

COMPANY PROFILE

SAJAYA FACILITIES MANAGEMENT SERVICES



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Sajaya Group Profile

Starting as Sajaya Real Estate in 2005, established by Mr. Salem Ali Sultan Hilal Al Saboosi, today Sajaya Real estate is managing more than 20 Residential and Commercial Buildings scattered at premiere locations all over Dubai.

With the continuous growth of Sajaya Real Estate, **Sajaya Fire Protection Systems LLC** was founded in 2007 not only to maintain its own buildings but to offer its services all over Dubai. Today we are handling projects (maintenance and installation) for more than 200 clients in the region.

2011 saw the birth of **Sajaya Facilities Management Services LLC** and today it is providing all the facility management services not only to its own buildings but outside too.

Sajaya Group took a major step in 2011 with starting **Sajaya Contracting LLC**. Starting with a G+1 Commercial building, today Sajaya Contracting is providing its services for all type of Construction work with exceptional quality and within the allocated time frames.

The group now is engaged in Building Construction, Building Maintenance Services, and Electromechanical Installation and Maintenance Services.

Mission

Our mission is to form long-term relationships of value with our clients and partners by providing quality services and employing the best resources and latest techniques.

Vision

Our Vision is to be the leader in the Industry, by creating value, by providing products and services that are recognized by our customers' as key factors in their success.

Commitment

Our commitment is to continually earn our customers' loyalty through exceptional services provided by dedicated employees who are regularly rewarded for their personal and professional growth.

Objectives

Our objective is to provide the highest possible standard of quality and service industry, giving Clients the best satisfaction the Company can offer.

Our Core Values

Professional Excellence

We believe the pursuit of excellence and demonstrated high professional standards are critical to our work. To ensure the best possible service to our community, we support continuous training and encourage professional development.

Integrity

We understand the trust put in us by the public and our colleagues is integral to the performance of our duties. We are committed to honest and ethical behavior and will hold ourselves accountable to these values.

Team Work and Leadership

We know well functioning teams are more effective than individuals working separately; our lives depend on it. We believe individuals have the capacity to lead and our organization values leadership at all levels.

Our Core Values (con't)

Community Service and Involvement

We believe we have a duty to be involved in the community where we work. Our responsibility is to protect life, property, and the environment. We are committed to fulfilling our responsibility and to deepen our involvement in the community we serve.

Innovation

We recognize and understand that the constancy of change in our community and industry impacts our business daily. We are committed to seeking out and implementing innovation and progressive thinking to address change effectively and efficiently, benefiting those we serve.

Health & Safety Security

The manpower of SAJAYA is its most valuable resource. To ensure a safe workplace for our staff and also to protect clients' investment and facilities, we have evolved a strong health and safety culture driven by a goal to achieve "zero accidents" and "zero man-hour lost". The safety culture has been instilled in SAJAYA with the conviction that every accident is preventable. The company fully acknowledges that by complying with stringent Health, Safety and Environment (HSE) procedures, zero accidents can be accomplished.

SOME OF OUR HSE PROCEDURES ARE

- Use of full range of Personnel Protective Equipment (PPE).
- Use of Safe Tools & Equipment
- Trained & Competent Staff
- Regular On-Site Safety Audits

Management Profile

Mr. Buti Salem Ali Sultan Al Subosi President



He is a resident of U.A.E. and has his businesses since 10 years. Main activities include real estate and development, property transfer, facilities management, and building contracting businesses. He has vast experience of Dubai business environment. His contribution to the growth of property transfer and real estate market in Dubai is noteworthy.



Management Profile

Engr. Samih Slibi Managing Director



He has more than 25 years of experience in managing and executing projects in the building field. He holds Post Graduate Diploma in Management & a Bachelor Degree in Civil Engineering from University of Damascus, Syria. He has been in U.A.E for over 15 years and he is expert in developing a project plan. He is a strategic planner & motivational manager. He has proven ability to manage, coordinate and supervise project staff. He ensures that all projects are completed on time so that there is no wastage for the clients in all aspects. He coordinates with the consultants for smooth performance. He has excellent organizational skills with the ability to work well as a team member or to work independently.



Sajaya Facilities Management Services Profile

2011 saw the birth of **Sajaya Facilities Management Services** and today it is providing all the facility management services not only to its own buildings but outside too.

Sajaya Facilities Management Services is a team of experienced facility management professionals offers a diverse range of services to suit individual client requirements. We offer 24/7 days' service to all of our contract customers, with a diversity of skills and trades to cover all your building services need including Civil & Architectural Works, Air Conditioning, Ventilation, Refrigeration, Boilers, Plumbing, Electrical Works and General Building Services.

Also, the company undergoes for maintenance contracting for existing facilities under our Total Facilities Management

Satisfied customers will ensure the continued growth of our company and the growth of the people that make our company work.



List of Activities

Working alongside our partner company we are able to specialize in a number of building services.

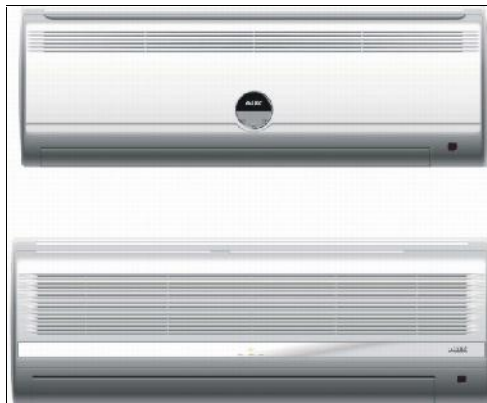
Our Range of specialist services and technical expertise:

Building Services

We perform all kind of building services such as building maintenance, renovation and refurbishment, painting and decorations, and all kinds of civil works.



Air Conditioning & Ventilation

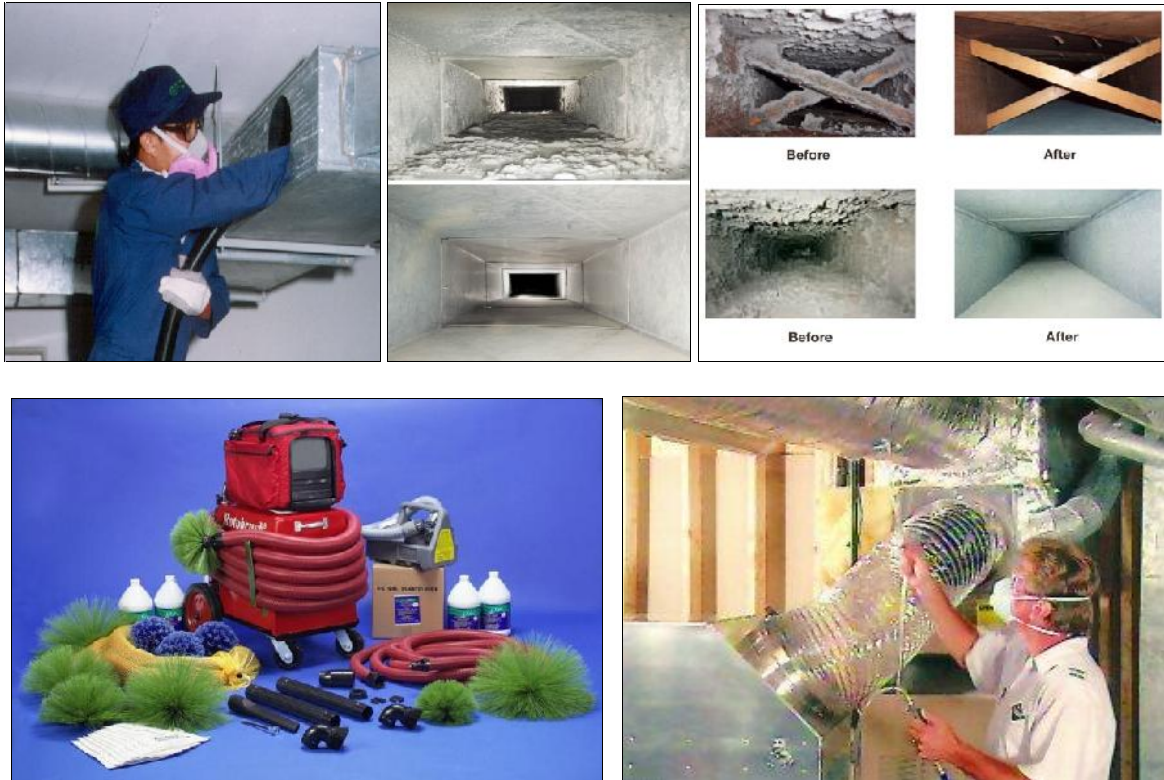


A full service maintenance contract can be obtained and put into place to ensure that regular checks are carried out allowing all the equipment to function efficiently and effectively. This also allows any problems to be detected early and resolved before more damage is caused; ensuring costs are kept to a minimum.

We offer a full design and install of our equipment ensuring that we work closely with the client to meet their needs but also look at the premises requirements and ensure they are also met. Our team of experienced and fully qualified engineers will carry out a full site survey before advising and consulting with the client on the best approach and equipment that meets their needs.

Testing and commissioning is highly important for all heating and ventilation systems. By implementing this, we can ensure that all the systems and equipment are working correctly and efficiently. This is done and verified at the highest standards and compliant with all regulations at all times. This gives the client peace of mind that everything is functioning to its best ability.

Duct Cleaning



“Should You Have the Air Ducts in Your Home Cleaned?”

Air ducts should be cleaned twice every year for a healthier home.

Most homeowners have no idea what goes on inside their homes' air ducts. But the fact is, they can become littered with years of accumulated dirt, debris and allergens like pollen, dust and pet dander.

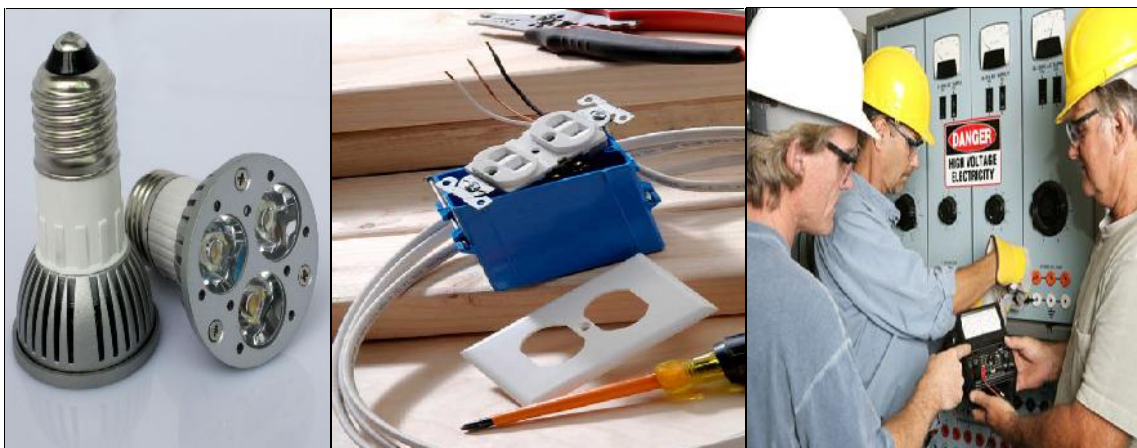
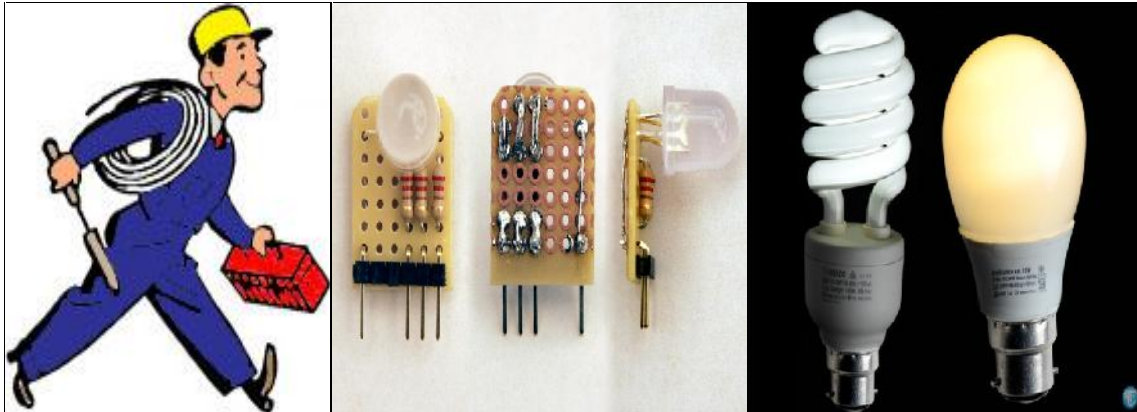
By having your air ducts cleaned regularly, you'll not only help improve the indoor air quality in your home, you'll enhance the efficiency of your heating/cooling system: a newly cleaned air duct system runs more efficiently than a dirty one, resulting in lower utility bills and a cleaner, less dusty home.

Our technicians thoroughly pre-inspect your home's air duct system. You will be informed of the air duct cleaning services needed and the cost of such services, before any service will be performed.

Our technicians clean all registers / grilles and the entire air duct system using a powerful vacuum along with specialized tools for an additional charge.

As needed, areas will be zoned off to ensure that the entire system is cleaned properly.

Electrical & Lighting Services



We offer the best possible solutions for lighting maintenance for our customers. Introducing our latest energy efficient solutions and technology, helps our clients reduce energy costs and carbon emissions.

Regular electrical testing is essential due to today's legislation; therefore, being compliant is a must to ensure the safety of your building and the people who use it. It is our wish to provide a secure working environment and we offer a skilled electrical testing team totally approved to comply with all current legislation.

We offer the following Services:

- **Emergency Lighting Testing**
- **Portable Appliance Testing (PAT)**
- **Full Electrical Repairs**
- **Remedial Services Fixed Wire Electrical Test and Inspection**

Cleaning and Washroom Services



We understand how important clean premises are to companies and residents today. It provides all employees with a clean and safe environment to work in, but also promotes the right message to customers.

Our team will conduct a full site survey and a detailed consultation with the Client to assure the most suitable cleaning services solution is put into place.

Offering a wide range of Cleaning Services enables us to offer an individual package to suit all of your needs.

- **Daily Office Cleaning Services**
- **Washroom Hygiene Cleaning**
- **Window Cleaning**
- **Carpet Cleaning and Floor Maintenance**
- **Car Wash Service**

Security Services



1. Sajaya provides clients with peace of mind. A secure facility complex means your employees, visitors, guests and partners can focus their attention on what is important: business, productivity, living and enjoying their activities. We manage the details.

Sajaya provides and manages professional, proactive security echelons on each site in such a manner that the premises remain functional, safe and operationally secure. A high level of comprehensive security guarding and support is provided throughout the facilities and within designated areas. The key objectives are to:

- Supply, manage and co-ordinate security personnel, implement security procedures and the provision of security systems and equipment to the project. Security services will be provided 7 days a week, 24 hours a day where required.
- Provide a quality driven security guarding service that achieves an optimum standard for all areas of use and is held in high regard by all tenants and users.
- Maintain a safe environment and safe working practices including the use of a recognized risk assessment / management system to ensure that standards of safety stay high, and that any reduction in the quality of service is recognized and corrected.
- Encourage the security staff to interface with the client and other contractors in such a manner as to develop quality routines and identify opportunities to improve service delivery.

- Develop staff through training and develop staff relationships between the different parties involved in the security guarding process.

Sajaya ensures all security guards are of a high caliber in communication skills, both written and oral. Guards are provided with Sajaya well-fitted uniforms and must be smart in appearance. All Sajaya guards must hold a valid first aid certificate throughout the contract duration. We provide our guards: state of the art “communications” and equipment that are kept in full working order and serviceable for the environment. Our guards are competent and fully experienced in all aspects of security. We ensure our guards are mentally robust and able to react sensibly in a crisis and consider themselves to be an important part of the team and their company. We train our guards to be customer-focused representatives at each location.

2. So many aspects need to be taken into consideration where security to a building is concerned. The safety of employees and customers who use the building and potential of external threats need to be included.

Working closely alongside our clients, we will design and install a high level security solution for your building. We offer a cost effective and practical solution to meet any of your needs.

We offer the following services:

- Security guard
- Intruder Alarms
- Closed Circuit Television (CCTV)
- Access Control System
- Fire Detection

Swimming Pool Services



Sajaya has a comprehensive pools and water features division who manages and maintain several pools and water features across its client portfolio. We provide a comprehensive service which includes both maintenance and life-guarding of these essential but potentially hazardous features to allow the client to feel confident such features are properly managed. All of our lifeguards are certified and competent in modern life-saving techniques. In addition, Sajaya provides professional staffing and develops standard operating procedures for the maintenance and daily upkeep of both pools and, pool-side leisure facilities and recreational areas.

We assign designated cleaning personnel to keep these areas clean at all times and we inspect these regularly. Cleaning personnel routinely wipe down equipment in pay areas and ensure that the area and grounds remain free of debris and discarded items. They typically remove the contents of trash receptacles and clean dust bins daily.

Landscaping



Sajaya Facilities understands that landscaping is a key component of any development. It is the first thing a visitor or building user will see upon approaching the development, and sets the tone for everything he or she experiences thereafter. At Sajaya Facilities, we have dedicated landscaping professionals who understand the challenges of landscaping in the Middle East, and who develop customized solutions to ensure the highest standards of landscape presentation. Sajaya Facilities performs landscaping services based on the specific types of vegetation and design at the facility.

Typically, these services include watering, trimming, edging and maintaining the clients' landscaping to suit the local environment. Sajaya Facilities also offers installation of irrigation systems, placing shrubs, plants and small trees, and also provides the maintenance. Our approach in maintaining landscaping is based on the assessment of the types of landscaping materials and equipment installed. A tailored solution is developed based on our assessment and customers' approval,

Pest Control



Sajaya Facilities develops and implements all appropriate processes and procedures to provide an effective response to pest and vermin infestation. Where necessary, we will also put in place a professional pest control organization to remove any infestations that might occur. We provide, manage and operate a comprehensive system of pest control management. Our pest control programs are geared toward the prevention and elimination of infestations of all commonly known pests.

We provide a comprehensive preventative, reactive (requested) and on call (out of hours) service arrangement, using personnel who are fully trained, qualified and able to provide high quality professional and practical advice. We also provide a schedule of planned visits and audits to be agreed with the client, a minimum of two planned preventative site assessments to be made at night, one in the winter months and one in the summer months. Our pest control service provides emergency pest control advice to our client for dealing with non-routine, urgent and emergency requests. We complete all works in a safe and cost effective manner that maximizes availability of the sites' resources and reduces the risks in terms of safety, food hygiene, infection control, damage to land and buildings, loss of operations and service activity from pest infestation.

Sajaya Facilities ensures the use of chemicals, including pesticides, are strictly controlled, monitored and fully comply with requirement. We maintain records of their use which are available for inspection by the client and other authorized organizations/personnel at any time. Our personnel clear, clean and disinfect areas contaminated by pest including their excreta or deceased bodies. We also ensure that traps and bait is left as placed and not disturbed during cleaning operations.

Trade License

رقم الرخصة / License Details		رقم الرخصة	
License No.	660227	رقم الرخصة	660227
Company Name	SAJAYA FACILITIES MANAGEMENT SERVICES LLC	اسم الشركة	سجايا لخدمات ادارة المنشآت ش.ذ.م.م
Trade Name	SAJAYA FACILITIES MANAGEMENT SERVICES LLC	الإسم التجاري	سجايا لخدمات ادارة المنشآت ش.ذ.م.م
Legal Type	Limited Liability Company(LLC)	الشكل القانوني	ذات مسئولية محدودة
Expiry Date	15/10/2020	تاريخ الإصدار	16/10/2011
D&B D-U-N-S® No	0	رقم الرخصة الام	660227
Register No.	1296012	عضوية الفرقة	197631
		تاريخ الإنتهاء	Issue Date
		الرقم العالمي	Main License No.
		رقم السجل التجاري	DCCI No.
الإطراف / License Members			
Share / الحصص	Role / الصفة	Nationality / الجنسية	Name / الإسم No./ رقم الشخص
	Manager / مدير	United Arab Emirates / الامارات	بطي سالم علي سلطان هلال السبوسي BUTI SALEM SULTAN ALSUBOUSI
	Manager / مدير	United Arab Emirates / الامارات	سالم علي سلطان هلال السبوسي salem
			222243
			5349
نشاط الرخصة التجارية / License Activities			
Facilities Management Services			
خدمات ادارة منشآت			
العنوان / Address			
Phone No	971-4-2808038	تليفون	P.O. Box
Fax No	971-4-2838683	فاكس	233236
Mobile No	971-50-2809777	هاتف متحرك	Parcel ID
			232-478
			مكتب رقم 202 - 203 ملك سلطان على سلطان هلال السبوسي - القصيص الأولى
الملاحظات / Remarks			
تم تغير الاسم التجاري وتغير الشكل القانوني وازافة مدير وشريك في 22/7/2017			
Print Date	15/10/2019	16:04	تاريخ الطباعة
Receipt No.	13342759		رقم الإيصال
يمكنك الآن تجديد رخصتك التجارية من خلال الرسائل النصية القصيرة، أرسل رقم الرخصة إلى 6969 (دو/اتصالات) للحصول على إذن الدفع.			
Now you can renew your trade license by sending a text message (SMS). Send your trade license number to 6969 (Du/ Etisalat) to receive payment			
وثيقة إلكترونية معتمدة وصادرة بدون توقيع من دائرة التنمية الاقتصادية. لمراجعة صحة البيانات الواردة في الرخصة برجاء زيارة الموقع www.dubaided.gov.ae			
Approved electronic document issued without signature by the Department of Economic Development. To verify the license kindly visit www.dubaided.gov.ae			

ISO 9001:2015 Certificate



Certificate Of Registration
Awarded to

SAJAYA FACILITIES MANAGEMENT SERVICES LLC

at
P.O.BOX NO: 233236, OFFICE NO: 202-203, SAJAYA 2, 13TH STREET, AL QUSAIS 1,
DUBAI, UAE

Quality Registrar Systems certify that the management system of the above organization has been audited and found to be in compliance with the QRS requirements for registration of the management system standard detailed below:

ISO 9001:2015
Quality Management Systems

Scope of work

- FACILITIES MANAGEMENT SERVICES
- BUILDING MAINTENANCE

EA 28, 35
Certificate No: DQU-11825
Originally Registered: 15 APR 2018
Latest Issue: 25 MAR 2019
Valid up-to: 14 APR 2020



Quality Registrar Systems



CB-037-MS



MANAGING OFFICE ADDRESS:
Quality Registrar Systems
P.O. Box :26826
United Arab Emirates



WORLD WIDE CERTIFICATION

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Quality Registrar Systems is accredited by Dubai Accreditation Department (DAC)
for the Scope mention on Quality Registrar Systems (QRS) Accreditation Certificate No. CB-037-MS

Dubai Chamber

غرفة دبي
DUBAI CHAMBERشهادة تسجيل العضوية
Membership Certificate

License no.	660227	رقم الرخصة	660227
Membership no.	197631	رقم العضوية	197631
Registration no.	1296012	رقم المسجل التجاري	1296012
Trade Name	SAJAYA FACILITIES MANAGEMENT SERVICES L.L.C	الاسم التجاري	سجيا لخدمات ادارة المنشآت ش.ذ.م.م
Legal Status	Limited Liability Company(LLC)	الشكل القانوني	ذات مسئولية محدودة
Activity	Facilities Management Services	نوع النشاط	خدمات ادارة منشآت
Member Since	16/10/2011	تاريخ الانضمام	16/10/2011
Date of Issue	16/10/2011	تاريخ الإصدار	16/10/2011
Expiry Date	15/10/2020	تاريخ الإنتهاء	15/10/2020

Remarks

This certificate shall be invalid incase of any alteration without chamber's authorization

For online verification of this Certificate, please visit our website
<http://www.dubaichamber.ae/verify>

غرفة تجارة وصناعة دبي
Dubai Chamber of Commerce & Industry

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الملاحظات

تعتبر هذه الشهادة لاغية في حال أي كنيشط أو تعديل عليها دون اعتماد ذلك من الغرفة

للتأكد من صحة بيانات الشهادة يرجى الرجوع إلى موقع الغرفة
<http://www.dubaichamber.ae/verify>