

رؤية
VISION 2030
المملكة العربية السعودية
KINGDOM OF SAUDI ARABIA

ALWAAD
شركة الوعد العربية
ALWAAD ALARABIA
للشؤون التشغيل والصيانة
OPERATION & MAINTENANCE CO.

*Quality Service
You Can Trust...*

COMPANY PROFILE

alwaadalarabia



www.alwaad.co





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ABOUT US

Alwaad Alarabia Company is founded in 2021 and recognized for quality-driven of Fit-out and renovation services solutions with strong commitment to partnering with our clients to ensure consistency and sustainability. We start operating Facilities Management service specializations bring a consolidated range of wide expertise, technical knowledge and technologies to the facilities deliverables resulting in a truly world class service.

Alwaad Alarabia Company has years of experience establishing quality benchmarks in Saudi Arabia and what is becoming a fast growing Facilities Management industry, empowering customers to be more efficient in the maintenance and care of their facilities.



OUR MISSION, VISION AND VALUES



MISSION:

To deliver projects on time with high quality, dedication and professionalism that's what distinguishes us amongst others.

Customer satisfaction is our main goal we take into consideration all the details throughout our business journey to provide the best quality and excellence. We seek new opportunities to add value to the organization. We are open to new ideas, Innovations and continuously learn from each other

VISION:

Our vision to be customers' first choice in Facilities Management, Construction, Renovation, and project development. We focus to deliver exceptional quality to our valuable clients based on International Standards across all Cities and Towns in the Kingdom of Saudi Arabia.

VALUES:

1. Professional Excellence
2. Integrity
3. People
4. Safety First
5. Innovation and adapting to change
6. Dedication

GENERAL MANAGER MESSAGE

Our goal is to deliver world class fully integrated facility management services that are measurable and benchmarked against international standards. Our services are delivered by our teams of highly trained and experienced FM professionals who share a common goal of providing service excellence using established industry best practice.

Mohammed Afzal

General Manager, Alwaad Alarabia Company

OUR INTEGRATED SERVICES

Alwaad Alarabia Co. is made up of 6 FM specialist service divisions, each is operated by professional management who have developed their teams and the reputation for quality support and service delivery to all our clients. These divisions are:



Fit-Out and Renovation works



Buildings Maintenance, MEP



General Cleaning



Specialized Facade Cleaning



Landscape (Softscape & Hardscape)



Pest Control

Each service is designed to provide its customers with individual focus together with the benefits stemming from the **Alwaad Alarabia Co.** Our ability to resource nearly all FM services within **Alwaad Alarabia Co.** means we are also not reliant on others ensuring control and value is maintained through our own support.



FIT-OUT AND RENOVATIONS

FIT-OUT **& RENOVATIONS**

Alwaad Alarabia Co. is fully integrated and geared to Design, Build, Install and operate within the required time frame, comprehensive solutions as a single point provider. A decentralised approach, the offices are widely distributed across different Fit-Out & Renovation projects in Saudi Arabia. Boosting practices that involve the use of the most current technologies in vogue worldwide ensures minimization of complex processes and ease constraining project execution labour.

Alwaad Alarabia Co. has many years' experience, we are specialized in refurbishing, Fit-Out and renovation within the residential, commercial and industrial sector.

The main services under Fit-Out and Renovation are including as follows

- Civil Building Structural
- Interior Decoration works
- Electro Mechanical works
- Asphaltting

FIT-OUT & RENOVATIONS **CIVIL BUILDING STRUCTURAL**

With a team of drafters and engineers; we deliver high quality civil building structural services to our clients. We offer structural engineering solutions taking technical, economic and environmental concerns into consideration. Our structural services cover nearly all construction typologies including reinforced and precast concrete, steel and composite structures. With experience of working for a lot of complex and structurally demanding projects that involve foundation, roof, frame and RCC;

Our Engineering services include :

- Beam-slab, Flat-slab & PT-slab system for Residential and commercial buildings and Gated communities
- All RCC for Residence, Hotels, buildings, communities, and commercial Projects
- Steel structural works for industrial buildings
- Water Proofing system
- Block and Bricks works



FIT-OUT & RENOVATIONS **INTERIOR DECORATION WORKS**

Alwaad Alarabia Co. specializes in Gypsum, Wooden, Glass, Tile and marble works has been providing interior decoration for commercial, retail and residential projects in Saudi Arabia. We offer a wide range of services to meet client's individual decor needs. With a vast network of contacts, sources, associates and contractors, anything from strictly building the full project, management and execution services are available

We have fully qualified specialists in all aspects of gypsum and ceiling, dry lining, painting and decorating services so our customers can have the benefit of saving time and money without sacrificing quality.

We provide integrated decoration services are follows for Offices, Retail and residential Projects:

- Gypsum Partition & Decoration
- Gypsum False ceilings & Decoration
- Wooden Decoration & Flooring Works
- Glass Partition
- Painting Works
- Marble and Tiles Works



A black and white photograph of two construction workers painting a wall. They are wearing hard hats and safety harnesses, and are suspended from above by ropes. Each worker has a bucket hanging from their harness. The worker on the right is using a roller to apply paint to the wall. The worker on the left is standing with their back to the camera. The wall is a light color, and the workers are in the foreground, with their shadows cast on the wall behind them.

 **HARD SERVICES**

MEP SERVICES

BUILDING MAINTENANCE

Alwaad Alarabia Co. provides fully comprehensive building services planning for all types of buildings. We offered the AMC (Annual maintenance contracts) for PPM (Planned preventative maintenance), Reactive and corrective maintenance services which include in particular:

At Alwaad Alarbia Co. MEP Engineering, client service is our number one passion. We deliver expert mechanical, electrical and plumbing project solutions. We use the latest technology to stay on the cutting edge of sustainable design practices. You want a MEP partner who listens to you and who will work with you to achieve your vision. We supply, install and maintain:

- Cables and Wires
- Low Current System
- Wiring Accessories
- Lighting Control System
- Central Battery System
- Generator Set
- Earthing System
- Lightning Protection
- Cable Tray and Trunking
- Structured Cabling
- Underfloor Trunking



HVAC & CHILLER

Our MEP Engineering Solutions is a fast growing HVAC contractor in Saudi Arabia, providing Heating, Ventilation & Air Conditioning Solutions to our clients. We are leading HVAC Contractor and HVAC Consultant in Jeddah and all over Saudi Arabia.

HVAC systems are the lifeblood of a building's systems and their efficient operation is critical to protect owner investment and occupant comfort. We're a world-class organization that offers maintenance and repair services for all commercial HVAC components and systems. We deal in HVAC Design & Consultancy, HVAC Sales & Supply, HVAC Installation & execution. We take care of HVAC projects, server room & data centre cooling, ventilation etc.

- DUCTWORKS
- MACHINE UNITWORKS
- CHILLED WATER PIPE WORKS



MECHANICAL & PLUMBING SERVICES

Our plumbing engineers design systems with your "whole building" in mind to help you avoid surprises. From determining tap size, to coordinating with civil engineers, to deciding the location of incoming utilities, we carefully organize your plumbing solutions to integrate with your overall plan. Our engineers ensure that water and energy are used efficiently. We provide high-functioning systems to meet your specific needs as well as assist you in conserving natural resources.

We supply, Install and maintain:

- New and renovations to mechanical systems in commercial buildings
- Light industrial and specialty piping mechanical installation
- Specialty piping systems of med gas, pure water, radio active waste, process, etc.
- Mechanical services, preventative and periodic maintenance.



BUILDING AUTOMATION SYSTEM

Building automation system (BAS) uses interlinked networks of software and hardware to monitor and control a building's mechanical and electrical systems, including heating, ventilation and air-conditioning (HVAC), lighting, security and fire systems.



CCTV SECURITY SYSTEMS

Business security system maintenance is critical in helping to ensure uninterrupted security systems operation. We rapid response to security maintenance issues to help ensure minimal downtime of your security systems.

Analog, IP, MEGA Pixel, Infrared, PTZ, Dome, Indoor/Outdoor Cameras. It is crucial to take security seriously in these day and age. It is not just business and commercial properties that need good security but it is our homes too. With crime increasing and burglaries very common place. It is very important to consider the available CCTV offers that peace of mind leaving the impression that there is always an extra pair of eyes.

Specialized cameras are used for video surveillance of object. Object can be outside perimeter of building, storage and etc. That technology grows very fast and today surveillance can be made from a mobile phone. CCTV is used in banks, Compounds, airports, storages, malls and other important objects that require using surveillance cameras for all security purposes.



FIRE ALARM SYSTEMS

A fire detection system is an alarm system that receives data on, assesses and then responds to events reported by various fire detectors. Fire detection systems are permanently installed manual and automatic systems to detect fires at an early stage, warn those affected and quickly inform the relevant emergency service.

Fire detection systems are mostly installed in buildings particularly at risk such as universities, schools, business and factory premises, residential homes for the elderly and hospitals.

Fire alarm systems are two types:

- Conventional systems - used for small buildings
- Addressable systems - used in big and complex buildings



FIRE PROTECTION SYSTEMS

Alwaad Alarabia Co. offers total solution in Fire Detection, Fire Alarm and Fire Extinguishing System for the protection of entire range of Industries and Application such as - power plant, office building, residential buildings and factory sheds, etc. One of our main functions is Design, Supply and Installation of Fire Fighting System.

Our team is highly trained in the complexities of installing Fire Protection systems in Commercial and Industrial buildings. A clear fire safety strategy is necessary due to the number of potential occupants in Commercial and Industrial buildings, as well as the potential loss due to business down time. We have experience and knowledge to correctly install any type of Fire Protection System required. The quality of our work and the knowledge & experience of our team gives us the ability to meet any construction or schedule requests.



ELEVATORS, *ESCALATORS*

Elevator monitoring system is a device installed in an elevator (this also applied for escalators) that constantly monitors the performance of an elevator and tracks hundreds of system functions on thousands of elevators.





SOFT SERVICES

JANITORIAL SERVICE & *OPERATION SUPPORT*

Alwaad Alarabia Co. provides a full range of annual contract Cleaning & Hospitality services for enhancing the appearance and features of high-profile client properties while preserving their investments and properties. Alwaad Co. recruits fully trained teams with extensive expertise in each project to achieve optimal results.



SPECIALIZED CLEANING SERVICES

Alwaad offered a wide range of specialized cleaning services within residential and commercial building sectors which are not limited to

- Deep Cleaning with sterilizing and disinfection (Floor, Walls, ceiling and lights cleaning)
- Carpet & Curtains cleaning
- High Rise Glass (Façade) cleaning
- Water Tank cleaning
- Swimming pool cleaning



OPERATIONS & MAINTENANCE SERVICES **FOR LANDSCAPING DESIGN**

Alwaad Co. offering the maintenance and decoration of indoor and outdoor gardens and green landscapes. Grounds Operation & Maintenance to Hotels, Universities, Office and Residential complexes

- Design and plant the new and old facilities
- Supply, maintain, and plant ornamental plants, trees and palm trees
- Supply, maintain, and coordinate indoor shade plants.



PEST CONTROL SERVICES

We provide the best pest control methods for fighting crawling and flying insects, rodents, and stray animals all of which by applying indoor and outdoor spraying techniques and using the best environmentally and friendly pesticides that meet the specifications. We also provide the latest equipment and advanced safety measures required for fogging and disinfection operations (ULV – Fogging) with fully trained and experienced workforce

Comprehensive vector control with exclusive chemical distributorships supporting a wide range of facilities and applications to both industry and small facilities.



CERTIFICATIONS AND *ACCREDITATIONS*

APPRECIATION LETTERS



QHSE POLICIES



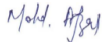
HEALTH & SAFETY POLICY

ALWAAD ALARABIA COMPANY is committed to provide a healthy and safe environment for all customers and employees wherever we operate. We ensure our employees to be trained, aware, safety conscious and expect them to abide by safety rules to make our company free of injury and ill health

We are commitment to:

- Deliver our services with integrity, safety and assurance while demonstrating leadership in the market with our employees taking ownership of the system and processes we use.
- Comply with all legislation enforce at the locations we operate and adopt international standards applicable to our business services.
- Implement and enforce all Alwaad Alarabia Company policies and directives relating to Health & Safety and continuously improve our standards throughout all business units.
- Take a proactive approach in managing safety across the business.
- Undertake proactive hazard identification and risk assessment planning throughout all Business units to eliminate or minimize risk.
- Thoroughly and promptly, investigate accidents, incidents and near misses, report, and take necessary corrective measures to prevent recurrence.
- Ensure all employees have a comprehensive understanding of safety in our workplace through regular written and physical communication from induction, to briefings and on/off job training and development.

This policy shall be communicated through suitable means to all the relevant stakeholders and all those engaged in work for the company shall be made aware of its contents to ensure effective implementation of the ISO OHSMS standard requirements.



Mohammad Afzal
General Manager

Issue Date: May 2023
Revision: 02

Alwaad/HSP/001-V2

Alwaad Alarabia Company for Operations & Maintenance
CR Number: 4030505202 VAT Number: 311626920500003
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شركة الوعد العربية للتشغيل والصيانة
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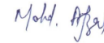
ENVIRONMENTAL POLICY

ALWAAD ALARABIA COMPANY is committed to protecting the environment and aims to minimize the impact of its activities relating to provision of our services, on the environment.

We aim to achieve this through:

- Prevention of pollution that may result from our business operations
- Assessing the environmental aspects of our business activities, including those of our supply chain, for associated environmental impacts and take appropriate actions to eliminate or mitigate risks to the environment
- Make our employees trained, aware, environment conscious and committed to prevention of pollution
- Ensure that we carefully select the most suitable environment conscious suppliers and make them aware of our environmental policy and commitments
- Take all possible measures to influence and exercise control over our business-related activities to deliver environmental performance
- Identify and fulfill compliance obligations related to our significant environmental aspects
- Continually review and improve the environmental management system as per requirements and guidance of the ISO EMS Standard.

The company shall provide necessary support and resources to the parties working under its control, establish suitable objectives, controls and processes to enhance and continually improve its environmental performance.



Mohammad Afzal
General Manager

Issue Date: May 2023
Revision: 02

Alwaad/EP/002-V2

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QUALITY POLICY

ALWAAD ALARABIA COMPANY will strive to be the leading service provider in all its divisions demonstrating innovation and continual improvement in quality management systems to ensure consistent services and operational excellence.

We are commitment to:

- Deliver our services with integrity, safety and assurance while demonstrating leadership in the market with our employees taking ownership of the system and processes
- Fulfill our compliance obligations while managing and providing technically and cleaning services complying with international standards
- Identify and address business risks, opportunities and changes to our business environment
- Establish SMART objectives at organizational and functional level as suitable and ensure that they are communicated, backed by action plans, monitored and updated
- Monitor, measure, analyses and continually improve our services to enhance customer satisfaction, identify and fulfill the needs and expectations of our other stake holders and serve our business objectives
- Provide appropriate training, support and necessary resources to our employees to ensure compliance to policies procedures and applicable customer and regulatory requirements.

We ensure that our commitments are communicated to and understood by relevant interested parties by virtue of this quality policy and the requirements of the ISO QMS standard are integrated into our processes to ensure business excellence.



Mohammad Afzal
General Manager

Issue Date: May 2023
Revision: 02

Alwaad/QP/003-V2

Alwaad Alarabia Company for Operations & Maintenance
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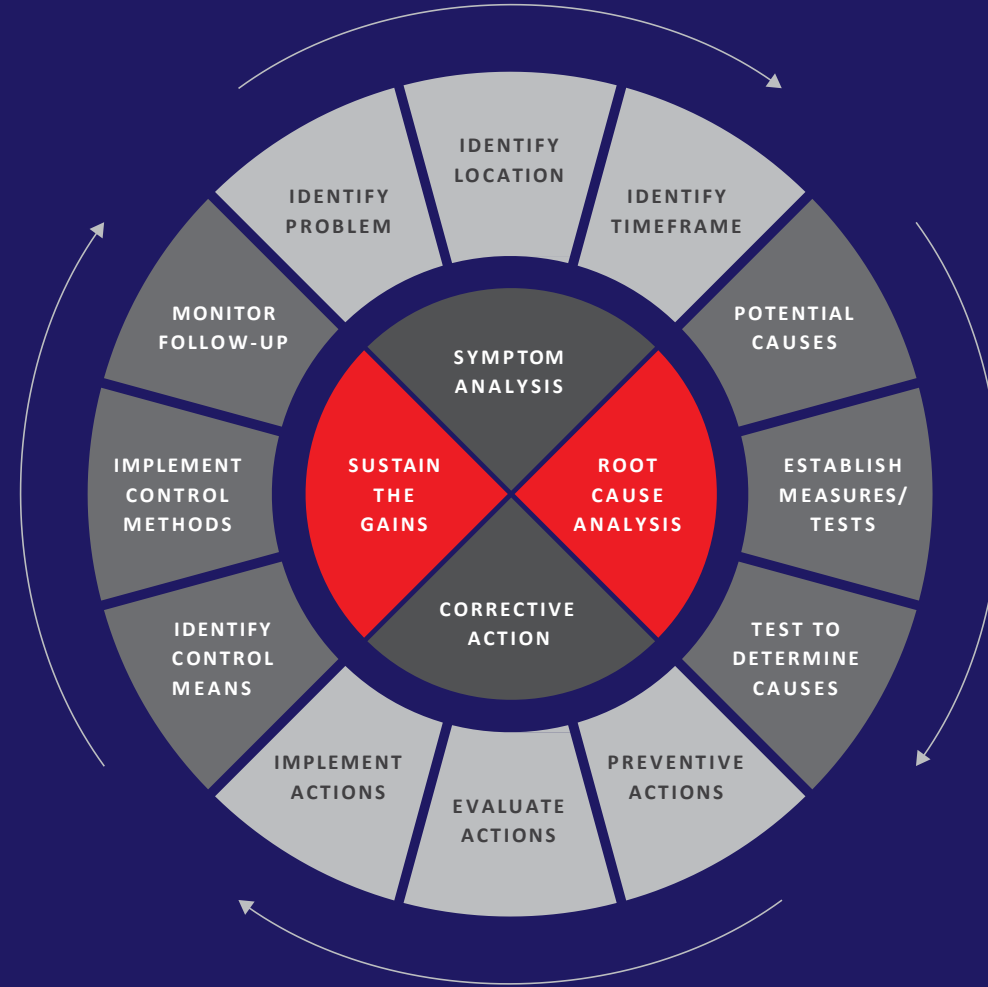
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OUR QUALITY MANAGEMENT SYSTEM

CONTINUOUS PROCESS IMPROVEMENT CYCLE



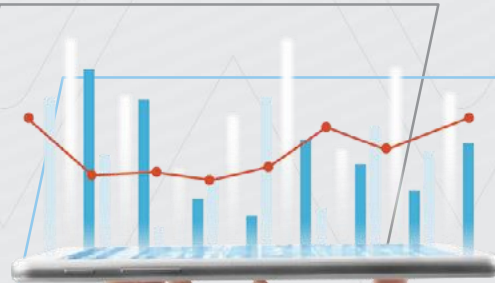
CONTINUOUS IMPROVEMENT CYCLE



WHY
ALWAAD Co.?!



WHAT *DIFFERENTIATES* *US?!*



Our differentiators define those aspects of our business that make us stand out from our competitors. Closely aligned with our core values, these brand attributes reflect what our clients tell us in person.

EXTENSIVE TRACK RECORD

We have an extensive track record in carrying out support service projects with clients in KSA. Our mobilisation strategy delivers continuity from day one of the service delivery and it is imbedded in our core skills.

This is culminated by **Alwaad Alarabia Co.** being granted by the Ministry of Labour a licence to be one of a few suppliers of skilled and unskilled labour to the Ministry. To achieve such an accolade, demonstrates the confidence the Government has in our capabilities and the resources we are able to provide.



WHAT *DIFFERENTIATES US?!*

CUSTOMER FOCUS

We adopt an open partnership approach with our clients working closely and transparently to address challenges and proactively ensure quality and timely service delivery. Close supervision, adequate resourcing, a proactive approach and strong coordination are at the heart of our operating philosophy. We only take on projects and systems we know we can deliver to a high level of ability and quality.

QUALITY

A quality team with system manual and extensive SoP's for quality and safe service delivery. Dedicated Quality audits, regular training programs and performance reviews with our client.

CAPABILITY, KNOWLEDGE EXPERIENCE

We employ people who have knowledge and experience. Our people share a work ethic dictating something worth doing well; an enthusiasm that means nothing is ever too much trouble; and a willingness to get our hands dirty. We have the technical capability which is relevant to your requirement.

SYSTEMS EFFICIENCY

A proven CAFM system that will develop plan schedule and report reliable data for both our own operations as well as particular needs of JGC.

MANAGING EXPECTATION

- **FM SYSTEMS DRIVEN**
- **CAREFULLY PLANNED ACTIVITIES** and close scheduling, improving staff productivity and response time to clients.
- **PROACTIVE MANAGEMENT** and analysis of assets, verification (commissioning and documentation)
- **FLEXIBILITY WITH QUALITY** measurement to SLA/KPI's
- A strong **HEALTH AND SAFETY CULTURE**
- **ESTABLISHED PROCEDURES, PERFORMANCE MEASUREMENT AND AUDITING**
- **INVENTORY MANAGEMENT**
- **REGULAR REPORTING** - Daily Weekly Monthly



OUR REPUTED CLIENTS



OFFICES LOCAITONS

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