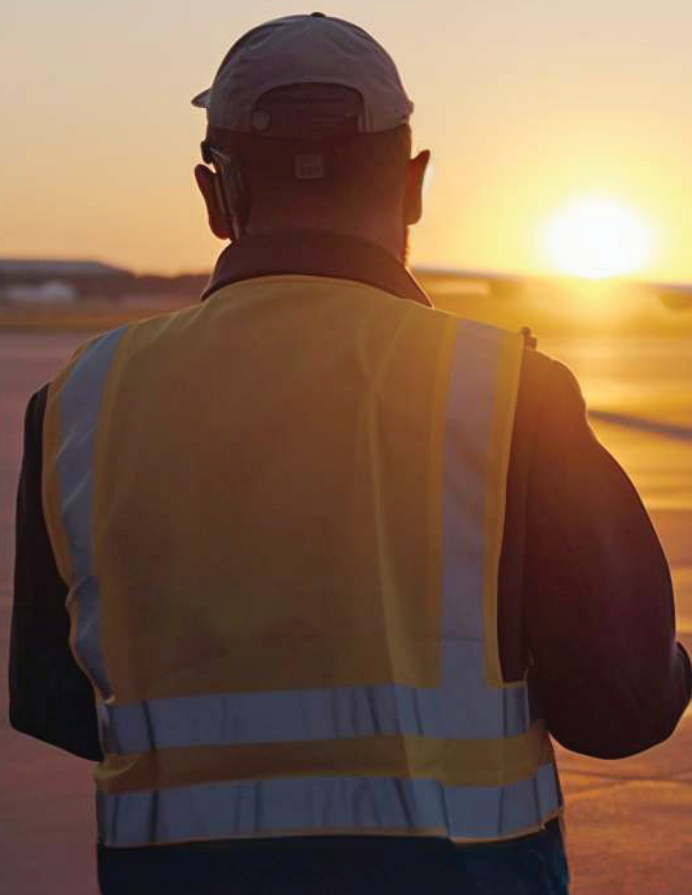


DULSCO
PEOPLE



AVIATION
SOLUTIONS

ABOUT DULSCO GROUP



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

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

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

DULSCO
PEOPLE

DULSCO
ENVIRONMENT

 **PARISIMA**
A DulSCO Group Company

 **AGR**
A DulSCO Group Company

CEO MESSAGE

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

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

We can provide you workforce anywhere in the seven Emirates, and our team of experts caters to multiple industry groups, ranging from Aviation to Oil and Gas, Manufacturing to Logistics, and many more, providing a broad spectrum of services that goes beyond just filling a need.

We believe that a great team is the foundation of any successful company, which is why we place a strong emphasis on training and progression for our people. By investing in our team members and bringing them up the value chain, we ensure that our clients receive the highest level of service possible.

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

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



Antony Marke
Chief Executive Officer,
DulSCO People

AVIATION

A breakdown of DulSCO People's contributions to the Aviation industry as a trusted partner of workforce and services from ground level operational support to executive and general support in 13 airports and air bases across the country.



13

Airports served in the UAE



8,000

Aviation resources deployed



70+

Aviation clients regionally

COMPREHENSIVE STAFFING TRUSTED RESULTS

Our highly trained staff and dedicated teams deliver seamless execution and tangible results which you would expect from one of the nation’s longest-standing provider of aviation solutions.



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

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

WHY INDUSTRY LEADERS CHOOSE DULSCO PEOPLE

<p>With a client base of globally recognised names in aviation, and a long history of specialised support to the regional industry, we are a leading provider of expert aviation staffing solutions.</p>	 <p>A TRUSTED PARTNER FOR 30 YEARS</p>	 <p>TRAINING & HSE PRIORITISATION</p>
	 <p>ETHICAL & EFFECTIVE RECRUITMENT</p>	 <p>EXPANSIVE FOOTPRINT</p>
	 <p>AVIATION EXPERTISE</p>	 <p>DYNAMIC SOLUTIONS</p>

AVIATION FOOTPRINT

Today, DulSCO People services 13 of the UAE's major airports in Abu Dhabi, Al Ain, Dubai, Sharjah and Ras Al Khaimah, as well as the greater GCC region, providing staff for more than 30 categories across terminal, cargo, airside and support operations.

ABU DHABI

- 1 DELMA AIRPORT, ABU DHABI
- 2 ABU DHABI AIRPORT
- 3 CARGO TERMINAL, ABU DHABI AIRPORT
- 4 ABU DHABI AIR BASE
- 5 AL DHAFRA AIR BASE, ABU DHABI
- 6 AL BATEEN AIRPORT, ABU DHABI

AL AIN

- 7 AL AIN INTERNATIONAL AIRPORT

DUBAI

- 8 DUBAI WORLD CENTRAL
- 9 DUBAI INTERNATIONAL AIRPORT
- 10 CARGO TERMINAL, DUBAI INTERNATIONAL AIRPORT
- 11 MINHAD AIR BASE, DUBAI

SHARJAH

- 12 SHARJAH INTERNATIONAL AIRPORT

RAS AL KHAIMAH

- 13 RAS AL KHAIMAH INTERNATIONAL AIRPORT



SPECIALISED STAFF



AIRPORT OPERATIONS

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



CARGO OPERATIONS

- » Forklift Operators
- » Equipment Operators
- » Senior Cargo Agents
- » Customer Service Agents (CSA)
- » Loader Drivers
- » Cargo Performance Analysts
- » Electric Tug Drivers
- » Call Centre Agents
- » RFS Coordinators
- » Flight-Closing Agents
- » Warehouse Assistants
- » Repacking Agents / Crew

- » Senior / Junior Supervisors
- » Light / Heavy Forklift Operators
- » Cargo Handlers



SUPPORT SERVICES

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



INFLIGHT CATERING

- » Chefs, Sous Chef, Cooks
- » Catering Assistants and Truck Drivers
- » Stewards
- » Cleaners

OPERATIONAL AVIATION TRAINING PLAN



MANDATORY TRAINING - SPECIFIC TO JOB ROLE, DEPARTMENT & LOCATION

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

MANDATORY SAFETY & SECURITY INDUCTION TRAINING

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

MANDATORY EQUIPMENT TRAINING AND PERMITS

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

OPERATIONAL EXCELLENCE



QUALIFICATION / ACCREDITATION

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

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

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

We are also approved by the UAE's General Civil Aviation Authority (GCAA), enabling us to deliver specialised workforce solutions for the aviation sector in compliance with strict regulatory requirements.



DULSCO TRAINING ACADEMY

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



COURSES

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



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

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

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



FLEET MANAGEMENT

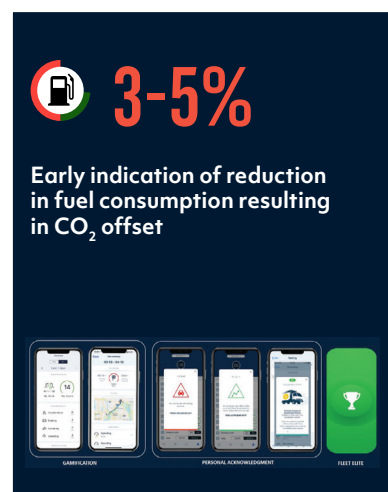
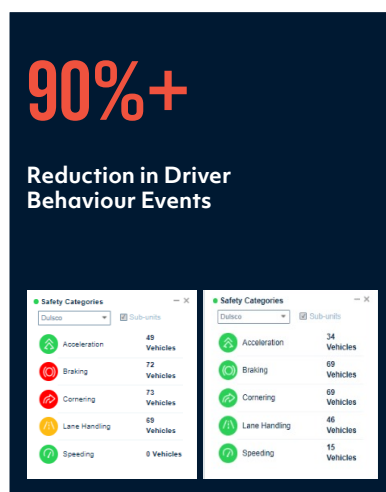
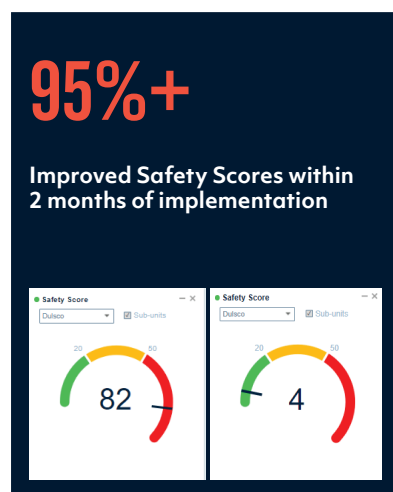
As part of DulSCO Group commitment to smart transport solutions, DulSCO People has introduced cleaner fuel alternatives and advanced safety initiatives to reduce emissions and enhance operational safety across its ground transport fleet.

CNG INTEGRATION

CNG has long been a cost-effective and eco-friendly fuel, leading to its consideration as a strategic initiative. Lewin’s change management model guided the proposed adoption of Natural Gas Vehicle (NGV) technology through a dedicated Conversion Centre. Site visits were conducted to assess feasibility, including fuel availability, safety, and cost. Abu Dhabi was selected for the Phase 1 launch due to its robust NGV infrastructure. The project initially targets employee transport buses (up to 30 seats), benefiting from CNG’s stable pricing—25–60% lower than petrol. Currently, 14 DulSCO Group vehicles in Abu Dhabi run on CNG.



DRIVESAFE TELEMATICS



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

ELECTRIC BUSES

DulSCO People's upcoming electric buses are set to support the UAE's green goals, helping partners meet their sustainability targets without sacrificing performance. Once deployed, these zero-emission vehicles will help cut costs, reduce noise, and boost operational efficiency.



100% SUSTAINABLE



ZERO EMISSIONS

Significantly lower operational cost compared to traditional diesel vehicles.



ECO-FRIENDLY

Smart, eco-conscious solution that aligns with the UAE's sustainability goals.



MINIMAL DOWNTIME

Reduce maintenance, improved reliability in time-sensitive airport operations.

Whether transporting passengers, crew, or ground staff, electric buses deliver a cleaner, more efficient alternative—helping the aviation sector elevate both its service standards and environmental performance.

DRY WASHING

DulSCO People has expanded its eco-friendly dry washing services to include full vehicle fleets—covering cars, buses, coasters, and vans—in addition to aircraft and ground service equipment.

This innovative, waterless, and chemical-free solution helps organisations significantly reduce water consumption and environmental impact, aligning with the UAE’s long-term sustainability goals.

By adopting DulSCO People’s dry wash services, companies can cut operational costs, save time, and boost overall efficiency—while making a positive impact on the planet.

DRY WASHING BENEFITS

Environmental Sustainability Impact



Time Efficiency



Cost Savings



Mobility and Accessibility



Reduced Corrosion Risk



Enhanced Safety



Compliance with Regulations



USING ONLY OEM APPROVED CHEMICALS, TRIED AND TESTED



AWARDS

International Business Magazine Awards 2022

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



Customer Happiness & Summit Awards 2022

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



Customer Happiness Awards 2024

- Customer Happiness Team of the Year (Winner)



Taqdeer Award 2017,2018,2020,2022,2023

- 4-star ranking

We're proud to be recognised as industry leaders by our peers:



CERTIFICATIONS

ISO CERTIFICATIONS


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



COMMITMENT TO THE UAE'S ICV PROGRAM

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



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