

## Air Ticket Rates

Effective 1st January 2008, ADSSC is implementing a new air ticket policy (applicable to eligible employees). The average rates of the new two-way ticket rates for an adult will be as per the new policy. Examples of changes are shown in the table for sample cities.

Country	Business Class (Dhs) *	Economy Class (Dhs) *
Toronto	17,483	12,180
Cairo	6,279	4,293
Mumbai	5,481	3,413
Amman	5,544	3,654
Khartoum	5,670	4,977
London	14,732	8,054
Islamabad	4,610	3,581

\* IATA Rates

## MD's Conference Presentations

ADSSC is leading the way in bringing best practices in waste-water treatment in the Emirate of Abu Dhabi. In line with its commitment to keeping all the stakeholders informed and engaged, the senior management team participates in local and international forums on a regular basis.

MEED conferences invited the Managing Director, Alan Thomson, to present a paper at the "Middle East Waste-water Treatment and

Re-use 2007" held on 10th December 2007, at the Beach Rotana Hotel & Towers, Abu Dhabi. His presentation title was, "Regulation Water Re-use: Abu Dhabi, Leading the Way Forward".

On the international front, the MD was invited to present a paper on, "A Brief Case of Abu Dhabi Sewerage" at the "The Water and Environmental Exchange" forum held in Malaga, Spain, on 30 January 2008, under the auspices of The Building Exchange (BEX).



By now you should have seen the message concerning worker safety at ADSSC, and have been reassured that ADSSC views safety as its first priority. However, we all know that safety requires more than words; it requires action. Specifically, it requires all workers to constantly monitor the safety of themselves and of those around them. When we see unsafe conditions, we need to take corrective action before an incident occurs.

Although we have specific Health, Safety and Environmental (HSE) professionals at ADSSC to support our day to day operations, we also rely upon the knowledge and skill of our workers, supervisors and managers to ensure continued safety of all employees.

In the coming months, ADSSC will undertake a number of HSE initiatives focused on assuring the ongoing safety of our workers, the public and the environment. **There will be opportunity to become actively involved in the development and implementation of these initiatives,** and this newsletter is one of the means we will use to communicate those opportunities.

## We Welcome Your Suggestions, Contributions & Ideas

ADSSC employees, contractors and consultants are invited to write to us, and send in their suggestions on what you would like to see in our future newsletters. We also welcome:

- Articles and stories related to work and general interest
- Pictures from your holidays
- News about your children, their achievements, drawings, sports activities, etc
- Quizzes, puzzles, cartoons, etc

Our ADSSC Newsletter needs a name! Put the pen to paper, and the brush to the colours. Let your imagination run wild. For all you know, you could be the proud winner!

### Best Name Prize:

Dirhams 1000/- in Gift Vouchers

### Best Logo Prize:

Dirhams 1000/- in Gift Vouchers

The winning name and design will be announced by the management in the forthcoming issue of the ADSSC Newsletter.

Good Luck!

For more details, call Ms. Amina Hamoui on 02-6947286, or e-mail [amina.hamoui@adssc.ae](mailto:amina.hamoui@adssc.ae)

SUGGEST A NAME!

DESIGN A LOGO!

WIN PRIZES.

YOUR NAME!

YOUR LOGO!

YOUR NEWSLETTER

Dhs. 2000 to be won! See Details on Back Page

January 2008. Issue No. 1

## Corporate News



ALAN THOMSON Managing Director

### M.D.'s Message

I am pleased to pen a few words in this 1st issue of ADSSC's newsletter.

To start with, this will be a monthly publication

limited to 4 pages. As we progress, the frequency of publication and number of pages will be reviewed and revised accordingly. Our objective in starting the newsletter is to enhance internal communication. We will feature news about the company, our employees, our partners and our plans. We seek your active participation in making this an interesting and useful publication.

### We need a name for our newsletter

As this is your publication, we are inviting you to propose a name and logo for it. The February issue will feature the selected name and logo. More details are included on the back page.

Year 2008 promises to be a very busy year. We will be using this newsletter to share the new developments with you. During 2008, we will be working towards implementing 3 different international management standards in the company. These are:

1. ISO 9001 Quality Management standard
2. ISO 14001 Environmental Management standard
3. OHSAS 18001 Occupational Health and Safety standard

There will be a number of awareness training sessions during the coming weeks and you will be invited to participate and help us gain these certifications before the end of the year.

I hope you enjoy reading this inaugural issue. Do let us know what you think of your newsletter by sending an email to [zillayahmed@adssc.ae](mailto:zillayahmed@adssc.ae)

### كلمة المدير العام

يسرني أن أتوجه إليكم اليوم بهذه الكلمة المناسبة صدور العدد الأول من هذه "الرسالة الإخبارية". وسوف يكون عدد صفحات هذه النشرة في بداية انطلاقها (٤) صفحات. ويتقدم العمل فيها سوف يتزايد عدد الصفحات، ويتغير موعد الإصدار حسب ما تقتضيه الحاجة.

إن الهدف من إصدار هذه النشرة سيكون بداية تعزيز أواصر التواصل الداخلي بين العاملين في الشركة، وسيتم بعدها التطرق إلى أخبار الشركة ونشاطاتها والعاملين فيها، وبيان خطط الشركة وتطلعاتها المستقبلية، وعليه فإننا نتطلع إلى مساهمة فاعلة من جميع العاملين في الشركة من أجل إنجاح هذا العمل بما يعود بالفائدة والمتعة على الجميع.

وفي المرحلة الراهنة لإصدار هذه النشرة، ندعو جميع العاملين إلى اقتراح اسم وشعار لهذه النشرة، وسوف يتضمن عدد شهر فبراير الاسم والشعار اللذين سيتم اختيارهما، وفي الصفحة التالية تفاصيل أكثر بهذا الشأن. إن السنة الجديدة ٢٠٠٨ تعدنا بأن تكون سنة حافلة جدا وسنستخدم هذا الإصدار لمشارككم بكافة التطورات. ومن أجل البداية في ذلك بداية سليمة، علينا إرساء قواعد لثلاثة من المقاييس العالمية في هذه الشركة وتطبيقها، وهذه المقاييس هي:

- ١- المقياس العالمي للجودة في مجال الإدارة (أيزو ٩٠٠١).
- ٢- المقياس العالمي للجودة في مجال إدارة أنظمة البيئة (أيزو ١٤٠٠١).
- ٣- المقياس العالمي للجودة في مجال الصحة والسلامة المهنية (أيزو ١٨٠٠١).

وحتى يتعرف الموظفون تلك المقاييس، سيتم خلال الأسابيع القليلة القادمة عقد عدد من دورات التدريب والتوعية بهذا الخصوص، وستوجه الدعوة إلى الجميع ليشاركوا في تلك الدورات، وذلك حتى تتمكنوا من الحصول على الشهادات العالمية للمعايير الثلاثة المذكورة قبل نهاية هذا العام.

أرجو للجميع المتعة والفائدة في قراءة العدد الافتتاحي من هذه النشرة، راجياً أن يتم تزويدنا بانطباعاتكم العامة عنها، وذلك بالكتابة إلى البريد الإلكتروني التالي:

[zillayahmed@adssc.ae](mailto:zillayahmed@adssc.ae)

## VISION

To be recognized by communities, businesses and regulators as a best value service provider for the development of the Emirate of Abu Dhabi.

## MISSION

To achieve excellence in the provision of high quality and cost-effective sewerage services in Abu Dhabi. We will achieve this by working together in an integrated, customer-focused organization.

## VALUES

**Communication:** We communicate to our colleagues all relevant information and ensure that our customers know our contact details.

**Teamwork:** We respect our colleagues and ensure that they are included in all aspects of our work.

**Service:** We expect to provide and deliver top quality service to all customers.

**Honesty:** We are open in almost all our work and expect the highest levels of integrity.

**Innovation:** We are open to new systems, ideas and developments, and do not rely on all methods.

**Respect:** We treat everyone with respect and listen to their views in a constructive and positive manner.

**Expertise:** We recognize the importance of business experience and knowledge, and ensure that training is planned to keep in touch with development.

**Accountability:** We expect all colleagues to be accountable for their own actions and decision, and to accept their own responsibilities.

**Caring:** We will endeavour to ensure that our colleagues are employed in a safe and caring environment, and that standards are maintained at a high level.



### 1st Annual Report

The 1st ADSSC Annual report was issued on December 31st 2007, covering 18 months of company operations. Divided into 2 sections, the report includes the Managing Director's review and Financial Statements for 2006. Printed on recycled paper, the report highlights the company's achievements and elaborates on future plans. ADSSC employees, plants, local environment and flora and fauna add colour to the report, which has been well-received by the stakeholders.

## الرؤية

يجب علينا أن نجعل المجتمع المحلي بكافة قطاعاته على دراية كاملة وتفهم تام للخدمات التي تقدمها الشركة لإمارة أبوظبي.

## المهمة

تتمثل مهمة الشركة الرئيسية في تحقيق التميز من خلال تقديم خدمات ذات نوعية عالية في مجال الصرف الصحي في إمارة أبوظبي، ولن يتحقق لنا ذلك إلا من خلال العمل معا على نحو متكامل ومركز.

## التقييم

**التواصل:** وفي هذا الصدد سنقوم بتزويد كافة الزملاء والمعملاء بالمعلومات المتعلقة بالعمل.

**العمل الجماعي:** إننا نحترم جميع الزملاء في العمل، ونثق بقدراتهم، لذلك لن نهمل أحدا منهم، وسيعمل الجميع كفريق واحد لتحقيق الهدف المراد.

**الخدمات المقدمة:** نهدف إلى أن نقدم لعملاء الشركة أرقى أنواع الخدمات في قطاع الصرف الصحي بما يتواءم مع أحدث المواصفات العالمية.

**الصدق:** الانفتاح والوضوح سمتان أساسيتان في جميع الأعمال التي تقوم بها الشركة، لذا فإننا نتوقع أعلى مستويات الشفافية والصدق والنزاهة في التعامل.

**الابتكار والإبداع:** نعمل على الانفتاح على أنظمة العمل العالمية ومواكبة الأفكار والتطورات المتجددة.

**الاحترام:** نتعامل مع الجميع باحترام، ونستمع إلى كل ما يقدمونه من أفكار وآراء بناءة تساهم في دفع عجلة تقدم العمل.

**الخبرة:** إننا ندرك أهمية المعرفة والخبرة في مجال الأعمال التجارية، ولا يمكن امتلاك تلك الخبرة إلا عن طريق الخضوع للتدريب المستمر الذي هو الأساس في إحداث التنمية المنشودة.

**المسؤولية:** نتوقع من جميع الزملاء أن يكونوا مسؤولين عن تصرفاتهم الخاصة وقراراتهم ومتحملين للمسؤوليات الملقاة على عاتقهم.

**الأمن والسلامة:** سنحرص على أن يمارس الزملاء عملهم في بيئة سليمة وأمنة تتوافر فيها أعلى مستويات السلامة.

## IFTAR GATHERINGS



Abu Dhabi Iftar gathering

ADSSC management hosted two Ramadan gatherings, one in Al Ain and one in Abu Dhabi, wherein, all employees and contractors working at these locations were invited. Alan Thomson, Managing Director, and other members of the management team attended these gatherings. Speaking on the occasions, the MD reiterated the company's commitment to sharing information with our employees and partners on a regular basis. Alan welcomed the employees and elaborated on the past achievements and future plans of the



MD making a speech

company. One of the unique aspects of these gatherings was that the employees were given an opportunity to share their concerns and seek clarifications from the management team. Some of the concerns raised by employees related to status of out of chart employees, ADSSC I.D. cards, official vehicle registration and the future direction of the company. The MD thanked the employees for attending the gathering and stated that, "we will be hosting similar events in the future, in order to establish an effective 2-way communication channel".



Al Ain gathering



## Divisional/Departmental news



### ADSSC Master Plan

In January 2008, ADSSC's Sewerage Master Plan was successfully concluded. Given the strategic importance of the Master Plan and considering the anticipated challenges in terms of the increase in service loads, the capital investment program of ADSSC will receive a positive boost through the Master Plan recommendations.

The Master Plan Project was initiated in August 2006 and the study area covered under the relevant

scope was Abu Dhabi (Island and Mainland) and Al Ain. The investment forecast was for a planning horizon of 25 years. Although the treatment works were not studied through the Master Plan, the sewerage infrastructure that was analyzed in detail included all pumping stations and main trunk sewers (DN 400 mm and above).

Many key deliverables of the Master Plan project are critical to optimized investment of ADSSC in the near future. However, the two most critical aspects were the "Population & Waste-water Projections" and "Calibrated Hydraulic Model for DN 400mm and above trunk mains". These two are effective tools for enabling ADSSC to continually optimize any investment decision related to asset base (sewerage & TSE) expansion, enhancement and, replacement and refurbishment.

The recommended capital investment through the Master Plan project is being planned for physical delivery through 'program' approach, wherein, different projects are bundled together for increased efficiencies and optimization. The recommendations will then be implemented through four distinct, yet overlapping stages - Immediate Relief, Short Term, Mid Term and Long Term.

## Training News

ADSSC puts great emphasis on ensuring that its employees are kept informed and trained in the latest methodologies, systems and processes, in order for them to contribute effectively towards the achievement of the company vision. A Summary of training activities held during December 2007, is presented in the following table.

Training Course	Location	ADSSC Delegate/s, Division/Department	Duration of Program
Electrical Engineering	Dubai	Salama Al Katbi - Projects	5 days
Build and Develop Leadership Competencies	Egypt	Khalid Al Nuaimi - Customer Services	5 days
Building Next Generation Program Management Office ( PMO) and Portfolio Management	Dubai	Adel Mohd Lahdan - Asset Management Shazad Orakzai - Asset Management Ian Smith - Asset Management Salem Al Suwaidi - Projects Alan McMinn - Projects Mohd Setitieah - Projects Maha Al Nuaim - Supply	5 days



### Strategy Workshop

ADSSC management team attended a full-day strategy workshop facilitated by Ernst & Young at the Beach Rotana Hotel & Towers, Abu Dhabi, during November 2007. The team discussed and agreed on the organizational strengths, weaknesses, opportunities and threats, deploying the standard methodology prescribed by the Abu Dhabi Executive Council. Output of the workshop was the development of the 5-year ADSSC strategic plan, which will be reviewed and refreshed annually.

## Integrated Management System

ADSSC has engaged the services of Bureau Veritas to assist the company in implementing the requirements of international quality, health, safety and environment standards in the company. Termed as the Integrated Management System (IMS) project, the company aims at achieving the following certifications before end 2008:

- ISO 9001 Quality Management
- ISO 14001 Environmental Management
- OHSAS 18001 Occupational Health and Safety Management

During the course of the next 8 months, all Divisions/Departments and employees will be involved at the various stages of the IMS project. Main phases of the project will be:

- Awareness Training** IMS awareness training sessions will be held at the Head Office, Mafrqa, Al Ain and E2, wherein a total of 100 employees will be trained
- Documentation** IMS documentation will be prepared in conformity with the requirement of ISO 9001, ISO 14001 and OHSAS 18001
- Internal Auditor Training** Specialized 3-day training sessions will be held, wherein, 40 ADSSC employees will be selected and trained
- Implementation & Pre-assessment** Extensive activity will take place under this phase, all across ADSSC, to ensure that all Divisions/Departments implement the IMS Management System. This phase will be supplemented by internal auditing.

Finally, once all the systems are in place and under effective implementation, we will invite a certification body to audit ADSSC and grant us the 3 prestigious certificates.

To ensure that the system is fully embedded and adds value to the company, we plan to appoint IMS Co-ordinators throughout ADSSC. Hence, employees who have past experience in any/all IMS systems and/or are interested to participate, are invited to contact our Quality Specialist, Zillay Ahmed, on Ext 7285.

"If you don't know where you are going, any road will get you there."  
(Lewis Carroll)

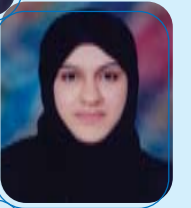
## Welcome to ADSSC

We welcome our new team members



Aaisha Saeed  
Ghubash S. G. Al Merri  
**HR & ADMIN**

Afra Mohammed Saeed  
Obaid Thani Al Dhaheri  
**Operations & Maintenance Division**



Aseel Riad Mahmoud  
Hammad  
**Business Support Department**

Amal Slayem Mohammed  
Matar Atalla Al Baloushi  
**Operations & Maintenance Division**



Amina Mohamad  
Omar Hamoui  
**Business Support Department**

Haroon Rashed  
Abdul Rasheed  
**Asset Management Division**



## Good Bye

The following employees have left ADSSC. We wish them good luck in their new ventures.

Mariam Abdulla Abdul Karim A. H. Al Mansoori  
**HR & ADMIN.**

Abd El Mesih Tanagho Abd EL Mesih Boctor  
**Operations & Maintenance**

Mohammad Ahmed Saleh Al Hadda  
**Operations & Maintenance**

Abd El Fattah Sayed Metwally Askar  
**Operations & Maintenance**

Tamam S.Th. Murji  
**Operations & Maintenance**

Narayan Shankar  
**Finance**

Mustafa Mohamed Elgali  
**Asset Management**

Merghani Mohamed Elhassan  
**Customer Services**

Mohamed I. Mikati  
**Supply**