

We believe in our partnership, aspire to achieve more together: Al Thani

Ooredoo strengthens ties with Huawei in MWC 2017

KUWAIT CITY, March 2: Ooredoo, Kuwait's fastest network, attended a number of important meetings during the company delegation's visit to the Mobile World Congress 2017 in Barcelona earlier this week. The company's delegation, headed by CEO Sheikh Mohammed bin Abdullah Al Thani, included a number of the company's senior managers and chief officers.

During the visit, Ooredoo CEO and delegation visited Huawei's pavilion, which displayed a number of the company's latest information and communication technology solutions and products such as smartphones, routers, and innovation city solutions.

Ooredoo CEO met with a number of important high-ranking officials in Huawei to discuss ways for further enhancing cooperation between the two companies. Commenting on this, Ooredoo Kuwait's General Manager and CEO Sheikh Mohammed bin Abdullah Al Thani said: "We have great confidence in Huawei as a partner who will support us in reaching our goals, and we look forward to reaching bigger milestones in the future together."



A photo from the event

On his part, Huawei board member Steven Yi reiterated Huawei's commitment to support its partners in their mission, noting that the company is working extensively with Ooredoo on projects for advanced network modern-

ization. "We are proud of our partnership with Ooredoo, and look forward for more achievements in the future together. Our partnership with Ooredoo extends beyond upgrading the network infrastructure, and we aspire to achieve

our mutual goals." Ooredoo's delegation visited a number of pavilions in the exhibition, and were introduced to the latest technologies from different service providers in the telecom industry. Ooredoo's delegation attended the

CMO Council Meeting, which included a number of global leaders in marketing. The meeting aims to discuss how brands can enhance Omni-channel management with carrier-driven insight. The meeting included presentations

by industry leaders from some of the world's leading companies.

As part of the visit to the Mobile World Congress, Ooredoo CEO met with the Open ROADS community president Dr Liang, to discuss ways to enhance digital transformation awareness in the telecom industry. Ooredoo CEO is a permanent board member in the Open ROADS community. Founded by Huawei, a pioneer in the field of telecommunications technology, the Open ROADS community stands for "real-time on-demand all-online do-it-yourself and social," an invitation to the digital world to all companies in the telecom and related industries. It brings together leading voices from across the information and communication technology industry to answer the questions posed by the transformation to digital business. Ooredoo Kuwait announced earlier its intention to participate in the World Mobile Congress with Ooredoo Group, which displayed their next-generation solutions and services in their pavilion, demonstrating the incredible progress the group's companies have made in recent years.



'Saad Beseiso, Chief Commercial Officer of Zain Kuwait, receiving the award.'

Service Hero awards

Zain wins Best Mobile Operator, Best Internet Service Provider

KUWAIT CITY, March 2: For the fifth time, Zain, the leading telecommunication company in Kuwait, was awarded the 'Best Mobile Operator' and 'Best Internet Service Provider' in Kuwait for the year 2016 from Service Hero, the creators of Kuwait's only customer satisfaction index. The company ranked first among the telecommunications sector in two categories for achieving the highest customer satisfaction scores by providing the best quality service standards.

The awards ceremony, held in The Address Hotel - Dubai Mall last week, witnessed the attendance of Majid Al Ghurair, Chairman of Dubai Chamber, Saad Beseiso, Chief Commercial Officer of Zain Kuwait, international speaker and bestseller author Ron Kaufman, as well as many private sector leaders. The award was received after an in-depth evaluation by an independent advisory council, which recognized Zain's role in launching advanced programs and exceptional promotions for its customer base, as well as playing a leading role in the development of the telecommunications sector.

Zain received the 'Best Mobile Operator' award and 'Best Internet Service Provider' award for achieving high rates of customer satisfaction.

The recognition from Service Hero for the fifth time demonstrates Zain's commitment in providing its customers with the highest levels of service.

Service Hero has appointed an Independent Advisory Council comprised of academic institutions as well as leading business professionals. As a neutral panel of experts, the Council's function is to supervise the assessment and ensure fair and empirical results that adhere to all procedures and norms.

This award reinforces Zain's commitment in maintaining the values of its brand. The company is motivated to continue its pledge in providing exclusive services to meet the needs of its customers as well as to facilitate their personal, professional, and business needs.

Service Hero was established by a team of professionals keen on identifying companies that are service leaders in their market. This team is backed by an Advisory Council, Academic & Independent, which assures results that are impartial, objective and accurately reflect people's preference. Service Hero's main goal is to measure the satisfaction level in the market by real consumers in order to help and empower companies to improve their service levels.

KUWAIT CITY, March 2: The customers have spoken, and their message is clear: they love the service they get from the food and retail brands operated by M.H. Alshaya Co. Alshaya brands scooped seven awards at the annual Service Hero consumer satisfaction awards, with family restaurant The Cheesecake Factory recognised as the best service provider in both the UAE and Kuwait in the Casual Dining Category, as well as being named in the top three overall service providers in both countries.

Starbucks was named best service provider in the Café category in the UAE, while Alshaya brands also dominated the Clothes and Accessories category, with Debenhams being named best service provider in the UAE and Next getting the award for best service provider in Kuwait, ahead of American Eagle Outfitters and Mothercare.

The Service Hero Index is a consumer-powered assessment of retail service quality, which assesses companies on eight key customer service dimensions: behaviour, location, speed, product quality, reliability, value to price, call centre, and website. For the latest awards, Service Hero gathered views from more than 18,500 respondents across 15 categories in the UAE and Kuwait. The 14 categories surveyed were cafes, casual dining, car service, new car sales, clothes, electronics, fast food, home furnishings, Islamic banks, retail banks, mobile operators, new car sales, hospitals, airlines and supermarkets. Mona Dabbah, Director of Group Customer Services at Alshaya, said the awards highlighted Alshaya's "100% commitment to great customer service".

"Our aim is to create moments of delight for our customers whenever they are shopping or dining at our stores, cafes, and restaurants," said Ms Dabbah. "We think of the customer in everything we do, and these Service Hero awards are a testimony to the efforts of our people who work so hard to satisfy our customers. Alshaya's Group Customer Services team operate a range of programmes to understand customers' needs, enhance service levels and continuously improve the in-store experience. The team operates a range of customer feedback channels to listen and respond to customer enquiries and concerns. Alshaya's Customer Service teams are accredited with two ISO certificates for their commitment to, and compliance with, international customer service standards and processes.

Firm wins 7 awards at annual Service Hero

'Alshaya brands deliver best service'



A photo from the event



Winners of the Adel Aujan Awards

Creative talents promoted

NBK launches its painting competition 'Draw a Smile'

KUWAIT CITY, March 2: National Bank of Kuwait (NBK) launches its painting competition "Draw a smile" for all creative talents and artists. The winning paintings will be displayed in the first of a kind Stem Cell Therapy Unit donated by NBK to all sick children with cancer.

The competition will run during the month of March and is open to all artists and creative in Kuwait of age 15 and above. The participants are free to choose the content and the subject of their paintings, taking into consideration that their theme is suitable for a children's environment. All paintings must be the participant's own and no elements of it should be copied from others. The results of the competition will be announced in an exhibition which will be announced later. The submissions will be evaluated by a professional jury from Kuwait Arts Association.

Members from the Kuwait Arts Association will choose the three winning paintings which will be awarded valuable cash prizes from NBK, to the best three paintings as follows: first place: KD 750, second place: KD 500 and third place: KD 250. Participants can visit NBK.com/Paint page for registration. The painting should be on a canvas sized between 100x80cm minimum and 200x200cm maximum.

"NBK is keen on sharing the society and encouraging everyone to engage in social work," NBK Social Media Specialist, Farah Bastaki explained. "NBK wants to encourage talents to use their



Farah Bastaki

creativity to come up with interesting ideas to celebrate the opening of the first of a kind Bone Marrow Transplant Center for Children in Kuwait."

"Anyone currently living in Kuwait is eligible to submit their paintings. This competition is an opportunity for us all to be part of our community issues and to participate in reflecting the civilized and cultural face of our beloved country," added Bastaki.

The paintings submitted must include the participant's name, contact number, title of the art piece. All submissions should be sent to on 26-27-28 March 2017 from 9:00am to 2:00pm NBK Public Relations office at Arraya 2 - 34th Floor. For more information, contact: 22592868 or 22593248 or follow NBK social media pages on Facebook and Instagram account @NBKGroup.

KIB 'sponsors' YouLead Forum

KUWAIT CITY, March 2: As part of its ongoing strategy to invest in youth and promote their personal growth and development, Kuwait International Bank (KIB) recently sponsored a lecture by renowned counsellor and author Professor Hala Kazim, which took place as part of the YouLead Leadership Forum.

Professor Kazim - founder of "Journey Through Change", a positive transformation program dedicated to improving the lives of women - presented a lecture dedicated to exploring the benefits of adopting a more positive outlook towards life, entitled "How to Love Yourself?". The award-winning Kazim, who was named the Mohammed bin Rashid "Best Businesswoman in the UAE" in 2013, focused mainly on the topic of improving communication between mother and daughter. In her lecture, she showcased the importance of open and honest interpersonal relationships, both on a personal and professional level.

Nawaf Najia, Manager of the Corporate Communications Unit at KIB, stated: "KIB has always maintained an all-inclusive approach when it comes to social responsibility, aiming to engage with all the different segments of the Kuwaiti community. In particular, the Bank devotes special attention to connecting with youth, as we believe this segment to be one of the main pillars of society."

He added: "This lecture promotes family stability and strong family connections, which will inevitably reflect on the stability of the Kuwaiti community as a whole. We believe that by concentrating our efforts on supporting the up-and-coming generations, and equipping them with the tools needed to excel in both their personal and professional lives".

Best-performing suppliers honored

AAA marks Sheikh Adel's life, legacy

DUBAI, UAE, March 2: Hundreds gathered in Dubai this evening to celebrate the life and legacy of one of the Gulf's most prominent businessmen, Sheikh Adel Aujan.

Sheikh Adel, who passed away in January, was the Chairman of one of the largest Middle Eastern beverages conglomerates, Aujan Coca-Cola Beverages Company (ACCBC), formerly known as Aujan Industries, which is widely regarded as one of the region's top home-grown success stories.

In commemoration of Sheikh Adel's contribution to both business and society, the company organized a prestigious gala dinner at the Oberoi hotel on March 1, inviting 250 members of the ACCBC family, including members of the Aujan family, past and present employees as well as suppliers and partners.

The centerpiece of the event was the Adel Aujan Awards (AAA), which will be held annually, and which will honour a select group of ACCBC's best-performing suppliers for outstanding performance in five categories - innovation; quality; service; value addition and partnership.

Confidence

In addition, Abdulla Adel Aujan, Chairman of ACCBC, welcomed the guests and gave a speech in memory of the late Sheikh Adel. He said: "I have every confidence that ACCBC will deliver on the vision of my father and its shareholders through our portfolio of strong brands, robust investment plans in both capacity and capability and the

high calibre, experienced management team"

A panel discussion involving friends and former colleagues of Sheikh Adel also looked back on the career of one of Saudi Arabia's most remarkable industrialists.

Tolga Sezer, Chief Executive Officer of ACCBC, said: "In order to recognize our valued relationships with business partners, distributors, suppliers and to maintain our commitment to improvement and innovation, we decided to inaugurate the very first Adel Aujan Awards in honor of the loving memory of our late Chairman, Sheikh Adel Aujan. The annual awards will in future allow us to recognize business partners that contribute the most to ACCBC's success, by sharing our values and our commitment to excellence, delivering sustainable performance and surpassing expectations."

Over a 48-year career with ACCBC, Sheikh Adel grew the Dammam-based business into a multi-billion-dollar drinks giant, thanks to the innovative marketing of existing brands such as Vimto and homegrown brands like Rani and Barbican.

The Saudi businessman was also the visionary behind the largest ever consumer goods partnership in the Middle East with The Coca-Cola Company creating a joint venture between the two companies entitled Aujan Coca-Cola Beverages Company (ACCBC).

The inaugural Adel Aujan Awards saw five companies honoured by ACCBC.

The Innovation AAA was won by

Constantia, a manufacturer of packing and labels.

Louis Dreyfus Company, a leading merchant and processor of agricultural goods, picked up the Quality AAA, while industrial products supplier MASTFOODS won the Service AAA.

Awarded

Beverage can manufacturer Can-Pack Middle East won the Value Addition AAA, while John Bean Technologies (JBT), a food industry machinery giant, was awarded the Partnership AAA.

The company that would eventually become Aujan Industries was founded in 1905, and was expanded into beverages when it acquired the exclusive rights to distribute Vimto in the region in 1928.

Sheikh Adel joined the company in 1968 after studying in the US, and quickly expanded Aujan Industries' sales and distribution networks. Over the years, he developed Vimto Cordial as the drink of choice for families in the gulf region during the Holy Month of Ramadan.

The company's first homegrown brand, Rani, was introduced in 1982. The fruit-juice brand has gone on to become one of the most preferred beverages in the Middle East.

Aujan Industries also sells and distributes Barbican, a non-alcoholic malt-based drink, having bought the brand outright in 2011.

As well as beverages, Aujan Group Holding also has interests in real estate and packaging materials, with investments in hotels and game reserves in the Middle East and Africa.