

AVIATION SOLUTIONS



ABOUT DULSCO



DulSCO is a leader in the provision of Environmental Solutions, People Solutions, and Talent Solutions, that supports growth, bolsters commerce and creates a more sustainable way of life. What began as a simple stevedoring operation on the banks of the Arabian Sea in 1935 has today grown into a multifaceted enterprise serving public and private sectors across the Middle East.

The industries and organisations we partner with are many, but at DulSCO, we have a singular ambition – to power better communities.

In 2022, DulSCO Group acquired Parisima Talent, a strategic talent acquisition business. DulSCO Group continues its expansion in 2023 through its acquisition of Advance Global Recruitment (AGR), specialists in energy recruitment.



Antony Marke
Chief Operating Officer,
DulSCO People

As the Chief Operating Officer of DulSCO People, I am proud to introduce our company's approach to helping businesses achieve their goals through our 360° approach to workforce solutions.

We understand the importance of catering to our clients' needs, not just in terms of the skills and expertise required for the job, but also in terms of their brand, values, and overall vision. That's why we take the time to get to know our clients' businesses inside and out, ensuring that we provide a bespoke solution that is both creative and effective.

We can provide you workforce anywhere in the seven Emirates, and our team of experts caters to multiple industry groups, ranging from Aviation to Oil and Gas, Manufacturing and Logistics, and many more, providing a broad spectrum of services that goes beyond just filling a need. We believe that a great team is the foundation of any successful company, which is why we place a strong emphasis on training and progression for our people. By investing in our team members and bringing them up the value chain, we ensure that our clients receive the highest level of service possible.

At DulSCO People, we pride ourselves on providing competitively priced solutions that deliver results. Whether you need unskilled, skilled or semi- skilled for short term or long term hires to grow your business, we have the expertise and resources to meet your needs.

Thank you for considering DulSCO People as your partner of choice. We look forward to working with you to achieve your business goals.

AVIATION

A breakdown of DulSCO People's contributions to the Aviation industry as a trusted partner of workforce and services from ground level operational support to executive and general support in 12 major airports and air bases across the country.




12
Airports served in the UAE


6,000
Aviation resources deployed


65+
Aviation clients regionally

COMPREHENSIVE STAFFING TRUSTED RESULTS

Our highly trained staff and dedicated teams deliver seamless execution and tangible results. It's only expected of the nation's longest-standing provider of aviation solutions.



In our fast-moving world, communities are connected by complex networks, and few are as deeply specific as the aviation industry. Our Aviation Solutions deliver contract staffing directly into this procedure-intensive arena.

Internationally accredited instructors provide top-tier aviation training to our carefully vetted recruits. Subject matter experts manage the intricacies of security and safety, cargo operations, customer service and travel retail departments. Combining logistical experience, expansive footprint, technical expertise and an unrivalled suite of services, we offer our aviation customers the value-add that is essential to maintaining globally recognised benchmarks as well as measurable productivity and bottom-line growth.

WHY INDUSTRY LEADERS CHOOSE DULSCO

With a client base of globally recognised names in aviation, and a long history of specialised support to the regional industry, we are a leading provider of expert aviation staffing solutions.

-  A TRUSTED PARTNER FOR 30 YEARS
-  ETHICAL & EFFECTIVE RECRUITMENT
-  AVIATION EXPERTISE
-  TRAINING & HSE PRIORITISATION
-  EXPANSIVE FOOTPRINT
-  DYNAMIC SOLUTIONS

AVIATION FOOTPRINT

Today, DulSCO services 12 of the UAE's major airports in Abu Dhabi, Al Ain, Dubai and Sharjah, as well as the greater GCC region, providing staff for more than 30 categories across terminal, cargo, airside and support operations.



SPECIALISED STAFF



AIRPORT OPERATIONS

- » Queue Checkers
- » Light & Heavy Vehicle Drivers
- » Special Handling Agents
- » Refuelling Operators
- » ULD Controllers
- » Ramp/Baggage Handlers
- » Aircraft Cleaners
- » Tub Handlers /Porters
- » Push Back Drivers/Marshals
- » Passenger Porter Service
- » Passenger Trolley Collectors
- » Traffic Marshal
- » Customer Service Agents (CSA)
- » Passenger Bus Drivers
- » Baggage Service Agents
- » Aircraft Loading Supervisors (ALS)
- » GSE Equipment Operators
- » Drivers (All Categories)
- » Guest Service Assistants
- » Chauffeur Drivers

- » Flight-Closing Agents
- » Warehouse Assistants
- » Repacking Agents/Crew
- » Senior/Junior Supervisors
- » Light/Heavy Forklift Operators



SUPPORT SERVICES

- » Carpenters, Welders, Fabricators, Painters, Masons
- » GSE Heavy Duty and AC Mechanics
- » GSE Auto Electricians
- » Executive Assistants
- » Safety Officers
- » Admin Assistants
- » Data Entry Operators
- » Data Analysts
- » Office Boys
- » Travel Retail Specialists



CARGO OPERATIONS

- » Porters Checkers
- » Marshalls
- » Forklift Operators
- » Equipment Operators
- » Senior Cargo Agents
- » Customer Service Agents (CSA)
- » Loader Drivers
- » Cargo Performance Analysts
- » Electric Tug Drivers
- » Call Centre Agents
- » RFS Coordinators



INFLIGHT CATERING

- » Chefs, Sous Chef, Cooks
- » Catering assistants and truck drivers
- » Stewards
- » Cleaners

OPERATIONAL AVIATION TRAINING PLAN



MANDATORY TRAINING - SPECIFIC TO JOB ROLE, DEPARTMENT & LOCATION

- » Baggage Handling
- » Loading & Offloading
- » Wheel Chair Attendants
- » Un-accompanied Minors / Young Passenger Handling Training
- » Aircraft Appearance Cleaning Operations
- » Aircraft Appearance Team Leaders Training
- » HERMES Training
- » Perishable Cargo Handling
- » Time and Temperature Sensitive Cargo Handling
- » Handheld Terminal / Vehicle Mount Terminal

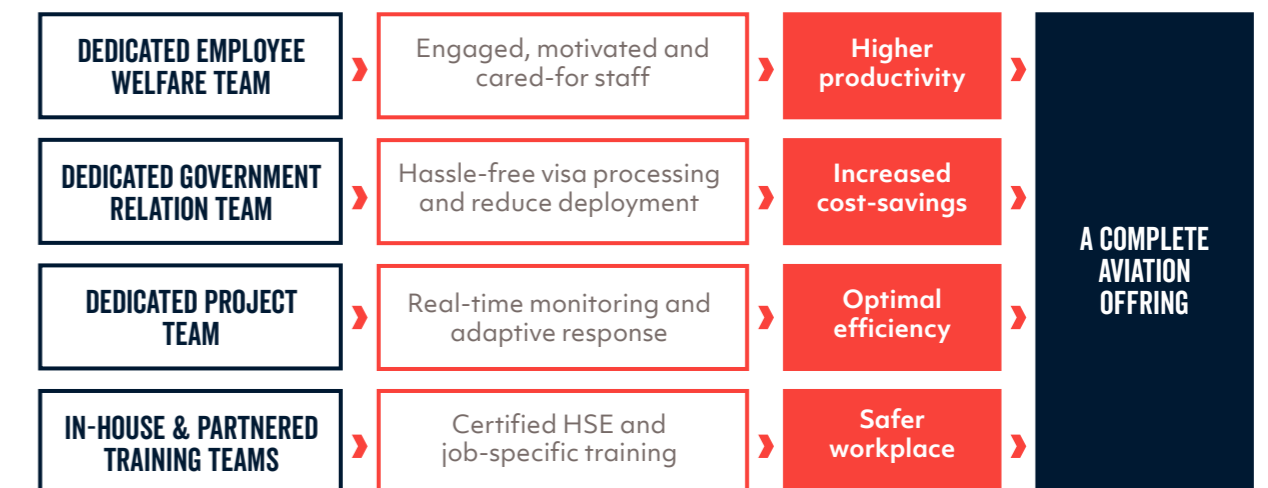
MANDATORY SAFETY & SECURITY INDUCTION TRAINING

- » Airside Safety
- » Dangerous Goods
- » Safety Management System
- » Human Factors Training
- » Trolley Management
- » Cargo Handling
- » ACC 3

MANDATORY EQUIPMENT TRAINING AND PERMITS

- » Tow tractor
- » Forklift
- » Toilet Water Operations
- » PAX Co Bus Training
- » Airport Driving Permit

OPERATIONAL EXCELLENCE



QUALIFICATION / ACCREDITATION



Our subject matter experts in aviation are certified to deliver courses such as Dangerous Goods, Aviation Security Awareness (AVSEC), Basic Airside Safety, Safety Management System, Human Factors, Cargo Handling, First Aid, Fire Safety, Customer Service, Communication Skills (English) and Behavioural Training.



Our training specialists hold certifications accredited by leading International & Local government agencies like IATA, FIATA, IOSH, GCAA, Bureau Veritas, City & Guild's & Lean Six Sigma. Their expertise are well recognised by our key clients like dnata, Emirates Sky Cargo, Etihad Airport Services, Sharjah Aviation Services, ADAC & Munawala.

DULSCO TRAINING ACADEMY

The Training Academy at the Mohammed bin Rashid Aerospace Hub in Dubai South offers a range of training solutions at its state-of-the-art 7,600 square meter of facility.



COURSES

Familiarization Course	1 DAY
Refresher Course	2 DAYS
Intense Course	3 DAYS



DulSCO Training Academy aims to ensure the competency of drivers, improve their skills, and reduce incidents and accidents

The Academy trains drivers in a fully integrated environment on various industry group vehicles

- Airport Buses
- Coaster / Buses
- Mini Buses
- Car
- Motorcycles
- Forklift
- Tug / Tractor
- Mobile Equipment



CLIENT SUCCESS STORY: ADAC

FULLFILLING THE SPIRIT & ESSENCE OF A TRUE SERVICE PARTNERSHIP

DulSCO supported ADAC / ADIA in the Operational Readiness & Testing (ORAT) for Abu Dhabi's most monumental/ prestigious upcoming single largest Airport MTB project. ADAC awarded DulSCO with a special appreciation certificate in the recognition of continuous support & contributions in the trials.



FLEET MANAGEMENT

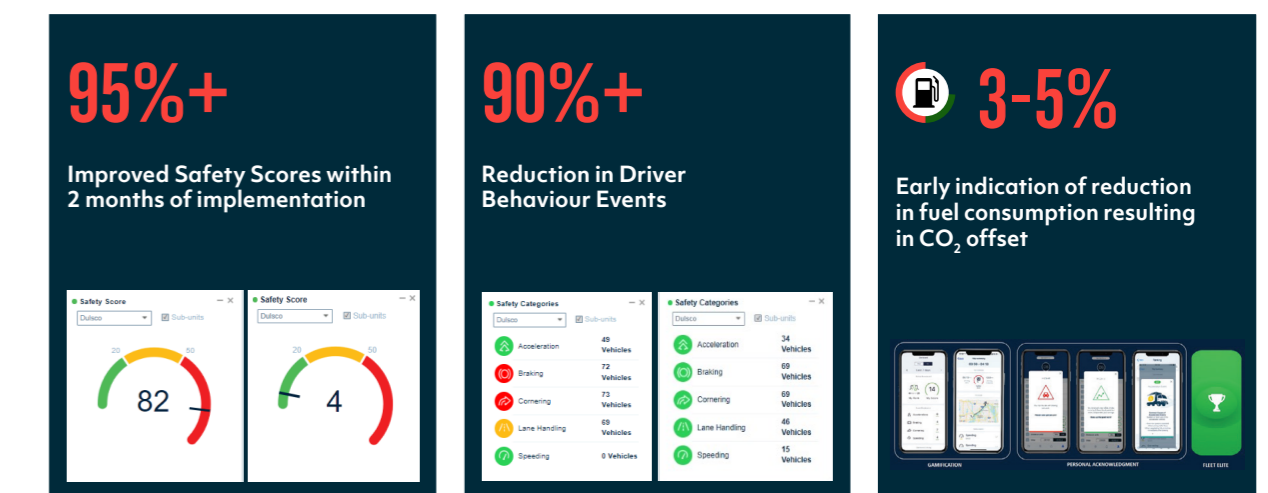
CNG has historically been a cheaper and more environmentally friendly option, prompting us to utilise the energy source as a viable initiative to achieve many of our goals. Lewin's change management model was used as a blueprint for our proposed solution to use the Natural Gas Vehicle (NGV) Conversion Centre.

We conducted multiple visits to this centre to understand any limitations regarding fuel availability, vehicle safety and financial feasibility. Upon conducting our research, it became clear that in order for our project to be successful, the Phase 1 launch must be done in the Emirate of Abu Dhabi due to the abundance of NGV stations and mobile CNG stations present in the Capital. A plan was then created to identify which fleet types could best adopt NGV technology.



The initial focus was on employee transportation buses with seating capacities of up to 30. The key advantage of adopting CNG for transportation of this size is the consistent market price, which remains 25 to 60% lower than that of petrol. As of today, we have 14 DulSCO vehicles operating in Abu Dhabi on CNG fuel.

DRIVESAFE TELEMATICS



DulSCO has invested in initiatives such as DriveSafe Telematics and Safety-First initiatives to increase safety and ensure everyone goes home safely every day. These investments have ultimately led to a reduction in poor driver behaviour events and improvements in driver safety scores.

AWARDS

International Business Magazine Awards 2022

- Best-in-class Blue Collar Manpower Recruitment and Management (Winner)
- Best White-Collar Outsourcing Co. (Winner)



Customer Happiness & Summit Awards 2022

- Going Above & Beyond – Q-Checkers (Winner)



Taqdeer Award 2022

4-star ranking

Taqdeer, a government-led initiative in partnership with the Dubai Media Office and the Dubai Media Incorporated, has successfully produced and broadcasted the second season of 'I Found Myself' during the holy month of Ramadan on Sama Dubai TV Channel. This remarkable initiative aims to further enhance Dubai's reputation as the best city to live and work in.

Dulscos played a crucial role in this initiative by submitting five unique stories of its employees who experienced significant professional growth in their careers. Two of these stories were selected, featuring Hari Bahadur Thoklihang from Welfare and Stein Asuahem Mbah from Finance. Both Hari and Stein came to Dubai in search of employment opportunities to build a better future for themselves and their families.

After years of hard work, dedication, and loyalty, these individuals managed to become exceptional role models of success and distinction in their respective fields.

Overall, this initiative highlights the positive impact of Dubai's and Dulscos' ideal work environment, opportunities, and competencies on the career growth and success of talented individuals.



Hari Thoklihang

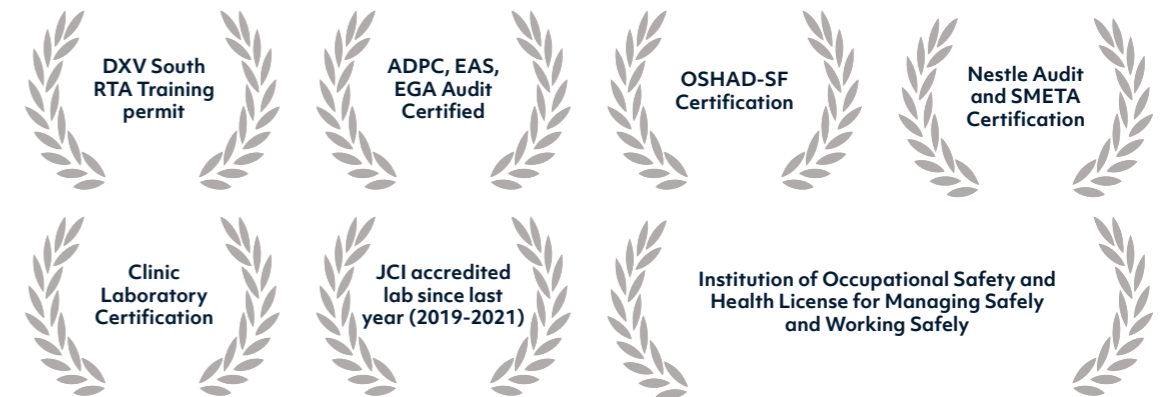


Steinbert Asuahem Mbah

CERTIFICATIONS

ISO CERTIFICATIONS

The Integrated Management System at Dulscos describes Organisation's integrated Quality, Environmental and Occupational Health and Safety Management System and comprises of latest ISO 9001:2015 (Quality Management), ISO 14001:2015 (Environment Management) and ISO 45001:2018 (Occupational Health and Safety Management).



COMMITMENT TO THE UAE'S ICV PROGRAM

The National In-Country Value Program (ICV) is a UAE government program that seeks to boost economic performance and support the national industry by re-directing expenditure on procurement of goods and services into the national economy.

Key strategic partners of this government initiative include ADNOC, Abu Dhabi Department of Economic Development, Aldar, Mubadala, Etisalat & Etihad Rails amongst others. Having an ICV score increases competitiveness while applying for tenders from these entities. Dulscos currently has an ICV certificate only for its 'Dulscos Solutions' Abu Dhabi entity and is looking at opportunities of getting other sister entities ICV certified.

As a sign of its continued commitment to the UAE government's ICV initiative, Dulscos has laid out a broad strategy that aims at increasing investments, a focus on Emiratization, building a database of ICV certified vendors, and building on core strengths, while also making a series of internal process improvements in a bid to boost its ICV score.

ICV SCORE	
2017	36.02%
2019	37.62%
2020	39.45%
2021	40.37%



We are currently in the process of getting the ICV certification for 2022.

PO Box 41602
Abu Dhabi, UAE
Tel: +971-2-5511220

PO Box 6238
Dubai, UAE
Tel: +971-4-3404660

Email: dulsco@dulsco.com

