CORPORATE PROFILE

The leading provider of sustainable and technology driven Total Facilities Management services in U.A.E
Who we are

The leading provider of sustainable and technology driven Total Facilities Management services in the United Arab Emirates

Modern buildings are highly technical, operating with next generation property management systems (PMS). To deliver optimal performance, our business strategy is to become early adopters of technological innovation, providing the best facilities management solution to our clients.
Our Company

We provide total sustainable facilities management services to a variety of industries and businesses across the UAE.

Farnek is the leading provider of sustainable and technology-driven Total Facilities Management in the United Arab Emirates. Established in the UAE since 1980, Farnek Services LLC is a Swiss owned independent total facilities management company. With a skilled workforce of 4,000+ employees, Farnek delivers professional Facilities Management services across several sectors including: Aviation, Hospitality, Banking, Retail, Shopping Malls, Telecom, Residential, Commercial, Infrastructure, Government, Education, Leisure, and Entertainment.

OUR VISION
To become the ultimate provider of sustainable and technology-driven Total Facilities Management services throughout the UAE.

OUR MISSION
To deliver excellence in Total Facilities Management services focusing on sustainable best practice while being led by innovative technology, which satisfies the needs and exceeds the expectations of our customers, business partners, and other stakeholders.

OUR PORTFOLIO
TOTAL FACILITIES MANAGEMENT
SUSTAINABILITY MANAGEMENT
HOME & PROPERTY MAINTENANCE
OUR VALUES

EXCELLENCE
Stakeholders satisfaction is our ultimate goal

INTEGRITY
We carry out our business with honesty and consistency

INNOVATION
Our approach in creating sustainable value for our stakeholders

RESPECT
We treat all people with respect and dignity. We do our best to save water and electricity on a personal and professional basis

TEAM WORK
We are one team with one mission and one vision

LEARNING
We never stop learning
CEO Statement

MARKUS OBERLIN

WE ALWAYS TRY TO GIVE MORE VALUE TO OUR CUSTOMERS BY PROVIDING SUSTAINABLE AND INNOVATIVE FM SOLUTIONS

Since its establishment in 1980, Farnek has grown exponentially and developed into one of the UAE’s foremost Total Facilities Management companies, a market leader in smart FM technology and sustainability.

Our highly skilled workforce has grown to over 4,000+ employees and we have now opened new offices in the Northern Emirates, supplementing our existing offices in Abu Dhabi and Dubai. We are also investing over AED 150 million into a new state-of-the-art staff accommodation center in Dubai Investments Park, which will house more than 8,000 employees.

Currently, we deliver professional FM services on behalf of blue chip organizations such as Dubai Airport, DU, Etihad Airways, and Emaar’s Dubai Mall. We are also making significant inroads into the entertainment sector, with recent contract wins for IMG Worlds of Adventure and Dubai Parks and Resorts.

One of our most significant achievements remains our successful bid in 2010, to provide MEP FM services to the world’s tallest building, The Burj Khalifa, which we still retain today.

So, it is with an air of confidence and positive anticipation, that we look forward to Expo 2020 and beyond as FM enters a new era in the UAE.

“Receiving the Technology Implementation of the Year award was a defining moment not only for me and the senior management team but for all of our staff.”

Markus Oberlin
CEO
The History

YEARS OF MAKING HISTORY TOGETHER

1980
FADEL & NICK
ESTABLISHED FARNEK
IN UAE
• First contract was Deira Tower offering Cleaning & Security services
• Head office located in Deira
• 45 staff

2002
WON THE EMIRATES
DNATA CONTRACT

2005
MARKUS OBERLIN
APPOINTED AS
GENERAL MANAGER
• Joined from Avireal, Switzerland

2006
REBRANDED TO
FARNEK AVIREAL
• SHARES:
  51% Al Nabooda
  49% Avireal
• 700 staff

2017
WON MUSANADA
CONTRACT
• Won Rak Bank & Meydan Sobha D1
• Won Technology Implementation FM award 2017 & 2nd in Overall FM company & Sustainability Initiative

2016
WON DUBAI PARKS & RESORTS CONTRACT
• Won IMG Worlds of Adventure contract
• Acquired Smashing! Cleaning company
• Over 4,000+ Staff

2015
WON CITYWALK CONTRACT
• Won Dubai Airports T2 contract
• Won City Walk contract
• Won Mashreq contract
• Overall FM Company, Green FM company, Sustainability Initiative, Cleaning Company & CSR Company 2015

800-FARNEK (327635)
2007
- Farnek launched maintenance services to its portfolio
- Emirates Energy award for producing the Middle East’s first hotel energy consumption benchmark

2008
- Partnership with Green Globe

2009
- Won Burj Khalifa joint venture with CBFA

2010
- Partnership with Myclimate & won Etihad Airways

2011
- Won Nakheel contract

2012
- Rebranded to Farnek

2013
- Acquired Hitchs & Glitches Home Maintenance

2014
- Green FM Company & Sustainability Initiative of the Year

Urbanise is a cloud software used to expand and enhance the range and quality of services provided to buildings and communities making the cities we live and work in smarter. Thousands of services are delivered faster and more efficiently with the Urbanise Platform.

2011
- Won Ubora contract

Urbanise is a software platform used to expand and enhance the range and quality of services provided to buildings and communities making the cities we live and work in smarter.
Why Farnek?

WE ARE INNOVATIVE, SUSTAINABLE AND WE LOVE WHAT WE DO


**Compliance and Quality** ISO Certified – 9001, 14001, 18295, OHSAS18001, 55001, EFQM Member (European Quality Standard), Sustainability – only representative of Green Globe and myclimate in UAE; Energy Auditor, RSB Dubai, NICEIC Member, IPAF – International Powered Access Federation, IAQA – Indoor Air Quality Association, NADCA and PASMA.
IN-HOUSE TRAINING CENTRES

The cleaning centre comes complete with a fully fitted elevator, bathroom, kitchen, office space, lobby, staircase, glass partitions and a medical area. The walls and the floor are partially covered in a variety of materials such as carpet, rubber, linoleum, slate, marble, wood and ceramic tiles.

The MEP center is equipped with a variety of typical assets including split unit a/c’s, distribution boards, pumps and associated systems, in order to maintain our best practices and identify new approaches to generating efficiencies.

INNOVATIVE FM SOLUTIONS

35+ YEARS OF EXPERTISE IN UAE

4,000+ EMPLOYEES

ENERGY MANAGEMENT

24/7 HELPDESK

SUSTAINABILITY & SMART TECHNOLOGY

WE OPERATE 24 HOURS A DAY, SEVEN DAYS A WEEK AND 365 DAYS A YEAR
Where we are now

Considerable investment in staff accommodation, employee development, and operational systems ensures that every one of our employees becomes an ambassador of our future business success.

280
OWNED VEHICLES

840,000 gallons of water saved in 2016

4,000+ EMPLOYEES ACROSS 33 NATIONALITIES

3,000+ customers

WE CLEAN CO₂ NEUTRAL

5 OFFICES
15 SITE OFFICES

12 800-FARNEK (27635)
55,000 kWh
energy savings in 2016

BIOGAS
INITIATIVE
in NEPAL

60+
H&G
VEHICLES

ZERO EMISSION
100% ELECTRIC CAR

100+
tons of waste recycled
in the last 3 years

120
kilos of textile
donated in 2014

13
Our Services

Our 35+ years of success in the UAE has only been enhanced by winning top FM contracts, confirming our market position as the leading independent total facilities management companies in the UAE.

**TOTAL FACILITIES MANAGEMENT**

**HARD SERVICES:** HVAC systems • Electrical systems maintenance • Building management systems (BMS) • Computer aided facilities management (CAFM) • Plumbing and drainage systems • Air conditioning systems • Building maintenance services • LV systems (CCTV and access control and barriers) • Interior fit out and refurbishment • Remote monitoring systems • Asset management • External facade and window cleaning • Water tank cleaning and disinfection • Fire safety management • Health and safety systems • I-Auditing • Fire alarm and fire fighting system • Generators maintenance • Design and build

**SOFT SERVICES:** Security services • General administration • Staffing services • Pest control • Manned guarding • Hospitality management • Concierge and reception services • Office boys and girls • Porters • 24/7 helpdesk • Integrated management systems (HSEQ) • Swimming pool maintenance • Gardening and landscaping • Hygiene services • Internal and external cleaning (BICSc accredited) • Cleaning • External facade and window cleaning • Marble and ceramic crystallization • Life guards

**SUSTAINABILITY MANAGEMENT**

Total energy management and conservation • Full energy audits • Application of latest energy saving techniques and technologies to new designs • Energy benchmarking with own internet based tools • CO2 - Carbon footprint calculations and consultancy • Waste management consultancy • MyClimate - carbon footprint consultancy • Green globe certification • Hotel optimizer • FM consultancy • Sustainable products carbon neutral cleaning, Lighting, water saving solutions, Solar technology, Waste solutions and Solar jars

**HOME & PROPERTY MAINTENANCE**

Villa and apartment annual maintenance contracts • Handyman services • Air conditioning services • Plumbing and electrical services • Villa & apartment cleaning • Gardening • Post control • Swimming pool maintenance and cleaning • Smart home, Wi-fi and lifestyle products • Business and office services • Kitchen exhaust cleaning • Ecological unit cleaning • Mist/smoke filter cleaning • Laundry duct cleaning • Garbage chute cleaning • Drain-line jetting • Sewage tank cleaning • Grease trap cleaning • Storm drain cleaning • CCTV drain-line surveys • Duct leakage testing • Thermal imaging surveys • Floor polishing • Marble restoration • Glass scratch removal • Stainless steel polishing • Exterior, building and windows cleaning • Water tank cleaning • Pipeline disinfection • Water sampling and testing • Water tank repair • Concrete crack repair • HVAC system cleaning • Mold inspection and remediation • Indoor air quality testing • Data center cleaning • Post-construction cleaning • Post-fire restoration and smoke remediation • Car park cleaning • Beach cleaning • Property condition surveys • Housekeeping
Sustainability Management

Farnek’s sustainability strategy encompasses all areas of energy saving, carbon reduction and offset, waste consultancy and local and international standards for developers, building owners and operators.

In all our activities, Farnek cares about the environment and provides our customers with the latest technologies and know-how available to utilize sustainable practices, reduce energy consumption and save costs.

Our mission is to plan, source, deliver and manage energy, water and environmental solutions; aspiring to realize measurable value to our clients through innovative and progressive expertise.

Total energy management and conservation, full energy audits ESCO standards, application of latest energy saving techniques and technologies, energy benchmarking with our own Internet based tools, carbon footprint consultancy and sustainable products – carbon neutral cleaning, lighting, water saving solutions, solar technology, waste solutions, solar jars etc., are some of our sustainability solutions.

CO2 Neutral cleaning is a cleaning system that assesses the carbon emissions and impact of each element of the cleaning process in order to establish an accurate carbon footprint. Understanding the carbon footprint will not only help to reduce the consumption of energy and water and materials and generate savings but also creates an image of innovation in sustainability in your facilities by using best practices. This is the first of its kind in the FM world.
SUSTAINABILITY IS PART OF OUR DNA

Farnek has a partnership agreement with MyClimate foundation; a Swiss non-profit organization which assists individuals and companies reduce their carbon emissions and provide them carbon off-setting solutions.

Farnek is the accredited Auditor for Green Globe in the Middle East and Africa. Green Globe is the premier worldwide certification and performance improvement program, tailored specifically for the hospitality industry.

Farnek’s Hotel optimizer, a web-base platform provides Benchmarking with hotels in the region. It is a simple to use platform which provides genuine performance on modules like energy and water, CO2e, waste.
Our Portfolio Snapshot

AVIATION

DUBAI AIRPORTS
Contract: Terminal 2
Services: Cleaning and Janitorial
Duration: 3 + 2 Years
Commencement: Aug 2015
Value: AED 8-12M p.a.

EITHAD AIRWAYS
Contract: First and Business Class lounges
Services: MEP, Cleaning, Front Office and Porters
Duration: 4 Years, renewed 2014 & 2017
Commencement: Feb 2010
Value: AED 28-33M p.a.

EMIRATES
Contract: Commercial and Residential
Services: MEP
Duration: 15 Years ongoing
Commencement: Jan 2002
Value: AED 4-6M p.a.

RETAIL & MIXED USE

EMAAR PROPERTIES
Contract: Burj Khalifa
Services: MEP and Managing Agent
Duration: 3 Years
Commencement: Oct 2015

MERAAS HOLDING
Contract: City Walk 1 and 2
Services: Total Facilities Management – MEP, Cleaning, Lifeguard, Waste, Energy and Managing Agent
Duration: 3 Years
Commencement: Feb 2016
Value: AED 50-55M p.a.

DEYAAR & ARADY INVESTMENTS
Contract: Central Park
Services: TFM – Cleaning, Security, Lifeguard, MEP and Managing Agent
Duration: 3 Years
Commencement: Dec 2014
Value: AED 4-6M p.a.
**BANKING**

**UNITED ARAB BANK**

Contract: UAE wide offices and branches  
Services: MEP, Cleaning and Managing Agent  
Duration: 3 Years  
Commencement: May 2014  
Value: AED 2.5-3M p.a.

**RAK BANK**

Contract: Head Office  
Services: Cleaning and Managing Agent  
Duration: 2 Years  
Commencement: Jan 2017  
Value: AED 2-2.5M p.a.

**LEISURE & ENTERTAINMENT**

**DXB ENTERTAINMENT**

Contract: Dubai Parks and Resorts  
Services: Cleaning, MEP and Contact Centre  
Duration: 4 Years  
Commencement: Jul 2016  
Value: AED 2.5-3M p.a.

**ILYAS & MUSTAFA GALADARI ENTERPRISES**

Contract: IMG World of Adventures  
Services: MEP  
Duration: 1 Year  
Commencement: Jul 2016  
Value: AED 2.5-3M p.a.
Our Portfolio Snapshot

GOVERNMENT

MUSANADA

Contract: Government Buildings, Schools and Mosques
Services: MEP and Managing Agent
Duration: 5 Years
Commencement: Apr 2017

TELECOM

DU

Contract: UAE wide offices and branches
Services: Cleaning, Office Boys, Lifeguard, Churn Managing Agents
Duration: 3 Years, renewed for another 3 years
Commencement: Jan 2014
Value: AED 6-8M p.a.

RETAIL

EMAAR PROPERTIES

Contract: The Dubai Mall
Services: MEP, Energy and Managing Agent
Duration: 3 Years, renewed for another 3 years
Commencement: Apr 2014

EMAAR PROPERTIES

Contract: Burj Khalifa
Services: MEP and Managing Agent
Duration: 3 Years
Commencement: Oct 2015
Hitches & Glitches became part of the Farnek Group of companies in 2014 and it is one of the largest independent home and small business maintenance companies in the UAE. Built on reliability, quality workmanship and value-for-money, the company began operations 13 years ago with one vehicle and five technicians. Today, it operates over 75 vehicles, employs more than 265 highly trained professionals and serves over 10,000 customers across the country.

Call 800 42634 for professional and experienced electricians, plumbers, cleaners, gardeners and handyman. Introducing our growing range of smart home and lifestyle products - wifi installations, remote monitoring sensors, security and home gadgets and much more.

Our Services

Providing annual maintenance contracts and handyman services we also offer cleaning, gardening, plumbing, electrical, home security and maid services.

- Villa and Apartment annual maintenance contracts
- Handyman services
- Air Conditioning Services
- Plumbing and Electrical Services
- Villa and Apartment cleaning
- Gardening
- Pest Control
- Swimming Pool Maintenance and Cleaning
- Smart Home, Wifi and Lifestyle Products
- Business and Office Services
- Specialized Cleaning Services
SPECIALIST SERVICES

H&G’s specialist cleaning services include air duct cleaning, indoor air quality testing, kitchen exhaust, water tank cleaning and pipeline disinfection. In total H&G specialized cleaning department offers over 32 different types of services, many of which have a distinct focus on improving the indoor environment for the residential, commercial and industrial sectors.

The technicians at H&G are all highly trained, suitably qualified and are conversant with the relevant local authority certifications and comply with global industry associations and international quality, health, safety and environmental standards, providing synergy with the technical abilities of our existing workforce.

H&G’s local certifications include Dubai Municipality, Dubai Police, RTA, Emirates Health Services and Trakhees/EHS. It is also internationally certified for HVAC system cleaning and mold remediation by NADCA to ACR 2013 standards and follows NFPA, ASHRAE standards for installation, inspection and remediation.
Our People

WE CARE

As part of our vision, mission and values, Farnek is dedicated to ensuring that the welfare and well-being of our people is provided for. Given that we are in the service industry this means that our people come first.

Our staff enjoy a variety of recreational facilities including a fitness room, time-out rooms, internet access as well as space and availability to enjoy a wide variety of organised team sports and social gatherings and events.

In-house training centre, Career centre, Happiness society, Annual staff events, Sportsfest, Employee engagement events, Go Green employee campaigns, Staff accommodation which includes Gym, Table Tennis, Football, Badminton, Cricket, Internet room, Recognitions and more.
Taking care of our people is a top priority
WE MAKE FM SMARTER

INTEGRATED CAFM • MOBILE CAFM • REMOTE MONITORING
IOT SENSORS • VEHICLE TRACKING & PLANNING • SMART
WATCH TECHNOLOGY WITH SMART APP • HI-TECH TRAINING
CENTRE • ENERGY MANAGEMENT • MOBILE TRAINING APP
MOBILE INCIDENT REPORTING • IAUDITING • MOBILE HSEQ
We are your FM Service Partner of choice. Contact us now
CONTACT US

800 FARNEK (327635)
info@farnek.com
www.farnek.com

DUBAI
Tel: +971 (04) 382 4400
P.O. Box: 5423 Dubai, UAE
Farnek Building, Floor 3, Al Quoz 4,

ABU DHABI
Tel: +971 (02) 559 5517
P.O. Box: 62291 Abu Dhabi, UAE
Mazyad Mall, Office Tower 2
Unit 1003, Mohammed Bin Zayed City