

An Effective Interface Between
The People Of Transworld Group

transview

newsletter of the Transworld Group of Companies

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“DP World customers important to UAE trade”



DP World’s Chairman Mr. Sultan Ahmed Bin Sulayem underlines the importance of DP World customers to UAE Trade

In a meeting with DP World customers on 13th January 2011 to mark the beginning of the New Year, HE Sultan Ahmed Bin Sulayem Chairman DP world highlighted the importance of local and regional traders to the UAE Economy.

The chairman briefed the business leaders on the opening of the new transshipment hub at Vallarpadam

The Chairman met with senior executives of around 50 major customers of the port operator at its flagship Jebel Ali Facility, together with top company officials

including Mr. Jamal Majid Bin Thaniah, Joint Vice Chairman DP World, Mr. Mohammed Sharaf CEO DP World and Mr. Mohammed AL Muallem Senior VP and MD DP World UAE Region.

The chairman briefed the business leaders on the opening of the new transshipment hub at Vallarpadam which will add another high quality service option in the region for customers. He said “Spending time with our customers and knowing their business helps us understand how to give them good services. We aim to be as dynamic as our customers and as aware of the changing business and trade environment”.



Dear Colleagues,
Good day to you

I am proud to say that we have had a satisfactory 2010 and as stated in my earlier communique have indeed weathered the storm through better cost management measures backed with your hard work.

We are hopeful of seeing a similar or if not an even more satisfying 2011 with the extra zeal and enthusiasm being exhibited by each and every member of the Transworld family.

Transworld Group has grown over the last 35 years because of a number of important and interwoven factors i.e., our employees, our customers, and all the companies we represent.

Transworld believes in total “transparency” and “integrity” in every aspect of the business and this is the key towards carving out a strong organization.

The mark of any growing and innovative company is the ability to balance all these elements with a wholehearted dedication to excellence and this can be achieved by keeping in mind our vision which is..

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HARMONY – ANNUAL STAFF PARTY 2010

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TRANSWORLD’S JASHN-E-AWADH

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Editorial

Dear Readers,

I am extremely pleased to see the overwhelming response we got for the latest issue of Transview. The contribution made by all of you is perhaps the biggest reason of the ongoing success of Transview.

From a global perspective 2011 has began in a manner in which no one could have predicted. It started with the flooding in Australia to the recent earthquake and tsunami tragedies in Japan. As I watched the video footage almost helpless to the plight of the Japanese people I could only pray for them and wish no one else ever has to face a tragedy of this magnitude. Transworld Group also has a special bond with Japan being the exclusive distribution center for Panasonic and Sanyo in the region, and we wish our principles and Japan recover and rise again as they always have.

From a work perspective, we are very proud to announce the opening of Transworld Saudi Arabia's first two offices in Dammam Port and in the Dammam city. This ties in directly with our long term growth plans as a group and we wish the team of TWSA all the success. This being said however one must not forget that the start of the year once again highlights our view of cautious optimism vis-à-vis the market situation. With several ports calling for strikes, vessels getting held up and adding the tragedy in Japan, the shipping market once again stands on the brink of a change. I sincerely hope that the next time I sit down to write this the mood will be optimistic and as always we will be ploughing forward as a group!

Happy Reading,

Editorial Team:

Ritesh S Ramakrishnan, Sanjit Roy, Amit Powar

All emails for Transview to be sent to:
transview@transworld.co

MISC Agencies India's 5th Board Meeting

MISC Agencies India's 5th Board Meeting was held in the Transworld Group Corporate Office at Jebel Ali, Dubai on Sunday 6th March 2011. The BOD was attended by the Directors Mr. Baharuddin Arbak, Mr. Ramesh S. Ramakrishnan, Mr. Khalzani and Mr. Zul Amin. Others in attendance were Capt. Mahapatra, Mr. Shaifuddin and Ms. Ida Suryati.



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"To be a premier organization, which offers total shipping solutions by providing high quality innovative services to its Customers, stakeholders and is the market leader and the trendsetter in the Indian Sub Continent, Arabian Gulf & South East Asia region" and our mission which is "to be committed to provide total transportation through quality service and be the customer's first choice".

Transworld's values which are -

Trust & Openness, Mutual Respect, Quality, Excellence, Customer Orientation.

As professionals we must apply our core values to our daily tasks thereby earning the trust, respect and confidence of our customers. It is by never accepting anything but the highest standards that Transworld stands today as one of the most dynamic shipping companies and am delighted to say Transworld is in the world's top 50 container companies list as of January 2011.

I am proud of the progress we have made and proud of our employees and business relationships that have made it possible, but there is always more we can do as we pursue our goal of bringing the 'best of the best' to our many and valued customers and clients.

I believe in total decentralization and an open office system and have an immense amount of trust and faith in the management team's capability. Transworld is always on the look-out for young individuals who can take on responsibilities that lay ahead by giving them opportunities to blossom and grow in their respective careers.

Our employees are our assets. In our quest to make our work place a better environment a number of activities have been rolled out throughout the year by the HR Department and would encourage all staff to actively participate and benefit from it.

At the heart of our company is our passionate belief in the transformative power of technology and innovation. Transworld believes that by investing in the latest software we would definitely have an edge over our competition. We have been regularly upgrading our software as per the users specifications and encourage all staff to use the systems and benefit from the upgradation.

As always I reiterate the need of the hour is to be more focused, proactive and cost efficient so that we are able to carry out our work diligently and work towards the common goal of the company keeping in mind the company's vision.

In our quest for greater achievements we need to :

- Continue to stay focused in all spheres.
- Never compromise on efficiency and always excel in what we do
- Be sensitive to the changes that occur in the market and react quickly when we perceive a change
- Always strive to be keep costs under control

As you all know my son Ritesh has been very actively involved in the group business for over a year now. Just as I have had your co-operation at all times am sure Ritesh too will have the same co-operation from you in helping him propel the business and take the organization to greater heights.

Thank you and Best Wishes,
Ramesh S. Ramakrishnan

OEL Agency Conference

The Agency conference meet was held in Dubai from 21st - 23rd Feb of this year. Agents from Doha (Qatar), Karachi (Pakistan), Mumbai (India), Kandla (India), Muscat (Oman), and Bandar Abbas (Iran) had delegated their time, effort, and willingness to learn and impart their ideas on the symposium. Listed below are feedback from agents.

DOHA, Qatar

"It was a good opportunity to interact with other agents and gain knowledge of various aspects of Market Behavior. We have obtained a good idea of branding our line and marketing strategies and business intelligence."



KARACHI, Pakistan

"Interactive conference which helps us to understand product and increase knowledge about personalized customer services."

KANDLA, India

"Got to learn various strategies related to customer service and theme to develop the product."

MUMBAI, India

"Obtain knowledge on branding of our line and marketing strategies / business intelligence and learned new fundamental of waste management, concentrate on key issues & prioritize things."



OEL Budget Meeting



Mr. Maruis G. Gomez and Mr. Sumedha Perera represented OEL Colombo for the OEL Budget Meeting which has held in Dubai on February 10, 2011.

First vessel @ Vallarpadam



OEL DUBAI, the first vessel with cargo, entered the vallarpadam international container transshipment terminal on february 10, 2011.

Kochi has been placed on the global radar of maritime trade with OEL DUBAI, the first vessel with cargo, entering the Vallarpadam International Container Transshipment Terminal (ICTT) on February 10, 2011. The entry of OEL DUBAI marks a new chapter in the ongoing relationship between DP World and the Transworld Group.

Imagination... Let Loose

"If you want to be successful in life, take your ideas and turn them into imagination; then take the imagination and turn it physically. Put it down. Let it become an action. Plans are documented imagination. If you can document an imagination, you've developed a plan for action." - Copyright 1991 by Dr. Myles Munroe.

Daily Shipping Terminology: – Ronald Lobo	
Line	A shipping line.
Vessel	A ship.
Wharf	A Linear stretch of the terminal where vessels can moor.
Berth / section	A small portion of the wharf. A wharf or section may be created due to restrictions on crane availability, draft etc... or simply for ease of management.
Draft	The height of water table measured in meters.
Home berth	The ideal berth that a specific vessel should take.
Yard	Location where containers are temporarily stored.
Yard Crane	Cranes used in the yard to load or unload containers onto or from prime movers.
Prime movers	Vehicles used for transporting containers.
Quay Cranes	Cranes used along the quay side to load or unload containers onto or from vessels. Many varieties of quay cranes may be available i.e. Long cranes, Tall cranes etc... and should be deployed depending on the vessel type.
Crane Intensity (CI)	Specifically related to the quay cranes, it is a measure of the number of containers that can be handled by a crane in an unit of time.
Vessel Delay	The time elapsed between when a vessel arrives at the port and when the vessel is moored at the berth.
BOA	Berthed On Arrival. A vessel is considered BOA if the Delay is less than a previously agreed value.
Connectivity Cost	A measure of the effort expended in handling containers within the terminal.
Throughput	A measure of the number of vessels or containers handled over a period of time.
Steadiness	A measure of nervousness of the berth plan. It is preferable that a plan can be executed as-is without any last minute changes.
Vessel Throughput	A measure of the number of vessels handled over a period of time.
Container Throughput	A measure of the number of containers handled over a period of time. This is a standard measure for the productivity of a port and is measured in terms of TEU's.
TEU	Twenty-foot Equivalent Unit. This is the standard unit for measuring the container volume. Standard containers are 20 feet, 40 feet and 45 feet long.
BTR	Berth Time Requested. This is the expected arrival time of a vessel
Berth Template	A solution to the Home berth allocation problem. A berth template provides the <ideal> berth locations for a set of vessels.

It is a fact that each one of the living creations wanted to achieve something to be successful in life. Some are fortunate, the others much less. But how can one achieve something if there is not even a single urge to move, take one foot forward and risk to step into something beyond his comfort zone? For most people, things are easier said than done, for, it is easier to imagine things, speak about it and push someone to do it. Like most of us, given the opportunity to do something beyond things we think we can do, the power of mind in being creative and develop ideas are there. We are somewhat unaware that there are still more of us to find out about ourselves. The key to know it is by accepting the challenge, taking the risk and begin to inject in ourselves that we can do things by putting into action what we have in mind. It is not always a win-win situation. It could also be a loss. Along the way as we try to pursue and achieve what we aim, there would be bumps and curves. When we sail, it may always be not a smooth sailing. Storms could come across the ship. But in the will power to attain and reach the destination, we must strive harder by stepping and doing what is necessary to hit our target.

When you win, be happy and victorious but be not content and close doors for more challenges.

When you lose, do not lose hope and just stop there. Everyday is not always a rainy day. Remember thunder and storm comes before the rain. And when it rains, it pours.

Let's keep the fire burning. Let us challenge ourselves to imagine things on our own and put it into action.

...and now nothing they have imagined they can do will be impossible for them. (Gen 11:6 AMP)

– Written by Rizza Landicho

OEL

- O** observe, listen and talk
- R** requires to achieve one's goal
- I** intellect is the finest key
- E** encouragement is the best source
- N** nourishing the inner strength
- T** to be at the top of the crop

- E** extending one's hand
- X** xtra miles we'll get through
- P** perform 100% as its best
- R** ranging fire of revenue will see
- E** extreme dedication that's a point
- S** superb services without fail
- S** so that, customer will reach its satisfaction

- L** lead by Capt. Leslie Reis
- I** inspires the team to be on focus
- N** new ideas are never closed
- E** each day is always a new day

- F** for OEL team, client is the greatest element
- Z** zero complain should be in mind
- C** coz' this is the virtue of thought
- O** OEL's teamwork will continue to shine

– Written by Eloisa Casimina

A Tour at the Logos Hope

The floating library Logos Hope docked in Dubai 21st January of this year carrying more than just the sum of millions of books that it has sold in different parts of the world.

With its motivation in bringing hope to the people, the owner of the ship has gathered different nationalities to voluntarily work with their heart for a mission.

Hearing about the history of the ship, some members of the OEL team have had the urge to visit the vast number of readables lying on the deck of Logos Hope. There were different kind of books, music CDs, toys and other items founded therein. The team led by Capt. Leslie Reis had enjoyed browsing from the selection of novels, biblical, marriage, family, business intelligence, innovation, cooking, and so many others. We were able to buy some stuff as a souvenir from the ship that has brought the true meaning of altruism.

It was a feel good experience to have been a part of a philanthropic act of service just by contributing a little amount from our selfless hearts.

– Written by Rizza Landicho



Be Thankful

A blind boy sat on the steps of a building with a hat by his feet. He held up a sign which said: 'I am blind, please help.' There were only a few coins in the hat.



A man was walking by. He took a few coins from his pocket and dropped them into the hat. He then took the sign, turned it around, and wrote some words. He put the sign back so that everyone who walked by would see the new words.



Soon the hat began to fill up. A lot more people were giving money to the blind boy. That afternoon the man who had changed the sign came to see how things were. The boy recognized his footsteps and asked, 'Were you the one who changed my sign this morning? What did you write?'

The man said, 'I only wrote the truth. I said what you said but in a different way.'

What he had written was: 'Today is a beautiful day and I cannot see it.'

Do you think the first sign and the second sign were saying the same thing?



Of course both signs told people the boy was blind. But the first sign simply said the

boy was blind. The second sign told people they were so lucky that they were not blind. Should we be surprised that the second sign was more effective?

Moral of the Story: Be thankful for what you have. Be creative. Be innovative. Think differently and positively.

Invite others towards good with wisdom. Live life with no excuse and love with no regrets. When life gives you a 100 reasons to cry, show life that you have 1000 reasons to smile. Face your past without regret. Handle your present with confidence. Prepare for the future without fear. Keep the faith and drop the fear.

Great men say, 'Life has to be an incessant process of repair and reconstruction, of discarding evil and developing goodness.... In the journey of life, if you want to travel without fear, you must have the ticket of a good conscience.'

The most beautiful thing is to see a person smiling...

And even more beautiful is, knowing that you are the reason behind it!!!

– Contributed by Leena David

Meeting - Al Fresco !!!! No Dream... A reality at BSL

Imagine a setting... with blue skies above and people sitting around in a wonderful garden.....

A lovely flower adorned table and colourful chairs; A hot cup of tea served by an eager-to-please warden.....

The cool winter breeze touches your cheeks; while the golden sunbeams pour down from the heaven.....

Birds chirping around a water fountain; the fresh fragrance of grass and smiling faces among the one-plus-eleven !!!

That my friends is a gathering... Al-Fresco !!



the direction we need to take.... and the pending matters that we have to achieve prior the financial year end. All the teammates were give an opportunity to express their opinions on matters pertaining to work environment, infrastructure, positive attitude, cost saving and suggestion on any improvements required. The meeting was very productive with a list of "Action Points" decided for implementation.

It was no doubt a wonderful experience and a very unique way of having an office meeting. It ended with the promise to have more of such



Well friends, we are not talking about a wonderful dream...or a picnic.....this in reality was the setting for the BSL O.D. meeting at our very own Transworld Lawns on the 20th of January 2011!!! It couldn't have been a more perfect setting with the lovely winter weather.

The location and the atmosphere itself put all of us at ease. The O.D. meeting started with a reflection on the events of the past calendar year, the positive incidents, the area of focus. A quick briefing on

Al-Fresco meetings and to use the location as much as we can, before the onset of Summer. This is another of the small first's that the BSL TEAM have initiated and the experience was well appreciated by all.

Disclaimer: If the above message look more colourful than usual friends.... what can we say.....we can't take away... the spirit of the day 😊 !.



Transworld Saudi Arabia opens operations at the gateway port into Saudi Arabia



feedback from our Network Partners.

You will note from the photos that the employees come from varied nationalities including a strong team of Saudi Nationals. This will enable us to reach out to most segments of the market and respond suitably to both the Arabic and Non-Arabic speaking market communities.

In order to make co-ordination with our Network Partners more easier, Mr. Jayanth Martin from BSL/DXB is currently placed at Dammam and he will take all required decisions in order to speed-up and simplify co-ordination. The TWSA sales team will also be at your disposal for any reverse sales calls as required, in order to promote two-way business among the network.

We are indeed pleased to announce that the Transworld Group of Companies has made its foray into Saudi Arabia with the opening of its own offices at Dammam & Riyadh.

The "Shipping Agency" arm of the company will be the first to commence business and this shall be under the name "Transworld Saudi Arabia" (TWSA). The new offices were inaugurated by Mr. Culas (Managing Director), Mr. Lawrence (Vice President), Mr. Azmi A.I. Al-Dehaim (Director) & Mr. Ritesh S. Ramakrishnan on February 07, 2011. TWSA has been appointed as the General Agents for Balaji Shipping Lines FZCO w.e.f. 15th Jan 2011 and will handle all BSL's Saudi Arabia business henceforth.

We are confident that the Transworld Group's direct presence in this fast-growing Saudi Arabian market, will enable all our network partners to benefit by way of transparency in operations, speed in response, excellent infrastructure and service quality throughout Saudi Arabia. There are plans to soon grow the network of offices in many locations in Saudi Arabia, in line with market demands and



We would like to congratulate the "Transworld Group" on this historic entry into Saudi Arabia and wish the TWSA team all the success in 2011 and beyond. We are confident that you will provide your fullest co-operation and support as always.

The TWSA website will be operational soon and will be accessible from our corporate website www.transworld.co



Three day Familiarization and Product update on basic refrigeration at BSL



CarrierWe relate the name to the famous tagline "A Breath of Fresh Air"!!

But when we relate them with the impact they create in our business.....it's beyond imagination. We at BSL have succeeded in building a very strong brand name in the Reefer segment and have been a patron of Carrier for many years.

When we go to the supermarket to purchase food items or medicines, we look on the manufacturing date/expiry date and freshness of these items prior purchasing. If we look "Behind-The-Scene", these products are brought from different countries/continents and stored in the respective supermarket warehouses prior shifting to the required location for sales. The movement takes quite a considerable time and these products have to be transported with the desired and required temperature and any deviation might spoil the product.



If we analyze, we would understand how important these Reefer units are in the supply chain business and how important is the product that BSL carries.

The management at BSL have invested in "state-of-the-art" reefers from Carrier. Considering our strong focus on professional reefer services to our customers, it was felt that our core team needs to be upgraded with the latest training on the product. A three day training program was conducted from 26th Oct, 2010 to 28th Oct, 2010 at the

Transworld training room, Jebel Ali and was attended by 15 key personnel from BSL/DXB &MUM, ALBA/INDIA, RIAZEDA/KHI, SBS/DXB, OEL/DXB & TFZE.

The training was conducted by one of the key personnel from Carrier – Rotterdam (Mr. Arnold Stout), who had made a very special visit to Dubai to train the BSL Team and guests.

We were very pleased that Mr.L.B.Culas could give us his valuable time on all three days of training.

The course material included detailed printed matter on the reefer machinery and "self-paced-study" guides. Due to active interest from all, Carrier has provided us with a comprehensive transportation guide (on CD) for recommended cargo temperatures for perishable cargo. The training included hands-on learning, on a reefer container that was stationed at our CFS for three days.

It was very encouraging to see that the attendees who had initially known only the color of the reefer unit were now discussing technical terms, Compressor / Condenser / Evaporator / Metering Device; apart from that they were also discussing "Thermodynamics" - Sensible Heat / Latent Heat.

The highlight of the training was a special "Certificate of Appreciation" presented to BSL for their dedicated use of Carrier Transcold Refrigeration Technology.

All who completed the course were awarded certificates of participation by Carrier. The team was confident that the knowledge gained and exposure received, will enable them to take well informed decisions so as to benefit the company and customers.

This training further strengthens our promise to our customers to carry their products.....

Faster, Fresher...Better!!

Don't compare yourself with anyone in this world. If you do so, you are insulting yourself.

- Alen Strike

Email Etiquettes

Business people send out some six trillion e-mail messages each year. That's probably not much of a surprise to most office workers today, who have seen e-mail usurp meetings and face-to-face conversations as a primary form of communication.

What may be less obvious, however, is just how important e-mail is to your reputation. The potential for electronic disaster is huge if you are not careful to write messages that are clean and clear. It's no longer enough simply to avoid common e-mail blunders such as using all capital letters, failing to proofread your messages, or sending off a message in anger. Careless e-mail messages have resulted in lost productivity, financial losses... and even lawsuits.

Given the amount of e-mail that business people receive these days, it's no treat to see a lengthy e-mail message from a business associate. E-mail is used most effectively to communicate information that would be a waste of time to convey face to face. If what you have to say to a business colleague would occupy more than two paragraphs in an e-mail message, a phone conversation or personal meeting makes more sense. Use e-mail to save time - not to waste it.

Brevity and manners are not mutually exclusive. While you may get points for writing e-mail messages that are succinct, you'll lose them just as quickly for coming across as rude or unpleasant. Words like "please" and "thank you" pay dividends that far exceed the effort you expend in writing them. If you absolutely must say something unpleasant to a business colleague, do it in person or by phone. An unpleasant e-mail message hangs around and can be read over and over again.

Whom you "copy" on an e-mail message can say as much as your e-mail message itself. Everyone knows that, too, so don't copy someone on a message unless your primary recipient can easily understand why others are being sent a copy. On a related note, never put people on the "cc" line in order to prod your primary recipient into taking your message more seriously.

If you write to someone, for instance, and have the person's boss on the "cc" line in order to say to the recipient, "you need to answer this e-mail message", you're making yourself look bad to everyone witnessing the behaviour - and you're unlikely to be able to count your recipient as an ally in the future. Remember that most of the time you should air grievances in person, or on the telephone, not through e-mail.

If you're writing an e-mail message to a group of people and you would like a response from each of them, take the time to write to each of them individually rather than sending one message out to everyone at once. You can still save time by copying the same text as the body of your message, but by e-mailing each person and placing a "Dear Claudia" or "Dear Juan" before the body of your message, your recipient will feel more compelled to answer than if he or she were just one of, say, ten people to whom the message was sent.

Remember that e-mail messages can get you into trouble - not just because of what you say but also because of how you say it. Be sensitive to language that could be construed as sexist, avoid jokes, as they could be taken the wrong way, avoid referencing sensitive subjects, such as religion or politics, be respectful, pleasant, and cooperative at all times. In short, use your e-mail correspondence as an opportunity to make colleagues feel safe with you. If you do, you will quickly develop a good reputation and be seen as a team player. Greater productivity will be ensured.

– Contributed by Colin George

Let your workstation reflect your personality

A workstation is almost a second home, considering that one spends a minimum of eight hours a day there, slogging hard at work. And from the various studies conducted, there's proof that a worker's performance is affected by his/her surroundings. Hence, personalising your workspace may just be one of the options to enhancing your productivity. There are easy ways in which you can spruce up the space and give it a trademark style Here's how:

Organise: First of all, organise your stuff. The key lies in organising what's on your desk at regular intervals and throwing away stuff you no longer need. Get plastic racks so that you can stack up important papers and documents month-wise or project-wise, easing your task of finding them when needed.

Plan it right: You need to keep track of which tasks have been scheduled for which date. One of the best ways to do this is to

have a desk planner. A good choice would be one with an attractive print or a quote that you can read at the start of every day or month. You can also mark out important dates — project submission dates, birthdays of family members and friends, important events or meetings that you have to attend and important tasks that you have scheduled — using bright, coloured marker pens.

Picture this : Pictures speak a thousand words and work wonders to give your space that personal touch. But don't go overboard, or you may come across as an overtly emotional homesick worker. Refrain from putting up pictures of you hugging and kissing your wife/ husband or girlfriend/ boyfriend.

Go green: Get a small potted plant for your desk. The green of the plant provides good respite from the continuous and harmful glare of the computer screen. In fact, try out this exercise for your eyes. Stare

at a green leaf as long as you can without blinking and then close your eyes tight, then slowly release. Repeat about five to seven times. Not only will this strengthen the muscles of your eyelids, but the watering you experience will also help in cleansing the eyes of tiny specks of dirt.

Go team go: Flags, banners and posters of your favourite sports team or sports person can be put up above your desk. Sporting affiliations make for great conversation topics, especially if you are looking to break the ice with colleagues in a new office.

Arty sorts: Kiddie drawing — done by your children or some kids in your family — in a range of happy colours, will go a long way in lifting up your mood on those bad days.

– Contributed by Colin George

Projects Division at Transworld Logistics

A dedicated Projects Division has been established with an objective to participate in the growing new projects announced in the Middle East region. This division has the ability to handle cargo of any nature and has been successful in executing a few prestigious jobs in the last 6 months. Transworld Logistics is now a network partner with GPLN (www.gpln.net) which is a global network of like minded project cargo freight agents.



Transworld wins UAE freight, logistics award



The National Association of Freight & Logistics (NAFL) recently presented the first "UAE Freight & Logistics Award for the Young Professional" to Dubai-based Transworld Logistics.

The awardee, Niranjan Venkatesh, assistant manager for Business Development at Transworld Logistics, stands a chance to compete for the prestigious Young International Freight Forwarder Award (YIFFA), which is organized by FIATA, IATA and TT Club, said a NAFL statement.

"The award was established to encourage young professionals such as Niranjan to take part in international logistics programs and activities that NAFL advocate," said Issa Baluch, NAFL president and author of Transport Logistics: The Wheel of Commerce, after the presenting the award at the NAFL headquarters in Dubai.

"Moreover, this award represents our commitment in upholding the association's vision, which is to become the collective voice of the UAE's freight forwarding and logistics industries that sets the benchmark for best practices within the region, as well as on the global logistics arena," Baluch added. -TradeArabia News Service

Badminton Tournament

UAE, Tamil Sangam had organized Fun & Family day on February 4, 2011. Our staff Alagappan Solai (Transworld Logistics) who is a member of Tamil Sangam participated in the Shuttlecock Badminton Tournament and victoriously won the Men's Double of 32 Teams. (Photo in www.uaetamilasangam.com) To his surprise and joy the trophy was given to him by his mother who had come to Dubai on a visit.



Houston to Jebel Ali

Five number concrete pump trucks were moved in Dec 2010 from Houston to Jebel Ali to the complete satisfaction of the customer who has booked another set of trucks with Transworld Logistics.



Memories – A peek into the past



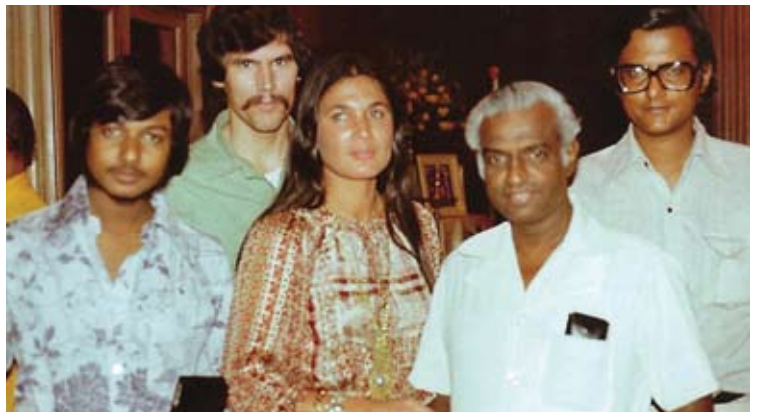
- 1978, Mumbai, Cecilia Battistello with Mr. Sivaswamy and Mr. Ramharaim of Transworld, Contship's first agency.
- Jean-Jacques Llorca in Mumbai.



- Contship in Dubai.
- Fun and a love of spending time together distinguish the Contship group.



- 1978, Mumbai, the Taj Mahal Palace Hotel.
- 1978, Mumbai, Cecilia Battistello and Jean-Jacques Llorca with Mr. Ramesh (right) and Mr. Sivaswamy and Mr. Murali (left).



Our new office and warehouse at Cargo Village



DED organises workshop for DQA Applicants



Sanjit Roy attended the two day workshop.

DUBAI : The Corporate Quality & Management Excellence at the Department of Economic Development (DED) conducted a two-day self-assessment workshop for companies that are potential participants in the 2011 cycle of the Dubai Quality Award (DQA). This initiative is a part of DED's journey towards excellence to maintain Dubai's competitive advantage.

The workshops focused on conducting the self-assessment of the companies and the logistics involved in preparing a well-organised award submission document, based on the current European Foundation for Quality Management (EFQM) 2010 Excellence Model.

The date for receiving final DQA submission document is Sept.30, 2011. "The Dubai Quality Award's measures and mechanisms create an appropriate environment for organisations and its employees to positively impact the quality of productivity, improve understanding of the needs of society, and raise the efficiency and effectiveness of performance to drive

the organisation to optimum results," said Mohammed Bushanain, Executive Director, Corporate Quality & Management Excellence. "The Dubai Quality Award serves as a significant framework for organisations to develop their business performance while contributing to the growth of the economy. We recommend Self-Assessment as the first step to participate in the Dubai Quality Award, which will enable them to examine their existing strategies and practices against the DQA criteria and thus identify their strengths and areas of improvement," added Bushanain.

The DQA workshop was conducted by Norman Hughes, Business Improvement Consultant, Footloose Enterprises Ltd, UK, who focused on the use of the latest EFQM 2010 Excellence model, which helps organisations to improve their overall performance. "Dubai Quality Award enables quality to be a catalyst for continuous development in order to achieve sustainable growth. The quality model motivates companies to measure, analyze, learn and improve their performances in all levels. It is of paramount importance to adopt the Quality and Excellence model, in line with international best practices," said Hughes.

More than 25 senior managers and executives representing different sectors including Service, Transportation, Manufacturing, Trade, Hospitality, Telecom, Government, Finance, Travel, Construction, Shipping and Facilities Management, attended the workshop.

It is the little things that make a big difference

There was a man taking a morning walk at the beach. He saw that along with the morning tide came hundreds of starfish. When the tide receded, they were left behind and with the morning sun rays they would die. The tide was fresh and the starfish were alive. The man took a few steps, picked one and threw it into the water. He did that repeatedly. Right behind him there was another person who couldn't understand what this man was doing. He caught up with him and asked, "What are you doing? There are hundreds of starfish. How many can

you help? What difference does it make?" This man did not reply, took two more steps, picked up another one, threw it into the water, and said, "It makes a difference to this one."

What difference are we making? Big or small? It does not matter. If everyone make a small difference, we'd end up with a big difference, wouldn't we?

We as human being should be thankful that we are the best creation of God and are blessed with so much that we can make

difference each and every minute. The power of speech /touch and ability to analyze is what not everyone is blessed in this world. A small act could make a BIG difference in somebody else's life. Let's not waste the importance of fulfilling others hope with the significance of what we think is a small favor but can actually turn things into something BIG.

– Written by Leena David

The Great Abraham Lincoln - Brilliant Thought for the day

Creative Touch



On the first day, as President Abraham Lincoln entered to give his inaugural address, just in the middle, one man stood up. He was a rich aristocrat. He said, " Mr. Lincoln, you should not forget that your father used to make shoes for my family". And the whole Senate laughed; they thought they had made a fool of Abraham Lincoln.

But Lincoln – and that type of people are made of a totally different mettle. Lincoln looked at the man and said, "Sir I know that my father used to make shoes in your house for your family, and there will be many others here ... because the way he made shoes; nobody else can. He was a creator. His shoes were not just shoes, he poured his whole soul in it. I want to ask you, have you any complaint? Because I know how to make shoes myself; if you have any complaint I can make another pair of shoes. But as far as I know, nobody has ever complained about my father's shoes. He was a genius, a great creator and I am proud of my father".

The whole Senate was struck dumb. They could not understand what kind of man Abraham Lincoln was. He had made shoe making an art, a creativity. And he was proud because his father did the job so well that not even a single complaint had ever been heard.

It does not matter what you do. What matters is how you do it – of our own accord, with your own vision, with your own love. Then whatever you touch becomes gold.

The Alphabet of "Change"

AWARENESS

First, become aware of what you need to change in yourself. What is preventing you from attaining contentment? What habits are blocking the way to realizing your full potential?

BELIEF

Many people think that a change in their personalities is extremely difficult. But in fact it is a reality that lies within your power. It might be useful to ask yourself questions such as "What has held me back from change in the past?" and "What are the stages by which I can bring change about?"

COMMITMENT

Motivation is the key to commitment. We need to / want to change, rather than feel it is a duty to ourselves. Try writing down a list of commitments in the form of statements beginning with "I will". They should come directly out of, and be connected with, your overall vision.

DISCIPLINE

We cannot change unless we are able to maintain a steady course over time. Think of each sign as a major landmark passed. Even if we find ourselves slipping into old habits, that achievement of even a little bit of change cannot be taken away.

– Contributed by Vinod Kumar Nair

OEL's CEO Capt. Leslie Reis with the Customer Service Representatives



Standing from left - Erandi Wickramasurendra, Latika Subba, Vanessa Sabalbuero and Leena David.

HARMONY – Annual Staff Party

A time for celebration with fellow colleagues

HARMONY – The annual staff party was held on December 16, 2010 which was an ideal occasion for all the staff to unwind and have an informal party. The party was held at our premises in Jebel Ali.

The party began with the Chairman's speech followed by felicitating the Service Awards to employees who have been with the organization for the last 10, 15, 20 & 25 years. The Chairman praised the efforts exerted by staff members and encouraged all to unwind and enjoy the evening.

Soon, began HARMONY - cultural programme by staff of Balaji, OEL, Sea Bridge, Corporate and Transworld Logistics. There were many great performances by staff showcasing their talent and dancing skills.

Santa Claus came with his goodie bag distributing sweets and gifts to children as the carol singing was going on.

Staff had come along with their families and spent time interacting with one another and danced till the early wee hours.

HARMONY, was an evening full of fun, music, dance, team spirit and camaraderie.



Staff Party 2010

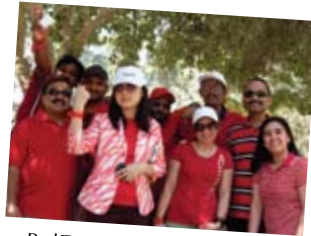


BBQ FUN PICNIC

Rolled fun and laughter unfolded on our team building 26th of March at the Jumeirah Beach Park. Few members of Balaji and Sea Bridge staff graced and witnessed the excitement we have had when they have engaged themselves on the games we have prepared for everyone to play. Photos were taken so as to recall good memories of what will be penned down as history.



Game Masters Rizza and Vanessa (OEL)



Red Team: (OEL) Sujesh, Sanoj, Mohan, Rony, & Eloisa (SBS) Chandran & Venu V.K., (Balaji) Dianna & Minette, (Not in photo) Latika



Yellow Team: (OEL) Capt. Leslie, Balakumar, Sony, Nazeer, Preetha, Leena, & Angel (Balaji) Subbu, (SBS) Satya



Blue Team: (OEL) Maricel, Ambika, & Erandi (Balaji) Shanka, Vinod, Sobha, & Karin, (SBS) Colin, (Not in photo) Ram



1st Game - Over turn: Participants were to stand in a mat and overturn it without stepping out from it.



Mine Field: Blindfolded, 3 members of each team raced towards the finish line avoiding the planted mines (fresh eggs) blocking their ways.



Final Game: Pinoy Henyo (Filipino Genius): a Filipino past time wherein a member was assigned with a word he has to guess with the help of his team mates.



Chow time



The preparation: Ram the Master Chef on cue



OEL Ladies - Fresh and Pretties ;-)



OEL Ladies - Fresh and Pretties ;-)



On the DOSA Corner: Sony, Venu, Rony, Ram, Preetha, Bala and Satya



On the Chicken Grilling Corner: Sanoj, Mohan, Sujesh, Shanka, Capt. Leslie and Nazeer



spell L-E-I-S-U-R-E??? Does it show here?



Rony took the liberty of leading the group and successfully did overturn and passed the challenge.



Women...We Rock! - Women's day celebration

"They may talk of a comet, or a burning mountain, or some such bagatelle; but a modest woman, dressed out in all her finery, is the most tremendous object of the whole creation." ~Oliver Goldsmith

"If practice makes man perfect... Then what about women???... Any guess???... We are born perfect!... WE ROCK!!!" -.... Geeta Ramakrishnan

Women's day globally celebrated on the 8th of March was awesome for the Transworld ladies. Mrs. Geeta Ramakrishnan, being the architect has turned our one working day into a relaxation that is full of bonding memories. Truly appreciate the time Mrs. Geeta spent with us inspite of her busy schedule.

The escapade began the moment we jumped in the car that took us all the way down to Ibn Battuta Mall where all the girls have gathered. For starters, we watched and enjoyed the movie "Just Go With It." And as we laughed all throughout watching the film, we have finally gazed with the look on each others faces with a nodding sign agreeing that the movie had somewhat put us into a different world.

Well then, since the viewing had all been finished, the time had come for the roaring tummies to be filled-in. Off we went to "Soy" restaurant. We have truly enjoyed and feasted on the Thai food. With few steps from the eating place, we headed towards the bowling center and played in four groups. But since we had only limited time to play, not a single player has managed to tally the scores of the group that made the highest point. That doesn't matter anyway.

When we all all thought that we were happy with what we have indulged, we were even surprised that there was more when Mrs. Geeta handed a gift to each of us honoring ourselves being a woman.

How lovely it is being a woman, not only on how we look, how we enjoy life but significantly and most importantly for the heart that we have towards one another.

Would like to mention here our very special thanks to Mrs. Geeta Ramakrishnan.

- Written by Rizza Landicho



Seven Simple Steps to gain Customer Loyalty “Bouncing Back” with S-E-R-V-I-C-E recovery

S-ay You're Sorry

There's nothing like a sincere apology, delivered right away, to let people know you really care. There's no need to grovel, nor apologize forever. One honest and heartfelt apology will suffice.

E-xpedite Solutions

The faster you can fix the problem, the better. This is not the time to calculate the cost of repairing the damage. Do what it takes to set things right. Costs will be forgotten or absorbed over time, but benefits last forever.

R-espond to the Customer

Remember, people are involved, not just products, dates and orders. Take the time to empathize. Be a listening ear. Keep personal contact, use the phone, send an email, stay in touch. And when it's all over, thank them personally with a note, small gift or other special gesture.

V-ictory to the Customer

Build higher levels of customer loyalty by giving more than what they expect. Refunds, discounts, special assistance, extra services; it doesn't have to be money. But whatever it is,

do it fast. No loyalty is gained from a refund or gesture that takes months to negotiate, authorize or discuss.

I-mplement Improvements

Change your processes and improve training to avoid the problem next time. Institutionalize improvements.

C-ommunicate Results

Spread the word so that everyone can learn from what happened. Provide full information about consequences and improvements.

E-xtend the Outcome

Don't stop working when they stop complaining. Stay in touch until you are sure the customer comes back and their long term loyalty is assured.

TRANSWORLD should always have one goal and one goal only. That is service, not just service, but the Best Customer Service. Communication is one of the most important words in any business. If you can communicate, you and your business will move forward and most likely thrive. If you can't, the road to success is blocked with

numerous obstacles, many of which are too difficult to cross.

To survive in this competitive market place we must treat customers like they are members of our family. A positive customer relationship is the key to any organization. Customer service comes from the inside of an individual. It comes from the desire to provide good and excellent service to everyone whether they are a long time customer, new customer, co-worker, friend or relation.

Companies with great customer service not only survive, they thrive. So, regardless of your job title, position in this organization or experience, your number one task will always be to attract, satisfy and preserve customers. Terrific customer service should be the ultimate goal.
Common Sense = Customer Service.

I serve. You serve. We provide service to each other all our lives.....**ONLY A LIFE LIVED IN SERVICE TO OTHERS IS WORTH LIVING.**

– Contributed by Sanjit Roy

Management Trainee Benalla Walid



Mr. Benalla Walid from France did his four weeks internship with Transworld from January 24 to February 18, 2011. He spent time in Seabridge, Balaji and Logistics. After meeting various people and understanding our operations, he compiled a report of his training.

Walid felt the training course was a very enriching experience both at a professional and personal level and gave him an exposure to a professional environment and a different culture.

Indeed, he had a great experience in the operations and logistics departments. At the end of the training course, the objectives, the needs and the requirements were achieved on time.

The training course allowed him to meet staff at different levels within the logistics department and establish a professional relationship which will help him in the future.

Never Lose Hope

Hope is a precious commodity. It fuels our drive. It gives us the courage to continue through any struggle.

Hope gives us the desire to face another day, to strive to overcome it's challenges and work for new ones.

Hope gives us glimpses of tomorrow, of the possibilities that lie in our future and of the paths we need to travel.

Hope lightens our steps when the road is strewn with obstacles, and helps us decide on our route.

Hope puts a smile on our face and a glimmer in our eyes.

Hope let's us see love as it blooms.

Never lose faith in your abilities, trust the instincts you have inside, they will guide you through your journey.

And always have hope.

Always look to the future.

Always believe that the best is out there for you to find.

Never lose your hope.

Never lose the faith you have in who you are.

Because with that faith in yourself, lies the essence of your hope.

– Contributed by Amit Powar



“Training Is Necessary To Maintain Our Most Valuable Resources - Our People”.
So the trainee performs with the transferred Mastery of the experienced. Experience performs with the freshness of the young.



The Date : January 20, 2011
The Day : Thursday
The Time : 3:00 PM – 4:00 PM
The Venue : Transworld Training Room
The Subject : IT Skills – Basics of PC
The Speaker : Rijish Rajan



The Date : January 27, 2011
The Day : Thursday
The Time : 3:00 PM – 5:00 PM
The Venue : Transworld Training Room
**The Subject : Team Building
“An Interactive Session”**
The Speaker : Sanjit Roy



The Date : February 24, 2011
The Day : Thursday
The Time : 3:00 PM to 4:30 PM
The Venue : Transworld Training Room
The Trainer : Delivering Superior Service
The Speaker : Warren Jacob



The Date : March 03, 2011
The Day : Thursday
The Time : 3:00 PM – 4:00 PM
The Venue : Transworld Training Room
The Subject : 4 Steps to Success
The Speaker : Capt. Leslie Reis



Top 10 Things You Should Not Share on Social Networks

Unless you've been living under a rock in 2009, you know that social networking Web sites are the latest and greatest way to interact with other users on the Internet. Thirty-five percent of adults on the Internet now have a profile on at least one social networking site, and 51 percent have more than one. Three-quarters of users between the ages of 18 and 24 have an online profile. The Pew Research Center found that 89 percent of these people use the sites to keep up with friends, 57 percent to make plans with friends and 49 percent to make new friends.

Facebook, MySpace, LinkedIn, Friendster, Urban Chat, hi5 and Black Planet are just a few of more than 100 Web sites connecting folks around the world who are eager to share their thoughts and feelings. But just like in real life, there's such a thing as sharing too much information (TMI). It's easy to get caught up in the social aspects of sites like Facebook, but what you choose to share is there for all to see, if you don't limit who can view your information. The same study by Pew Research found that 40 percent of users have open access to their profiles, allowing anyone to view their information. The other 60 percent restrict access to friends, family and colleagues. Sharing personal information with strangers can be dangerous business, and there are some things you should definitely put on your "do not share" list. We'll go over 10 of those items in this article.

10 Personal Conversations. On Facebook, users can send personal messages or post notes, images or videos to another user's wall. The wall is there for all to see, while messages are between the sender and the receiver, just like an e-mail. Personal and private matters should never be shared on your wall. You wouldn't go around with a bullhorn announcing a private issue to the world, and the same thing goes on the Internet. This falls under the nebulous world of social networking etiquette. There is no official handbook for this sort of thing, but use your best judgment. If it's not something you'd feel comfortable sharing in person with extended family, acquaintances, work colleagues or strangers, then you shouldn't share it on your Facebook wall.

9 Social Plans. Sharing your social plans for everybody to see isn't a good idea. Unless

you're planning a big party and inviting all the users you're connected to, it will only make your other friends feel left out. There are also some security issues at stake here. Imagine a scenario where a jealous ex-boyfriend knows that you're meeting a new date out that night. What's to keep the ex from showing up and causing a scene or even potentially getting upset or violent? Nothing, that's what. If you're planning a party or an outing with a group of friends, send a personal "e-vite" for their eyes only and nobody is the wiser. If you're trying to cast a wide net by throwing out an idea for a social outing, just remember that anyone who has access to your profile sees it.



8 Linking Sites. With 51 percent of social network users taking advantage of more than one site, there's bound to be some crossover from one to the other, especially if you have the sites linked. You may post something you find innocuous on Facebook, but then it's linked to your LinkedIn work profile and you've put your job at risk. If you link your various profiles together, be aware that what you post in one world is available to the others. In 2009, a case of an employee caught lying on Facebook hit the news. The employee asked off for a weekend shift because he was ill and then posted pictures on his Facebook profile of himself at a party that same weekend. The news got back to his employer easily enough and he was fired. So if you choose to link your profiles, it's no longer a "personal life" and "work life" scenario.

7 Company Information. You may be dying to tell the world about your new work promotion, but if it's news that could be advantageous to one of your company's competitors, then it's not something you should share. News of a planned expansion or a big project role and anything else about your workplace should be kept private. Sophos, a security software company, found that 63 percent of companies were afraid of what their employees were choosing to share on social networking sites. If you want to message it out, be selective and send private e-mails. Many companies are so serious about not being included in social networking sites that they forbid employees from using sites like Facebook at work. Some IT departments even filter the URLs and block access to these sites altogether so employees aren't tempted to log on.

6 Photos of Your Kids. Social networking sites are a common place for people to share pictures of their families, but if you're one of the 40 percent of users who don't restrict access to your profile, then those pictures are there for everyone to see. It's a sad fact, but there are a lot of predators who use the Internet to stalk their prey. If you post pictures of your family and couple that with information like, "my husband is out of town this weekend" or "little Johnny is old enough to stay at home by himself now," then your children's safety could be at risk. Nobody ever thinks it will happen to them until it does, so safety first is a good default mode when using social networking sites. Just like with other private matters, send family photos only to a select group of trusted friends and colleagues who you know won't share them.

5 Your Address and Phone Number. File this one under security risk. If you share your address and phone number on a social networking site, you open yourself up to threats of identity theft and other personal dangers like burglaries. If you post that you're going on vacation and you have your address posted, then everyone knows you have an empty house. Identity thieves could pay a visit to your mailbox and open up a credit card in your name. Burglars could rid your home of anything of value. Even just posting your phone number gives people with Internet savvy easy access to your address. Reverse lookup services can supply anyone



Coffee With Chairman

Every month, the CEO of the respective units (OEL, BSL, SBS, Transworld Logistics) nominates a staff (by picking up a chit) who will then be invited for Coffee with the Chairman and have an informal chit-chat.

In the month of January 2011, the below mentioned staff had Coffee with the Chairman. The Chairman was pleased to spend time interacting with staff and understanding the views and commitment towards taking Transworld to greater heights.



Michelle Simbulan
Transworld Logistics



Ronald Lobo – OEL



Jaideep Baliga – Seabridge



Xavier Netto – Balaji

with your home address if you can provide the phone number.

4 Personal Finance Information. You would think that nobody would share things like where they do their banking or what their stock portfolio looks like, but it happens. Especially with all the headlines of banks going bankrupt and stock prices plummeting during the 2008/2009 recession, it's easy for an innocent Facebook comment to reveal too much about your personal finances. Consider this scenario: You're posting to a long thread on a friend's wall about the bank crisis. You say something along the lines of, "We don't need to worry because we bank with a teacher's credit union," or even, "We put all our money into blue chip stocks and plan to ride it out." Again, if you're one among the 40 percent who allow open access to your profile, then suddenly identity thieves know where you bank and where you have the bulk of your investments. It's easy to forget that what may seem like a harmless comment on a Facebook wall could reveal a great deal about your personal finances. It's best to avoid that kind of talk altogether.

3 Anything You Don't Want Shared. You can select all the privacy settings you want on social networking sites, but the fact is, if you post it, it has the potential to be seen by

someone you don't want seeing it. You know all those fun Facebook applications, quizzes and polls you can't help but fill out? A study performed by the University of Virginia found that of the top 150 applications on Facebook, 90 percent were given access to information they didn't need in order for the app to function. So when you sign up to find out what sitcom star you most identify with, the makers of that poll now have access to your personal information. It's anybody's guess where it goes from there. Social networking is all about sharing, so something you think is in confidence can easily be shared and then shared again, and before you know it, someone you don't even know has access to something private. "When in doubt, leave it out" is a good motto to follow. And always remember that anything you share has the potential to be leaked in some way.

2 Password Hints. Most Web sites that contain secure personal information require a password also have at least one password hint in case you forget. It typically goes like this: You sign up for something like online banking and you get a login and password and then choose a security question for when you forget your password. What's the name of your first pet? What's your mother's maiden name? What was your high school mascot? What's the name of the first street you lived on? Including any of these details on a Facebook wall or status update may not seem

like a big deal, but it could provide an identity thief with the last piece of the puzzle needed to hack into your bank account. Think before you post anything that could compromise this information.

1 Your Password. This one really seems like a no-brainer, but if it didn't happen, then Facebook probably wouldn't feel the need to list it in the No. 1 slot on its list of things you shouldn't share. Even sharing the password with a friend so he or she can log on and check something for you can be a risk. This is especially true with couples who feel like there's enough trust to share these kinds of things. Here's another scenario for you: You give your boyfriend your Facebook password because he wants to help you upload some vacation photos. A couple of months later, the relationship sours, he turns into a not-so-nice guy and then there's a person out there who doesn't like you and has your login information. Time to cancel your account and get a new one. If you'd have kept that information private to begin with, you could simply move on with your life. Now you have a compromised profile, and if you link to other sites or profiles, all that information is at risk as well. Keep your password to yourself, no matter what, and you never have to worry about it

–Contributed by Rijish Rajan

Transworld's Jashn-e-Awadh A Musical Journey to the Land of Nawabs



The musical was titled "Jashn E Awadh" performed by Malhaar - UAE's first Indian Choir.

Revisiting the golden era of music that flourished under the royal patronage of Nawab Wajid Ali Shah, everyone experienced the magic of Lucknow Gharana with complementing shades of contemporary music, dance and theater.

Perhaps for the first time, 45 artists all comprising of local talent were on stage for such a big budget production held on February 25th & 26th, 2011 at DUCTAC auditorium at Mall of the Emirates.

More than 1000 people attended the show on the 2 days put together. The show was packed and the audience gave a standing ovation to all the artists. Everyone truly enjoyed the show.

Niranjan Venkatesh from Transworld Logistics is a thinking musician and his brilliant inputs, dedication and commitment to the cause of music are commendable.

Niranjan conveys his deepest gratitude to Transworld Group of Companies for supporting such an event.

If music be the food of love, play on.....

On behalf of the Transworld group of Companies let me welcome you all to what promises to be a magical evening of music and dance that will transport us to a long forgotten era of Indian Classical Music. The work done by Jogiraj Sikidar and his entire team to champion the cause of Indian classical music in Dubai is wonderful to see. What makes the show even more special is the fact that all performers on stage are working professionals who have taken time out of their daily busy lives to put this

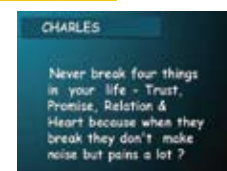
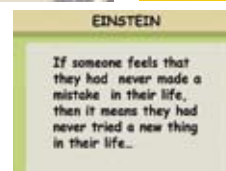
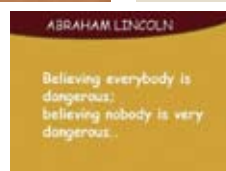
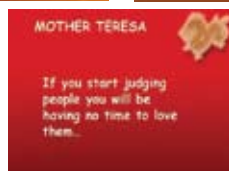
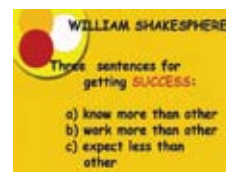
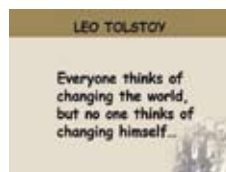
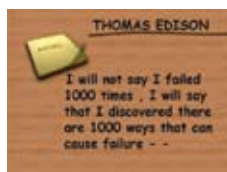
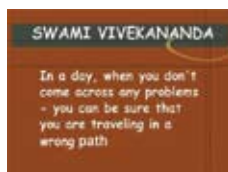
production together which is no easy task, and for this they deserve a huge round of applause !

In a tradition truly started by our founder the late Mr. R. Sivaswamy and graciously continued by our Chairman Mr. Ramesh S. Ramakrishnan. Transworld has been one of the pioneers in promoting local talent and allowing it to be showcased. This vision by the founder and the Chairman is directly related to Transworld's long standing commitment to promote Indian culture, music and arts in numerous ways. A standing example of Transworld's passion for music and arts is the Sivaswamy Auditorium at the Fine Arts Society in Chembur in Bombay which houses various musical event, plays and dance recitals for more than 300 days in a year. An ardent philanthropist who supports various philanthropic activities, Mr. Ramesh S. Ramakrishnan had a dream of not just corporate success but also a dream to support the freedom of artistic creativity and to help in the collaboration and exploration of world music, performing arts and work for universal peace and harmony through music.

– Written by Ritesh S. Ramakrishnan



Golden words of great people



Service Award Sumedha Perera

Our Chairman, Mr. Ramesh S. Ramakrishnan presented the Service Award to Mr. Sumedha Perera, Line Manager, Colombo Hub for his dedication, commitment and completing 10 successful years in OEL.



Service Awards

Above 25 yrs

Mrs. Ambika Nair
Mr. Kannan Swamy
Mr. Arjun Kumar

Above 20 years

Mr. K. Ramachandran
Mr. Mohan Kumar

Above 15 years

Mrs. Dhanacelly Devarajan
Mr. Lawrence Fernandes
Mrs. Letitia Terry Tauro
Mr. Xavier Netto
Capt. Leslie Reis
Mrs. Preetha Surendranathan
Mr. Jaffer Khan
Mr. Balakumar Venkataraman

Above 10 years

Mr. Joy Poulouse
Mr. P. Muralidharan
Mr. Rajesh Puthalath
Mr. Mohammed Noohu
Mr. Colin Swamy Joseph
Mr. Shankaran Pillai
Mr. Hari Sadanand
Mr. Shinu Jayachandran

Transworld Football Team

Transworld staff participated in the DSAA (Dubai Shipping Agents Association) Football tournament held on January 21, 2011 at the Dulsco Village.

Transworld team entered the quarter finals.



DSAA Shipping Cricket Trophy

Transworld Cricket Team participated in the DSAA Shipping Cricket Trophy held on March 04, 2011 in Zabeel Park.



Jokes

Funny Work Quotes

Doing nothing is very hard to do...you never know when you're finished.
~Leslie Nielsen~

I only go to work on days that don't end in a 'y'.
~Robert Paul ~

Hard work never killed anybody, but why take a chance?
~Edgar Bergen ~

By working faithfully eight hours a day, you may get to be a boss and work twelve hours a day.
~ Robert Frost ~

I always arrive late at the office, but I make up for it by leaving early.
~ Charles Lamb ~

Funny Quotes about Women

Guys are like dogs. They keep coming back. Ladies are like cats. Yell at a cat one time...they're gone.
~ Lenny Bruce ~

From birth to 18 a girl needs good parents; from 18 to 35, she needs good looks. From 35 to 55, good personality. From 55 on, she needs good cash. I'm saving my money.
~ Sophie Tucker ~

When women go wrong, men go right after them.
~ Mae West ~

Funny Quotes about Men

If you never want to see a man again, say, 'I love you, I want to marry you. I want to have children...' - they leave skid marks.
~ Rita Rudner ~

Women now have choices. They can be married, not married, have a job, not have a job, be married with children, unmarried with children. Men have the same choice we've always had: work or prison.
~ Tim Allen ~

A successful man is one who makes more money than his wife can spend. A successful woman is one who can find such a man.
~ Lana Turner ~

– Contributed by Suraj Menon

Jokes-N-Riddles

1. Why are birds poor?
2. What is the opposite of minimum?
3. When is a riven bankrupt?
4. What kind of ship never sinks?
5. Why is the river so rich?
6. What do computers eat?
7. What did the big clock hand say to the little clock hand?
8. Where do fish keep their money?
9. What did one math book say to the other math book?
10. What can never be made right?
11. Why did the dog run in circles?
12. How are rabbits like calculators?

Answers:

1. Because money doesn't grow on trees
2. Mini dad
3. When it breaks its banks
4. Friendship
5. Because it has 2 banks
6. Computer chips
7. I'll be back in an hour
8. River Bank
9. I have a lot of problems
10. Your left hand
11. He was a watch dog
12. They both multiply really fast

– Contributed by Joy Poulouse

Juggle The Words

Put your think tank to work and write brain in action.

Unscramble the words and find the hidden terminology used in our shipping industry.

One correct entry, by draw, from the correct answers will win a gift voucher of AED 100.

The correct answer and the name of the winner will be published in the next issue of Transview.

1	ZASHOAUARD	11	HUESLCDE
2	SALLTIDO	12	SEELVS
3	ALETMNRI	13	ROTP
4	SAE	14	RUBEKN
5	OGKBNGOI	15	RAALIVR
6	REFERE	16	IOEIVNC
7	UEGSCRHRA	17	SLINGAI
8	OAORTSEPIN	18	RAINTSOECN
9	UCADONETN-	19	APANCTI
10	LCSIMA	20	VCKERIES

– Written by Rizza Landicho

Health - Stress Management

A TO Z OF STRESS MANAGEMENT

A B C

- **A**lways take time for yourself, at least 30 minutes per day.
- **B**e aware of your own stress meter: Know when to step back and cool down.
- **C**oncentrate on controlling your own situation, without controlling everybody else.

D E F

- **D**aily exercise will burn off the stress chemicals.
- **E**at lots of fresh fruit, veggies, bread and water, give your body the best for it to perform at its best.
- **F**orgive others, don't hold grudges and be tolerant -- not everyone is as capable as you.

G H I

- **G**ain perspective on things, how important is the issue?
- **H**ugs, kisses and laughter: Have fun and don't be afraid to share your feelings with others.
- **I**dentify stressors and plan to deal with them better next time.

J K L

- **J**udge your own performance realistically; don't set goals out of your own reach.
- **K**eep a positive attitude, your outlook will influence outcomes and the way others treat you.
- **L**imit alcohol, drugs and other stimulants, they affect your perception and behavior.

M N O

- **M**anage money well, seek advice and save at least 10 per cent of what you earn.
- **N**o is a word you need to learn to use without feeling guilty.
- **O**utdoor activities by yourself, or with friends and family, can be a great way to relax.

P Q R

- **P**lay your favourite music rather than watching television.
- **Q**uit smoking: It is stressing your body daily, not to mention killing you too.
- **R**elationships: Nurture and enjoy them, learn to listen more and talk less.

S T U

- **S**leep well, with a firm mattress and a supportive pillow; don't overheat yourself and allow plenty of ventilation.
- **T**reat yourself once a week with a massage, dinner out, the movies: Moderation is the key.
- **U**nderstand things from the other person's point of view.

V W X

- **V**erify information from the source before exploding.
- **W**orry less, it really does not get things completed better or quicker.
- **X**press: Make a regular retreat to your favourite space, make holidays part of your yearly plan and budget.

Y Z

- **Y**early goal setting: Plan what you want to achieve based on your priorities in your career, relationships, etc.
- **Z**est for life: Each day is a gift, smile and be thankful that you are a part of the bigger picture.

– Contributed by Sanjit Roy

Brain Teasers

1. Using 8 exactly eight times make a 1000. You can use any mathematical symbols
2. Using the numerals 1,7,7,7 and 7 (a "1" and four "7"s) create the number 100. As well as the five numerals you can use the usual mathematical operations +, -, x, ÷ and brackets ().
3. Place 10 balls in 5 lines in such a way that each line has exactly 4 balls on it.
4. The following equation is wrong: $101 - 102 = 1$
Move one numeral to make it correct.
5. Write down the five-digit numeral spelled out below: twelve thousand twelve hundred twelve
6. Write down the four-digit number described by the following three statements.
 - The first digit is one-third of the third digit.
 - The fourth digit is two times the second digit.
 - The first digit and the third digit add up to twice the sum of the second digit and fourth digit
7. What is the number missing from the following sequence?
4 7 11 18 29 47 ____ 123 199 322
8. Which letter comes next?
A C F J O
9. Use all twenty-six letters of the alphabet to complete the following eleven words, but use each letter only once in the course of this puzzle.

To keep track of which letters you use, print this page and cross off the letters:

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

__ a __ z
__ u i e __
__ u __ c a
e __ t r __
__ i o __ __ n
__ a __ __ f u l
__ r o __ __
__ e __ __ a t
__ __ a l a
__ o l a __
__ o r c __ p i n e

10. Rearrange the letters in the following phrase to tell what many little children can do better than most adults.

ROAST MULES

– Contributed by Sobha Girish

Certified Fire Fighters and First Aid Providers

Fire safety Management

Emergency Phone Numbers

Ambulance : 04-8833111
DPA : 04-8832200
FIRE : 04-8833111
POLICE : 04-8816111 / 999
Jebel Ali Clinic : 04-8846489



DEWA : 04-8836423

Transworld House

Security Gate : 04-8035824
Health & Safety : 055-5512410
Maintenance : 055-4714044

Know Your Fire Warden

Corporate & Admin.

Ms. Christine Francis
Mr. Joy
Mr. Amit Powar
Mr. Shankar Narayanan

OEL Office

Mr. Sanoj
Mr. Sujesh

Balaji Office

Mr. Jayanth
Mr. Anton

IT Dept.

Mr. Rijish
Mr. Ricku

Logistics office

Mr. Biju Joy
Mr. Suraj Menon
Ms. Krystal

Warehouse Operation

Mr. Sankar Pillai
Mr. RajeshKanna
Mr. Arul
Mr. Gopal
Mr. Krishnan

CFS Operation

Mr. Suni
Mr. Ravi

Maintenance

Mr. Satnam Singh



Certified Fire Fighters

1. Satnam Singh : 055-4714044
2. Sanoj : 055-4714016
3. Ranjit : 055-5590601
4. Suraj : 050-2118012
5. Rajan : 050-8592590
6. Atif Latif : 050-7345376
7. Nallaka : 050-1518362
8. SuniKumar P : 050-8442764
9. Jose : 050-5153348
10. Anto Joseph : 055-4327598
11. Nanu : 050-8413287

First Aid Providers

1. Sanjit : 055-5547013
2. Ranjith : 055-4714037
3. Michelle : 050-4357208
4. Venu : 055-5535049
5. Lama : 055-9507562
6. Sumith : 055-3818955
7. Kushal Rana : 055-5386440
8. Suraj : 050-8783904
9. Ravi : 050-4954391

Alagappan 055 5512410, Health & Safety

New Faces

We extend a warm welcome and wish them a successful career in Transworld Group of Companies



Sreekumar Gopinath



Rammit Sharma



Rinto Antony



Shrinivas
Durgmahanty



Manoj Ravindran



Aurea Antony



Dianna Yanni



Divya Ramachandran



Maricel Roldan



Marina Fernandes

New Born

Congratulations to the proud parents



Mathangi Ramesh
Daughter of Shiny &
Ramesh Poduval
Born on March 04, 2011



Deric John
Son of Biju Varghese &
Vandana Biju
Born on February 18, 2011



SCRIBE SURPRIZE



Your favourite newsletter TransView is now 'Trans'formed.

It's got your views, it's got your news and we need them coming.

Just send in your contributions to transview@transworld.co and if selected, you stand to win attractive prizes.

So get cracking on those ideas and start sending them. Winning was never so easy!

Fun-World at Transworld

Get ready.....it's time to run and win the race. November 24, 2010 was a day of fun, where staff of all divisions participated in fun games in full team spirit. There were four teams: All Winners, Go Getters, Trend Setters, Path Finders. All the teams participated enthusiastically in Sack Race, Marble & Spoon, Face on Flour, Number Dance, Tug O War and other games. It was a day full of action to see staff in sportive spirit cheering one another. Our Chairman, Mr. Ramesh S. Ramakrishan and Mr. Ritesh S. Ramakrishnan encouraged and awarded all the winners.



Write to us ! We treat your comments as a gift – feedback is always positive, so feel free to drop us a line.
We are on the lookout for your pictures, news, and stories. Email : transview@transworld.co