



**Reliable, Innovative, Built to Thrive**



# Driving change, empowering lives

## Khansaheb Group

Khansaheb Group has been shaping the development of the UAE since 1935, playing a pivotal role in delivering many of the nation's most iconic landmarks. Today, we are a fourth-generation family business and a diversified enterprise with a proud legacy and a future-focused outlook. With a bold vision, Khansaheb Group is expanding strategically in all directions, backed by a growing and dynamic portfolio of businesses.

### Our Vision

Khansaheb Group's vision is to continuously excel as a dynamic, diversified and differentiated Group, enriching the legacy of integrity built over generations and powering a strong and sustainable future for our people, communities and nation.



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# Welcome to Khansaheb Facilities Management

Khansaheb Facilities Management (KFM), part of the Khansaheb Group, is a leading UAE provider of sustainable, integrated facilities management solutions. Serving diverse sectors including government, healthcare, residential, retail, and commercial developments, KFM delivers tailored solutions that optimize operations, enhance occupant comfort, and maximize asset value. Leveraging advanced technology and a commitment to sustainability, our expert team ensures exceptional service while reducing environmental impact.

## Our Mission

To deliver innovative and sustainable integrated facilities management solutions that enhance operational performance and drive long-term value.

# Our Values

Our values form the foundation of our corporate culture, holding us together and enabling us to deliver on our promises and achieve our ambitions for the future.



## We are one family

Everything we have achieved across our group and for our nation is the result of the unbreakable bonds of trust, care and duty that unite every individual across the Khansaheb Group.



## We foster trust

Our reputation and long-term relationships are built on a strong foundation of acting with integrity towards all our stakeholders and conducting our business in an ethical and responsible manner.



## We transform communities

Our exceptional products, services and projects deliver meaningful and lasting positive change across the communities we serve.



## We empower lives

Our work enriches the lives of countless people each day, as we power possibility, accelerate impact and nurture meaningful careers.



## We pursue excellence

Our outstanding reputation with our customers, partners and communities is built on consistently delivering the highest standards of quality, reliability, service and value.



## We build the future

As we have for over nine decades, we remain agile, ambitious and innovative to shape a sustainable future for our people, our group and our nation.

# WHY CHOOSE KHANSAHEB FACILITIES MANAGEMENT?

Our approach integrates expertise across various services to cater to clients requirements in partnership spirit providing seamless support and comprehensive solutions backed by latest technologies.



## CLIENT-CENTRIC

Tailored solutions that elevate property value and deliver exceptional user experiences.



## SUSTAINABILITY

Championing ESG standards with eco-smart practices and advanced energy solutions to optimise costs and reduce impact.



## RELIABILITY

Decades of trusted excellence, proven across sectors with efficient, client-focused Facility Management services.



## AWARDS

Proudly setting industry benchmarks with award-winning quality and innovation.



# Awards

## 2024

- Innovation in FM Awards – Sustainable FM Company of the Year
- Innovation in FM Awards – HSE Initiative of the Year

## 2023

- Red Crescent Award

## 2022

- Innovation in FM Awards – HSE Initiative of the Year
- FMME Awards – HSE Initiative of the Year
- Outstanding Partnership Award – H&S and Sustainability Initiative  
This initiative ensured employee access to drinking water and promoted a cultural shift by supporting the “eliminate single-use plastic” movement. Awareness sessions were conducted, and reusable water bottles were distributed.
- FMME Awards – Sustainability Initiative of the Year

## 2020

- Innovation in Construction and FM Awards – Education and Development of the Year for Biohazard Decontamination Training Program
- FMME Awards – HSE Initiative of the Year
- Innovation in Construction and FM Awards – HSE Initiative of the Year

## 2019

- Middle East Cleaning, Hygiene & Facilities Awards – Excellence in Training

## 2018

- FMME Awards – HSE Initiative of the Year



# Our Portfolio **A comprehensive service portfolio**

## **Tailored Expertise, Seamless Operations**

KFM offers integrated, client-focused solutions to streamline operations and maximise efficiency. Backed by a trusted supply chain, expert in-house technicians, and unwavering support, we deliver sustainable, cost-effective results designed to meet your unique needs.

Offerings include:



### **HARD SERVICES**

Precision-driven maintenance for optimal performance.



### **SOFT SERVICES**

Premium cleaning and support solutions for elevated spaces.



### **MANAGED SERVICES**

Comprehensive oversight for total operational efficiency.

## Our Portfolio

### Hard Services

#### Exceptional expertise, lasting value

KFM's hard services go beyond the basics, combining preventive, corrective, reactive, and proactive maintenance strategies to ensure your assets operate at peak performance and maintain their longevity. By leveraging advanced techniques like thermographic tests, vibration analysis, and thorough inspections, we proactively address potential issues before they escalate. With data-driven insights and a structured maintenance approach, we minimise downtime, optimise energy efficiency, and extend asset lifespans, delivering uninterrupted operations and maximum reliability.

Hard Service offerings include:

- Heating, Ventilation and Air Conditioning (HVAC) Maintenance
- Mechanical, Electrical and Plumbing (MEP) Maintenance
- Civil Works
- Project Management
- Asset Condition Surveying
- Specialist System Maintenance (e.g., fire alarms, elevators, etc.)

### Soft Services

#### Empowering spaces through expert care

KFM's Soft Services focus on quality and comfort ensuring that every facility is a better place to live and work in. An experienced team is at hand to offer flexible and bespoke services that ensure safe and hygienic environments that promote health, well-being and productivity.

Soft Service offerings include:

- Cleaning and Housekeeping
- Hospitality, Concierge and Reception Services
- Landscaping and Grounds Maintenance
- Pest Control
- Waste Management
- Façade Cleaning
- Security Services
- Sanitisation and Disinfection

## Managed Services

### Expert support, seamless solutions

KFM's drives operational excellence by managing your facility's day-to-day operations with precision and care. Our fully integrated approach ensures every aspect of your facility runs smoothly, enabling your business to focus on growth while we deliver optimal efficiency and reliability.

Managed Services include:

- Total Integrated Facilities Management
- Energy Management Solutions
- 24/7 Helpdesk and Service Centre Operations
- Contractor Management
- CAPEX and OPEX Planning



# Our Portfolio **Driving change, reducing impact**

KFM integrates sustainability into every facet of its operations, guided by Environmental, Social, and Governance (ESG) principles. By embedding eco-conscious practices, we minimise environmental impact, enhance efficiency, and deliver measurable value to clients. Committed to environmental stewardship, KFM goes beyond today's needs to actively shape a greener, more sustainable future.

## **Expert support, seamless solutions**



### **ENERGY EFFICIENCY**

Advanced energy management systems to optimise consumption and reduce emissions.



### **WASTE REDUCTION**

Recycling programmes and efficient waste management to minimise landfill contributions.



### **WATER CONSERVATION**

Innovative water treatment solutions to reduce waste and encourage responsible use.



### **GREEN CLEANING PRODUCTS**

Certified eco-friendly cleaning solutions for high hygiene standards with minimal environmental impact.

# The journey to sustainability

## Milestones

**31%**

reduction in carbon emissions achieved in one year across all contracts: achieved through energy-efficient lighting, fuel-efficient fleet management, and transitioning to electric vehicles.

**141.9 tons**

of waste diverted from landfills in 2023: a significant leap from just 1.08 tons in 2022.

**66%**

reduction in water consumption on selected contracts through aerators and smart irrigation timers.

Pioneering Eco-Friendly Cleaning: Replaced chemical drain openers and coil cleaners with enzymatic cleaners, reducing water use and improving safety.

**Recycling all Recyclables:** Implemented comprehensive waste segregation programmes to ensure paper, plastic, batteries, and other recyclable materials are properly processed.

## Future Goals

### **CARBON-NEUTRAL OPERATIONS BY 2050**

Pioneering a sustainable future for facilities management.

### **INCREASED RENEWABLE ENERGY USE**

Expanding clean energy adoption in client facilities.

### **CONTINUOUS SUSTAINABILITY INNOVATION**

Driving progress with advanced technology and eco-conscious practices.

## Key Achievements

### **AWARD-WINNING EXCELLENCE**

2024 Sustainable FM Company of the Year (Innovation in Facilities Management Awards).

### **PLASTIC RECYCLING**

Recycled **25,000+** plastic bottles into reusable products, earning the Outstanding Partnership Award..

# Setting the standards in health & safety

At KFM, safety is not just a requirement—it's a responsibility. We go beyond compliance, embedding safety into our culture through innovation, leadership, and continuous improvement.



## COMMITMENT TO SAFETY EXCELLENCE

KFM adopts a holistic approach to safety, ensuring that every individual—whether employee, client, or contractor—operates in a risk-free, well-managed environment. Our safety programs are designed not only to meet international and local regulations but also to empower people to work safely through awareness, training, and leadership-driven engagement.



## ACCREDITATION

KFM adheres to the highest international standards, achieving ISO 45001 certification and approvals from Dubai and Abu Dhabi Municipalities (OSHAD). This demonstrates the company's commitment to best practices and superior client value.

**ISO 45001 (Occupational Health & Safety)**

**ISO 14001 (Environmental Management)**

**ISO 9001 (Quality Management)**

**ISO 41001 (Facility Management Systems)**



## K-CARE: DRIVING A SAFETY-FIRST CULTURE

Safety is about behavior, not just rules. The award-winning K-CARE behavioural safety programme takes an innovative approach by focusing on:

- **Learning through Consequences:** Employees engage with real workplace scenarios and incident case studies to understand the impact of unsafe actions.
- **Gamified Safety Training:** Interactive tools like HSE board games improve engagement and retention.
- **Encouraging Intervention:** Employees are empowered to stop unsafe practices and promote risk awareness.

K-CARE has successfully reduced unsafe acts by 37% while increasing reporting by 74%, reflecting a genuine cultural shift toward safety responsibility.



## TRAINING

We invest in structured training programs that prepare employees to handle risks effectively:

- **KFM Working Safely Standards:** Tailored safety protocols for specific roles
- **Behavioural Safety Workshops:** Changing mindsets through experience-based learning.
- **Certification Programmes:** NEBOSH, IOSH, First Aid, Fire Safety, Work at Height, Confined Space Training. With over 5,000+ training hours delivered annually; the company continuously develops a highly skilled, safety-conscious workforce.



## SUBCONTRACTOR ALIGNMENT

Ensuring all partners follow the same rigorous safety protocols



## K-STANDARDS OF EXCELLENCE

KFM has mandatory standards that address key areas of risk. These documents, K-Standards, define the standards and provide clear guidance on how to attain these standards in real world situations.





## ROBUST LEADERSHIP

KFM senior management actively fosters a top-down safety culture through:

- **Visible Felt Leadership (VFL)** : Direct engagement with frontline teams. KFM HSE Premier League – A structured safety performance recognition programme. Proactive Safety Audits – Identifying risks before they become hazards. Safety at KFM is not just a function of the HSE department—it's a shared responsibility across all levels of the organisation.



## PREVENTION

KFM is dedicated to creating a safe and healthy work environment. The company actively identifies and mitigates potential hazards and risks, minimising the potential for injury or illness through proactive measures.



## CONTINUOUS MONITORING & IMPROVEMENT:

KFM employs a comprehensive auditing framework to ensure compliance, improve safety standards, and benchmark performance:

- **Regular Site Inspections & Internal audits** – Ensuring compliance with safety protocols and operational best practices.
- **K-Rating System** – A structured evaluation framework that scores projects based on safety performance, compliance, and risk mitigation.
- **Performance Benchmarking** – Audits are used to assess, compare, and elevate safety standards across all contracts.
- **Proactive Risk Assessment** – Identifying hazards in high-risk areas like work at height, confined spaces, and electrical work.
- **Incident Investigation & Prevention** – Root cause analysis ensures that lessons learned are implemented company-wide.
- **Data-Driven Safety Improvements** – KFM tracks key performance indicators (KPIs) to refine processes and continuously enhance safety measures.

By integrating structured audits and the K-Rating System, KFM ensures that every project is held to the highest safety benchmarks, driving accountability and continuous improvement.

## Expert Teams, Assured Results

Our diverse team of over 1,000 highly skilled professionals, including engineers, facility managers, and certified technicians, serves as the backbone of KFM. With extensive experience across various sectors, our team undergoes continuous development to meet evolving industry standards, which ensures the delivery of industry-leading services. By leveraging advanced technologies and innovations, such as CAFM, BIM, IOT, we provide real-time tracking, efficient resource allocation, and advanced technical solutions to meet and exceed client expectations.

# Projects Across Diverse Sectors



## Private Estate Contract Overview

Since 2009, Khansaheb Facilities Management has provided best practice maintenance services to a prominent estate, encompassing multiple high-end private residences in Dubai and Abu Dhabi. Our scope included both planned and reactive maintenance for all MEP, civil, and specialist systems, including restoration works and gold/marble polishing. A dedicated 24/7 helpdesk and CAFM solution ensured seamless operations.



### Services

- MEP Maintenance
- Civil & Fabric Maintenance
- Specialist Systems Maintenance
- Gold /Marble polishing
- Restoration & renovation works
- Landscaping & Pest Control
- Swimming Pools Maintenance
- Kitchen Equipment Maintenance
- Duct Cleaning
- Project Management & Delivery
- Event Management
- Emergency Response
- Proactive FMR
- Effective support to special events



### Key Facts

- Services commenced in 2009 and ended in Dec 2017.
- The contract was awarded to Khansaheb FM from Jan 2019 and we were contracted until Dec 2020.
- Contract was renewed from Jan 2021 until Dec 2021.
- Over 30 properties maintained
- Over 95 technical personnel deployed
- Energy management and utility optimisation implemented
- Activities aligned with estate schedule

# Projects Across Diverse Sectors



## Agriculture & Food Sector – Operations Facilities

### Contract Overview

KFM was appointed in 2022 as a General Maintenance Contractor under a service level agreement for agriculture and food logistics facilities located across Abu Dhabi, Al Ain, and Al Dhafra. Services included PPM, corrective and emergency maintenance with minimal disruption to operations.

### Geographical Coverage

Facilities are located across the emirates of Abu Dhabi, Al Ain, and in Al Dhafra region. Contingency support is also provided at sites in Dubai.



#### Services

- Planned Preventive Maintenance
- Corrective Maintenance
- Emergency Maintenance
- Contingency Services
- Civil Maintenance
- Energy and Water Management



#### Key Facts

- Facilities covered across 3 major regions
- Dedicated maintenance representatives in each region
- Asset lifecycle and infrastructure investment data provided
- Contingency support at key logistics sites

# Projects Across Diverse Sectors



## Residential Real Estate Sector

### Contract Overview

Since 2016, KFM has provided total facilities management services to high-end residential communities comprising 141 two-storey villas. Services include MEP, cleaning, specialist systems, security, and landscaping across a built-up area of approximately 1.25 million ft<sup>2</sup>.

### Geographical Coverage

Facilities are located across the emirates of Abu Dhabi, Al Ain, and in Al Dhafra region. Contingency support is also provided at sites in Dubai.



#### Services

- MEP Services
- Cleaning Services
- Swimming Pools Maintenance
- Minor Works
- Civil & Fabric Maintenance
- Specialist Systems Maintenance
- Specialist Services including Waste Management, Landscaping, Pest Control, Façade Cleaning, Security
- Renovation works
- Move in/out services



#### Key Facts

- 141 luxury villas across two compounds
- 48 dedicated personnel on-site
- Output-based 24/7 service model with CAFM support



#### Challenges & Solutions

- Poor HVAC conditions resolved via asset surveys and replacement
- Swimming pool systems overhauled with upgraded components
- Fault reporting streamlined via helpdesk and mobile-enabled CAFM notifications



# Projects Across Diverse Sectors

## Government Sector

### Contract Overview

Khansaheb delivers full facilities management services to a strategic government complex comprising offices, villas, and storage facilities. Services include MEP, civil works, and specialist system maintenance with a focus on operational continuity and safety.



#### Services

- MEP Maintenance
- Civil Maintenance
- Specialist Systems Maintenance



#### Key Facts

- 7 major facilities including offices and villas
- Dedicated teams with 24/7 support
- Asset tagging and condition surveys performed
- 30+ months accident-free operations
- Energy conservation in line with best practices

# Projects Across Diverse Sectors



## Industrial Sector

### Contract Overview

KFM provides annual maintenance services to industries such as ports and logistic infrastructures. Services are executed to the highest standards, ensuring aesthetic and functional upkeep aligned to strict quality benchmarks.



#### Services

- MEP Maintenance
- Civil & Fabric Maintenance
- Specialist Systems Maintenance
- Restoration & renovation works
- Project Management & delivery
- Emergency response
- Remote operation & Inspection (ROI) services – HV/ SCADA operation and maintenance
- Automation



#### Key Facts

- 5 facilities
- High QSHE compliance with 5-star audit ratings
- Services aligned to industrial protocols
- Strong relationship with port management

# Projects Across Diverse Sectors



## Retail Sector – Nationwide Store Portfolio

### Contract Overview

KFM delivers Hard FM services across a nationwide portfolio of retail outlets and facilities, comprising over 700 stores across the UAE. The project includes electrical and HVAC system maintenance in high-traffic retail environments within major shopping malls. Our operations are aligned with retail business hours and tailored to minimise disruption to daily operations.

### Geographical Coverage

- Abu Dhabi and Al Ain: 263 stores
- Dubai and Northern Emirates: 465 stores
- Western Region: 1 store



#### Services

- MEP Maintenance
- Specialist MEP Systems (BMS Monitoring & Operations)
- Mandatory Testing & Certification
- Preventive & Reactive Maintenance
- Furniture, Fabric, and Auxiliary Repairs



#### Key Facts

- Over 275,000 m<sup>2</sup> total built-up area
- 3.5 years and 500,000 manhours accident-free
- 24/7/365 mobile reactive teams
- Maintenance carried out during non-operational hours
- Integration with client CAFM (FSI Concept Evolution)
- Use of mobile CAFM app for paperless task management



## Projects Across Diverse Sectors

### Healthcare Sector - Tertiary Care Hospital

#### Contract Overview

KFM provides integrated Soft and Hard Services to a leading tertiary care hospital in Dubai. The hospital comprises seven floors, 110 beds, 44 consultation clinics, six operating theatres, and advanced medical facilities including robotic surgery and a cardiac center. This strategic contract marked KFM's entry into the healthcare sector, supported by expertise from our UK-based partner specializing in hospital FM.



#### Services

- MEP Maintenance (PPM, Reactive, Specialist Services)
- Soft Services (Housekeeping, Laundry, Porter, Pest Control, Waste Management, Façade Cleaning)
- Energy Management
- Terminal cleaning and waste removal post-construction
- Support during Dubai Healthcare City certification inspections
- Support for pre-opening, initial mobilisation, and furniture/ equipment setup
- Policy development and post-construction modifications
- Creation of asset library with technical data
- COVID-19 terminal cleaning in compliance with international standards



#### Key Facts

- Contract commenced in 2020
- Built-up area: 45,000 m<sup>2</sup>
- 80+ dedicated FM personnel
- 50+ months and 1 million manhours accident-free
- Delivered to BICSc and SFG20 standards

For more information or to discuss how Khansaheb Facilities Management can help your business, please contact us:

لمزيد من المعلومات أو لمناقشة كيفية يمكن لخدمات خانصايب لإدارة المرافق دعم أعمالكم،  
يرجى التواصل معنا.

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