Services. Ali would be managing Group HR function for MEASA region along with the team to support HR operations.

Ali has handled the HR function across different industry verticals viz. Fashion Retail (Apparels, Footwear, Accessories & Home), Perfumes, FMCG, Food, Electronics & Telecom, Facilities Management and has a vast portfolio of working with multinationals as well as start-up companies for over 20 years His last assignment was with Basicxx (Al Yasra Group) as a Head- Human Resources.

In his previous assignment, he has implemented "Best HR Practices" under different categories for which he received several awards on a Global platform. He was also awarded "HR Leader of the year-2017" for the Middle East Region by World HRD Congress.

Ali is an accomplished MBA graduate specializing in Personnel & HRD from Symbiosis Institute of Management Studies, India.

# THOUGHT LEADER

## The Power of the Negative!



**Nick Kalsi**  
AGM - Group Talent Acquisition

Talent Acquisition within any organization can sometimes be missed or subsided to the back of the office floor plan due to the supposedly importance of other departments.

But, it leads to the question, how important is **Talent Acquisition or 'Recruitment' to any organization?**

Talent Acquisition, is a long-term strategy which focuses on ensuring the company has all the necessary specialists, leaders, technicians and even future company executives. Talent Acquisition normally focuses on long term planning and is not only about filling vacancies, which is what Recruitment is believed to be.

The CIPD Website explains that, "Good recruitment is vital for every organization – finding the right people for the right roles at the right time. It ensures that the workforce has the relevant skills and abilities for the organizations current and future needs".

Talent Acquisition departments for most organizations are the first level of interaction for any potential

employee, and are seen as the company brand, the first perception and even the company's reputation as whether they are an **'Employer of Choice'**.

One of the important messages a company can be sending out to any future employees, is its communication. Does the company communicate effectively? Does the company only communicate when it suits them?

With the world becoming a place for Millennials to prosper and lead, many organizations may potentially be missing the importance of communication. According to a study made in 2017, it is said that "by 2025, Millennials will comprise of three-quarters of the global workforce".

A few other facts therefore about Millennials are;

- ▶ Millennials touch their smart-phones about 45 times a day
- ▶ Smart-phones are the most popular device with millennials as 7 in 8 millennials own one
- ▶ Millennials spend about 25 hours per week online

*"A negative response is not always a bad thing. It shows that the company cares, its shows company values, it shows company credibility and most importantly, it shows that the company has a clear mission and vision, which is ultimately to be the employer of choice."*



So, what does this mean? For the Millennial generation, also known as the Generation Mute, a generation which does not necessarily communicate via 'traditional methods', of speaking on the phone, but to rather instant message through WhatsApp or other sources. Does this mean that companies should find it easier to communicate with future employees?

Does this mean, the company, or the Talent Acquisition representative does not need to pick up the phone and dial a number any more as no one wants to hear the sound of their voice?

*I beg to differ!!*

Ofcom's survey shows that, only 15% of 16 to 24-year-olds consider a phone call to be the most important method of communication, compared with 36% who prefer instant messaging.

These facts only make it even more important for Talent Acquisition departments to use traditional methods of communication, but to also embrace the world of change.

Send the interview confirmation via messaging services, or emails. Send job descriptions or vacancy information through WhatsApp, but DO NOT forget to pick up that phone, and dial the number, as this is what possibly makes you the employer of choice against all your competitors.

With all this said and done, it goes back to the reason for the title – "The Power of the negative".

With all these new ways of communication, it is often seen that Talent Acquisition departments miss out one of the most important parts of the talent acquisition process, which is giving the candidate a negative response.

Is Ignorance bliss? Not in my opinion. A company which fails to tell the candidate they did not get the job is far worse than the company who only calls the candidates that they did get the job.

A negative response is not always a bad thing. It shows that the company cares, its shows company values, it shows that the company has a clear mission and vision, which is ultimately to be the employer of choice.

Candidates today are quick to give a negative review of companies on many social media platforms such as LinkedIn or Facebook etc. So why take the risk when all it takes is a phone call?

This is where, it is advised that instant messaging or social media should not be used, as it requires the personal touch, a voice, empathy and understanding.

Maybe saying **NO** now is ultimately making future employees say **YES**.

# IN THE SHOES OF...

Sunil Thaivalappil



“Life is short and every day is a new experience, make the best of it”

My journey with EFS Facilities Services began right from the early years of EFS' establishment. It has been a long and sweet experience in life, moving through various phases of EFS which has grown leaps and bounds today under the visionary leader, Mr. Tariq Chauhan.

My first role in this company was as an Accounts Assistant handling the billing of Dubai FM Projects. Additionally, I supported various departments like Procurement, Operations and Treasury. Currently I handle various reconciliation works for Dubai and Abu Dhabi. Working with the EFS Finance team is interesting and during the day we have to prioritize the work based on requirements and the advice from our senior colleagues.

A typical hectic day for an me are specially during the month ends or beginnings of a fresh month when I have to prepare reports and that is not it!! The challenge is in submitting them on/before the given deadline dates. When leisure time knocks at my door, I usually love

playing Shuttle Badminton, solving crosswords, quiz and surfing through various sports and current news on the web.

As we all have our family life after work, it is very important to have a balanced approach towards life and adapt to our roles for a happy life and my reason to balance is my wife and a lovely daughter who's in 8th grade. In the present scenario, where we hear about various lifestyle diseases, it is important to indulge in some physical activity like walking, running or exercise.

As an accountant, I have learnt to be true to oneself and take every new task as a new learning. And an accountant should be detailed and accurate in reporting and be flexible to support the team is my view.

Finally, I would like to convey my best wishes to all EFSians for the success and happiness in life.

# BE INSPIRED

Shivam Jain



“I take responsibility and accountability in whatever work is assigned to me and I'm a strict follower of performing work with competence and due care.”

With a community of budding talent and the booming era of millennials, here is the one hidden gem within EFS.

Shivam Jain joined EFS in 2014 as a Management Trainee and in a span of 4 years has grown and evolved to the role of a Commercial Analyst closely working with the Business Development Team on commercials bids and proposals.

Shivam believes that working with EFS has provided him the platform to have a strong career growth and has given him opportunities to learn and excel through various technical and management trainings as well as through strong mentorship support.

His fundamentals of working are pretty clear and quotes, "I take responsibility and accountability in whatever work is assigned to me and am a strict

follower of performing work with competence and due care.”

Till date Shivam has performed and excelled in 3 different roles in EFS. From a Management Trainee to a Junior Accountant and now to a Commercial Analyst, he seems to have learnt from the exuberant exposure given to him that makes him understand the business of EFS.

Shivam comes from a traditional joint family in Ghaziabad, UP, India. He believes in his family values which have made him a responsible individual. He also realizes the need that adaptability is a necessary skill set in all spheres of life.

Surprisingly, as a millennial it is very hard to see him surf social media, but you can definitely meet this successful millennial at EFS head office!!!

# EFS SUPERSTAR

Jorie Mae Cajucom Turqueza

“She deserves to be the employee of the year instead of employee of the month”



was asked to join the EFS office where she became a CAFM assistant and later progressed to be a CAFM operator for demonstrating outstanding performance.

As CAFM operator - she manages in dealing with the client, end users, suppliers, and internal staff in a way where you can get all the information you required accurately and promptly. Due to this, she was acknowledged as one of the key players in the project and the go-getting nature to outperform her roles and responsibilities bigger than before leading and supporting her administration and CAFM colleagues.

Back in her hometown in Philippines, she is really close-knit with her mother who is a home-maker and her 3 siblings. When it comes to hard work and being self-sufficient she always thrives on the principles of her Dad who was a policeman and



just few months before she became a part of the EFS family.

She has been awarded the employee of the month as well as her entire team has received an achievement award by the Management. Her manager specifically feels “She deserves to be the employee of the year instead of employee of the month”. In a span of four months, her staunch reflection of commitment and passion about her work made her dwell into her new role as Project Administrator where she continues to deliver her best.

We celebrate the diversity of our dynamic workforce who hail from different parts of the globe from different walks of life. We believe in maximizing the potential of every EFS employee by supporting their ambitions and personal initiatives.

We are delighted to introduce Jorie Mae Cajucom Turqueza as the EFS Superstar from the Musanada project in Al Ain, nominated by EFS Abu Dhabi for her exuberant performance and determination contributed to EFS.

Jorie began her journey with EFS on June 15, 2014 as a housekeeping staff at Al Khatm School, one of the biggest schools under the Musanada contract. Since then, Jorie showed her abilities and skills in communicating well with the client and in managing her time diligently along with her main role in the housekeeping team all of which have been recognized by her Supervisor.

She was applauded with overwhelming positive feedback from the teachers and her team leader. Noticing her high potential after 6 months as a housekeeping staff on the client side, Jourie



# EFS CASE STUDY

## Damac Properties – The Heights

Damac Properties – The Heights is located in Jordan, situated at the heart of New Abdali in Amman. This 35-story Tower & 7-story Courtyard building offer residents the opportunity to make the most of life in this vibrant and dynamic location. Damac Tower & Building, Amman contain 35-story residential building with 12 retail shops. The space also possesses a 7-story Courtyard residential building with 19 retail shops and parking on multiple levels with convenient elevator access from parking levels to the apartments. The tower is installed with smart home technology and spa bathrooms with Jacuzzi, steam and sauna.

### The Challenge

Since the project took 5 long years to construct, assets had already gone past their warranty and each and every asset in the facility had to be recommissioned.

This being a novel project, addressing issues of project management that could have been addressed long before the job was undertaken by the FM team proved time-consuming and considered to be yet another challenge.

### The EFS Solution

EFS deployed around 40 diligent personnel who delivered over 12,654 man-hours month on month. EFS' scope of work covers an approximate area of 221,000 sq. ft. with services that comprise of Cleaning & Housekeeping, MEP Services, Safety and Security, Pest Control services, General Management of the site and facilities and provision of agreed reports, Support Service Help Desk Operation and Miscellaneous Requests.

### The Business Benefits

The project was provided with new cleaning machines. EFS provided effective training like Soft Services Orientation Program according to the BICSc standards, Receptionists Orientation program and Supervisory skills program. EFS also provided HSEQ program training to all staff and supported the main contractor with precise measuring tools (Infrared Thermometer & Anemometer) during T&C of the heating system. All these, in turn, led to operational efficiencies at the site and the EFS team continues to deliver its quality services.

As for EFS, Damac being one of the most prominent names in the GCC region market has leveraged EFS' visibility in the Jordanian market and continues to establish itself to be the lead FM provider in the region.



# EFS SIGHTINGS



Welcome the New Year 2018 #EFS\_Qatar



#EFS\_Qatar



#EFS\_Qatar



Get accredited by BICSc Annual Audit 2018 like EFS Dubai's Learning & Development Centre #EFS\_India #EFS\_Mumbai #EFS\_NewDelhi



Celebrate staff gatherings like EFS Bahrain #EFS\_Bahrain



Celebrate staff gatherings like EFS Bahrain #EFS\_Bahrain



#EFS\_Qatar



Celebrate staff gatherings like EFS Bahrain #EFS\_Bahrain

Appreciate for a job well done like EFS Dubai, Kuwait, Bahrain, India and Qatar



EOTM #EFS\_Dubai



EOTM #EFS\_Dubai



EOTM #EFS\_Dubai



EOTM #EFS\_Dubai



EOTM #EFS\_India



EOTM #EFS\_India



EOTM #EFS\_Dubai



EOTM #EFS\_Dubai



EOTM #EFS\_Bahrain



EOTM #EFS\_India

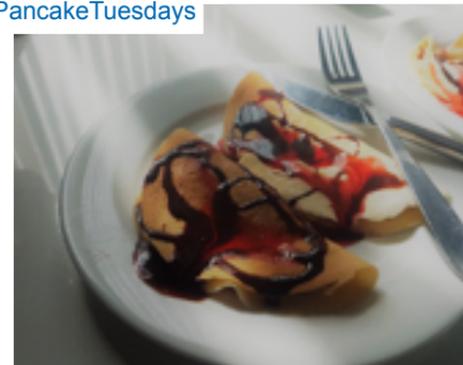


EOTM #EFS\_Kuwait

Stay a step ahead like Nick Kalsi and Saima Ahmad for EFS Group for signing up for the Certified Psychometric Test Professional Program #HR



Savour sweetness on Shrove Tuesdays like EFS Dubai #ShroveTuesdays #Pancakes #PancakeTuesdays



Impart knowledge with VAT refresher workshop like EFS Abu Dhabi, Al Ain and post-Conclave sessions like Kuwait #VAT #Conclave #Kuwait



Make every occasion special like Valentine's Day in EFS Head Office #ValentinesDay #SpecialOnes



Lighten up your work load like the Girls of EFS Dubai #LadiesNight #Fun

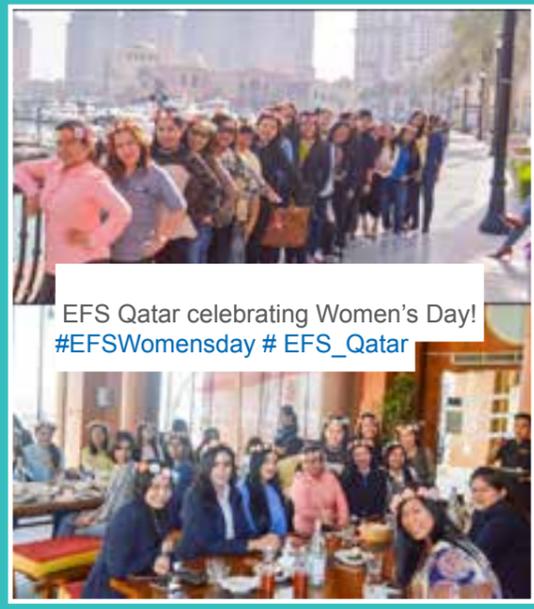




EFS Saviour at Al Marmoom  
#EFSsaviours #RandomActOfKindness  
#CSR #SocialService



EFS Abu Dhabi celebrating Women's Day!  
#EFSWomensday #EFS\_Abu\_Dhabi



EFS Qatar celebrating Women's Day!  
#EFSWomensday #EFS\_Qatar



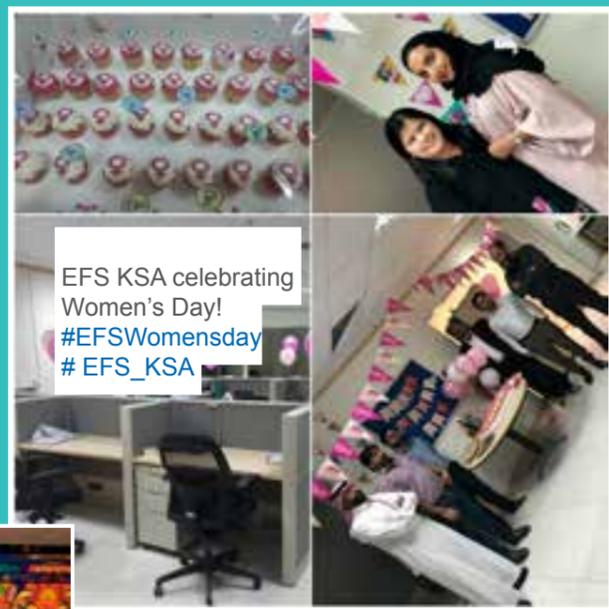
EFS India celebrating Women's Day!  
#EFSWomensday #EFS\_India



EFS Bahrain celebrating Women's Day!  
#EFSWomensday #EFS\_Bahrain



IWP Team  
Get together  
#UAE



EFS KSA celebrating Women's Day!  
#EFSWomensday  
#EFS\_KSA



EFS Kuwait celebrating Women's Day!  
#EFSWomensday #EFS\_Kuwait



Oil and Gas Team  
Get together #UAE



EFS Dubai celebrating Women's Day!  
#EFSWomensday #EFS\_Dubai



HR MADAD Launch  
#EFSGroup #EmployeePortal  
#Madad

# INDUSTRY NEWS



## Expo 2020 set to drive construction activity in the UAE

Preparations in the run-up to Expo 2020 are proving to be a catalyst for the UAE construction industry. The rise in oil prices is also beneficial for contractors since regional governments are beginning to restart old projects or invest in new infrastructure development.

However, contractors are not insulated from challenges - they face smaller margins, more competition in project bids, delayed payments and rise in the cost of doing business. There is also concern about the extent of project awards after all the Expo contracts have been let.

## EFS won the Silver Award at the 16<sup>th</sup> Sheikh Khalifa Excellence Awards (SKEA)

We take great pride in announcing that EFS Facilities Services has been honoured with the Silver Award at the 16<sup>th</sup> Sheikh Khalifa Excellence Awards (SKEA). The SKEA is known to be the most prestigious entitlement that aims at recognizing organizations which deliver excellent results with respect to Performance, Customers, People and Society through their leadership driven strategies and processes. We have achieved this esteemed award for showcasing our business excellence, sustainable practices and proven performance.



## EFS wins prestigious Integrated Facilities Management contract for Etihad Airways

EFS Facilities Services, the regional facilities management leader has been awarded an AED 140 million integrated facilities management contract for Etihad Airways, the national airline of the United Arab Emirates.



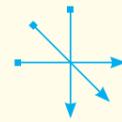
## GCC may introduce new taxes to diversify revenue sources UAE

Following the imposition of value-added tax (VAT) and excise tax, the UAE and other GCC countries could potentially levy taxes on business profits, remittances, entertainment, wealth and family dependents of expats in next few years to expand their revenues, tax experts say.



# CROSSWORD SOLVE!

Our Values



If you know what it takes to be a true EFSian, find the 9 hidden values...

A	G	H	T	D	O	P	L	S	A	H	O	N	E	S	T	Y	D	B	T	K	L	D	S
L	F	S	T	Y	I	E	P	P	D	S	A	R	B	N	U	I	S	Q	E	B	N	J	L
F	G	H	J	K	L	T	Q	E	R	T	Y	U	I	O	P	Z	X	C	V	F	D	S	A
Z	X	C	V	B	N	H	A	S	D	F	G	H	J	K	L	Q	E	R	T	Y	U	I	O
S	D	F	G	H	J	I	D	F	T	Y	A	N	I	N	T	E	G	R	I	T	Y	G	Y
T	A	T	Y	R	U	C	E	T	H	A	H	K	S	B	N	C	V	X	P	I	H	D	B
P	C	J	E	U	J	S	T	E	J	M	Y	U	I	O	P	A	S	D	F	G	H	J	R
N	C	A	H	O	D	I	J	O	H	W	T	Y	I	U	O	P	A	S	D	F	G	H	J
P	O	Q	T	H	B	T	K	Y	G	V	B	N	Z	X	C	V	A	S	D	F	G	H	J
E	U	R	H	E	N	E	L	E	F	T	R	A	N	S	P	A	R	E	N	C	Y	E	J
D	N	T	J	P	A	A	A	T	A	U	R	U	R	T	Y	U	I	O	P	A	S	D	F
F	T	Y	K	L	I	M	D	I	S	J	D	J	H	J	I	O	U	T	E	A	P	O	V
G	A	U	L	K	O	L	W	P	D	N	D	S	R	E	B	N	U	K	T	U	I	O	A
H	B	I	O	A	E	O	Z	O	F	H	G	D	S	D	R	T	B	C	R	S	Z	B	N
J	I	O	T	D	Q	R	C	D	R	Y	H	F	A	T	U	K	L	O	U	D	S	E	B
K	L	P	R	Y	H	M	X	C	G	K	J	G	B	E	R	T	Y	U	S	A	D	F	G
L	I	L	I	D	U	Y	B	N	H	T	K	H	U	R	R	J	K	I	T	S	T	N	V
P	T	K	O	T	I	O	N	L	J	D	L	J	F	B	N	H	U	I	Y	A	S	J	K
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I	T	E	A	D	G	J	Z	X	C	V	B	N	K	L	E	R	T	Y	U	I	O	P	S
U	J	R	T	C	S	T	Y	N	U	E	A	U	I	O	P	D	F	H	K	L	Z	X	V
Y	E	N	T	E	R	P	R	I	S	E	O	W	N	E	R	S	H	I	P	E	B	Y	N
T	N	E	R	T	Y	U	I	O	P	A	S	D	F	H	J	L	K	T	U	P	E	T	Y
R	G	H	J	K	L	Q	E	R	T	Y	U	I	O	P	A	S	D	F	G	H	J	K	L



# **EFS** HORIZONS

Send in your thoughts, suggestions, and write-ups to [group.communications@efsme.com](mailto:group.communications@efsme.com) to be featured in the next issue of EFS Horizons !!