



EDITORIAL

In its pursuit of maintaining a high satisfaction level and loyalty among its valued clientele, Mitsulift and Equipment SAL established the quality management system under the supervision of the quality department which constantly ensures the continual improvement of internal transfer of know-how, morale and motivation of the staff.

We asked ourselves “what is quality after all?” And the answer was, “Quality is a matter of individual perception”. Knowing this fact, we strive to bring ourselves closer to our clients by knowing their needs, wants and views. Based on this practice, we try to match their requirements more and more with every passing day, enabling us to meet their high requirements and eventually matching their perception. As such, customer satisfaction will be achieved.

Moreover, our quality management not only focuses its efforts towards its clientele but also on the application of the internal practices, the spread of the leadership and cooperation and employee benefit. We believe that the practices and the behaviors inside the company affect the benefits of the client.

The Quality Policy of Mitsulift and Equipment SAL is to enhance customer satisfaction and exceed their expectations through the establishment of customer-oriented quality management system procedures, which operates in accordance with the ISO 9001:2000 requirements.

Mitsulift and Equipment SAL credo is:



Joseph Sassine - Training and Quality Manager
Mitsulift and Equipment SAL

RECENT PROJECTS



Syria / French School

- Lebanon**
 - Rmeil 427 Garage Door - 1 Garage Door
 - Zeino Tower 1 - 4 Elevators
 - Sioufi Gardens - 4 Elevators
 - Suliman Olayan Business School - 3 Elevators
 - 708 Caracas Tower - 4 Elevators
 - ABC Skydome - 1 WCS
 - Faraya 1950 - 1 Garage Door
 - Commodore Furnished Apartments - 5 Elevators
 - Nova Towers - 8 Elevators
 - Vega Building - 3 Elevators
 - Sodeco Square - 1 Revolving Door
- Greece**
 - Onassis House of Art and Letters - 11 Elevators
 - Galenica - 2 Elevators
 - Avgoustidis - 1 Elevator
 - Mptonakis Kallithea - 1 Elevator
 - Mptonakis Koropi - 1 Elevator
- Cyprus**
 - Chappas Odyssea - 2 Elevators
 - Hellas Tsentas - 3 Elevators
 - Glastonos Tsentas - 7 Elevators
 - Chapo Central - 7 Elevators
- Syria**
 - French School - 1 Elevator
 - Kafar Batna Hospital - 5 Elevators
 - Red Crescent Hospital - 3 Elevators
 - Medical Center Hospital - Hama - 2 Elevators



Lebanon / Nova Towers

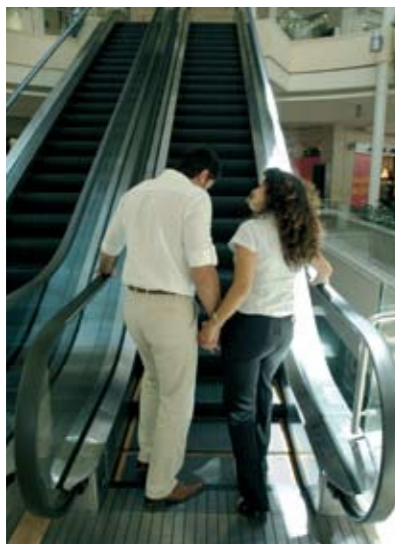


Greece / Eglimatologiko



Cyprus / Hellas Residence

SAFETY TIPS



ESCALATOR & MOVING WALK SAFETY TIPS

When entering escalators and moving walks:

- * On escalators, watch the direction of the moving steps and only enter when steps are going in the proper direction.
- * Step on and off with caution. Take extra care if you are wearing bifocals.
- * Hold children or small packages firmly in one hand.
- * Grasp the handrail as you step promptly onto the moving step or walkway.
- * Keep loose clothing clear of steps and sides.
- * Don't use an inoperative escalator as a stairway.
- * Don't use an escalator to transport freight.
- * If you are uncomfortable boarding or riding an escalator, use the elevator instead.



When riding escalators and moving walks:

- * On escalators, stand in center of step and face forward.
- * On moving walks, stationary passengers should stay to the right and let those walking pass on the left.
- * Keep feet away from sides.
- * Keep a steady grip on the handrail.
- * Don't rest your handbag or parcels on the handrail.
- * Don't window-shop while riding.
- * Don't lean against or over the sides.
- * Never ride barefoot.
- * Don't run.
- * Never sit on the escalator step or moving walk.
- * Parents should make sure children ride in proper manner.

When exiting escalators and moving walks:

- * Step off promptly.
- * Don't hesitate. Immediately move clear of the exit area—don't stop to talk or look around. Other passengers may be behind you.

Escalator and Moving Walk Rules



- * Step on and off carefully.
- * People only – no strollers or carts on escalators.
- * Hold the handrail.
- * Take care of younger children.
- * Don't touch the sides below the handrail.
- * Stand facing forward.
- * No loose clothing.

ELEVATOR SAFETY TIPS

When approaching elevators:

- * Know your destination. Push the elevator call button once for the direction you want to go.
- * Look or listen for the signal announcing your car's arrival.
- * Stand aside for exiting passengers.
- * If the arriving elevator is full, wait for the next car.
- * Don't try to stop closing doors. Wait for the next elevator.
- * Take the stairs if there is a fire or other situation that could lead to a disruption in electrical service.

When entering and exiting elevators:

- * Enter and exit carefully.
- * Once on board, quickly press the button for your floor, and move to the back of the car to make room for other passengers.
- * Hold children and pets firmly.
- * Stand clear of the doors – keep clothes and carry-ons away from the opening.
- * Push and hold the DOOR OPEN button if doors need to be held open, or ask someone to push the button for you.
- * Passengers nearest the doors should move first.

When riding elevators:

- * Stand next to the elevator wall.
- * Hold the handrail, if available.
- * Pay attention to the floor indications, and be prepared to exit at your destination.
- * If the doors do not open when the elevator stops, first push the DOOR OPEN button. If doors still don't open, ring the ALARM button, and/or use the telephone or intercom. Wait until qualified people can assist you.

ELEVATOR RULES

A SAFETY MESSAGE FROM THE ELEVATOR ESCALATOR SAFETY FOUNDATION

- * **WATCH YOUR STEP.**
- * **LEAVE CLOSING DOORS ALONE.**
- * **IF DOORS DON'T OPEN, RING ALARM BUTTON AND WAIT.**
- * **NEVER TRY TO LEAVE A STALLED CAR.**
- * **IF THERE IS A FIRE IN THE BUILDING, USE THE STAIRS.**

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MITSULIFT ACTIVITIES

May 1st Event

As part of its annual Labor Day employee gathering, Mitsulift organized a special day for all Mitsulift employees and their families on May 1st, 2007.

The event gathered over 400 employees and their families from both Mitsulift Lebanon and Mitsulift Syria, who spent a sunny day touring the historic citadel of Byblos (Jbeil) and enjoyed a delectable lunch in a picturesque setting with breathtaking scenery by the sea, at Dar l'Azrak restaurant in nearby Amchit. During lunch, children were treated to the magic tricks of Dr. Micki, and Emir Samir Abillama, President, gave a noteworthy speech in which he underlined the importance of the human capital at Mitsulift Group.



Birthday Dinners

Throughout 2007, Mitsulift organized a series of dinner events whereby employees, celebrating their birthday each month, are invited to dinner with the Management Team. The events have so far gathered a large number of employees from various departments and positions who got the chance to know their colleagues better and spend quality time with them. "The birthday dinner allowed me to meet fellow employees I speak with over the phone but had never met before," said Nisrine Makhlof, Receptionist and HR Assistant at Mitsulift. "It was really nice to put a face to the name and get to know colleagues from other departments," she added.



Training Programs

Since the beginning of 2007, Mitsulift's Training Department has delivered an average of 3 training courses for each office employee and 2 training courses for each technician.



Following the participation of Emir Karim Abillama, Managing Director, in an executive seminar by Larry Bossidy, former Chairman of Honeywell International Inc., in New York, USA, Mitsulift team members attended a joint Mitsulift-MMG training seminar in July 2007 about Execution: the Discipline of Getting Things Done. "As an Area Manager in charge of a team of 20 people, I learned about the importance of execution in my work group and the necessary behaviors and strategies to translate plans into results," said Georges Habib, Area Manager in the After Sales Department.

With regards to technical training, the latest program took place during the months of July and August 2007, during which After Sales technicians attended a series of special sessions about Mitsubishi Escalators maintenance.

Training in Japan

Part of its commitment for Employee Development, the company sent Mr. Joseph Sassine, Quality and Training Manager, to attend MELTEC's Advanced Maintenance Training Course in Tokyo, Japan, in May 2007.



EN81 Training

To keep engineers up-to-date with the latest European Norms requirements for elevator standards, Mitsulift delivers an annual in-house training seminar on EN81 standard. The training covers all requirements of EN81-1 for electric lifts and EN81-2 for hydraulic lifts.

The latest EN81 training seminar took place in September 2007 for 13 engineers from the Installation, Maintenance, Engineering and Sales Departments.



Congratulations for the newborns of:

Amer Saleh, Jad on 27/02/2007 - Lebanon
Ayman Al- Ahmad, Iman on 16/07/2007
Gerges Karam, Maribelle on 31/07/2007 - Lebanon
Mohammad Abdel Hamid, Fadi on 19/09/2007 - Lebanon
Joumana Yammine Saliba, Nadim on 04/10/2007 - Lebanon

Congratulations to the newly weds:

Rita Awad & Simon Khoury on 21/04/2007 - Lebanon
Jihad Honein & Rita Mazraani on 02/06/2007 - Lebanon
Helen Akl & Zeidan Loutfi on 14/07/2007 - Lebanon
Camil Beaino & Nada Salameh on 05/08/2007 - Lebanon
Samer El Didi & Jamileh Itani on 11/08/2007 - Lebanon
Diana Azar & Roger Slaiby on 19/08/2007 - Lebanon
Joe Aweid & Pascal Korkmaz on 25/08/2007 - Lebanon
Fadi Aoun & Carole Bitar on 15/09/2007 - Lebanon
Nicol Richa & Hoda El Khoury on 16/09/2007 - Lebanon
Elie Hakim & Jihane Raad on 22/09/2007 - Lebanon
Miled Yazagi & Guita Baisari on 30/09/2007 - Lebanon