

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 workforce and services partner, delivering comprehensive operational support across airports and air bases nationwide—from essential ground-level operations to executive and general support.



12

Airports
served in
the UAE



7,000

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

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



A TRUSTED
PARTNER
FOR 30 YEARS



TRAINING & HSE
PRIORITISATION



ETHICAL &
EFFECTIVE
RECRUITMENT



EXPANSIVE
FOOTPRINT



AVIATION
EXPERTISE



DYNAMIC
SOLUTIONS

AVIATION FOOTPRINT

Dulscó People is a trusted workforce and services partner to the UAE's aviation ecosystem, supporting critical airport, airside, cargo, terminal and operational functions across key aviation hubs in Abu Dhabi, Al Ain, Dubai and Sharjah.

With expertise spanning more than 30 operational categories, we provide the people, capability and consistency required to keep complex aviation environments moving—seamlessly, safely and at scale.

ABU DHABI



- DELMA AIRPORT, ABU DHABI
- ABU DHABI AIRPORT
- CARGO TERMINAL, ABU DHABI AIRPORT
- ABU DHABI AIR BASE
- AL DHAFRA AIR BASE, ABU DHABI
- AL BATEEN AIRPORT, ABU DHABI

DUBAI



- DUBAI WORLD CENTRAL
- DUBAI INTERNATIONAL AIRPORT
- CARGO TERMINAL, DUBAI INTERNATIONAL AIRPORT
- MINHAD AIR BASE, DUBAI

SHARJAH



- SHARJAH INTERNATIONAL AIRPORT

AL AIN



- AL AIN 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



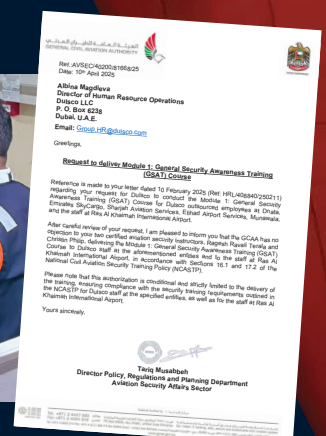
QUALIFICATION / ACCREDITATION

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.

Dulscos People supported ADAC / ADIA in the Operational Readiness & Testing (ORAT) for Abu Dhabi's most prestigious and largest Airport MTB project. ADAC awarded Dulscos 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 it's state-of-the-art 4,300 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

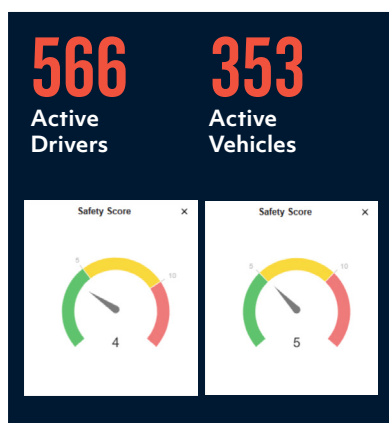
As part of Dulsco Group commitment to smart transport solutions, Dulsco People has introduced cleaner fuel alternatives and advanced safety initiatives to reduce emissions and enhance operational safety across its ground transport fleet.

BIODIESEL INTEGRATION

Dulsco People's biodiesel initiative operates as a closed-loop circularity model. Waste cooking oil collected through Dulsco Environment's operations is transformed into transport fuel for the Dulsco People fleet. Neutral Fuels, a UAE-based certified biodiesel producer, processes this used cooking oil into biodiesel blends that meet local regulatory and quality standards. In 2025, this initiative contributed to an estimated reduction of 327,883 kg of CO₂e emissions by using biodiesel in place of conventional fuel.



DRIVESAFE TELEMATICS & CSN



Dulsco People has launched an AI driver safety program, positioning DriveSafe Telematics and Connected Safety Net (CSN) at the core of its UAE road safety strategy. Delivered via DigiSkills, the initiative uses psychometric assessments, predictive analytics, and a QR Driver Passport to track compliance. This integration successfully reduces poor driving behaviour, improves safety scores, and advances Dulsco Group's mission of ensuring everyone goes home safely every day.

ELECTRIC BUSES

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



100%

SUSTAINABLE

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.



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.

CERTIFICATIONS

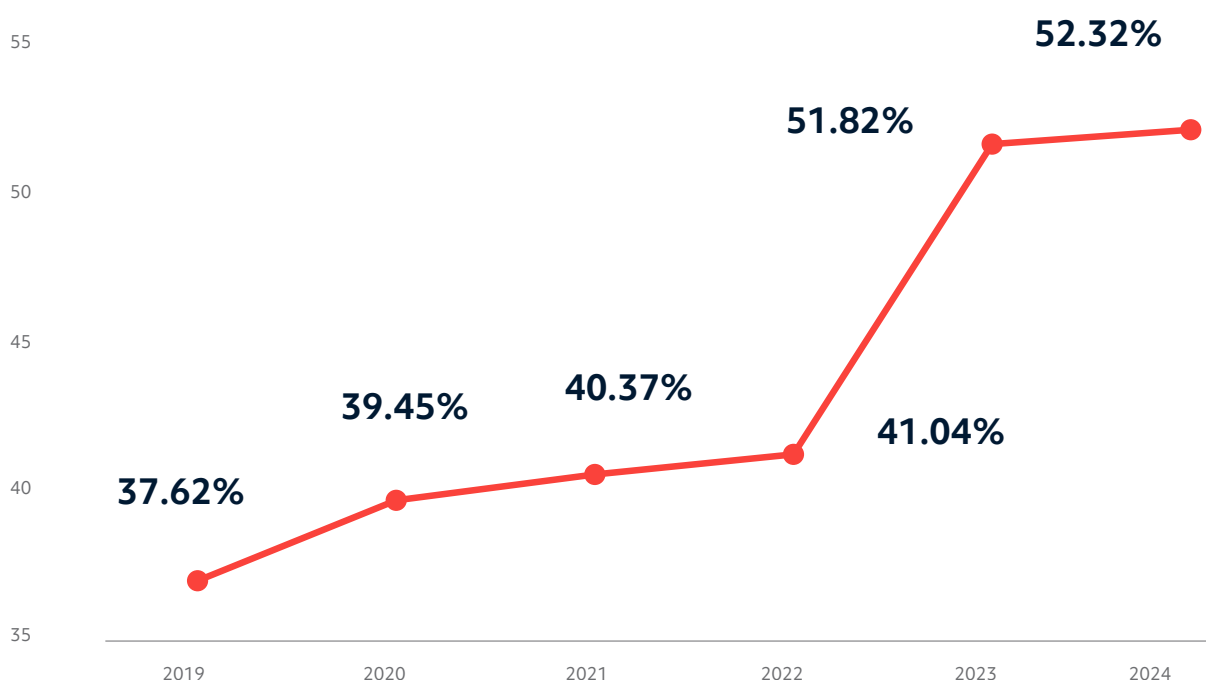
ISO CERTIFICATIONS

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).



NATIONAL IN-COUNTRY VALUE PROGRAM (ICV)

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.



Fiscal Year	ICV Score (%)
2019	37.62%
2020	39.45%
2021	40.37%
2022	41.04%
2023	51.82%
2024	52.32%

AWARDS

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



International Business Magazine Awards 2022

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



Customer Happiness & Summit Awards 2022

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



Taqdeer Award 2017,2018,2020,2022,2023,2025

- 5-star ranking



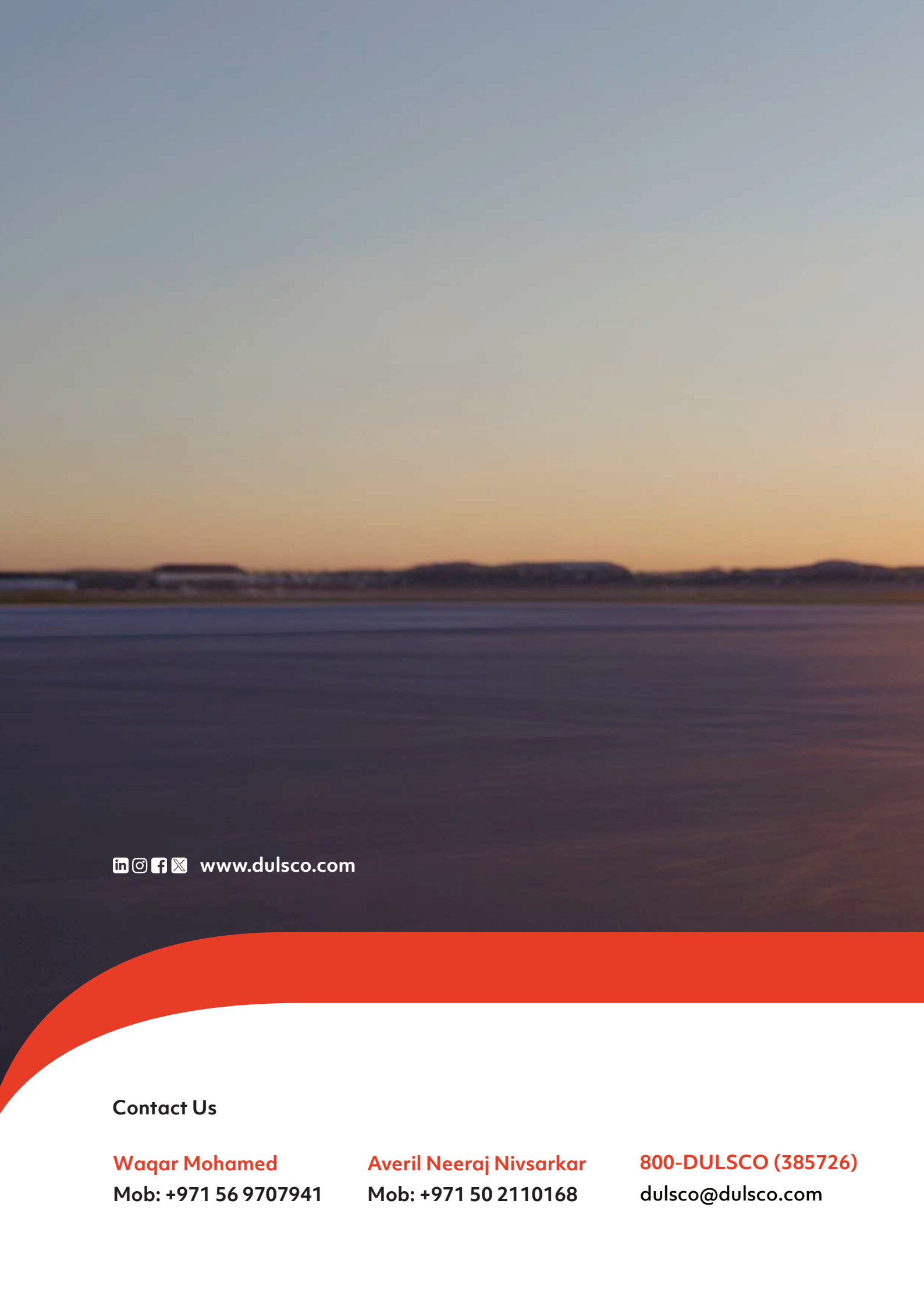
Customer Happiness Awards 2024

- Customer Happiness Team of the Year (Winner)



Mentl Award 2025

- Best Well-being Support in the Travel and Aviation Industry



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