

# Select Home Services

**Company Profile 2017**

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# Select Home Services

## Facilities Maintenance Services

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“Select Home Services aims to provide the highest standards of business conduct and professional integrity within the industry of facilities maintenance. Our commitment to exceeding client expectations, the pursuit of service excellence in all aspects of operations and our extensive knowledge of the sector underpins our capabilities to effectively manage all types of facilities.

In the complex and multi-faceted scope of facilities maintenance services, Select Home Services is recognized for its flexibility, high-quality solutions and commitment to customer satisfaction. Furthermore, the adherence to stringent ethical standards as well as innovative tactics in assets management ensures the use of cutting-edge technology in line with the latest environmental practices for the convenience and comfort of our clients.

Due to our dedication towards delivering premium facilities maintenance solutions, Select Home Services has been recognized as a distinguished and trusted provider of properties maintenance to both the public and private sectors. As we continue to expand our range of solutions, Select Home Services will strive to become the preferred facilities maintenance partner for individual customers and corporate clients alike.”

**Maen Saddeq**  
CEO

## Basic information

- Provides comprehensive **Facilities Maintenance Services**
- Supports **all segments of the Commercial and Residential markets** including homes, commercial developments and offices; leisure, retail and entertainment facilities and mixed- use properties.
- Our services also **extend to institutional clients** including hospitals, clinics, medical research institutions as well as data processing centers and educational institutions.
- **History:**
  - Established in 2005 in the United Arab Emirates
  - **2005-2014:** Select Home Services operated in the GCC under MAB Premium Services Division
  - **2015:** MAB Premium Services Division has been rebranded to Select Home Services LLC – SHS
- **Current permanent staff:** over 300
- **Operating in** United Arab Emirates, Saudi Arabia, Jordan
- **Head office address:** Business Suite 702, Shangri-La Hotel, Sheikh Zayed road, P.O. Box 57267, Dubai, UAE
- **Trade license no. :** 691419

## Corporate overview

Select Home Services was established for the sole purpose of providing unrivaled facilities maintenance and housekeeping services for clients operating in the Middle East region. What sets us apart from other service providers is Select's unique blend of technology, regional experience, and innovative thinking to offer a comprehensive suite of hard facilities maintenance, soft facilities maintenance services and management support services for:

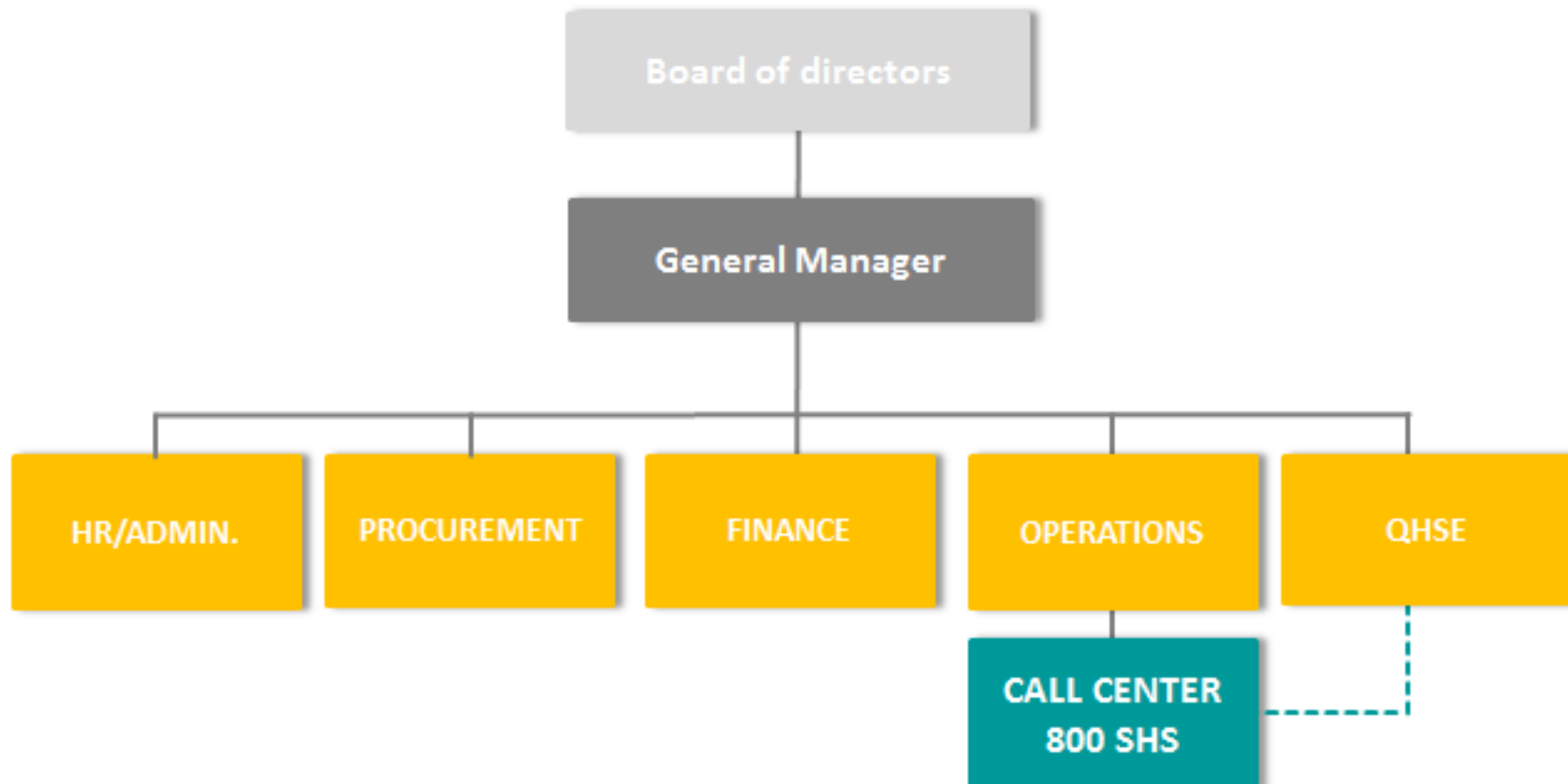
- Residential and master communities
- Individual home properties
- Commercial and retail facilities
- Hospitals and healthcare facilities
- Educational and institutional facilities

Select's vision is realized through customizing efficient, effective solutions to meet our clients' unique needs. Primarily, we are an organization designed to foster strong partnerships with our clients including:

- Property Managers and Developers
- Home Owners Associations and Private Residents
- Retail Outlet Operators
- Office and Building Managers

## Organization structure

From a functional standpoint, Select is a streamlined organization with an objective to ensure, prompt, informed-decision making and responsive services at the facilities we maintain. Select believes that the primary condition to provide services with the best value for money is to have an efficient and functional organization, consisting of qualified and trained staff, effective and customer based philosophies, progressive technological and financial resources, policies, and well established procedures.



## Our Merits

- **Combining technology, workforce and ethics**

Select Home Services utilizes technologically advanced equipment, skilled workforce and eco-friendly material to meet the clients' expectations. Not only by realizing the clients' business objectives, but particularly by our strict adherence to the ethical principles of facilities maintenance.

- **Sustaining tomorrow**

It is our most important responsibility as a global citizen to exercise compassion for all people and good stewardship of the environment.

- **Quality, Health and Safety – the foundation of our business**

Compliance with the most stringent international standards is embedded in our culture.

Whether ISO 9001 and 14001 standards for quality and environmental management, or OSHAS 18001 standards for occupational health and safety, we strive to maintain 100% compliance.

- **Providing highest standards in everything we do**

We passionately pursue service excellence in all aspects of our operations. We endeavor to achieve the highest standards in quality and workmanship and be innovators in the use of the latest technical advancements to enhance quality of life. We are resolute in upholding the highest standards of business conduct and professional ethics in everything we do. Being transparent and forthcoming with our clients, partners and employees is the foundation of our success.



## The Select difference

Since inception of our company, our philosophy has always been to focus on the needs of our clients and develop solutions to meet their needs in the most effective manner.



## Call Center – 800SHS (747)

Select Home Services operates a **24-hour, 365 day per year** centralized Call Center and Helpdesk to support its clients. Using our **web-based application** with **pre-loaded assets**, we closely **track volume, length, nature, disposition, and follow-up** on all helpdesk calls received. **We provide these detailed statistics to the client** as needed. Our management team **continually measures these statistics** to hone and refine our Call Center, processes, procedures, personnel and to improve delivery of services.

Located in the UAE, our state-of-the-art call center employs a multi-line, single 800 number call system to facilitate receiving customer calls with no hold time. Our professionally-trained agents receive all calls and immediately log the call and facility data into the database to record the customer's concern, along with details about the assets status. Our call center focus:

- **Customer-centric**
- **Embrace technology** and grow customer expectations
- Provides **web self-service**
- Customer information shared among all agents through **CRM's software – Avaya**
- **Customer integration hub**

## Talented workforce

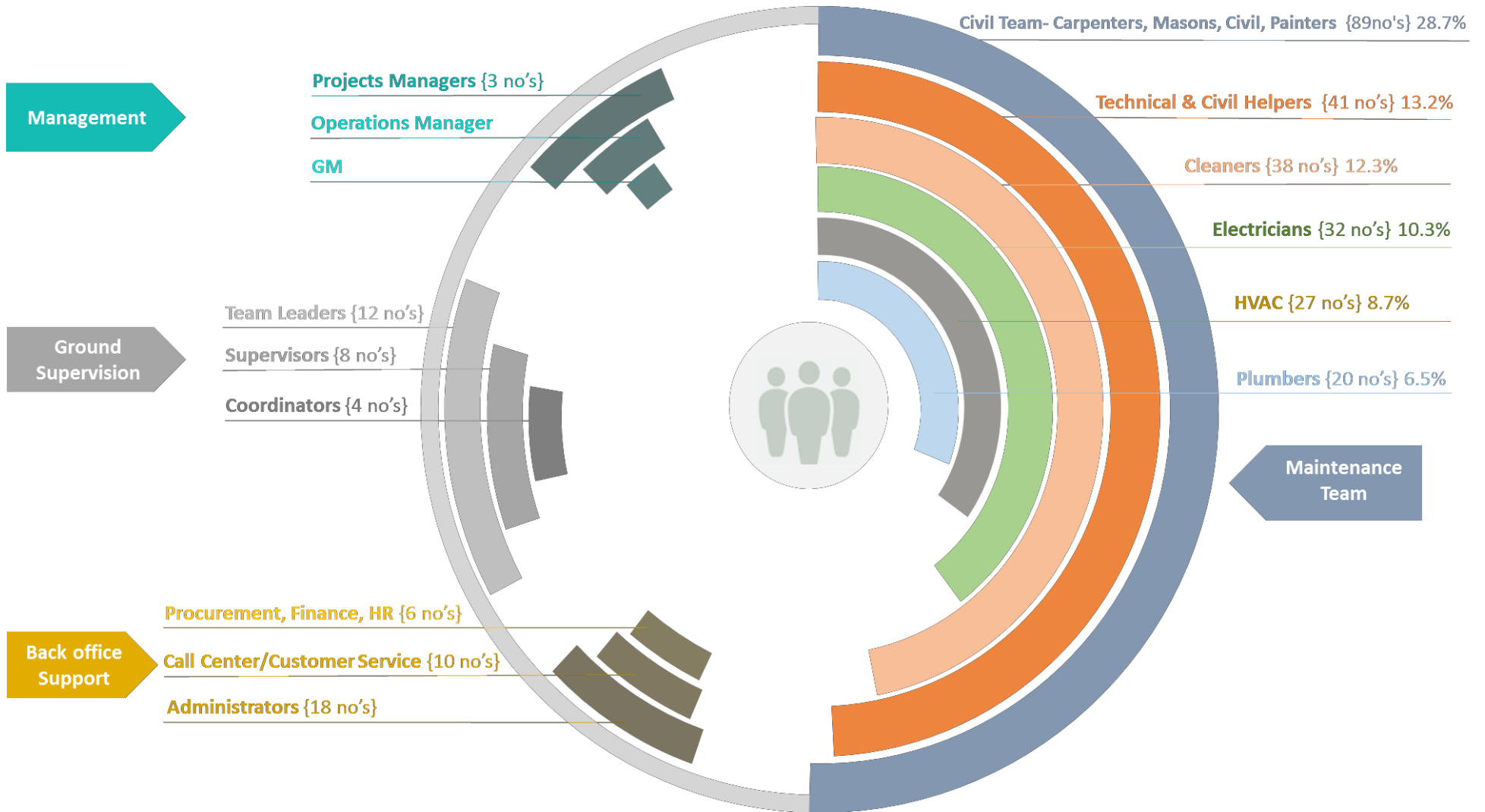
We employ more than 300 well-trained, highly qualified managers, supervisors, technicians, specialists, and administrators who are committed to delivering outstanding services to our clients.

- **Over 300 experienced** facilities maintenance **professionals**
- Diverse, international workforce **representing 20 countries**
- **Broad experience** base from engineering, hospitality, medical and educational industries
- Shared focus and commitment on **delivering superior customer service**

Our employees are the architects of our company's future. Nothing is more important than maintaining a safe, healthy environment that nurtures creativity, dedication and a sense of ownership.

For all of our Hard and Soft Facilities Maintenance services, we deploy resources in an efficient manner - ensuring operations are performed at optimal levels. We work side-by-side with our clients to provide comprehensive maintenance of their assets.

# Operations Structure



## Process

Select Home Services uses technologically advanced software, INFOR, for the clients' property maintenance management. Our process helps us guarantee excellence towards optimum quality service.

- **Step 1 - Clients contact call center for work request** – Operator uses knowledge base search to identify the solutions through centralization of clients 'data
- **Step 2 - Creation of work order**
- **Step 3 - Planning of work order** – Labor, materials, sites supervisors and schedule
- **Step 4 - Assignment of work order** - sent to supervisors PDA
- **Step 5 - Completion of work order** – work order analysis, customer satisfaction survey, call center updated
- **Step 6 - Financial integration** – ERP systems updated with cost data, financial reports

## E-commerce website

Our e-commerce website provides the users the option of managing their account 24/7 through their personal account, accurate and comprehensive information, various options for payment and quick job orders request.

- **Smart calendar** to link your SHS's visits to your outlook
- **Regular updates** on latest services and information
- **Tailor made packages** for all type of properties and budget
- **Customize package** for responding to the most exigent demands
- **All methods of payment:** online, cheque and bank transfer

With its responsive dynamic design, our website, [selecthomeservices.ae](https://selecthomeservices.ae) offers an optimal viewing and user friendly experience.

## Corporate identity

- A strong, friendly and unique corporate identity

Our corporate identity has been developed to reflect our relations with our clientele.

More than just a service provider, Select Home Services has been building its reputation as being a reliable and trustworthy partner.

Whether corporate or individuals, we remain close to our clients and value their properties, giving them continuously the time, assistance, listening and quality service they deserve.



Technicians



Lifeguards



Housekeeping

## Services

Select Home Services acts as a single source provider for Facilities Maintenance Services to enable facilities and its occupants to function effectively.

Using our robust facilities maintenance procedures, Select Home Services brings increased levels of control and accountability to managed services. Operating across a single brand, Select offers a wide range of services in addition to customized services encompassing all aspects of facilities operations.

- **Hard Facilities Maintenance**
- **Soft Facilities Services**
- **Swimming Pools & Lifeguarding**
- **Integrated Electronic Security**
- **Pest Control**
- **Landscaping**



## Hard Facilities maintenance

Our maintenance regime incorporates the **latest in international standards** for maintenance and upkeep of systems, equipment and other infrastructure. More importantly, these services are delivered by some of the most seasoned facilities maintenance professionals in the region.

The comprehensive maintenance programs include **preventive, reactive and remedial works based** on specific client needs and budgetary boundaries.

We implement a **proactive Planned Preventive Maintenance (PPM) - based maintenance regime**, formed on a fundamentally sound work control process that drives efficiencies in our utilization of manpower, consumables and equipment.

We deploy **state-of-the-art diagnostics and test equipment** to quickly and effectively identify abnormalities in systems performance thereby eliminating downtime due to systems faults.

Our Hard Services team implements a robust maintenance, repair and rehabilitation program to ensure all civil infrastructures are properly maintained. We employ talented masons, carpenters, painters and craftsmen who are thoroughly trained on our **ISO-compliant preventive maintenance procedures** to ensure consistent, high-quality workmanship.

## Hard Facilities maintenance

### 1. Mechanical Electrical and Plumbing services include:

- Air conditioning, ventilation and heating systems
- Electrical and lighting systems
- Plumbing, piping and associated equipment
- Specialist Systems

Select has refined its maintenance regime to specifically address the rigors MEP equipment must endure in the Middle East region. Our maintenance program and practices are adjusted to ensure optimum operating efficiency in dry and hot conditions while employing the latest technical advancements to achieve cost savings and energy reduction.

### 2. Civil Works, Carpentry and Painting services include:

- Carpentry and painting
- Fit out Works
- Decoration & Renovation
- Streets and paved surfaces
- Stonework, woodwork and metal work

## Soft facilities services

At the center of our soft services regime is our industry-leading cleaning and housekeeping program which is governed by stringent international cleaning standards and managed by BICs certified professionals. In addition to cleaning, other soft services encompass all-inclusive swimming pool/water features, cleaning and lifeguarding services, full service landscaping, and integrated pest management and control services:

### Cleaning and housekeeping services include:

- Commercial, industrial and residential
- Internal and external areas
- Back of house areas
- External glass and building façade cleaning
- Deep cleaning

## Soft facilities services

Our Soft Services organization is closely managed by experienced housekeeping managers to ensure consistently high quality services are delivered by the cleaning teams. All cleaning personnel undergo rigorous training on:

- Operations and maintenance of cleaning equipment and appliances
- Application and use of green (environmentally-friendly) cleaning solutions
- Conservation of water and energy in cleaning activities
- Cleaning standards for all surfaces and finishes
- Proper documentation of cleaning activities

Our Soft Services organization adopts a green, eco-friendly policy in all of its operations. This policy focuses on:

- Use of chemical and toxin free cleaning products to help preserve and protect the environment
- Use of energy conserving equipment to reduce use of water and fossil fuels
- Waterless cleaning applications and practices to eliminate waste

## Swimming pool maintenance & Lifeguarding

Select is a proven provider of swimming pool maintenance and professional lifeguarding services in the region. Our Swimming Pools Division is led by top engineers, managers who apply years of experience providing maintenance services throughout the region.

- Mechanical, electrical and plumbing maintenance of pool equipment and systems
- Water quality monitoring and testing
- Vacuuming and cleaning maintenance of pool and pool facilities
- Certified lifeguarding services

In addition to maintenance services, we employ a cadre of certified and professionally-trained lifeguards to support both community swimming pools as well as privately-operated ones. They are all trained in lifesaving techniques and certified by the Red Cross.

## Integrated Electronic Solutions

Our Electronic Security Division offers complete turn-key low voltage and extra-low voltage systems design, installation, commissioning, testing, maintenance and repair. We offer fully integrated solutions to support a wide range of systems. We employ talented technicians, skilled designers and installers who utilize cutting edge technology and equipment to ensure life safety systems and personal protection systems operate continuously.

- CCTV Maintenance
- Security systems maintenance
- Fire-fighting and fire alarm systems

Select deploys resources in an efficient manner - ensuring operations are performed at optimal levels. We work side-by-side with our clients to provide comprehensive integrated electronic solutions for their assets.

## Pest control

Select's Pest Management Division offers fully integrated pest control services aimed at prevention and rapid eradication of all types of common household pests persistent in the Middle East region. Our pest management regime centers around the use of green and eco-friendly pest control solutions without reliance on toxic chemicals which are pose risks to humans, domestic animals and the environment .

- Baseline survey and assessments
- Scheduled and unscheduled pest control services
- Urgent and emergency treatment and eradication services
- Efficient and effective eradication of common household pests
- Elimination of infestations in commercial and residential areas
- Prevention of future infestation through integrated treatment
- Safe application of products to prevent harm to people, pets and plants

## Landscaping

The landscaping division is headed by experienced landscaping professionals including a horticulturist, landscape engineers/designers and skilled technicians. They provide comprehensive landscaping solutions including intricate plant beddings, water features, and gardens.

- Mowing and edging of lawns/grass areas
- Planting and maintenance of trees and plants
- Maintenance of irrigation systems and water features



## Key client portfolio

Select’s innovative approach to delivering facilities maintenance services enables us to customize our services offerings to support a broad cross section of clients in the markets we serve. These markets include commercial, residential and institutional segments.



## Experience

Select Home Services has rich history of providing **unmatched services to the most discerning clients throughout the Middle East**. In serving a wide and diverse client base, we have experience **in all facility types and sizes** with a portfolio that includes **17,500 home units, offices and retail shops** with major portfolio and clientele offering facilities maintenance services:

- \* **Al-Dar** – Al Raha Beach & Al-Raha Gardens Communities – 16 buildings, 2,050 units & retail shops
- \* **ADCP** - Al Raha Beach Communities – 900 units, retail shops and offices
- \* **UNB** – Al Reef Community – 250 units
- \* **Mubadala** – Capital Health Center
- \* **Etihad** – Etihad Plaza – 350 units, retail shops and offices
- \* **Emaar – Down Town**, Old Town, Burj Views, The Greens – 1,500 units, retail shops, restaurants and offices
- \* **Dubai Properties** – Shorooq & Ghoroub Mirdif – 850 units
- \* **Meraas** – The Beach JBR – 26 retail shops & restaurants
- \* **Gulf International Community Management** – Limestone House – 47 units
- \* **Makeen Properties** – Mirdif Villa Communities – 3 towers & 27 villas
- \* **Annual Maintenance Contracts** – 6,700 AMC's with individual owners
- \* **Offices, Retail Shops & Restaurants** - over 450 offices, retail shops and restaurants
- \* **Variations** - Civil/MEP Works in over 320 buildings

## Quality, Health & Safety and Environmental management

Select Home Services considers Quality, Health, Safety and Environment management as the core of our business. Throughout Select Home services it is clearly agreed by all, that **“Quality is not a milestone, it is a continuous journey”**. Customer expectations are an ever-evolving process and our strategy to meet this challenge is by building close and strong relations with our elite clientele. At Select Home Services, we always aim high in exceeding our customer needs and providing them with tailor-made solutions.

We are dedicated to function our businesses with the international best practices when it comes to Health, Safety and Environmental protection. We count ourselves responsible for the safety of our employees as well as all our stake holders and the ecosystem which can be impacted through our business processes. Abiding by the state laws, identifying risks associated with our work scopes we have set controls to minimize and where possible eliminate any negative health, safety & environmental impacts.

**“Practice what you preach”** The top management of Select Homes is committed to establish and maintain the Quality, Health, Safety and Environmental practices throughout the organization. While exceeding our customer satisfaction, we intend to be identified for our ethical business throughout the region and be the preferred service provider in Facilities Maintenance.

**The preferred source for commercial and residential clients**

**Visit us at [www.selecthomeservices.ae](http://www.selecthomeservices.ae)**