



TROJAN TIMES

YOUR QUARTERLY INSIGHT
INTO THE WORLD OF TROJAN

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2021 - 1st EDITION

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A WORD FROM THE MANAGING DIRECTOR

Trojan MD's Outlook on the Key Benefits of Mobile Technology in Construction



As we begin 2021, it's important to note the role that technology has had the past year in allowing people and businesses to maintain continuity, and the role it will continue to play in our daily lives, most notably in the construction industry.

With mobile technology being utilized more and more across the many phases of construction, incorporating it into our various processes will give us an edge on competition, ensuring we're a step ahead.

Between the office, our job sites, and meetings with stakeholders, integrating mobile technology into our workflow is an ideal and necessary step; it enables us to always be on the go while simultaneously having the ability to access the tools and information we need to get the job done, wherever we might be.

From pre-construction to the finishing touches, whether it's to streamline scheduling or management, mobile technology solutions are there for every aspect of our business, and the benefits we can reap from its usage are increasing constantly.

The following are just a few of the many ways it can enhance what we do and how we do it.

Eng. Hamad Al Ameri
Managing Director

01

Safety Improvements

Safety can depend in large part on speed of response. Imagine, for example, changes in hazards or regulations: messages sent through an app can inform everyone on premises immediately and collectively. Moreover, job injuries can be dealt with as promptly as possible by tipping off the relevant people.

And safety doesn't stop at people, either; tools can now be digitally tracked and located, eliminating the chances of misplacing equipment or theft... especially when tools can be remotely locked as well!

02

Better Record-keeping with Real-Time Data

With some on site and others at the office, mobile technology is how real-time data collection and transmission can take place between both locations, facilitating work in a number of ways. Everything from submitting time cards and daily reports to requesting change orders is possible when data is right there for the picking in the cloud.

And then there's the increased accuracy and authenticity thanks to dates and timestamps, GPS location data and digital signatures, which all ensure accuracy and authenticity. Not to mention the vast amounts of time saved when paperwork is swapped with electronic reporting!

03

Increased Productivity Through Real-Time Collaboration

When everyone has access to the same information at the same time, it streamlines the collaboration process and ensures everyone is aligned. This real-time collaboration wouldn't be possible without mobile technology; today, colleagues on the same project can review and update documents, and can have access to reports, plans, and specifications using cloud-based solutions, in effect decreasing downtime and enabling faster decision making, both of which lead to improved productivity.

04

More Efficiency

Project managers today have it much easier than ever before! With the right cloud-based mobile solutions at their fingertips, they can now manage workflow and processes in a much better way, enhancing efficiency on the job site. Today, all they need to schedule labor and equipment, conduct field inspections, manage change orders, document progress, and review plans and specs is a single device.

The future is here and it's thriving, and at Trojan we pride ourselves on our ability to integrate the latest technology to achieve the highest quality, in the best timeframe possible. And with mobile technology, we are delivering on our promise to always exceed both our clients' and our own expectations.



A WORD FROM THE DEPUTY GM AND HR MANAGER

How To Retain Your Best Employees



Mr. Emad Al Janabi
Deputy GM and HR Manager

During the past few years, trends have shown that millennials are more likely to job-hop than previous generations of workers; retaining top employees in this environment is a key strategy in gaining an edge in today's talent market. As companies compete for talent in a tight economy, employee turnover can be costly, affecting productivity, leading to decreased engagement, lost training costs, and more.

At Trojan, we believe that focusing on employee retention is well worth the effort, with the payoff to the organization meaning increased performance, better productivity, higher employee morale and improved quality of work, not to mention a reduction in turnover. By retaining our best, we ensure Trojan continues to be a place where talented and motivated employees truly want to belong and are motivated and focused on contributing to our overall success.

It all starts at the recruitment phase. Hiring the right person for the right position entails making sure they don't just have the skills, but also the personality to excel at their job and fit in with our corporate culture. It's a long game, and employee engagement is nurtured from the first hello.

It is also crucial to identify candidates who have shown commitment to a cause or sports in the past, as those are indicators of their likeliness to stay the course at Trojan.

Job commitment and increased productivity can additionally be buoyed with opportunities shown to employees;

promoting from within can make the employee feel valued. This goes hand in hand with employee development and education, which increase our people's loyalty to the company. Of course, benefits such as health insurance, retirement funds, flexible work hours, paid off-time, etc., are not only great motivators for employees to remain, they also provide overall wellness and help avoid burnout. Work-life balance is something we encourage, because happy and relaxed employees are engaged and more committed to delivering their best.

At Trojan, we further create shared purpose and a sense of community by maintaining open communication between employees and management, as well as by providing a pleasant work environment. Transparency and two-way communication build trust, so we are always sure to give feedback and are consistently open to discuss plans and expectations with our employees. We also celebrate diversity, and believe great amenities and perks can contribute to making where we work a place we love to be every day.

The biggest takeaway is that we want our employees to feel valued and trusted. We want them to have autonomy and believe in themselves. We do that by avoiding micromanagement, allowing our employees to grow in both skills and resolve. After all, we all rise and fall together, and at Trojan, we are committed to an upward trajectory for all our employees, and we pride ourselves on our ability to retain the best among us by being at our best as well.

CONSTRUCTION INDUSTRY

Featured Project Rove Hotel: Trojan General Contracting's Latest Gem

Just ten minutes' drive from City Walk and Downtown Dubai is Trojan General Contracting's Rove Hotel project, on the beachfront of one of Dubai's most exciting outdoor destinations. Trojan General Contracting LLC was awarded the prestigious project in 2018, and with it close to completion, visitors will be able to enjoy all the amenities of Rove La Mer Beach where the hotel is located, in addition to 366 rooms with interconnecting options, sea and inspiring cityscape views, Juliette balconies across all rooms, and so much more.

The hotel is surrounded by a plethora of leisure and luxury activities, from a waterpark and inflatable playgrounds, to cinema, boutique stores, and 50+ gourmet restaurants and lounges, opening its doors soon with the promise to deliver the utmost in quality and entertainment.

TGC's work on the hotel has included construction, execution, completion, testing, commissioning and maintenance, in addition to the remedying of any defects. The scope of work includes civil, MEP services, general and interior finishing, as well as facade and landscape works.

Interactive art, contemporary culinary concepts, relaxed beachside adventures, all await visitors at Rove La Mer Beach Hotel, the latest development to shine on the Trojan roster of continuous accomplishments.



A Behind the Scenes Look at Rove Hotel's Construction With Eng. Islam

1. What was the most challenging part of the Rove Hotel project? How did you manage it?

The first challenge was the location of the hotel; as it's a public beach full of restaurants, we needed to be extra careful, with additional precautionary measures in place in order to not disturb the day-to-day activities of the beach. Secondly, the fabrication of the lobbies and dining was undertaken by multiple sub-contractors, which required a high level of coordination between all parties to ensure timely completion. Lastly, COVID-19 presented many challenges in terms of restrictions and supply chain management. However, we quickly modified our systems and processes to match the requirements as per restrictions, and we ended up delivering the project in good time.

2. What is this project's special feature?

The most important special feature would be that it is a beach hotel, located at La Mer Beach. The construction of a beach hotel is different compared to other hotels. The string of internal restaurants, the private beach and leisure areas such as the infinity pool, all of these constitute special features of this project.

3. With a broad range of tasks, how did you prioritize your tasks?

As a start, we studied the drawings and the specifications provided to us by the client. We then organized meetings with our planning and technical departments to define the scope of service for this project. After conducting workshops, we identified our baseline program to follow. Lastly, we had regular sessions with our sub-contractors for mutual support as we performed multiple tasks at the same time. All of these steps enabled us to hand over an excellent quality project, within the expected timeline.



Eng. Islam Mahmoud Amer
Project Manager, Rove Hotel La Mer

4. What differentiates Rove Hotel from the other projects you've worked on?

My previous projects were mainly related to industrial and residential constructions, which are very different from hotels. Hotels have so many lobbies, receptions, and dining areas, and we also need to plan for aesthetics and furnishings in all areas of the project. Simply put, the internal components of hotels are vastly different from residential buildings.

5. How did you ensure that the project was always on track?

Our baseline program is shared with our contractors and sub-contractors at the beginning of the project. The target program is distributed even before the baseline program so that a timely delivery can be achieved. Our contractors are selected on a project basis after considering the scope of work and ensuring they can deliver said scope. We also make sure we're constantly providing them with support in any area necessary, so that there are no delays in the project.

6. How do you stay up to date with construction industry trends?

As a project manager and as an engineer, I always try to keep up with the latest developments in the construction world. I ensure that I find the time to read about all the latest trends, and even attend seminars and web-education sessions so that I am updated and educated about the changes in the construction realm. Continuous knowledge improvement is crucial for success.



Latest Awarded Projects

Trojan General Contracting LLC



BANIYAS NORTH

Trojan General Contracting LLC, a subsidiary of Trojan Holding, was recently awarded the Baniyas North Infrastructure Streetscape and Villas project by Modon Properties PJSC. As of September 2020, Trojan General Contracting LLC has already commenced a scope of work that includes construction, execution, completion, testing, commissioning and maintenance of a total of 1,365 villas, to be completed over two phases (615 villas in phase 1, and 750 villas in phase 2), and major infrastructure for streetscapes (from road and paving to power networks and drainage).

Projected for completion in 2023, Baniyas joins Trojan General Contracting's impressive docket of developments currently underway.



Latest Awarded Projects

Trojan General Contracting LLC



KHALIFA PORT - KIZAD

The latest project awarded to Trojan General Contracting LLC, one of Trojan Holding's many subsidiaries, is the food and logistics warehouse at Kizad in Khalifa Industrial Zone, Khalifa Port, Abu Dhabi.

Mobilization and setup of facilities for construction are underway, with the direction of Project Manager Eng. Tareq Fawzy. Stay tuned for more updates as Trojan General Contracting's latest work comes to life.



Latest Awarded Projects

Trojan General Contracting LLC



TROJAN LABOR CAMP

Trojan General Contracting LLC also took on the responsibility for construction of Trojan Labor Camp — an accommodation complex consisting of multiple residential buildings, dining areas, leisure areas, and all related utilities for the staff of Trojan Holding. The construction work at this project is well on its way and is expected to be completed within the projected time of 12 months.

Latest Awarded Projects

Trojan General Contracting LLC



MINSK HOTEL COMPLEX

Viceroy Hotel Group has awarded Trojan General Contracting LLC the design, construction, execution, completion, testing, commissioning, maintenance and the remedying of any defects at Minsk Multifunctional Hotel Complex (Phase 1). The project consists of parking lots, MEP rooms, spa, ballrooms, gym, retail facilities, offices, banquets and restaurant kitchen in the basement; spa reception, lobby/offices, hotel main lobby, restaurant and library on the ground floor; in addition to hotel guest rooms on the first and fifth floors (14 junior suites, 25 executive king and 70 standard king units, 21 double queen units, and 19 BR suite units).



Latest Awarded Projects

National Projects & Construction LLC



RIYADH CITY SOUTH PHASE 1

National Projects & Construction LLC was awarded a project for the construction, completion, testing and commissioning, handover and remedy of defect of infrastructure and streetscape at Riyadh City South, Phase 1, all in accordance to drawings and specifications handed over by the client. The project was awarded by Modon Properties PJSC and is expected to be completed by January 2022.

Latest Awarded Projects

National Projects & Construction LLC



RIYADH CITY SOUTH PHASE 2

Modon Properties PJSC has awarded National Projects & Construction LLC with infrastructure and streetscape works — mobilization and set up of site facilities — at Riyadh City South, Phase 2, Neighborhood 4. Project duration includes 2 years for MEP and 1 year for civil works.

Latest Awarded Projects

Reem Emirates Aluminum LLC



B4 RESIDENTIAL TOWERS

Emaar Development PJSC has awarded Reem Emirates Aluminum LLC with the procurement, fabrication and supply of aluminum and glazing works at B4 Residential Tower, Opera District, Dubai. Work is expected to be completed by July 2022, with a maintenance period of 1 year.

QUALITY, HEALTH, SAFETY, AND ENVIRONMENTAL (QHSE)

Safety: A Trojan Priority



Eng. Ahmed Mohamed Abbas
HSSE Manager

01

Accelerating end-to-end digitization

Digital technologies will be at the core of the next normal, enabling organizations to better meet the needs of their customers, and improving the agility and responsiveness of operations without increasing their costs. From automating processes to employing digital tools across the entire value chain, companies can dramatically increase speed and efficiency, transforming customer experience and significantly boosting enterprise value.

02

What are the strengths?

With a multinational workforce that exceeds 21,800, some language and cultural barriers can come up, but we at Trojan have put forth two strategies to convert those barriers into strengths. The first was initiated by Trojan's MD, who in 2018 encouraged a culture in which "Everyone is a Safety Officer", which raises accountability among the workforce. We also ensure safety during the recruitment process by maintaining a nationalities ratio to cover the entire workforce, which facilitates easier and effective communication.

03

What are the achievements?

- To date, Trojan Holding has achieved 880+ million man-hours, with an accumulative accident frequency rate of 0.005%, which is at the top of all international and national benchmarks and targets.

- Sustainability is one of our top priorities, with a waste recycling percentage of 97.1%, and reduced water consumption of 1.2 m3 per person.

- Noise control and other construction impacts were set as a top priority at the many projects we execute in residential areas. The latest technologies to monitor and reduce impacts are implemented to ensure that our neighbors are safe and their welfare is maintained.

04

What are the accreditations and recognitions Trojan has received in terms of safety?

Trojan is ISO certified 45001 and 14001, in addition to having OSHAD accreditation. We've also received several recognitions, awarded by authorities like Dubai Development Authority (DDA), Abu Dhabi Municipality (ADM), Abu Dhabi Public Health Center (ADPHC), Trakhees, etc. and different clients like ALDAR, NAKHEEL, Dubai Properties, etc.

05

What was the most challenging project in terms of safety?

Without thinking twice: The Palm Tower construction; a number of different aspects proved challenging, such as noise control, the various impacts on near residential buildings and the monorail, traffic management, and the project's top steel structure (the crown).

06

How do you believe that Trojan is different in terms of safety?

- At Trojan, safety is a consideration from the very first stages to the last, starting from design, to the selection and evaluation of materials and sub-contractors, all the way to completion.

- The consultation and participation of our workforce; we continuously conduct meetings involving all levels of the workforce to listen to concerns and discuss areas for improvement. Selecting a workforce representative is always carried out via quarterly election to ensure "Trojan Democracy" and that the right representative is in place.



Construction Industry Trends To Keep an Eye on in 2021

No matter who or where you are, chances are the past year was a tough one to get through. But humans have a remarkable ability to adapt, and the continuity we saw in all industries — including construction — is testament to that.

As we venture into 2021, here are some of the trends we expect will continue or slightly change in the coming months.

Safety Above All

In our industry, safety is always paramount, but COVID-19 necessitates it's top of the list for 2021.

To stop the spread of disease, there will naturally be a focus on distancing between workers, equipment enhancement and cleanliness measures. Safety will be achieved with smaller crews and staggered shifts to decrease the number of workers on site. As for enhanced protocols, those will range from the expected (hand sanitizers and masks) to the specific (such as personalized use of equipment, with workers no longer sharing tools, hard hats, etc.).



Building With Living Materials

Imagine a material that can grow itself... that's, to put it simply, what living materials are. These biological compounds represent one of the most exciting trends to watch in 2021, specially as it moves from the experimental to full production this year.

We're specifically keeping an eye on biological materials built by and made of bacteria and fungi, as those will be implemented most successfully in our industry.

Examples include “self-mending concrete”, which relies on a saturation of bacteria in the concrete that allows it to bind object together, basically growing in concrete pores and self-repairing fissures and cracks, adding to its impermeability.

Mycelium Composites, on the other hand, is the work of fungi, which is already being used as a more environmentally-friendly alternative to Styrofoam.

Utilizing Remote Technology

It's the phrase we all probably used more than ever in 2020, and in the coming year, remote tech will assist construction efforts both on site and in administrative tasks.

Drones, particularly, will be put to good use, with construction slated as the fastest-adopter of commercial drones. Giving contractors a bird's eye view, drones can help pinpoint crucial information, they can catch safety issues well ahead of time, they help assess and more accurately estimate the quantities of materials on site, and they can be used to create orthomosaic maps, making even the largest job site visible as a whole. This can result in considerable savings.

At the office, the flow of information is greatly enhanced with Block-chain technology, and as it becomes simpler to use, it's becoming more and more prevalent.

Rapid Growth of 3-D Printing

With safety a paramount concern, 3-D printing can be used to reduce worker density on site. To put it succinctly, 3-D printing in construction is achieved by laying down vertical piles of concrete through automation that follows a design program. The same process is used in the factory, though on a smaller scale, to basically build components of larger assemblies.

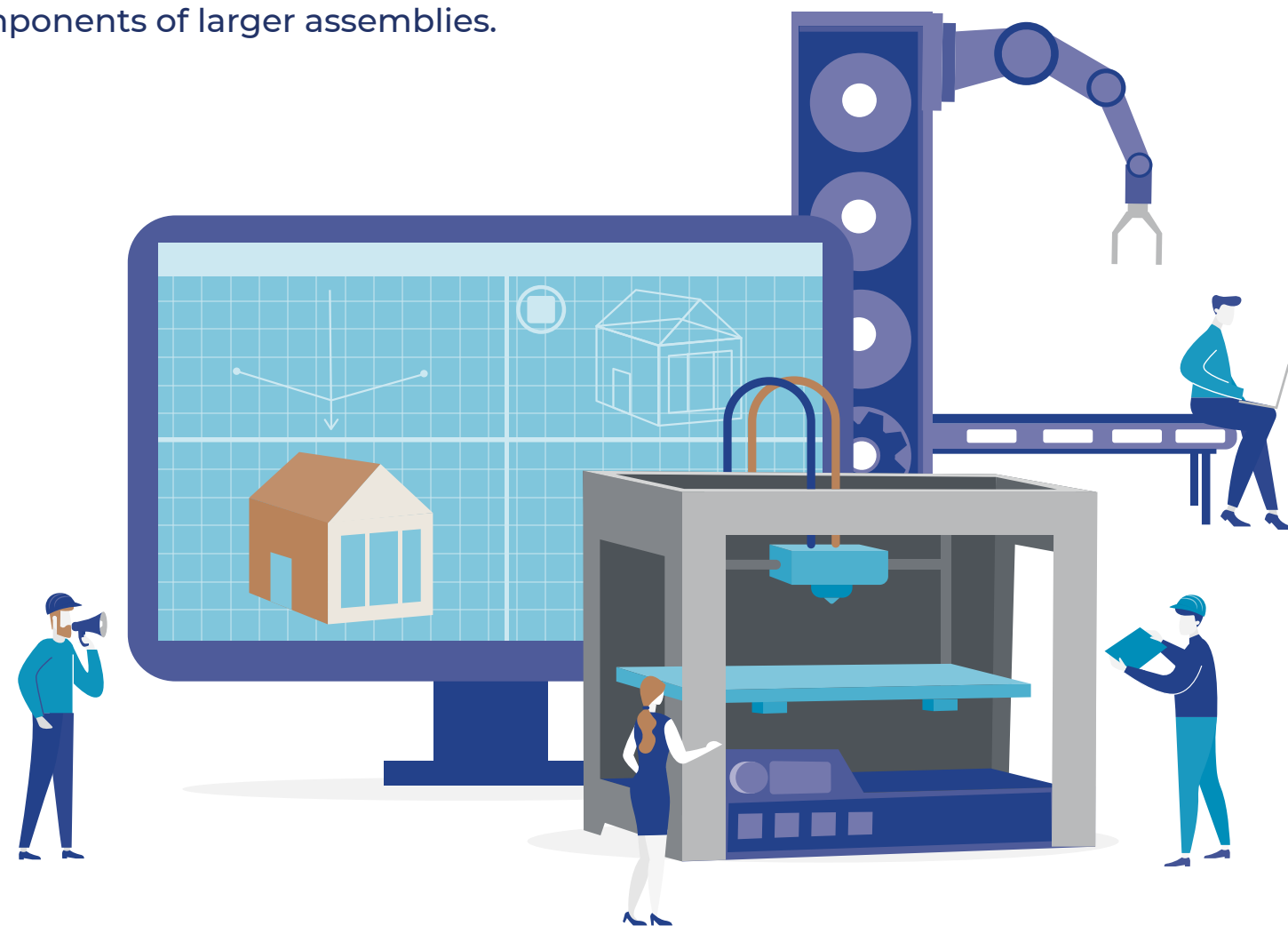
Globally, 3-D printing is already being adopted for commercial use, and we fully expect this trend to increase exponentially.

Modular Construction on the Rise

In the coming year, trends that align with a post-Covid world will see an uptick in interest; modular construction and pre-fabricated building fit that bill, thanks in large part to their manufacturing process and their end results.

Prior to the pandemic, building modular constructions already promoted low worker density, with the manufacturing done in huge, well-ventilated buildings. Just as notably, the ceiling cranes, conveyors, and lifts used for modular building are specifically designed to enable fewer workers to move bigger components. These aspects help decrease labor proximity and costs.

As you can imagine, in times of uncertainty the temporary nature and affordability of prefabricated buildings make them an ideal choice.



Design Technology: BIM and VDC

Already a popular construction trend before the pandemic, design technology will be going strong in 2021.

Building Information Modeling (BIM) is of particular interest to architects, enabling them to build, tweak and change their constructions easily in the virtual world before bringing it to life.

Meanwhile, Virtual Design Construction (VDC) is invaluable to builders, allowing them to foresee a project's pitfalls — such as coordination issues or difficult connections — before shovel hits ground.

An Increasing Need to Diversify the Supply Chain

Issues that cropped up across the supply chain due to the pandemic resulted in contractors having to turn to alternative suppliers or being forced into paying additional sums for materials.

Accordingly, 2021 will entail a reevaluation of long-term business relationships; to make the right decisions on alternatives at the right time, substantial coordination will be required between suppliers, subs, generals and owners.

Escalation clauses will likely be added to new contracts (covering unforeseen cost increases), and current contracts will also need to be revised in the same way.

The upside is, some suppliers and contractors can use this as a chance to access areas and clients that they previously couldn't.

Non-Residential Starts: Temporary Drop or Potential Rebound?

COVID-19 seems to be reversing a long-held trend, with more people interested in moving into individual apartments and away from crowded cities. This explains why, even though non-residential buildings are down in 2020, residential starts are actually up.

Investments in large and expensive buildings such as office towers and hotels (which represent a big chunk of the commercial building market) are tough to make when those industries are facing uncertainty. But hope is not entirely lost: there are reports from architects that projects in the hospitality sector appear to be on hold rather than canceled, with some hotels taking advantage of low occupancy to renovate, which they can now do without disturbing guests.

PUTTING DEPARTMENTS IN THE SPOTLIGHT

A Chat With Our Technical Manager, Eng. Bassem El Sayyed



Eng. Bassem El Sayyed
Technical Manager

01

Describe your typical workday.

There isn't really a typical workday. Every day is different, every day is new. We categorize our work based on priority, and we set up a schedule and follow that through the day, whether it's on-site or at the office. Important tasks are performed first, so on and so forth.

02

What is your philosophy of management when you are leading a team in the technical field?

The first thing I do is tell my team we have to be like family. We have to build trust and strong relationships in order to be a good productive team. We are also focused on building a clear, easy-to-follow process that assists us in reaching the end of our targets smoothly. These strategies help us manage our teams easily, as well as enable us to perform and deliver high quality results.

03

What is your management style?

I don't believe there's a particular management style here. As a multicultural company with employees of different nationalities, we need to be flexible and adaptable. To achieve the desired results, the method of management needs to be customized and changed from time-to time to fit each and every employee in our team.

04

How do you keep your department's technology skills current?

Several things: We provide training to our entire staff at regular intervals; we keep them updated and have established internal training programs; we send some employees for external training, as and when required; we have installed the latest software and have upgraded our platforms and systems to ensure efficiency; and we meet once a month to brainstorm ideas based on technological improvements.

05

Work from home has become the new normal in a post Covid-19 world. How well were you prepared to manage your team remotely?

We didn't skip a beat from day one of the pandemic and lockdown. We just kept on working. In fact, we actually saw an increase in workflow coming our way. But, our company had made sure all precautionary measures were strictly implemented from the get-go, so that helped us continue our work seamlessly. We incorporated all the technological platforms that facilitate remote work, such as Microsoft Teams, we modified the allocation of personnel at different locations, and we provided them with all the necessary tools to function remotely.

06

What kind of software do you use daily? How does it improve efficiency?

We use a variety of software for corporate use, such as Microsoft Office tools, in addition to AutoCAD, Sketch-up, and other graphics software that help us in construction-related tasks. All of these platforms make our work easier to perform: they help us organize our tasks, reduce loss of time, as well as enable us to work from any location. These features definitely help us reach our goals faster and more productively.

Trojan Holding Welcomes Eng. Adel Tariq Jabal

Since graduating with a Bachelor of Engineering, Eng. Adel Tariq Jabal has accumulated over 34 years of experience in the engineering and construction industry, gaining expertise in various diverse fields (Constructions, Steel Industries, Oil & Gas, Power Generation, Infra Structure, and Thermal Energy Storage & District Cooling Plants), as well as attaining technical and managerial skills that he looks forward to sharing with his team at Al Maha Modular. The different areas of expertise Eng. Adel brings to the table include general management, communication skills, talent management, resources management, company strategic and business plans, company P&L, cash flow, projects management, company budgets and cost control, planning, contracts, quality, sales and marketing, and safety.

Eng. Adel's continuous interaction and collaboration with multinational workforces, employees, employers and clients during his decades in the industry have contributed to the development of a keen understanding of human nature, an essential quality in leadership and management. And his adherence to business and personal ethics has been a firm commitment since day one of his career.

Eng. Adel's goals for Al Maha Modular is to build strategies to maintain development, strive for diversity and achieve advancement at both the local and regional levels.

Eng. Adel has been a part of many distinguished construction projects in UAE and GCC such as Etihad Towers, Nation Tower, Doha World Trade Center, Dubai International Airport, The Renaissance Hotel, YAS Island Water Park, UAE Presidential Palace, Dubai Marina Mall and many more.

We welcome Eng. Adel on behalf of Al Maha and the entire Trojan Holding family.



GM, Eng. Adel Tariq Jabal

Appreciation Expressed by Musanada



Trojan General Contracting LLC was recently honored with a letter of appreciation from their client, Musanada, upon the completion of the Al Samha project, in Abu Dhabi.

The development, which consists of 250 Emirati-inspired villas, was implemented in cooperation with Abu Dhabi Municipality and Abu Dhabi General Services Company (Musanada). The project works handled by Trojan General Contracting LLC included the implementation of main and secondary roads, in addition to the construction and installation of networks for the drinking water system, rainwater drainage, sewage, firefighting, power cables, power stations, and the work of the Communications and Information Technology Commission, among others.

The letter of appreciation, sent on behalf of Musanada's senior management team, lauded the contributions and efforts of the Trojan team, specifically in overcoming all challenges, in addition to expressing appreciation for the project's success in terms of safety, quality and final delivery.

For us at Trojan, this is a testament of our commitment to excellence and quality, and confirmation that we always deliver on our promises.

UAE Flag Day: A Socially Distanced Celebration

Flag Day is special to all of us at Trojan, as it is for the entire nation. However, in light of the current COVID-19 situation, 2020's ceremony was held on Tuesday, November 3rd, from 10:45 AM to 11:00 AM, in the presence of a small gathering of staff that included Trojan's Managing Director, Eng. Hamad Al Ameri, and key members from management. Safety protocols were naturally in place the entire time, with face masks worn and two-meter social distancing practiced throughout.

Employees were kindly asked to remain in their offices indoors, and we highly appreciated their cooperation in these unprecedented times. Everyone did get a tasty break though, with a large cake cut and distributed amongst employees to mark this national occasion.



Trojan Holding



HiTech Concrete Products



Phoenix Timber



Ream Emirates Aluminum



Reem Readymix

Commemoration Day: In Memory of Their Ultimate Sacrifice



Commemoration Day is an occasion during which we recognize the sacrifices and dedication of this great nation's martyrs. In light of the current COVID-19 situation, UAE Commemoration Day was observed on Monday, November 30th, from 11:15 AM to 11:35 AM, in the presence of Trojan's Managing Director, Eng. Hamad Al Ameri, and key members of management. We kindly requested all other employees to remain indoors in their offices and observe COVID-19 safety regulations.



UAE National Day: United in Health

It's been a tough year for most, but throughout, the unity shown by Trojan employees and everyone else in our great nation has been an inspiration. Given the unfortunate COVID-19 situation, and as per government rules, we continued to showcase this unity by not holding a National Day gathering in 2020, for the sake of everyone's health and well-being. Although National Day brings us great pride and joy and stands as a day for coming together, we will do so in the coming years as we had always done before. But for this occasion, all employees remained indoors in their offices, and to mark the event, they were given accessories (pin and UAE flag) and a box of chocolates.

TEN TIPS TO A BETTER YOU

It's been a tough year for many worldwide. As we close the 2020 chapter, let's start the new year with a promise to self improve. Personal growth helps us meet challenges and overcome whatever life can throw at us (and after the past year, we now know the unprecedented can happen when we least expect it).

To help you out, we've put together our top ten self-improvement tips. Practice as many as you can, and say hello to the new and better you!

2021
..... NEW CHAPTER

01 Read read read

Most of the wisdom in this world is found between two covers, and the most accomplished out there will tell you that reading is one of the best ways of gaining wisdom. So pick up that book you put aside months ago and try again, or go hunting at the many bookstores out there for some new reading material.



02

Learn a new skill — or update your own

When you learn how to do something new, your brain thrives. And it can be anything — a new language, a new hobby, or even honing the skills you already have. Commit and you'll benefit from an expanded skill set, or can excel at something you already do well.



03

Maintain an exercise routine

Exercise releases endorphins, which make us happier and calmer. You also get in better shape, and who wouldn't want that?

Most importantly, a jog every couple of days or an exercise routine can help you become challenge-ready in other aspects of your life.



04

Leave your comfort zone

Do something that scares you. Or something you've kept putting off. Staying in the comfort zone can make stunt our personal growth, so shake things up by doing something different — it's the best way to learn how to face new circumstances when they arise.



05

Find a mentor

Learn from people who inspire you. See if they can mentor you, help you advance, learn, improve. They're the people who have seen it all and prevailed. Learning from them gives you a preemptive edge, enabling you to deal with things before they become an issue.



06

Learn chess

An amazing thing happens when you play strategy games such as chess; as you have fun, you also learn how to foresee events and you sharpen your analytical skills. Strategy games also help you identify many variable outcomes that you can prepare for.



07

Be kind

You can never show enough kindness. Truth is, we can all do with a bit more kindness in our lives. Being kind also enhances other great qualities like love, patience, and compassion.

The best part about being kind to others is that you'll notice it makes you feel a whole lot better too.



08

Take action

Want to learn and improve? Take action. Sure, we've had a lot of time to sit on the couch this year. But that's no excuse; stop procrastinating and get it done. You'll feel a sense of accomplishment, and it makes the next time you need to act much easier.



09

Admit to your flaws

We all have flaws. Acknowledging and addressing them can set you apart from others. Knowing your negative traits and doing something about them can teach you impartiality and aligns your sense of what's just, which are things we can all benefit from in our daily lives.

10

Take a break

Yes, you read that right. Sometimes, it's important to just do nothing at all. Shutting your mind off, or relaxing after a hard day at work isn't a waste of your time, it's actually a crucial way to rejuvenate and revive your senses. Taking a break helps you prepare for another new day of challenges. Plus, you deserve it, so enjoy!





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