

FUTURE COMMUNICATIONS COMPANY GLOBAL

FCCG CORPORATE PROFILE

A Brief Introduction to Our Business

Developed By: Ms. Aysha Barakat

Reviewed By: Dr. Abdullah Sultan

Approved: Mrs Margaret Nisbet

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FCCG GENERAL OVERVIEW

Future Communication Co. Global K.S.C.C. (FCCG) is one of the leading holding companies which provide fully integrated Telecommunication and Information Technology (IT) solutions within the MENA region. FCCG and its subsidiary companies operate from all around the Gulf region (Kuwait, KSA, UAE, Bahrain, Qatar and Oman); with the groups' headquarter located in Kuwait. FCCG was incorporated in December 1998, and became listed in Kuwait Stock Exchange (KSE: FUTURE) in 2007. FCCG products, solutions, and services are designed to meet the needs of end users, whether individuals, companies, or government agencies. The holding group had become one of the top performers and trend setters within its field by providing the state-of-the-art solutions accompanied by world-class services.

FCCG is composed of five subsidiary companies: Future Communications Company (FCC), Future Communications Company International (FCCI), Future Technology International (FTI), Future Radio Frequency Identification (RFID) and Mobile Care Center (MCC).

FCCG MISSION: Our mission is to provide cutting-edge telecommunication and IT products and services to satisfy our customers' long-term needs. We believe that the primary factor of our success is our empowered team of employees. In addition, we take it as part of the Group's social responsibility to support various humanitarian causes to help develop our society.

FCCG VISION: Our vision is to become the benchmark within the telecommunication and IT sectors by implementing state-of-the-art solutions around the globe and help empower our stakeholders (both internal and external) by satisfying their long-term needs.

FCCG is achieving its vision through:

- Extending our business portfolio and covering several aspects within the telecommunication and IT fields in our operations.
- Expanding our presence in MENA region and intensifying our support to customers within this area.
- Contributing to the development of innovative telecommunications tools and IT solutions.
- Becoming an international, award-winning, mutli-branded provider for a complete range of telecommunication and IT solutions.
- Raising the quality standards of our industry though our superior services.
- Partnering with premier international telecommunication and IT solution providers.

FCCG Values: We believe in FCCG:

- **F**acilitate Communication Among People
- **C**ommitment to Customer Delight
- **C**apability to Set Benchmarks
- **G**enuine Products and Services

THE CEO'S MESSAGE

Future Communications Company Global K.S.C Group (FCCG), including its subsidiary companies, were among the first developers of the telecommunication and IT industry in Kuwait and the MENA region. Our main goal is to extend our current business portfolio and become one of the biggest integrated communication and IT solution providers in the MENA region. We also make sure to partner with premier international market leaders to provide the latest advancements to our valuable customers. In addition, we believe that with our capabilities, we will contribute greatly to the development of this sector and therefore better serving of people. Our extensive experience and in-depth understanding of our market and clientele will enable us to provide cutting-edge customized products and services. We also believe that we are capable of providing award-winning solutions which would contribute greatly to the development of our region. All of this is being done while maintaining the highest quality standards in our workplace and business environment. Our stakeholders' satisfaction (whether internal or external) is our priority and hence we strive to get their long-term trust by offering them the greatest values.

Salah Al-Awadi

Chief Executive Officer

BOARD OF DIRECTORS & MAJOR SHAREHOLDERS

FCCG board of directors has contributed greatly to the success of our Group. Their trust in the management team and employees was empowering everyone to be creative and enthusiastic about the development of the Group.

Board of Directors

- Chairman: Muthana Mohammad Ahmad Al-Hamad (Elected)
- Vice Chairman: Faisal Nasser Mohammad Al-Kharafi (Elected)
- Director: Salah Abdul Latef Mohammad Al-Awadhi (Elected)
- Director: Bader Mohamed Hosain Al-Sarraf (Elected)
- Director: Ali Yousef Hussian Al-Awadhi (Elected)

CEO: Salah Abdul Latef Mohammad Al-Awadhi

Major Permanent Shareholders

- Mohamed Abdulmohsin Al Kharafi and Sons Company
- Ahmed Yousef Behbehani

FCCG ISO & OHSAS CERTIFICATION

Future Communications Company Global K.S.C Group (FCCG), including all its subsidiaries, are fully committed to conducting their business in an efficient and ethical manner to ensure providing quality solutions to their appreciated customers. For this purpose, FCCG is, and will remain, committed to the continuous improvement of its Integrated Management System (IMS) for Quality, Environment, Health and Safety (QEHS). Therefore, FCCG succeed in maintaining their ISO & OHSAS certificates: ISO 9001 for Quality, ISO 14001 for Environment and OHSAS 18001 for Health and Safety.

FCCG BUSINESS PROTFOLIO:

Future Communications Company (FCC)

Overview: Future Communications Company (FCC) is one of the leading developers of the Telecommunication and IT industry in Kuwait. The company was established in 1996 with its head office based in Kuwait. The company provides a wide array of world-class telecommunication products and services, in addition to IT solutions. FCC has more than 200 professionals serving our esteemed customers; whether individuals, companies, and government bodies, from all around the MENA region.

At the core of FCC's competencies comes the Business Development Department (BDD) and the Information Technology Solution (ITS) Division. These two innovative strategic business units are recognized among the top providers of high quality and customized solutions in the MENA region. Their innovative developments contributed greatly to the advancement of our sector and have resulted in high levels of satisfaction and trust from our customers.

FCC Business Development Department (BDD): FCC's BDD focuses on developing various mobility solutions to telecommunication operators, businesses, and government agencies; reaching up to end customers, to enhance the use of mobile phones. The department's main area of operation is divided into: value-added solutions (VAS) and corporate mobility solutions. Such solutions provide cost effective means to increase the efficiency of mobile phone usage, at the corporate level, and assist in increasing financial returns to our customers.

Mission: Our mission is to provide and develop various mobile phones solutions and value added services to enhance the utilization of mobile phones and improve the end user's experience with their handsets in the MENA region. We do so through our creative and professional engineers within this field and in cooperation with international leaders in the telecommunication industry.

Vision: Our aim is to create a world-class mobile technology hub which would contribute greatly to the development of the mobile applications and the associated services industry to enrich people's experience with their mobile phones around the globe.

BDD is achieving its vision through:

- Supporting and empowering its employees to be innovative and knowledgeable about the latest developments within their area of operation.

- Continuous improvement of the quality standards in our internal and external business operations.
- Extensive industry specific research and addressing our customers' needs throughout the development process.

Services & Solutions:

Corporate Mobility Solutions	SMS Solutions – Automated & Interactive
	Bulk / Wholesale SMS
	WAP / WEB services
	Tailor made customer centric mobility solutions
Value Added Services (VAS)	VAS – SMS, MMS, GPRS, IVR based Services
	Telco services platforms
	Managed services for Telecom operators
	Content Aggregation
	Premium SMS Billing solution

Key Partners & Customers: BDD's partners and customers are spread all across the MENA region:

Nokia	Fox Mobile Group	CNN	Rotana	MBC	Kuwait PACI	Kuwait Airways
Kuwait Finance House	National Investment Co.	Al Mulla Group	BKME	Kuwait University	VIVA	Zain
Wataniya Telecom	STC	Qtel	FastLink	Du	Vodafone	Méditel
Etisalat Egypt	Asiacell Iraq	Ufone	Warid	Djezzy	Sabafon Yemen	Batelco
Orange Jordan	Tunisie Telecom	Sudatel	Paktel	Mobily	OmanTel	MarocTelecom

Contacts & Location:

- Mrs. Farzana Pathery, Business Development Manager. Tel: (965) 22490149. Ahmad Al Jaber St., Sharq, Kuwait

Information Technology Solutions (ITS): ITS division is considered as one of the key business units within FCC. This division emerged from FCC's IT department which succeeded in developing various IT solutions of the highest standards. Due to the success of these solutions and considering the resurging economy and need for IT solutions in the market, FCC's management decided to venture this department into IT Solutions division; by forming a joint venture with HOV Group. This venture is not only concerned with overlooking the whole group's (FCCG) IT operations around the Middle East but also, it is very keen on developing high quality in-house IT solutions to external customers (whether businesses or government agencies).

Mission: Our mission is to provide high quality customized IT solutions to companies and government agencies, around the MENA region, which would enhance their business operations and hence allow them to better serve their customers and communities. We do so through our caliber professionals and supporting internal business environment which is focused on our corporate values and customer satisfaction.

Vision: Our vision is to provide customized cutting-edge IT solutions to enhance business operations in all sectors, and to expand our service offering to the MENA region.

ITS is achieving its vision through:

- Partnering with leading international providers of IT technology
- Constantly train our company's IT professionals in order to expand their knowledge and expertise within this area
- Acquiring the latest technologies and contributing to their development to better suit our clients.

Services & Solutions:

Manage Secure Email Traffic	Manage VOIP and Call Center	IT Infrastructure
Manage Centralized Datacenter	MPLS network traffic	ERP
Network & Security	Point of Sales and Service (POSS)	SMS CRM
Shared Internet Control	Desktop Support 24/7	Health Care Monitoring
Fleet Telematics	Asset Tracking (Mobile & Fixed)	BPO expertise
Environment Monitoring Systems	RFID/RTLS Solutions	Agilent Products
Healthcare Security & Monitoring Systems		

Key Achievement for 2009-2010:

<i>Nokia Café</i>	<i>VIVA Bill Payment System</i>	<i>VOIP (for FCCI)</i>
<i>TM (Time Management -FCCI)</i>	<i>Geant (E charge)</i>	<i>E – Net Service</i>
<i>HR & Payroll System for FCCG</i>		

Primary Partner: HOV Group

Contacts & Location:

- Mr. Mohammad Qiyamuddin, I.T Manager. Tel: (965)2249 0149. Ahmad Al Jaber St., Sharq, Kuwait

Future Communications Company International W.L.L (FCCI)

Overview: FCCI is the international arm of FCCG. It was established in Kuwait, in 2002, and currently has branches in KSA, UAE, Bahrain, Qatar and Oman. The company provides high quality and innovative solutions in the wireless telecommunication industry and in partnership with the market leaders within this sector. FCCI has a pool of highly qualified professionals; of approximately 500 project employees. These professionals provide a wide array of services which varies from GSM network design to rollout and support services; SAQ and site construction work; telecommunication implementation; and project management services. The company is also expanding its scope of work to include: WIMAX technology, fiber optics, and monitoring systems (SCADA, CCTV).

FCCI's customer base is expanding to include ministries and government agencies, in addition to telecommunication operators and providers.

Mission: Our mission is to provide high quality communication engineering services worldwide, by focusing on our customers' needs and translating those needs into industry-specific solutions.

Vision: Our vision is to become the leader in the communication engineering products and services and provide world-class solutions to our customers around the globe.

FCCI is achieving its vision through:

- Partnering with leading international telecommunication operators and vendors, and strengthening our presence in the MENA region.
- Extending our professional expertise to include the latest telecommunication engineering solutions and be among the first to deploy them in the region.
- Spearheading the development of telecommunication engineering solutions in the region.

Products, Services, Solutions: FCCI provides various engineering services in fixed and mobile networks, satellite solutions, and other telecommunication services such as:

Site Acquisition (Survey, Leasing & Permitting)	Management Services
Site Design Services	Site Construction Works
Telecommunication Implementation	Fiber Cables Pulling & Testing
Network Planning, Design, Optimization, Performance & Benchmarking	Outsourcing Services
Inspection, Audits, Maintenance of Sites, FLM & SLM Offering	Logistical Services
Project, Rollout & Care Management	

Key Projects: FCCI participated in a wide array of projects around the MENA Region. These projects were with the following operators: Zain-Kuwait, Wataniya, VIVA-Kuwait, Kuwait National Guard,

Zain-Bahrain, VIVA-Bahrain, Qtel, VDF-Qatar, Du-UAE, Etisalat-UAE, Zain-KSA, Mobily-KSA, and STC.

Key Customers: FCCI's primary customers are: NSN, Ericsson, Huawei, ALU, Zain-Kuwait, Zain-Bahrain, VDF and Du.

Recognition & Awards

- Granted the best support award, by Huawei, for MENA region in 2008
- Appreciation letter from Zain Kuwait for VO2-VO3 projects
- Appreciation letter from Zain Bahrain for the 3G rollout project.
- Appreciation letter from NSN for 2G/3G rollout service for Du network - UAE
- Appreciation letter from NSN for RNO/RNP achievements in Du network - UAE
- Appreciation letter from Zain for the successful participation in Hajj 1430 project – KSA

Contact & Location

- Head Office: Mr. Mark Bowers, General Manager. Tel: (965)22490435. Dhajeej, Farwaniya, Kuwait

Future Technologies International Company (FTI)

Overview: FTI was first established in 1999, as one of FCC's divisions, which focused on Testing and Measurement Systems. Due to the business expansion, in year 2005, FTI was established as a spin-off company and become one of FCCG's subsidiary companies. FTI provides a wide range of Testing and Measurements Systems and Solutions to government agencies and businesses, in addition to integrated multi-branded telecommunication, electronics, and electrical devices.

Mission: Our mission is to provide quality testing and measurement solutions, in addition to integrated multi-branded IT & Telecommunication products to customers within the MENA region. In addition, we take it as part of our duty to support our professional employees and provide them with all the required tools to be up-to-date with the latest technologies.

Vision: Our vision is to expand our product and service offerings, for our Testing & Measurement Systems and Telecommunication & IT products, and become a premier provider for state-of-the-art solutions for different sectors in the MENA region. We also aim to cooperate with international technology providers within these fields in order to provide delighting experiences to our customers.

FTI is achieving its vision through:

- Acquiring state-of-the-art products and solutions within our field of practice in order to raise the standards of our offerings.
- Expanding our area of practice to include more markets and sectors, around the MENA region.
- Contributing to the development of our field through our innovative and professional employees.

Products: Below are some of the main products offered by FTI; in addition to telecommunication & IT devices:

Multimeter, Oscilloscope, Function Generator	Power Meter, Signal Generator, Attenuator	GSM/GPRS/EDGE/UMTS Protocol Testers, Drive Test Tools, Antenna Tester, etc.
Spectrum Analyzer, Frequency Counter	Network Performance Analyzer	OTDR, SDH Analyzer, DWDM Analyzer, OSA
Optical Power Meter, Light/Laser Source	Biomedical Test Equipments	Copper Cable Tester, DSL Tester, BERT Tester

Services: FTI provides supply, support and training to all its customers.

Fields of Practice:

Government Bodies (KTV, MOD, MOI etc.)	Hospitals & Healthcare Centers	Avionics	Fixed/Wireless Communication Co.
Educational Institutes	National Security	Internet Service Providers	Warehouse Managements
System Integrators	Calibration/Repair Centers	Consumer Electronics Workshops	Network Equipment Manufacturers

Primary Partners: Agilent Technologies Inc., EXFO Optical Engineering Co., TCI for Frequency Monitoring Systems, Z Technology, PsionTeklogix, Giza, WinRadio, and others.

Key Brands Offered by FTI: FTI provides multi-branded Telecommunication and IT devices; such as: Nokia, I-phone, Samsung, Sony Erricsson, Zoom+, LG, and Blackberry.

Contacts & Location:

- Mr. Haider Ahmadi, Acting General Manager. Tel: (965) 99775303. Dhajeej, Farwaniya, Kuwait

Future's Radio Frequency Identification (RFID)

Overview: Futures RFID company was first launched in 2004 as one of FCCG's subsidiary companies. It was the first company to introduce the RFID technology to the MENA region. RFID (Radio Frequency Identification) Technology is based on the utilization of radio waves to recognize various objects, whether static or in motion. In other words, it is a 'wireless identification technology'; it is a more advanced technology which will eventually replace the barcodes. It can also provide additional level of information about goods and people who carry those special electronic tags. For example, the system could be utilized in companies for *Asset Management*; i.e. tracking assets' movement at any time that will result in more efficient management of the supply chain. In addition, it could be utilized as *Access Control Systems* for buildings and campus-wide gates; which would prevent theft and illegal access. It could also be used in Hospitals; i.e. *wrist band tags* for patients, where these tags could be associated with their personal records on the hospital system to better track their health conditions and their safety. These were merely a few of the many benefits which the RFID technology provides. FCC was the first to deploy this system in the MENA region in one of its showrooms in Kuwait, and has proven its success.

Mission: Our mission is to introduce RFID technology to various business and government sectors in Kuwait in order to enhance the efficiency of their related business operations. We achieve this with the assistance of our technical professionals who have the required knowledge and experience to deploy such projects.

Vision: Our goal is to bring all potential users, within the MENA region, up-to-date about the importance of deploying RFID technology and how it contributes greatly to enhancing various business operations. In addition, we aim to develop our knowledge within this field and become a leading provider of this solution within the region.

Future RFID is achieving its vision through:

- Extensive research on the latest development within this field.
- Contributing to the customization of this technology to better fit customers within the MENA region.
- Partnering with international providers of the RFID technology.
- Continuous training of its employees in order to develop their knowledge and skills in the RFID field.

Products, Services and Solutions:

Process Analysis & RFID Applicability	Developing Road Map & Implementation Strategy
Solution Architecting & Designing	RFID Pilots
RFID Implementation & Rollout	Post RFID Implementation Support

Contacts & Location:

- Mr. Adil Naveed, Assistant IT Manager. Tel: (965)2249-0149. Ahmad Al Jaber St., Sharq, Kuwait.

Mobile Care Centre (MCC)

Overview: Mobile Care Centre (MCC) was established in January 2007 as a result of Nokia's efforts to provide enhanced services to the people of Kuwait. MCC, the first of its kind in the country, was awarded the 'Repair Factory' status by Nokia in late 2006. This maintenance facility developed exclusively for the Kuwaiti market. Apart from enhancing customer satisfaction levels, it also ensures that customers get the best after-sales service which includes total internal refurbishing of mobile phone (if required). MCC succeeded to reduce its Turn Around Time (TAT) Warranty to an average of 33.76 hours in comparison to Nokia's standard requirements of 48 hours. The total number of employees at MCC is 47 who are 'Certified Nokia Technicians'; which is still growing. The center will also be expanding its services to neighboring countries; and Iraq will be a first step.

Mission: Our mission is to provide a complete range of high quality repairs for Nokia Mobile Phones through our mobile care center which complies with the international quality standards.

Vision: Our vision is to be the first and only professional Nokia Mobile Care Center in Kuwait, and the most preferred one in the region.

Products, Services, Solutions: MCC provides repair services for all Nokia mobile phones which varies from simple mechanical repairs and updates for software to technical repairs at component level.

Contact & Location

- Ali Khokhar, Assistant General Manager. Tel: (965) 55667222. Dhajeej, Farwaniya, Kuwait

FCCG CORPORATE SOCIAL RESPONSIBILITY & CITIZENSHIP

It is part of FCCG and its subsidiary companies' mission to be socially responsible and to contribute to the advancement and prosperity of its society. The Group's practices, innovations and business operations are all centered on the corporate citizenship. Below are some of the latest activities which we participated in:

- FCCG Sponsorship of Kuwait University Marathon (2008-2010)
- FCCG Dedicated Books for All the Members of the National Assembly on "Effective Listening & Dialogue Skills" (2010)
- Sponsoring the "First Septet Football Championship" for Kuwait Ministry of Commerce (2010)
- Holding a 'Weekly Sports Day Program' to all FCCG employees (2009-2010)
- Participating in "LoYAC (Lothan Youth Achievement Center) Summer Program" for training the Kuwaiti Youth and developing their skills to prepare them for the job market after they graduate (2005-2010)
- Participating in the "Manpower & Government Restructuring Program" for training Kuwaiti Youth prepare them for the job market after graduation (2010)

FCCG CONTACT & LOCATION

P.O. Box: 1324 Safat 13014, Kuwait.

7th Floor, Al-Awadi Tower 3,

Ahmad Al Jaber Street, Sharq, Kuwait

Tel: 22432555 Fax: 22431926

For further information, please visit our website: <http://www.fccg.com.kw/>