



Ask for anything in
the middle of the desert

When running a huge operation in the middle of a desert, there's no such thing as a small challenge. Everything is intricate and only the highest performance will do. Such was the case in **Qatar** with the Pearl GTL (gas to liquids) Project. One of **Shell's** most extensive endeavors, the project was contracted through JK – a joint venture between JGC and KBR – and in collaboration with Qatar Petroleum. When completed, Pearl GTL will be the largest GTL plant on the planet.

But Shell had a particular need: 3,500 new workers had to be housed, and Shell's main accommodation camp was already full. What's more, this wasn't just any location. The activity in **Ras Laffan Industrial City** is very intense and you can't just go shopping around for new facilities in such a desert environment.

Naturally, Shell would settle for nothing less than an ultra-reactive partner able to mobilize a new camp efficiently, while delivering the highest-quality operation and maintenance services possible. With its large global footprint and robust local infrastructure already in place, it's no coincidence that Sodexo, well known in Qatar as **Teyseer Services**, was in the right place at the right time – and with the exact expertise needed to deliver a top notch solution.



sodexo
REMOTE SITES

Quality of Daily Life Solutions



From empty to operational in six weeks



THOUSANDS OF WORKERS ON THEIR WAY

Shell demanded performance and excellence. Their commitment would eventually expand to housing some **5,000 workers, supervisors and managers** from around the world – from North America and Britain to Nepal, India and the Philippines. And they set the objective of having the new camp fully mobilized and operational in just six weeks!

Opening up the camp was just the first step. Once mobilized, Shell would need a full range of operation and maintenance services: from reception, housing, medical support, and potable water distribution to the operation of electric generators. Everything needed to run smoothly. And most importantly, Shell insisted on the highest standards of safety, demanding a fully incident- and injury-free project from start to finish.



A FEW STEPS AHEAD OF THE GAME

Fortunately, Sodexo was already active in the region and no stranger to the Qatari desert. In fact, they had already managed this camp during another recent mission. Once fully functional, Global Village would make the perfect home for Shell's thousands of residents en route. Furthermore, thanks to its strong presence and in-depth local knowledge, Sodexo, well known in Qatar as Teyseer Services, was able to take on all operation and maintenance services with ease.

To grasp every detail and gain a full understanding of Shell's needs, Sodexo collaborated closely with Shell through regular on-site meetings. Sodexo was able to finalize the contract and smoothly mobilize the camp within the six-week deadline and launch all services on time, including the operation of eight 1.2-megawatt power generators. Going far beyond the basics, Sodexo was also fully supportive of the Welfare Advisory Services initiated by JK and Shell, committed to improving the well-being of all residents.



PERFORMANCE, SAFETY AND SUCCESS

Reactivity and reliability were the key ingredients to getting everyone housed on time. ***“Sodexo was able to proactively work with us to define the relevant scope of work for the camp management contract and then committed to mobilize Global Village in just six short weeks,” exclaims Kevin Scott, Shell Senior Contract Engineer at Pearl GTL. “This has been a key success factor for our project.”***

Sodexo (Teyseer Services) was also able to deliver the excellent HSE results Shell expected. Every quarter since the start of operations, Shell and JK have recognized Sodexo's Total Recordable Case Frequency of Less Than One on Pearl GTL. Additionally, in February 2010, Global Village was awarded a Certificate of Appreciation by the Ras Laffan Industrial City's security directorate for its effective camp management strategy and cooperation with local authorities.

On-site Service Solutions provided by Sodexo

Camp management and administration assisted by SoKeez - Health and safety induction for all residents - First aid facilities - Provision of bed linen - Housekeeping, laundry and janitorial services - Electric power generation and distribution - Potable water distribution and firewater system - Operation and maintenance of fire alarm system - Fire extinguisher service and maintenance - Swimming pool maintenance - Civil and general camp maintenance (plumbing, painting, electrical, HVAC, etc.) - Waste management : all these services are assisted by our Computerized Maintenance Management System (CMMS)