

# **COMPANY CAPABILITY STATEMENT**

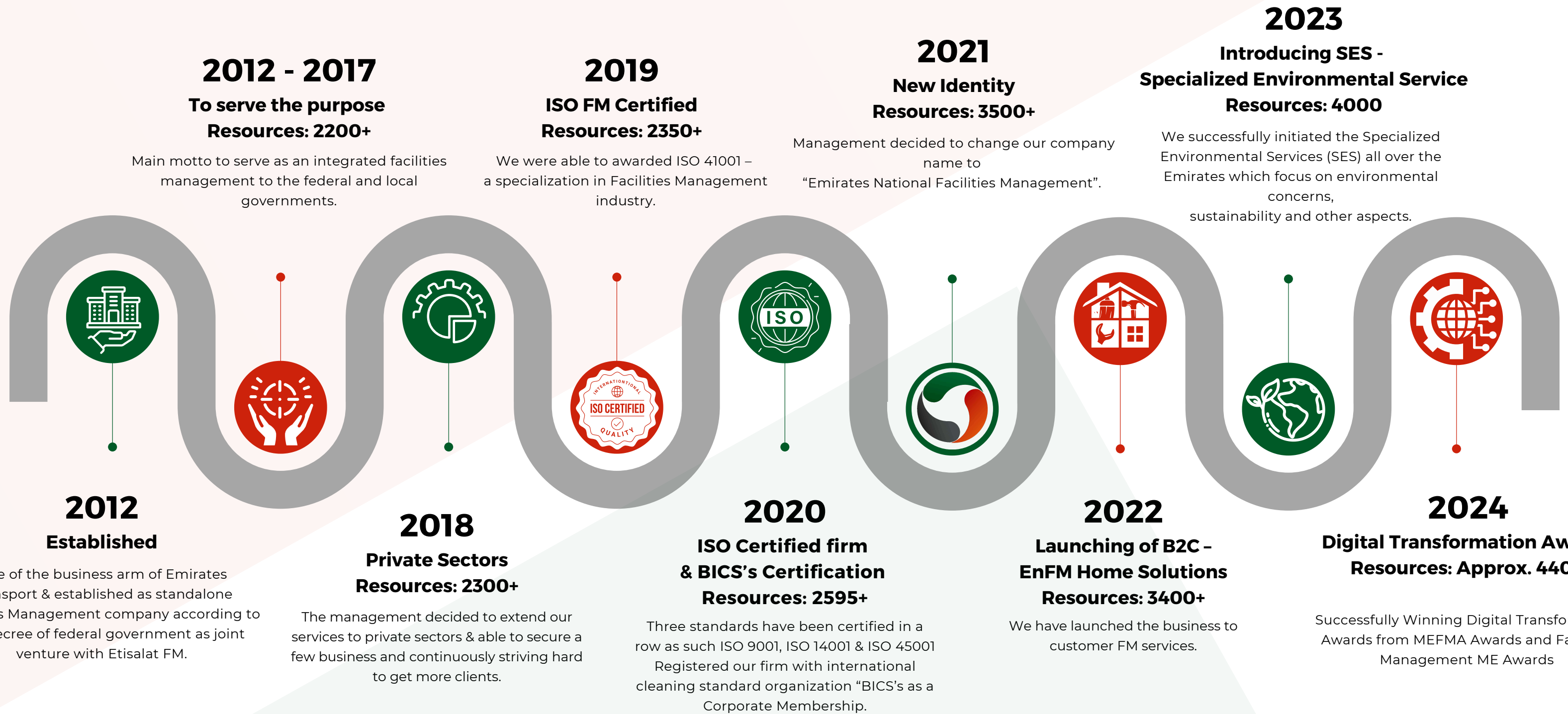
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**Eng. Mohammad AbdulKarim Khamis**  
**Chief Executive Officer**

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Shareholders :  
Emirates Transport 50%  
E& 50%



# ***VISION***

To be the preferred smart FM service provider of choice by understanding the needs of our valuable clients and exceeding their expectations in terms of quality, continual improvement, and sustainability.

# ***MISSION***

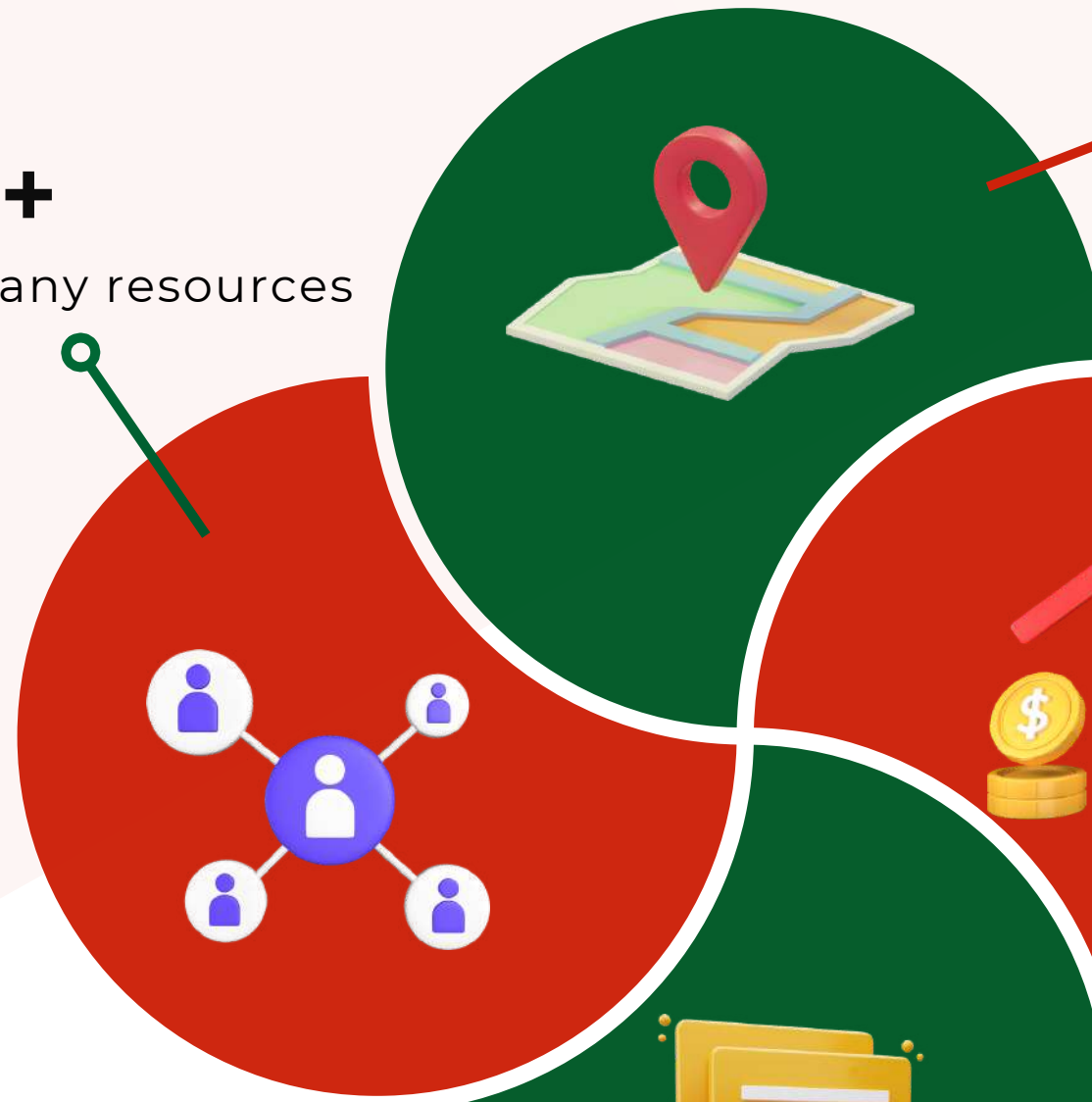
We enable all our clients to concentrate on their core business whilst we manage their non-core activities in the background.

# ***VALUES***

Teamwork  
Respect  
Leadership  
Courage  
Accountability  
Transparency

# STRENGTH IN NUMBERS

**4400+**  
Total company resources



**1000**  
Having an access sites across  
the UAE for Total FM Services

**117**  
Number of contracts

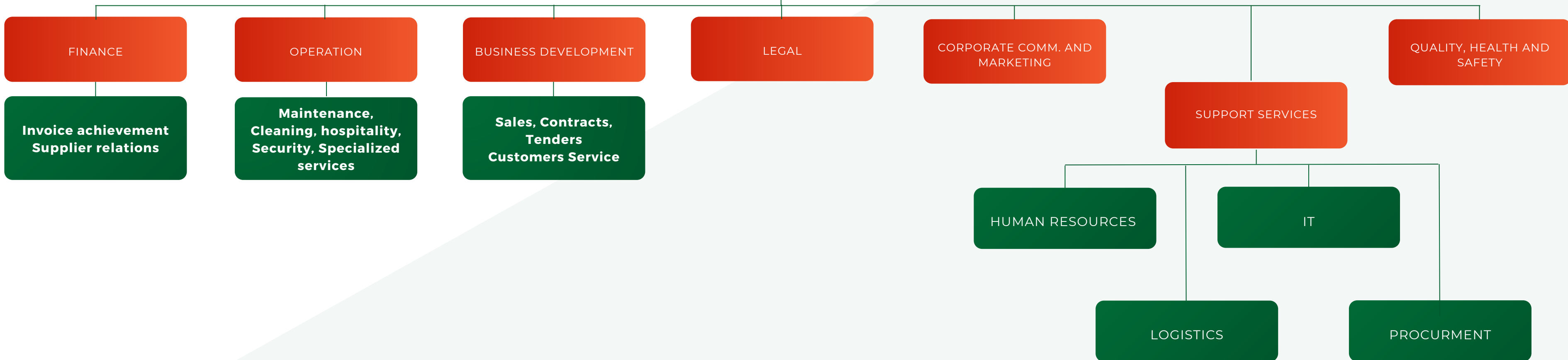
**300m+**  
Total Contract Value

# COMPANY STRUCTURE



**Eng. Mohammad Khamis**  
CEO

MANAGEMENT OFFICE



### Hard FM

- HVAC
- Electrical
- Mechanical
- Plumbing & Sanitary
- Minor Civil works

### Specialised Services

- Chiller
- ELV
- Lift / BMS / FAFF
- Landscaping
- Rope Access
- Security
- Waste Management
- Energy Management

### Soft FM

- General Cleaning
- Office boy/girl
- Messenger
- Glass Cleaning
- Carpet Shampooing

### Projects

- Renovation
- Retrofit

# SERVICE COVERAGE

### Specialized Environmental Services (SES)

- Water Tank Cleaning
- Data Center Cleaning
- HVAC Duct Cleaning
- Kitchen Hood Cleaning
- FM Soft Services
- FM Hard Services
- Laundry Duct Cleaning
- Indoor Air Quality

### Home Services (B2C)

- A-C Maintenance
- Plumping Services
- Disinfection & Deep Cleaning
- Electrical Services
- Handyman Works
- Pest Control
- Swimming pool maintenance & Cleaning
- Sanitary installation & pipes repairing

# REGISTRATION

## GOVERNMENTS REGISTRATION



ISO 9001  
ISO 45001  
ISO 41001  
ISO 14001  
BUREAU VERITAS  
Certification



DOCERE  
PURGARE



# BICS<sub>c</sub>

THE BRITISH INSTITUTE OF CLEANING SCIENCE



اقتصادية دبي  
DUBAI ECONOMY



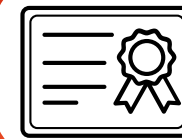
الهيئة الاتحادية للضرائب  
FEDERAL TAX AUTHORITY



دائرة التنمية الاقتصادية  
DEPARTMENT OF ECONOMIC DEVELOPMENT



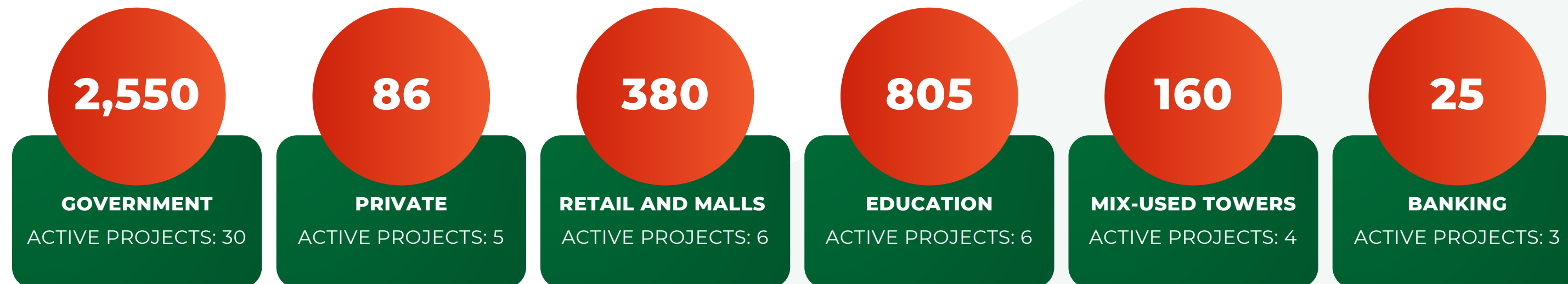
غرفة دبي  
DUBAI CHAMBER




## MEMBERSHIP/CERTIFICATION




# MANPOWER CAPACITY




**Service Excellence & Reports**  
Our service excellence will be monitored and assured by QHSE doing surprise visit at site. Monthly performance report will be submitted on time.



**24x7 hrs. Emergency Response**  
800 3200 - Our portfolio scattered across the emirates & Emergency Response team is available at all times to resolve your issues at agreed time-frame.



**Approved Vendors**  
There are 500+ approved & certified vendors are registered with us and we could able to bring a quality service with cost effective solutions.

# ***OUR SERVICES***



## Hard FM Services

Emirates National FM Service provides PPM / Reactive & Corrective maintenance in all areas of asset management including:

**Air Conditioning**



**Mechanical**



**Units Maintenance**



**Safety Systems**



**Electrical**



**Plumbing**



**Unit Reinstatement  
& Refurbishment**



**Architectural  
Elements**



As part of the Hard Facilities Management process we can ensure compliance with statutory and organization regulations and work with you in partnership to meet your environmental objectives. We also provide co-ordination of in house technical teams, nominated supply partners, sub contractors, undertaking and management of performance, H&S and contractor audits, providing new works quotations and preparation of tender documents.



## Soft FM Services

Emirates National FM Services offers a complete range of cleaning solutions to meet the customer's specific requirements including:

**Building Cleaning**



**Chandelier Cleaning**



**Green Cleaning**



**Facade Cleaning**



**Marble Restoration**



**Carpet & Sofa Shampooing**



**Deep Cleaning  
(Buildings & Apartments)**



**Disinfection & Sanitization**



**Floor Cleaning**



It is an effective service which protects health without harming the environment. Through the 'Green Clean' program, the company's commitment to CSR is to provide customers with the highest quality & environmentally responsible services. Green cleaning represents the latest in using certified and approved environment friendly chemicals and processes. We do follow and implement the BISC's requirements. Also having a BISC's certified supervisors on board.



## Office Support Services

Emirates FM Services offers a complete range of Office support services including:

Office boy / girl



Messenger



Receptionist



Administrator



Pantry consumables



In our core business, Office support service is having vital part in our company portfolio and revenue. We are providing a office boy and office girl services to Healthcare industry, Banking industry and few commercial offices. All our employees are trained to suit and serve for VIP client/customers and also to support administration works to answering phone calls at client reception counter & for back office support task such as filing, mail delivery, etc.,



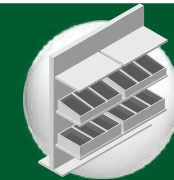
## Renovation & Refurbishment

Emirates National FM capable & having enabler to deliver fit out works including

Office Renovation



Office Partition



Installation of  
Package Units



Civil Carpentry  
& Masonry works



Architectural  
Elements

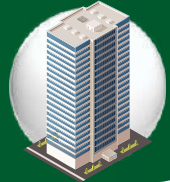


We deliver a small fit-out, retrofit and restoration works at our existing project locations at various level such as Chiller/Package installation, Office renovation and partition works, school restoration works. As a single project and fit out works are worth of AED 4m and we handled and handover the completion at successful rate.

## Security Services

Emirates National FM Services offers Security services through one of our sister companies (Emirates Security Services) for following facilities

**Commercial**



**Residential**



**Education**



**Administrator**



Our objective is to provide a secure and safe environment as well protection to the developer and tenant as well end user who are residing in this premises. Also, to provide permits ease of access to authorized persons - including visitors, who will be required to ide notify themselves and to whom visitor badges will be issued where appropriate. Our guards are trained and certified by either PSBD or SIRA as per abiding the law of UAE to work at their respective locations.

# LIST OF CLIENTELE





***LATEST  
AWARDED  
PROJECTS***

# LATEST AWARDED PROJECTS

## Ministry of Finance Integrated Facilities services across 10 Government Entities all over UAE

**EnFM signed a total three (3) years contract for Soft Services.**

Undertaking the ambitious project titled "IFM Services for Federal Government Entities," EnFM demonstrated its prowess in delivering comprehensive facility management solutions to esteemed government institutions across the UAE. With a total of 10 properties under management, comprising 8 in Dubai and 2 in Abu Dhabi, our focus encompassed both Hard FM and Soft FM services to ensure the seamless operation and maintenance of critical infrastructure.

Our contract to provide a comprehensive services for the Soft services for 3 years with agreed SLA/KPI. Our specialized in-house technicians manages all requisite services, with the exception of certain specialized subcontractor services.

Our service coverage in this contract are as follows:

HVAC Maintenance	MEP Maintenance	Civil Work	HouseKeeping
Façade Cleaning	Hospitality	Security	Pest Control



His Excellency Mohamed Bin Hadi Al Hussaini  
Minister of State for Financial Affairs



# LATEST AWARDED PROJECTS

## Silal Food and Technology LLC Soft Services

**EnFM signed a total three (3) years contract for Soft Services.**

EnFM has recently been granted the esteemed opportunity to oversee operations at the Silal Food and Technology LLC. Swift adjustments in our mobilization process have been made to accommodate the urgent requirements of the client.

Our contract to provide a comprehensive services for the Soft services for 3 years with agreed SLA/KPI. Our specialized in-house technicians manages all requisite services, with the exception of certain specialized subcontractor services.

Our service coverage in this contract are as follows:

Deep Cleaning

General Cleaning

Specialized Services



# LATEST AWARDED PROJECTS

## Dubai Racing Club/Dubai Equestrian Club Total Facilities Management Services

**EnFM signed a total three (3) years contract for TFM services.**

EnFM has recently been granted the esteemed opportunity to oversee operations at the Dubai Racing Club. Swift adjustments in our mobilization process have been made to accommodate the urgent requirements of the client, aiming to ensure office readiness and diplomatic preparedness by October 2023.

Our contract to provide a comprehensive services for the TFM maintenance services for 3 years with agreed SLA/KPI. Our specialized in-house technicians manages all requisite services, with the exception of certain specialized subcontractor services.

Our service coverage in this contract are as follows:

MEP Services

General Cleaning

Specialized Services



# LATEST AWARDED PROJECTS

## Anwar Gargash Diplomatic Academy Total Facilities Management Services

**'Emirates National FM' signed a total three (3) years contract for TFM services.**

EnFM has been recently awarded a brand new country's diplomatic academy building. Our technical expertise who are specialised in Testing & Commissioning and Project Management team are at site and closely working with the OEM contractors & consultants to take over the building on-behalf of Client.

Mobilisation process has been tweaked in fast phase to meet and deliver the key aspects on urgent basis since the client would like to occupy the offices and to be ready for the foreign diplomats. Our contract to provide a comprehensive services for the TFM maintenance services with agreed SLA/KPI. All the required services are managing by in-house except the specialized subcontractor services.

Our service coverage in this contract are as follows:

DLP Management	Snag & Defects Management	Testing & Commissioning	Asset Register & Tagging
MEP Services	General Cleaning	Office boy services	Security Services
Fire Protection System	Elevator	BMS	ELV System
Façade Cleaning	Landscaping Services	Pest Control Service	



# LATEST AWARDED PROJECTS

## Higher Colleges of Technology Soft Services

**EnFM signed a total four (4) Months contract for Soft services.**

EnFM has recently been granted the esteemed opportunity to oversee operations at the Higher Colleges of Technology . Swift adjustments in our mobilization process have been made to accommodate the urgent requirements of the client, aiming to ensure office readiness and diplomatic preparedness by October 2023.

Our contract to provide a comprehensive services for the Soft services for 4 months with agreed SLA/KPI. Our specialized in-house technicians manages all requisite services, with the exception of certain specialized subcontractor services.

Our service coverage in this contract are as follows:

General Cleaning

Specialized Services



# LATEST AWARDED PROJECTS

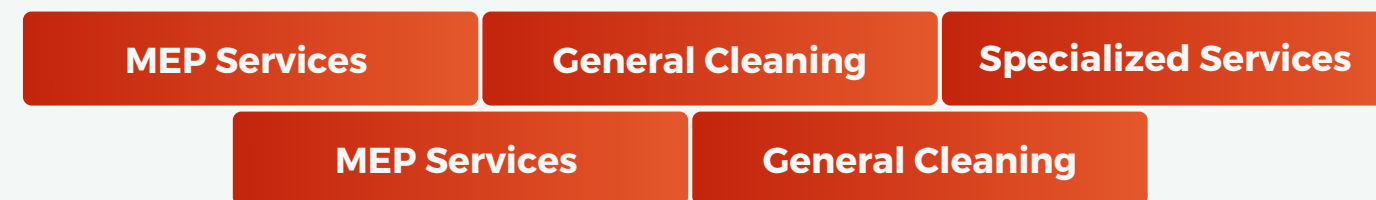
## Jash Hamad Total Facilities Management Services

**'Emirates National FM' signed a total three (3) years contract for TFM services.**

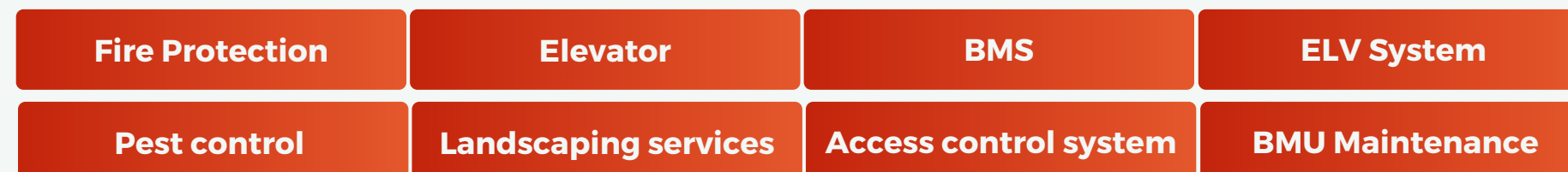
The complex is developed by master developer NAKHEEL and EnFM had been awarded with Jash Hamad 18 for TFM services. Mobilization was carried out with in a very short period after letter of awardee as per the project requirement.

Our contract to provide a Non comprehensive services for TFM maintenance services with agreed SLA/KPI. All the services are managed by Inhouse team except the specialized services

Our services coverage in this TFM contract are:



Specialized Services:



# ***CASE STUDIES***



# 01: CASE STUDY

## Islamic Affairs & Charitable Activities Department Total Facilities Management Services

'Emirates National FM' having a business partnership with last 7 years (2020-2026) and providing them a Total Facilities Management services.

Our contract to provide a comprehensive services for the total facilities management services with agreed SLA/KPI. All the required services are managing by in-house except the specialized subcontractor services.

We are responsible for the following zones and no. of mosques fall under

- Bur Dubai - 230 mosques
- Hatta - 84 mosques

Our service coverage in this contract are as follows:

HVAC	Electrical & Mechanical	Plumbing & Sanitary fittings	Civil & Carpentry works
General Cleaning	External Glass/Wall Cleaning	Minarat Cleaning	Chandelier Cleaning
Pest Control service	Landscaping & Internal Plant maintenance	Water Tank Cleaning	



# 02 : CASE STUDY

## The Onyx Tower

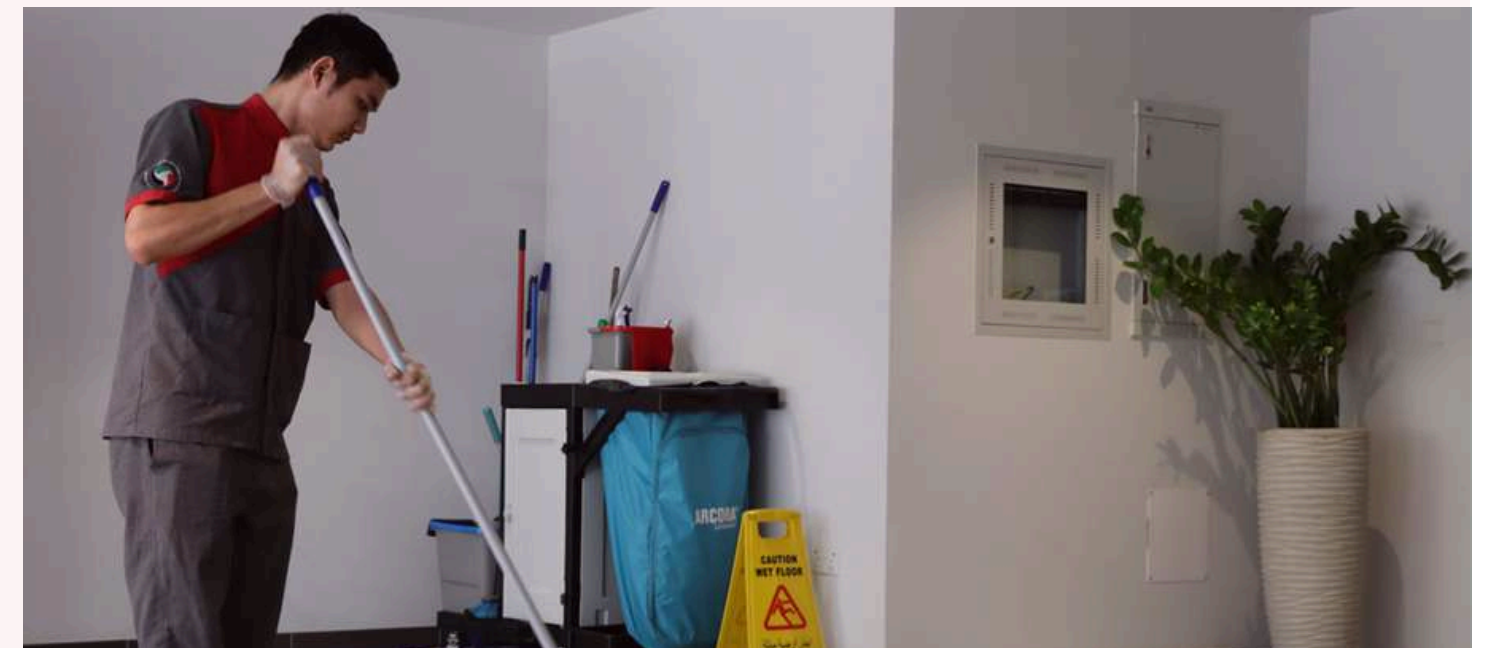
### Total Facilities Management Services

'Emirates National FM' signed a total three (3) years contract for TFM services.

Our contract to provide a non-comprehensive services for the TFM maintenance services with agreed SLA/KPI. All the required services are managing by in-house except the specialized subcontractor services.

Our service coverage in this contract are as follows:

HVAC	Electrical	Plumbing & Sanitary	Civil & Masonry works
Units - Reinstatement & Refurbishment	Fire Alarm & Fire Fighting	Elevator	LV System
Gate Barrier	Water Features	Cleaning Services	Atrium Cleaning
External Glass & Façade Cleaning	Waste Segregation	Concierge Services	Security Services



## 03 : CASE STUDY

### Security Commodity & Authority Total Facilities Management Services

**'Emirates National FM' having a business partnership with last 6 years (2015-2020) and providing them a Total Facilities Management services. As proven the service excellence and we are managed to renew the contract for further 5 years period.**

Our contract to provide a comprehensive services for the total facilities management services with agreed SLA/KPI. All the required services are managing by in-house except the specialized subcontractor services. Most of the client guests and visitors are VVIP's and their expecting service quality are always to meet top-notch.

Our service coverage in this contract are as follows:

HVAC	Electrical & Mechanical	Plumbing & Sanitary fittings	Civil & Carpentry works
General Cleaning	External Glass Cleaning (by Cradle)	Office boy & girl	Security service
BMS system	Fire Alarm & Fire Fighting	Lift	ELV Systems
Pest Control service	Landscaping & Internal Plant maintenance	Energy Management	Units - Reinstatement & Refurbishment



# 04 : CASE STUDY

## Ministry of Culture Hard Facilities Management Services

**'Emirates National FM' having a business partnership with last 5 years (2015-2026) and providing them a Hard FM services. As proven the service excellence and we were awarded to maintain all their facilities across the UAE.**

Our contract to provide a comprehensive MEP Maintenance services for the facilities located across the UAE. All the required services are managing by in-house except the specialized subcontractor services.

Abu Dhabi (HQ & National Theater), Dubai, Ajman, Ras Al Khaimah, Fujairah, Dibba Al Fujairah, Masafi, Umm Al Quwain, and Al Dhafrah.

Our service coverage in this contract are as follows:

HVAC	Electrical & Mechanical	Plumbing & Sanitary fittings
Lift	ELV Systems	Civil & Carpentry works
BMS system	Fire Alarm & Fire Fighting	Energy Monitoring



# 05 : CASE STUDY

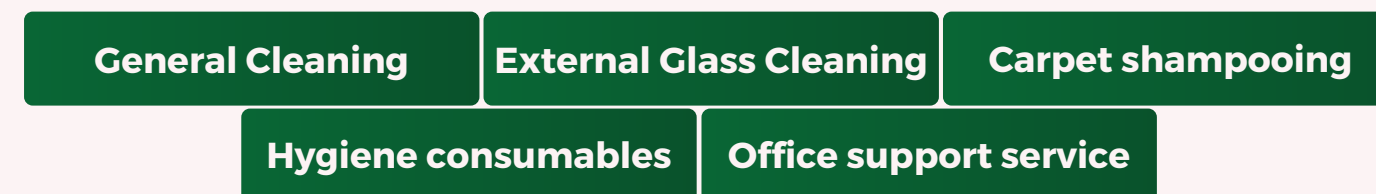
## Federal Authority for Identity & Citizenship (Emirates ID) Soft Facilities Management Services

“Emirates National FM’ providing them a Soft FM services for their Head Quarters, Owned buildings and branches across the UAE

Our contract to provide a general cleaning services which is including day-day cleaning activities, periodic cleaning and supplying of hygiene consumables across the UAE - **76 locations.**

Abu Dhabi, Dubai, Sharjah, Ajman, Ras Al Khaimah, Fujairah, Umm Al Quwain, Al Ain, and Al Dharmah & Sila.

Our service coverage in this contract are as follows:

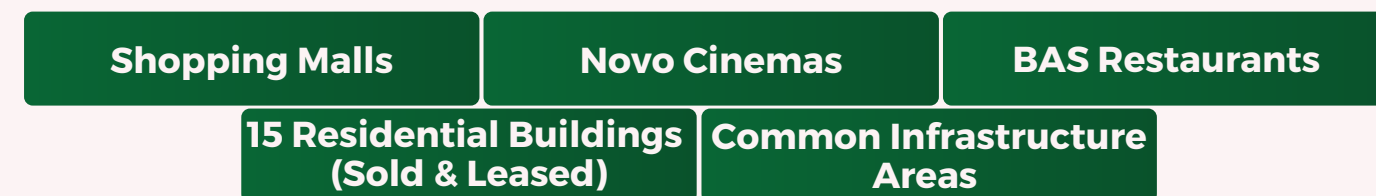


# 06 : CASE STUDY

## BAS Mall & Community Baniyas Development - AUH Soft Facilities Management Services

'Emirates National FM' providing them a Soft FM services for their Shopping Mall, Community Infrastructure Cleaning and 15 Residential Buildings.

Our contract to provide a general cleaning services which is including day-day cleaning activities, periodic cleaning, external glass cleaning and supplying of hygiene consumables. In addition, the contract comprises of the following amenities are directly under our legitimate and supervisions



Our service coverage in this contract are as follows:



## 07 : CASE STUDY

### Federal Tax Authority

### Messenger/Office Support Services

**Federal Tax Authority, we are providing an office boy and Receptionist services.**

Our company strength in messenger services and available staff in our resources pool around 500+

We are having a contract for providing a messenger, office boy, office girl and receptionist services for various clients. Our employees are trained to serve with hospitality qualities at client places as well to assist on back office support works such as mail delivery, filing, etc.,

Our biggest client with large quantity of staff where we are providing our services are as follows:

Ministry of Community  
Development

Center of Waste  
Management (Tadweer)

Federal Tax Authority

Arab Bank



## 07: CASE STUDY

### Arab Bank Messenger/Office Support Services

Arab Bank is one of the reputed and recognized bank in the UAE. We are providing a services at their HQ and 12+ branches across the UAE

Our company strength in messenger services and available staff in our resources pool around 500+

We are having a contract for providing a messenger, office boy, office girl and receptionist services for various clients. Our employees are trained to serve with hospitality qualities at client places as well to assist on back office support works such as mail delivery, filing, etc.,

Our biggest client with large quantity of staff where we are providing our services are as follows:

•Ministry of Community  
Development

Center of Waste  
Management (Tadweer)

Federal Tax Authority

Arab Bank





***RENOVATION  
& REFURBISHMENT  
WORKS***

## **PROJECTS & FIT-OUT**

**Client: ACTVET**  
**Project: Innovation Park - Phase 1, MBZ, Abu Dhabi**

**Provision of renovation and refurbishment works**

1. **Air-conditioning & Electrical works**
2. **Fire Alarm & Fire Fighting works**
3. **Sanitary & Drainage works**
4. **Civil Carpentry & Masonry works**
5. **Ceiling & Painting works**
6. **Soft Landscaping works**

**Programme of Work: 6 months**  
**Worth of Project: 1m**  
**Status: Completed & handover in February 2020**



## **RENOVATION & REFURBISHMENT WORKS**

**Client: ACTVET**  
**Project: Innovation Park - Phase 2, MBZ, Abu Dhabi**

**Provision to construction of Workshop building & Cafeteria**

1. **Air-conditioning & Electrical works**
2. **Fire Alarm & Fire Fighting works**
3. **Sanitary & Drainage works**
4. **Civil Carpentry & Masonry works**
5. **Ceiling & Painting works**
6. **Soft Landscaping works**

**Programme of Work: 10 months**  
**Worth of Project: 5m**  
**Status: Completed**

## PROJECTS & FIT-OUT

Client: Dubai Health Authority  
Project: Store 9, CSC Facility, Dubai

Provision of renovate and refurbishment works at Store 9

1. Air-conditioning & Electrical works
2. Fire Alarm & Fire Fighting works
3. Sanitary & Drainage works
4. Civil Carpentry & Masonry works
5. Ceiling & Painting works

Programme of Work: 6 months

Worth of Project: 1m

Status: Completed & handover in February 2020



## RENOVATION & REFURBISHMENT WORKS

Client: Ministry of Community Development  
Project: Al Sanaa Pavilion Design and Renovation Works

Provision of renovate and refurbishment works at Al Sanaa Pavilion

1. Air-conditioning & Electrical works
2. Fire Alarm & Fire Fighting works
3. Sanitary & Drainage works
4. 3D Design for Front and Back Elevation for the Pavilion
5. Civil Carpentry & Masonry works
6. Ceiling & Painting works

Programme of Work: 2 months

Status: Completed in October 2021

## Core Modules

- Service Categories Management
- Technical Recourses Management
- Sales CRM Management
- Customer Contracts Management
- Customer Billing Management
- Sub-Contractors Management
- Helpdesk. Reactive Maintenance Management
- Preventive Maintenance Management
- SMS / Email Notification Interface

# CAFM

EnFM has its own in-built CAFM solution to support for our core FM Operations; which is specifically customised for FM Services and is an ideal application for managing FM contracts and will facilitate the FM business in serving their end customers better and meeting their business objectives.

## Management Access

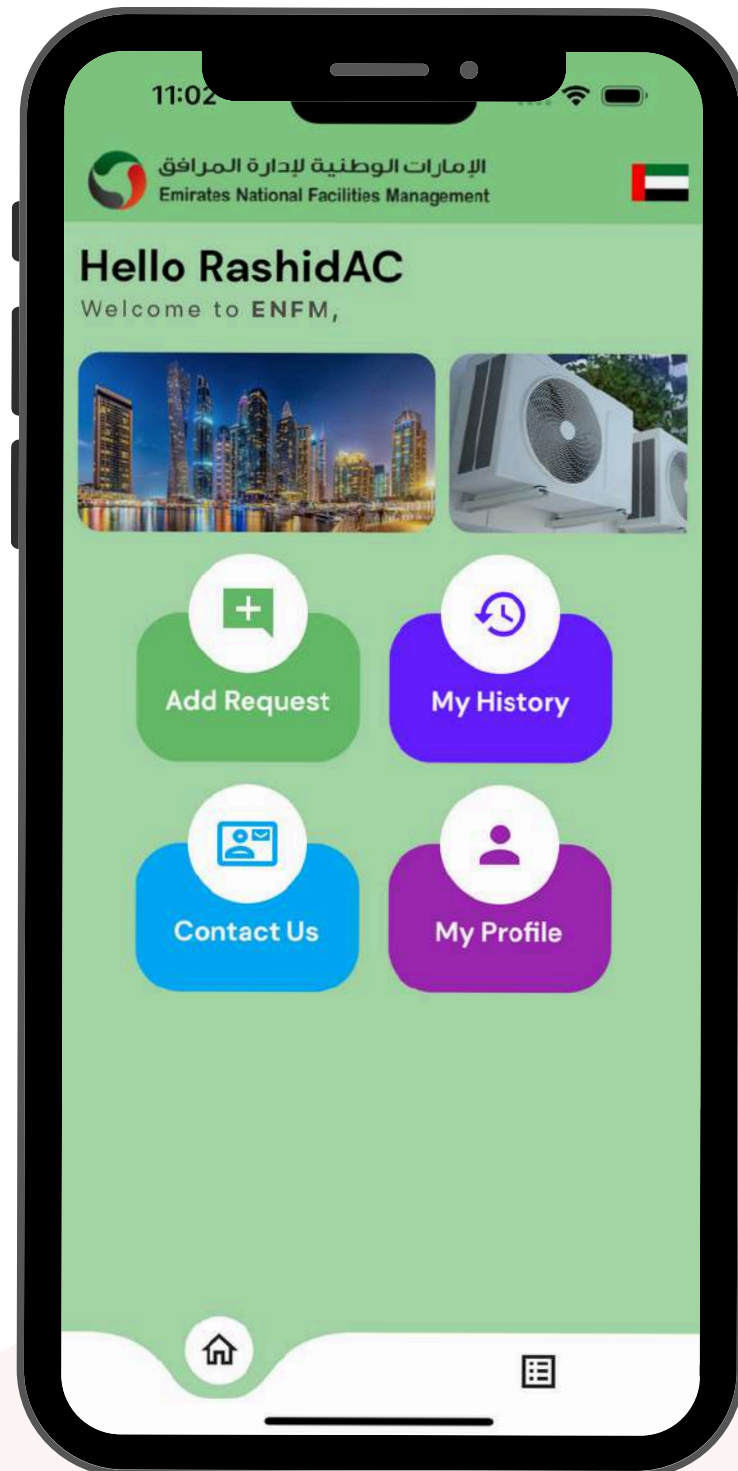
- Management Approval Portal
- Management Reports
- Performance Review Dashboard

## Mobility Solutions

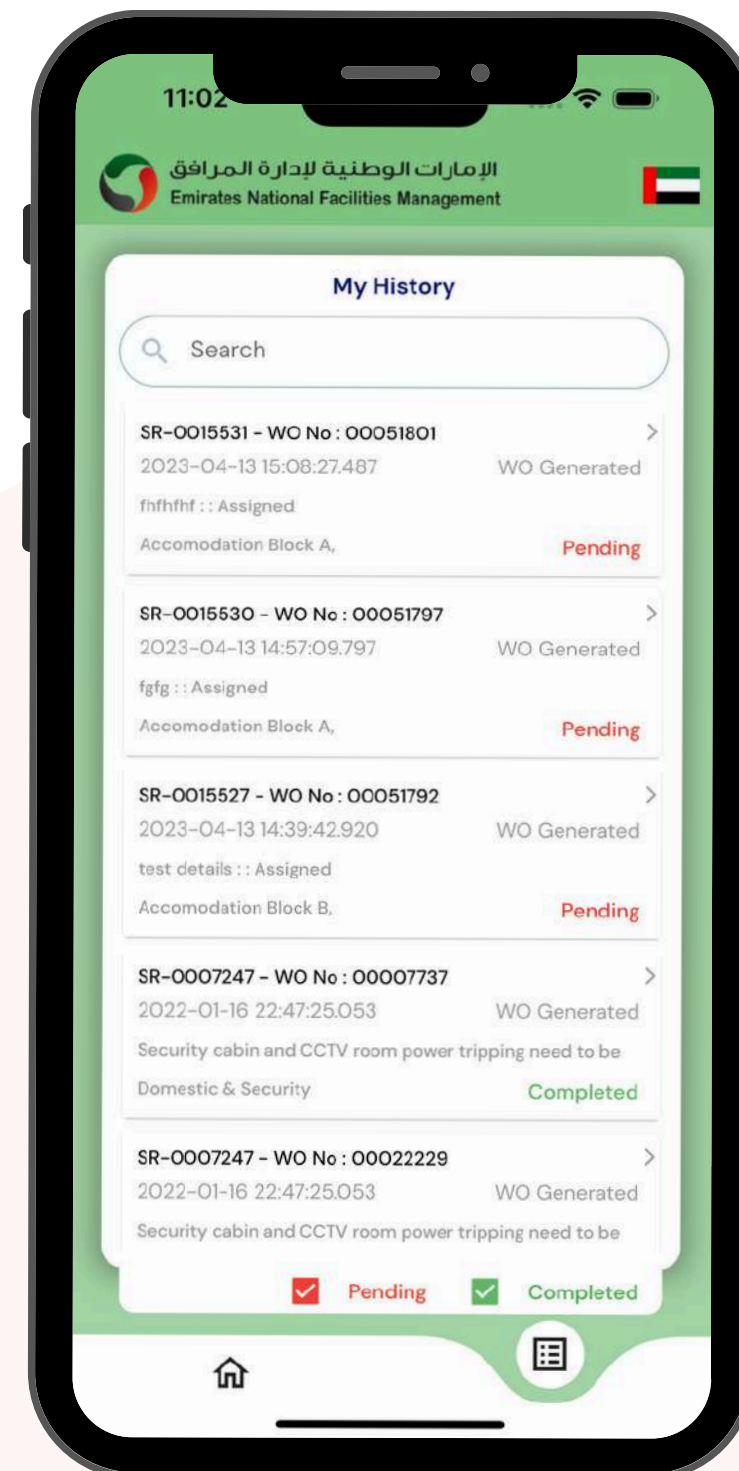
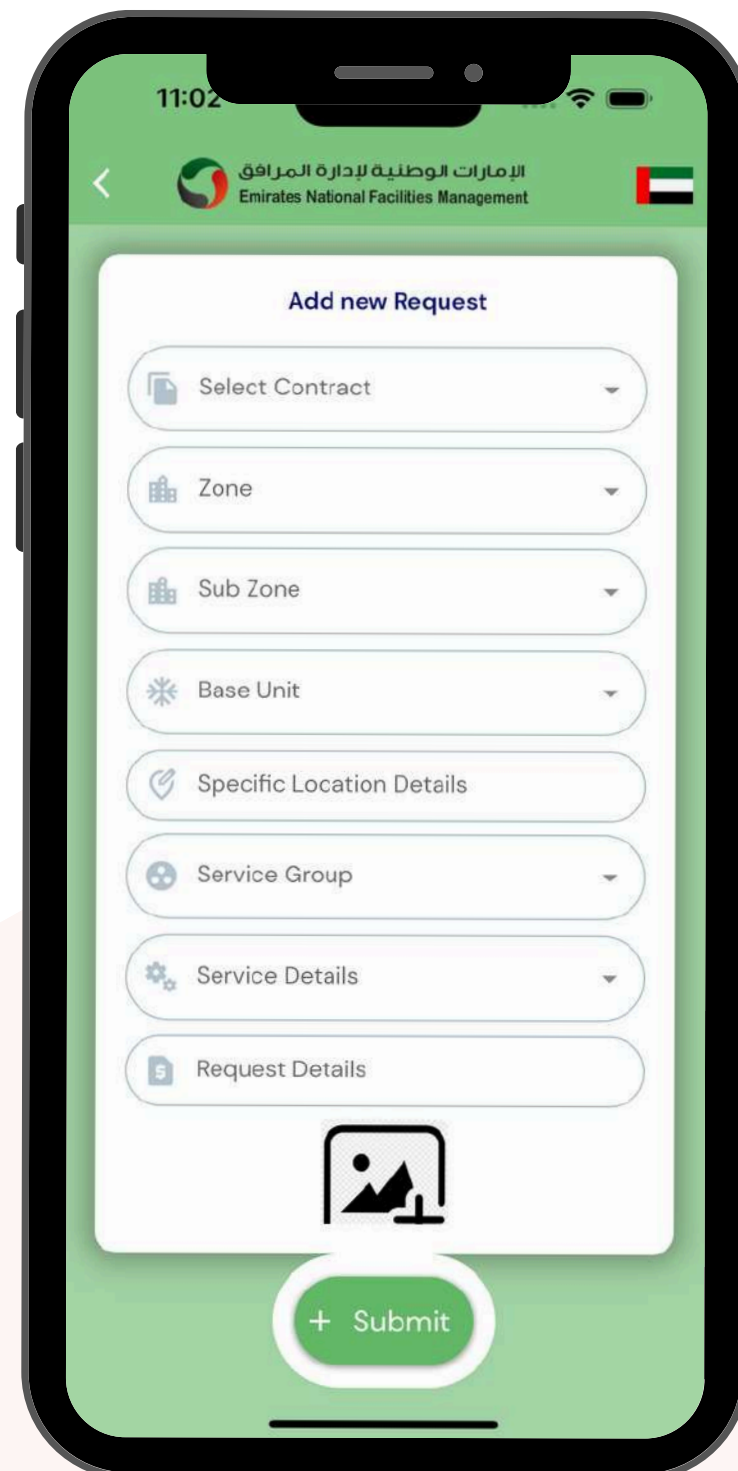
- Customer App (iOS/Android)
- Field Technician App for Staff (Android)

# CAFEM

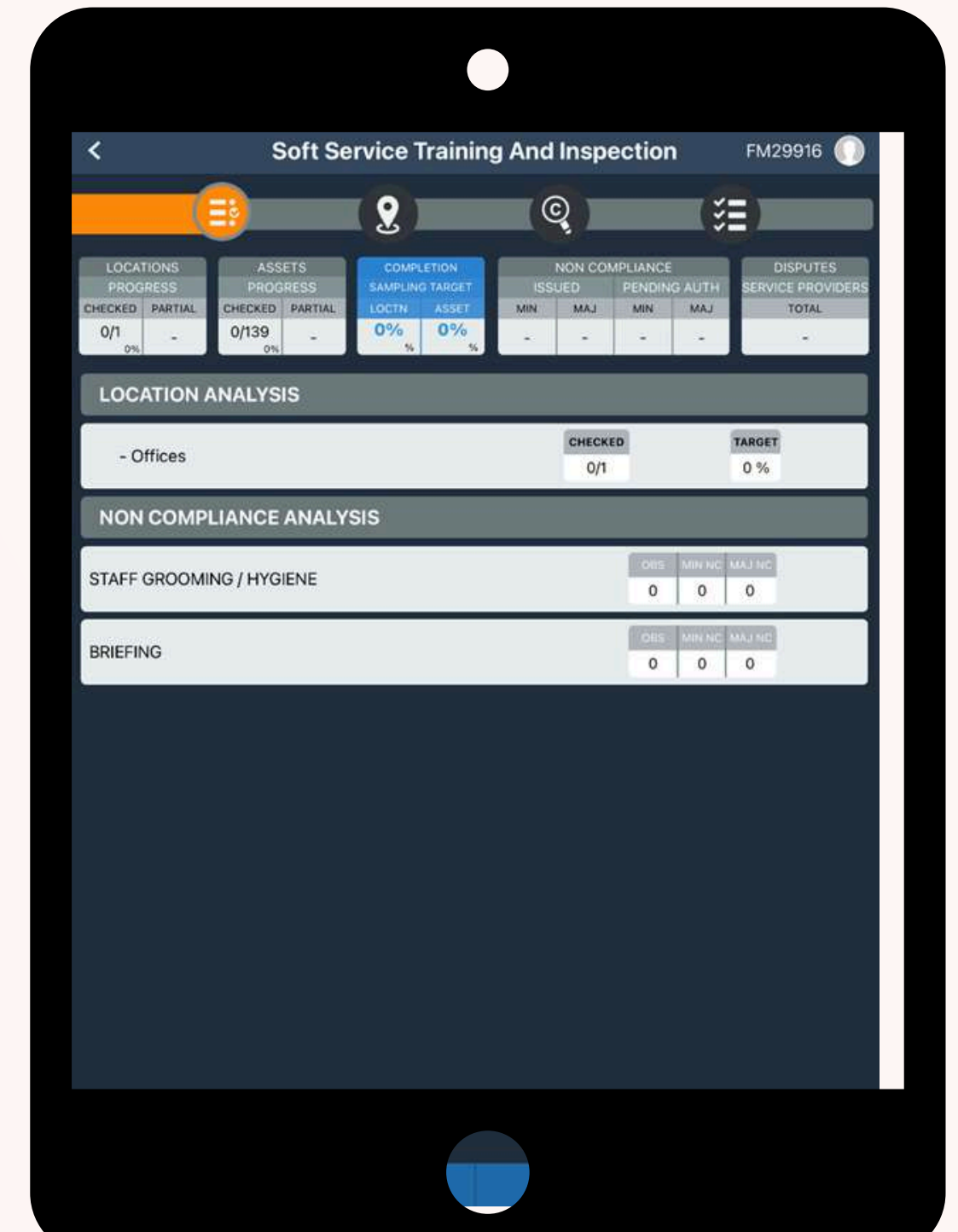
## Customer Application



## Technician Application

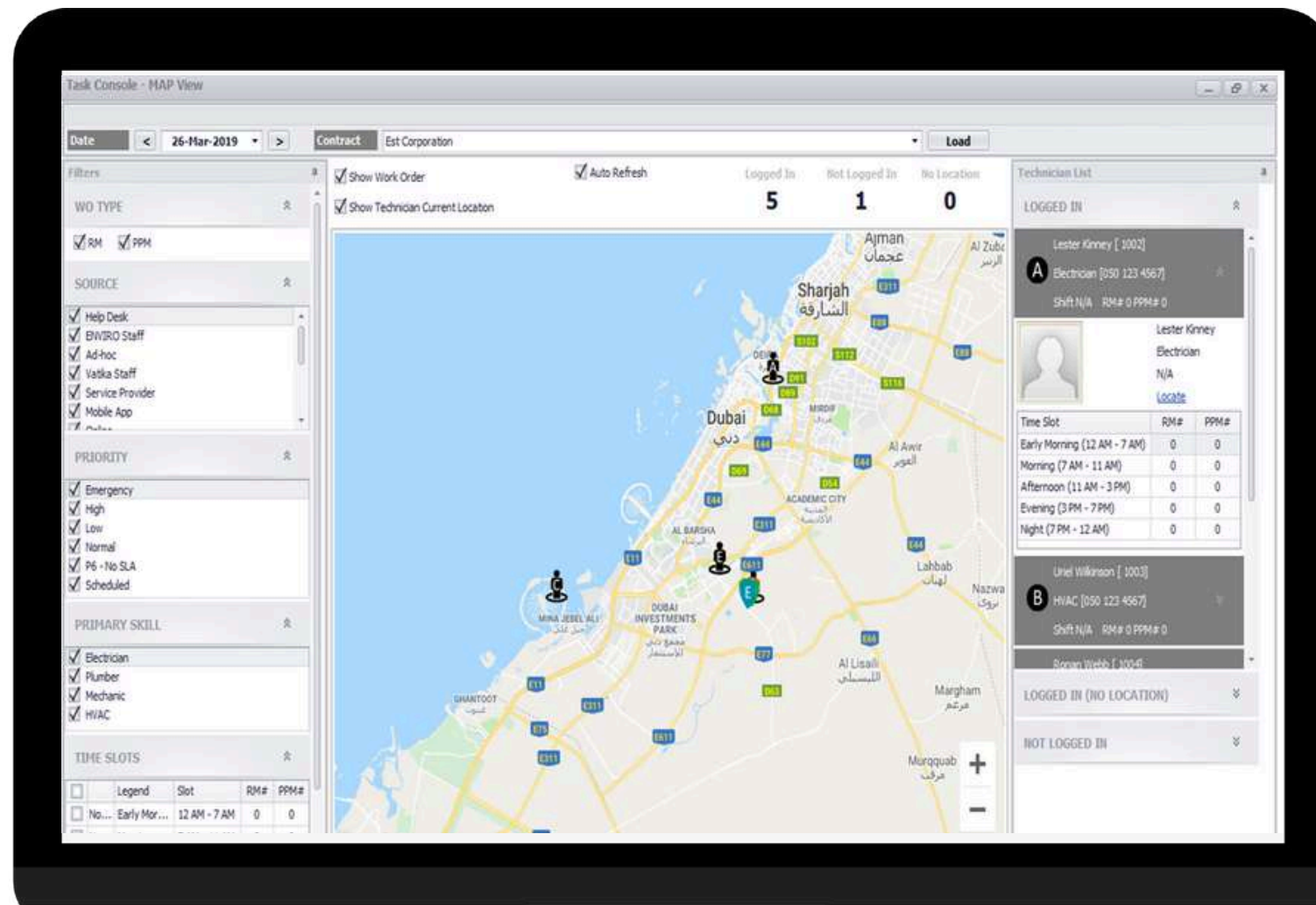


## Inspection Application

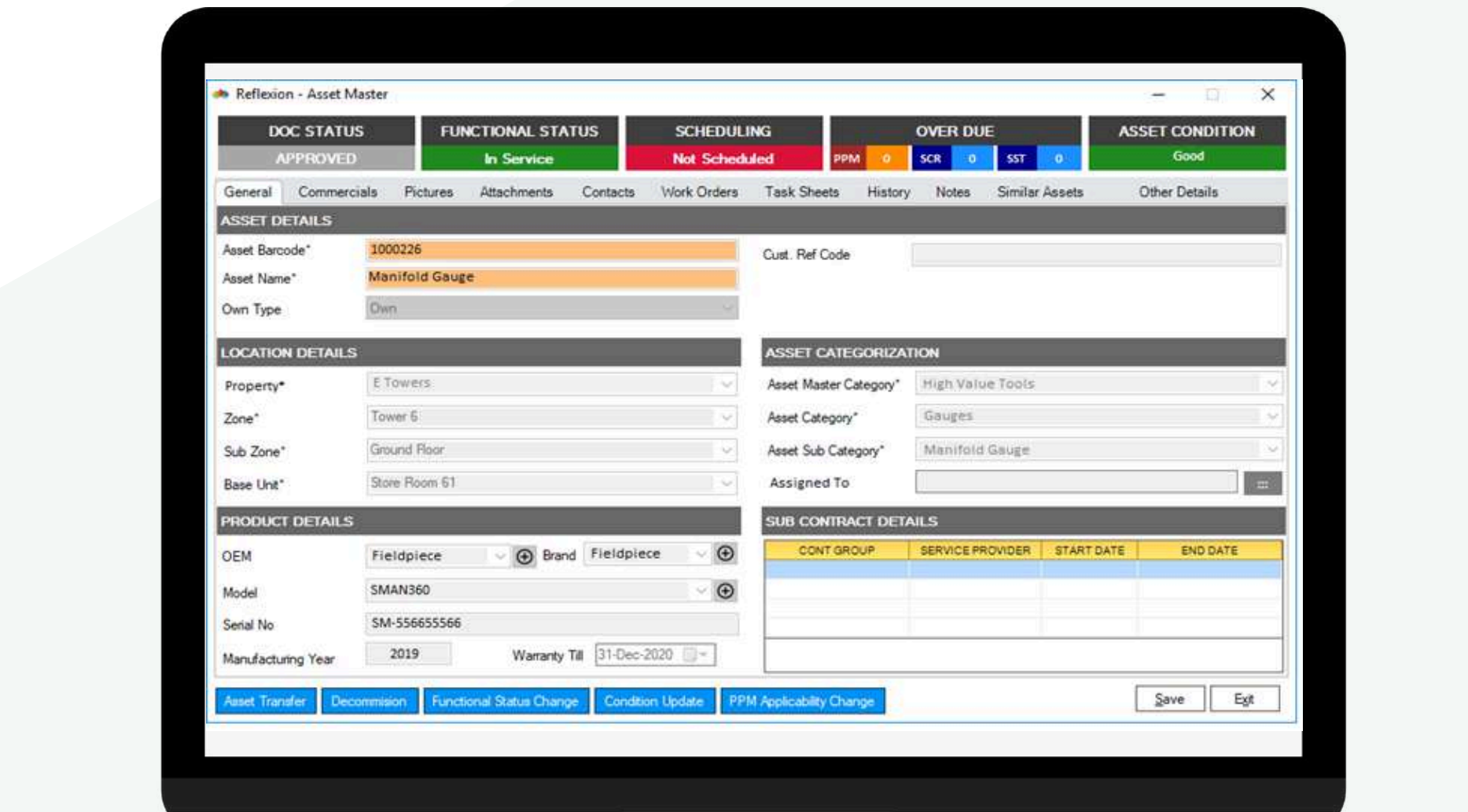


# CAFM

## Live Work Order Tracking



## Asset Register



# ***HOSPITALITY APPLICATION***



Scan the barcode to see the menu



QR Code Search

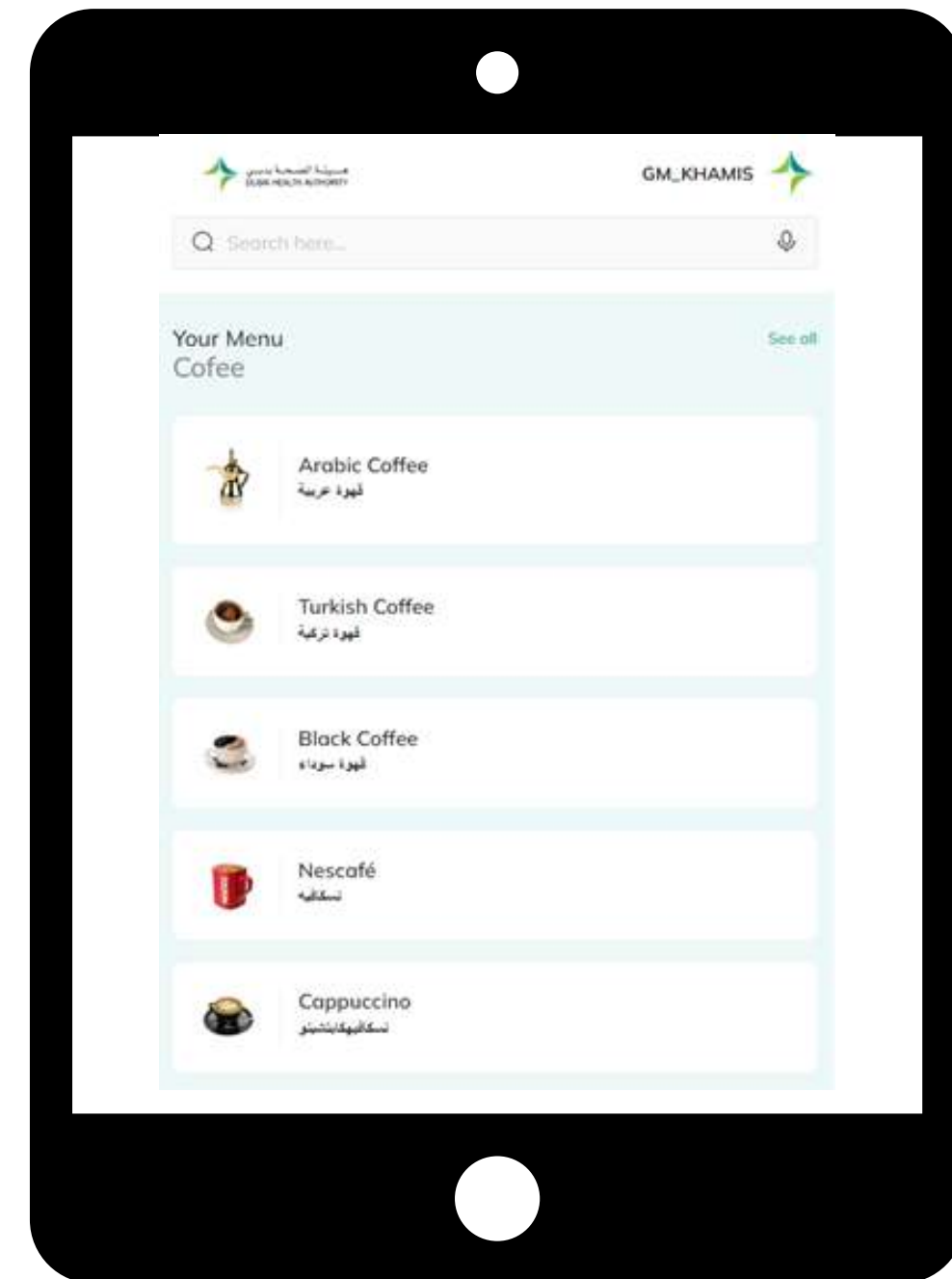
Tracking Order

Easy Re-order

Custom Order

Order History

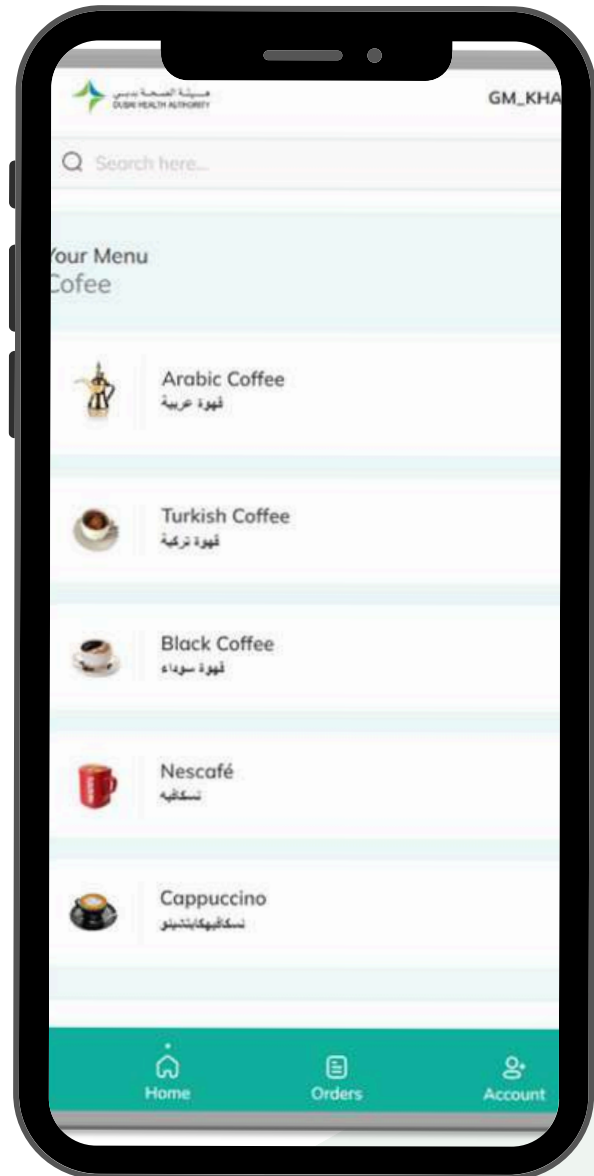
Divisions & Users







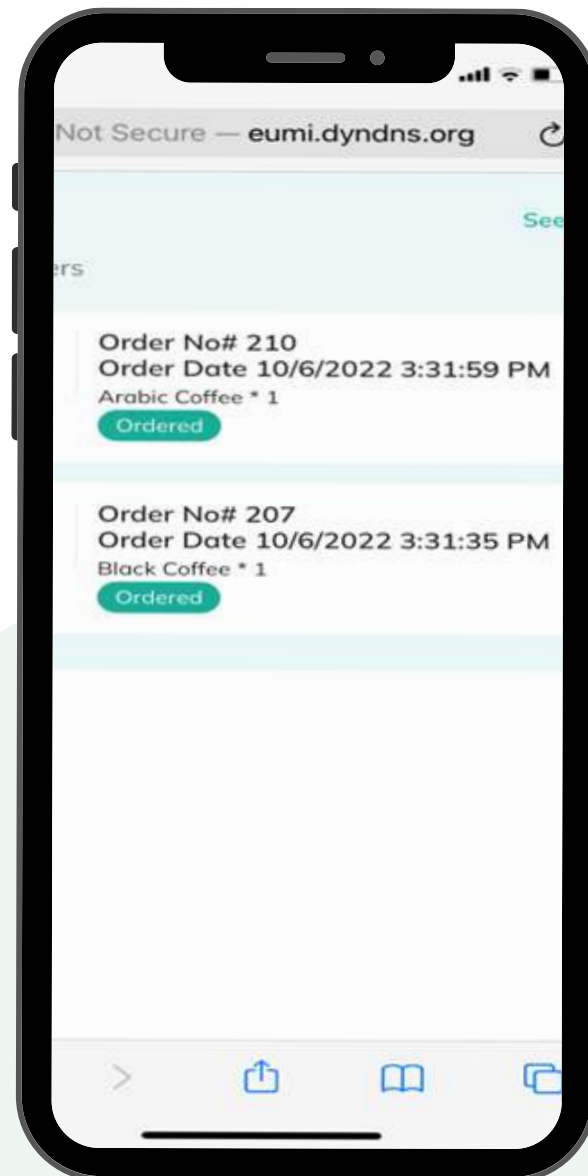
Select Menu



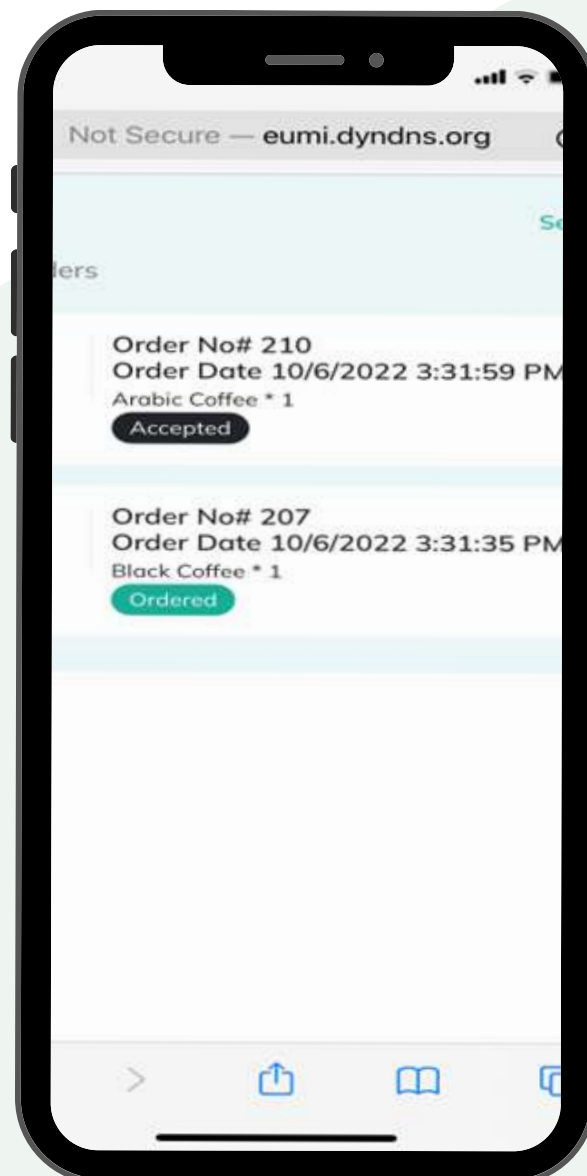
Select item



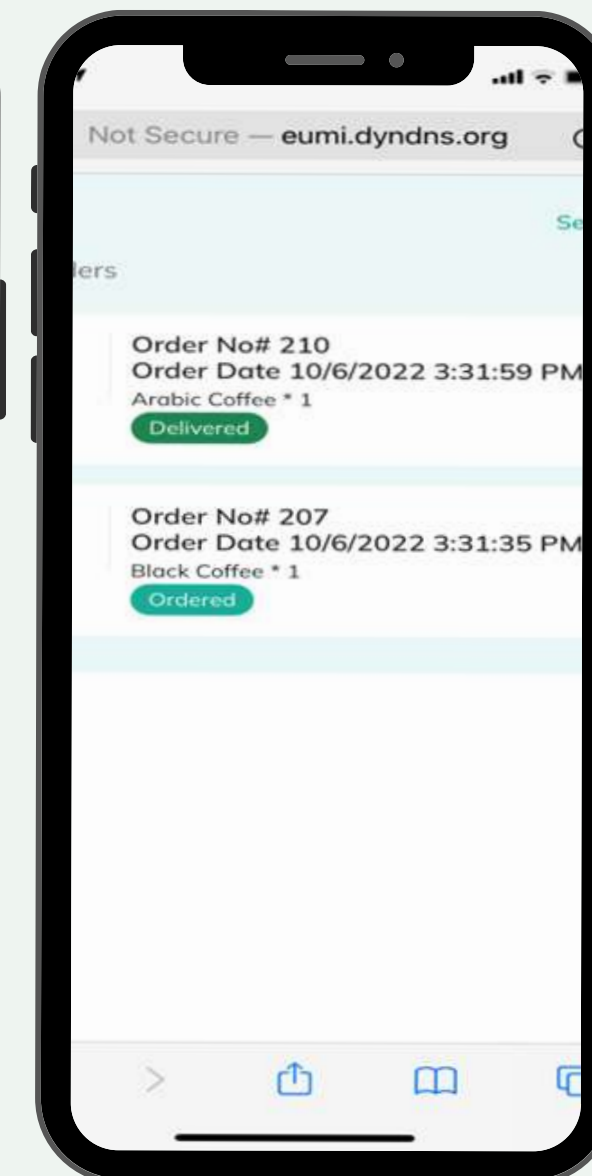
Ordered



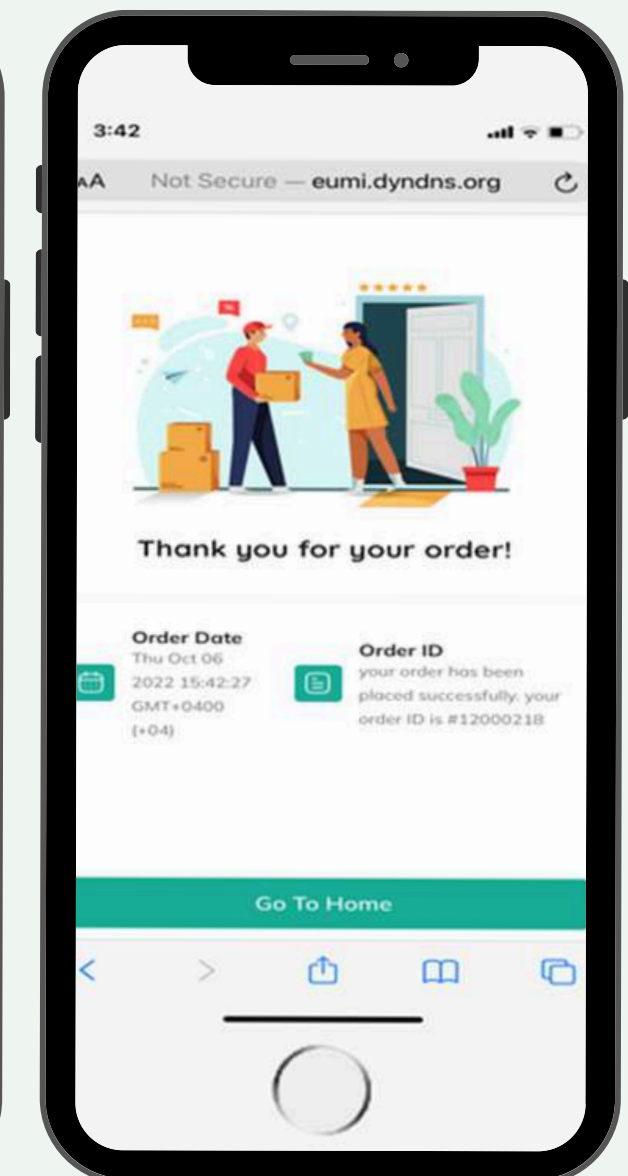
Accepted



Delivered



Confirm Order





EMIRATES NATIONAL FACILITIES MANAGEMENT HOSPITALITY

Order Details

Pending

Ord No	Order Date	Menu Details	User	Location	Status	Accept	Deliver
221	06/10/2022 4:19PM	Black Coffee X 1 With Suger	dhinesh	Dubai/GMoffice	Ordered		
220	06/10/2022 4:18PM	Turkish Coffee X 1 With Suger	dhinesh	Dubai/GMoffice	Ordered		
219	06/10/2022 4:18PM	Arabic Coffee X 1 With Suger	dhinesh	Dubai/GMoffice	Ordered		
218	06/10/2022 3:48PM	Arabic Coffee X 1 With Suger	Syed	WS-1/G07	Ordered		
217	06/10/2022 3:48PM	Arabic Coffee X 1 With Suger	Syed	WS-1/G07	Ordered		
216	06/10/2022 3:37PM	Black Coffee X 1 With Suger	dhinesh	Dubai/GMoffice	Ordered		
215	06/10/2022 3:36PM	Turkish Coffee X 1 With Suger	dhinesh	Dubai/GMoffice	Ordered		
214	06/10/2022 3:35PM	Turkish Coffee X 1 With Suger	dhinesh	Dubai/GMoffice	Ordered		
213	06/10/2022 3:34PM	Turkish Coffee X 1 With Suger	dhinesh	Dubai/GMoffice	Ordered		
212	06/10/2022 3:33PM	Black Coffee X 1 With Suger	dhinesh	Dubai/GMoffice	Ordered		
201	06/10/2022 2:08PM	Hot water. X 1	Shiraz	WS-1/G07	Accepted		
209	06/10/2022 3:31PM	Arabic Coffee X 1 With Suger	Akhtam	WS-1/G07	Ordered		
208	06/10/2022 3:31PM	Turkish Coffee X 1 With Suger	dhinesh	Dubai/GMoffice	Ordered		
207	06/10/2022 3:31PM	Black Coffee X 1 With Suger	Syed	WS-1/G07	Ordered		
206	06/10/2022 3:31PM	Black Coffee X 1 With Suger	dhinesh	Dubai/GMoffice	Ordered		



# COMMERCIAL – MALLS & SUPERMARKETS



## LuLu Hypermarket Al Dhafra

Sector: Private Sector  
Services: Soft FM  
Premises: Hypermarket

01



## Abu Dhabi Co-op

Sector: Public Sector  
Services: Soft FM  
Premises: Offices & Warehouses

02



## Sharjah Co-op Society

Sector: Public Sector  
Services: Soft FM  
Premises: Shopping Mall & Retails

03

# PORTFOLIO - RETAILS



# ***CERTIFICATES***

# ISO CERTIFICATES

**Bureau Veritas Certification**

**EMIRATES NATIONAL FACILITIES MANAGEMENT L.L.C - DUBAI BRANCH**  
ETISALAT ACADEMY, MUHAISNAH 2, P.O. BOX 88827, DUBAI, UNITED ARAB EMIRATES

*Bureau Veritas Certification certifies that the Management System of the above organisation has been audited and found to be in accordance with the requirements of the management system standards detailed below*

**ISO 41001:2018**  
*Scope of certification*

**PROVISION OF INTEGRATED FACILITIES MANAGEMENT SERVICES**

Original cycle start date:	29 August 2019
Expiry date of previous cycle:	28 August 2022
Certification / Recertification Audit date:	23 December 2022
Certification / Recertification cycle start date:	06 February 2023

Subject to the continued satisfactory operation of the organization's above system, this letter of compliance expires on: **28 August 2025**

Certificate No. DBA/5313/23    Version No. 01    Issue date: 06 February 2023

*Signed on behalf of Bureau Veritas - Dubai Br.*

Local office: Bureau Veritas - Dubai Br., 2nd Floor, Block C, Al Hudaiba Awards Building, Jumeirah Road with 2nd December Interchange, Dubai, U.A.E.  
Further clarifications regarding the scope and validity of this certificate, and the applicability of the management system requirements, please call: +971 4 307 4400

**Bureau Veritas Certification**

**EMIRATES NATIONAL FACILITIES MANAGEMENT L.L.C - DUBAI BRANCH**  
ETISALAT ACADEMY, MUHAISNAH 2, P.O. BOX 88827, DUBAI, UNITED ARAB EMIRATES

*Bureau Veritas Certification Holding SAS - UK Branch certifies that the Management System of the above organisation has been audited and found to be in accordance with the requirements of the management system standards detailed below*

**ISO 9001:2015**  
*Scope of certification*

**PROVISION OF INTEGRATED FACILITIES MANAGEMENT SERVICES**

Original Cycle Start Date:	23 December 2020
Expiry date of previous cycle:	NA
Certification / Recertification Audit date:	28 November 2020
Certification / Recertification cycle start date:	23 December 2020

Subject to the continued satisfactory operation of the organization's Management System, this certificate expires on: **22 December 2023**

Certificate No.: DU004103    Rev: 2    Issue date: 06 February 2023  
Previous Certificate No.: MER20.1044/UO

*Certification Body Address: 5th Floor, 66 Prescot Street, London, E1 8NG, United Kingdom*  
Local Office: Bureau Veritas - Dubai Branch, 2nd Floor, Block C, Al Hudaiba Awards Building, Jumeirah Road with 2nd December Interchange, Dubai, U.A.E.  
Further clarifications regarding the scope and validity of this certificate, and the applicability of the management system requirements, please call: +971 4 307 4400

**Bureau Veritas Certification**

**EMIRATES NATIONAL FACILITIES MANAGEMENT L.L.C - DUBAI BRANCH**  
ETISALAT ACADEMY, MUHAISNAH 2, P.O. BOX 88827, DUBAI, UNITED ARAB EMIRATES

*Bureau Veritas Certification Holding SAS - UK Branch certifies that the Management System of the above organisation has been audited and found to be in accordance with the requirements of the management system standards detailed below*

**ISO 14001:2015**  
*Scope of certification*

**PROVISION OF INTEGRATED FACILITIES MANAGEMENT SERVICES**

Original Cycle Start Date:	23 December 2020
Expiry date of previous cycle:	NA
Certification / Recertification Audit date:	28 November 2020
Certification / Recertification cycle start date:	23 December 2020

Subject to the continued satisfactory operation of the organization's Management System, this certificate expires on: **22 December 2023**

Certificate No.: DU004104    Rev: 2    Issue date: 06 February 2023  
Previous Certificate No.: MER20.1044/UE

*Certification Body Address: 5th Floor, 66 Prescot Street, London, E1 8NG, United Kingdom*  
Local Office: Bureau Veritas - Dubai Branch, 2nd Floor, Block C, Al Hudaiba Awards Building, Jumeirah Road with 2nd December Interchange, Dubai, U.A.E.  
Further clarifications regarding the scope and validity of this certificate, and the applicability of the management system requirements, please call: +971 4 307 4400

**Bureau Veritas Certification**

**EMIRATES NATIONAL FACILITIES MANAGEMENT L.L.C - DUBAI BRANCH**  
ETISALAT ACADEMY, MUHAISNAH 2, P.O. BOX 88827, DUBAI, UNITED ARAB EMIRATES

*Bureau Veritas Certification Holding SAS - UK Branch certifies that the Management System of the above organisation has been audited and found to be in accordance with the requirements of the management system standards detailed below*

**ISO 45001:2018**  
*Scope of certification*

**PROVISION OF INTEGRATED FACILITIES MANAGEMENT SERVICES**

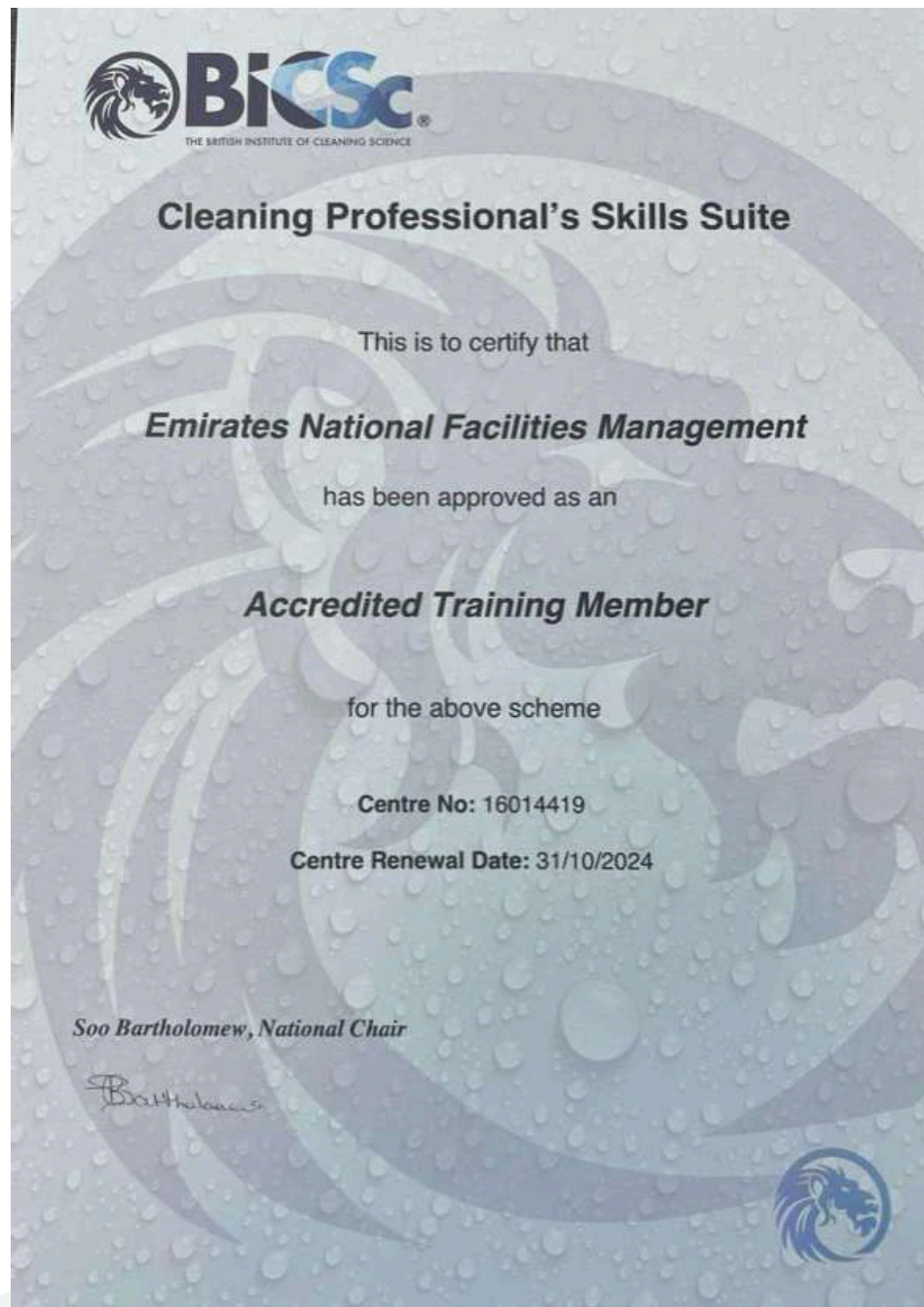
Original Cycle Start Date:	23 December 2020
Expiry date of previous cycle:	NA
Certification / Recertification Audit date:	28 November 2020
Certification / Recertification cycle start date:	23 December 2020

Subject to the continued satisfactory operation of the organization's Management System, this certificate expires on: **22 December 2023**

Certificate No.: DU004105    Rev: 2    Issue date: 06 February 2023  
Previous Certificate No.: MER20.1044/UOH

*Certification Body Address: 5th Floor, 66 Prescot Street, London, E1 8NG, United Kingdom*  
Local Office: Bureau Veritas - Dubai Branch, 2nd Floor, Block C, Al Hudaiba Awards Building, Jumeirah Road with 2nd December Interchange, Dubai, U.A.E.  
Further clarifications regarding the scope and validity of this certificate, and the applicability of the management system requirements, please call: +971 4 307 4400

# ***BICSC ACCREDITED TRAINING CENTRE & MEFMA***



# CORPORATE LICENSE

مركز أبوظبي للأعمال  
Abu Dhabi Business Center

الإمارات  
THE EMIRATES

وزارة التنمية الاقتصادية  
DEPARTMENT OF ECONOMIC DEVELOPMENT

## رخصة اقتصادية

### Commercial License

رقم الرخصة : CN-1305803  
ADCCI No : 302941  
وزارة الموارد البشرية والتوطين  
بطاقة المنشأة  
الهيئة الاتحادية لتجوية  
والحماية ببطاقة المنشأة  
الشكل القانوني : Limited Liability Company  
حركة ذات مسؤولية محدودة  
الإمارات الوطنية لإدارة المرافق ذ.م.ج

Trade Name : EMIRATES NATIONAL FACILITIES MANAGEMENT L.L.C.  
Establishment Date : 29/01/2012  
Issue Date : 20/07/2023  
Expiry Date : 17/08/2025

الرقم	الصفة	الجنسية	المالك / الشركاء	الرقم
Role	Nationality	Owners / Partners	No.	
شريك Partner	الإمارات العربية المتحدة	ETISALAT FACILITIES MANAGM L L C	إحصائيات لإدارة المرافق ذ.م.ج	41213888
شريك Partner	الإمارات العربية المتحدة	مؤسسة الإمارات العامة للنقل والخدمات (مواصلات الإمارات)		41213887
مدير Manager	الإمارات العربية المتحدة	محمد عبدالكريم بلال جمعة خميس MOHAMMAD ABDULKARIM BELAL JUMA KHAMIS		41780402

Economic Activities :  
- Buildings Maintenance  
- Disinfection and Sterilization Services  
- Security & Surveillance Systems Installation & Maintenance  
- \* Air Conditioning, Ventilation Air Cooling Systems Maintenance, Installation and Contracting  
- Landscape And Gardening Services  
- Interior Design Implementation Works(Decor)  
- Hospitality Services  
- Real Estate Lease And Management Services  
- Cleaning the outside (interface) Buildings  
- Buildings Cleaning Services

Official Email : sammani@emiratesnfm.ae  
Official Mobile : +971503562554

www.added.gov.ae

وتبذة معتمدة ومسجلة بدون توقيع أي ختم من دائرة التنمية الاقتصادية - أبوظبي للتحقق من صحة البيانات الواردة في الرخصة برجاء زيارة الموقع [www.tamm.abudhabi](http://www.tamm.abudhabi)  
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حكومة دبي  
GOVERNMENT OF DUBAI

الإقتصاد والسياحة  
DUBAI

## رخصة تجارية

### Commercial License

رقم الرخصة : 690057  
الإمارات الوطنية لإدارة المرافق ذ.م.ج - فرع دبي

Trade Name : EMIRATES NATIONAL FACILITIES MANAGEMENT L.L.C - DUBAI BRANCH  
Legal Type : Branch of Company Registered in other emirates  
Expiry Date : 08/08/2024  
Issue Date : 09/08/2013  
D&B D-U-N-S : 0  
Register No. : 219752

الأنشطة التجارية :  
Amenities Management  
Swimming Pools Maintenance  
Building Maintenance  
Sewage & Drainage Contracting  
Electrical Fittings & Fixtures Repairing & Maintenance  
Air-conditioning, Refrigeration & Air Purifying  
Equipment Repairing & Maintenance  
Facilities Management Services  
Decoration Design & Implementation  
Building Cleaning Services  
Tanks & Containers Cleaning Services

الأنشطة :  
إدارة المرافق  
صيانة أحواض السباحة  
صيانة المباني  
مقاولات إنشاء شبكات ومعدات الصرف الصحي وإصلاحها  
إصلاح وصيانة التجهيزات والتجهيزات الكهربائية  
إصلاح وصيانة معدات الهواء معاد التبريد وتلقيح الهواء  
خدمات إدارة منشآت  
أعمال تصميم وتجهيز المباني  
خدمات تنظيف المباني والمساحات  
خدمات تنظيف الخزانات والحلويات

Share / الحصص :  
Co. Owner / مالك الشركة : 525848  
Manager / مدير : 417235

Print Date : 03/08/2023 11:42  
Receipt No. : 0

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GOVERNMENT OF SHARJAH  
Economic Development Department

حكومة الشارقة  
دائرة التنمية الاقتصادية

## رخصة مهنية

### Professional License

رقم الرخصة : 798140  
رقم التسجيل : 204781  
تاريخ الإصدار : 2022/05/26  
تاريخ الانتهاء : 2024/05/26

Trade Name : EMIRATES NATIONAL FACILITIES MANAGEMENT L.L.C - SHJ. BR  
Legal status : Branch for Local Company

الأنشطة :  
خدمات إدارة المنشآت وخدمات التنظيف الخارجي ( واجهات ) المباني  
الشارقة/المعراج/الشارقة شارع كورنيش البحيرة مكتب رقم O1504 طابق رقم 15 ملك الشيخ عبدالله بن محمد القاسمي

رقم الهاتف المحمول : 0507570759  
هاتف المكتب : 88827 دبي  
البريد الإلكتروني : sammani@emiratesnfm.ae

تاريخ الطباعة : 2023/09/07  
رقم التسجيل : 39795

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# POLICIES

الإمارات الوطنية لإدارة المرافق  
Emirates National Facilities Management

## Health, Safety and Environment Policy

Emirates National FM is committed to providing a safe, healthy and sustainable working environment for all of its employees and stakeholders "To become the SMART FM service provider of choice" by caring environment without compromising the well-being of people and adopting the following strategies.

- ❖ Encourage and promote waste minimization, the sustainable use of natural resources, recycling and energy conservation.
- ❖ Protect the Environment by preventing pollution, conserving energy and natural resource.
- ❖ Committed to identify and establish controls for all environment impacts.
- ❖ Committed to prevent injury and ill health by eliminating hazards in the activities and reduce risks.
- ❖ Committed to establish and review the objectives and targets of environment, health and safety to monitor the performance of the HSE system.
- ❖ Reviews the HSE policy and procedures periodically to ensure it remains appropriate to the Context and Scope of the Organization.
- ❖ Comply with applicable statutory and regulatory requirements related to the environmental, health and safety management system.
- ❖ Regularly consult with workers through various meetings and ensure the participation of the workers during risk assessment, incident investigation, risk and opportunities identification, and interested party identification.
- ❖ Ensure full compliance to the requirements of ISO 14001:2015, ISO 45001:2018 requirements and continually improve the HSE Management System.

01 December 2023  
Date

Mohammad A Khamis  
General Manager  
Emirates National FM

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الإمارات الوطنية لإدارة المرافق  
Emirates National Facilities Management

## Facilities Management & Quality Policy

Emirates National FM is committed to deliver quality and sustainable FM services to its customers and stakeholders "To become the SMART FM service provider of choice" by meeting and exceeding their expectations through continual improvement and adopting the following strategies.

- ❖ Understanding customer's needs, providing customized and innovative solutions in line with their expectations as per agreed terms and conditions
- ❖ Establish Facilities and Quality Management objectives with targets and review at regular frequency to achieve continual improvement.
- ❖ Adopt proven FM technologies and comply with FM and Quality policies and procedures to enhance the service delivery.
- ❖ Form strategic partnerships with specialized enterprises and subcontracting companies to achieve a rationalization of our service provisions and increase the strength of our supply chain.
- ❖ Identify, evaluate and manage risks to as low as reasonably practicable considering internal, external issues and interested parties needs to ensure sustainability of the business.
- ❖ Comply with applicable Regulatory and Legislative requirements.
- ❖ Regularly review this policy and make it available to all interested parties.
- ❖ Comply with ISO 9001:2015 and ISO 41001:2018 requirements.

01 December 2023  
Date

Mohammad A Khamis  
General Manager  
Emirates National FM

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الإمارات الوطنية لإدارة المرافق  
Emirates National Facilities Management

## Information Security Policy

Emirates National FM is committed to deliver quality and sustainable FM services to its customers and stakeholders "To become the SMART FM service provider of choice" by meeting and exceeding their expectations through continual improvement and adopting the following strategies.

- ❖ All processes and stakeholders shall follow the rules and regulations, or circulars published in the organization.
- ❖ ENFM complies with the laws, regulations and contractual obligations which are applicable to the organization in general and in particular to its ISMS.
- ❖ ENFM has established and implemented Incident management process to ensure that all breaches of information security, actual or suspected are reported and investigated and continuity of business during disruption.
- ❖ All applicable ISMS requirements are satisfied.
- ❖ Continual improvement of the ISMS.
- ❖ Periodic review of effectiveness and suitability of the system.
- ❖ Assigning objectives and KPIs for the departments and periodic review of achievements.
- ❖ Controlling access to information assets (including networks) based on business and security requirements.
- ❖ Protecting information associated with the interconnection of business information systems.
- ❖ Comply with applicable standards, specifications, and contractual terms and conditions.

01 December 2023  
Date

Mohammad A Khamis  
General Manager  
Emirates National FM

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الإمارات الوطنية لإدارة المرافق  
Emirates National Facilities Management

## Business Continuity Policy

Emirates National FM is committed to deliver quality and sustainable FM services to its customers and stakeholders "To become the SMART FM service provider of choice" by meeting and exceeding their expectations through continual improvement and adopting the following strategies.

- ❖ ENFM complies with the laws, regulations and contractual obligations which are applicable to the organization in general and in particular to its BCMS.
- ❖ Business Impact Analysis (BIA) are to be conducted on all business units. These analyses will determine the level of Comply with applicable standards, specifications, and contractual terms and conditions.
- ❖ Potential Areas of Risk are to be identified as a component of the continuity program. Potential risk items are to be assessed for either mitigation or acceptance. Acceptance of risk items will occur at the Senior Management level.
- ❖ Business Continuity Plans are to be developed, documented and maintained to ensure that business continuity strategies can be readily actioned.
- ❖ Education and Training is to be provided to all staff on the overall response to a disaster incident.
- ❖ Ongoing Testing of Continuity Capability will be carried out in order to prove its overall fitness for purpose as defined by the BIA process, as well as to identify errors and issues with existing plans, documentation, and procedures.
- ❖ The Recovery Capability to be maintained in a constant state of readiness so as to provide the best possible means of recovering from a catastrophic incident affecting any of operations.

01 December 2023  
Date

Mohammad A Khamis  
General Manager  
Emirates National FM

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# ***AWARDS***









***RECOGNITION  
FROM CLIENTS***







# ***ENGAGEMENT ACTIVITIES***



# COMMITTED TO EXCELLENCE

## *THANK YOU*

 **800 3200**

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 **[www.emiratesnfm.ae](http://www.emiratesnfm.ae)**