# INTEGRATED FACILITY & PROPERTY SOLUTIONS

PROPERTIES MANAGED WITH PRECISION

# ABOUT US

[AYKA] Facility and Property Management is a dynamic enterprise deeply committed to providing innovative solutions for our esteemed clients. Our comprehensive suite of services spans facility and property management, encompassing both technical (hard and soft) services, as well as security services.

We have been established as a subsidiary by our esteemed parent company, [UNEC] United Engineering Construction Company LLC, in alignment with their vision to offer clients a comprehensive experience that extends beyond construction management to encompass maintenance, operations, and management.

By harnessing the combined wealth of experience from our parent company [UNEC] LLC, alongside global best practices and real-time data, we are empowered to elevate operational performance to a critical factor for the success of both our organization and our clients' businesses.

## CRAFTING STRATEGIC PLANS

[AYKA] is adept at addressing both individual and organizational needs. Our approach is meticulously crafted to develop strategic plans tailored to meet the specific objectives and constraints outlined for each service category detailed in the following pages.

# PARENT COMPANY

UNITED ENGINEERING CONSTRUCTION
اتحاد الهندسة الإنشائية
EST. 1976

[UNEC] is a distinguished, multi-award-winning general contracting company boasting over 49 years of expertise in the region. Our expansive portfolio spans various regional markets, showcasing our profound experience within the construction industry. With a track record of delivering highly acclaimed projects, we maintain enduring partnerships with prominent developers.

The core values and esteemed reputation of our company remain at the heart of our identity. We are committed to evolving with innovative strategies to uphold our prominent position within the industry.

# OUR ROLE

[AYKA] LLC assists property owners and investors in optimizing the value of their real estate assets across all markets we serve, delivering measurable and tangible results.

Our commitment lies in prioritizing our clients by adeptly managing people, programs, and processes. We understand the significance of continuously investing in new facility management technology to precisely address your individual requirements.

## VISION

Our aim is to be the leading integrated facilities management service provider in the Middle East, offering one-stop-shop for all comprehensive solutions.

## MISSION

To deliver consistent Integrated Facilities Management Services that ensure sustainability, comfort, safety, and efficiency that makes life easier for our clients- every Day.

# CORE VALUES

## WE ARE HERE TO BUILD RELATIONSHIPS THAT LAST.

Driven by a shared interest in creating mutually beneficial businesses, our commitment and core values resonate long after the completion of any contract. Our clients can be assured that we are committed for the long term to safeguard their investments and assets.

We foster a sense of unity and shared purpose among everyone in [UNEC] & [AYKA] where experts from diverse fields come together as one. We bring combined experiences to every job, each team member taking pride in their contribution to our collective strength, considering adhering to all policies and international standards.

### EXCELLENCE

We deliver what we promise.

### INNOVATION

We innovate our services by employing advanced industry practices, ensuring prolonged efficiency and superior performance, while also prioritizing cost-effectiveness. This approach directly supports our clients' objectives.

## EFFICIENCY

Deliver what the client wants reliably and effectively at a great value, ensuring their business succeeds.

## TEAMWORK

A Dedicated team working closely and openly with all stakeholders. Effective management creates a seamless and harmonious environment between interested parties, not only protecting the integrity of your assets but also positively impacting retention rates, net operating income and value.

# 01 INTEGRATED FACILITY MANAGEMENT (IFM)

We provide comprehensive integrated facility management services, spanning from initial design and development to ongoing operational assessment, review, stabilization, and transformation. Our team of specialists has extensive industry knowledge and operates with the utmost professionalism. We offer valuable insights based on years of experience to help optimize and enhance the services provided for your business.

## THE COMBINED VALUE OF THE SERVICES THAT WE COMMIT TO ARE:

- Our services adhere to industry standards and maximize available funding.
- We maintain and repair buildings to preserve their asset value and ensure they meet intended use standards.
- Our maintenance work reduces the risk of unexpected major defects that could disrupt our client's operations.
- We develop comprehensive maintenance plans to help our clients anticipate future costs accurately.
- We ensure that all third-party contractors hired by our clients meet budget, procurement, and estate planning criteria.
- Our blend of Sustainability and Energy Management delivers potent solutions.

# WE PROVIDE INTEGRATED FACILITY MANAGEMENT SOLUTIONS FOR VARIOUS LEVELS OF COMPLEXITIES OF PORTFOLIOS SUCH AS

- FM Consultancy
- Catering Services
- Building Maintenance and Cleaning Services
- Energy management
- Manage specialized services such as fire alarm, firefighting, and elevator maintenance (ELV systems)

1.1

# FACILITY MANAGEMENT CONSULTANCY

FM consultancy offers comprehensive support for planning and constructing buildings. Our service begins with consultations to understand clients' goals and requirements, continuing through the project tender phase. We provide design input for operation and maintenance, ensuring it's integrated into project specifications. Throughout a building's lifecycle, we cover all aspects of operation and maintenance to ensure optimal performance.

Our services include advising on maintenance access, lifecycle costing, and addressing operational gaps during design and construction. Our primary aim is to facilitate a smooth transition from developer to operator, providing clients with insights into their building's functionality, technical support, maintenance strategies, and operational budgets.

## 1.2

# CATERING SERVICES

We are responsible for planning, organizing, and developing food and beverage offerings for various organizations and businesses. Our services adhere to food and hygiene standards while meeting the expectations and financial targets of our customers. We ensure that the food and beverage operations are in line with industry regulations and strive to provide high-quality products and services to our clients.

Effective catering management requires a keen understanding of menu planning, dietary restrictions, food safety regulations, and budgetary constraints. Moreover, it involves liaising with clients to understand their specific requirements and preferences, as well as coordinating with suppliers to ensure the timely delivery of high-quality ingredients. Additionally, our catering managers also oversee staffing needs, ensuring that trained personnel are available to prepare, serve, and clean up after events.

# 1.3 BUILDING MAINTENANCE & CLEANING SERVICES

## ASSET MANAGEMENT

**[AYKA] oversees maintaining all assigned assets.**

- This includes servicing assets according to manufacturers' recommendations and replacing them periodically due to normal wear and tear.
- All replacements will adhere to the same level of quality and standards as the existing assets, in accordance with the best industrial practices.
- A non-fixed asset register (inventory) will be compiled for all equipment, excluding consumables.
- Additionally, a forward replacement program will be developed to forecast anticipated replacements and reporting requirements over an agreed period with the client.

## DELIVERING HARD & SOFT SERVICES

The Integrated Facilities Management operation has implemented the computer-aided Facilities Management (CAFM) system. This system helps manage all services and assets in a controlled and structured manner. It aids in resource allocation and ensures consistent delivery of Facilities Management Services.

By utilizing FM systems technology, accountability is established, which in turn enhances service levels and boosts customer satisfaction. Also, a standard management reporting system is included with CAFM and will be generated monthly or as instructed.

# MANAGING SPECIALIZED SERVICES

- Maintain operational efficiency and user comfort through streamlined processes and integrated technology.
- Support all stakeholders to meet service level agreements and enhance client satisfaction.
- Ensure continuous operation and optimal performance of facilities and buildings.

## ONGOING PROJECTS BY SECTORS

Real Estate | Government | Corporate office | Labor Camp

# MANAGEMENT OF SPECIALIZED SERVICE PROVIDERS

**The scope of our services is as follow:**

- Management of Fire Alarm and Fire Fighting Service
- Elevator Maintenance
- Service Waste Management and Recycling Service
- Building Management System Maintenance
- Energy Management Services
- ELV System Maintenance like CCTV/ IP Surveillance
- Lighting Control system and AV systems
- Pest Control
- Water tank
- Cleaning Facade
- Cleaning Services
- Generator Maintenance
- Chiller Maintenance
- Swimming Pool Maintenance
- Grease Trap Cleaning Services
- Security Services

## 1.4

# ENERGY MANAGEMENT

The aim of Energy Management is to attain and sustain optimal energy acquisition and utilization across the organization, alongside:

- Metering your energy consumption and collecting the data.
- Finding opportunities to save energy, and estimating how much energy each opportunity can save.
- Developing and implementing an energy policy.
- Setting achievable targets for energy use.
- Designing action plans to reach them and measure progress.

# 02 PROPERTY MANAGEMENT

This role involves the daily management of residential, commercial, or industrial real estate properties. It includes overseeing various commercial processes related to property management by maintaining day-to-day operations of real estate assets.

## LEASING

Provides overall contract arrangements including finalizing contract, agreement, follow-up of due payment, notifying clients against delinquent tenants, management of eviction (if required), renewal, end of a service contract, etc.

## PURCHASING

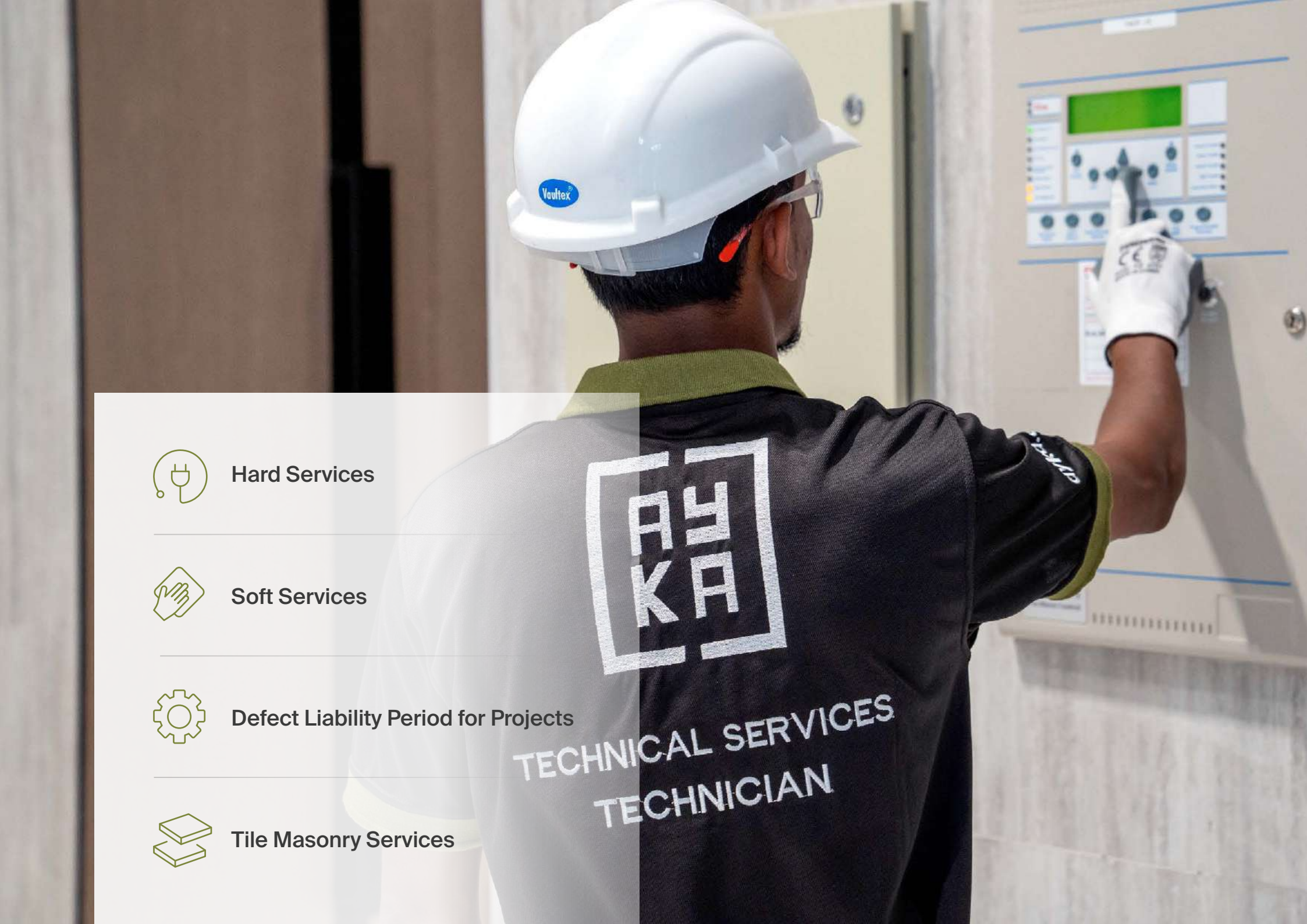
Transfer property from one person to another by agreement. Under the Uniform Commercial Code (UCC) by sale, discount, negotiation, mortgage, pledge, or any voluntary transaction.

## PROPERTY MAINTENANCE & CLEANING SERVICES

Refers to activities performed to retain and restore the functionality of residential and commercial properties.

# 03 TECHNICAL SERVICES

[AYKA], offers comprehensive technical services tailored to meet the diverse needs of our clients. With a team of skilled professionals and cutting-edge technology, [AYKA] excels in providing top-notch technical solutions across various sectors. Whether it's troubleshooting complex issues or implementing innovative solutions, [AYKA] remains committed to delivering excellence in every aspect of technical services, contributing to the seamless functioning of our clients.




Hard Services

Soft Services

Defect Liability Period for Projects

Tile Masonry Services

## 3.1

# HARD SERVICES

Ensuring that the building structure, internal systems, and outdoor areas of the facilities are properly maintained. Developing a proactive maintenance schedule for mechanical, electrical, and plumbing assets to predict future upkeep needs over a set timeframe in coordination with the client. Documenting all unplanned and scheduled maintenance tasks using a Computer-Aided Facilities Management (CAFM) system to provide management with information for tracking and analyzing trends, which informs the client's annual budget planning.

Specialized Services Management

## 3.2

# SOFT SERVICES

We will establish a performance schedule system that encompasses all areas of our facility buildings and surrounding external areas. Additionally, we will implement a reporting system for cleaning personnel to identify maintenance needs, potential security breaches, asset damage, and any housekeeping issues.

Housekeeping Services

## 3.3

# DEFECT LIABILITY PERIOD FOR PROJECTS

- Manage all reactive and preventive maintenance tasks/programs as the main contractor throughout the Defect Liability Period (DLP).
- Ensure the resolution of both hidden or obvious issues that occur during the DLP and provide progressive reporting to the Client within agreed-upon timelines.
- Evaluate efficiency and performance related to asset management and provide recommendations based on lessons learned from [AYKA] LLC, informing the Client about anticipated future maintenance costs post-DLP.
- Procure and manage recommended spare parts until the end of the DLP.
- Coordinate with other Client Stakeholders regarding Facilities Management during the DLP duration.
- Provide necessary security and reception services as required by the Client.
- Deliver regular and deep cleaning services to the extent specified by the Client.
- Manage waste management services as per the Client's requirements.
- Ensure compliance with environmental regulations and maintain records as necessary for the Client.
- Offer training to the Client's post-DLP maintenance team if needed.
- Assuming control from the main contractor, overseeing the entire DLP and then transferring responsibility to the FM team.

3.4

# TILE MASONRY SERVICES

At [AYKA] understanding that each project is a personal expression of style, our Tile Masonry Division adopts a client-centric approach. From the initial concept discussions to the final touches, we prioritize clear communication, collaboration, and a seamless project management experience. Your satisfaction is at the forefront of everything we do.

## HERE IS A GENERAL OVERVIEW OF THE SCOPE OF WORK FOR TILE MASONRY:

- Preparation and Planning
- Surface Preparation
- Tile Installation
- Specialized Tile Installation
- Finish and Cleanup
- Quality Control
- Documentation
- Safety and Compliance
- Coordination with Other Trades

# 04 SECURITY SERVICES

We offer top-tier security solutions, boasting a meticulously trained and certified team. Our personnel excel in conducting thorough risk assessments and implementing effective control measures within the properties we oversee.

With a commitment to excellence, we ensure that our clients receive the highest level of security protection available. We offer a flexible, cost-effective, and efficient way for organizations to meet their security needs while focusing on their core business activities. We ensure they meet the clients' specific requirements in every aspect and adhere to relevant regulations and industry standards.

## SECTORS

- Industrial
- Public & Government
- Residential
- Communities
- Construction Site
- Labour Camp
- Commercial
- Education & Healthcare

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Property Solutions**

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