

# HORIZONS

EFS

#EFSSHORIZONS



# EDITOR'S NOTE



Dear EFS Family,

Happy New Year!!

I hope everyone had a healthy and prosperous 2016 filled with love and blessings.

I'm happy to kick start 2017 with the release of the first Issue of the EFS Newsletter – HORIZONS.

#EFSHORIZONS is an initiative to provide you an insight into various facets of the EFS world through regular columns focusing on EFS Thought Leaders, Superstars, Inspirational achievers and Projects In Focus. Of course, the EFS newsletter is not all business and corporate, and we strike a balance with sections such as Believe it or Not, Industry News, EFS Sightings and the EFS Quiz.

2017 will be the year where EFS communications will connect with everyone through centralized communications, digital marketing and social media platforms. We aim to provide you with a more dynamic approach to marketing aiming to connect all our EFS offices worldwide whilst embedding the core elements our Group CEO believes in – Deliverance, Prudence & Sustainability.

We hope you enjoy reading the newsletter and welcome your feedback and suggestions which may be sent to ; [group.communications@efsme.com](mailto:group.communications@efsme.com)

Happy Reading!!

**Ananya Mundakal**  
Group Communications Manager

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## CEO'S MESSAGE

### "In Pursuit of Excellence"



Dear Readers,

Greetings and wishes for a Happy New Year. I hope you enjoyed a memorable break with your families.

It's time to introspect and analyze 2016 whilst we recharge ourselves for the challenges ahead. We are indeed at the helm of a very challenging year with a sluggish economy and subdued business sentiment. It is time to tighten our belts and put in a comprehensive and robust plan to look at our key result areas. Firstly, I will call upon all my colleagues to clearly align their personal and professional goals with certain milestones. In a people centric organization like EFS, it is imperative to look at the work life balance to ensure that you have definitive personal resolutions, which make a qualitative difference to your personal life whilst working on your professional KPIs.

2016 was a year of significant progress and challenges for EFS. We crossed the AED 3.5 Billion in contract backlog and raised our workforce to over 15,000, by far the largest in our regional industry. However we have our share of challenges too. Indeed, there are many milestones that we achieved in 2016 such as achieving 300 Million Sq. Ft. of built up space under our FM portfolio and successfully mobilizing on one of our biggest wins in the Oil & Gas sector by securing the SLB project. Besides this, we added in-house manpower & security services companies that further consolidated our position as an industry leader.

We believe there is great prospect of growth in 2017, with the major challenge being managing our costs and facing fierce competition. As an industry, we are under a lot of pressure from clients to reduce our operational costs which will require innovation and skill enhancement. The key to survival in the given market conditions is increasing our investments, both towards our People First Strategy as well as Innovation & Technology. Our strategy is to perform a balancing act between maintaining double digit growth whilst rationalizing costs by improving our productivity. In a nutshell, our 2017 strategy will be built upon three critical KPI indicators i.e. **Deliverance** on ensuring maximum client satisfaction, exercising **Prudence** in maintaining our net profit margins and a 360-degree **Sustainability**.

We are confident of achieving well-rounded success especially in our key markets UAE, India, KSA and Qatar. This year, we are aiming to achieve more than AED 600 million in top-line while retaining

our existing bottom-line margins. To do this, we must dedicate considerable resources to improve our efficiencies and synergies. We shall expand our skills training and methodologies therein. Also, we will make forays in specialized engineering services as we plan to reduce our reliance on outsourcing and increase our margins. There is a famous quote that captures the fundamental core for business success. "Turnover is vanity, Profit is sanity and Cash is reality." We anticipate that our biggest challenge in 2017 will be maintaining our cash flow robustness. To achieve this, we must be aggressive and proactive in controlling our accounts receivables situation while retaining our existing strength in our service organization.

In 2017, our lone resolution is to embark on the "PURSUIT OF EXCELLENCE". This in-fact will strengthen the quest for knowledge for all EFSIANS. We should also endeavour to share our knowledge and experience with our colleagues, to benefit every individual as well as EFS as a company.

I thank every member of the EFS team for your dedication, motivation, passion, hard work, enthusiasm and belief in our core values. You remain our most valued and prized asset, and our success depends entirely upon your efforts and knowledge.

I hope that the new year brings everyone a lot of personal satisfaction, fond memories and good health.

Till next time!!

**Tariq Chauhan**  
Group Chief Executive Officer

# BUSINESS SNAPSHOT

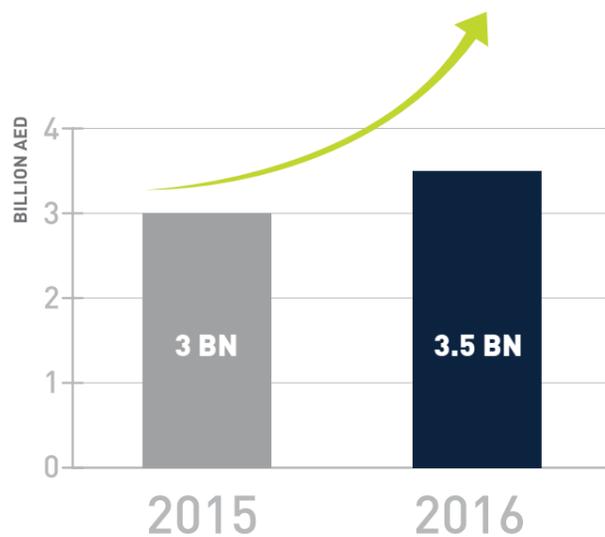
 **300+** ONGOING PROJECTS

**60+** PROJECTS AWARDED IN 2016 

 **15000** EMPLOYEES

 **23** COMPANIES

 **35** NATIONALITIES



Backlog 3 Billion to 3.5 Billion

**15%**  
YEAR ON YEAR  
GROWTH

# KNOW YOUR MANAGEMENT



**Supriya Kaboo**  
Group Human Resource Director  
EFS Facilities Services Group

Ms. Supriya Kaboo is the Group Human Resource Director for EFS Facilities Services. Supriya oversees the management of EFS' human resources from both strategic and operational perspectives. As a multi-faceted HR expert, her areas of responsibility span resource planning and recruitment, training and development and talent acquisition. She is the primary point of contact for all personnel related issues within EFS.

Supriya is an industry veteran with over 20 years of experience across Asia, taking lead roles in various multi-national organizations such as Ericsson and IBM. Her areas of expertise include performance management, talent acquisition, employee engagement and effective training and development.

She is a graduate from New Delhi University and also holds an additional qualification in Human Resource Development.



**Issa Juha, FCCA**  
Group Chief Financial Officer  
EFS Facilities Services Group

Mr. Issa Juha is the Group Chief Financial Officer for EFS Facilities Services. Issa leads the company's financial operations and oversees the reporting and budgeting processes at both group and subsidiary levels. He is responsible for designing the group financial strategy, in close association with the group CEO and Board of Directors as well as improving the corporate governance and compliance environment, and management of asset optimization.

Issa Juha is an accomplished professional of the global industry, with over 18 years of worldwide strategic experience across MENA, Asia Pacific and other emerging markets. His areas of expertise span strategy development, business re-organization, auditing, accounting and treasury, digitization, compliance, controller-ship and financial operations.

He is a Chartered Certified Accountant from the UK, and holds a BA Hons in Accounting and Finance from the De Montfort University Leicester UK and has also been trained in Lean Six sigma.

# IN THE SHOES OF...

Mr. Satinder Singh



Executive Operations Director  
UAE

Dear Readers,

I realised the extent and duration of my journey with EFS when I was invited to pen down the story of my growth with the company. The adage "Time flies when you're having fun" certainly holds true in my case!

I moved to the Middle East in the late 80s, seeking a better opportunity to develop and progress my career. I started out in Kuwait and spent 11 long years where I had a good job but little satisfaction as I could see my career stalling due to the quality of my personal and professional life. As a qualified Electrical professional with a strong HVAC background, I was

*"I used to work long hours, from 6 am to 9 pm, and sometimes beyond, with regular commutes between Abu Dhabi and Dubai increasingly as we expanded in UAE."*

eager for an opportunity to land a job where I could learn and improve my skills.

I was fortunate to get an opening with Drake & Scull Facilities Management in 2000 through a friend and mentor Osama Al Alami and shifted to Dubai. I started out as a supervisor when the size of our company was 5 personnel.

Our strength was the fact that we were the first company to provide MEP, Civil and general maintenance services in UAE, which helped us secure our first landmark project Dubai Internet City in 2002, where we undertook MEP, Civil Maintenance and Fitout works.

The initial years were a period of considerable struggle as we established our presence in UAE. I used to work long hours, from 6 AM to 9 PM, and sometimes beyond, with regular commutes between Abu Dhabi and Dubai increasingly as we expanded in UAE. The peak of the struggle was perhaps in 2011, when we had to manage almost 60 projects with a team of very few FM professionals.

I have been fortunate to witness our transformation and evolution into EFS Facilities Services and being a part of our global expansion. On the career front, I was happy to progress from being a supervisor to project manager in 2004, getting promoted in 2006 to operations manager, general manager and my current appointment as the Executive Operations Director for the UAE market.

My family joined me in Dubai in 2002 and I'm blessed with two beautiful daughters and a wonderful family. I deal with the guilt of not being able to devote as much time to my family as I want to. I consider myself blessed to have a supportive family who have always supported my growth and career aspirations.

In terms of professional challenges, I would say that in the early days, my biggest challenge was

overcoming our clients' lack of awareness about facilities management. The expectations of clients were not realistic as per the contract and to manage and deliver was a huge task in those days. Today, our clients are well aware about facilities management, and their demand for us to cut costs is a considerable challenge and we are focusing on bridging the gaps between certain departments like outsourcing and operations. The supply of technically experienced and qualified professionals is also a challenge as various industries are competing to get them on board.

I am inspired by the team and management at EFS, our immediate and extended families. I think we should remain aware of our responsibility to the wives, children, parents and grandchildren in some cases, whose support, love, understanding, and prayers have shaped our success and growth. It is humbling to realise that our work has an impact on so many lives.

I would like to share some pearls of wisdom that I've picked up over the years from mentors, colleagues and friends. The most important thing in life is to believe in yourself, be transparent, dedicated and hard-working. Life is not easy and not a bed of roses. We all face ups and downs in life. We must learn to face both success and failure and stay committed to the things in our lives that give it meaning i.e. work, family, and friends.

From a career perspective, you should love your job and enjoy every moment of it. There may be moments of doubt and dull days, but you should have the passion to overcome it all. The day we cease to enjoy what we do is the day we stop learning and growing.

Passion is what drives us and inspires us to achieve.

Happy 2017 to everyone !!

# THOUGHT LEADER

## Apples, Oranges and Bananas



### Colin Caulfield

Executive Director  
KSA, Bahrain, Kuwait & Qatar Operations

One of my roles as a mentor is to make our team understand from the mistakes I have made in the past. Fortunately, I have made plenty of mistakes over the years, so I have lots of examples I can share.

A couple of years ago, I discussed with a manager pitching to a prospective client. I know that this can be a 'dark art', but there are some who have a natural dexterity for selling. For many others it can be a tricky path to navigate. And many can get the approach wrong.

So (as I said), we were due to present to a prospective client and I suggested that we run through the presentation that was prepared. The presentation slot was 1 hour. The prospective client was interested in total facilities management services (TFM) to their portfolio, and had approached our business previously. Our

team had already given one presentation which told the client about us and our business. This next presentation was a follow up, after we had surveyed a number of the prospective client's properties.

So we knew the client, had surveyed some of their portfolio and understood what their business was. Therefore, this was an opportunity for 'us' to tell 'them' exactly, what we could do, based on our knowledge of their business!

The presentation started on slide 1 (a very good place to start I must note), but by slide 8 I was confused. And here's why... I couldn't see the benefits! I didn't understand what we were trying to say or what the key messages were. Also, I didn't understand what the client wanted and our pitch seemed to be about 'us' and not about 'them'? On the table in front of me was some fruit in a

basket. So, I stopped the dry run of the presentation and asked my colleague to do something for me (to humour me). I asked them to forget the presentation for the minute and to spend some time thinking about a request I was about to make; and then to spend 60 seconds answering my request.

I asked them to describe for me a fruit.

Whilst looking at me quizzically for a second, I saw their eyes open with delight as they considered the basket of apples and oranges on the table.

Without so much as a pause, they picked up an orange from the basket and spent about a minute telling me about oranges. They explained the benefits of vitamin C, the structure of segments and thick outer skin, the fact that the word orange for the fruit was also the same name as a colour and finally that in their opinion the best oranges were grown in Spain! They looked at their watch and looked at me with what appeared an anticipation of success.

"What if I didn't want to know about oranges"? I asked.

They looked at the basket and asked whether I would have preferred to know about apples? Or, both?

I reached into my bag and pulled out a banana (my breakfast that I still planned to eat – sometime that afternoon). I placed it on the desk. "No", I really wanted to know about bananas!

My point to my colleague was this; if they had asked me exactly what I wanted to have presented, then they would have been able to give me a presentation that met my needs. Their starting point should have been to ask me what I wanted, and what was important for me and my business. Not to assume what I wanted. In assuming my needs their 60 second presentation about an orange was wrong.

We were 4 days away from presenting to a prospective client but have never asked them 'what is important to you'? 'What do you want us

to capture in our presentation'? So, it's not about simply confusing apples and oranges. It's about knowing exactly what you are being asked to present.

I don't know an existing or a prospective client who wants to sit through a meaningless presentation as all of their time is invaluable. And with only one hour to present, it's critical that the presentation hits all the right notes with the audience.

The key of course is to ask the right questions first. The top three should have been:

1. What's important to your business?
2. What do you want us to focus on?
3. What are your key drivers (economy, quality, value, flexibility etc.)?

From this the presentation can be structured. And importantly, we can focus on the prospective client's absolute needs. Not what we think they want.

3 years ago I sat in an audience with a great public speaker called Andy Bounds. Andy said something simple that has resonated with me ever since. He said, "no one will ever criticise you for asking what is important to them". He's absolutely right (about many things in case he's reading this)!

So for that presentation we changed our stance. We asked the prospective client the simple questions and we changed our slides to focus on their needs and wants. After some tough commercial discussions in the following weeks, that prospective client issued the letter of intent 3 months later and we mobilized the contract shortly after that.

In life (per Andy Bounds), no one will ever criticise you for asking what is important to them. Presenting is no different and it is a critical success factor to understand what the needs of the audience are.

So before you present apples or oranges, remember to ask the prospective audience the question as to what they want to hear. You never know, they may just want bananas!

# EFS SUPERSTAR

**Mr. Monir Hussain**



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 individual ambitions and drives and encouraging personal initiatives.

**We are delighted to introduce our first EFS Superstar, Mr. Monir Hussain.**

Monir is a 28-year-old bright and exuberant member of the EFS Family, hailing from Bangladesh. He started his career with EFS by joining as a cleaner. Determined to improve his skills and pursue his dreams, he focused on improving his English skills through hard work and dedication. He also nurtured and fed his lifelong dream of becoming a Sous Chef for a prestigious hotel.

He identified opportunities to achieve his dream

**“** We recognized his *Enterprising Nature* and presented him with an *Unsung Hero of the Year* award in 2014. **”**



during his posting at a Unilever site. He applied for a scholarship at the Culinary School and dedicated his free time and energy into learning the nuances of running a kitchen perfectly.

He replicated his high level of performance at work, in the school and his sincerity and efforts were appreciated by the school, which awarded him with a scholarship.

We recognized his enterprising nature and presented him with an *Unsung Hero of the Year* award in 2014.



Monir graduated from the Culinary school with top honours and is well on his way to realizing his ultimate dream.

We salute Monir's achievements, motivation, passion and sincerity. He is a shining example of breaking barriers and overcoming obstacles through determination and force of will.

We applaud his achievements and are happy to continue our support and help him achieve his hopes and ambition.



Share this Story



# BE INSPIRED

Mr. Jayantha Chaminda

“If Opportunity doesn't knock, Build a Door!”

-Milton Berle-



boundless energy and enthusiasm was matched by his constant hunger for improvement. With a sustained record of accomplishment and significant achievements, Jayantha progressed over the years and transitioned to an Office Assistant's position which gave him the perfect opportunity to learn the fine details of the typical functions and roles in managing corporate offices.

His approachable personality and loyalty to EFS' core values and ethics was recognized and appreciated by the management who supported his goals by giving him the tools and means to diversify into Human Resources. He was appointed as an HR Assistant and was then promoted to his current position as an HR & Admin Executive.

Throughout his stellar career, Jayantha's attitude towards self-improvement, as well as his dedication and eagerness to treat each task and assignment as a learning opportunity, have opened several doors to utilize his latent talents and hone his abilities.

Jayantha currently resides in Kandy, Sri Lanka with his family and was recently blessed with a daughter.

Jayantha, we celebrate your sincerity and hard work and are inspired by your positive attitude and confidence! We look forward to helping you climb the career ladder and scale greater heights in the future.



The foundation of EFS' success has been the focused efforts, motivation and dedication of our global family. Hailing from different walks of life, united by our common goals, mission and vision, the story of every individual working in the EFS team inspires us.

We celebrate the diversity of our collective experiences and proudly present examples of EFS champions who made the most of our career growth platforms to improve their knowledge and skills.

Jayantha is a great example of our commitment to individual initiatives, personal ambition, and career progression.

Jayantha joined EFS in January 2010 as a member of the camp cleaning staff. Hailing from Kandy in Sri Lanka, Jayantha's



Share this Story



# EFS CASE STUDY

## Sheikh Khalifa Hospital

The Sheikh Khalifa Specialty Hospital in Ras Al Khaimah is a six-story hospital which provides essential world class tertiary care services focusing on Oncology, Cardiovascular and Neuroscience care spread across an area measuring over 764,000 sq. ft.

The hospital has a 246 bed capacity for the care of inpatients and operates six general wards (three male wards, two female wards and a VIP ward) along with two ICUs: a cardiac ICU with 10 beds and a medical ICU with 10 beds.

The Operating Theatre has 10 sophisticated and carefully designed, spacious operating rooms as well as a 49 bed postoperative recovery unit. One room with Magnetic Resonance (MR) allows for sophisticated surgery as well as special procedures in radiation oncology. The OT also features brachytherapy which is equipped with full radiation-shielded wall and control room that can be used as a hybrid suite.

The hospital employs over 800 healthcare professionals hailing from 30 different nationalities.

### EFS Engagement

The Sheikh Khalifa Hospital appointed EFS to undertake overall maintenance of the hospital's operational infrastructure. EFS personnel work round the clock, delivering more than 11,000 manhours on a monthly basis to ensure the smooth running of the hospital's core systems.

The EFS teams on site had to deal with a significant challenge on site due to the fact that the facility was non-operational over 2 years before EFS was appointed to the hospital.

EFS personnel worked on a round the clock basis with associate partners for almost a year to recommission all the disconnected systems and restore the full functionality of critical systems to resume the hospital's healthcare services.

### EFS' Scope of Work covers:

#### ▶ Asset related technical services

- ▶ HVAC maintenance
- ▶ Electrical & plumbing maintenance
- ▶ Specialized services for management of chillers, lift systems, fire alarm & fire fighting systems, sewerage treatment plant, RO and filtration system, pneumatic tube system
- ▶ Management of emergency door closing systems, master clock system, medical gas system, backup power (UPS and power generation), cardiac care unit and automatic sliding doors
- ▶ Management of electronic systems including CCTV & PA systems, nurse call system, access control system, building management system and medical beds, quae management system and laundry equipment
- ▶ Building general maintenance (civil and carpentry)
- ▶ 24-hour on-site call centre with CAFM system

SHEIKH KHALIFA GENERAL HOSPITAL

MINISTRY OF PRESIDENTIAL AFFAIRS  
H.H. the President Initiatives  
Sheikh Khalifa General Hospital | Umm Al Quwain



وزارة شؤون الرئاسة  
مبادرات صاحب السمو رئيس الدولة  
مستشفى الشيخ خليفة العام | أم القيوين

# INDUSTRY NEWS



The UAE's Facilities Management (FM) industry is expected to grow at a compounded annual growth rate of 8.51% between 2016 and 2021, largely driven by massive projects developed in support of the objectives outlined in the UAE Vision 2021.

The International Monetary Fund (IMF) lowered its growth outlook for Saudi Arabia on back of lower oil production and capital spending. In its World Economic Outlook report update, the IMF said gross domestic product (GDP) will expand 0.4 per cent in 2017. It compares with the fund's October prediction of 2 per cent growth in the October 2016 report.



Global FM, the alliance for facilities management associations worldwide, has announced 17th May 2017 as the date for the next World FM Day.



Expo 2020 Dubai on Monday announced the first public roll-out of its \$100 million (AED367 million) "Expo Live" programme to help fund, accelerate and promote creative projects. The programme calls for individual entrepreneurs, small and medium enterprises, non-for-profit organisations, or government-related entities to submit their solutions, which should be at a demonstration and implementation stage, to Expo Live.

**UAE**  
**3.5%**  
**GDP**  
**GROWTH**  
**RATE**

Dubai's GDP is expected to grow by **3.1 per cent in 2017**, whereas Abu Dhabi Department of Economic Development has projected an average **GDP growth of 3.4 per cent in Abu Dhabi** during 2016-2020. Combined growth of all emirates, the UAE is projected grow in excess of 3.5 per cent between 2017 and 2020.



Kuwait intends to spend 4.74 billion dinars (\$15.6 billion) on infrastructure and other projects in fiscal year 2017-2018 with the private sector contributing 16.9 per cent of the spend, a Kuwait newspaper said on Sunday. The projects cover houses, roads, electricity, ports, airports, telecommunications and renewable energy, Arabic daily Al-Anba said, quoting Dr Khaled Mahdi, Secretary General of the General Secretariat of the Supreme Council for Planning and Development.

# EFS SIGHTINGS



EFS Employee of the Month #EFS\_EOTM #November #December @EFS\_Headoffice



EFS Employee of the month #EFS\_EOTM #November #December @EFS\_Headoffice  
GHULAM HAZRAT - DRIVER  
ANWAR ZEB AMEER SHAH - DRIVER  
Sheikh Khalifa Special Hospital (Shaikh MMH)



EFS Employee of the Month #EFS\_EOTM #November #December  
Sheikh Khalifa Special Hospital (Shaikh MMH)



EFS Employee of the Month #EFS\_EOTM #November #December  
NABEEL IYAS DABIR - FACILITIES COORDINATOR



EFS Employee of the Month #November #December  
GHULAM HAZRAT - DRIVER  
ANWAR ZEB AMEER SHAH - DRIVER



EFS Employees #November #December #Celebrating #Birthdays @EFS\_Headoffice



EFS Employees #November #December #Celebrating #Birthdays



EFS Employees #EFS\_Awards #December #EFS\_Qatar @EFS\_Qatar



EFS Employees #EFS Awards #December @EFS\_Qatar



EFS Carnival 2016 #EFS\_Carnival\_2016 #EFS\_Dubai @EFS\_Dubai #Winning



EFS Carnival 2016 #EFS\_Carnival\_2016 #EFS\_Dubai @EFS\_Dubai #Winning



EFS Carnival 2016 #EFS\_Carnival\_2016 #EFS\_Dubai @EFS\_Dubai #Families



EFS Carnival 2016 #EFS\_Carnival\_2016 #EFS\_Dubai @EFS\_Dubai #Victory



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EFS Carnival 2016  
#EFS\_Carnival\_2016  
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EFS Carnival 2016 #EFS\_Carnival\_2016  
#EFS\_Dubai @EFS\_Dubai #Winning



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#EFS\_Dubai @EFS\_Dubai



# BELIEVE IT OR NOT

## WORLD'S MOST EXPENSIVE CHIPS !!



St. Erik's brewery of Sweden has created the most expensive potato chips ever. For \$56 you get a meager five potato chips. That's over \$11 per single chip. The chips are made from Amamarnas Potatoes and Leksand onions. Leksand onions are grown in the town of Leksand from May 18th to August 10th – exactly those dates – every year. Ammärnas potatoes are only grown on south facing slopes, ensuring they get more sunshine !!!

## RUSSIA'S RED RIVER

Located just inside the Arctic Circle, Russia's Dal'dykan river has turned a crimson red. Residents were startled to find their once blue river had become such a strange and foreboding colour. The Russian river's relatively quick shift in colour mystified residents at first. The river's closest city, Noril'sk, is known as one of the most polluted cities on Earth. NASA eventually was able to step in with evidence that factory waste is indeed the cause of the contamination.



## SURGERY SCARE !!



A puppy is recovering from life-saving emergency surgery after she swallowed an eight-inch long kitchen knife. X-rays reveal the blade stuck inside 12-week-old Staffordshire Bull Terrier Macie. The knife handle had passed through Macie's stomach and into her intestines, while the tip of the knife was still in her gullet. She underwent emergency surgery to remove the knife. Macie is now safe and sound and recovering well from this Traumatic experience !!!

## WHAT ARE THE ODDS !!

Luke and Hillary Gardner never have a problem remembering each other's birthday. After all, the husband and wife were born the same day. And so was their son, 27 years later this past December.

The odds of that happening are about one in 133,000, statisticians say. And that's a lot less likely than getting hit by lightning sometime in your lifetime, which some put at roughly one in 12,000.

WOW !! Now that's a coincidence we can all talk about !!



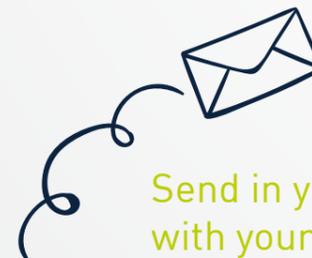
# EFS QUIZ



**Quiz Time!**  
How well do you think you know **EFS?**

Send in your answers by February 15 and one lucky winner will win an **EXCITING PRIZE !!**

- 1) Which year was EFS established in UAE?
  - a. 2000
  - b. 2003
  - c. 2005
- 2) How many million sq. feet of space do we manage for our global clients?
  - a. 280
  - b. 250
  - c. 100
- 3) EFS has achieved which of the following certifications?
  - a. ISO 9001
  - b. ISO 14001
  - c. ISO 27001
  - d. ISO 18001
  - e. All of the Above
- 4) EFS offers the following service verticals
  - a. Integrated Facilities Management
  - b. Infrastructure
  - c. Business Outsourcing
  - d. Managed Security Services
  - e. All of the above
- 5) The EFS global family has grown to
  - a. 12000
  - b. 10000
  - c. 15000
  - d. 5000



Send in your answers to [group.communications@efsme.com](mailto:group.communications@efsme.com) with your name and Employee ID today!

# EFSS 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 !!

