

Quality service that goes above and beyond





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OUR PHILOSOPHY

With a premium on delivering the best, our goal is to constantly exceed client expectations. We strive to partner in our clients growth by addressing their plans and assisting in expansion as a strategic partner. With consistent provision of support for client operations Al Mirqab FM ensures that our clients thrive in a healthy and safe environment. A comprehensive support services provided by us at our client's workplace helps them focus on their core business needs, with a confidence that all support services are productively functioning.

At Al Mirqab FM, we understand the importance and dynamics of both hard and soft services. With a meticulous approach which is based on planned processes, methods and skilled employees we ensure our clients receive a detailed, specialized, and consistent level of quality in every service delivered by Al Mirqab.

Because nothing beats great service, we believe that good enough is never good enough. We never compromise the QUALITY that we put into our service as this is what our customers get out of it.





VISION

“To become the leading global FM Company in creating a safe and healthy environment for all its employees, customers and other persons who come into contact with our activities.”

MISSION

To achieve client and customer satisfaction in the delivery of Total Facilities Management and services through well-trained and motivated staff.

To expand internationally and secure profitable and sustainable development in the Facilities Management market

To create and maintain an outstanding and sustainable physical environment to support our clients as strategic partners.



SERVICES

- HARD FM SERVICES
- SOFT FM SERVICES
- CIVIL MAINTENANCE
- HELP DESK
- LIFE CYCLE ASSET MANAGEMENT SUPPORT SERVICES
- FM SECURITY (GUARD) SERVICES
- SPECIAL PROJECTS & RENOVATION

HARD FM SERVICES

At Al Mirqab FM, we understand the value of Hard FM Services. We recognize how important it is to assess the risk on health, safety, and welfare and fire arrangements in a building or property as a whole, so as not to jeopardize the safety and avoid any risk that may potentially harm the client or the business.

Since 2010, our multi-disciplinary workforce develops and implements premeditated, client-focused maintenance approach and undertakes both preventive and reactive maintenance across our customer sites. Our team follows a robust process to ensure that nothing is overlooked.

As part of the hard facilities management process we can guarantee compliance with statutory and organization regulations and work with our clients in partnership to meet their environmental objectives. We also provide coordination of site-based technical teams, nominated supply partners, subcontractors and specialists, undertaking and management performance, H&S and contractor audits, providing new works quotations and preparation of tender documents.

To ensure business continuity and maintain disruption at its lowest possibility, we offer these services to our clients:

- › Mechanical and Electrical building services
- › Heating and ventilation maintenance
- › Refrigeration and air conditioning maintenance
- › Project Management
- › BMS Management
- › Health and Safety Audits
- › Planned and Reactive Maintenance



SOFT FM SERVICES

At Al Mirqab, we guarantee a clean, safe and healthy building environment. We focus on setting Standards that are in harmony with the requirements of our clients. We offer tailored services that will surely meet the clients' expectation and guaranteed satisfaction.

We provide a wide range of soft services provided individually or as part of integrated solution with support from approved suppliers and external providers whenever necessary.

- > Cleaning
- > Ground care and Landscaping
- > Reception
- > Pest Management and Control
- > Window and Façade Cleaning
- > Garbage hauling and disposal
- > Logistics Management
- > Watchers





CIVIL MAINTENANCE

As part of our holistic approach, we also offer a broad variety of civil maintenance services, employing an immense range of highly skilled tradespeople including carpenters, plumbers, painters and handymen.

- › Basic plumbing services
- › Door and lock repairs and replacements
- › Interior and exterior full painting
- › Office and house renovations
- › Furniture fixing and installation
- › Water proofing
- › Wall damage repairs

HELP DESK

Synonymous with Customer service excellence, Al Mirqab FM operates a 24/7/365 Helpdesk to provide outstanding emergency and reactive maintenance for clients. Through the toll free line, 8004455, we can ensure that clients can call for assistance anytime and work requests are completed as per agreed service levels.

The Help desk team is staffed by trained and dedicated professionals who first listen intently then respond instantly. Only organized people with an ability to multitask are ever recruited to our Helpdesk. Whether it's sending the appropriate multi-skilled engineer, plumber or handyman, we have considerable and diverse mobile resources across Qatar to ensure effective results - requests are properly coordinated with the help our Computer-Aided Facilities Management (CAFM) system. As we thrive on reaching milestones, we have recently made some developments in our work flow through the integration of a modern, web-based solution to our CAFM Explorer tool. This new technology allows the Central and site-based Help desk to manage work orders more effectively and will lead to achieving total customer satisfaction. Over the years, the Help desk Department has continuously evolved and proven itself to be an integral part of the business. Truly, customer service is not just a department. For us, it's an attitude.





LIFE CYCLE ASSET MANAGEMENT SUPPORT SERVICES

At Al Mirqab FM, we add value to your property management strategy by optimizing the lifecycle of your technical assets and providing early, evidence based recommendations relating to asset replacement as well as building maintenance. We deploy the most comprehensive CAFM software available from the UK which enables us to plan and track planned and reactive building maintenance but also facilitates proactive lifecycle management. Our investment in technology allows our building facilities management services to not only be safe and efficient but also enable real-time management information to ensure visibility of task management and compliance as well any agreed key performance indicator (KPI).

SECURITY



FM SECURITY (GUARD) SERVICES

Al Mirqab FM Security understands the core of our existence – to protect and ensure the safety of people and property.

Whether it be an On-Site or Roving Guard presence, Al Mirqab FM Security Services aim to deter unauthorised person/s gaining unlawful entry into your business and facilities, ensuring that your people, property and valuables remain safe.

➤ CONCIERGE SERVICES

Members of our Security team are fully trained Security Concierge, which offers great customer service providing a positive and lasting impression for your facilities. Whether this involves welcoming, signing and or escorting visitors through your site, taking care of the building wellbeing (Maintenance, Facilities Management etc.) escorting staff to their cars, Al Mirqab FM Security has it covered.

➤ OBSERVATION & REPORTS

Our uniformed security officer observes activity, reports any criminal or inappropriate activity to the proper authority, and documents all pertinent information at the job site.

➤ SAFETY

Al Mirqab FM uniformed security officer enforces safety policies, takes action against safety hazards, ensures that property safety equipment is accounted for, and takes appropriate action in the event of an emergency. Our uniformed security officer will take all responsible and necessary steps to protect persons and property within the limits of the state law.

➤ SCHEDULED & RANDOM PATROLS

Offering our customers the assurance of knowing their premises are being protected whilst they are not there, is the main focus of our service. Our scheduled and random patrol services provide much needed relief to businesses and homes, ensuring the highest quality of protective service available.

➤ CCTV REMOTE MONITORING

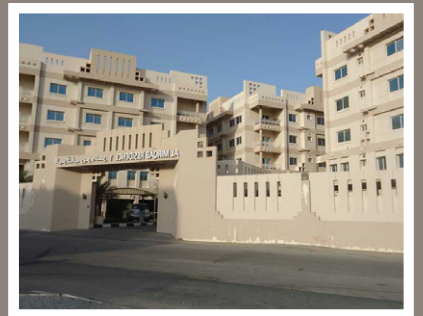
In today's economy, a simple installation of a camera internally and/or externally may deter and aid in discouraging unlawful acts. Assigning a designated person to monitor the video surveillance feed reinforces the effectiveness when attempting to prevent crimes. Our Security team can remotely monitor your premises in real time, pre-determined checks or by receiving alarms triggered by your detectors on site.



SPECIAL PROJECTS & RENOVATION

Whether your priority is social housing, corporate offices, ground management or other capital investment portfolio, our specialist team can work closely with you to leverage the maximum value from your property. With our extensive experience and professional capacities in property-related matters, we can help you in developing cost-efficient, lifelong projects, restoring and renovating properties, expansion and alteration and other estate improvement programs of our clients. With the assistance of our specialist subcontractors, our team offers expertise to complete complex projects on time and under budget. It gives our clients a good comfort level in knowing they are dealing with a service provider that knows their policies, safety procedures and building design. Our clients can focus on their core activities as they can trust us to get the job done timely and cost effectively.

OUR PROJECTS



OUR VALUABLE CLIENTS

We acknowledge that reason why our business exists - our customers. At Al Mirqab FM, it's CUSTOMER SATISFACTION, nothing in between. We take pride in presenting high quality service, building goodwill, winning clients' trust and loyalty as we commit to endlessly look for better ways to keep and create new customer.



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