



Women's talent in MENA

Juhaina Al Mamari is Head of People and Culture at OSWS, the joint venture between Aqualia and the Oman Investment Fund's state-owned Majis Industrial Services (Majis), which has been managing the operation and maintenance of all water-related services in the port area of the city of Sohar, the largest city in northern Oman, for 20 years.

OSWS carries out the operation and maintenance of seawater intake facilities, drinking and process water production and supply, cooling water collection and network, wastewater treatment, sewerage network and recycled wastewater management. It initially started with seawater harvesting and has gradually extended the service to other processes within the Sohar port facilities and under the jurisdiction of the Port Authority.

This is a highly complex technical project, which includes critical seawater abstraction plants with a capacity of 700,000 m³/h, an associated network, a desalination plant with a capacity of 20,000 m³/day, a 10,000 m³/day drinking water treatment plant, a 600,000 m³/hour seawater outfall and pumping and processing system, as well as drinking water and sewerage networks for more than 50,000 m³/day.

Question. Hello Juhaina. Tell us a little more about your work experience. How long have you been with the company? since when in this service? Previously, what kind of positions have you held? what is your professional background?

Hello. My name is Juhaina Al Mamari, I graduated in 2018, I have a bachelor's degree in human resource management, I am working with OSWS since April 2019 as HR Specialist, I joined OSWS as a fresh graduate. OSWS provide me with opportunity to grow and learn more in the HR filed.

In 2022, OSWS management promoted me to the position of Senior HR with more tasks & responsibilities.

Q. Could you tell us a little more about the work you do? How is your day?

In simplest words, as HR employee I am responsible for supporting the employees and managing the employee life cycle (i.e., Hire the right employees, process payroll, managing employees leave, maintain employee records, update policies and conduct disciplinary actions if it is required and support the head of departments in providing suitable training to their subordinates).

Q. What technological challenges have you encountered in Oman? And at the team management level? How does the local spirit and philosophy influence the way of working?

Since the establishment of OSWS, Human Resources activities are being done in the manual and traditional way. For example, all employees' information is registered in an excel sheet. In addition, employees must fill a form and get it signed by their supervisors to apply for leave. The current practice is stopping us from maintaining a record of all HR activities. Therefore, we decided to implement new HR system which is called (MENAITECH).

Q. The ultimate goal of the formation of the Spanish-Omani consortium is to provide clients with sustainable solutions, invest in Oman's human resources, conserve available resources, and apply the latest, most advanced technologies for the benefit of the area. In what way do you consider that the consortium is optimizing management and pursuing sustainability in water management in the port of Sohar?

The Joint Venture and specially the systems, technologies and technical support from Aqualia are helping our partner and client to be more sustainable and optimize the resources available. In the other hand focus in the work force like improve their skills and knowledge and qualification.

Q. How do you think the country is modernizing with the progressive entry of women into the workplace? To what extent do you think that the entry of companies like Aqualia, which are committed to corporate change towards diversity, can contribute to progress in the labor and social world of the country?

Since 1970, the Omani woman has been an essential contributor on building the Omani society. She has taken a part in the constant development of Oman as she was empowered to participate in the prosperity of this country.

The Basic Law of the State confirms the equality between men and women in Oman. Based on this principle, step by step, Omani women had equal opportunities in education, health care, job vacancies and participation in making political decisions, with no detraction to her duties towards family and society. Her role has changed from

being an ordinary member in the society, into a maker of significant contributions in the Omani renaissance.

The Omani Woman is well known in the Arab world and in the international society as she had become a role model for other women who seek for success and better future for her and her society.

Q. Would you recommend an international assignment to people considering being part of Aqualia's great project in Oman?

I encourage the Aqualia's staff to be part of international assignments and get involved with different cultures, way of working and help the different countries to grow and be more sustainable.

