



# YOUR UAE

DECEMBER 2019  
ISSUE 10

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Discover Arts and Culture Hotspots in Dubai – see p. 3 to 5

Read about some of the traditional Crafts in the UAE – see p. 8

Festive DIY: Learn how to make Christmas Tree shaped napkins – see p. 2

## Marhaba!

Welcome to the tenth edition of 'YOUR UAE' brought to you by Outpost Iraq Dubai and Outpost Abu Dhabi. This quarter, we talk about the **Art & Culture**. Art is integral to personal and political expression and in shaping cultures. We take great pride in traditional art forms from our respective nations and our exploration of contemporary art forms tell us more about the society we live in.

Whether you live in Dubai or Abu Dhabi or any of the other Emirates, the UAE has some great art and culture hotspots for you to explore. You could of course, go to art galleries and museums to engage with art. Or you could try your hand in making something on your own. With fine arts classes, artist residencies, theatre, calligraphy, photography and ceramic studios and centres promoting traditional Emirati crafts, there is something here for everyone.

I would like to take this opportunity to thank our Focal Point Danielle Ballantyne who will be leaving Outpost Iraq Dubai. We will miss her and wish her all the best for the future. As this year and decade comes to a close, I would wish you all a happy and safe festive season and new year on behalf of Outpost Iraq Dubai and Outpost Abu Dhabi.

We hope you enjoy reading this issue and explore Art and Culture in the UAE and within our Shell and Outpost communities! As always, we would love to hear any suggestions you may have about the content or activities. Outpost Iraq Dubai's door is always open. We wish you happy reading!

Warm regards,

*Sakshi Kapoor, Editor at Outpost Iraq Dubai*



## SEASONS GREETINGS



Outpost Iraq Dubai and Outpost Abu Dhabi  
wish you  
A Happy Festive Season and A very  
Happy new year

## FESTIVE DIY – HALF CIRCLE (CHRISTMAS) TREE NAPKINS

Outpost Abu Dhabi shares a quick tutorial on napkin folding that is perfect for hostess gifts, or for your own table and is easy to make.

The first option is the (Christmas) tree, but you can also flip the (Christmas) tree upside down and tuck your silverware in for a cute little trumpet napkin!

**Makes:** 8 (Christmas) Tree napkins

**Supplies:**

- 1 yard of Main Print Fabric
- 1 yard of Contrasting Fabric
- Matching Thread
- Sewing Scissors
- Sewing Machine (can be handstitched too)
- Iron/Ironing Board
- Sewing Pins

**Method:** Cut (4) 18" diameter circles from each fabric.

The easiest way to do, is to use a plate of about 18" diameter. Place the plate on the backside of your fabric(s). Draw with a pencil the circle on the fabric along the edges of the plate. Cut the circles out. Iron the circles. Repeat with all 8 circles (4 of each fabric). Cut the circles in half.

**Sewing:** Place a half circle on a flat surface, right side up. Place a contrasting half circle on top, right side down. Pin. Sew around the half circle using a 1/4" seam, making sure to leave about 4" open on the straight edge. This will allow you to turn it right side out. Clip the corners and cut triangles along the curve. Turn right side out, press. Once all seams are pressed, topstitch around all sides using 1/8" seam and matching thread. Repeat on the remaining half circles.  
Click [here](#) and [here](#) for detailed folding instructions.





# ART & CULTURE

## ART AND CULTURE HOTSPOTS IN DUBAI

**Outpost Iraq Dubai** gives you the lowdown on places you could visit to explore the art and culture scene in the Emirate of Dubai.

### **TASHKEEL, Nad Al Sheba & Al Fahidi**

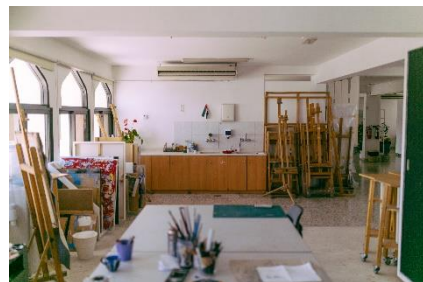
Tashkeel is an arts facility that offers residences, workshops, exhibitions and training and endeavours to nurture contemporary art and design practice in the region. Set up by Lateefa bint Maktoum in 2008, Tashkeel offers several initiatives like extensive development programmes for product design studio practice and many more. For the lay man, there are several exhibitions, installations to see and workshops to participate in. From Arabic typeface, poster design, pottery, film photography and development, food photography to drawing and painting, there are tons of disciplines to explore.



Tashkeel in Nad Al Sheba  
Photo credit: Tashkeel.org

One of their initiatives is Tanween where they provide UAE-based designers a nine month development programme. Others include Critical Practice and MakeWorksUAE, which is an year long programme of studio practice, mentorship and training and an online platform for creatives to connect respectively. One can hire communal studios that cater to different visual media like 3D Sculpture, Printmaking, Fine Arts, Jewellery, Textiles, Photography and Digital Arts. There is also a library with over 1000 books and subscriptions to a wide variety of international journals and magazines. Tashkeel in Al Fahidi historical district features studios in a traditional setting and is also home to the Sikka Art Fair and Art Dubai.

Studio workspaces at Tashkeel. Tashkeel works on an open membership model which makes it easy for visitors to participate in activities. Photo courtesy: Hogoagogo CC4.0



### **ALSERKAL AVENUE, Al Quoz Industrial Area**

Spread over 500,000 square feet, Alserkal Avenue was established in 2008 and over the years has become a major hub for arts and culture in Dubai. The place houses several contemporary art galleries, non-profit organisations and many Dubai born businesses. Alserkal was founded by Emirati businessman and patron Abdelmonem Bin Eisa Alserkal to engage with the arts at a local, regional and international level, all while being a socially responsible cultural enterprise. Before 2007, the site was home to a marble factory owned by the Alserkal family. The following year, Ayyam Gallery moved in paving the way for Carbon 12, Green Art Gallery and many others. In its early years, the uninitiated visitors would have found the rows of identical metal warehouses confusing or even deserted. But now the venue is buzzing with activity with art galleries, community spaces, studios and culinary experiences. Many places that you will read about in this list call Alserkal Avenue their home. Founder Abdelmonem once said in an interview to the newspaper The National that he sees Alserkal Avenue as the new Shoreditch.

Alserkal Avenue, Al Quoz  
Photo courtesy: VisitDubai.i.com





## ART AND CULTURE HOTSPOTS IN DUBAI



Al Serkal hosts several community events all year round. Photo courtesy: Alserkal Avenue

The Alserkal Arts Foundation, housed at the Avenue, also gives annual grants to support radical, innovative and contemporary research in different fields. They emphasize on interdisciplinary discourses and studies in the arts, humanities and social sciences that are relevant to the region of Middle East, Africa and South Asia.

### JAMEEL ARTS CENTRE, Jaddaf Waterfront

Jameel Arts Centre opened only last year in November 2018 with three floors of exhibition space, a library, design shop, outdoor amphitheatre and a restaurant. A project by Saudi based art organisation Art Jameel, the centre aims to support art culture and education. Art Jameel also runs House of Traditional Arts in Jeddah and in Cairo to support artisanal production. They have also forged a number of partnerships with V&A in London and the famous Metropolitan Museum in New York. The building, designed by Serie Architects is positioned along the Corniche at Dubai Creek.

Art Jameel hopes to make the Jameel Arts Centre as a platform showcase regional talent to cultural tourists as well as curious residents. With temporary exhibitions and curated group shows planned year round, they aim to capture the attention of the audience in the region. There are also a number of community spaces to engage with schools and other target audiences. With a focus on learning research and commissions, the centre has strived to nurture artists and practitioners.



Jameel Arts Centre situated on the banks of Dubai Creek. Picture courtesy: Jameel Arts Centre



Cinema Akil, Photo courtesy: Cinema Akil

### CINEMA AKIL, Alserkal Avenue

Cinema Akil is an independent cinema platform that brings quality films from around the world to the UAE audience. Started in 2014 as a nomadic cinema, they held over 60 pop up cinemas that attracted over 35,000 attendees in Dubai, Abu Dhabi and Sharjah. In September 2018, the cinema finally found a permanent home at Alserkal Avenue in Al Quoz, Dubai. As the region's first arthouse cinema, it showcases directors and filmmakers across the decades to create awareness and interest in film and cinematic arts. They regularly organise film festivals to feature cinema from UAE and the world.

### YADAWEI STUDIO, Al Quoz

If cinema is not your cup of tea and you prefer to make things by hand, Yadawei is the place to check out. Yadawei Studio is a dedicated studio for pottery and ceramics located in a warehouse in Al Quoz in Dubai. Yadawei is the Arabic adjective for something handmade. They run a gym-like membership model for use of their studio facilities that include firing and use of free glazes. The space helps students explore clay as a medium of art expression and design and offer weekly classes and workshops. The studio also offers its facilities for project commissions.



Entrance to Yadawei Studio in Al Quoz. Photo courtesy:



## ART AND CULTURE HOTSPOTS IN DUBAI

### ARTE MAKERS MARKET, Times Square Centre

Started in 2005, Arte is short for 'Artisans of the Emirates'. The market promotes handmade arts, designs, fashion, crafts and food – all handmade in the UAE by its vendors. Participants to this market have to meet the criteria that their products are handmade by the vendor in the UAE. Showcasing handmade products like jewellery, art, greeting cards, pottery, ceramics and many more, the market provides a great platform for makers. The flagship market is held twice a month at Times Square Centre. Head there to support artisans from the region who craft these items entirely by hand.



Graphic courtesy: Arte



The Junction has a seating capacity of 159 and a 12.7m x 7.8m stage.  
Picture courtesy: The Junction

### THE JUNCTION, Alserkal Avenue

Tucked in Alserkal Avenue, The Junction is a performing arts space that often features performers from the region and the world. They claim to be a versatile space made by performers for performers. Junction started in 2015, with a mission to be a place where Dubai's residents and regional talents express themselves, hone their talents and showcase Dubai's thriving arts and culture scene. In the past they have hosted plays and performances by many professional acts featuring comedians, poets, actors, musicians, artists, writers and directors. Head to the Junction to watch plays and to engage with artistic discourse in the region. They also invite patrons to contribute to the space to support their movement to bring artists to the stage.

### GULF PHOTO PLUS, Alserkal Avenue

Gulf Photo Plus is a centre for photography that organises workshops, photo tours, private classes and dedicated photography walks in Dubai. They also organise free artist talks and organise the annual GPP Photo Week. They house a gallery and also offer printing and retouching services. Situated in Alserkal Avenue, GPP is a hub for photography enthusiasts and professionals alike.

Photo courtesy: Alserkal Avenue



Entrance to the Thejamjar located in Alserkal Avenue. Photo courtesy: Alserkal Avenue

### THEJAMJAR, Alserkal Avenue

Thejamjar was founded in 2005 as a community arts space with the aim of engaging audiences, promote local artists and support the development of Dubai's art scene. To achieve this, thejamjar regularly organises extensive art programmes, education initiatives and community projects. Head there for art workshops for all ages. They also organise summer and winter camps for kids during the holidays. A year round calendar can be found on their website featuring workshops in fine arts, visual arts, film, music and performance. And that is not all, thejamjar also offers artist programmes and residencies.





## ART AND CULTURE IN ABU DHABI

**Outpost Abu Dhabi** tells us about the reopening of the Abu Dhabi Cultural Foundation after 10 years and some other cultural hot spots in Abu Dhabi



The renovated Abu Dhabi Cultural Foundation Centre. Photo courtesy: Abu Dhabi Culture

### ABU DHABI CULTURAL FOUNDATION

The Abu Dhabi Cultural Foundation, founded in 1981, is a centre of art and learning. It is located in the middle of downtown Abu Dhabi next to the Qasr Al Hosn, one of the first urban settlements in the capital. It closed in 2009 for extensive renovation and reopened in September 2019. As a result, the foundation now hosts the Abu Dhabi Children's Library, a 900-seat theatre, workshops for calligraphy / art, research, exhibitions and cultural learning.

The Cultural Foundation is the manifestation of the vision UAE's founding father, Sheikh Zayed Bin Sultan Al Nahyan, who set the cornerstone for a modern nation while equally preserving heritage and history. The Children's Library, which replaces the Foundation's original national library, is free for entrance. After registration children under the age of 14 can borrow books for free. The facility boasts 35,000 titles, mainly in Arabic, English and French, with some in Hindi, Spanish, Mandarin and German.

On the ground floor, the library has workshops and exhibition areas for children. Its first floor includes life-sized sand dune models, falaj-inspired book systems, and camp-themed reading spaces. There is also a soft toddler playpen, a reading tree and an imaginative creature zone. The second floor has workstations, study rooms and private tree houses

designed to provide an atmosphere beneficial to learning and relaxation for older children.

**Bait Al Khatt**, another new space at the Foundation is a space dedicated to the learning and production of Arabic calligraphy, especially calligraphy within Islamic culture. This area will host daily classes, taught by Mohammad Al Mandi, master Emirati calligrapher known for his angularly designed scripts that are included on the UAE passport, the country's banknotes, and within the Shaikh Zayed Grand Mosque.

At **Al Marsam Al Hor**, there will be a year-round programme of classes and workshops in a variety of mediums and forms, including oil painting, sculpture, ceramics, pottery, fashion design and jewellery making.

A series of studios house the works of three Emirati artists, who are completing their second cycle of the Abu Dhabi Department of Culture and Tourism's Artist in Residency program.

A range of performances are planned for the venue. A musical performance by oud master, Nasser Shamma, and the 2350 BC Orchestra kicked off the season.



The main lobby at the Abu Dhabi Cultural Foundation. Photo courtesy: Gulf News

### Sources of Information:

Abudhabiculture.ae, Culturalfoundation.ae, Thenational.ae, Gulfnews.ae



## DISCOVER ARTS IN ABU DHABI AND BEYOND

### AL QATTARA ARTS CENTRE, Al Ain

Al Qattara Arts Centre plays a unique role in Al Ain's art and cultural scene with the mandate to provide a venue where arts and culture can be studied, practiced and developed by the entire UAE community.

Al Qattara was redeveloped from the Bin 'Ati Al-Darmaki House, a traditional mud-brick tower and residence located on a mound overlooking the date-palm gardens of Qattara Oasis. The centre is designed in the regional architectural style and blends in with its surroundings, which include several historic buildings from early in Al Ain's modern history.

The carefully restored building opened as an art centre in 2011 and plays nowadays a unique role in Al Ain's art and cultural scene. The Centre hosts an art gallery displaying art by expatriate and Emirati artists, a permanent venue for archaeological and heritage exhibits, and studios for art classes. A pottery studio, a digital room for photography and computer classes, a calligraphy studio, a dry and a wet studio. The dry studio is a classroom for learning music and handicrafts, while the wet studio offers drawing and painting lessons. The centre also is one of Al Ain's leading venues for events, exhibitions and occasions that explore the region's cultural heritage.



Al Qattara Arts Centre  
Photo courtesy: [timeoutabudhabi.com](http://timeoutabudhabi.com)



Warehouse421  
Photo courtesy: [timeoutabudhabi.com](http://timeoutabudhabi.com)

### WAREHOUSE421

Warehouse421 is a home-grown arts and design centre, founded in 2015. It is dedicated to showcasing and nurturing creative production from across the region. Working in collaboration with local, regional and international entities, it seeks to aid the development of the UAE's creative ecosystem through learning, research and commissions. As the primary exhibition venue in the capital, it showcases galleries and art shows setting the larger stage for creativity throughout the city. The Salama bint Hamdan Al Nahyan Foundation supports the Warehouse 421 initiative. Invest in the future of the UAE by investing in its people. To that end, the Foundation develops and supports strategic initiatives in the areas of arts, culture & heritage, education, and health.

Deeply rooted in the principle of sustainability and creating dynamic spaces for diverse audiences, Warehouse421 continues to commemorate the work of regional artists and designers and encourages community engagement and creative development through various artistic avenues. Committed to support emerging talent from the UAE and the Middle East and South Asia, the Warehouse takes a collaborative approach in hosting and curating exhibitions, presenting and contextualizing local and regional research and cultural practices in an anti-disciplinary space. It hosts a range of public programs and learning opportunities that support creative practices, artistic exchange and stimulate critical discourse.



## TRADITIONAL CRAFTS IN THE UAE

Outpost Abu Dhabi lists some popular crafts from the United Arab Emirates.

Within the diverse landscapes of the UAE (from the desert, to the oases, to the coast and sea) artisans have developed skills to meet functional and economic needs. From generation to generation, they preserve not only the practical skills, but also the shared social values associated with Emirati identity.

*Al-Sadu* is a traditional form of weaving practiced by Bedouin women in the UAE, using the wool of sheep, camels and goats. This intricate weaving was used to create the *bait al-shaar* (the tent). Various *Al-Sadu* patterns were used to decorate the interior tent divider. Camels were also often decorated with *ataad* (camel accessories) made of *Al-Sadu*, with the woven designs adding vibrancy and colour to the saddles and straps.

Al-Sadu  
Photo courtesy: [abudhabiculture.com](http://abudhabiculture.com)



*Khoos* is a traditional weaving technique using the branches and leaves of the palm tree. *Khoos* is practiced by both men and women and it involves the weaving or braiding together of date palm fronds to form an object. While the products that are made serve a functional purpose. The techniques used, and colours chosen provide elements of personal artistry. The products made include *surood* (circular mats on which food is placed), *mahafah*, (a fan used to cool oneself or fan a flame), *makabah* (to cover and protect food) and *jefeer*, (a basket used to carry dates).

Khoos weaving. Photo courtesy: Al Ghadeer

*Talli* is a traditional form of decorative embroidery practiced by Emirati women. Cotton or silk threads, intertwined with gold and silver threads are used to decorate the collars, sleeves and hems of the *kandoora* and *thawb* (traditional women's robes) with intricate designs and vibrant colours. Creating this beautiful embroidery is a time-consuming and complex process that requires much patience and concentration.



Talli or Telli embroidery on a Khajaja cushion.  
Photo courtesy: The National



An archive photo of fishermen in the UAE  
Photo credit: Qasr Al Hosn

**Sea Craft:** For thousands of years the people of the United Arab Emirates have found ingenious ways to both understand and benefit from the richness of the sea. The boat building industry helped develop trade relationships across the Arabian Gulf and the Indian Ocean, and boats made for pearling and fishing significantly contributed to the local economy. In coastal communities, the thriving fishing industry used local materials to create unique designs for fishing nets and traps which improved the catching of the different types of fish found in the Arabian Gulf waters.



## AL GHADEER UAE CRAFTS IN ABU DHABI

### AL GHADEER UAE CRAFTS

The UAE has a lot of creative women, carrying out traditional crafts such as *talli* (hand-braided metallic threads) and *sadu* weaving. Most of them are older Emirati women. As not many young people do participate in traditional crafts any more, these crafts are beginning to disappear. In 2006, under the umbrella of the Emirates Red Crescent, Sheikha Shamsa bint Hamdan Al Nahyan (the Emirates Red Crescent President’s Assistant for Women’s Affairs) started the Al Ghadeer UAE Craft Foundation to support women with limited incomes in the UAE. A place where women of all ages can gather to foster their skills. Some of the women can’t have a full-time job because of family commitments or are not qualified. The foundation, by creating a positive atmosphere, builds a community for these women. Through the foundation, they get a chance to earn a living from home, earning a dignified living and sustaining traditional crafts instead of relying on the Red Crescent for donations. At this moment Al Ghadeer is boasting more than 200 craftswomen, from different nationalities and ages.



Photo credit: Al Ghadeer UAE Crafts

Al Ghadeer UAE Crafts is the most comprehensive organization in the UAE to empower underprivileged women through sustainable crafts. They provide women with training, designs, raw materials, and marketing services to create culturally inspired products, such as corporate gifts, stationery, home accessories, and fashion. The products are for sale online as well as in the Al Ghadeer Craft store, shops, government entities and companies. You can order their products from their website [www.alghadeeruaecrafts.ae](http://www.alghadeeruaecrafts.ae).

#### Al Ghadeer UAE Crafts’ Motto:

We are all creative and innovative beings.

We are uniquely talented, but together, we have the power to create beautiful craftsmanship that can truly preserve local crafts and echo the country’s heritage.

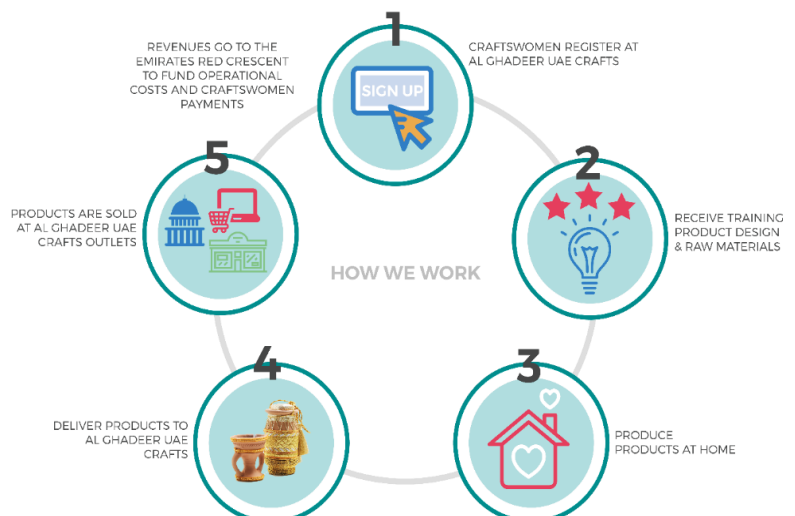
Every day, we are crafting our way to a better world, with each skill we learn, and each product we sell.



Source of Information:  
Al Ghadeer UAE Crafts



Photo credit: Al Ghadeer UAE Crafts



A graphic explaining the working of the Al Ghadeer UAE Crafts.  
Photo credit: Al Ghadeer UAE Crafts



# AROUND THE ABU DHABI OFFICE

## FAMILIAR FACES

How much do we know about the people we see around the office every day? Outpost Abu Dhabi introduces us to Donald Reinalda who is the Shell Chair Professor to find out a little bit more about him.

### Where are you from?

I was born in The Netherlands in a place called Haarlem. A beautiful town in between Amsterdam and the coast. Somewhat neglected by tourists luckily.

### Where and what did you study?

I studied chemistry and physics at Leiden University. I also got my PhD from the same University in the area of heterogeneous catalysis. Had it still existed, I should rather have studied at Franeker University, est. 1585. The very first rector magnificus was a certain Elardus Reinalda. We found his tombstone in a small church in Langweer in Friesland. He died in 1611. The university was closed in 1811 as it could not compete with Leiden.

### How long are you working with Shell and at which locations?

I joined Shell (at KSLA, Koninklijke/Shell-Laboratorium, Amsterdam) in 1978. I became a member of the team working on capture of solar energy by electrochemical means. Shell already worked on renewable energy in those days! A few years later we moved to France, to learn the petroleum trade. Research in oil processing in the fabulous labs of Grand-Couronne. What a place that was, built on the premises of a real Château (du Grésil) with a view over the Seine river. Back in Holland, I got involved in Catalyst Development for the GTL plant in Bintulu. Later, fundamental research in ethylene oxidation catalysis brought me to Houston many times. In later years we (= Hanneke, me, the kids and the cats) moved to India. Incredible place indeed. After 4 years briefly back to Amsterdam and then on to Abu Dhabi in 2014. To quote Monty Python, "and now for something completely different". I became Chair Professor at the Petroleum Institute.

### What do you like about this job?

The job keeps me young. Of course, it is busy, but you have control over that yourself. What I like most is the interaction with young, bright, enthusiastic Emirati students. I taught various courses (Industrial Catalysis, Thermodynamics, Petroleum Refining and Processing) over the years. This was very intensive, separate male and female classes on different campuses. The Catalysis course didn't even exist. I created that myself from scratch. I loved that. Now I spent my time doing research to support AGP. We have a nice set of very expensive toys.

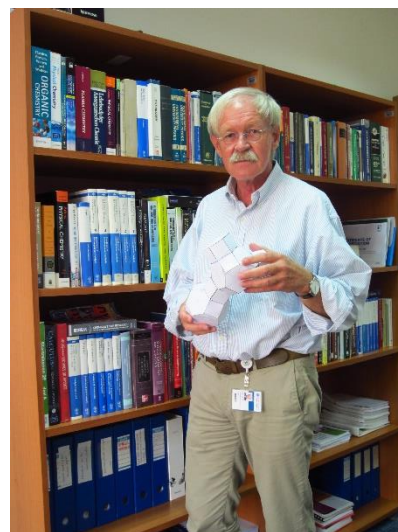


Photo courtesy: Hanneke Reinalda



## AROUND THE ABU DHABI OFFICE



Photo courtesy: Hanneke Reinalda

### What do you like most about Abu Dhabi?

Many things. It is compact and built on a human scale. It is clean and safe. And both Hanneke and me like the climate. We live outside most of the year. Do we miss the Dutch seasons? No, but if we long we for some shivering we go back to Holland where we have a small cottage.

### What do you like to do in your free time?

Well, cooking is a hobby of mine. It helps me relax and wind down. I try to play golf regularly. I'm not very good at it. In the past I've played baseball and field hockey and my pro is desperately trying to hammer that out. In vain. I'm also interested in

photography (mainly old 'noble' techniques), watercolors and every now and then I do a jigsaw puzzle. Very distracting and hundreds of small victories finding pieces that fit.

## OUTPOST ABU DHABI HAPPENINGS

Q4 of 2019 brings big changes for some in Shell.



A warm welcome (Marhaba) to:

Dan McDougall

We hope you will have a great time in Abu Dhabi and the UAE and wish you all the best in your new endeavors.

Unfortunately, we had to say Goodbye (Ma'a Salama) to:

Jean and Kim Valiquette

Together with their half year old beautiful daughter, they have moved to Bonny Island (Nigeria).

We will miss them. All our best wishes for your new endeavors and challenges.





## OUTPOST IRAQ DUBAI HAPPENINGS

Outpost Iraq Dubai organised several sessions, workshops and get togethers this quarter. Here are a few glimpses of what went on between October 2019 to December 2019.

CIGNA Awareness Session by Thomas Pols, Shell Health



Legal Awareness Session on "Wills, Inheritance and Guardianship of Children" by Tasleem Sayani, Partner at James Berry Legal Associates



Glimpses of our Year-End Get Together at Cassette Café in Courtyard, Al Quoz.





# AROUND THE DUBAI OFFICE

## FAMILIAR FACES

Do you know who makes your coffee? Outpost Iraq Dubai sat down with **CARL SARTO** from Appetite Cafe at the Dubai Convention Tower Office. Read on to get to know him better here!



Carl Sarto  
Photo courtesy: Outpost Iraq Dubai

### Tell us something about where you are from.

I am from a province called Nueva Ecija in the Philippines. It is known for its rice plantations and is considered the capital of the farming industry there. I miss the mountains and swimming in the lakes there.

### How long have you been in the UAE and at Shell?

I have been here for 3 years. Appetite is my second job in the UAE. I used to work as a cashier in City Centre Mirdiff before this. At Shell, it has been almost 9 months.

### What do you like about your Dubai?

I like that it is a big city. It reminds me of Manila. I like that this city has the tallest building in the world. I haven't been there yet but would like to go there. I have explored some resorts here and they are good. The weather at winter time is really nice.

### What do you like about Shell and about your job?

When I started working at Appetite, I was at the Alserkal Avenue branch for 2 months. There, we used to get new people every day. Here at Shell, I recognise people when they come in and know their orders. They listen to my recommendations and trust me. They treat me like I'm family.

I love being a barista. I often watch YouTube videos to learn new ways of making latte art. I really like coffee. Personally, I like Cappuccino because of the foam.



### What do you like to do in your free time?

I enjoy playing online games like DOTA. I play for so long that I sometimes lose track of time. That, and I also love to sleep. I also like to play basketball. Besides that, I love rock music. I have been playing the guitar since high school and used to play it for the church as well. I am looking forward to spending time with family and cousins during Christmas time.



# AROUND THE DUBAI OFFICE

## FAMILIAR FACES

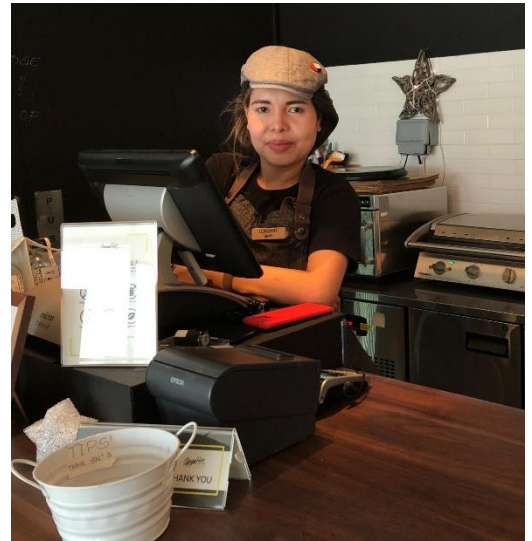
Do you know who makes your coffee? Outpost Iraq Dubai sat down with **LORAIN CANLUBO** from Appetite Cafe at the Dubai Convention Tower Office. Read on to get to know her better here!

### Tell us something about where you are from.

I am from Cebu city in the Philippines. My city has lots of beaches and is the second biggest city after Manila. Cebu city is also famous for its sea food. I miss the street food from my city here.

### How long have you been in the UAE and at Shell?

I have been in Dubai for 7 years now. I used to work in an Arabic restaurant earlier. But I don't like to cook, I like to eat! In Shell, it has been around 2 weeks since I have been here – off and on. I was earlier at the Almas branch of Appetite near DMCC.



Lorraine Canlubo  
Photo courtesy: Outpost Iraq Dubai



### What do you like about Dubai?

I like the freedom to do everything and anything I like here. Unlike home where everyone is watching you. Here everyone is busy. I like the fact that I have financial independence to make my own decisions.

### What do you like about Shell and about your job?

In Shell, it is like I found a family. Unlike previous locations the faces here are familiar. The customers I meet here are lovely and I already recognise some of them now.

### How do you like to spend your free time?

I like listening to music and wandering around. I like travel too. I have been to Abu Dhabi but haven't been to the Grand Mosque yet.



**ICAS EMPLOYEE ASSISTANCE PROGRAMME INFORMATION**

# Your ICAS Employee Assistance Programme...

## Is the pressure getting too much?



When life issues seem like mountains to climb...

**Talk to us, 24/7/365**

## Telephone Counselling



**Confused?  
Need advice?  
Need a different approach?  
Don't wait...  
Call us today!**

## Face-to-face Counselling

We will organise for you to go and see a counsellor for a face-to-face discussion, if this is the best way to help you.



## Online Services

Our Lifestyle gateway provides a large collection of health and wellbeing resources.

- Sign up to our E-newsletter
- Find your EAP helpline number
- Find videos to watch and podcasts to listen to

**Access the gateway anytime, anywhere.**



## Trauma Counselling

For you and your family for traumatic events such as coping with the death of a loved one or colleague.



## Life Management Services

- Legal
- Financial
- Family Care



## When would you use this service?

**Call. Anytime. Whatever the reason.**



## Who will pay?

**You don't pay anything to access the programme!**



## Your EAP can help you with...

- Stress
- Financial Issues
- Legal Issues
- Relationships
- Family Matters
- Work issues



## Who can use this service?

It's for you and your immediate family.



## Will anyone know my problems?

It's between you and your counsellor, no-one else will know you've called.



**Call. Anytime. Whatever the reason.**



## SHELL ABU DHABI SAFETY CARD

# SAFETY CARD



**AL MUHAIRY CENTER,  
13<sup>TH</sup> FLOOR, PO BOX 46807**

Sheikh Zayed First Street

Shell Al Muhairy Emergency Number:  
**(+971) 02 614 8700**

Outside Al Muhairy Emergency Number  
Police/Ambulance/Civil Defense:  
**(+971) 999**

### NEAREST HOSPITALS

Sheikh Khalifa Hospital: (+971) 02 610 2000

NMC: (+971) 02 633 2255

### INSURER/EAP

CIGNA (Expats): (+44) 1475 492 142

MetLife: (+971) 800 638 5433

Employee Asst. Prog.: (+971) 8000440626

### MEDICAL EMERGENCY

- Provide first aid if trained to do so
- If you are not trained to provide first aid, call:  
**(+971) 02 614 8700**
- Provide details (where are you, nature of injury)
- Make the area safe and remain with the injured until the paramedics arrive

### EARTH TREMOR

- Stay indoors until the tremor stops
- Keep away from windows, glass partitions, mirrors, bookcases, tall furniture and light fixtures
- If serious, take cover under solid furniture and hold on
- If there is a need to evacuate, there will be an announcement over the Mega Phone by Shell Real Estate



### FIRE EMERGENCY

- Activate the nearest fire alarm call point or shout "FIRE, FIRE, FIRE"
- Call **(+971) 02 614 8700** and give a report and alert the floor warden
- If you are trained and feel competent to do so, try to contain the fire
- If the fire escalates, leave the danger area
- If there is a need to evacuate, there will be an announcement over the Mega Phone by Shell Real Estate



### BOMB THREAT

If you receive a telephone call from someone who threatens to use a bomb in or around your premises, **REMAIN CALM** and use the following procedure:

- Take the call seriously and don't hang up
- Take note of important information by asking the following question:
  - Why did you place the bomb?
  - When will the bomb explode?
  - Where exactly is the bomb?
  - What does it look like?
  - What will cause it to explode?
- General Information: caller's name, address, sex, race, age, time/length of call, number of caller
- Immediately contact **(+971) 02 614 8700**
- If there is a need to evacuate, there will be an announcement over the Mega Phone by Shell Real Estate

**IN CASE OF EXTERNAL BOMB THREAT THEN MOVE AWAY FROM THE WINDOWS**



## EMERGENCY CONTACT NUMBERS

### UAE

#### Shell Dubai

Convention Tower Office	04 405 4400
Office Emergency number	04 405 4555
Crisis Call Centre (UIMENA)	04 303 5400

#### Dubai Private Hospitals with Emergency Facilities

American Hospital (Bur Dubai)	04 336 7777
Neuro Spinal (Jumeirah)	04 342 0000

#### Shell Abu Dhabi

Al Muhairy Center	02 614 8700
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#### Abu Dhabi Hospitals

Sheikh Khalifa Hospital	02 610 2000
NMC Hospital	02 633 2255

#### Insurance Contact Numbers

CIGNA	+44 1475 492 142
Melife UAE	800 638 5433
BUPA (International Business Travel)	+45 7023 2461

### IRAQ

#### Home based emergencies

From time to time, emergency situations arise at home which require urgent contact with an Iraq based staff member. In the event that staff members cannot be reached via their mobile phone, the information below provides 24/7 emergency contact numbers which can be used to locate and make contact with the staff member. You can also download a handy wallet card from our website or from Yammer, updated with the revised information.

**Southern Iraq – Basrah Gas Company (BGC) staff**  
Duty Logistics Security Co-ordinator  
Mobile +964 7809213964

**Baghdad**  
Duty Logistics Security Co-ordinator  
Mobile +964 782 781 2126

### Employee Assistance Programme (EAP)

Both staff and immediate family members can make use of the AXA ICAS Employee Assistance Programme (EAP), a personal support programme. Available 24/7, the service provides free access to telephone counseling and free access to a life management and health information website. EAP is designed to provide a quick, confidential and effective way of accessing specialist information and support related to every day issues.

#### How to get in touch

Your Employee Assistance Programme helpline is available 24 hours a day, 365 days a year.

Call:

**UAE: 800 044 0626**  
**KSA: 800 844 7840**  
**Oman: 800 77179**

**Egypt: 0800 0000652**

**Qatar: 00800 100 250**  
**From any other location:**  
**+44 20 300 66217\***

Or you can email: [international leap@icasworld.com](mailto:international leap@icasworld.com)  
and one of our counsellors will call you back.

Please note that the toll-free numbers may not work through some of the mobile phone networks.



[www.icaslifestyle.com](http://www.icaslifestyle.com)

**Username: Shell**  
**Password: online**



### UAE Emergency Service Numbers

Police	999
Ambulance	998
Fire Department (Civil Defence)	997
Coast Guard	996
Dubai Electricity and Water	991
Abu Dhabi Electricity Failure	911
Abu Dhabi Water Failure	922
Poison Help Hotline	800 424
Dubai Police non-emergencies	901
Abu Dhabi Police Call Center	800 3333

**EMERGENCY CONTACT INFO**

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