Basra Industrial Community
The Basra Industrial Community (BIC) is a 17,400 square meter camp and office complex situated within the Basra Industrial Community. Our intention is to ensure for the comfort and safety of our clients by providing quality service from start to finish. Our services are underpinned by a culture of health and safety first in everything we do, and our continuing relationship with Maraba is paramount to our continued safety, quality and success in this region.

Camp Manager
The success of a remote operating facility requires a camp manager with the experience and knowledge to ensure all aspects of the facility run at their optimum. For this reason, we have appointed Paul Wickens to lead our camp operations.

Paul has more than 20 years overseas experience in remote site facilities management and consulting, with a strong background in multi-client operational management in locations including: Iraq, Afghanistan, Kazakhstan, Azerbaijan, Russia, Bosnia, Algeria and Nigeria.

Paul’s experience includes developing and delivering projects, client relationship administration, client-needs analysis, training and managing staff, developing menus and feeding quality meals to upwards of 20,000 people a day. He has overseen all aspects of remote site management including: staffing, production, logistics, maintenance, scheduling and support.

Paul is a health, safety and environmental hazards specialist with a wealth of knowledge in managing cross-cultural teams in unique locations. As the Camp Manager for the Schwob facility, Paul brings his knowledge, skill and experience in providing unsurpassed accommodations and services to our clients.
Housing and Life Support Services

Housing
BIC offers the highest quality housing that is second to none. Each room is separated and includes an en-suite with toilet, sink and shower. Our guests will find thermostatic climate controls, comfortable beds, ample storage space, high speed internet, television, mini-refrigerator and power outlets for other devices. Additionally, we are flexible with our room configurations. We offer multiple standard room layouts, and can work with you to provide accommodations tailored to your specific needs.

To add to our guests’ comfort, each room is supplied with clean quality linens and towels. Our daily housekeeping services provide room cleaning and laundry services. Laundry services include collection, washing, drying, pressing, folding and returning of garments.

Get fit, relax and enjoy our gym and recreation area. The gym is fully-equipped with free weights, rowing machines, stationary bicycles and treadmills. Whether your game is table tennis, darts, pool, chess, foosball; the recreation area has it all including multiple televisions. BIC also houses a quiet room with a library and reading area. Our outdoor entertainment area includes a kitchen and dining area with a large projector screen. Our sundry store is a place where you can get almost anything that you will need such as toiletries, snacks, cigarettes, drinks and DVD rentals.

Maintenance Services
To support our housing efforts, the camp operations center will house full time English and Arabic speaking maintenance staff. Our maintenance staff is trained in providing excellent service and timeliness of repairs. Service requests are reported and tracked through our work order management system that can be operated through web-based or walk-in reporting. BIC maintains 100% accountability and tracking of all requests and work orders.

All work orders are to be responded within a set amount of time from the date and time of submission based on the priority of the maintenance issue. We understand that climate control is essential to the comfort of our clients. Because of this, BIC shall maintain an inventory of spare parts to ensure that any malfunctioning HVAC units can be repaired or replaced promptly. If any repairs are expected to exceed a reasonable amount of time, alternate accommodations can be provided.
Food Service

BIC offers a customized food service with an individualized rather than an institutional approach. From our perspective, food services play an integral role in employee morale, especially in remote locations.

Serving delicious food and beverages is one of the most important services that we perform. BIC provides a choice of high-quality, nutritious and well-balanced food to meet our guests’ needs. All food-related services are in accordance with Health and Service Standards to include: FDA Food Code, TB Med 530, HACCP systems and principles, ISO 22000 and EU regulations.

BIC offers top-notch European, Western and Mesopotamian cuisine. Our facilities management team is flexible, and we continuously adapt our menu items as necessary. Additionally, bi-weekly theme nights will be held to include Mexican, Italian, American, Indian and Chinese, barbeque and shawarma nights. In addition, special events and menus will be served at special Holidays and occasions.

Vegetarian and special dietary meals can also be prepared for our clients on request, and customers with food allergies are encouraged to consult with the management team. Healthy choices will be offered and displayed at each meal service.

Get your morning off to a good start with our continental or English breakfast, or try our muffins, omelets, creamed beef and biscuits, fluffy pancakes, healthy smoothies or granola. We offer seasonally available fresh fruit to add to our selections. You will find many choices with a weekend brunch or healthy breakfast on the go.

At lunchtime, forget about a boring packed lunch. We have subs, wraps, pasta salads, bean salads, couscous salads, fresh soups and more. A choice of main line or short order specials for lunch and dinner, as well as alternating potato, pasta and taco bars provide a nice variety of choices for our customers.

Each meal is accompanied by self serve salad bars, beverage stations offering a selection of hot and cold drinks and a dessert station providing an assortment of delicious decadent sweets.

Security and Medical Services

Security at BIC is provided by Legend Security Services (LSS, Alastora) Ministry of Interior Number 44. LSS is a fully licensed and insured Iraqi owned company. The company is operated, trained and mentored by a team of expatriate managers, to the high standards required by International Oil Companies (IOCs) operating in Iraq. LSS provides qualified, trained, vetted and MOI approved armed security.

All guard towers and entry/exit gates are manned by armed guards. In addition, the lodge is monitored by CCTV cameras 24/7 through our operations center. BIC access and exit control measures have been put in place which exceeds the IOC requirements.

BIC is committed to Iraq and prides itself in having built long-term business relationships, showing dedication to the rebuilding of Iraqi infrastructure and the economy. As part of the local engagement strategy, all Iraqi guards are sourced from the local area.

Operations Center

A security operations room shall be established within the BIC Camp. This Operations Center shall be staffed at all times with expatriate oversight.

Access Control

All Personnel will enter the camp through designated access gates manned and controlled by armed security personnel. A badge system has been established to detect and prevent persons attempting unauthorized entry into the camp. All personnel requiring admission into the camp shall apply, through their employer, to the Security Department for the appropriate Visitors / Temporary / Permanent identity badge. Persons without a proper access badge will not be permitted except with the approval of the Site Security Manager.

BIC has been designed with a dedicated vehicle parking area to keep vehicle traffic completely separated from living facilities. Vehicle entry application permits shall be completed and issued for all convoys, deliveries, etc. entering the camp. Temporary passes will be granted only if an application has been approved 24 hours prior to vehicle entry.

CCTV

CCTV has been installed as a means to record camp activity 24 hours a day. The system will be used as a means to monitor traffic/pedestrian flow in and out and record all daily activity as an aid to review incidents as part of the after action review conducted by the Security Director.

Medical Services

BIC hosts a dedicated onsite clinic staffed 24/7 by an RMSI Doctor and medical personnel. The clinic’s specialized medical staff is highly trained in providing general occupational medical support as well as responding to medical emergencies. In addition, BIC can perform the required Iraqi blood testing in camp resulting in increased safety as well as substantial cost savings to our residential clients.

The clinic will serve as the first point of contact for all cases onsite. In the event that medical needs exceed the abilities of the onsite clinic, a stabilization and evacuation plan will come into effect.