



ABOUT US

Elegancia Facilities Management, a Qatari Integrated Facilities Management Company, with over 3,000 staff, operating at 250 site projects across Qatar.

As a leading Facilities Management Services Provider, we are committed to achieve and maintain the highest standards in hard & Soft services.

Our services are provided through a self delivery model, known as Integrated Facilities Management, that unifies the delivery of all services, while maintaining the benefits of outsourcing the specialized services as needed, achieving efficiency saving and enhanced performance.

Of note, our Group has a wider footprints that we can use as a creative base to handle new opportunities.



IN NUMBERS

**300
VEHICLES**

**4,000
Manpower**

**200
SITES
PROJECTS**

**60
SPECIALIST
EQUIPMENT**

**95%
CLIENT
RETENTION**

**INTEGRATED
APPROACH**





Elegancia Key Facts

+250
Clients

87%
Client Retention

+80,000 sqm
of factories

+30,000
Workforce

30+
Marine Units

+250,000
Meals/Day

2 Hospitals
with International
Affiliations

▶ elegancia group





▶ elegancia healthcare






▶ elegancia services

-  ▶ catering
-  ▶ facilities management
-  ▶ resources
-  ▶ gabro

▶ elegancia contracting

-  ▶ MEP
-  ▶ landscape
-  ▶ marine
-  ▶ fit-out
-  ▶ kitchens

▶ elegancia industries

-  ▶ steel
-  ▶ joinery
-  ▶ stones



► **VISION**

Creating a brighter future
from Qatar to the world

► **MISSION**

We add exceptional value to
our customers through the
skills and knowledge of our
employees

► **VALUES**

Leadership
Collaboration
Accountability
Quality
Resilience

► **GUIDING PRINCIPLES**

Preserve Corporate Reputation
Corporate Social Responsibility
Develop Future Leaders
Promote Innovation
Inspire Trust
Improve Agility

BOARD MEMBERS



Moutaz Al-Khayyat
Chairman

An entrepreneur and businessman, striving to explore new business frontiers and provide clients with cutting edge solutions. He has grown his group of companies into a diverse business conglomerate. His leadership and business principles are honesty, hard work, attention to detail and assuring quality.



Ramez Al-Khayyat
Group Managing Director

A business leader with a wealth of experience in operations, risk management and development, Ramez Al-Khayyat is a Qatari businessman based in Doha. He is a second-generation entrepreneur with years of executive experience with his family's contracting company, a hands-on mentality and an eye for detail.

EXECUTIVE TEAM



Henrik Christiansen
Group CEO
elegancia group

An accomplished leader with C-level experience in Europe and in the Middle East. He drives corporate leadership and strategy, operational management, corporate governance, change programs and building high performance teams, supported by his significant industry experience and strong academic background.



Abd Almunem Al-Sakka
Cluster Chief Executive Officer
elegancia services

Provides strategic leadership and management to ensure that the mission and core values of the company are put into practice

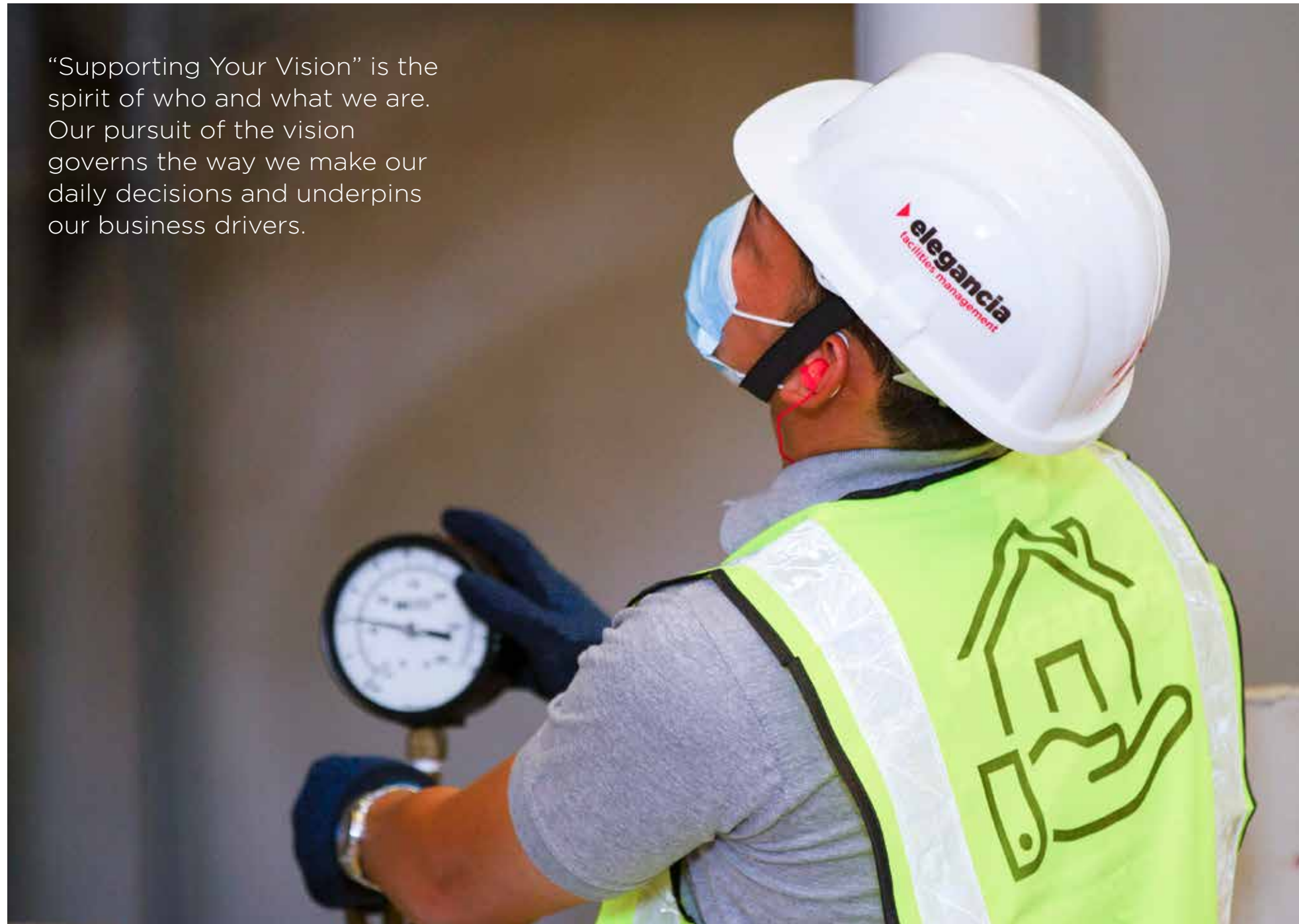


Majed Zeitun
Chief Executive Officer
elegancia facilities management

He has over 25 years of experience across UAE, Saudi Arabia, Bahrain, Jordan and Qatar. He is an expert in core business operations and a skilled negotiator. His key management skills include executive leadership and supervision, project management, P&L control, cost containment & profit management, strategic & tactical business planning, among many others.

SUPPORTING YOUR VISION

“Supporting Your Vision” is the spirit of who and what we are. Our pursuit of the vision governs the way we make our daily decisions and underpins our business drivers.



The ethos, that drives our beliefs and aspirations, is to raise the standard of facilities management in Qatar through the delivery of sustainable, economical and technologically driven FM services and to be at the forefront of recognised FM industry.

By following our ethos we will support the vision of all our customers in a way that improves their infrastructure quality and reliability, as well as enhancing their employee's wellbeing Through-out delivering the best practice Integrated Facilities Management Services.

OUR ETHOS

ATTRIBUTES

- Safety focused
- Technology driven
- Highly experienced
- Inherently adaptable
- Used to large mobilisations
- Innovative in our outlook
- Committed to “supporting your vision”
- Collective & collaborative approach to partnering
- Systems savvy & integrated platforms (ERP / CAFM / IMS / PDA's)
- Economy of scale & support mechanisms track record
- Case study experience
- Robust and efficient support framework (HQ & parent group)
- Customer service excellence
- Continuity and client retention



SERVICES

A leading integrated facilities management services provider of Integrated Facilities Management (IFM), operating within the state of Qatar, delivering the highest standards in terms of quality across multiple market sectors, offering our trusted clients a service that meets and hopefully exceeds, all their expectations.



CAPABILITIES MEP, HVAC & CIVIL RESOURCES

IN-HOUSE SERVICES

- Water Tanks Cleaning
- Chiller Management System
- Chilled Water Balancing
- Chiller Gas Leak Detection
- Diesel Monitoring System
- Irrigation Pumps Management System
- Harmonic Analyzer Study of Entire Electrical System
- Fire Pumps & Fire Pumps Management System, Fire Hydrants



- Automatic Power Factor Control Panel
- Synchronizing Panels
- Roller Shutters
- Overhead Cranes
- Cleaning of Sump Pits and Grease interceptors
- Water Tanks Cleaning



Facilities Management

- Site Operation
- Helpdesk Services
- Reception & Concierge Services
- Computer aided Facilities Management (CAFM)
- Health & Safety Management
- Asset Lifecycle Management



consultancy and FMMA services

- Concept, Design & Operational review
- Managing Agent Services
- Construction Stage
- Testing & Commissioning
- Account Management
- Space Management
- Project Management
- Energy Management
- Environmental Management



Hard Services

- General Maintenance Services
- Construction Electrical - Maintenance
- HVAC Maintenance
- Refrigeration
- Plumbing Maintenance
- Ancillary Services
- Mechanical Maintenance
- Civil Maintenance
- ELV Systems
- Specialist Equipment
- STPs & RO Plants



Soft Services

- General Cleaning Services
- High Level Access Cleaning
- Domestic Waste Management
- Facade cleaning using rope access
- Hospitality Services
- Landscaping
- Pest Control
- Disinfection Services
- Janitorial and custodial services



MANAGEMENT

- Strategic Management & Planning
- Budgeting & Financial Management
- Management of Quality (QA/QS)
- Customer Service
- On Boarding: Induction, Orientation & Training
- Coordination
- Supply Chain Management
- Command & Control
- Continuous Improvement
- Management & Reporting



OPERATIONS

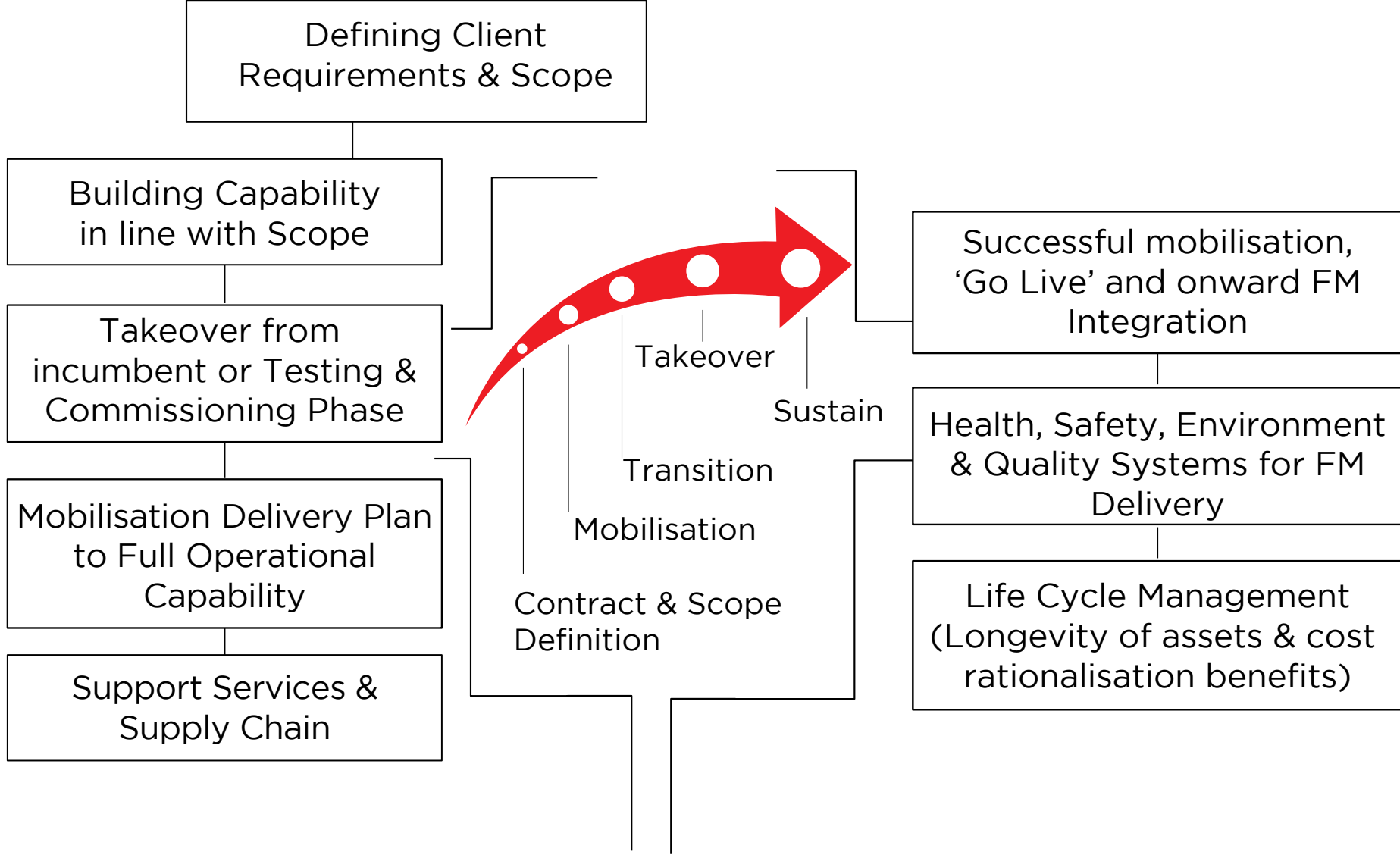
- Execution Planning
- Development and Deliver Policies and Procedures
- Development and Delivery of SOPs
- Safety Management
- Control/ Log Sheets - QMS
- Development of Reports and Reporting
- Structures - QMS

PLANNED & PREDICTIVE MAINTENANCE

- PPM/ Predictive
- Asset Management
- Condition Audit
- PPM Planning
- HSE Instructions
- Work Orders
- Reports
- Corrective & Reactive
- Call Center
- Troubleshooting Inst.
- HSE Instructions
- Work Orders
- Reports



METHODOLOGY



Transition & Integration

CAFM & Help Desk

Operational Delivery

Customer Relationship Management

COMPUTER AIDED FACILITIES MANAGEMENT

TRAINING

- BICSc
- Health & Safety
- First Aid
- Fire Warden
- OJT Development
- Hospitality Training
- Technical Training

SAFETY

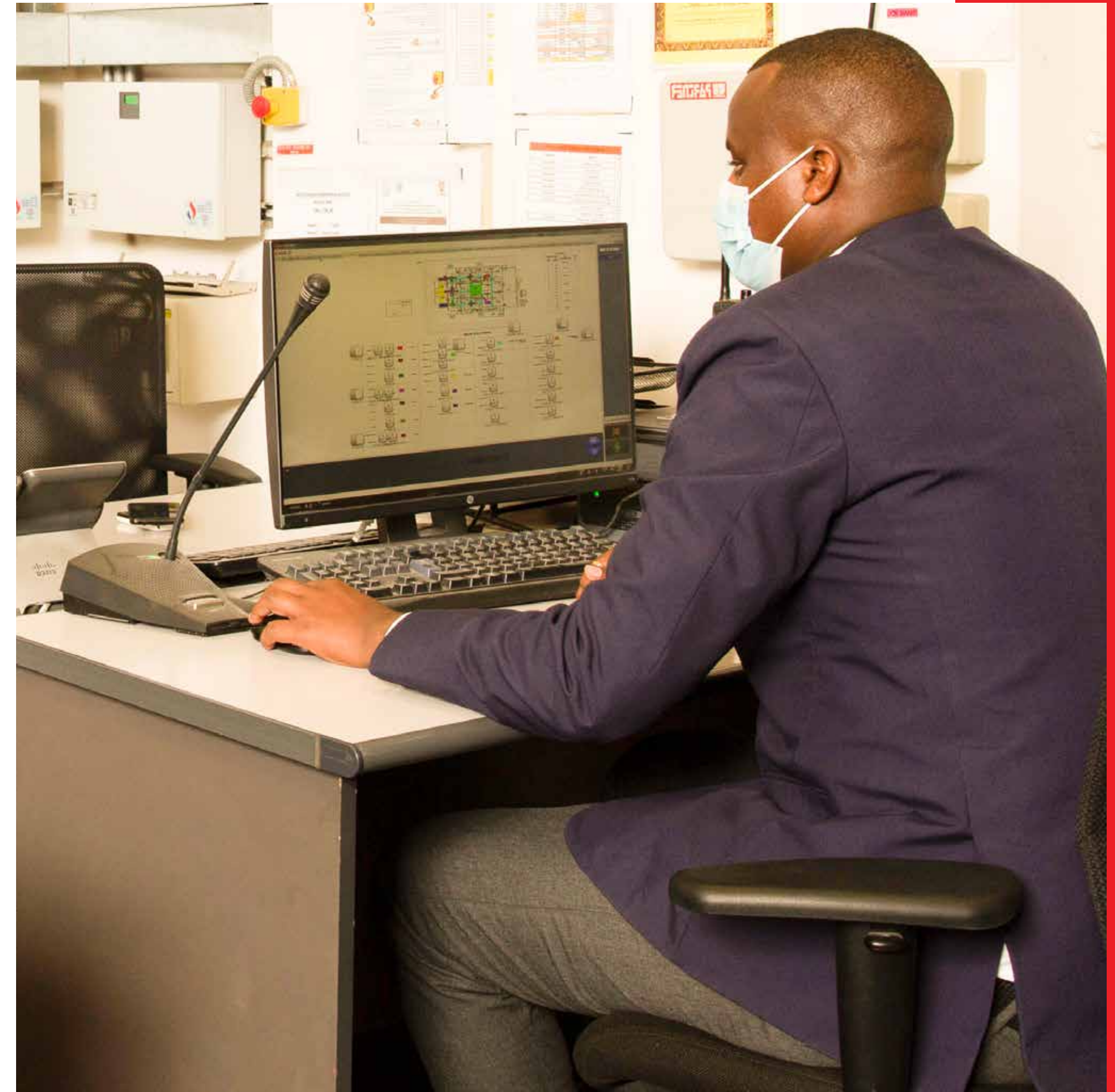
- Accredited Safety Officers
- Safety Induction Training
- Ongoing Toolbox Talks
- QHSE Audit Regime
- Safety Culture

APPRAISAL & ADVANCEMENT

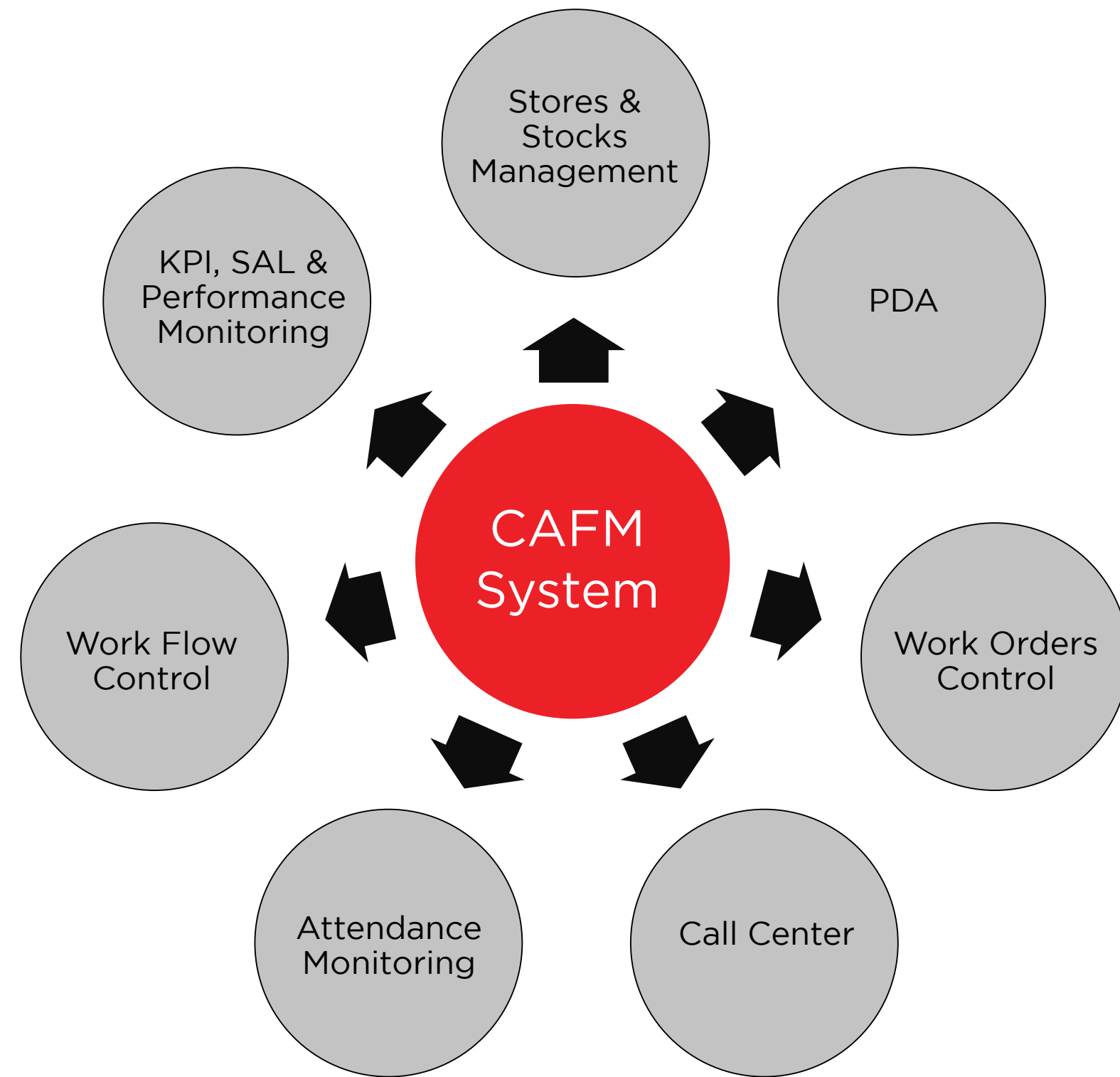
- Appraisal
- Training Needs Analysis
- Personal Development Plans
- Performance Reviews
- Reward & Recognition
- Promotion

INDUCTION TRAINING ADVANCEMENT

- Company Induction
- Country & Cultural Orientation
- Key Personal & Contact Details
- Personal Hygiene & Attitude
- Customer Service
- Health & Safety
- PPE
- Risk & Material Safety



CAFM SYSTEM



PORTFOLIO

95% CLIENT RETENTION

- ABN Real Estate Investment
- Al Attiyah Architectural Group Holding
- Al Jeryan Company
- Al Rayyan Event Management
- Al Rayyan Project Management
- Assets Real Estate Development
- Aura Hospitality & Food Service
- General Authority of Customs
- Hamad Medical Corporation
- Hassad Food Company Q.S.C.
- Hilton Salwa Beach Resort
- International Design & Consultant Company
- Just Real Estate
- Lusail Real Estate Development Co
- Mall of Qatar
- Marafeq
- Ministry of Education & Higher Education
- Ministry of Interior
- Naufar Hospital
- Private Engineering Office
- Qatar Business Event Corporation
- Qatar Chemical Company Limited
- Qatar Investment Authority
- Qatar Petroleum
- Ras Laffan Olefins Company Limited
- United Development Company
- Yemek Doha Catering Services
- Zula Wellness Resort



LUSAIL TUNNEL

The underground tunnels in the Lusail District comprise of almost 180,000 m. of wet and dry tunnels that extend for over 24 km. The tunnel system is approximately 5 to 10 m. below ground and includes access tunnels and intake chambers, exhaust chambers, underground substations and smaller lateral tunnels extending across the entire district. The tunnels are accessible from a series of access points set along the length of the network. This is the longest service tunnel in the world to date.

Contract: 3 years

Scope: Integrated Facilities Management

Staff: 198

Enclosed Services:

- MEP&F
- SCADA System
- Pest Control
- Specialist Systems
- Cleaning Services
- CAFM & Help Desk



MINISTRY OF EDUCATION SCHOOLS

Situated across Qatar, Elegancia Facilities Management is responsible for 74 operational schools for both boys and girls. This is the first time that the MOE has employed an IFM strategy and is extremely high profile. Covering 74 individual sites varying in age and complexity, Elegancia Facilities Management provides a full IFM package, delivering 75% of the FM services and manages specialist sub- contractors for the remaining services. The team is managing all PPM and receive over 50 new WOs daily. Elegancia has faced many challenges as the MOE switch over to an IFM philosophy but have delivered on all requirements.

Contract: 3 years

Services: Integrated Facilities Management

Staff: 678

Enclosed Services:

- MEP&F
- Specialist Systems
- Cleaning Services
- Pest Control
- Landscaping
- Customer Service
- CAFM & Help Desk



HAMMAD MEDICAL CORPORATION

Hamad Medical Corporation (HMC) is the main provider of secondary and tertiary healthcare in Qatar and one of the leading hospital providers in the Middle East.

For more than four decades, HMC has been dedicated to delivering the safest, most effective and compassionate care to all its patients.

HMC manages 12 hospitals - nine specialist hospitals and three community hospitals - as well as the National Ambulance Service and home and residential care services.

Contract: 5 years contract

Services : O&M for transportation and legal building

Staff: 70

Enclosed Services:

- MEP
- ELV system
- HVAC
- Civil work
- Civil work
- Cleaning services



NAUFAR

Based in Doha, Qatar, Naufar is a groundbreaking new sanctuary for wellness and treatment of behavioral disorders. A state-of-the-art purpose-built facility which includes 127 residential rooms together with clinics and over 50 individual and group treatment / therapy rooms. An extensive range of hospitality products and facilities including the spa, gym, restaurants and café, conference center and meeting rooms supported by a personalized level of service. Naufar includes residential and non-residential programs, assessment services, and awareness programs.

Contract: 3 years

Scope: Facilities Management

Staff: 40

Enclosed Services:

- MEP
- ELV system
- HVAC
- Civil work
- Civil work
- Cleaning services



HILTON SALWA BEACH RESORT

Beachfront delights meet theme-park thrills at Hilton Salwa Beach Resort, located on the sunny southwest coast of Qatar. Spanning 3.5kms of private beach, our resort hideaway features a luxury spa, a marina, and a water and adventure park with slides, rides, and family-friendly attractions. More than 20 restaurants showcase global flavors in unforgettable settings, including an underwater dining experience. Savor garden vistas and views of the sparkling gulf from our collection of 361 rooms, suites, and exclusive villas.

Contract: 1 years

Scope: Hospitality Management

Staff: 70

Enclosed Services:

- MEP
- HVAC
- Civil work
- ELV system
- Civil work
- Cleaning services



LA VERNA VILLAS & RESIDENCES

Scope:
Facilities Management



MALL OF QATAR

The Mall of Qatar is Qatar's premier Shopping Mall and Entertainment destination. Elegancia Facilities Management was selected to provide a total Facilities Management solution for the mall and has supported the project from testing & commissioning through to full operational capability. The site covers over 430,000 sqm. of mall infrastructure. It has standard systems through to specialist staging, lighting and AV systems.

Contract: 5 years

Scope: Integrated Facilities Management

Staff: 458

Enclosed Services:

- MEP&F
- Specialist Systems
- CAFM & Help Desk
- Cleaning Services
- Landscaping
- Pest Control



MINISTRY OF INTERIOR HEADQUARTERS

The Ministry of Interior Headquarters is an iconic landmark on the Doha skyline. Elegancia Facilities Management was selected to provide a total Facilities Management solution for the building and associated specialised systems. Covering over 271,779 sqm. of area, Elegancia Facilities Management has supported the project from handover of the main contractor through to full operational capability and have just renewed for a further 3 years.

Contract: 3 years

Scope: Integrated Facilities Management

Staff: 165

Enclosed Services:

- MEP&F
- Specialist Systems
- CAFM & Help Desk
- Cleaning Services
- Landscaping
- Pest Control



MESHEIREB DOWNTOWN-DOHA

Msheireb is the world's first sustainable downtown regeneration project, that will revive the old commercial district with a new architectural language that is modern yet inspired by traditional Qatari heritage and architecture - its proportion, simplicity, space, light, layering, ornament, and response to climate. Utilizing the latest in sustainable technologies, Msheireb will adhere to the highest standards in green building

Contract: 3 years

Scope: Integrated Facilities Management

Staff: 120+

Enclosed Services:

- MEP&F
- SCADA System
- Pest Control
- Landscaping
- Cleaning Services
- CAFM & Help Desk



COMMERCIAL BOULEVARD DISTRICT- LUSAIL CITY

Lusail Commercial Boulevard is located within the boundaries of Qatar's self-contained and comprehensively planned urban development, Lusail City. Situated just to the north of the capital Doha and stretching along a 1.3-kilometer-long road featuring 18 spacious buildings, Lusail Commercial Boulevard has been designed to be the biggest integrated commercial street development in the Arabian Gulf.

Contract: 3 years

Scope: Facilities Management

Staff: 70

Enclosed Services:

- Leaning Tools & Equipment
- Fixture SCADA system
- Security services
- Cleaning Services
- Specialized services
- Facilities management



SYRIAN AMERICAN MEDICAL CENTER (SAC)

Scope:
Facilities Management





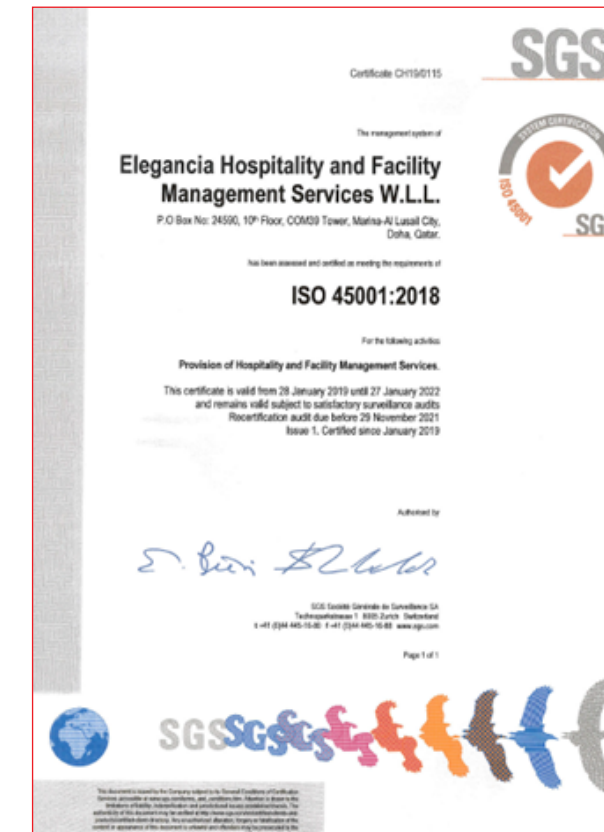
Integrated Management
System Standard



ISO 14001-2015
Environmental Management
System Standard



ISO 41001-2018
Facility Management
System standards



ISO 45001-2018
Health and Safety
Management Standard



ISO 55001:2014
Asset Management System
Standard

CERTIFICATES