

EMCO

FACILITY MANAGEMENT





INTEGRATING FACILITIES SOLUTIONS

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EXPANDING OUR HORIZONS

EMCO QATAR FACILITIES MANAGEMENT - THE LOOK FORWARD
BY **SUBBA REDDY** HEAD OF EMCO QATAR

EXPANDING OUR HORIZONS

EMCO Facility Management – The Path Forward

By Mr. A. SUBBA REDDY



EMCO Facilities Management, with over 20 years of experience in successfully managing a large and diversified client base, is amongst the leading Facility Management companies in Qatar

We have unique self - delivery capability to provide the entire spectrum of Facility Management Services and Solutions. We can offer our customers both individual services as well as fully integrated Facility Management services. Our biggest assets are our 3,000 workers and staff, supported by an experienced management team of specialists from leading global Facilities Management companies, state - of - the - art Employee Training & Development Centers, latest Technology Platform and exclusive Customer Care Center.

Remaining focused on our customers' needs, we proactively offer improved solutions through cost and resource optimization, global benchmarking superior management, economies of scale and purchasing power. We have a competent Center of Excellence which works closely with our clients and vendors, supports mobilization, transition & operations and constantly improves our Service Delivery Model's processes and systems.

We take our responsibility towards our employees, the society and the environment very seriously. At EMCOT Facilities Management, we invest a significant amount of time and resource to ensure the welfare facilities we provide to our colleagues are of the highest quality. We take pride in promoting the employment and training of local talent.

EMCO Facilities Management has continuously strived to reduce our carbon footprint by implementing eco - friendly guidelines when delivering our services. And we have also been recognized for promoting the cause of environmental awareness.

Today, EMCOT Facilities Management is strategically positioned to adapt to changing industry dynamics and to pursue our client focused approach.

A. SUBBA REDDY

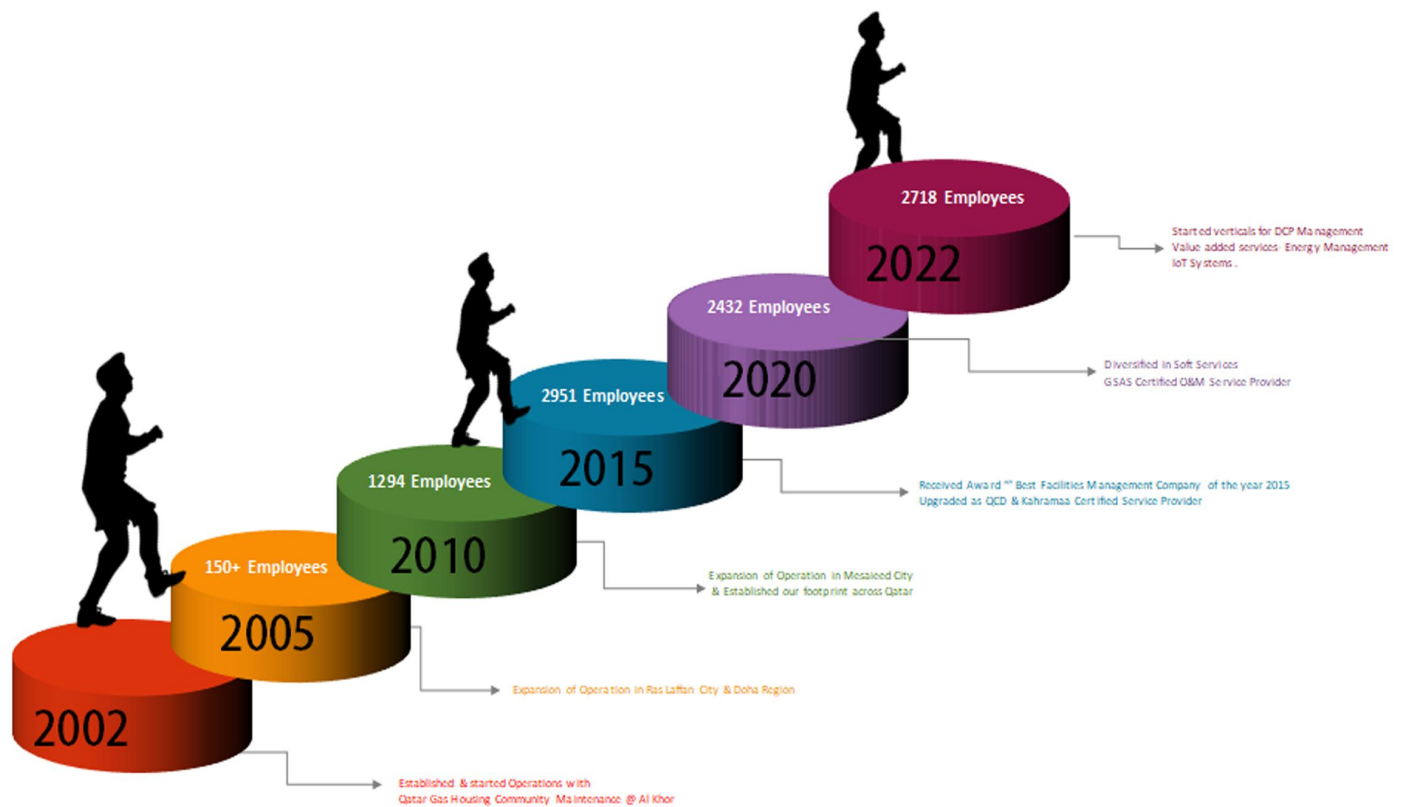
HEAD - EMCOT Facilities Management.





EMCO TIMELINE

EMCO TIME LINE ACHIEVEMENTS





EMCO TEAM

EMCO CORE TEAM:



Subba Reddy

Head - EMCO FM

30 years as Business

Head



Dinesh

AGM – Operation

30 Years 'in Operation



Kannaian

Head-FM& Energy

Management

40 years in FM



Pradeep

Sr. Manager

30 Years 'in

HVAC & DC Plants



Balachandar

Sr. Manager- Estimation

30 Years 'in Estimation



Ahmed

Sr. Manager- HR& Admin

25 Years in HR & ADMIN



Sarwar khan

Manager- Purchase

25 Years in Purchase



Hasmuddin

Sr. Manager- HSE

30 Years 'in HSE



MOHIDEEN

FINANCE MANAGER

24 Years in EMCO Qatar



SELVIN

SENIOR PROJECT MANAGER

16 Years in EMCO Qatar



VISION & MISSION

ENSURING EXCELLENCE

The VISION, MISSION AND VALUES OF EMCO FACILITY MANAGEMENT

EMCO Facilities Management a new corporate organization that can integrate all Facility Management solutions and offer an enhanced customer centric approach.

With revenue of over QAR 300 Million, EMCO Facilities Management, today, employs around 2700 workers & staff and has operations across Qatar.

OUR VISION

What we aspire to be - one of the leading Facility Management providers in both commercial and industrial field with social contribution in Qatar

OUR MISSION

We are committed to be progressive, people oriented, value creation and driven by sustainable excellence

OUR VALUES

- Through Customer-Centric business, we capable of achieving market leadership continuously.
- we will energise, empower, enable and engage the people to build a high-performing team
- we will embed discipline, through Governance and Structure,
- we will strive for agility, through Innovation and Optimisation,
- Through Think Group and Brand, we are optimised, as one business and one team with a collective purpose, to drive sustainable excellence for the future.





VALUES

PROVIDING VALUE

THE UNIQUE VALUE PROPOSITION OFFERED
BY **EMCO QATAR** FACILITIES MANAGEMENT

PROVIDING VALUE

The unique Value proposition offered by EMCO Facilities Management





OPTIMIZING SERVICES

FROM MAINTENANCE TO WASTE MANAGEMENT-
THE LIST OF ALL THE FACILITY MANAGEMENT
SERVICES OFFERED BY **EMCO QATAR** FACILITIES MANAGEMENT.

The structured, synergized and truly unique value proposition is what has made EMCO Facilities Management stand out among its peers. We offer unparalleled Facility Management services and uncompromised quality. The unique value main value propositions offered include:

SELF- DELIVERY CAPABILITY

We have the entire Facility Management service and product spectrum - TFM. Hard Services & Soft Services - available in-house

Additionally, we also undertake Projects like Civil, HVAC, Fit outs and Refurbishments, thereby providing better control and a single window offering for any customer requirement.

CENTER OF EXCELLENCE

We have a multi-dimensional Center of Excellence which provides leadership and encourages best practices, research, and support & training for various aspects of our business activities.

REACH

We cover the Qatar extensively and have planned regional expansions

EXCLUSIVE CUSTOMER CARE CENTER

Our Centralized Customer Care is the core of our facility Management service delivery, with our team providing a single point -of-contact for both our clients and our Facilities Management teams

EMPLOYEE DEVELOPMENT CENTER

We own and operate fully equipped, state-of -the-art Employee Development Center in Doha, Qatar.

THE LATEST INFORMATION AND COMMUNICATION TECHNOLOGY

At EMCO Facilities Management, we have capitalized on the technology advantage to develop CRM solutions, CAFM systems. GPS technology and mobile applications (compatible with iOS, Android & Windows platform), not only to meet the needs, but to exceed expectations by designing web-based user-friendly software applications.

We do have a specialist for Energy Management and do have IoT technology to reduce the electricity charges by 10% by introducing smart meters with minimum capex

OPTIMIZING THE SERVICES

FROM HARD SERVICES TO ALL SOFT SERVICES. THE LIST OF TOTAL INTEGRATED FACILITY MANAGEMENT SERVICES OFFERED BY EMCO FACILITY MANAGEMENT

EMCO Facility Management comprises of the following Service Lines that offer single window customized solutions across all the individual services as well as comprehensive Integrated Facilities Management solutions:



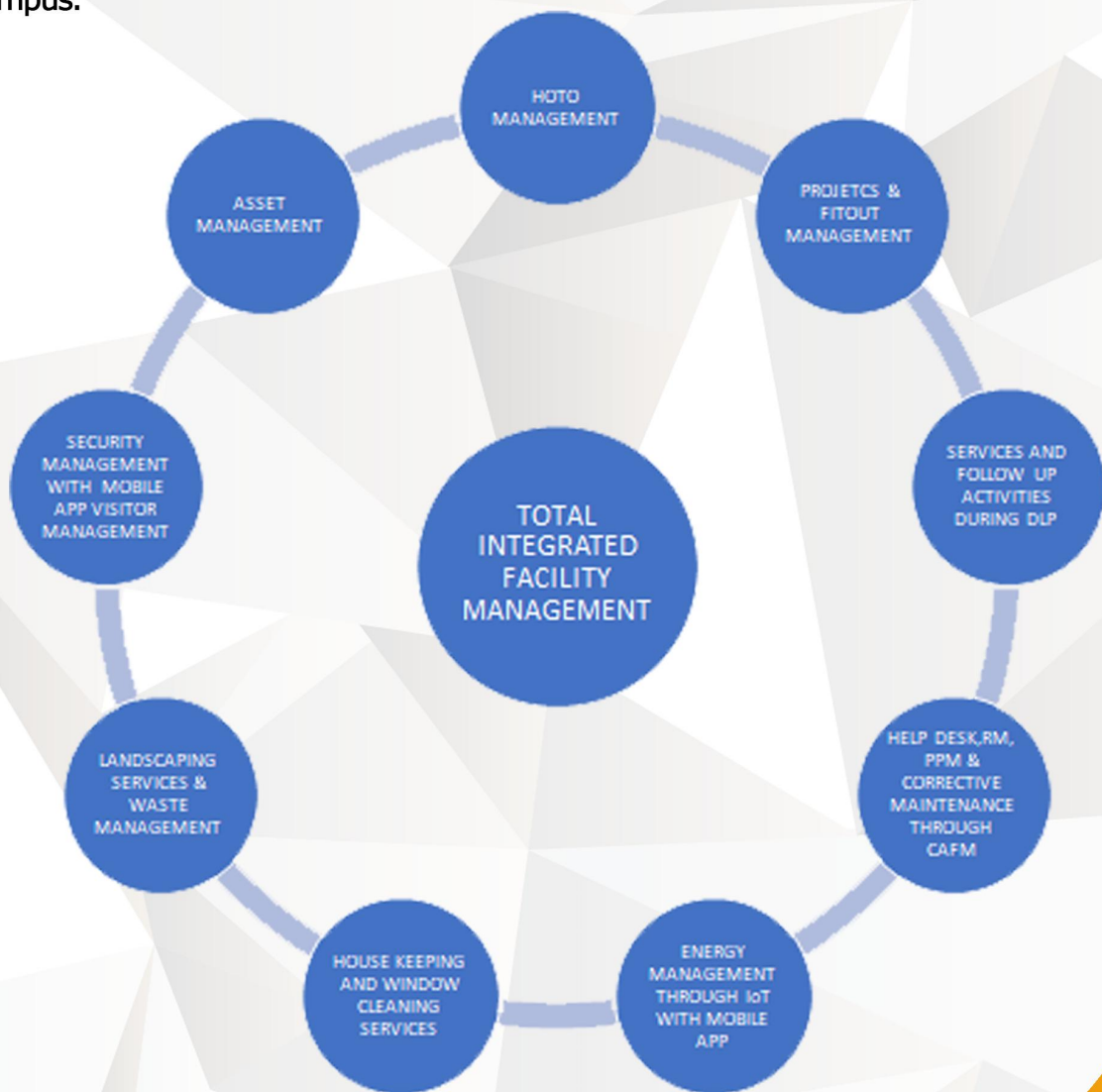


COMPLETE SOLUTION AS TIFM

TOTAL INTEGRATED FACILITIES MANAGEMENT

Through our Total Integrated Facilities Management Solutions, we offer complete management of all the services across our spectrum of activities.

We structure solutions that minimize total life cycle costs and optimize productivity & efficiency through integrated management and reporting. We also ensure that the Common area Maintenance (CAM) cost optimization with in- house self-delivery of all our services. We generate income through promotional activities to the owner's association by way of conducting the events in the building/campus.





EMCO SERVICES

HARD SERVICES-OPERATION & MAINTENANCE

HEATING, VENTILATION & AIR CONDITIONING (HVAC)

Repair and Maintenance of HVAC systems installed at Government Facilities, Hospitals Commercial & Residential Buildings, Industrial Complexes, etc.

EMCO is having in house expertise to operate and maintain the District cooling system including both upstream and downstream equipment's

MECHANICAL

Repair and Maintenance of Sewage Treatment Plants & Lifting Stations, Pumping Systems, Boilers, Swimming Pool Equipment, etc

ELECTRICAL

Maintenance of HV substations, Diesel Gen sets, Fire Alarm Systems, HV & LV Distribution Systems and Building & Street Lighting

Extra Low Voltage (ELV) Systems

Maintenance of Parking Management System, CCTV, Access Control & Intercoms Systems and BMS Systems

CIVIL

General Maintenance of Residential Housing Complexes. Water Proofing works in Industrial and Residential Buildings; Refurbishment, Renovation and Paving Works

PLUMBING & WATER SYSTEMS

Repair and Maintenance of Piping Networks, Valves and Valve Assemblies used for the distribution of water, Repair and Maintenance of Sewerage Networks and Sanitary Fixtures

UTILITIES

Operation & Maintenance of District Cooling Plants and related Chilled Water Network: Operation & Maintenance of Sewage Treatment Plant: Operation & Maintenance of District Cooling System, Operation & Maintenance of Compressed Air System

SOFT SERVICES-OPERATION & MAINTENANCE

CLEANING

- Indoor Cleaning & Housekeeping Services Outdoor Cleaning & Master Community Cleaning Services · Manual & Mechanical Sweeping of Public Roads Fleet Cleaning - Buses & Trains, Aircraft Cleaning Services Specialized Cleaning

LANDSCAPING & INDOOR PLANTS

· Landscape Maintenance, Indoor Plant Supply & Maintenance

PEST CONTROL





EMCO PROJECTS

Proofing Solutions · External Control · Fly Control · Internal Control & Monitoring Bird Control

HEIGHT SOLUTIONS

Facade Cleaning · Facade Element Repair & Maintenance · Installation and Maintenance of Media & Advertisement Signages

SECURITY

-Physical Guarding Services Mobile Patrol Event Security and Escorting Lifeguards CCTV Operator · Access Control Operations.

We do the visitor management through a mobile app to avoid any delay to the visitor and avoid all hassles at the security.

WASTE MANAGEMENT

- Collection, Compaction, Transportation and Disposal of Solid Municipal Waste
- Collection, Transportation and Recycling of Construction Waste
- Collection, Transportation and Disposal of Medical Waste
- Fallen Stock Collection & Incineration
- Operation and Maintenance of Skips
- Recycling

BUSINESS SUPPORT SERVICES

- Support Staff (Office Staff, Concierges, Receptionists, etc.) Document Management
- Help Desk · On-demand Staff

ASSET MAANAGEMENT

We do have a software to track the assets, current value of asset at time during life period

PROJECTS

FIT-OUTS

Design and Execution of Turnkey Projects for Qatar Rail Showrooms, Corporate Offices and the Hospitality Industry One-Stop-Solution for Design and Engineering Support to Architects for Air Conditioning, Electrical and Plumbing Works. Lighting Systems, Security Systems, Glass and Aluminum Works. Partitions, False Ceilings as well as Floor Coverings

MEP

Design, Installation and Commission of MEP Systems to improve performance

CIVIL

Facilities Management related Civil Projects, Repair and Refurbishment Works



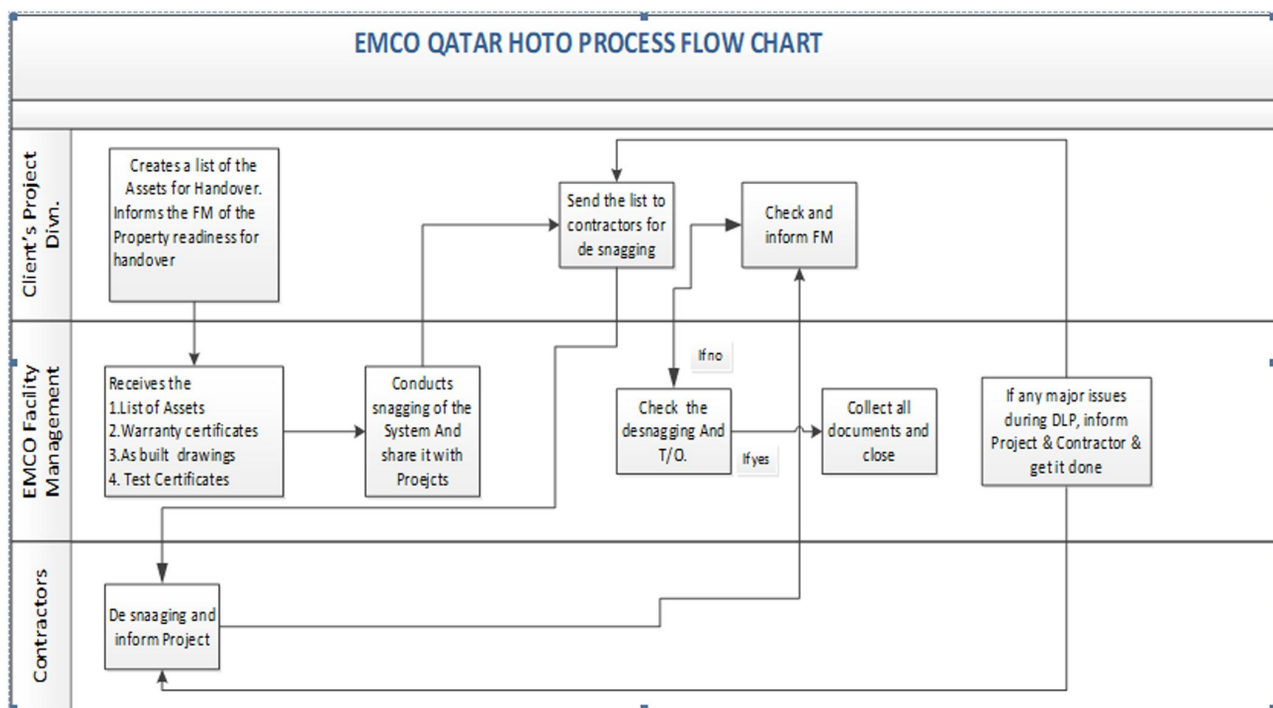


**EMCO ALWAYS PROCESS
ORIENTED**

HOTO PROCESS MANAGEMENT

We do have proper process for handing over and taking over (HOTO) of the assets form the project division. Some of the activities are as follows:

- Create asset register
- Snagging and de-snagging of all the systems in the building
- Follow up with the concerned contractor to complete the snagging points with in DLP.
- Make sure all the drawings are available and make sure it is available to FM Staffs
- Identify any technical flow which affect the building performance to the management





ENERGY MANAGEMENT

CONSTANT INNOVATION

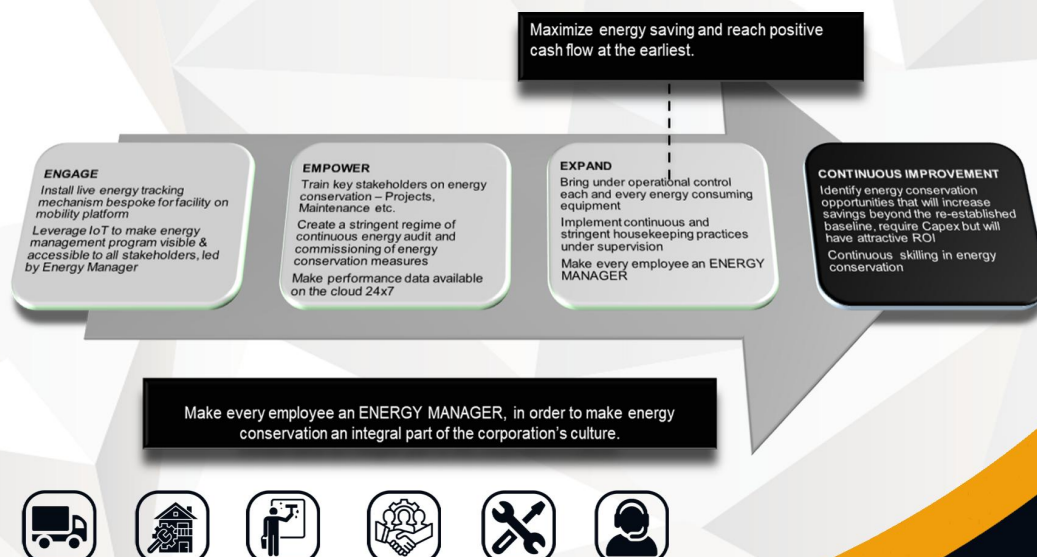
INNOVATIVE WAY OF ENERGY MANAGEMENT

EMCO started a dedicated division to incorporate the innovative technology in Energy management field. Apart from the standard methodology in market to save energy like, use LED lights, VFD & the motion sensor etc. EMCO is ventured in to modern innovative technologies like: Smart meters, IoT sensors, artificial Intelligence platform etc. for energy savings.

EMCO delivers "Energy Management as a Service (EMAAS)" through a completely unique and innovative business model that embeds energy management into the Enterprise Environmental Factor of an organization. This model has been tested successfully across more than 200 facilities in the GCC since 2000 and generates an average of 20% (10% to 27% range in executed projects) energy savings with nominal capex that generally pays back within a few months. Over the years, we have integrated IoT into our delivery model, with the Mission to "Make every consumer an Energy Manager". No other service provider delivers energy management via this model.

While we have worked primarily with buildings, our ubiquitous EMAAS model can be easily extrapolated to manufacturing and other types of facilities as well. Essentially implying that an organization with a diverse set of facilities (manufacturing, office, staff accommodation etc.) can be unified under a homogeneous EMAAS model, with everyone engaged in the program. Since we have developed the "Virtuous cycle of energy conservation", our EMAAS model is relatively low cost, leverages existing resources, Organically scalable and bespoke for every project.

With 3e Advisory Company the complete model & new mobile app had been developed to track and monitor the energy. This will be on live and all the consumption of energy and water can be monitored on the mobile by our technicians & Customer. The tested governance framework:



PROCUREMENT

At EMCO Facilities Management, all procurements are made in a synergized form. We are leveraging on our Group Purchasing Power, Centralized Procurement and Stringent Evaluation to provide uncompromised quality and unequalled efficiency.

Some of the basic steps involved in the procurement procedure at EMCO Facilities Management are:

- Processing the Demand Preparation of the Procurement List, Sourcing the Materials, Ensuring Approval of Payment and Providing the Requirements on time.

Our processing time for an indent is only 3 days apart from the emergency needs which will be processed within 24 hours.

Built a strong vendor data base (both in Qatar and international) to accomplish the above KRA
WAREHOUSE MANAGEMENT.

EMCO is having a full-fledged centralized warehouse in addition to EMCO do have satellite stores to cover the complete Qatar region.





EMCO ALWAYS VALUE PEOPLE

MOBILIZATION & TRANSITION

At EMCO Facilities Management, we follow a robust and exhaustive mobilization and transition process for each of our contract. The Detailed plan covers all operations and support service functions & deliverables.

This helps in systematically planning the entire process and ensuring complete operational readiness before the start of the contract. The Mobilization Process involves comprehensive planning across the various stages and functions such as:

- > Mobilization Management
- > Contract Management
 - Client Contract Management * Service Level Agreements (SLA)
 - Key Performance indicators (KPI) * Sub-contract Management
- > Project Transition
 - Transition Management * Procurement & Supply Chain * IT & Technology * Finance * Operations * Service Assurance * Training
- > Project Stabilization

HUMAN RESOURCES

At EMCO Facilities Management, we believe our employees are the core asset of our organization and it is with the intention of providing a better life to them. EMCO Facilities Management has adopted integrated HR Systems. Processes and Practices designed to address the end-to-end Talent Management Cycle (Recruitment to Retirement),

EMCO is strongly believe in work life balance to increase the productivity of our employees.

There are certain activities are regularly in place as mentioned below:

Employee Engagement calendar

Health and wellness programs

Reward and recognition program

EMCO providing the state of the art employee accommodation and meeting the Migrant workers welfare standards of Qatar Labor Ministry.





SUSTAINABLE QUALITY

**EMCO QATAR FACILITIES MANAGEMENT AND ITS SUPPORT TO
ENSURE QUALITY, SUSTAINABILITY AND CORPORATE
SOCIAL RESPONSIBILITY**

SUSTAINING QUALITY

EMCO FACILITY MANAGEMENT AND ITS SUPPORT TO ENSURE QUALITY, SUSTAINABILITY AND CORPORATE SOCIAL RESPONSIBILITY

At EMCO Facilities Management, we are committed to achieving a high level of excellence by continuously maintaining a strong commitment to quality. We are adequately equipped with necessary expertise and infrastructure to meet our deliverables to the satisfaction of our clients. Our Center of Excellence works proactively towards this goal.

The Quality Management Systems at EMCO Facilities Management have been awarded Five ISO certifications, namely, ISO 9001 -2015, ISO 14001 (Environment), ISO 45001 (OHSE) ISO 41001 (Facility Management) & ISO 22000 (Food & Safety) certified

EMCO is IFMA & US Green building council members

EMCO is certified by GORD – QATAR as GSAS Operation service provider and Facility Management.

CORPORATE SOCIAL RESPONSIBILITY

EMCO Facilities Management has developed its own strategies and activities that will go a long way in contributing to the company's growth and the overall well-being of stakeholders and the society

We incorporate various CSR aspects in all our routine activities for positive results

We manage our corporate responsibilities and enhance our reputation while maintaining commercial viability and long-term profitability.

Through our business principles and operations, we aim to nurture opportunities by:

- > Promoting the sustainable use of resources and reducing environmental pollution
- > Conducting business in a socially responsible and ethical manner
- > Minimizing, reusing, and recycling waste
- > Integrating environmental and social issues into our Supply chain relationships
- > Promoting the highest standards of Health and Safety for our employees and all those who work on our behalf.
- > Consulting and supporting local communities
- > Motivating employees to participate in the CSR initiatives of the organization
- > Networking with external agencies and communities in implementing CSR activities in the organization





ACCREDITATIONS

ACCREDITATIONS



تاريخ الشهادة : 2014-02-10
رقم الشهادة : 01030
رقم الطلب : EAO210000100

وزارة الصحة
المملكة العربية السعودية
إدارة الترخيص

شهادة اعتماد

لشركات التركيب / شهادة أنظمة السلامة

نوع الشهادة :
معلومات الشركة :

إدارة الترخيص والتدوير / إدارة شارة

01030-01

رقم الترخيص : 40023
رقم التسجيل :

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2237-2238	ترخيص	ترخيص	ترخيص	ترخيص	



VALUABLE CLIENTS

OUR VALUABLE CLIENTS





P.O.BOX 24125, DOHA - QATAR
T +974 4020 9555 | F +974 4435 9188
D +974 4020 9505 | M +974 3992 5399

