



# “QBG MAJLIS”

VOLUME 1

ISSUE 1 JANUARY-MARCH 2011



It is a great pleasure to launch and Welcome you to this volume of ‘QBG Majlis’. It will share news from the various locations of QBG, including the latest

trends, insight from our clients, special events, success stories, CSR activities and much more.

During the past few months we have launched Staffing & HR Outsourcing solutions, FM & Landscaping services, signed couple of joint venture agreements with the market leaders from Europe and Asia, secured several Prestigious contracts, and hired 350 direct staff and over a dozen office staff which are in line with our aggressive growth plans for 2011.

New accommodation in Al Quoz, revamping of web site, staff uniforms, redesigned vehicle graphics, new

milestones achieved so far to remain focused towards our vision which is “To be the most sought after service provider for our customers”

I would like to take this opportunity to thank all our customers, employees and shareholders for their constant support and trust that inspires us to improve and excel in the sphere of our business activity.

Should you have any feedback in relation to QBG Majlis or would like to share any news, article or story please do get in touch with our editor via ‘newsletter@qbg.ae’

I hope you enjoy the read!

Yours Sincerely,

Deepak Sharma

CEO

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# **EDITORIAL**

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**Dear Readers,**

**A lot has changed over the past 25 years in the QBG Group, but our strong commitment to our customers remains the same. Since its formation in 1987, QBG has worked towards great heights in the field of professional cleaning services, security services and facility management.**

**We are committed to being open and accountable to you, and we actively pursue ways to keep you informed about our activities. Our newsletter is one of the ways we do this. QBG Services has crossed all barriers and successfully reached the arena to provide an umbrella of services to all of UAE in a self-paced, self-styled manner.**

**We are very happy to publish the first issue of our Newsletter-“QBG Majilis” (a quarterly publication).**

**The Newsletter will bring all the clients, workforce and employees closer to the vision that we possess for our company. We have a special section “From the Corporate Corner” which will inform you of the news and updates of our company in general. We are also highlighting our star performers in “Employee of the month” and showcase the additions to the QBG family in “Welcome Aboard”. Last but not the least, the section “Through QBG EYES” will give a Glimpse of the events that have taken place within our company.**

**We will try to cover the important events and buzz of QBG through our forthcoming issues.**

**I sincerely hope that you will enjoy reading this issue. For any suggestion on how we can improvise kindly mail me at- [newsletter@qbg.ae](mailto:newsletter@qbg.ae)**

**Happy Reading!**

**Monica Adiani – Editor**

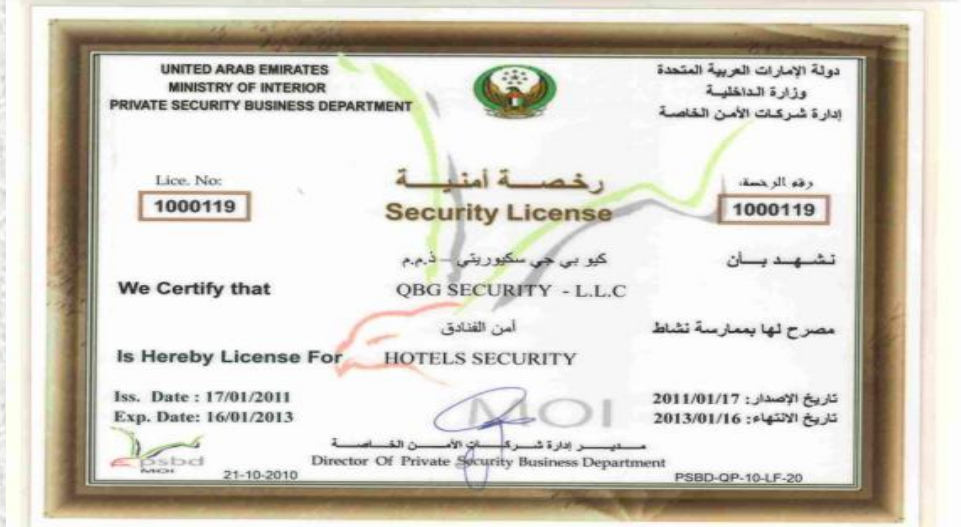
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# FROM THE CORPORATE CORNER



## Congratulations

This Valentine's Day we received a sweet surprise. We were entitled the PSBD licenses' which now enables us to provide services in Abu Dhabi as well as the Northern Emirates.

**WAY TO GO  
TEAM QBG!!!!**



# ADDITION TO OUR FAMILY OF SERVICES –TECHNICAL



QBG Technical Services in association with **Absotherm Facility Management Pvt. Ltd India** has joined the platter

of our services. **Mr. Girish Kumar** leading this section believes in delivering the best, with a zeal for total commitment to clients that will enable us to keep ourselves abreast with the continuous technological advances and ahead of competition.

Mr. Girish Kumar, General Manager - Graduated with Bachelor of Arts and Master Degree in Business Administration. He was appointed as General Manager. Prior to, he has gained a huge experience in 5-Star Deluxe Hotels and overall management skills in day-to-day operations. With such vast experience for more than 18 years, currently, he plays a significant role in daily company's operation, business development and overall management strategic and functions.

He states "We accept every challenge as an opportunity and this in turn extracts the best out of us making our efforts more beneficial to our clients.

**Our unique model of Systems-Process-Manpower Management works together**

in effective service deliveries leading to high Customer satisfaction."

Our workforce of trained and experienced professionals, which is consistently growing, speaks about our commitment and dedication to the Service Industry.

Our core competence lies in providing single window solutions for complete engineering requirements to our clients. We are proud of our reputation for consistent, reliable and timely delivery of our commitments which has earned us a unique distinction of working with major clients from all business segments.

## Utility equipment for which we offer the services;

- HVAC system - Absorption, Centrifugal & Screw chillers
- Electrical Distribution system
- Building Management system
- Building Automation system
- Escalators & Lifts
- Fire Fighting system - Detection panel, Sprinkler system & Smoke detectors
- Water Management system. Sewage & Water treatment plant
- Heating systems - Boilers, Hot water generators and Calorifiers

## **Broad features of O & M**

- Cost effectiveness
- Multi-tasking engineering professionals
- Flexibility in operations
- Effective Time Management
- Proactive Issue Resolution
- Emphasis on Qualitative Operations
- Software based Technical Management Systems
- Preventive and Predictive Maintenance programming and scheduling
- Energy Management Program Development
- Inventory Management
- Energy Consumption & Trend Analysis
- Performance Measurement

Our operations deliverables are always backed by the tech savvy sophisticated technology tools, which add value addition to our services. Our highly advanced web based engineering software caters to your versatile requirements of the critical engineering utilities. With precise data available at the click of any key, you get an instant online access to your facility, from any corner of the world

## **The Software touches in depth the vital elements of engineering services-**

- Man Management
- Utility Management
- Complaint Logging & Monitoring
- Predictive Prevention Maintenance & Alerts
- Preventive & Breakdown Maintenance Tracking
- Equipment History Records
- Asset Tracking

**“We accept every challenge as an opportunity and this in turn extracts the best out of us making our efforts more beneficial to our clients”**

# REVAMPED WEBSITE



**We take this opportunity to welcome you to visit  
our revamped website.**

**[www.qbg.ae](http://www.qbg.ae)**

# **ECO-FRIENDLY APPROACH**

Every day we use paper-to communicate, to create, and to clean. Paper use has a direct connection with global warming because paper comes from trees and most paper in the UAE today comes directly from wood, rather than recycled sources. Every tree that goes into paper is one tree less capturing carbon and providing habitat for wildlife.

QBG has worked hard to increase the amount of recycled paper we use in our business cards ,Letter heads and other printed resources . We inspire you to reduce paper use and choose the right paper to help confront global warming and protect wildlife.





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# **THE BENEFITS OF OUTSOURCING**

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When you need highly trained, efficient professionals working on and off-site to operate and manage your services, outsourcing your operations to a service provider can make a difference. Not only can outsourcing gives you access to some of the most experienced providers, but they also bring the tools and processes that make them the most efficient and reliable managers possible.

## **Why Outsource?**

Outsourcing is simply obtaining services at a lower cost. You probably already outsource several services, like your janitorial needs and landscaping. Yet there are many additional services that can be outsourced at a considerable savings to your company. By choosing to outsource to a company that specializes in providing the type of service you need, you benefit from having access to a central source of expert knowledge.

## **Benefits to Outsourcing**

Outsourcing your needs enables your company to focus on core business functions. There are many value-driven benefits to outsourcing , as well as many less visible benefits, such as a reduction in operating costs outside the main core of the business.

***Flexibility***– Increase and decrease staffing levels as needed, without having to interview, hire, or train a new employee or be forced to lay off employees when business slows.

***Productivity***– Because you are tapping into a pool of well-trained professionals who have access to the best processes, you immediately increase your productivity.

***Expert Assistance***– Rely on experts ensures that your company is operating efficiently and cost effectively.

***Better Service***– By having the right personnel available to handle all issues, your customers will benefit as well.

The cost-savings alone can make outsourcing an attractive idea; instead of paying salary, bonuses, benefits, and taxes, as well as the administrative costs associated with those items, you'll simply pay a flat rate that makes it easy

## **Making Outsourcing Work for You**

Choosing a reliable provider of services is critical, as is developing detailed agreements that protect your confidential business information. It is important to choose a service provider that specializes in the respective field, experts with principles and integrity whose goals align with yours. With an emphasis on professionalism and productivity, your company will benefit from the increased

**It is important to choose a service provider that specializes with outsourcing experts with principles and integrity whose goals align with yours.**

flexibility that comes from outsourcing facilities management services.

Whether you need mailroom support or transportation and logistics management, from housekeeping services to pest control, outsourcing your requirements can give you the resources in order to accurately, confidentially, and efficiently provide expert operations management and support to your business while keeping costs at a management level. While you focus on the growth and development of your business, skilled professionals can offer the support you need for handling interoffice mail, booking shipments, coordinating deliveries, and managing freight system



# EMPLOYEE OF MONTH

## FOR JANUARY 2011

*Mr Gurijala Mahipal receiving award from Mr Deepak Sharma- CEO*

*Employee of the Month- SERVICES.*



*Mr Senthuram. Receiving award from Mr Deepak Sharma -CEO*

*Employee of the Month- SECURITY*



*Mr Dil Bahadur receiving award from Mr Deepak Sharma- CEO*

*Employee of the Month- FM.*



*Star Performers for the month of January 2011*



*Few Members of Team QBG*

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# **WELCOME ABOARD**

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**Girish Kumar**  
**GM**



**P. Babu**  
**FM OPS.MANAGER**



**Gautam Bandopadhyay**  
**FINANCE MANAGER**



**Sakshi Patania-**  
**FM COORDINATOR**



**Hani Malkawi**  
**GRO**



**Savitha Kamath**  
**HR EXECUTIVE**



**Maily**  
**Receptionist**



**Sharad Thanki**  
**AGM- Security**



**Marilyn**  
**Secretary- Abu Dhabi**



**Nisha**  
**Accounts Assistant**



**Digil Balan**  
**FM Operations coordinator**



**Monica Adiani**  
**Marketing Executive**

**QBG Welcomes all the above staff who have joined us in the past few months.**

# THROUGH QBG EYES

## 2010 At a Glance



Sheikh Abdul Aziz Al Hosni.-  
Vice Chairman / President &  
Mr. Deepak Sharma -CEO



Sheikh Abdul Aziz Al  
Hosni.- Vice Chairman /  
President & Mr. Deepak  
Sharma -CEO



TEAM QBG

On the 20<sup>th</sup> of  
December 2010  
QBG calendar was  
marked by the  
opening ceremony  
of our new office in  
Khalid Al Atar  
building in Bur  
Dubai. This  
occasion was  
graced by our Vice  
Chairman/President  
, His Highness  
Sheikh Abdul Aziz  
Al Hosni.

***QBG TEAM ... TOGETHER WE ACHIEVE MORE!!!!***

The QBG team and family are never short of occasions .On this eventful day as well we witnessed two celebrations, A milestone of our office opening as well Mr. Vincent ,PRO, celebrated his birthday.



Team QBG



TEAM QBG



Team QBG





L-R Mr. Unni Nair AGM Services, Mr. Deepak Sharma –CEO & below Mr. Mahmoud Asfan AGM Admin welcoming His Excellency Sheikh Ahmed Sultan Al Hosni



L-R His Excellency Sheikh Ahmed Sultan Al Hosni and Sheikh Aiman Al Hosni.



**Cherished moment!!**

## **MERRY XMAS**

**On 23<sup>rd</sup> of December 2010, a day prior to Christmas Eve, we were privileged to have amongst us His Excellency Sheikh Ahmed Sultan Al Hosni and Sheikh Aiman Al Hosni.**

**A small ceremony was held to acknowledge them.**



# MOMENTS TO CHERISH

The QBG family experienced multiple moments to cherish from birthdays to farewells all were celebrated with the same love and zest and of course **CAKE!!**



**Liji's Birthday Celebration on 23<sup>rd</sup> December 2010**



**Ellen cutting her birthday cake on 6<sup>th</sup> December 2010**



**Goodbye our friend....**

**V.Selvaim, Supervisor (Cleaning). Mr. Selvaim was working with us for 15 long years. His dedication and loyalty is well appreciated!!!**





**Sojan's  
Birthday Party  
on the 10<sup>th</sup> of  
February 2011**



**We also received  
a new member,  
bundle of joy  
(hopefully a  
future employee)  
- JOROS born to  
Ellen rose on  
AUG.29th 2010**



**Baby Joros**

**The more you praise and celebrate your life, the more  
there is in life to celebrate**

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# **HAPPY BIRTHDAY !!!!**

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**Aji Sudesh -Secretary**  
5th Jan



**Waruna- Accounts Assistant**  
7<sup>th</sup> Jan



**Gautam Bandopadhyay**  
Finance Manager  
15<sup>th</sup> Jan



**V.Suresh**  
AGM Abu Dhabi  
17<sup>th</sup> Jan



**Savitha Kamath**  
HR Executive  
4<sup>th</sup> Feb



**Sojan Jacob**  
Asst.Ops Manager -  
10<sup>th</sup> Feb



**Nisha- Accounts Assistant**  
12th March



**Iftikar Ahmed**  
Ops Manager –Abu Dhabi  
16<sup>th</sup> March

# **CORPORATE SOCIAL RESPONSIBILITY**



**We take our  
'Corporate  
Social  
Responsibility  
(CSR)' seriously  
and are  
committed to  
advance our  
participation in  
all aspects such  
as health, safety,  
care for  
environment,  
community**

# **BLOOD DONATION DRIVE DURING THE MONTH OF RAMADAN 2010**

**We are  
committed to  
limiting our  
impact on the  
environment,  
establishing  
ourselves as  
positive  
corporate  
citizens whose  
operations have  
an impact on the  
local, regional**



**Our employees participated in a Blood Donation Drive held in our camps during the months of Ramadan.**



# DONATION FOR THE PAKISTAN FLOODS



In event of the Pakistan floods our team joined hands to provide clothes and other utilities for the relief camp



We are committed to continuous improvements in environmental performance and our training and development programs will integrate our environmental policies into our daily staff activities

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# RECYCLING

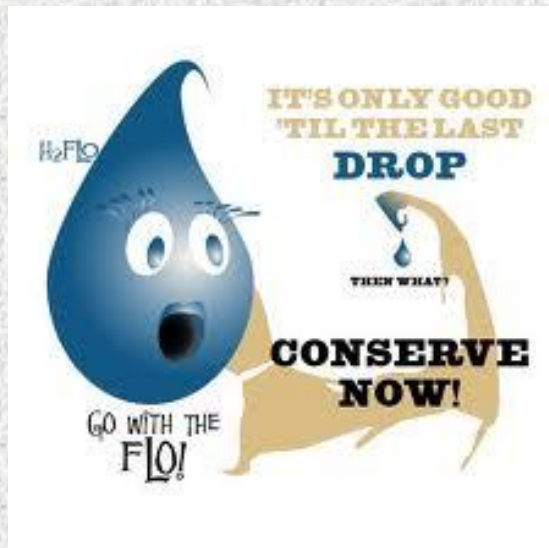
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## Water Conservation-

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**As our efforts towards corporate social Responsibility we are practicing modes of recycling paper in office as well as conserve water and electricity.**

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## Earth Hour

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Contributing  
out bit for Earth  
we participated  
in the 26<sup>th</sup>  
March 2011  
Earth Hour.



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## Sponsor 10 children

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**We recognize that we have an obligation to be an active participant in the nurturing of our future. We have taken a step for the same and provided sponsorship for the education and growth for 10 children every year.**



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# Management Get Together

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Mr. Unni Nair- AGM Services



L-R Mr.Deepak Sharma CEO UAE, Mr.Nitin Negandhi CEO Oman with the team



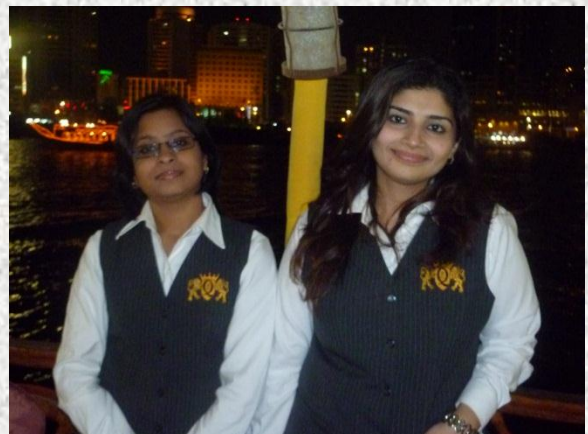
OBG TEAM



L-R Mr.Unni Nair-AGM Services, Mr.Pradeep Menon-CMD Absotherm India , Mr.Sharad Thanki-AGM Security



3 of them again enjoying the ambience



L-R Sakshi Patania-FM Coordinator & Monica Adiani-Marketing Executive



**L-R Mr. Rajanan- Chief Acct, Mr. Nitin Negandhi- CEO Oman,  
Mr Girish Kumar- GM**



**L-R Mr.V.Suresh - AGM Abu Dhabi, Mr.P.Babu- FM  
Ops. Manager, Mr. Sojan Jacob- AOM**



**L-R Mr.V.Suresh-AGM AUH,Mr. Khalid –Ops. Manager- Dubai,Mr.  
Iftikar –Ops .Manager AUH,Mhd.Uzair- Sales Manager,Mr.Rajanan-  
Chief Acct,  
Mr.Unni Nair- AGM Services**



**Mr .Deepak Sharma- CEO, Sheikh Abdul Aziz Al Hosni- Vice Chairman/  
President,Mr.Thomas Moslener & Roland Illia from Etna,Germany**



**Sakshi Patania- FM Cordinator, Savitha Kamath – HR  
Executive , Monica Adiani-Marketing Executive**



**Mr. Vincent –PRO, Mr. P.Babu-FM Ops Manager  
Mr.,Waruna- Accts Assistant, Mr.Rajanan – Chief  
Accountant**

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# **FUN TIME**

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## **ONE LINERS**

Love may be blind, but marriage is a real eye opener

There are two theories to arguing with a woman. Neither one works

How long a minute is depends on what side of the bathroom door you're on.

Teach a child to be polite and courteous, and when he grows up, he'll never be able to edge his car onto a freeway

Living on Earth is expensive, but it does include a free trip around the sun

In an argument, a woman always has the last word. Anything a man says after that is the beginning of a new argument

Do not argue with an idiot. He will drag you down to his level and beat you with experience

Light travels faster than sound. This is why some people appear bright until you hear them speak

Children: You spend the first 2 years of their life teaching them to walk and talk. Then you spend the next 16 years telling them to sit down and shut-up.

To steal ideas from one person is plagiarism. To steal from many is research.

If you think nobody cares if you're alive, try missing a couple of payments

## **QUOTES**

If u think Positive! Sound Becomes Music. Movement becomes Dance. Smile becomes Laughter. Mind becomes Meditation. Life becomes Celebration!!!

In keeping with the current flavor of the season: Life is like a cricket. Don't lose your wicket. Try to get century. Never forget your boundary. Even you are run out never become mood out!!!

A NEGATIVE person sees d glass of water half empty. A POSITIVE person sees it half full. But a REALISTIC person adds 60 ml whisky to it & says CHEERS!!!

Life is like making tea - boil your ego, evaporate your worries, dilute your sorrows, filter your mistakes and get a taste of happiness

The man with insight enough to admit his limitations comes nearest to perfection.- Johann von Goethe

Success is the ability to go from failure to failure without losing your enthusiasm.-Sir Winston Churchill

At one point in your life, you'll have the thing you want or the reasons why you don't-Andy Roddick