



ITQAN NEWSLETTER

2017 | ISSUE NO. 11

COMMUNITY IMPACT

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Launch of
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CONTACT DETAILS

YUSUF BIN AHMED KANOO W.L.L
P.O Box: 45, Manama
Kingdom of Bahrain

Kanoo Tower
Rd 1703, Blk 317, Diplomatic Area
Kingdom of Bahrain

Phone: +973 1722 0220
Fax: +973 1722 9122
Web: www.kanoo.com



CEO'S MESSAGE

Dear Colleagues,

When we first started our Vision 2020 journey, there were expected concerns, however, I can pleased to report that we have now reached a point where we have more than just accepted the idea of change – we are all endorsing it as a team and have become the drivers of that change in all corners of the organisation. The changes happening are tangible, and are gaining traction. Let us ensure that we do not let our foot off the pedal as we come into the final mile at the year's end. Keep your eye on results and concrete delivery on your goals. As British novelist Michael Korda says, "One way to keep momentum going is to have constantly greater goals."

As we move into the final quarter of 2017, I am pleased to see so much progress in the journey we started at the beginning of the year. Sales across the company have been going up and we are successfully beginning to reposition the organisation for a rebound with maximum impact. We have landed major strategic contracts with blue chip companies. To this end, we have also

appointed key account managers in Saudi, tightening our net on the market as they begin to filter and identify key areas for us to utilise or expand into. I urge you to stay focused on growing the business and to prepare a healthy backlog for next year, guaranteeing that we are constantly mobile and are not slowed by hurdles.

Vision 2020 is not only about the bottom line, but also about enhancing the lives of the people behind it. To that end, we have been working hard behind the scenes on the harmonisation of the benefits across the Group, such as leave days and health insurance. I hope to make the full announcement soon, but this shows the strength with which we're pushing forward as One Kanoo. We are now closing in to our first full year with Vision 2020, and I am excited to see the Transformation Plan shaping up, including digitisation of the business.

Here at corporate headquarters, we will be celebrating one year since our move to Kanoo Tower in the Diplomatic Area in November. We have also welcomed a new EGM, Fergus Burke, taking charge of the Industrial and Energy Business Group. Christian Peter has been promoted to EGM of Kanoo Real Estate, ensuring we maximise our in-competitive advantage and reward in-house talent. With this momentum working in our favour we have to continue to strive harder and look towards the future we want to achieve.

Finally, we have our second company-wide Roadshow at the end of November and I look forward to seeing more of you in person to discuss future plans and get feedback on your first-hand experience on how the company has been changing.

Yours Sincerely,

Dr Patrick Chenel
Group Chief Executive Officer

EDITORIAL TEAM

Editor-in-Chief:
Hussain Rasool

Editor:
Laala Kashef Alghata

Proofreader:
Andrew Rodrigues

Creative Director:
Manayel Al Ameer

A SHARED SERVICES FUTURE

The adoption of a shared services model has become a popular solution with companies around the globe seeking to cut operating costs whilst simultaneously improving core service delivery. YBA Kanoo aims to establish a Shared Services Centre (SSC) under our Vision 2020.



Mr De'Ath during the keynote speech

Group Human Resources and Administration Manager Christopher De'Ath gave a keynote speech at the 5th Shared Services and Outsourcing Week Middle East in Amwaj Islands in early September, which highlighted that 80% of Fortune 500 companies have adapted a shared services model.

Mr De'Ath spoke about "Vision 2020 & The Kanoo Shared Services Journey" and how the establishment of a Shared Services aims at improving efficiency and optimising the cost of the support functions at YBA Kanoo.



Shared Services Manager Alan Phin and Group IT Manager Jameel Al Sharaf

KANOO TRAVEL HOSTS SALES & CRM WORKSHOP



Employees during the workshop

Kanoo Travel recently hosted the Sales and CRM Workshop in Dubai. The event was attended by all Kanoo Travel Sales and CRM teams from Saudi Arabia, Bahrain, Qatar, UAE and Oman.

The Group Chief Commercial Officer William Dennison was present along with Travel Executive General Manager Praveen Gandhi.

OBSERVATIONS FROM MY FIRST 100 DAYS

By William Dennison, Chief Commercial Officer

When asked to write an article for the newsletter, I mentally wrestled with various ideas on how to pen an article that was both compelling and thought provoking. Having read the 100-day report of a certain new president, I thought imitation could be an interesting parallel – however, I realised that my first 100 days have been somewhat less momentous, so I thought I could focus on some key observations.

Despite being creative in nature, I am also a strong believer in structure and process. I assembled a balanced scorecard for myself with a clear vision of what I wished to achieve. The scorecard was based on one of the habits listed in *Seven Habits of Highly Effective People* by Stephen R. Covey. If you haven't read the book, I would encourage you to. Habit number five is listed as 'first seek to understand, before you seek to be understood', the criteria being set around ethos, pathos, logos.

So, I set about to understand the full scope of YBA Kanoo's structure and offering. I was initially in awe of the scale of the business and the reputation in the market place. But as my learning continued, I also came to realise that although we had grown into this prestigious business, we had more scope in unlocking further potential and modernisation of the sales force, to become a truly world-class, tour de force.

Progressing further, I was impressed by the way the transformation plan had been disseminated though the organisation, but was keen to learn whether the change had been truly embraced, or was there (and expected) inherent resistance to change. Having come from a background of Six Sigma (a disciplined, data-driven approach and methodology for eliminating defects) and continual change, my curiosity was piqued.

Accompanying the 2020 transformation pictograms, I was also curious on the single word pictures displayed simply stating ITQAN, and how it related into the transformation plan. I set about researching what ITQAN meant and how it translated for my understanding, as initially I thought it looked visually like the English phrase 'I can'.



What I found truly amazed me. The closest English translation is "to arrange and dispose of things in a scientific and artistic way in order to obtain the most perfect result". However, there is more, as ITQAN implies the process itself a state of elegance and beauty and encompasses all fields, missed in the English translation. If there was a precise definition for what we aim to achieve, ITQAN is it.

My further research uncovered more details of ITQAN and was intrigued to find that we can draw strong parallels with problem solving techniques found in modern Western texts of Kaizan, Six Sigma, and Root Cause Analysis, which I am very familiar with.

In summary, ITQAN for me now has a relevance and a meaning that needs to be continually embraced and applied into my daily life. ITQAN does not mean 'I CAN', but I will ITQAN.

IMPACT INVESTING: A MARKET ON THE RISE

The term 'impact investing' was originally coined by the Rockefeller Foundation in 2007 to define investments made with the "intention to generate a beneficial social or environmental impact alongside financial return".

The Global Sustainable Investment Alliance reports the Impact Investment market to have grown 135% in the past four years.

Key drivers of this growth include the growing market power of both women and millennials, broadly meaning those born in the twenty years before the year 2000. This new generation of investors are increasingly looking to invest in organisations that contribute to the greater good. In a World Economic Forum (WEF) study, 5,000 millennials surveyed in 18 different countries indicated the top priority for any business should be to "improve society".

Another key driver is a shift in government policies towards sustainability. International agencies are increasingly focusing on environmental performance, coordinating summit meetings leading to agreements such as the Paris Agreement - a global agreement on the reduction of climate change.

But the key factor driving financial powerhouse entrants like BlackRock, JP Morgan and Goldman Sachs into this industry is that they can capitalise on the growing market without sacrificing their financial returns. BlackRock compares their traditional MSCI ACWI Index Fund with a return of 6.91% to its sustainable counterpart with a return of 7.24%. Impact Investing is financially viable.

The Global Impact Investing Network (GIIN) report shows that little attention has been paid to this part of the world thus far, with only 3% of the total assets under management in the industry being invested into the MENA region.

However, the alignment in philosophies and methodology between Islamic Finance and Impact Investing suggests a promising avenue for the latter in the GCC region.

Islamic Finance and Impact Investing are complementary. Both combine moral criteria and investment philosophies. On a broader level, both understand the relationship between capital and the wider society and recognise how this relationship can enhance wellbeing.

Islamic Finance already focuses on negative screening. That is, assets are 'screened' and eliminated from the pool of potential investments if they possess certain attributes. Thus for firms already engaging in Shari'ah compliant investments, a simple tweak of methodology is all that is needed.

To encourage the beginning of growth in this industry, the Islamic Development Bank launched a Global Islamic Finance and Impact Investing Platform (GIFIIP) in 2016 as a partnership with the United Nation Development Program (UNDP). This is seen as a major enabler in achieving the Sustainable Development Goals agreed to by 193 Member States of the United Nations in 2015. These goals expand the Millennium Development Goals into new areas including energy, climate change and the relationship between peace and development.

The platform is intended to serve as a knowledge hub, a forum and a marketplace to connect Islamic financiers with impact investors and impact enterprises. It could be the small shift the region needs to tap into the growing global market of Impact Investing.

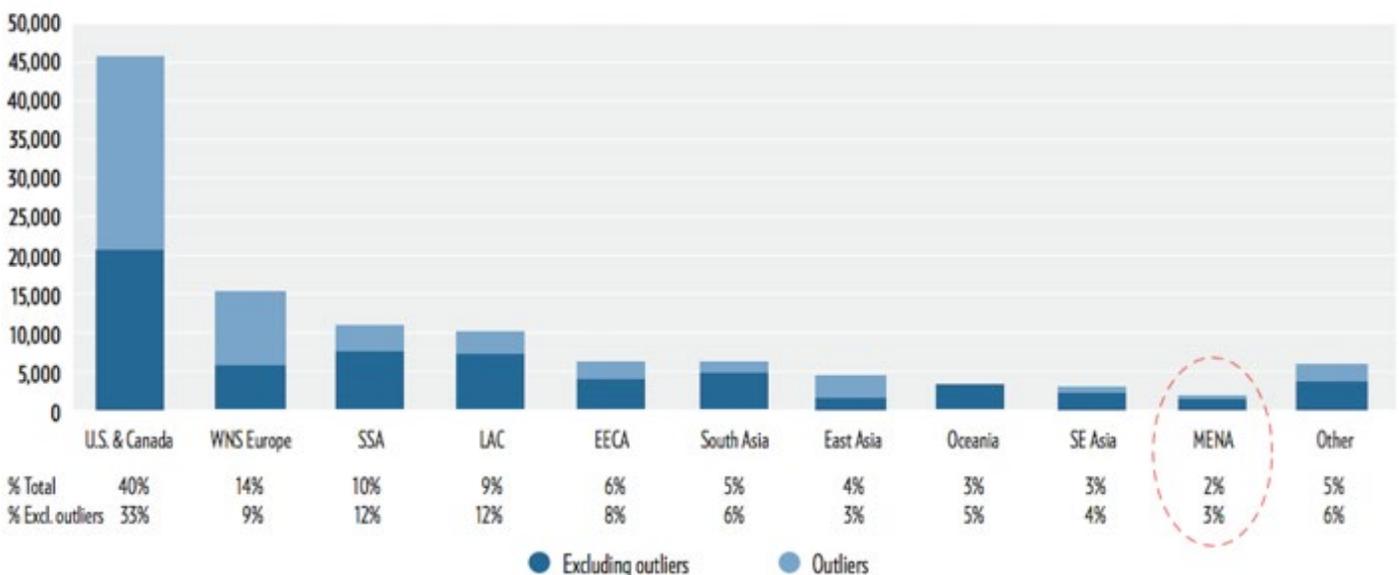
Contribution by:

Natalie Beckett

Intern Analyst, Kanoo Capital
PPE Candidate, Oxford 2017

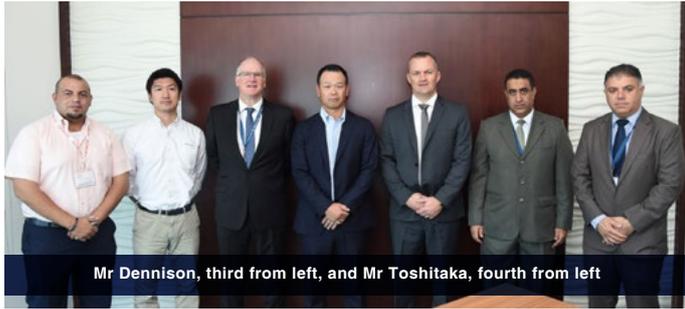
Figure 23: AUM by geography

Full sample: n = 208; AUM = USD 113.7 billion
Excluding outliers: n = 203; AUM = USD 63.9 billion



Note: Respondents that allocated to 'other' geographies primarily described investments with a global focus and/or cash holdings.
Source: GIIN

HITACHI PRESIDENT VISIT FOR KANOO MACHINERY



Mr Dennison, third from left, and Mr Toshitaka, fourth from left

Hitachi President Uchida Toshitaka visited Kanoo Machinery in September to extend his support along with Sales Engineer Mahmoud Said Soliman and Sales Manager Wada Takurou.

YBA Kanoo Chief Commercial Officer William Dennison met with Mr Toshitaka during his visit and discussed issues related to strengthening co-operation. Kanoo Machinery General Manager David Atkinson, Kanoo Commercial Centre General Manager Mohamed Hasan Al Tarrah and Kanoo Machinery Manager Osama Al Mahroos were also present.

Mr Toshitaka lauded Kanoo Machinery for outstanding achievement in sales of Hitachi Machines in Bahrain in the year 2017.

HYSTER-YALE VISIT TO BAHRAIN

A productive meeting strengthening the relationship between YBA Kanoo and Hyster-Yale was held at Kanoo Tower Bahrain in August.

Group CEO Patrick Chenel and CCO William Dennison met with the Hyster-Yale delegation, including Global President and CEO Colin Wilson; Europe, Middle East and Africa Senior Vice President and Managing Director Harry Sands and Sales Vice President Ian Melhuish.

Despite economic challenges, YBA Kanoo and Hyster believe that it was a meeting of the minds, and will enhance the relationship and strengthen co-operation.



PIPCO ACHIEVES CRUCIAL MILESTONES

Joint Venture (JV) Power & Integrated Projects Company (PIPCO) is undergoing a power plant construction project in Rabigh, with a projected total plant capacity of 120MW by the project's completion.

The requirements are to install six MAN 18V48/60TS engines, generating sets each capable of producing 20MW power. The current project is limited to civil and installation work associated with the installation of two 20MW engines.

PIPCO's responsibility under the project includes the civil work, steel structure, electrical works and mechanical works that need to be carried according to MAN Diesel, Turbo Germany QA/QC and HSE procedure and standards.

The project work started with civil foundation excavation at green field site provided by the customer and six fuel tanks have so far been fabricated and installed, with contribution from Kanoo Engineering Dubai.



Over 150 direct and subcontracted staff have been taking part in the project and 70 per cent of work has been completed. The project is handled by PIPCO Engineering Manager Ellias Peeran, with on-site support of Project Manager Azad Khan.

ACTIVATED CARBON

The chemicals division of Kanoo Oil & Gas have secured an order from Sadara Chemical Company to supply activated carbon from Calgon Carbon for the isocyanate plant.

Activated carbon is used in a wide variety of applications, including gas processing, catalyst support, environmental air, vent emissions and condensate treatment.

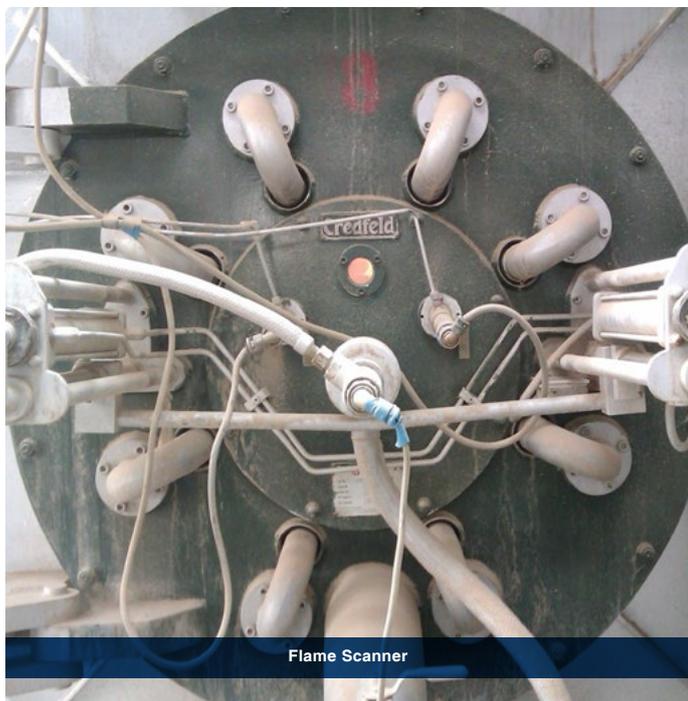
Chemical Sales Manager Nilesh Belsare was instrumental in securing the order, which is the first for activated carbon this year.

SUPPLYING IGNITOR & FLAME SCANNER

Kanoo Oil & Gas division has completed a lump sum turn key (LSTK) project including supply, installation and commissioning of four boiler burner ignitors and eight flame scanners at Aramco Abqaiq South Utility Plant.

Services of a third party contractor were utilised for engineering and installing site works, with supervisory services by OEM Engineers from John Zink Hamworthy.

Due to the success of the first boiler, which was provided on a trial basis, Kanoo Oil & Gas is working with Aramco to extend the work to cover an additional three boilers.



Flame Scanner

CONTRACT FOR V-CONE FLOWMETERS

A contract to supply and supervise the installation of 36 pressure-based metres was awarded to Kanoo Oil & Gas.

The division will install 24-inch V-Cone Flow metres and installed in the Booster Gas Compression Stations of Aramco's Master Gas System Expansion Project being executive by Sepco.

Kanoo Oil & Gas are grateful to the partners and contractors that helped land the contract.

SUPPLYING ODOUR CONTROL SYSTEMS

A contract for design, supply and instrumentation and control (I&C) supervision of odour control systems was awarded to Kanoo Oil & Gas.

The contract, with local engineering, procurement and construction (EPC), Saudi Services for Electromechanical Works (SSEM), ensures services for Aramco's Sewage Treatment Plant in the Jizan Economic City Project.

The equipment design comes from Belgian company Amtrad Environmental, while the activated carbon comes from American company Calgon Carbon.

Kanoo Oil & Gas will source vessels, scrubbers, blowers, polishing filters and other system accessories locally and assemble them at the site under original equipment manufacturer (OEM) process and Kanoo Oil & Gas supervision.

The five different systems being supplied will handle a fluid flow rate ranging from 12,000 to 80,000 metric cubes per hour.

Kanoo Oil & Gas' environmental team of Shams Parwez, Syed Sohail and Fadhel Al-Sabi are at the centre of operations on this project.



تحقيق التميز
بشكل دائم و مستمر

DELIVERING SUSTAINABLE
EXCELLENCE

JOINT ALLIANCE BETWEEN GULF HOTELS GROUP AND KANOO TRAVEL

one of our longstanding business partners,” said Gulf Hotels Group chief executive Garfield Jones.

“The agreement represents a fantastic opportunity for Gulf Hotels Group to further increase its penetration into the KSA and GCC markets, whilst at the same time, targeting inbound business from the sub-continent from Kanoo Travel’s extensive Indian network.

“The current business climate for hotels in Bahrain is extremely difficult so the importance of tapping into new markets cannot be under estimated. Kanoo Travel has an enviable network of travel partners and considerable resources and expertise in packaging travel and tour business.

“That, combined with Gulf Hotels Group’s commitment to delivering the best hospitality services will enable us to build some exciting and great value for money travel and accommodation packages.”

Bahrain’s leading hospitality service provider, The Gulf Hotels Group, and renowned travel and tour operator Kanoo Travel have signed a strategic alliance.

The Gulf Hotels group owns the five-star Gulf Hotel Bahrain Convention and Spa, the Crowne Plaza Hotel, and operates the K Hotel in Juffair, Asdal Gulf Inn in Seef and Gulf Suites Hotel in Amwaj. The liaison between two heavyweights in Bahrain’s travel and hospitality industry aims to further expand tourism in Bahrain from the Saudi Arabia, GCC and Indian markets.

“We are excited by this joint collaboration with The Gulf Hotels Group and our key aim will be to drive inbound leisure business through innovative marketing campaigns to our worldwide network,” said Kanoo Travel Executive General Manager Praveen Gandhi.

YBA Kanoo Group’s involvement in the travel industry goes back to 1937 when the company provided refuelling facilities in Bahrain for Imperial Airways seaplanes in route to India and Australia. In 1947 Kanoo Travel became the first IATA agency in the Gulf and today, Kanoo Travel is the largest travel company in the Middle East.

“Our relationship with Kanoo Travel dates back to 1969 when the Gulf Hotel first opened for business so it was only logical that we should develop this alliance with



From left, Mr Jones and Mr Gandhi

GLOBETROTTERS



Starting with this issue, we are introducing a new travel destination every quarter in collaboration with Kanoo Travel. YBA Kanoo employees, family and friends will be able to use the exclusive travel offer for different destinations.

Our first destination is Turkey, a three-day getaway that includes flights, a five-star hotel and a full day tour. We invite you to both use the offer yourself, as well as share it with family and friends who could benefit from this exclusive package.

We hope to be able to inspire you to travel to destinations at excellent prices and would love to hear back from travel enthusiasts, with high-resolution images, so that we can share it with the rest of the company.

This article on Istanbul is by Laala Kashef Alghata, Senior Digital & Internal Communications Specialist.



I went to Istanbul in October, and found the weather perfect – there was a chill in the air, but all you needed was a light jacket. The sun was still out most of the time, and walking by the Bosphorus watching the locals play games on the corniche was incredibly relaxing. There were blown-up balloons that children and teenagers could use BB guns to pop, there was plenty of food, skateboarding, and fishing. I began to enjoy my moments by the river, bringing along a book or chatting to my best friend, who I was travelling with.

It was my first visit to Istanbul, a city I'd been wanting to explore and had heard a lot about. Growing up in Bahrain, we're surrounded by elements of Turkish food, but one of my main goals for the trip was to explore Iskandar Kebab in Turkey itself, try Turkish Delight to see if I could change my mind and enjoy it, and walk along the spice bazaar to enjoy the smells and colours.

One of the best aspects of Istanbul is, like most cities with history, the depth of character that runs through its everyday life and the culture that still exists on every street corner.



It became habit to pick up cups of milk on street corners to stay warm, eat freshly roasted chestnuts and spend hours in tea houses drinking the different variety of teas available. My personal favourite was apple tea, a sweet concoction that was immensely soothing and suited the time of year perfectly.

The Hagia Sophia, a UNESCO World Heritage Site, is a particularly worthwhile visit to see the different layers of history. Now a museum, it was originally a Greek Orthodox Christian patriarchal basilica and the Roman Empire’s first Christian Cathedral, constructed in 537AD. In 1453, it was turned into a mosque and remained a mosque until 1931. These different aspects to the site’s history makes it a beautiful place to visit, as it combines

Christian and Islamic elements, architecture, calligraphy and art. The ceiling art is particularly wonderful, and well worth the crick in the neck from looking up.

The Blue Mosque (Sultan Ahmed Mosque), on the other hand, is still a functioning mosque, having been built between 1609 to 1616 under the rule of Sultan Ahmed I. It also contains Ahmed’s tomb, a madrasah and a hospice. The hand-painted titles that adorn the mosque ensure a jaw-dropping experience as you walk in, and at night it is bathed in blue lights. The first time I walked in, I wasn’t sure if I wanted to leave the courtyard, and I was lucky enough to watch a crescent moon emerge above the five main domes. I prayed both the mugraib and asha prayers in the mosque, and the spectacular lighting inside made it a magical experience.

All in all, Istanbul is a popular destination for a reason, and with a flight just over four hours away, it’s an easy trip to do for a few days. Whether it’s your first time or if you’ve been before, I’m sure there’s always going to be something new to discover in this gorgeous city.

The exclusive offer for Kanoo employees, family and friends, starts from BD268, and includes a three-day stay with breakfast at the five-star Hagia Sophia Old City Hotel, a full day Istanbul tour including Bosphorus cruise, Blue Mosque, Topkapi Palace and Princess Island Tour and return airport transfers on private transport basis. The offer will run until the end of November. To book, call +97317578200 or +966114720500 and quote “ITQAN Travel Offer”.

Exclusive Offer for Kanoo Employees, Family & Friends



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per person *

Bosphorus cruise, Blue Mosque,
Topkapi Palace and Princess Island

TURKEY

3

NIGHTS

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BUSINESS CLASS TRAVEL TO MANILA

Starting October 16, Philippine Airlines has announced that it will operate non-stop business class seats to Manila.

Philippine Airlines has been successfully operating direct flights to Manila since March 2017, and the latest addition of business class will provide passengers with extra comfort and luxury.



GO FISHING IN KHOBAR

YBA Kanoo staff are at the heart of everything the company does and achieves. To highlight this and help build bridges between staff based at different countries and cities, we are showcasing staff experience in different cities and encourage staff to send articles on their favourite pastimes in their local community. Kanoo's wide geographical reach means that each city or town has its unique aspects.

This fishing feature is by Rondell C. Robles, Travel Consultant in Kanoo Travel

If you enjoy fishing or angling, Al Khobar is the right place to be. Located in Saudi Arabia's Eastern Province, the area's rich history has contributed to the amazing diversity and abundance of marine life present in this prime fishing spot.

For solo fishing, you may pick your own spot along the corniche where you can join dozens of angling hobbyists such as yourself while enjoying the warm salty breeze. However, if you are the more adventurous type and prefer deep sea fishing, you could charter a boat with friends. It is more expensive, but dividing the payment among the group would make it feasible.

A good beginner's fishing equipment will cost around 200 Saudi Riyals in stores around the area, specifically the fishing market. If you are an advanced angler, you may opt to upgrade your current equipment with a better rod or hook. The stores also sell ready-made baits if you want to start fishing immediately.

SRI LANKAN AIRLINES LAUNCHES MORE JEDDAH FLIGHTS

Sri Lankan Airlines has launched four flights a week to Coimbatore in India, making it the 41st destination for the airline and the biggest number of destination achieved in Sri Lankan aviation history.

In addition, the recently launched routes to Hyderabad, Visakhapatnam and now to Coimbatore, together with seasonal flights to Bodh Gaya and Varanasi, Sri Lankan Airlines shall soon be operating 126 scheduled flights a week to 14 destinations across India – serving more Indian destinations than any other international airline in the world.

Sri Lankan Airlines operates daily direct flights from Jeddah, Riyadh and Dammam to Colombo with convenient connections to other Asian destinations.



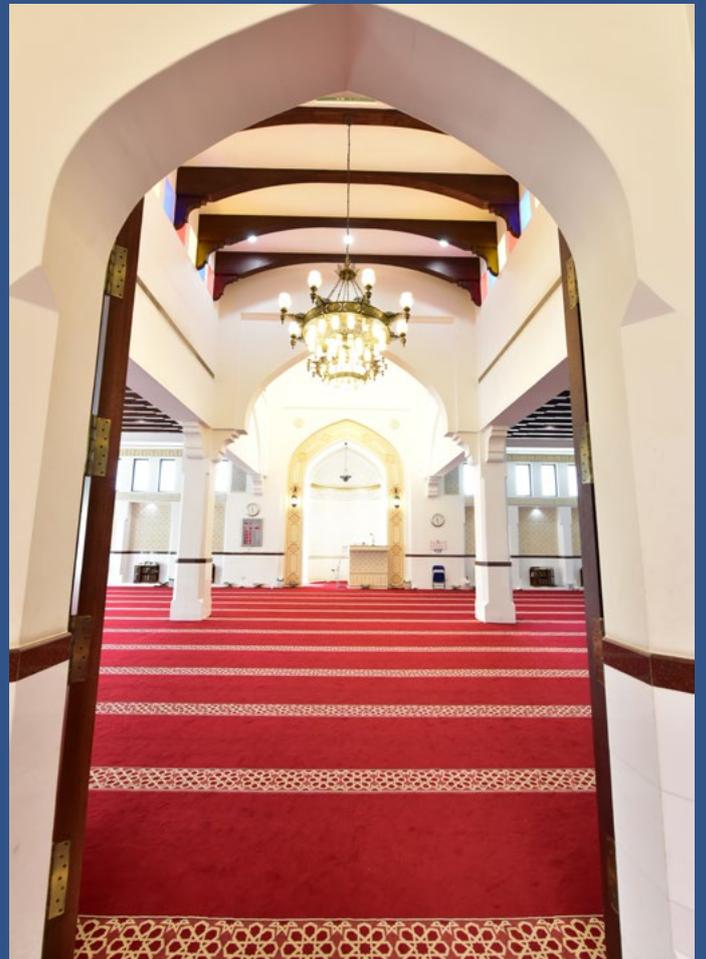
The most popular fishing grounds are in Half Moon Bay or at Sunset Beach and Aziziyah. So settled down when you have chosen a spot and you will surely enjoy this leisure activity while basking in the beautiful sunset. While you're waiting for your first catch to bite your bait, you will gain new friends in the people that are fishing alongside you.



COMMUNITY IMPACT

Throughout the region, YBA Kanoo has been involved in hundreds of initiatives and CSR projects aimed at benefiting local communities. In this section, we'd like to explore some of these to highlight the importance of giving back locally and caring about our impact. Among these are mosques that have been built for specific purposes or in areas that needed them, in line with the company's core Islamic values. These values nurture human dignity, promote creativity, individual rights and contribute to the welfare of those in need.

The Jassim Mohammed Kanoo Mosque was opened in 2000 at the Manama Cemetery grounds. It also holds a space for the burial rituals. It has a hall which is used for religious and community events, funerals and hosting *iftar* during Ramadan. Educational lectures for expatriates in Bahrain are also regularly hosted at the mosque.





Mr Bucheery, sixth from right, and Mr Sabh, fourth from right beneficiaries

"Cool Your Summer"

Yusuf bin Ahmed Kanoo distributed 50 air conditioning units to people in need in Bahrain after announcing our "Cool Your Summer" Project to coincide with Eid Al Adha.

As a result of requests received by the Charity Committee, the campaign was put together to help alleviate the summer heat. It aimed to help Bahrainis struggling in

high temperatures have a permanent solution to their discomfort.

Family Council Chairman Nabeel Kanoo stressed the importance of the company's responsibility towards society, especially in issues of humanitarian or social aspects.

Kanoo Foundation Manager Abdulrahman Bucheery and Public Relations Manager Hakem Awad Sabh handed over the units to beneficiaries, who thanked the Kanoo family for their generosity.

In accordance to Vision 2020, the IT Department is consolidating the IT Helpdesk operations to work seamlessly and with ease for all users through a central contact point either through a phone call or email. The new approach will help streamline all requests and will ensure there is a measurable response rate that will eventually serve all offices.



For all your IT needs,
 please contact the HelpDesk on
 ext. 1441 | 17 220 441 | helpdesk@kanoo.com

The below service catalogue showcases the current services covered by the IT Helpdesk

Access Management User Management	
Access Management User Management	Create Change / Amend Password Reset Delete
Website Access	Allow / Deny
Mailbox Management	Create / Share / Group Membership / Mail Forward Delete
Corporate Wi-Fi	Guest Login Creation (1st Opt:1616 / 2nd Opt:1441) Extended Guest Login Creation
Remote Access	Kanoo Connect Portal
Business Applications User Account & Privilege	Create Change / Amend Password Reset Delete

Infrastructure	
Network	LAN (LAN Issues) WAN (WAN Issues) Internet (Internet Service Issues) Connectivity Issues
Wireless Access (Corporate Wi-Fi Access to Staff Mob. / Guest Access)	New / Change / Removal of Wireless Wireless Service Issue
Security	Security Incident Reporting Spam Mail Reporting
Branch Office Infrastructure	

End User Support	
Hardware	Computers Printers Laptops Scanners Peripherals Procurement <i>(provide quotation to user & follow up with supplier)</i> Disposal Relocation <i>(disconnection & reconnection)</i> Training / Meeting Set Up
Software	Ms Office & Office 365 Emails Non Kanoo Mails Email Security (Anti Spam) Operating System Desktop Anti-virus & Anti-malware Business Mobile Apps Third Party Web Applications VPN Clients Skype for Business File Transfer Software Updates / Upgrades Special Purpose Software Procurement <i>(provide quotation to user & follow up with supplier)</i> Back Up Support & Restoration
Business Applications	Industrial & Energy - Symphony Shipping - Solverminds, PAS, VDS, Shipping (Legacy) Travel - TABS HR - Gem Payroll, Menaltech Logistics - JPIS, Warehouse, CargoWise, Motor Sport Property - Labour, Material, Maintenance, Property Invoicing System Finance - Gemfin, Wallet, Fixed Assets, Telephone Billing, Contract Services Finance / SR. Management - MIS / BI

IT HELPDESK LAUNCH

IT HELPDESK is here – and it aims to streamline the all your IT issues, process and resolve them quicker than ever before. Head of Group IT Jameel Al Sharaf said the new process, which has employees calling the helpdesk on extension 1441, 17220441 or emailing helpdesk@kanoo.com, will eradicate the need to contact a single individual in IT.

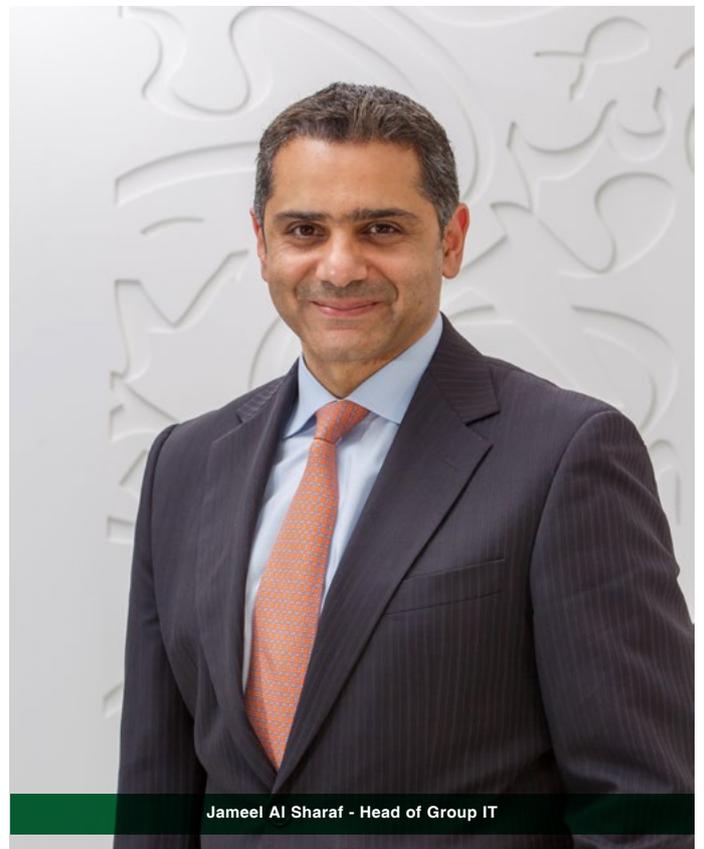
“At the moment, what’s happening is that employees call a specific person they know in IT,” Mr Al Sharaf said.

“I personally get a lot of calls regarding not being able to access emails, or a mouse not working. The reason for that is that we don’t have a centralised, manned number or email that can make it easier for people to get support from us.

“It’s a little unsatisfactory for end-user satisfaction, it’s not professional, and creates a lot of issues. Thus, we’re trying to ensure we get good levels of satisfaction through our helpdesk team, Anita, Jihad and Durra.”

The IT Helpdesk will co-ordinate with the support staff to ensure that all employees have their problems handled quickly and efficiently. The team will respond to the query, whether by phone or email, and direct the issue to the relevant person. This also ensures that the helpdesk will be able to standardise issues, which will also cut down on resolution time.

Employees should supply “as much information as



Jameel Al Sharaf - Head of Group IT

possible” on the issue at hand, including screenshots if possible, Mr Al Sharaf said.

“We’d like people to share as much information with us as possible for their issues, the problem, any screenshots you have, telling us if a specific error popping up, how frequent the issue is,” he said.

“The helpdesk has a matrix of all the services against who should attend to them – for instance, an issue with Outlook, and will route the call. As a customer of ours, you don’t need to know this – you need to know that you have a problem and that it’s solved.

“In theory, the helpdesk team should be chasing up the support team on your behalf, and should call you back and update you. If you call us for an update, that means we’ve failed, or we’ve not achieved what we want. Of course, we’re just starting this, so it’ll take us a few weeks to get to grips with it.”

He added that response time aims to be quick, within 10 minutes, while resolution time could vary depending on the severity of the issue. Response and resolution times are the two main points the team will be evaluated on, with a goal of 5 to 10 minutes’ response time.

“A response time means that you’ve been contacted and that your case is being addressed,” he said.

“That might not mean it has been resolved – some really complex problems could take a few days, if we need to update something, whereas some problems may take five minutes. I don’t want to have employees wasting their time having to chase up issues, when I want them to focus on their work.

“This technology is extensive, top of the range and really represents the company and history of YBA Kanoo, but a small issue could completely undermine what we’ve done, so it’s in our interest to really increase the end-user satisfaction.”

For all your IT needs



Please contact the HelpDesk on

ext.1441

or

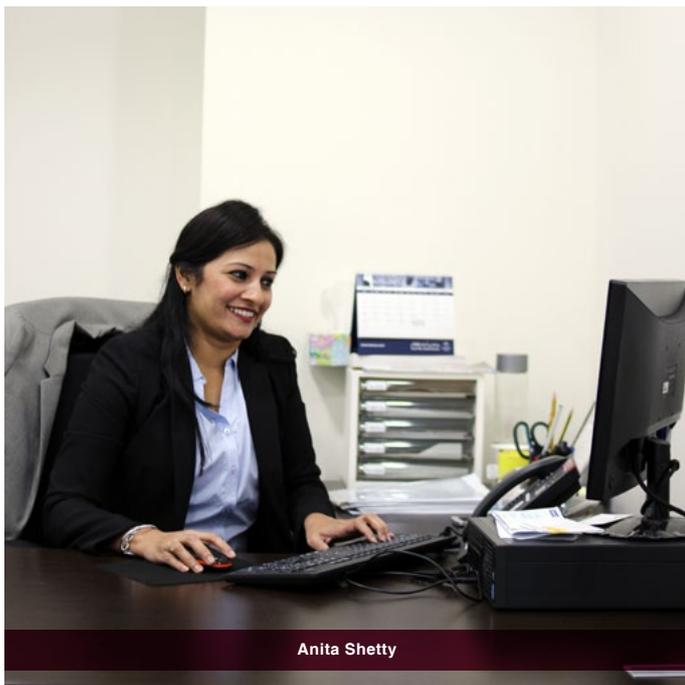
17 220 441

or

helpdesk@kanoo.com



Meet the staff behind the IT Helpdesk helping troubleshoot your needs. Anita Shetty, Jihad Mohammed Saleh and Durrah Mansoor are all Information Technology Infrastructure Library (ITIL) Certified and are just a call or email away on 1441 or helpdesk@kanoo.com. The team is excited to be able to provide this new service to the company, and believe that it was be an “absolute success”.



Anita Shetty, married with two children, 10 years with Kanoo

“The field we’re working in by its nature means that there will be staff out attending calls, so sometimes there’s no one to answer calls when someone has an issue,” Ms Shetty said.

“For me, my strong point is strong communications skills, which is required when you have to communicate with the end user. Over time, things that are not technical will be done at our end, so I think I was chosen for this reason.

“We haven’t increased the support team, we’re here as mediators and to divert the problems to the right people. There will be an initial hitch, but over time things will fall into place.

“I think it’s going to be 100 per cent success. IT is the first step, but this will expand eventually into Shared Services, so this gives employees a chance as well to understand what we’re doing in the future.”

Jihad Mohammed Saleh, married with four children, 7 years with Kanoo

“I’ve got prior experience in working with the IT helpdesk issues, but having all of our systems be brought together ensures a smooth operation,” Ms Saleh said.

“The system generates statistics that we can all easily access, and that means we will stay on top form when it comes to measurable results.

“It also ensures that repeat issues are easily solved, as once it’s been reported once, we would send the same individual to deal with the problem if it emerges with another employee.”





Durrah Mansoor, married with four children, 18 years with Kanoo

“When it was first suggested that we have an IT Helpdesk, I think I was chosen because I’m a personality that can easily deal with stress,” Ms Mansoor said.

“Dealing with the end-user, in this case Kanoo employees, is very important and when we eventually learn how to help with smaller issues, we can work even faster.

“I’m excited about the helpdesk because despite working in Kanoo for 18 years, I don’t really have a lot of relationships with other employees, so I’m looking forward to meeting more people and solving their problems.

“We’re still at the very beginning, but I’m encouraged by how we’ve started and I think it’s going to be a great help to our IT support staff, and ease things for employees in general.”

TWO-FACTOR AUTHENTICATION EXPLAINED

Over the past few years, global organisations have experienced an increase in cyber security threats. Most of these cyber-attacks involve stolen user IDs and passwords which enable hackers and cyber criminals to gain access to bank accounts and internal networks.

In response to such threats, more and more organisations are introducing an added level of security referred to as “Two-Factor Authentication” or 2FA. Most banks today are also enforcing this feature to gain access to online banking services. Additionally, some customers are forcing their suppliers to enable 2FA to secure the flow of transactions between both parties.

What is two-factor authentication?

2FA provides an extra layer of security that requires not only a password and username to login to an email account, but also a mobile device owned by the user. Whenever a

user logs in from a new device, an SMS or voice call will be received by the user with a random code that needs to be entered on the login screen to gain access.

Is YBA Kanoo enabled for 2FA?

Our Office365 system is configured for 2FA and is now being rolled out to staff. A large number of employees have already had 2FA enabled on their devices. The process takes a few minutes and is simple to follow. While the exercise is being completed, your kind co-operation is appreciated.

What will happen after enabling 2FA?

Every time you login from a new device, you will be requested to enter the random code sent to your mobile phone. In addition, Office365 will also prompt you to enter this code on your main office machine at random periods.

There is no doubt that 2FA will mitigate risks against stolen accounts. However, we urge you to remain vigilant against all types of cyber threats, including downloading unknown attachments and responding to unknown senders.

For further details, please do not hesitate to contact your local IT team.

MENAME TRAINING



Training sessions were held in Kanoo’s Western Province offices by the Human Resources (HR) division to support the implementation of new HR system MenaTech.

Key Kanoo executives went through the training and were made aware of the system, its functions, especially that of MENAME, aspects of which can be used by managers as well as employees.



Ms Hebblethwaite, seated first from right, at her farewell

FAREWELL

A farewell event was held for Jill Hebblethwaite, who worked at Kanoo Travel for 30 years and have retired recently. Jill had been an active member of the Travel team and was admired by all her colleagues for her commitment and elegance.

GOODBYE CHANDAPPA

A farewell event was held at Kanoo Tower for Senior Credit Controller Chandappa Madhava, who retired after working at the company for almost 40 years.



Mr Madhava, first from right, Senior Finance Manager Sivakumar VS, first from right

EMPLOYEES OF THE MONTH



Marwan AlSaedi - June 2017



Shaikh Abdul Aziz Qayyoun - July 2017

Two employee of the month awards were presented in the Western Province division by Ahmed Fawzi Kanoo.

The award for June was won by Marwan AlSaedi in the travel division.

July's award was given to accountant Shaikh Abdul Aziz Qayyoun.

WELCOME ON BOARD

We are pleased to welcome new recruits to the YBA Kanoo family and are confident in their ability to grow and develop both professionally and personally with us.

We hope you look for and discover opportunities to grow and wish you all the best in the organisation.

BAHRAIN

ALI ABDULAZIZ ABDULMALEK
SENIOR INVESTMENT OFFICER
GROUP

ABDUL KARIM NIZAM UDDIN
GARDENER
REAL ESTATE

FERGUS BURKE
EGM
INDUSTRIAL AND ENERGY

LAALA KASHEF ALGHATA
SR DIGITAL & INTL COMM SPEC
GROUP

SALAAR NATIQ SHARIF
CUSTOMER SVC & DOC EXEC
KANOO SHIPPING

KSA

LIJU RAJU
HEAVY DUTY DRIVER
INDUSTRIAL & ENERGY

MOHAMMED ALI MOBASHER
BOARDING REPRESENTATIVE
SHIPPING & LOGISTICS

JASEM AHMED AL SALEM
BOARDING CLERK
SHIPPING & LOGISTICS

HASHIM AL SADAH
BOARDING CLERK
SHIPPING & LOGISTICS

SAUD SALEH BUAINAIN
CUSTOMS BROKER
SHIPPING & LOGISTICS

QASIM IQBAL MIR
CREW CO-ORDINATOR
SHIPPING & LOGISTICS