



Editor's Note

As 2015 draws to a close; it's time for reflection on the year gone by - the accolades and laurels as well as the learnings from the experiences.

This issue covers our new projects through the year, commemoration of Global Handwashing Day on 15th October and World Toilet Day on 19th November 2015. We also have the recently acquired Sheikh Khalifa Medical City project In Focus and have in store some tips for cleaning high traffic areas effectively.

More significantly, we bring to you Tanzifco/CFM through our General Manager featuring in FM Middle East's Power List for 2015. This only reiterates our strong positioning in the FM sector.

As we step into another year, let us resolve to charter fresher territory and experience growth in our individual spheres and as an organization. Wishing you a blessed 2016 - Happy New Year!

Sadhvi Sabherwal



In Focus - Sheikh Khalifa and Corniche Hospital Project



Mr. Ali Deryan - General Manager, Tanzifco Emirates & the team being appreciated by SKMC during the Housekeeping Week

Amongst Tanzifco's list of prestigious clients, Abu Dhabi Health Services Company (SEHA) stands out for the soft services provided in the past years to its hospitals and clinics. More recently, Tanzifco commenced services for Sheikh Khalifa Medical City (Managed by Cleveland Clinic) from 1st September 2015. This includes both Sheikh Khalifa and Corniche Hospital with manpower

close to 500. The scope includes cleaning, pest control, porter and hayek services.

The staff allocated at the hospital underwent mandatory hospital training at the Tanzifco Training Centre before they were assigned to any area. Refresher training is conducted every month and toolbox training is conducted daily to make sure that their performance is maintained at a proficient level. Health and safety training is given to ensure that they provide a safe and hygienic environment to patients, client and other employees. With this, we were successfully able to meet the client's quarterly internal audit and the HAAD audit within a short stabilizing time-frame.

"Each healthcare facility is a unique case study of challenges consisting of requirements for maintaining cleanliness, hygiene, disinfection and sterilization standards while requiring a stabilizing period. For Sheikh Khalifa Medical City, the major test for us as an experienced service-provider was to arrange the complete manpower numbers within a time-frame of two months and commence the services," said Mr. Ali Deryan, General Manager, Tanzifco Emirates.

We evaluate the service through inspection of the hospital (through scheduled & random audits and inspections) and appraisal of the employees by giving performance based award. Customer Service training is also imparted for all the staff and they are recognized and appreciated through the Best Employee Award every month.

IN THIS ISSUE



In Focus - Sheikh Khalifa Medical City - Page 1



Employee of the Month October/November - Page 2



Tanzifco raises a hand for hygiene! - Page 2



FM Power List 2015 - Page 3

Tanzifco Memberships & Accreditations





EMPLOYEE OF THE MONTH - OCTOBER/ NOVEMBER 2015



Tanzifco raises a hand for hygiene!



Tanzifco celebrated Global Hand Washing Day through the week with a culmination of activities on 15th October 2015 to increase awareness about the importance of hand hygiene.

This year's theme for Global Handwashing Day was, "Raise a hand for hygiene"! A special Refresher Hand Hygiene Course was conducted by the Quality Control team for supervisors and cleaners.

The activities included an intense hand hygiene training course with practical demonstrations on hand washing steps. This was followed by a quiz competition and random spot checks on hand washing; these resulted in happy winners who topped both activities.

"By participating in the campaign, we aim to raise awareness on the importance of hand washing; it's an effective and simple way to prevent diseases. Global Hand Washing Day gives us an opportunity to encourage our people again to wash their hands and practice hand hygiene at all times," said Mr. Ali Deryan, General Manager - Tanzifco Emirates as he elucidated his thoughts on the occasion.



We salute our soldiers and carry in our hearts immense love and respect for their selfless spirit and devotion to their motherland.

With gratitude and prayers for their families, we commemorated Martyr's day on 30th November 2015 and UAE's 44th National Day on 2nd December 2015.



Tanzifco Memberships & Accreditations





Infection and Odour Control Strategy Revisited on World Toilet Day



World Toilet Day (WTD) was commemorated on 19th November 2015 to highlight the importance of cleanliness and raise awareness on sanitation and hygiene issues. At Tanzifco, it was observed through the week to spread awareness and remind the staff the importance of maintaining toilet hygiene.

“A special training programme was organized to sensitize the staff about toilet etiquettes, proper sanitation and maintaining hygiene. Further, this gains greater significance for us as a service-provider as combatting toilet germs and odour thereof can be a tall order. However, these issues which are commonly faced while maintaining cleanliness and hygiene in public toilets can be combatted easily with experience,” said Mr. Ali Deryan, General Manager, Tanzifco Emirates.

He added, “Expertise based on environment-friendly cleaning techniques utilizing enzymes leads to clean and odour-free toilets. The refresher training programmes from time to time serve as a reminder to the cleaning staff with regard to systematically following the correct steps in cleaning and ensuring best practices and standards in the toilet hygiene, cleanliness and sanitation.”

The washroom is the most basic facility and also the most sensitive area where everyone is highly prone to catch and transmit harmful bacteria and other infections. Such days as the Toilet Day and the ensuing training programmes assist to recognize the importance of raising awareness on issues of sanitation and encouraging everybody to increase the efforts to provide proper sanitation to all.

“World Toilet Day (WTD) is a unique global platform that is determined to improve sanitation and hygiene habits,” concluded the GM.



Mr. Ali Deryan, GM - Tanzifco Emirates / CFM

Kicking off its operations in the UAE back in 2003, Tanzifco Emirates has established a reputable name for itself within the nation’s FM market.

A member of the Tanzifco Group formed in 1963 in Kuwait, Tanzifco Emirates broke new ground in 2015 following the launch of its sister firm CFM Facilities Management Services, an IFM entity providing both hard and soft services.

With over 30 years of experience in the field under his belt, Ali Deryan has proven to be an instrumental figure in developing Tanzifco’s operations in the UAE. He is credited in spearheading the launch of the Tanzifco Training Centre, as well as opening branches in Nepal, Sri Lanka and India.



Projects Added to our Portfolio in 2015

Tanzifco had a successful year with several prestigious contract wins in 2015. Some of the additions to the company's vast portfolio include:

Al Falah University - Dubai	Fitness Time, Dubai - UAE	Ministry of State (135) - Dubai	Ministry of Defence - Abu Dhabi
Al Nabooda Chulia - Facilities Management Co. LLC - Head Office Building & Al Ghazal Complex and Mall - Dubai	IDAMA Facilities Management Solutions- Dubailand Residential Complex (DLRC) - Dubai	Dubai Municipality - Parks & Horticulture- Al Khazan, Mankhool, Al Quoz & Nad Al Sheba Park	Ministry of Health-Dubai - Ibrahim Hamad Obaidalla Hospital (RAK), Khalifa Hospital (Ajman), Saqr Hospital-(RAK), Al Fujairah Hospital (Fujairah)
Al Noor Hospitals Group, Sharjah - Dubai	GECO Mechanical & Electrical Ltd - Dubai	Sharjah Holdings - Dubai	Qamat Al Madina (Oud Al Touba) - Abu Dhabi
Sheikh Khalifa & Corniche Hospitals (SKMC) - Abu Dhabi	Global Corporate Real Estate & Client Services, AIG Property Casualty - Dubai	Swaidan Trading Company, LLC - Al Khawaneej, Al Quoz & Sharjah - Dubai	MEC (Masri Engineering & Contracting) - Abu Dhabi
Dr. Nadia Atra Dental Clinic, LLC - Dubai	Grand Optics - Dubai	Tecom Investments - Dubai Design District	Sama Al Shamkha Clinic - Abu Dhabi
Dubai Healthcare City	Jaleel Holdings, LLC - Dubai	Leader Kids Club - Al Ain - Abu Dhabi	DED - Sharjah - Dubai
Dubai Electricity and Water Authority (DEWA) C-Station and Lahbab	Jamal Garage - Dubai	Wow Sweets - Abu Dhabi	Public Authority for Civil Aviation - Oman
NRTC Group of Companies - Dubai	Majid Al Futtaim Properties - Dubai	Mattar Center - Abu Dhabi	Oman LNG

TJ Corner (Tips & Jokes Corner)

Some important tips on maintaining cleanliness in high traffic areas as shared by our senior project manager, Mr. Naina Mohammed:

High-traffic areas such as entryways or lobby areas often experience accidental spills; they need constant monitoring to ensure that substances are removed as soon as possible.

Back-up manpower (relievers) need to cover the area when the permanent cleaner is out for a break, shift change or engaged in an emergency cleaning activity.

People coming in from outside often track in dirt, which gets ground into the high-traffic carpet of lobbies and initial hallways; which is why more supervision is required in these areas.

High-traffic areas are continuously in use and hence, careful scheduling of cleaning is important.



Mr. Naina Mohammed
Senior Project Manager, Dubai