



KHANSAHEB FACILITIES MANAGEMENT

COMPANY PROFILE



ABOUT US

Khansaheb Facilities Management is one of the fastest growing facilities management and support services companies delivering international best practice solutions to a wide range of clients throughout the UAE.

We draw on the vast experience and technical knowledge, established infrastructure and local experience of the Khansaheb construction business to provide our clients with best-in-class facilities management and support services.

Our client tailored solutions combine a strong operational approach with tried and tested systems, procedures and processes, backed up with a highly experienced management team. Our operations are monitored by a robust performance management system to deliver an unparalleled level of quality and service.

We specialise in delivering fully integrated facilities management services in the following sectors:

- | | |
|-----------------------|-----------------------------|
| ◇ Healthcare | ◇ Retail |
| ◇ Education | ◇ Residential |
| ◇ Defence | ◇ Commercial |
| ◇ Government Agencies | ◇ Corporate Offices |
| ◇ Royal Residences | ◇ Mixed Property Portfolios |



OUR VISION

Create environments which leave
a lasting impression.

OUR MISSION

To be a trusted service provider, helping
our customers achieve their mission
through providing bespoke solutions and
creating environments which are safe,
clean and well maintained.





OUR CORPORATE VALUES

Our values form a core part of how we make our brand shine, and underpin everything we do as a business wherever we operate.



OUR HISTORY



Khansaheb was founded in 1935 and has developed into the highly respected company that it is today - a company renowned for professionalism, integrity, high quality and reliable services, and high levels of customer satisfaction, with experience across all building and infrastructure and facilities management sectors.

We are proud to have participated in the development of the UAE and to have delivered a number of the country's most iconic and important projects. Our aim is to provide a comprehensive range of services of the highest quality that deliver best value to our customers in support of their operations and ensure our joint success.

We credit our longevity and strength to a consistent approach to the management of the business, and key to this is our executive leadership team, which comprises dedicated, focused and experienced industry professionals who set the strategic direction of the company, support our passion for continual innovation, and our drive to meet the needs of our customers, partners and supply chain.




CHAIRMAN'S MESSAGE

HELPING BUILD THE NATION

I am extremely proud of what the company has achieved since its' commencement in 1935, and our contribution to the growth of the Emirates over that time.

Our core belief is that we must deliver on the commitments we make to our customers, through being open, trustworthy, giving value for money, attention to detail, delivering on time and being easy to do business with.



We achieve this only with the support and hard work of our people.

What you will find in our company is very experienced, dedicated and loyal people some of whom have been with us for many years.

What you will see in our culture and track record I hope will encourage you to consider Khansaheb as a partner you can work with.

Tariq Khansaheb
Chairman



OUR SERVICES

Khansaheb Facilities Management operates a self delivery business model supported by an established supply chain to deliver cost effective robust services to our clients, customers and stakeholders.

We provide a 24 hours, 7 days a week helpdesk facility and teams of in-house technicians, cleaners, and support service operatives to deliver a broad range of services tailored to individual clients' needs and requirements.

Our technicians are qualified and experienced in servicing and maintaining all mechanical, electrical and plumbing systems, as well as building fabric.

Our cleaning operatives provide best practice cleaning solutions with experienced teams trained in efficient systems using non-harmful, environmentally friendly, enzyme-based products, microfiber techniques and mechanical/electrical appliances.



Khansaheb FM operates throughout the UAE with regional hubs in Dubai and Abu Dhabi and contracts all over the Emirates.

over
7.5 Million
Hours
without Lost Time
Injury *and counting...*





Reimagining Facilities Management

TECHNICAL SERVICES

We have a large team of experienced in-house supervisors, team leaders, and technicians who are extensively trained in maintenance, fault finding, repair and customer service. We self-deliver both the planned and reactive elements of the service with our service delivery partners only providing maintenance for specialised systems.

Our technical services are divided into three main categories those being planned maintenance, corrective maintenance and reactive maintenance. We act responsibly by working safely, with consideration for those affected by our operations, and approach opportunities and problems with an attitude that says, 'I can do something about this'.

Our Technical Services capabilities include:

- Mechanical
- Electrical
- Plumbing
- AC and HVAC
- Carpentry
- Masonry
- Helpdesk
- Painting
- Energy Management
- Water Treatment
- Swimming Pool Maintenance
- Specialist System Maintenance



OUR PEOPLE, OUR MOST VALUABLE ASSET

We have an in-house training academy, which provides a wide variety of training, from technical courses on asset repair, to personal presentation and customer care.





Certified for
17 skills,
one of the highest
in the region

SOFT SERVICES

We ensure that soft services are managed and delivered using safe working practices, to the required service standard, at the right time. We tailor our services to ensure they meet your expectations and help you meet your business deliverables and deadlines.

We provide a best fit facilities management solution, that provides best value and is continuously benchmarked to drive improvement and delivered to agreed service levels, ensuring our customers always receive the most appropriate and professionally delivered services.

Our Soft Services capabilities include:

- Disinfection and Sanitisation Services
- Cleaning
- Concierge & Reception
- Lifeguard
- Office Assistant
- Specialised training for Healthcare
- Landscaping
- Pest Control
- Stock & Supplies Management
- Mailroom Services
- Waste Management
- Water Tank Cleaning



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Khansaheb Facilities Management is one of the fastest BICSc accredited members in the UAE to have 17 skills to train through certified in-house assessors.



Residential



Commercial

- ✓ Dedicated team of trained and qualified Disinfectant and Sanitisation Operatives.
- ✓ Method Statements in line with UAE municipality recommendations.
- ✓ Safe, eco-friendly and UAE municipality approved chemicals and disinfectant.
- ✓ Flexible schedule to cause minimal disruption to your day to day operation.

DISINFECTION & SANITISATION SERVICES FOR YOUR FACILITY

Khansaheb FM offers specialised services for intensified cleaning and disinfection to help minimize the risk of infection in both residential and commercial facilities. We are Dubai Municipality approved and certified for biohazard decontamination by the British Institute of Cleaning Science.

We use internationally approved disinfectants that are hospital grade, biodegradable and 99.999% green-seal, non-toxic and 100% safe for humans and animals. On service completion, we provide a comprehensive illustrative report specifying ATP testing results that clearly compare before and after count of pathogens present on assets most exposed to germs.

Our professional and highly qualified team is equipped with the necessary personal protective equipment, respiratory protective equipment, and specialist disinfection equipment to work safely and effectively.

INDUSTRY AWARDS

Won **CSR Company of the Year**, along with partner, Interserve at Middle East Cleaning, Hygiene and Facilities Awards, 2018.

Won 'Highly Commended' award for **HSE Initiative of the Year** at Facilities Management Middle East Awards, 2018.

Won 'Highly Commended' award for **Excellence in Training** at Middle East Cleaning, Hygiene and Facilities Awards, 2019.

Won 'Highly Commended' award for **HSE Initiative of the Year** at Facilities Management Middle East Virtual Awards, 2020.

Won 'Highly Commended' award for **Young FM of the Year** at Facilities Management Middle East Virtual Awards, 2020.

PROFESSIONAL CERTIFICATIONS

ISO Certified - 14001, 41001, 45001, 19001

British Institute of Cleaning Sciences Certified- 17 Skills

ISSA - International Sanitary Supply Association



Over
50,000
helpdesk calls
attended per annum

CAFM / HELPDESK SERVICES

We operate a central helpdesk available 24 hours x 7 days a week by phone and email. The helpdesk is the focal point where all our activities are integrated and coordinated, any problems reported and requests no matter how small are received and logged.

Our helpdesk team use a sophisticated Computer-Aided Facilities Management (CAFM) software package for all our work activity. This package organises, orchestrates and records all our tasks including preventive maintenance, reactive maintenance, specialist maintenance, statutory inspections, and any other tasks that need doing.

Our software expertise means that records are kept in great detail for every item of both planned and reactive maintenance including where and when it originated, to how and when we resolved it. It allows us to monitor spare parts, energy usage, frequent faults and problem equipment.

We can also, with the available history, build up a detailed picture of how the building is performing and look for efficiencies that can be made to drive down energy consumption and costs.



IT'S HOW WE OPERATE

Every Computer-Aided Facilities Management (CAFM) system we deliver is customised to the unique specifications and requirements of each of our customers.

So whether it's an on the spot work order request, or part of our routine maintenance, everything is actioned, progressed, tracked and measured via our centralised management system.

Harnessing virtual technology and real-time mobile job-logging software, allows us to utilise efficiencies, resulting in savings in time, resources and cost.





OUR SERVICE DELIVERY APPROACH

In order to realise our vision, we have identified five key Goals that we strive to achieve for all our projects.

1 *In partnership:*

We continually add value by becoming part of our clients' teams and acting so as to improve their outcomes.

2 *Investing in people:*

We treat everyone with respect and help our people to develop their full potential so that both them and the business benefit.

3 *Integrity:*

We honour our commitments by acting in an open, ethical, professional and friendly manner.

4 *Individual responsibility:*

We act responsibly by working safely, with consideration for those affected by our operations, and approach opportunities and problems with an attitude that says, 'I can do something about this'.

5 *Innovation:*

We improve our performance through continual learning and innovation and by sharing our knowledge.



Currently
maintaining
80+  schools
across the Emirates





WHY KHANSAHEB FM?

Combining Local Know-how with International Standards

Khansaheb FM provides a combination of local knowledge and experience, management expertise and a professional service supported by international management systems and procedures.

Visible Felt Leadership

We credit our longevity and strength to a consistent approach to the management of our business. We build on positive relationships with our clients through mutual partnership and collaborative approach.

Adopting a Client Centric Approach

Khansaheb FM provides a high level of service reliability based on our vast experience with large facilities management contracts. We boast of retaining our clients for a longer period of time and hold the reputation of delivering bespoke, integrated facilities management solutions to the country's most iconic landmarks.



Expertise and Innovation on Every Project

We ensure international best practice levels of service through our industry leading CAFM, HSE and QA systems, with easy to use simple stages building up into an advanced system that is at the heart of the day-to-day operations of the projects.

Award Winning Training and Development Programs

We have a culture of learning and growth which is aligned with the personal KPIs and objectives of each of our staff. Our award-winning training and development programs delivered through our dedicated training academies in Abu Dhabi and Dubai ensure that our people are appropriately oriented with the site requirements for his or her role to support the service delivery.



BUSINESS INTELLIGENCE AND DATA ANALYTICS

At Khansaheb Facilities Management we focus on Business Intelligence and Data Analytics to further improve our service offering by providing current, predictive and prescriptive views of business operations.

We provide online analytical techniques to design solutions, identify gaps, and deliver opportunities where advanced analytics can reduce cost, and increase transparency and accuracy of information for our clients.

Our Business Intelligence team transforms data into action-oriented information through predictive and prescriptive analytical capabilities to enable the whole business to understand potentially complex challenges before they happen.

We provide consultation to our Clients on their requirement for real-time SLA/KPI reporting, data mapping, data warehousing, and process integrations that will further improve efficiencies on our daily Operations.

We combine the use of latest technology and automation to provide real-time information critical to important business decisions.

Transforming FM business into data driven organisation





TRAINING ACADEMY



over
15,000
hours of training
delivered per annum

TECHNICAL SERVICES TRAINING

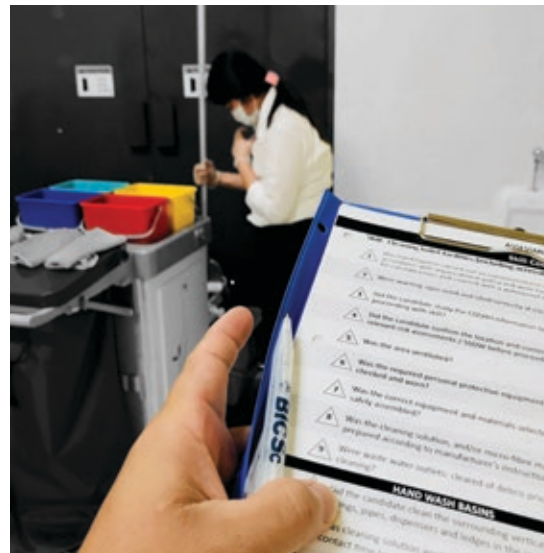
KFM believes in achieving customer service excellence at every touch point by increasing staff performance ('fix first time'), motivation and ultimately, productivity.

In Abu Dhabi, with a combination of in-class inductions and practical training, KFM's Technical Training Academy was launched with an aim to provide its technicians and engineers with best practice in MEP and focus on new initiatives in its approach to MEP services to enhance the quality of service, while contributing towards the individual's professional growth.



SOFT SERVICES TRAINING

KFM's dedicated cleaning academy in Dubai consists of a real-life environment with cleaning and housekeeping mock-ups and color-coded equipment and materials that help KFM's BICSc certified assessors to deliver certified ongoing training courses, in-house, to staff across the year.



OUR PEOPLE

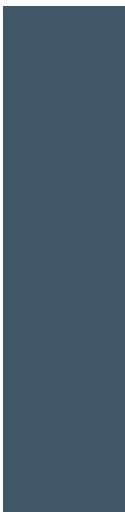
At Khansaheb FM, we are committed to nurturing, developing, and caring for our people. We have invested in our facilities, provided comprehensive recreational services, industry leading health & wellbeing, and as always with Khansaheb, fair and reasonable employment practises.

We thoroughly believe that the welfare of our operatives is paramount to the success of our company and have made significant investment in the facilities and services that we provide.

We regularly audit and inspect all our facilities to ensure that our standards are maintained and that further improvements can be made.

We encourage our clients to visit our accommodation facilities to verify for themselves the quality of welfare that we are providing, and many do provide us with useful feedback and opportunities for improvement.







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