Integrated Facilities Management

TFM Services Presentation

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Facility Management-TFM Services:

ZOMCO



زومكو
ZOMCO

About ZOMCO

ZOMCO (Zamil Operations & Maintenance) wholly owned by Zamil Group Holding Company, was established in 1977 as a leading provider of Total Facility Management services in the Kingdom of Saudi Arabia. The Company has executed complex Total Facility Management projects for commercial and government clients throughout the Kingdom.

- Facilities Management
- Utilities Management
- Catering & Camp Services
- Industrial Services

Vision

To be the preferred partner for world class Total Facility Management solutions.

Mission

To develop long term relationships with our public and private sector clients by providing premium Total Facility Management solutions that add value to their operations.



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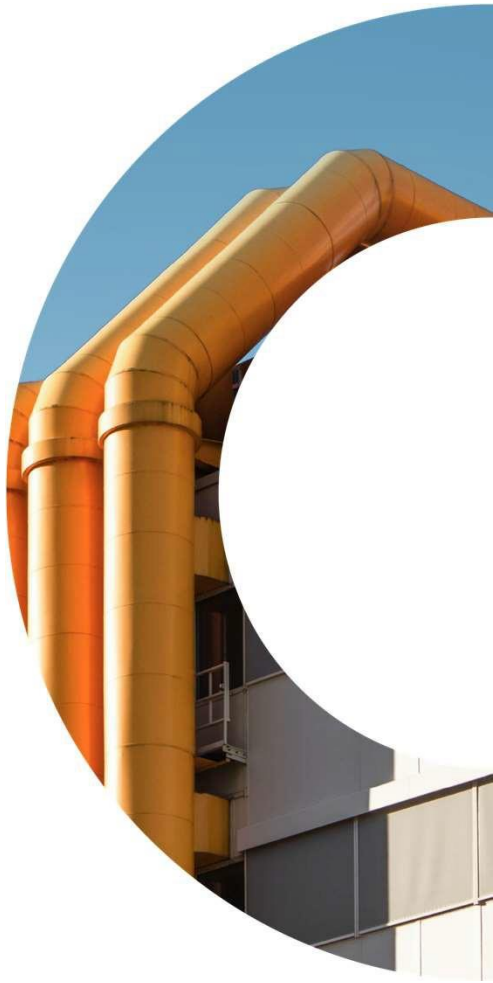
Who we serve

Zamil Operations & Maintenance provides a wide range of services across numerous market segments in Saudi Arabia, including:

- Industrial
- Petrochemical
- Government
- Commercial



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Why ZOMCO

Experience in similar projects

Completed and continue to manage – equally demanding projects, both in size, complexity and quality. The list is indicative.

Royal Commission
- **New RC-QH in Yanbu –HRB-20 Floor**
- Facilities Management, Headquarters, Riyadh
- Industrial College Catering, Yanbu

SIDF (Saudi Investment and Development Fund)- **–HRB-32 Floor**
Facilities Management, KAFD

IsDB (Islamic Development Bank) **–HRB-20 Floor**
Facilities Management, Jeddah

SPPC Saudi Power Procurement Company)-**HRB-15 Floor**
Facilities Management- KAFD

SAMREF
- Facilities Management of Recreation Center, Yanbu

Mars
- Facilities Management - Soft services and administration.

GSK GlaxoSmithKline
- Facilities Management - Soft services and administration.

MSD Merck Sharp & Dohme
- Facilities Management - Soft services and administration.

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Integrated Facilities Management

Hard Services

- Air-Conditioning Systems Services
- Building Fabric Civil
- Carpentry works
- Renovations & decorations,
- Building & site surveys
- Plumbing & Water Treatment Plants
- Drainage & Water Supply
- Water Purification Systems
- Fire Fighting & Prevention Systems
- Building Management Systems
- Electrical Installations
- Sewerage

Soft Services

- Janitorial Services
- Reception & office support
- Pest Control
- Mail & Parcel Services
- Waste Management
- Safety & Security
- Landscaping
- Project Support – small project engineering
- Space Management Support
- Food Services
- Car Park Management
- Laundry Services
- Gym & Athletic facilities management

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Integrated Facilities Management
Hard Services

















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Integrated Facilities Management
Hard Services







ISO 41001 Contents





The Post
DIGITAL MANAGEMENT







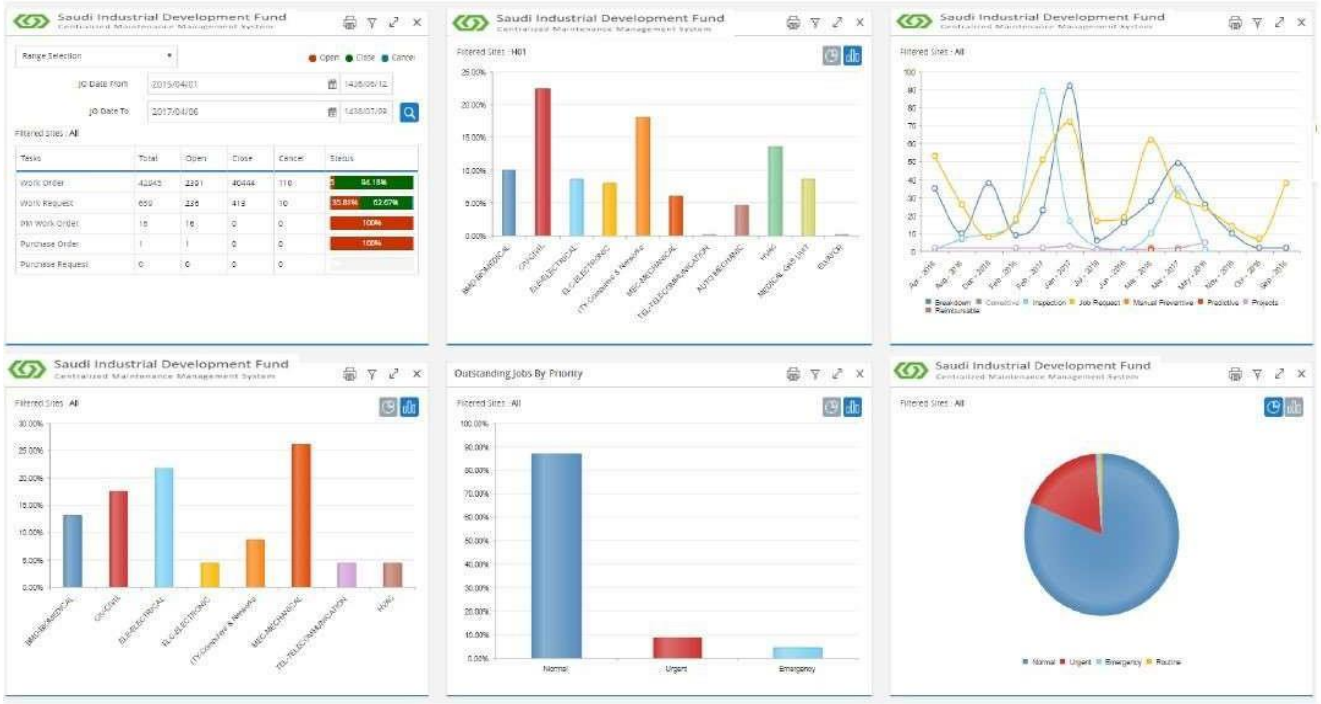
ZOMCO

Integrated Facilities Management
Hard Services

We embrace and encourage digitalization.

The use of a CAFM tool, allows us to extend asset lifecycle, prevent equipment failures, reduce costly equipment downtimes, track & eliminate total maintenance cost.

Screenshots from the CAFM system in one of our clients



NUB.CAFM

Integrated Facilities Management
Hard Services

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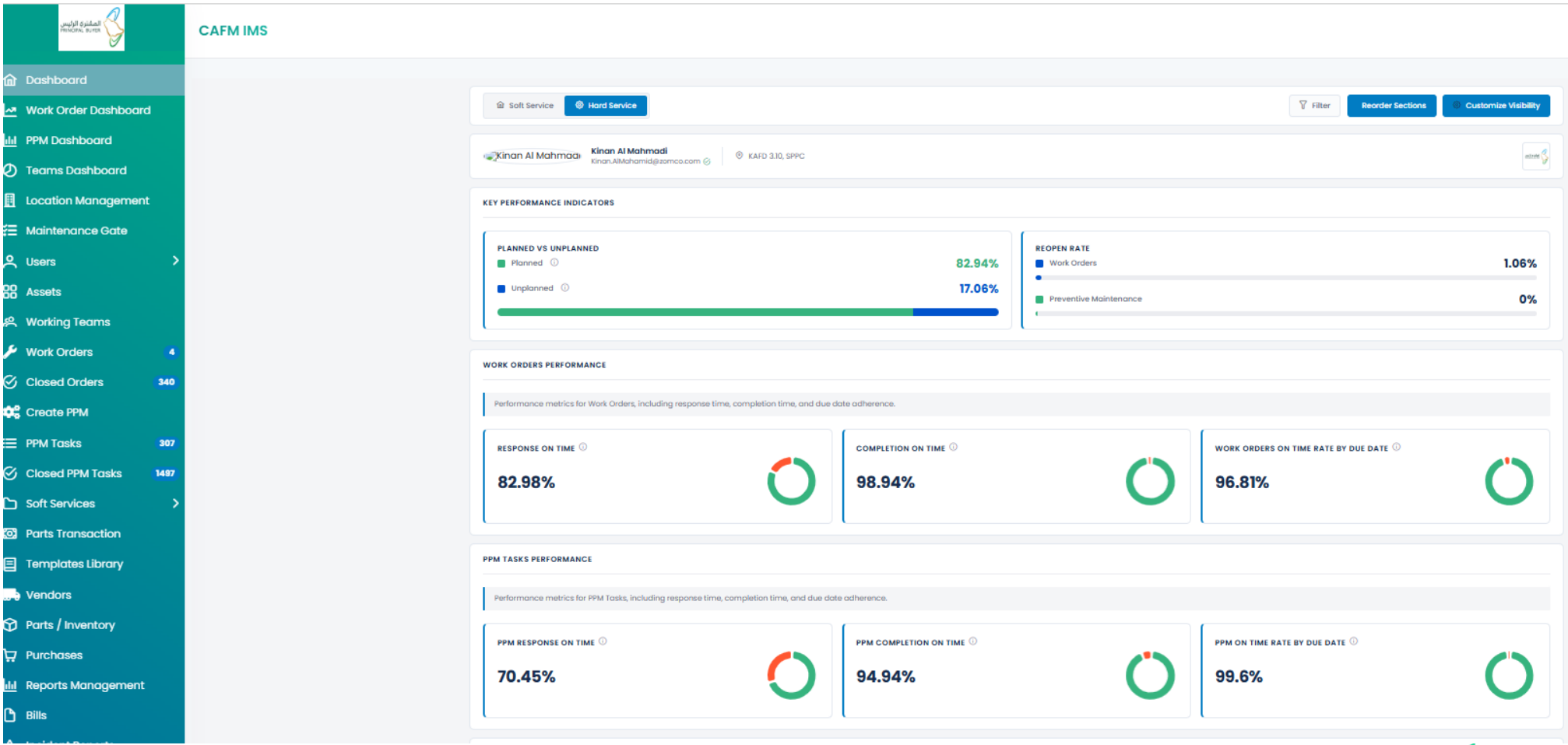

Integrated Facilities Management
Hard Services

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Screenshots from the CAFM system in one of our clients

Key Performance Indicators Report

From 28-11-2025 03:00 To 31-12-2025 03:00

KAFD 3.10, SPPC — Soft Services

PPM KPIS

S/N	SLA DESCRIPTION	KPI TARGET %	TOTAL WO	TOTAL COMPLETED WO	TOTAL WO WITHIN SLA	KPI %	FINAL TARGET %	FINAL KPI %
1	Response	50.00%	92	0	92	50.00%	95.00%	100.00%
2	Completion	50.00%	92	-	92	50.00%		

REACTIVE WORK ORDER KPIS

S/N	SLA DESCRIPTION	KPI TARGET %	TOTAL WO	TOTAL WO WITHIN SLA	KPI %	FINAL TARGET %	FINAL KPI %
1	Response	50.00%	350	350	50.00%	95.00%	100.00%
2	Fix	50.00%	350	350	50.00%		

12/31/25, 11:27 AM Work_Orders_Reopened_Report

Key Performance Indicators Report

From 28-11-2025 03:00 To 31-12-2025 03:00

KAFD 3.10, SPPC — Hard Services

PPM KPIS

S/N	SLA DESCRIPTION	KPI TARGET %	TOTAL WO	TOTAL COMPLETED WO	TOTAL WO WITHIN SLA	KPI %	FINAL TARGET %	FINAL KPI %
1	Response	50.00%	0	0	0	0.00%	95.00%	0.00%
2	Completion	50.00%	0	-	0	0.00%		

REACTIVE WORK ORDER KPIS

S/N	SLA DESCRIPTION	KPI TARGET %	TOTAL WO	TOTAL WO WITHIN SLA	KPI %	FINAL TARGET %	FINAL KPI %
1	Response	50.00%	110	110	50.00%	95.00%	100.00%
2	Fix	50.00%	110	110	50.00%		

Printed By: Ammar Almuzaini

Printed At: 12/31/2025

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Facility Management-TFM Services:

Completed Contracts:

- Project : Saudi Industrial Development Fund Tower
- Duration: 3 Years
- Man-Power: 70 employees
- Scope: TFM-Hard and Soft Services



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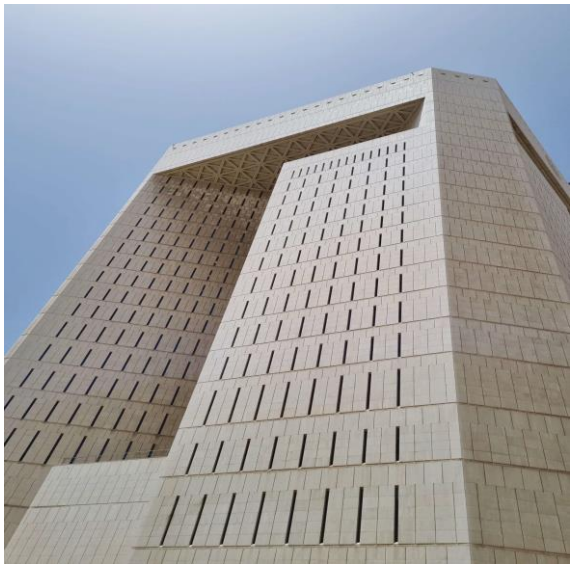
Facility Management-TFM Services:

On-going Contracts:



- Project : Islamic Development Bank Tower
- Duration: 5 Years
- Man-Power: 160 employees
- Scope: TFM-Hard and Soft Services





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Facility Management-TFM Services:

On-going Contracts:

- Project : SPPC-KAFD-3.10 Tower
- Duration: 2 Years
- Man-Power: 50 employees
- Scope: TFM-Hard and Soft Services



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Facility Management-TFM Services:

On-going Contracts:

- Project : MARS Factory
- Duration: 3 Years
- Man-Power: 82 employees
- Scope: Integrated Facilities Management





Facility Management-TFM Services:

On-going Contracts:

- Project : New RC-QH in Yanbu
- Duration: 5 Years
- Man-Power: 48 employees
- Scope: Hard Services



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Facility Management-TFM Services:

On-going Contracts:

Project : OPERATION & MAINTENANCE OF HAVC at YASREF

- Duration: 5 Years
- Scope: HVAC



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Facility Management-TFM Services:

On-going Contracts:

Project : O&M AT Jubail – COMMERCIAL port

- Duration: 3 Years
- Scope: HVAC and Other Services



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Facility Management-TFM Services:

On-going Contracts:

Project : OPERATIONS & MAINTENANCE OF HVAC SYSTEM AT KING FAISAL UNIVERSITY

- Duration: 3 Years
- Scope: HVAC



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Facility Management-TFM Services:

On-going Contracts:

Project : MSD Merck Sharp & Dohme

Duration: 4 Years

Scope: Facilities Management

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Facility Management-TFM Services:

On-going Contracts:

Project : GSK
GlaxoSmithKline

Duration: 3 Years

Scope: Facilities Management

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Facility Management-TFM Services:

Safety Brief

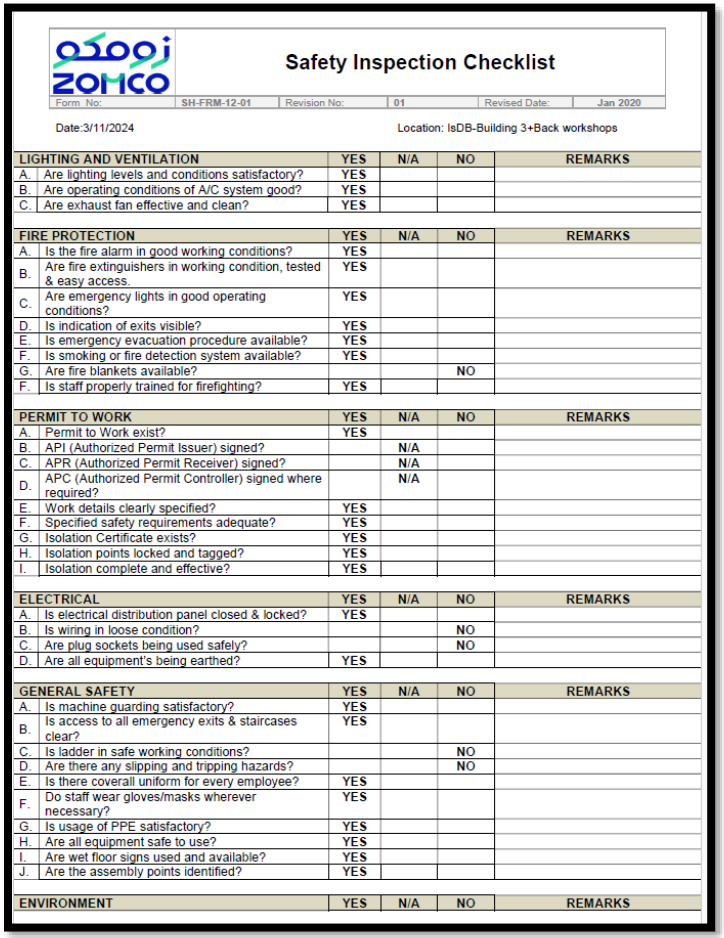
Introduction:

At ZOMCO, safety is our top priority. We believe that a safe working environment is essential for the well-being of our employees and the success of our operations. This brief outlines our core safety principles and practices relevant to our facility Management Hard/Soft Services.

Key Safety Principles:

- **Proactive Hazard Identification:**

ZOMCO committed to identifying and mitigating potential hazards before they lead to incidents. Regular risk assessments and inspections are conducted to ensure a safe work environment.



Safety Inspection Checklist

Form No:	SH-FRM-12-01	Revision No:	01	Revised Date:	Jan 2020

Date:3/11/2024 Location: IsDB-Building 3+Back workshops

LIGHTING AND VENTILATION	YES	N/A	NO	REMARKS
A. Are lighting levels and conditions satisfactory?	YES			
B. Are operating conditions of A/C system good?	YES			
C. Are exhaust fan effective and clean?	YES			

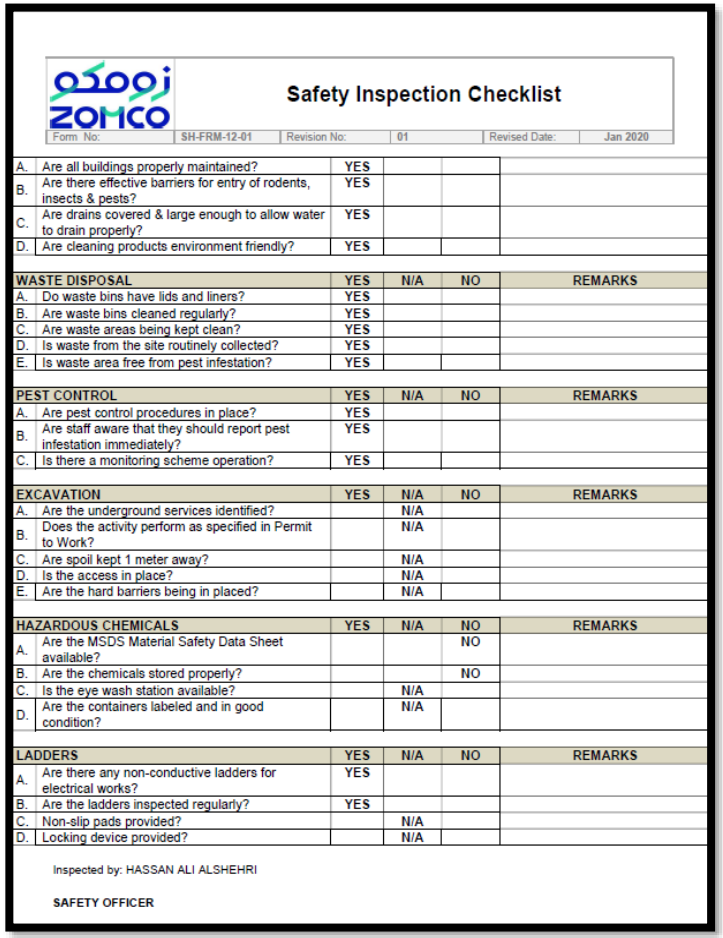
FIRE PROTECTION	YES	N/A	NO	REMARKS
A. Is the fire alarm in good working conditions?	YES			
B. Are fire extinguishers in working condition, tested & easy access.	YES			
C. Are emergency lights in good operating conditions?	YES			
D. Is indication of exits visible?	YES			
E. Is emergency evacuation procedure available?	YES			
F. Is smoking or fire detection system available?	YES			
G. Are fire blankets available?			NO	
F. Is staff properly trained for firefighting?	YES			

PERMIT TO WORK	YES	N/A	NO	REMARKS
A. Permit to Work exist?	YES			
B. API (Authorized Permit Issuer) signed?		N/A		
C. APR (Authorized Permit Receiver) signed?		N/A		
D. APC (Authorized Permit Controller) signed where required?		N/A		
E. Work details clearly specified?	YES			
F. Specified safety requirements adequate?	YES			
G. Isolation Certificate exists?	YES			
H. Isolation points locked and tagged?	YES			
I. Isolation complete and effective?	YES			

ELECTRICAL	YES	N/A	NO	REMARKS
A. Is electrical distribution panel closed & locked?	YES			
B. Is wiring in loose condition?			NO	
C. Are plug sockets being used safely?			NO	
D. Are all equipment's being earthed?	YES			

GENERAL SAFETY	YES	N/A	NO	REMARKS
A. Is machine guarding satisfactory?	YES			
B. Is access to all emergency exits & staircases clear?	YES			
C. Is ladder in safe working conditions?			NO	
D. Are there any slipping and tripping hazards?			NO	
E. Is there coverall uniform for every employee?	YES			
F. Do staff wear gloves/masks wherever necessary?	YES			
G. Is usage of PPE satisfactory?	YES			
H. Are all equipment safe to use?	YES			
I. Are wet floor signs used and available?	YES			
J. Are the assembly points identified?	YES			

ENVIRONMENT	YES	N/A	NO	REMARKS



Safety Inspection Checklist

Form No:	SH-FRM-12-01	Revision No:	01	Revised Date:	Jan 2020

A. Are all buildings properly maintained?	YES			
B. Are there effective barriers for entry of rodents, insects & pests?	YES			
C. Are drains covered & large enough to allow water to drain properly?	YES			
D. Are cleaning products environment friendly?	YES			

WASTE DISPOSAL	YES	N/A	NO	REMARKS
A. Do waste bins have lids and liners?	YES			
B. Are waste bins cleaned regularly?	YES			
C. Are waste areas being kept clean?	YES			
D. Is waste from the site routinely collected?	YES			
E. Is waste area free from pest infestation?	YES			

PEST CONTROL	YES	N/A	NO	REMARKS
A. Are pest control procedures in place?	YES			
B. Are staff aware that they should report pest infestation immediately?	YES			
C. Is there a monitoring scheme operation?	YES			

EXCAVATION	YES	N/A	NO	REMARKS
A. Are the underground services identified?		N/A		
B. Does the activity perform as specified in Permit to Work?		N/A		
C. Are spoil kept 1 meter away?		N/A		
D. Is the access in place?		N/A		
E. Are the hard barriers being in placed?		N/A		

HAZARDOUS CHEMICALS	YES	N/A	NO	REMARKS
A. Are the MSDS Material Safety Data Sheet available?			NO	
B. Are the chemicals stored properly?			NO	
C. Is the eye wash station available?		N/A		
D. Are the containers labeled and in good condition?		N/A		

LADDERS	YES	N/A	NO	REMARKS
A. Are there any non-conductive ladders for electrical works?	YES			
B. Are the ladders inspected regularly?	YES			
C. Non-slip pads provided?		N/A		
D. Locking device provided?		N/A		

Inspected by: HASSAN ALI ALSHEHRI

SAFETY OFFICER

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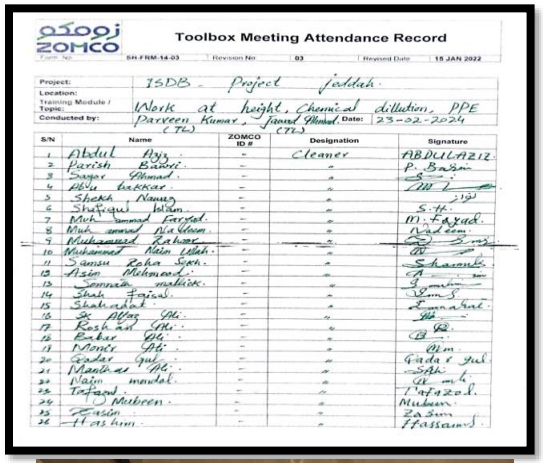
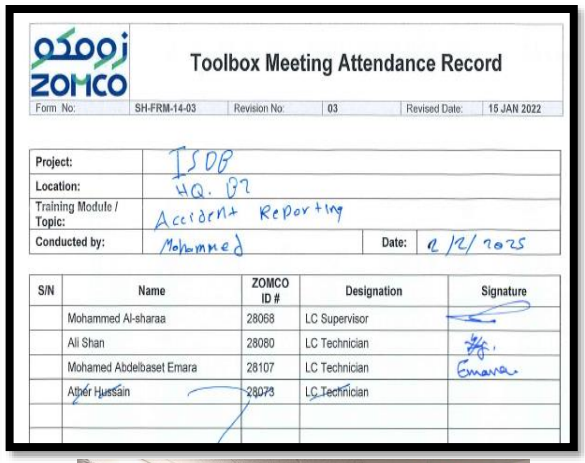


Toolbox Meeting Attendance Record

Form No: SH-FRM-14-03 | Revision No: 03 | Revised Date: 15 JAN 2022

Project: ISDB Project Jeddah.
Location:
Training Module / Topic: Work at height, Chemical dilution, PPE
Conducted by: Parveen Kumar, Jawad Ahmad (TL) (TL) Date: 23-02-2024

S/N	Name	ZOMCO ID #	Designation	Signature
1	Abdul Aziz	-	Cleaner	ABDULAZIZ
2	Parish Bawri	-	"	P. Bawri
3	Sagar Ahmad	-	"	[illegible]
4	Abu bakkar	-	"	[illegible]
5	Shekh Nawaz	-	"	[illegible]
6	Shafiqul Islam	-	"	S.H.
7	Muh ammad Fayad	-	"	M. Fayad
8	Muh ammad Nadeem	-	"	Nadeem
9	Muhammad Zahoor	-	"	[illegible]
10	Muhammad Naim Wah	-	"	[illegible]
11	Samsu Zoha Sekh	-	"	Shamsu
12	Asim Mehmood	-	"	[illegible]
13	Somnath mallick	-	"	[illegible]
14	Shah Faisal	-	"	[illegible]
15	Shahzahat	-	"	[illegible]
16	Sk Alfaz Ali	-	"	[illegible]
17	Roshan Ali	-	"	[illegible]
18	Babar Ali	-	"	[illegible]
19	Monir Ali	-	"	[illegible]
20	Gadar Gul	-	"	Gadar Gul
21	Manthar Ali	-	"	[illegible]
22	Naim mondal	-	"	[illegible]
23	Tafazal	-	"	Tafazal
24	Mubeen	-	"	Mubeen
25	Zasim	-	"	Zasim
26	Hashim	-	"	Hassam

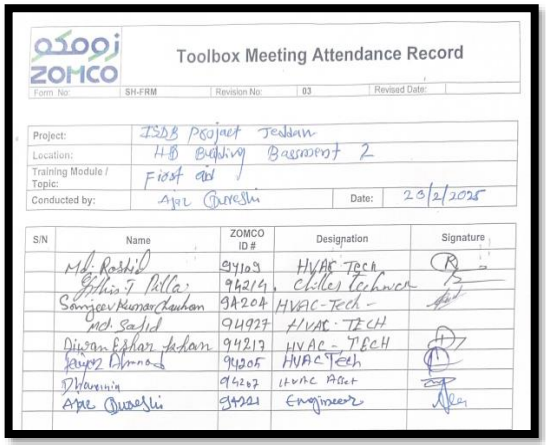


Toolbox Meeting Attendance Record

Form No: SH-FRM-14-03 | Revision No: 03 | Revised Date: 15 JAN 2022

Project: ISDB
Location: HQ. B2
Training Module / Topic: Accident Reporting
Conducted by: Mohammed Date: 2/2/2025

S/N	Name	ZOMCO ID #	Designation	Signature
	Mohammed Al-sharaa	28068	LC Supervisor	[illegible]
	Ali Shan	28080	LC Technician	[illegible]
	Mohamed Abdelbaset Emara	28107	LC Technician	Emara
	Ather Hussain	28073	LC Technician	

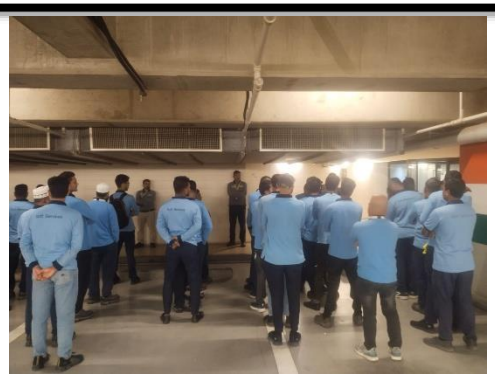


Toolbox Meeting Attendance Record

Form No: SH-FRM | Revision No: 03 | Revised Date:

Project: ISDB Project Jeddah
Location: HQ Building Basement 2
Training Module / Topic: First aid
Conducted by: Ajaz Qureshi Date: 23/2/2025

S/N	Name	ZOMCO ID #	Designation	Signature
	Md. Rashid	94109	HVAC Tech	[illegible]
	Sthis T Pilla	94214	Chiller Technician	[illegible]
	Sanjeev Kumar Chauhan	94204	HVAC-Tech	[illegible]
	Md. Salid	94927	HVAC-TECH	
	Diwan Eshar Jahan	94217	HVAC-TECH	[illegible]
	Jayoz Ahmad	94205	HVAC Tech	[illegible]
	Dhanmin	94267	HVAC Asst	[illegible]
	Ajaz Qureshi	94221	Engineer	[illegible]







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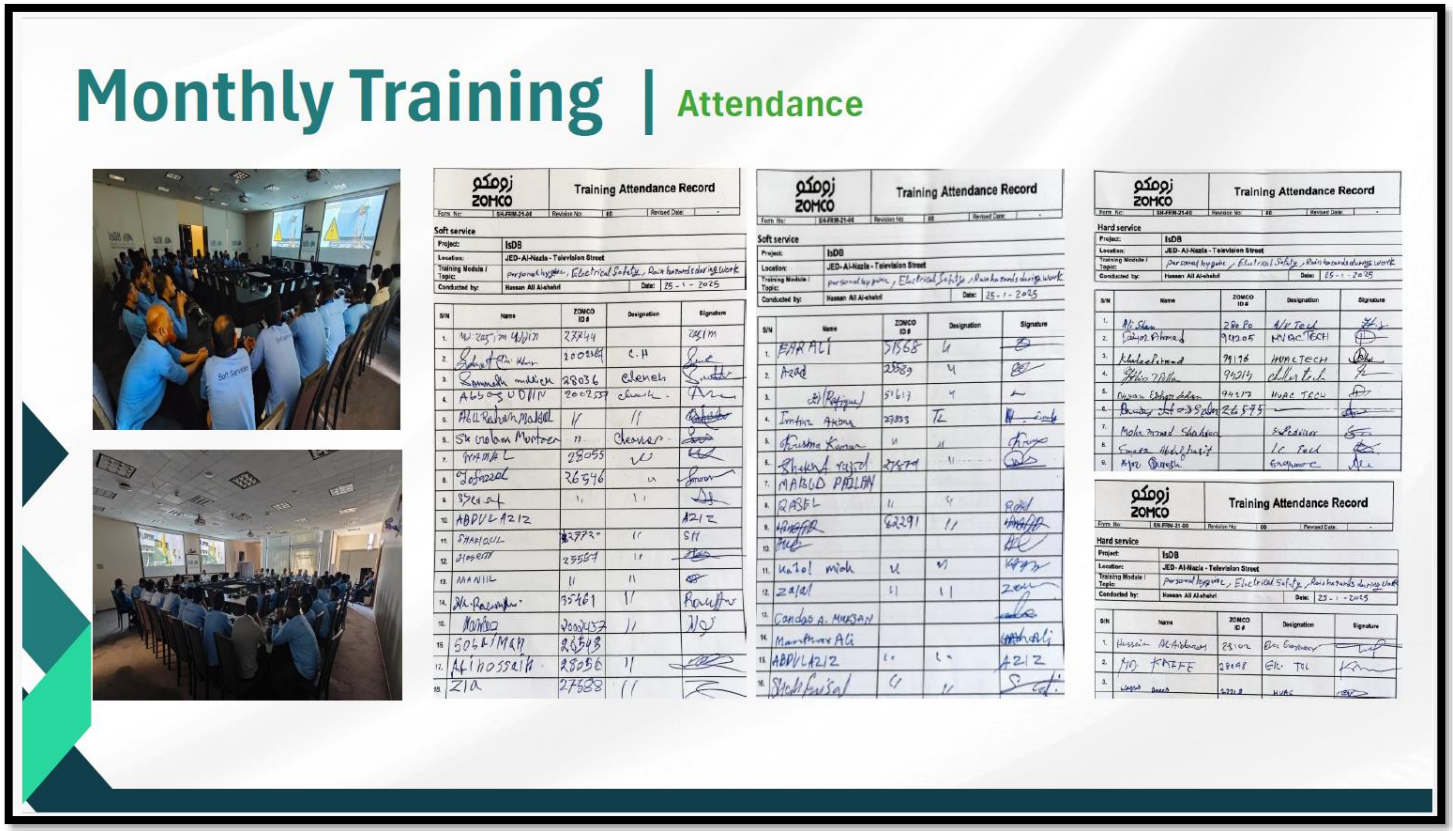

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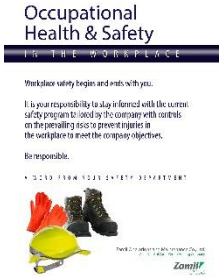
Facility Management-TFM Services:

Safety Brief



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Key Safety Principles:



- **Personal Protective Equipment (PPE):**
- ZOMCO provide and enforce the use of appropriate PPE for all tasks, ensuring that our employees are protected from potential hazards."



Hard-BMU



Hard-Boom lift



Soft-Facade Cleaning Activities



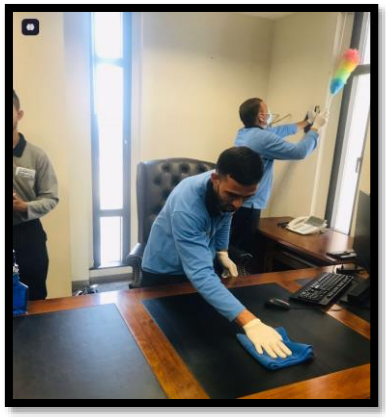
Hard-Civil



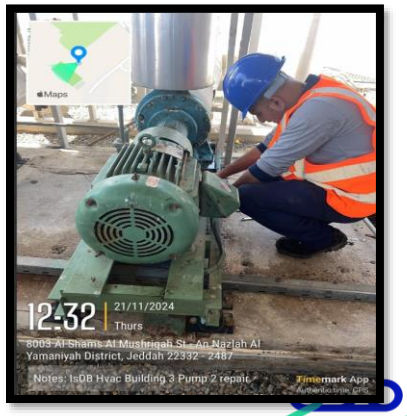
Soft-Landscape



Soft-Pest Control



Soft-Housekeeping



Hard-H

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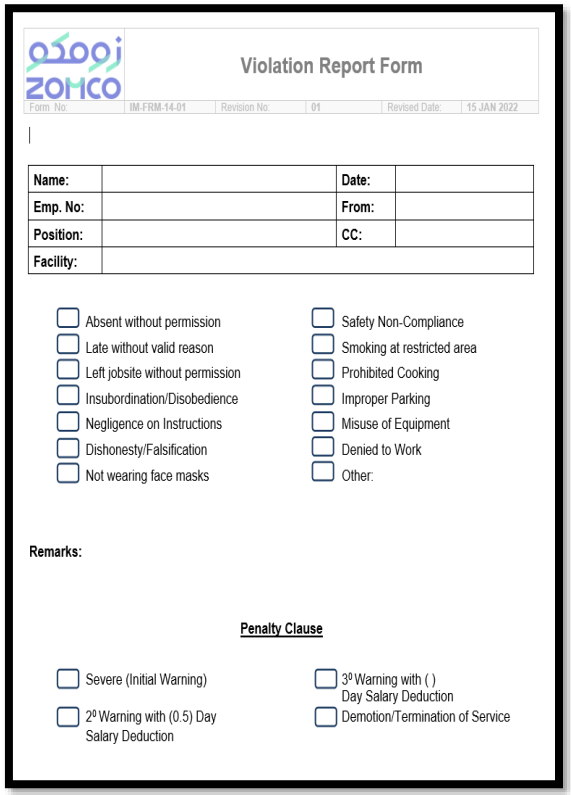
Key Safety Principles:

- **Incident Reporting and Investigation:**
- ZOMCO encourage prompt reporting of all incidents and near misses. Thorough investigations are conducted to identify root causes and implement corrective actions to prevent recurrence."



ZOMCO

Violation Report Form

Form No:	IM-FRM-14-01	Revision No:	01	Revised Date:	15 JAN 2022

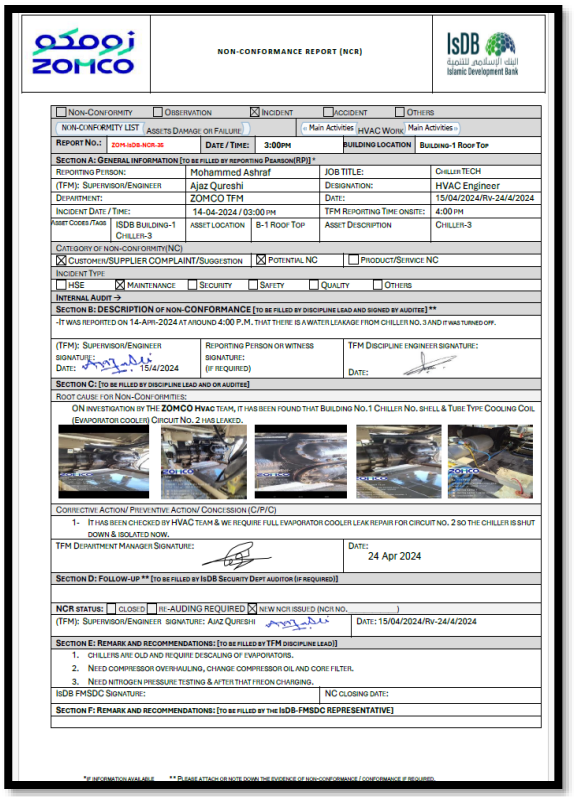
Name:		Date:	
Emp. No:		From:	
Position:		CC:	
Facility:			

- ☐ Absent without permission
- ☐ Late without valid reason
- ☐ Left jobsite without permission
- ☐ Insubordination/Disobedience
- ☐ Negligence on Instructions
- ☐ Dishonesty/Falsification
- ☐ Not wearing face masks
- ☐ Safety Non-Compliance
- ☐ Smoking at restricted area
- ☐ Prohibited Cooking
- ☐ Improper Parking
- ☐ Misuse of Equipment
- ☐ Denied to Work
- ☐ Other:

Remarks:

Penalty Clause

- ☐ Severe (Initial Warning)
- ☐ 2nd Warning with (0.5) Day Salary Deduction
- ☐ 3rd Warning with ( ) Day Salary Deduction
- ☐ Demotion/Termination of Service



ZOMCO

NON-CONFORMANCE REPORT (NCR)

IsDB Islamic Development Bank

☐ Non-Conformity ☐ Observation ☒ Incident ☐ Accident ☐ Others

Non-Conformity List | Assets Damage or Failure | Main Activities: HVAC Work | Main Activities:

Report No.:	ZOM-IsDB-NCR-36	Date / Time:	3:00PM	Building Location	Building-1 Roof Top

Section A: General Information [To be filled by reporting Pearson(RP)] *

Reporting Person:	Mohammed Ashraf	Job Title:	Chiller Tech
(TFM): Supervisor/Engineer	Ajaz Qureshi	Designation:	HVAC Engineer
Department:	ZOMCO TFM	Date:	15/04/2024/Rv-24/4/2024
Incident Date / Time:	14-04-2024 / 03:00 PM	TFM Reporting Time Onsite:	4:00 PM
Asset Codes /Tags: ISDB Building-1 Chiller-3	Asset Location: B-1 Roof Top	Asset Description:	Chiller-3

Category of Non-Conformity(NC)

☒ Customer/Supplier Complaint/Suggestion ☒ Potential NC ☐ Product/Service NC

Incident Type:

☐ HSE ☒ Maintenance ☐ Security ☐ Safety ☐ Quality ☐ Others

Internal Audit →

Section B: Description of Non-Conformance [To be filled by discipline lead and signed by auditee] **

-It was reported on 14-Apri-2024 at around 4:00 P.M. that there is a water leakage from chiller no. 3 and it was turned off.

(TFM): Supervisor/Engineer Signature: Date: 15/4/2024	Reporting Person or Witness Signature: (If required)	TFM Discipline Engineer Signature: Date:

Section C: [To be filled by discipline lead and or auditee]

Root Cause for Non-Conformities:

On investigation by the ZOMCO HVAC team, it has been found that Building No.1 Chiller No. shell & Tube type Cooling Coil (Evaporator Cooler) Circuit No. 2 has leaked.

Corrective Action/ Preventive Action/ Concession (C/P/C)

1- It has been checked by HVAC team & we require full evaporator cooler leak repair for circuit no. 2 so the chiller is shut down & isolated now.

TFM Department Manager Signature:	Date: 24 Apr 2024

Section D: Follow-up ** [To be filled by IsDB Security Dept auditor (if required)]

NCR Status: ☐ Closed ☐ Re-auding required ☒ New NCR issued (NCR no.)

(TFM): Supervisor/Engineer Signature: Ajaz Qureshi Date: 15/04/2024/Rv-24/4/2024

Section E: Remark and Recommendations: [To be filled by TFM discipline lead)]

1. Chillers are old and require descaling of evaporators.
2. Need compressor overhauling, change compressor oil and core filter.
3. Need nitrogen pressure testing & after that freon changing.

IsDB FMSDC Signature:	NC closing date:

Section F: Remark and Recommendations: [To be filled by the IsDB-FMSDC representative]

* If information available ** Please attach or note down the evidence of non-conformance / conformance if required.

ZOMCO

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Facility Management-TFM Services:

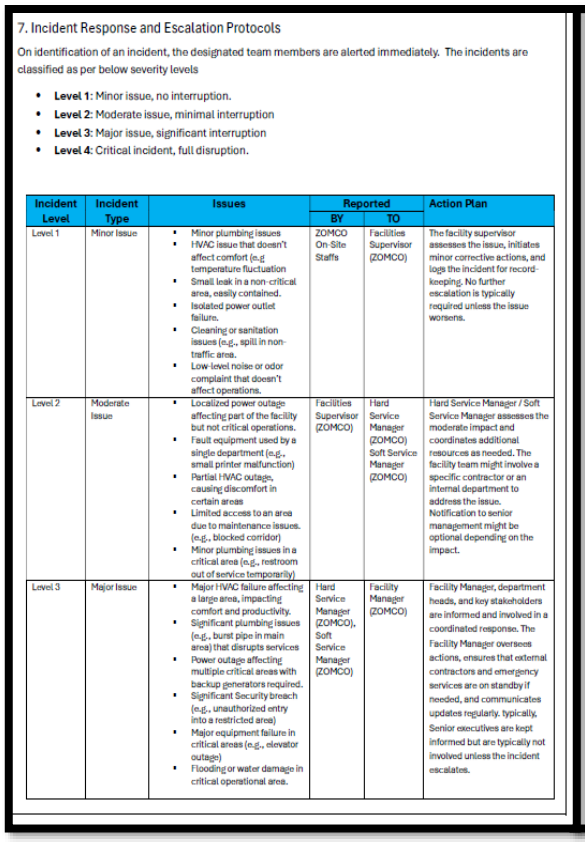
Safety Brief

Introduction:

At ZOMCO, safety is our top priority. We believe that a safe working environment is essential for the well-being of our employees and the success of our operations. This brief outlines our core safety principles and practices relevant to our facility Management Hard/Soft Services.

Key Safety Principles:

- **Emergency Preparedness:**
- ZOMCO have established emergency response plans for various scenarios, including fire, medical emergencies, and severe weather. Regular drills are conducted to ensure our employees are prepared."

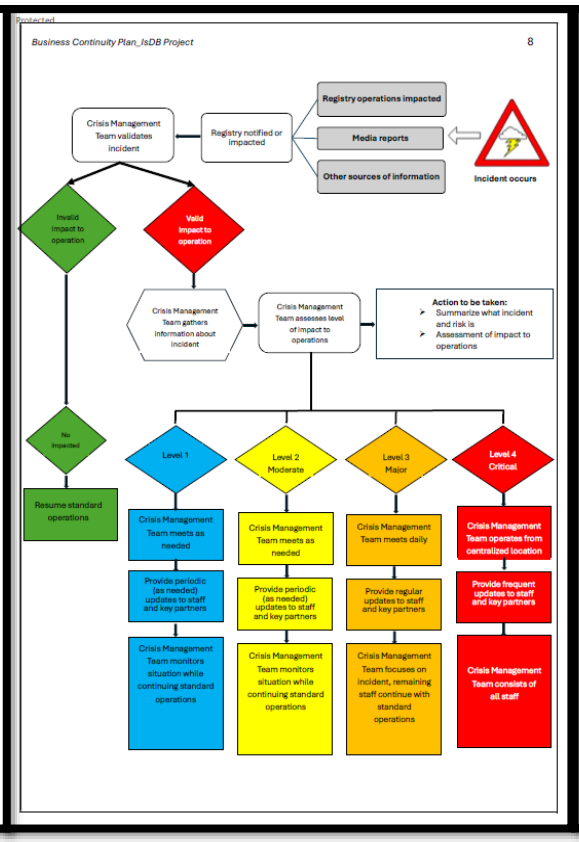


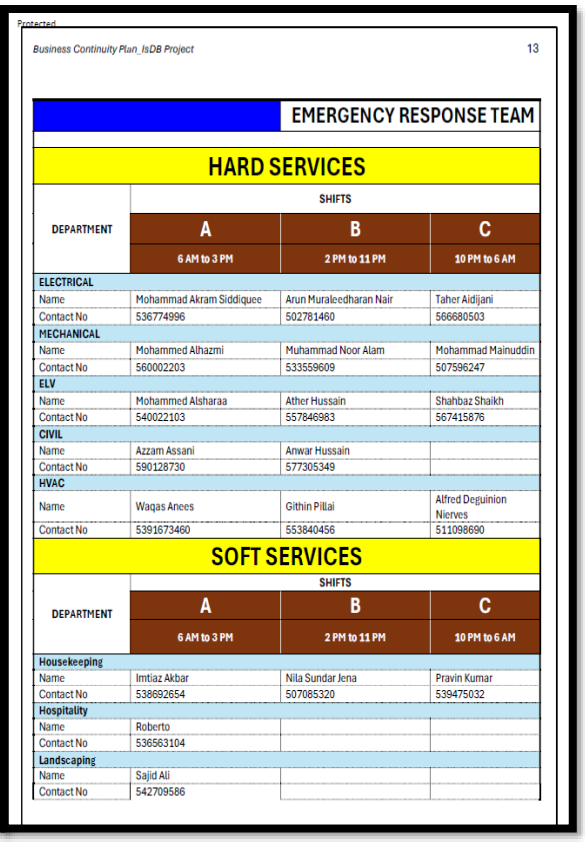
7. Incident Response and Escalation Protocols

On identification of an incident, the designated team members are alerted immediately. The incidents are classified as per below severity levels

- **Level 1**: Minor issue, no interruption.
- **Level 2**: Moderate issue, minimal interruption
- **Level 3**: Major issue, significant interruption
- **Level 4**: Critical incident, full disruption.

Incident Level	Incident Type	Issues	Reported BY	Reported TO	Action Plan
Level 1	Minor Issue	• Minor plumbing issues • HVAC issue that doesn't affect comfort (e.g temperature fluctuation • Small leak in a non-critical area, easily contained. • Isolated power outlet failure. • Cleaning or sanitation issues (e.g., spill in non-traffic area. • Low-level noise or odor complaint that doesn't affect operations.	ZOMCO On-Site Staffs	Facilities Supervisor (ZOMCO)	The facility supervisor assesses the issue, initiates minor corrective actions, and logs the incident for record-keeping. No further escalation is typically required unless the issue worsens.
Level 2	Moderate Issue	• Localized power outage affecting part of the facility but not critical operations. • Fault equipment used by a single department (e.g., small printer malfunction) • Partial HVAC outage, causing discomfort in certain areas • Limited access to an area due to maintenance issues. (e.g., blocked corridor) • Minor plumbing issues in a critical area (e.g., restroom out of service temporarily)	Facilities Supervisor (ZOMCO)	Hard Service Manager (ZOMCO) Soft Service Manager (ZOMCO)	Hard Service Manager / Soft Service Manager assesses the moderate impact and coordinates additional resources as needed. The facility team might involve a specific contractor or an internal department to address the issue. Notification to senior management might be optional depending on the impact.
Level 3	Major Issue	• Major HVAC failure affecting a large area, impacting comfort and productivity. • Significant plumbing issues (e.g., burst pipe in main area) that disrupts services • Power outage affecting multiple critical areas with backup generators required. • Significant Security breach (e.g., unauthorized entry into a restricted area) • Major equipment failure in critical areas (e.g., elevator outage) • Flooding or water damage in critical operational area.	Hard Service Manager (ZOMCO), Soft Service Manager (ZOMCO)	Facility Manager (ZOMCO)	Facility Manager, department heads, and key stakeholders are informed and involved in a coordinated response. The Facility Manager oversees actions, ensures that external contractors and emergency services are on standby if needed, and communicates updates regularly. typically, Senior executives are kept informed but are typically not involved unless the incident escalates.





Business Continuity Plan_IsDB Project 13

EMERGENCY RESPONSE TEAM

HARD SERVICES

DEPARTMENT	SHIFTS A (6 AM to 3 PM)	B (2 PM to 11 PM)	C (10 PM to 6 AM)
ELECTRICAL			
Name	Mohammad Akram Siddiquee	Arun Muraleedharan Nair	Taher Aidijani
Contact No	536774996	502781460	566680503
MECHANICAL			
Name	Mohammed Alhazmi	Muhammad Noor Alam	Mohammad Mainuddin
Contact No	560002203	533559609	507596247
ELV			
Name	Mohammed Alsharaa	Ather Hussain	Shahbaz Shaikh
Contact No	540022103	557846983	567415876
CIVIL			
Name	Azzam Assani	Anwar Hussain	
Contact No	590128730	577305349	
HVAC			
Name	Waqas Anees	Githin Pillai	Alfred Deguinion Nierves
Contact No	5391673460	553840456	511098690

SOFT SERVICES

DEPARTMENT	SHIFTS A (6 AM to 3 PM)	B (2 PM to 11 PM)	C (10 PM to 6 AM)
Housekeeping			
Name	Imtiaz Akbar	Nila Sundar Jena	Pravin Kumar
Contact No	538692654	507085320	539475032
Hospitality			
Name	Roberto		
Contact No	536563104		
Landscaping			
Name	Sajid Ali		
Contact No	542709586		

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Facility Management-TFM Services:

Safety Brief

Introduction:

At ZOMCO, safety is our top priority. We believe that a safe working environment is essential for the well-being of our employees and the success of our operations. This brief outlines our core safety principles and practices relevant to our facility Management Hard/Soft Services.

Specific Safety Considerations for Soft Services:

- **Slip, Trip, and Fall Prevention:**
- ZOMCO implement measures to prevent slip, trip, and fall hazards, such as proper signage, spill control, and regular cleaning.

- **Ergonomics:**
- ZOMCO promote ergonomic practices to minimize the risk of musculoskeletal injuries, particularly for tasks involving repetitive movements or heavy lifting.

- **Chemical Handling:**
- ZOMCO ensure the safe handling and storage of cleaning chemicals, providing proper training and PPE to our employees."

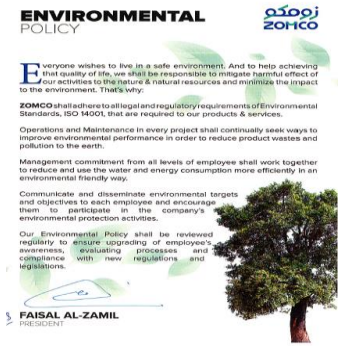
- **Waste Management:**
- ZOMCO implement safe waste management practices to minimize the risk of exposure to hazardous materials and ensure proper disposal."

Customer Interaction:

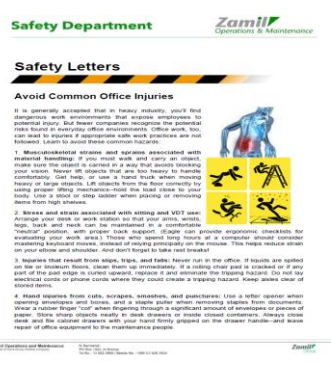
ZOMCO train our staff on proper interaction with client personnel, and how to deal with potential safety hazards that clients may present."











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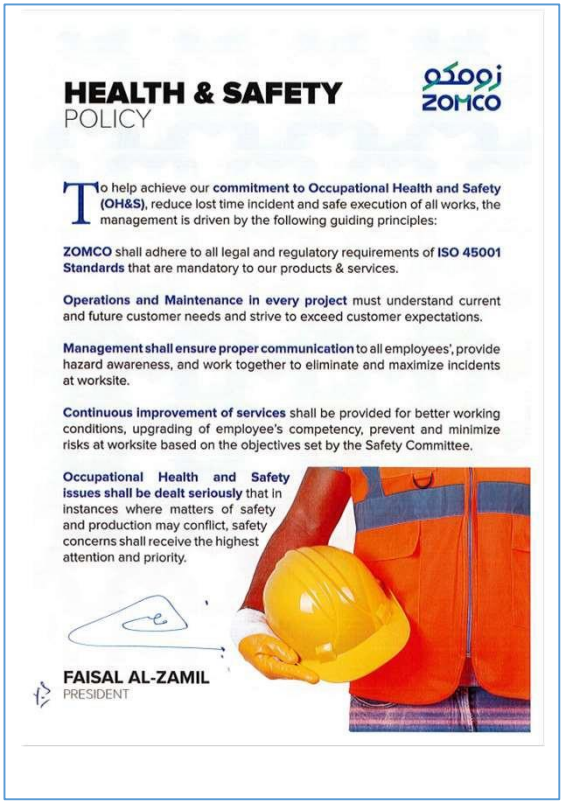
Our Commitment:

ZOMCO are committed to continuous improvement in our safety performance.
ZOMCO regularly review our safety policies and procedures to ensure they remain effective and aligned with industry best practices.
ZOMCO strive to create a safe and healthy work environment for all our employees and clients.



HEALTH & SAFETY
POLICY

ZOMCO

To help achieve our **commitment to Occupational Health and Safety (OH&S)**, reduce lost time incident and safe execution of all works, the management is driven by the following guiding principles:

ZOMCO shall adhere to all legal and regulatory requirements of **ISO 45001 Standards** that are mandatory to our products & services.

Operations and Maintenance in every project must understand current and future customer needs and strive to exceed customer expectations.

Management shall ensure proper communication to all employees', provide hazard awareness, and work together to eliminate and maximize incidents at worksite.

Continuous improvement of services shall be provided for better working conditions, upgrading of employee's competency, prevent and minimize risks at worksite based on the objectives set by the Safety Committee.

Occupational Health and Safety issues shall be dealt seriously that in instances where matters of safety and production may conflict, safety concerns shall receive the highest attention and priority.

FAISAL AL-ZAMIL
PRESIDENT



QUALITY
POLICY

ZOMCO

We, at **ZOMCO,** are committed to providing our customers with completed satisfaction through teamwork and continual improvement.

To accomplish this, we are guided by the following principles:

Zeal for meeting customer needs and expectations
We make every effort to provide whatever product and service our customers' desire, exactly when they need.

Opportunity for employee's training and development
Increasing our staff's capability through training and continual development is our key to successful teamwork and service.

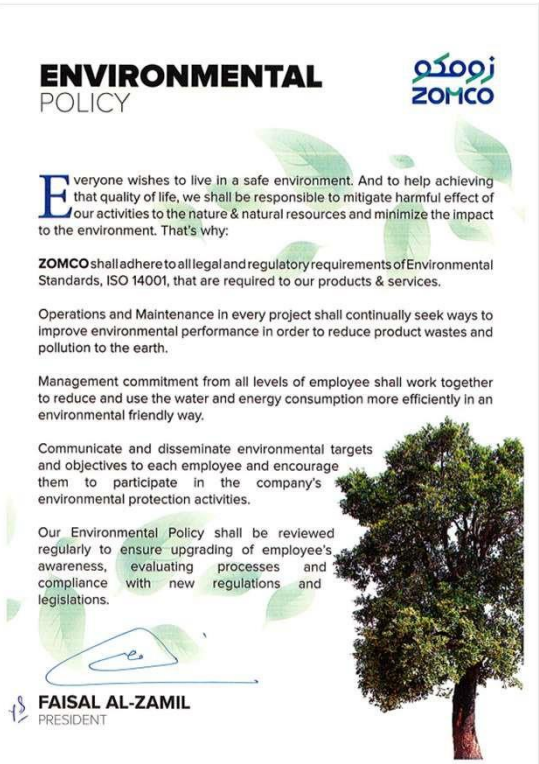
Meeting regulatory and statutory requirements
By deploying competent personnel establishing systems, methods and procedures.

Commitment towards objective and targets
Strive for continual improvement of processes based on objectives and targets measurement.

Outstanding support and commitment
Our management and employees are totally committed to serve our customers with proven high standards.

ISO CERTIFIED 9001 : 2015

FAISAL AL-ZAMIL
PRESIDENT



ENVIRONMENTAL
POLICY

ZOMCO

Everyone wishes to live in a safe environment. And to help achieving that quality of life, we shall be responsible to mitigate harmful effect of our activities to the nature & natural resources and minimize the impact to the environment. That's why:

ZOMCO shall adhere to all legal and regulatory requirements of Environmental Standards, ISO 14001, that are required to our products & services.

Operations and Maintenance in every project shall continually seek ways to improve environmental performance in order to reduce product wastes and pollution to the earth.

Management commitment from all levels of employee shall work together to reduce and use the water and energy consumption more efficiently in an environmental friendly way.

Communicate and disseminate environmental targets and objectives to each employee and encourage them to participate in the company's environmental protection activities.

Our Environmental Policy shall be reviewed regularly to ensure upgrading of employee's awareness, evaluating processes and compliance with new regulations and legislations.

FAISAL AL-ZAMIL
PRESIDENT

ZOMCO

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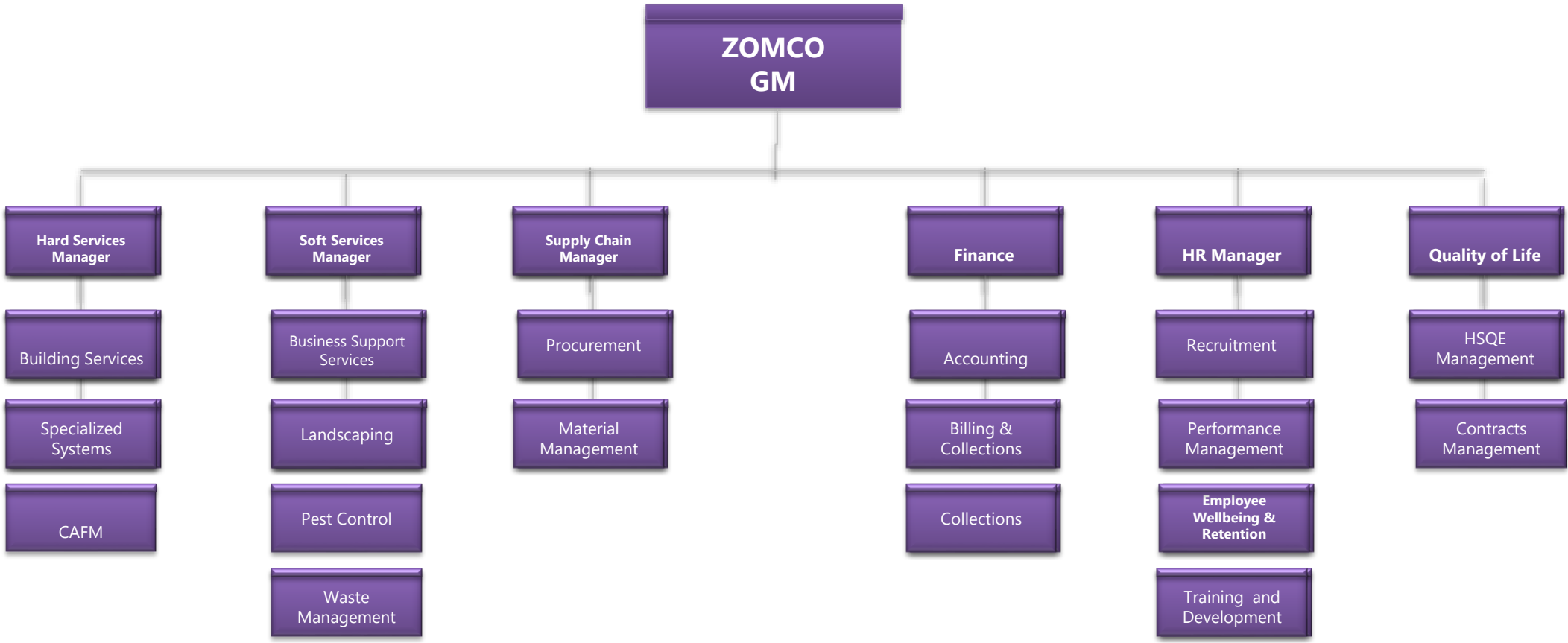
Facility Management-TFM Services:

Functional Organization Chart



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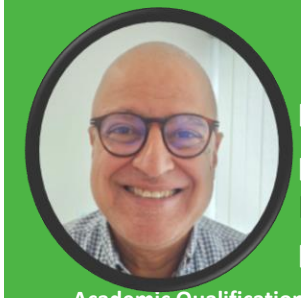
Facility Management-TFM Services:

Key personnel



[Ali Hafez]

[IFM Division Head]

[35Years of Experience]

Academic Qualifications and Certifications:
English and French education and a Business Administration Degree (Master 1).

Area of Expertise:
- **IFM** - General Manager

Introduction:
I am an executive with French national , with a proven track-record of more than 30 years in service of hospitality, hotels, restaurant and catering industry at junior and senior levels. Worked in a different types of environment all over the world.
I am fully responsible of my P&L and have a strong knowledge about finance. I manage different levels of people with different nationalities, habits and believes.
Motivating a dedicated to team to deliver extraordinary results.

Relevant Project Experience:
May 1986 to November 1992
- Club Med: (Egypt, Turkey, France, Tunis, Morocco, Guadeloupe and Greece)

- F&B Manager:
- Reporting to the General Manager
- Responsible for maintaining high standards and efficiency within the restaurants, bars, kitchen, storage and daily food purchase. Coordinating the menus with the executive Chef.

October 1993 to January 1998
- Burger King Kuwait

- Marketing Brand Manager:
- Reporting to the Marketing Director Multi brands.
- My primary responsibilities included Marketing Plan, Promotions, Marketing Calendar and over viewing Local Store Marketing and Kids activities.

February 1998 to December 2006
Louvre Hotels Group: (France)
Campanile Hotel Rouen then Kyriad Hotel Torcy Paris
150 Rooms, 1 dining restaurant 95 000 covers a year, one bar and 3 Seminars and meeting rooms.
Yearly sales 8000 000 €

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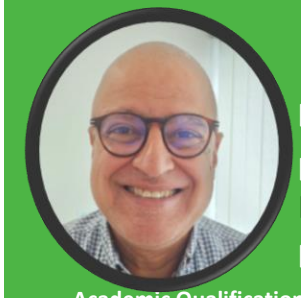
Facility Management-TFM Services:

Key personnel



[Ali Hafez]

[IFM Division Head]

[35Years of Experience]

Academic Qualifications and Certifications:
English and French education and a Business Administration Degree (Master 1).

Area of Expertise:
- **IFM** - General Manager

General Manager:
Reporting to the Area Manager Paris

January 2007 to July 2011:
Louvre Hotels Group: (France)
Campanile Hotel / Kyriad Hotel / Première Classe Hôtel in Paris
420 Rooms, 3 dining restaurants 219 000 covers a year, 3 bars and 17 seminars and meeting rooms. Yearly sales 15 700 000 €.

Cluster General Manager:
Reporting to the Director of Operations France. I am in charge of Sales development, P&L and figures analysis and monthly sales presentations. Handling all syndicates. I drive and motivate 100 employees with different professional levels.

August 2011 to January 2013:
Sodexo: (Kingdom of Saudi Arabia)
Regional Office Western region Jeddah
18 clients, 7,884,000 meals a year. Yearly sales 36.000 000 SR.

Operations Manager (Corporate segment):
Reporting to the Director of Operations Corporate segment KSA. I am in charge of P&L, the regional commercial and HR. I drive and motivate 400 employees with different professional levels and nationalities.

January 2013 to June 2014:
Sodexo: (Kingdom of Saudi Arabia)
Head Office Damam
100 clients, catering and Facilities management, 45,000,000 meals a year. Yearly sales 100 Million Euros. Some of our clients are Mercedes, P&G, Nabors, Samsung, Sheraton hotels, Schlumberger, ABV Rock, FCC and many others.

Country Business Development Manager:
Reporting to Sodexo General Manager KSA. I am in charge of new business, upgrading the current business, developing a general ensuring, establishing the costing sheets and ensuring that all the operations segments are working in a harmony. Ensure that all the risks taken are carefully measured to guaranty the financial contribution needed for each project. My objective is to increase the total sales by 40,000,000 SR in the financial year 2013/2014.

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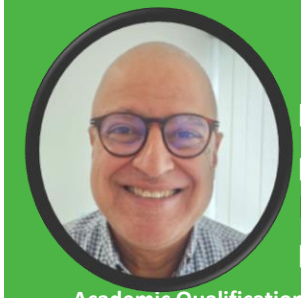
Facility Management-TFM Services:

Key personnel



[Ali Hafez]

[IFM Division Head]

[35Years of Experience]

Academic Qualifications and Certifications:
English and French education and a Business Administration Degree (Master 1).

Area of Expertise:
- **IFM** - General Manager

June 2014 to August 2016:
CIS: (Middle East)
Head Office Khobar KSA
Catering International & Services is a worldwide French catering company leader in Camp management in remote sites and Oil & Gas offshore and onshore FM management business.

Country General Manager (KSA):
Reporting to the CIS Vice President of Africa, Middle East and Asia. I was in charge of the opening and mobilization of CIS in KSA and Egypt.
Created a projection for 2015 and 2016. Established a cash flow plan for the same years and represent CIS international in front of our partners.
September 2016 to December 2022:
Ligabue Group (Switzerland Catering Division)
Egypt Subsidiary
Ligabue is an international Italian/Swiss catering company leader in Offshore and Onshore sites in Oil & Gas sector.
Country General Manager (Egypt):
Reporting to the Ligabue Director Of Operations Worldwide.
January 2023 to Present:
ZOMCO Integrated Facilities Management
ZOMCO is a subsidiary of Al Zamil group, 1300 employee with different levels, professions and nationalties, working in the catering and facilities management industry.

ZOMCO IFM General Manager KSA:
Reporting to ZOMCO President.

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Facility Management-TFM Services:

Key personnel



[Kinan Al Mahamid]

[FM Division Manager]

[25 Years of Experience]

Academic Qualifications and Certifications:

- 2011: Civil Engineering from Washington International University
- 1996: Engineering from Damascus University

Area of Expertise:

- Project Management.
- Facility Set-up, Operations & Maintenance.
- Continuous Process Improvement.
- Projects & Fitout Management.
- Workplace Management & Space Planning.

Introduction:

- Infrastructure / Facility Management ~ Operational Excellence ~ Project Management Enterprising leader with 25 years of International experience in Setting up Infrastructure, Managing Corporate Assets, Estate and Govt. Liaison; impressive success in spearheading operational functions of
- large facilities, maximizing potential of resources and achieving overall objectives of the organization
- Location Preference: Gulf Countries (Saudi Arabia)

Relevant Project Experience:

- Nov'19 Up to Date: Facility Management and Construction Manager atZamil Operation and Maintenance (ZOMCO)
- Since Jun'02: with Al Kifah Group Companies Growth Path / Division Change:
  - General Manager, Al Kifah Real Estate Jun'18 to Nov'19
  - Owner's Representative, Al Kifah Holding Company May'15 to Jan'18
  - Chief Executive Officer, Al Kifah Holding Company Apr'14 to Apr'15
  - Property Manager, Al Kifah Real Estate Ap'10 to Apr'14
  - Khoper and Dammam Property Mgr., Al Kifah Real Estate Apr'08 to Apr'10
  - Compound Manager, Al Kifah Real Estate Apr'06 to Apr'08
  - Procurement Manager, Al Kifah Contracting Company Jan'03 to Apr'05
  - Civil Foreman, Al Kifah Contracting Company Jun'02 to Dec'02
- Jan'99 to Oct'02: with Al Mahamid Contracting as Supervisor

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Facility Management-TFM Services:

Key personnel



[Essam Abdella]

[Operation Manager]

[21 Years of Experience]

Academic Qualifications and Certifications:

- B.E. from Alexandra University – Faculty of engineering in 2004
- Diploma in electric power from Industrial Technical Institutes in 1998

Area of Expertise:

- *Facility Set-up, Operations & Maintenance*
- *Integrated Facility / Project Management*
- *Project & Process Management*
- *Technical Bid Evaluations (TBE)*
- *Vendor Negotiations & Contracts*
- *Oil & Gas Shutdown managing & Planning &*
- *Maintenance.*
- *Utility and Process Construction Engineering*

Introduction:

- Result-oriented professional with a verifiable track record of managing The Facilities, Factories,
- Operations, Maintenance, Project Management, Corporate Facilities Management, and Property
- IT Consulting (CAFM): targeting senior-level assignments with an organization

Relevant Project Experience:

- Since March'2020: Zamil Holding-Zamil Operation and Maintenance(ZOMCO) as Facilities Management-Operation Manager

- Since Oct'14 Till Feb' 2020: Al Kifah Holding - Al Kifah Real Estate as Facilities Management- Real Estate
  Growth Path:
  - Oct'07 - Oct'14 Operation Engineering
  - Since March' 2020 Facilities Management

- Jun'06 – Oct'07 with Egyptian Air Forces - Department of Aviation Engineers, Egypt as Mechanical Engineering - Gas industry
- Jun'04 – Jun'06 with Polycan Group, Egypt as Operation Manager

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Facility Management-TFM Services:

Key personnel



[Abdullah Al Askar]

[Shared & Support Services Manager]

[12 **Years of Experience**]

Academic Qualifications and Certifications:
UNIVERSITY COLLEGE OF BAHRAIN
Bachelor of Science in Business Administration

Area of Expertise:
All support and Shared services.

Introduction:

- Visionary Saudi leader with an excellent communication and negotiation skills. I want to take up a challenging career and grow with honesty, loyalty, good relationship, best performance, and translate my experience, knowledge, skills, and abilities into a value for my organization.
  I would like also to build a long-term career with opportunities for career growth.

Relevant Project Experience:

SHARED & SUPPORT SERVICES MANAGER

- Support ZOMCO-wide goals by providing input and ensuring adherence to operating budget for Shared Services Division.
- Oversee all Administration and HR functions, ensuring they are delivered in an effective and efficient manner, including provision of administration services in all offices and facilities to ensure smooth running of company's operations.
- Oversee the development and implementation of the procurement strategies and processes.
- Oversee the definition and proper execution of all corporate and project related procurement, contracting and vendor management related strategies, frameworks and plans to ensure provision of the required procurement services as per the agreed service level agreements and the relevant policies and procedures.
- Direct the contract development process for procurement and establish proper contracting procedures and guidelines to ensure adherence to specified requirements and contract framework and templates.
- Oversee the supplier registration, pre-qualification, and evaluation processes to ensure they operate efficiently to support the needs of the business.
- Oversee the receiving and issuing of supplies across all the project to Operational and Non-Operational users.
- Administer overall purchasing processes and drive standards, automation and outsourcing where applicable to gain efficiency and carry out prequalification of prospective bidders.
- Prepare tender documents, agreements and contract terms required in the process in line with applicable Delegation of Authority requirements.

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Facility Management-TFM Services:

Key personnel



[Abdullah Al Askar]

[Shared & Support Services Manager]

[12 **Years of Experience**]

Academic Qualifications and Certifications:
UNIVERSITY COLLEGE OF BAHRAIN
Bachelor of Science in Business Administration

Area of Expertise:
All support and Shared services.

- Evaluate tender proposals to select and appoint suitable consultants/contractors through the tender process and compile and review contract documents prior to execution.
- Direct all aspects of vendor relationship management with critical suppliers, partners and third parties to effectively manage and negotiate with the supply side, to build effective long-term supply contracts and to extract the best value.

GENERAL MANAGER

- Strategic Planning – Recommended and executed internal and external business strategies to grow the company and optimize customer experience and relationship. Proposals were presented to and approved by the board.
- Project Management – Led the design, construction, procurement, and furniture of 10 branches across multiple locations in the Eastern Province of Saudi Arabia.
- Team Leadership – Grew the company from 25 to +100 employees and managed the allocation of resources across the company's functions and branches.
- Performance Management – Managed the company's operations and increased revenues by 4x in 5 years and margins from 18% to a high of 23%.
- Logistics Management – Managed the supply chain process of sourcing materials and reduced food cost from 33% to 31% through a continuous review of existing contracts and renegotiating prices and terms.

Senior Business Development

- Customer Experience – Built relationships with Saudi Aramco, King Fahad University Hospital, and King Fahad Airport and opened multiple branches at each entity.
- Development Planning – Developed and implemented new marketing plans and created a 5- year business plan that was approved by the board.
- Customer Retention – Constantly reviewed customer feedback and suggestions to increase the satisfaction rate, corrective actions resulted in an increase from 75% to 92%.

Human Resources (HR) Specialist

- Content Creation – Handled the HR induction for all new hires and developed the on-boarding/ off- boarding materials that included organizational structure, company key facts, labor laws and regulation.
- Talent Acquisition – Managed the hiring process, from writing a detailed job description of vacant positions to inducting interviews with potential candidates.
- Policy Establishment – Established the internal HR polices and maintained the employees' database.

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Facility Management-TFM Services:

Key personnel

Insert picture

[Gerald Cabaltica]

[QHSE Manager]

[16 Years of Experience]

Academic Qualifications and Certifications:

- Diploma in Automotive
- International General Certificate - NEBOSH
- Certified Safety Specialist – World Safety Organization
- ISO 9001:2015 Lead Auditor IRCA Approved
- ISO 14001 Internal Auditor
- Change Management Professional
- Train the Trainer Approved OSH
- Highfield Food Safety Level 3 and 2
- Etc.,

Area of Expertise:

- Quality, Health, Safety, Environment and Food Safety Management System

Introduction:

- Having 16 years experience as QHSE in different industries, Manufacturing, Constructions, Oil and Gas and Facilities Management and Catering Services.

Relevant Project Experience:

- Operations, Maintenance and Catering Services of Saudi Aramco Temporary Construction Facilities in (Khurais, Riyadh, TABUK, Jafurah, Jubail, Fadhili, Abu Ali and Turaif etc.,).
- Aramco and KJO Pipeline scraping.
- Manufacturing of Power Transformers and Switchgear.
- Construction of 25 Storage tanks in Qatar Gas Train 3 and 4.
- Construction of 66/11 kv Substation

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Facility Management-TFM Services:

Equipment and technology

Introduction:

At ZOMCO, we understand that leveraging the right equipment and technology is crucial for delivering efficient and high-quality Facility Management Soft Services.
This brief outlines the key tools and technologies we utilize to optimize our operations and enhance client satisfaction."

Key Tools & Equipment :
Cleaning Equipment:

Cleaning Machines:

ZOMCO employ advanced cleaning machines, such as scrubbers and sweepers, to enhance efficiency and ensure consistent cleaning results, especially in large areas."



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Cleaning Machines:

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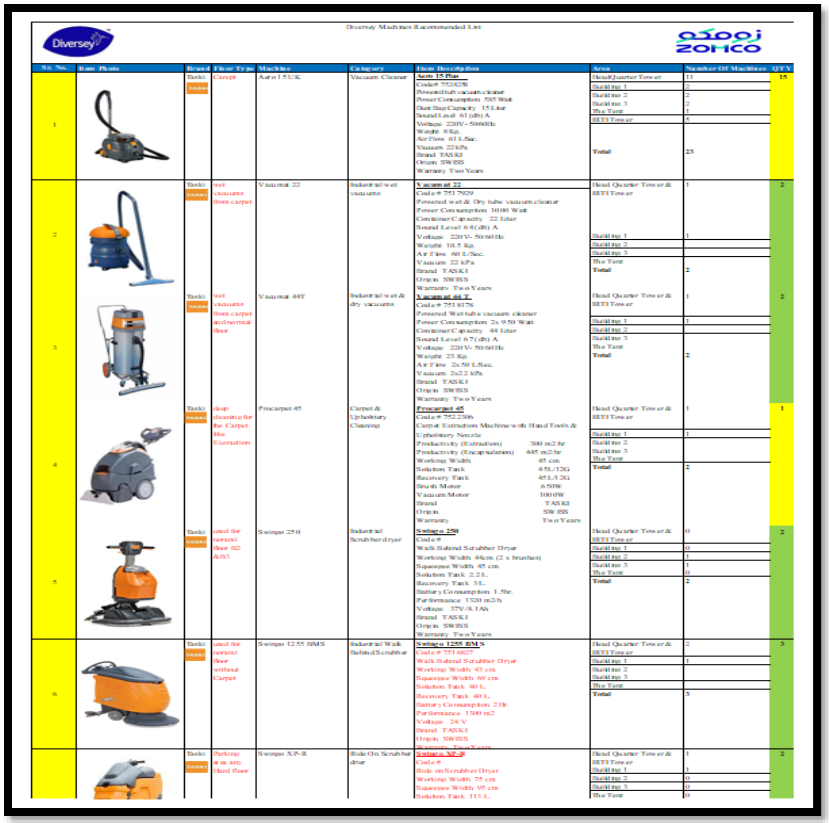

Chemicals List

Housekeeping

S.N	Product Name	Brand	Application	Certifications	Green Chemical Status
1	(Enviro Care) EC Low Foam All Purpose Cleaner	Reza Hygiene	All Purpose Cleaner	European standard /Halal /Saudi made/ /Saso/NSF	ECOLOGO/GREEN SEAL
2	Rezaroma Hand and Body wash Ocean Fresh	Reza Hygiene	Hand Soap	European standard /Halal /Saudi made/ /Saso/NSF	ECOLOGO/GREEN SEAL
3	KG2 Office Disinfectant & Cleaner	Reza Hygiene	Office Disinfectant	European standard /Halal /Saudi made/ /Saso/NSF	ECOLOGO/GREEN SEAL
4	EC Glass Cleaner	Reza Hygiene	Glass Cleaner	European standard /Halal /Saudi made/ /Saso/NSF	ECOLOGO/GREEN SEAL
5	EC Tough Job Cleaner	Reza Hygiene	Spots, Stains, Spots, Degreaser, Scale Cleaner	European standard /Halal /Saudi made/ /Saso/NSF	ECOLOGO/GREEN SEAL
6	EC Washroom Cleaner	Reza Hygiene	WC Cleaner	European standard /Halal /Saudi made/ /Saso/NSF	ECOLOGO/GREEN SEAL
7	EC Carpet & Upholstery Cleaner	Reza Hygiene	Carpet Cleaner	European standard /Halal /Saudi made/ /Saso/NSF	ECOLOGO/GREEN SEAL
8	KG9 Plus SS Cleaner & Polish - 250ml	Reza Hygiene	Stainless Steel Polish	European standard /Halal /Saudi made/ /Saso/NSF	ECOLOGO/GREEN SEAL
9	FG8-Air freshener (Carpets, Floors, Toilets)	Reza Hygiene	Air Freshener	European standard /Halal /Saudi made/ /Saso/NSF	ECOLOGO/GREEN SEAL
S.N	Product Name	Brand	Application	Certifications	Green Chemical Status
1	Suma Inox D7.1	Diversey	Stainless Steel Polish	Saber/Saso	
2	Stride Citrus HC 3	Diversey	Neutral Cleaner	Saber/Saso	Green
3	Taski Sprint Flower-Hirh Perfumed	Diversey	Floor Cleaner	Saber/Saso	
4	Softcare Elegant H11	Diversey	Hand Soap(Hirh Quality)	Saber/Saso	Green
5	Softcare All Purpose Foam	Diversey	Hand Soap(General)	Saber/Saso	Green
6	Glance NA 2	Diversey	Glass & Multisurface Cleaner	Saber/Saso	Green
7	Roomcare R6-Heavy Duty	Diversey	Toilet WC Cleaner	Saber/Saso	
8	Taski Tapi Extract (C1b)	Diversey	Carpet Extraction Cleaner	Saber/Saso	
9	Taski Tapi Shampoo (C2c)- Dry Foam	Diversey	Carpet Shampoo Dry Foam	Saber/Saso	
10	Taski Tapi Spot 2-C4cWater Based	Diversey	Spot Remover	Saber/Saso	
11	Taski Tapi Stain Remover 2	Diversey	Carpet Stains Remover	Saber/Saso	
12	Roomcare R7-Cream Cleaner	Diversey	Toilets Surface Deep Cleaner for stains,Spots,Greasy areas	Saber/Saso	
13	Crew 44	Diversey	Bathroom Cleaner & Scale Cleaner	Saber/Saso	Green
14	Taski Green Apple	Diversey	Hand Soap	Saber/Saso	
15	Softcare Star H1	Diversey	Hand Soap	Saber/Saso	

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Facility Management-TFM Services:

Equipment and technology

Introduction:

At ZOMCO, we understand that leveraging the right equipment and technology is crucial for delivering efficient and high-quality Facility Management Soft Services.
This brief outlines the key tools and technologies we utilize to optimize our operations and enhance client satisfaction."

Key Tools & Equipment :
Cleaning Equipment:

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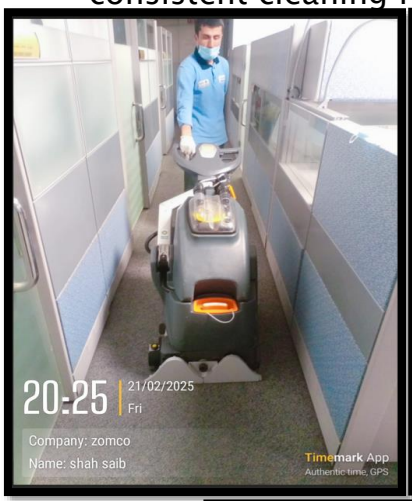

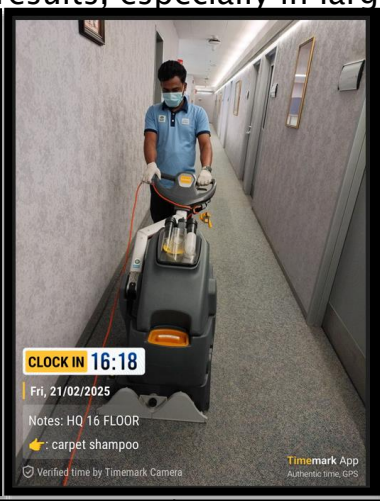

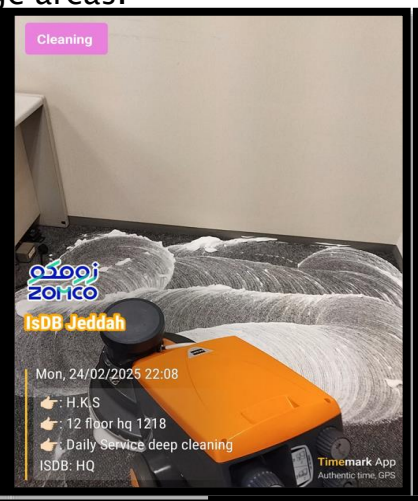

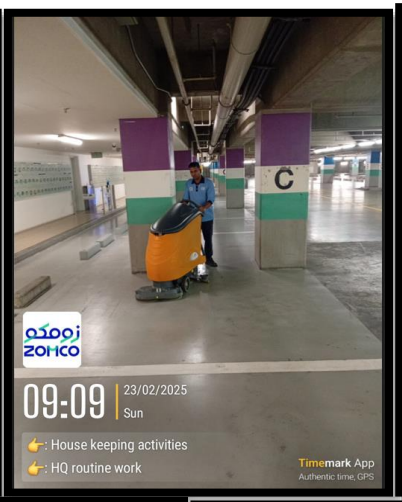





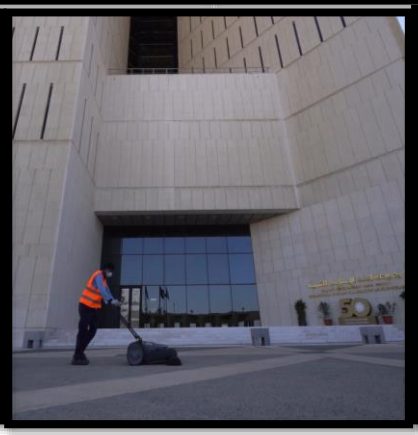

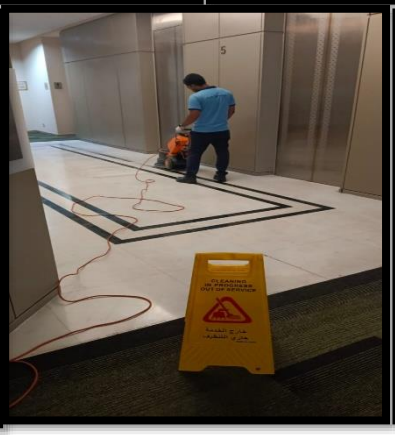

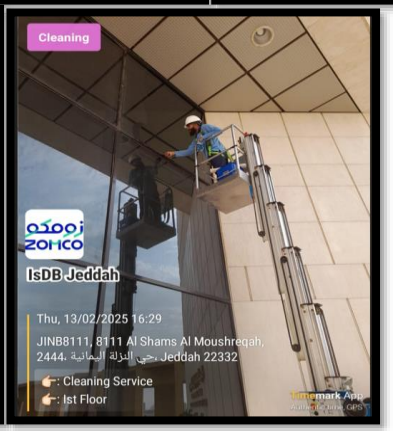

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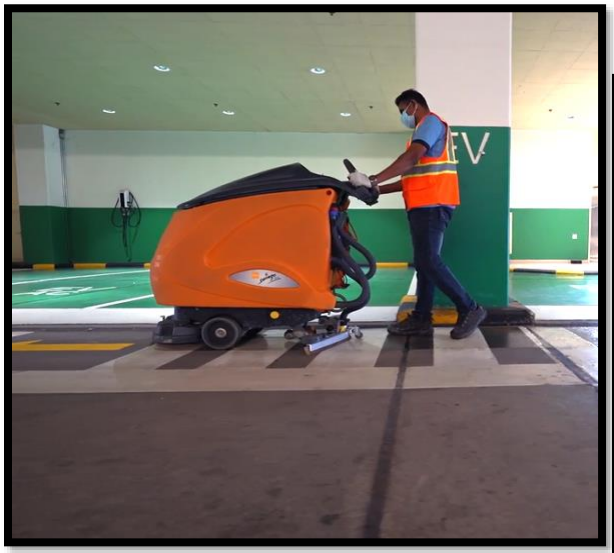

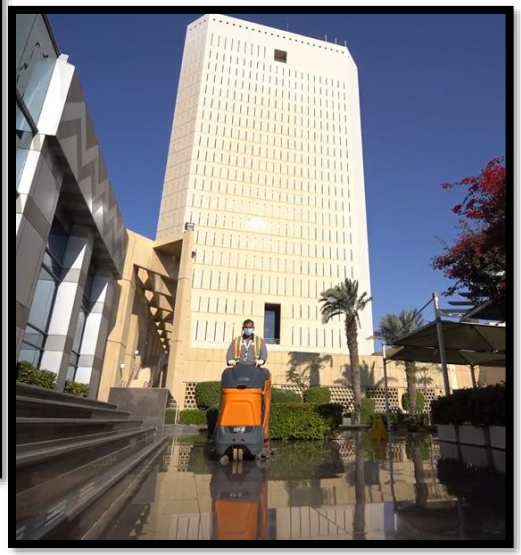

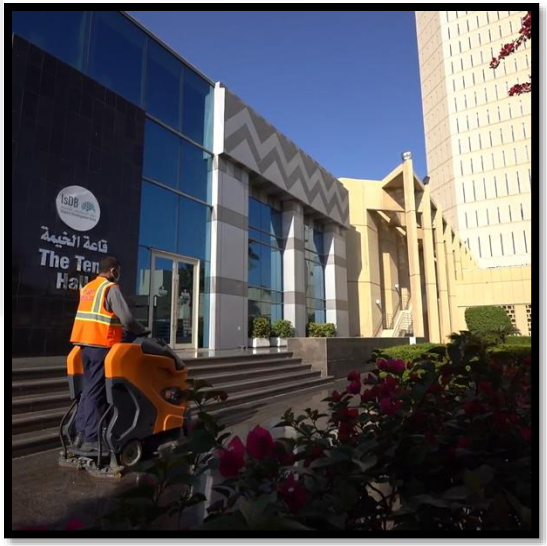

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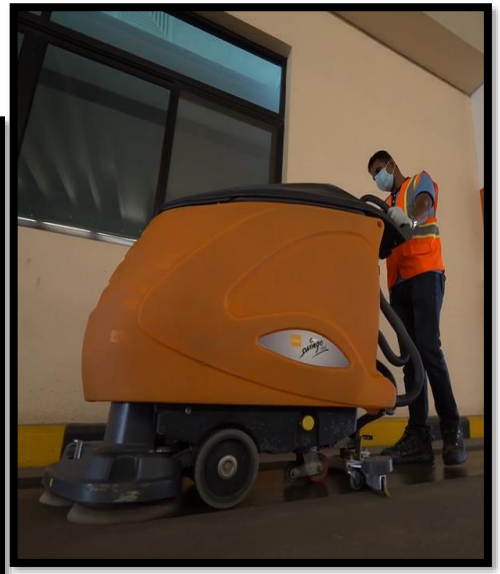

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Key Tools & Equipment :
Cleaning Equipment:

Specialized Cleaning Tools:

ZOMCO utilize a wide range of specialized cleaning tools for various surfaces and tasks, including filter vacuums, steam cleaners, and microfiber systems, to ensure thorough and hygienic cleaning.



Medium to high Risk Areas

Item Description	Purpose of Use	Sample Photo
Microfiber Cloths	For wiping & drying surfaces inside clinics, laboratories	
Mop Trolley/Wringer	For wringing out mop	
Floor Mop	For damp mopping floor surfaces (1) & (2) For dust control (3)	
Floor Wiper	For wiping/drying off the water residue from the floor	
Dust Pan & Brush	For litter/debris collection	
Hand gloves, Facial Mask, Safety shoes	For personal protection (germs, dust, volatile compounds)	
Scouring Pads	For scrubbing surfaces	

High Risk Areas

Item Description	Purpose of Use	Sample Photo
Microfiber Cloths	For wiping & drying sanitary appliances surfaces inside the toilets such as flush tanks, urinals and toilet bowls	
Mop Trolley/Wringer	For wringing out mop	
Floor Mop	For damp mopping floor surfaces (1) & (2) For dust control (3)	
Floor Wiper	For wiping/drying off the water residue from the floor	
Dust Pan & Brush	For litter/debris collection	
Hand gloves, Facial Mask, Safety shoes	For personal protection (germs, dust, volatile compounds)	
Scouring Pads	For scrubbing surfaces	

Low Risk Areas

Item Description	Purpose of Use	Sample Photo
Microfiber Cloths	For wiping & drying general public areas	
Mop Trolley/Wringer	For wringing out mop	
Floor Mop	For damp mopping floor surfaces (1) & (2) For dust control (3)	
Floor Wiper	For wiping/drying off the water residue from the floor	
Dust Pan & Brush	For litter/debris collection	
Hand gloves, Facial Mask, Safety shoes	For personal protection (germs, dust, volatile compounds)	
Scouring Pads	For scrubbing surfaces	

Food Serving, production and processing areas

Item Description	Purpose of Use	Sample Photo
Microfiber Cloths	For wiping & drying food production units	
Mop Trolley/Wringer	For wringing out mop	
Floor Mop	For damp mopping floor surfaces (1) & (2) For dust control (3)	
Floor Wiper	For wiping/drying off the water residue from the floor	
Dust Pan & Brush	For litter/debris collection	
Hand gloves, Facial Mask, Safety shoes	For personal protection (germs, dust, volatile compounds)	
Scouring Pads	For scrubbing surfaces	

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Key Tools & Equipment :
Cleaning Equipment:

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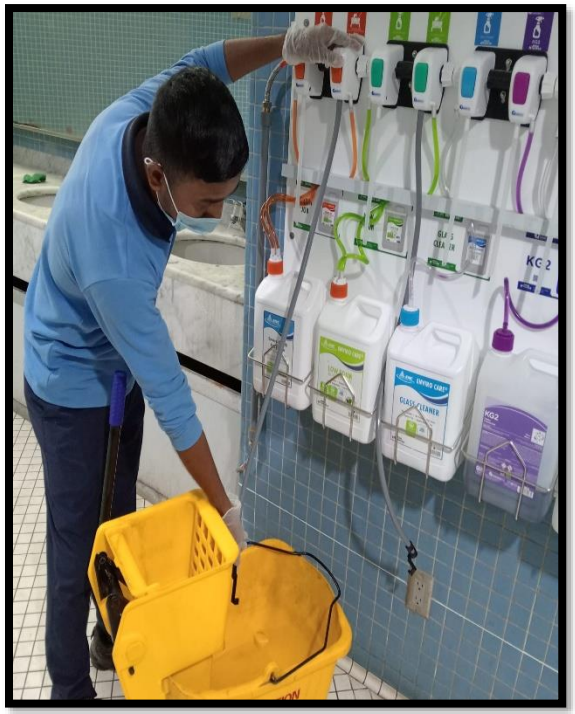
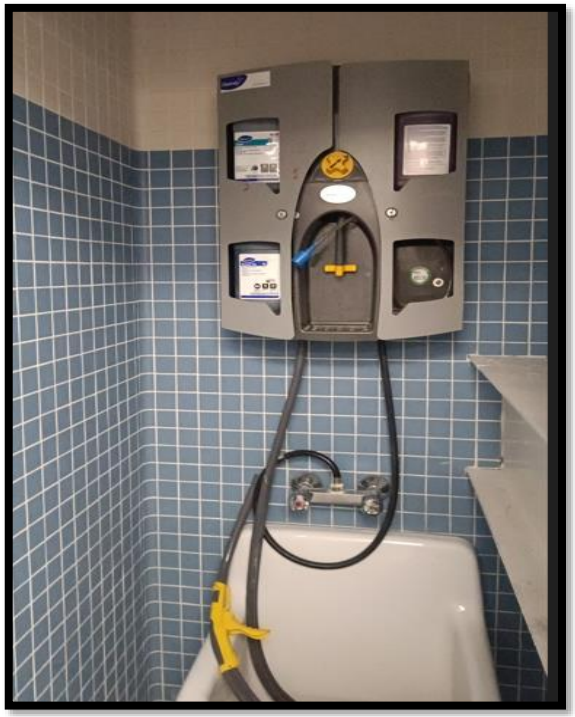
Key Tools & Equipment :
Cleaning Equipment:

Chemical Dispensing Systems:

ZOMCO utilize controlled chemical dispensing systems to ensure accurate dilution and minimize waste, promoting both efficiency and environmental sustainability.





Diversey Chemical Dispensing Systems



Reza Chemical Dispensing Systems

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Key Tools & Equipment :

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Chemical Dispensing Systems:

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DILUTION CHART

WATER	Litres (ltrs)	0.25	0.5	1	2	3	4	5	6	7	8	9	10
	Millilitres (mls)	250	500	1000	2000	3000	4000	5000	6000	7000	8000	9000	10000
CHEMICAL DILUTION RATE	1 : 5	50	100	200	400	600	800	1000	1200	1400	1600	1800	2000
	1 : 10	25	50	100	200	300	400	500	600	700	800	900	1000
	1 : 20	13	25	50	100	150	200	250	300	350	400	450	500
	1 : 30	8	17	33	67	100	133	167	200	233	267	300	333
	1 : 40	6	13	25	50	75	100	125	150	175	200	225	250
	1 : 50	5	10	20	40	60	80	100	120	140	160	180	200
	1 : 60	4	8	17	33	50	67	83	100	117	133	150	167
	1 : 70	4	7	14	29	43	57	71	86	100	114	129	143
	1 : 80	3	6	13	25	38	50	63	75	88	100	113	125
	1 : 90	3	6	11	22	33	44	56	67	78	89	100	111
	1 : 100	3	5	10	20	30	40	50	60	70	80	90	100
	1 : 150	2	3	7	13	20	27	33	40	47	53	60	67
	1 : 200	1	3	5	10	15	20	25	30	35	40	45	50
	1 : 250	1	2	4	8	12	16	20	24	28	32	36	40
	1 : 500	1	1	2	4	6	8	10	12	14	16	18	20
	1 : 1000	0	1	1	2	3	4	5	6	7	8	9	10

How to calculate dosage

EXAMPLE: 1:20 for a 5lt working solution: DIVIDE 5,000mls BY 20 = 250. So that's 250ml of chemical to 5lts of water.

EXAMPLE: 1:900 for a 80lt Tank of working solution: DIVIDE 80,000mls BY 900 = 89 (Round up to 90ml of chemical).

Dilution Chart

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Key Tools & Equipment :

Cleaning Equipment:

Green Chemical :

ZOMCO using Green Chemical.

Reza Hygiene Chemicals Summary

S.N	Product Name	Application	Green Certificate Status	SFDA	Any other certificate	MOH Approval
1.	(Enviro Care) EC Low Foam All Purpose Cleaner	All Purpose Cleaner	ECOLOGO/GREEN SEAL	SFDA (Factory Approved)	European standard /Halal /Saudi made/ /Saso/NSF	Yes
2.	Rezaroma Hand and Body wash Ocean Fresh	Hand Soap	ECOLOGO/GREEN SEAL	SFDA (Factory Approved)	European standard /Halal /Saudi made/ /Saso/NSF	Yes
3.	KG2 Office Disinfectant & Cleaner	Office Disinfectant	ECOLOGO/GREEN SEAL	SFDA (Factory Approved)	European standard /Halal /Saudi made/ /Saso/NSF	Yes
4.	EC Glass Cleaner	Glass Cleaner	ECOLOGO/GREEN SEAL	SFDA (Factory Approved)	European standard /Halal /Saudi made/ /Saso/NSF	Yes
5.	EC Tough Job Cleaner	Spots, Stains, Spots, Degreaser, Scale Cleaner	ECOLOGO/GREEN SEAL	SFDA (Factory Approved)	European standard /Halal /Saudi made/ /Saso/NSF	Yes
6.	EC Washroom Cleaner	WC Cleaner	ECOLOGO/GREEN SEAL	SFDA (Factory Approved)	European standard /Halal /Saudi made/ /Saso/NSF	Yes
7.	EC Carpet & Upholstery Cleaner	Carpet Cleaner	(In Process) ECOLOGO/GREEN SEAL	SFDA (Factory Approved)	European standard /Halal /Saudi made/ /Saso/NSF	Yes
8.	KG9 Plus SS Cleaner & Polish - 250ml	Stainless Steel Polish	(In Process) ECOLOGO/GREEN SEAL	SFDA (Factory Approved)	European standard /Halal /Saudi made/ /Saso/NSF	Yes
9.	FG5-Air freshener (Carpets, Floors, Toilets)	Air Freshener	N/A	SFDA (Factory Approved)	European standard /Halal /Saudi made/ /Saso/NSF	Yes

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Key Tools & Equipment :

Cleaning Equipment:

Green Chemical :

ZOMCO using Green Chemical.



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Equipment and technology

Introduction:

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Key Technology & Software:

CAFM/CMMS:

CAFM/CMMS

ZOMCO utilize a robust CAFM/CMMS to track and manage all Soft Services activities, cleaning tasks, schedules, and inventory, ensuring efficient resource allocation and real-time reporting.

Mobile Workforce Management:

ZOMCO equip our staff with mobile devices and applications to receive real-time task assignments, report issues, and document completed work, enhancing communication and accountability.



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Facility Management-TFM Services:

Equipment and technology

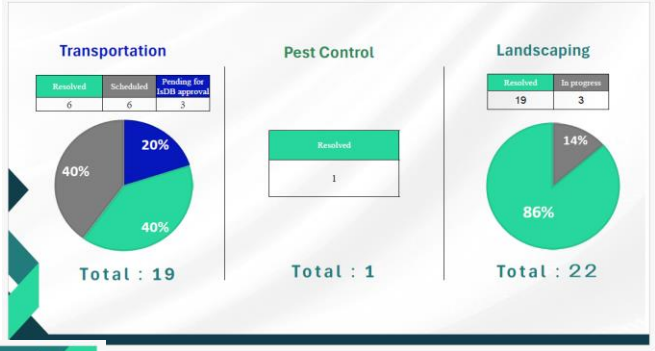
Our Approach:

At ZOMCO, We continuously evaluate and invest in the latest equipment and technology to enhance our service delivery and maintain our competitive edge. We prioritize equipment that is reliable, efficient, and environmentally friendly. Our technology solutions are designed to streamline our operations, improve communication, and provide our clients with real-time insights into our performance.

Benefits to Clients:

- Increased efficiency and productivity
- Improved quality and consistency of service
- Reduced operational costs
- Enhanced transparency and accountability
- Improved environmental sustainability







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Facility Management-TFM Services:

Enterprise Resource Planning Software

Introduction:

At ZOMCO, we leverage a robust Enterprise Resource Planning (ERP) (Oracle) system to streamline our operations, enhance efficiency, and provide our clients with exceptional service delivery. This brief outlines how our ERP software supports our Facility Management Soft Services.

Key ERP Modules and Functionalities:

Financial Management

ZOMCO utilize Our Oracle system integrates financial data, including invoicing, billing, and expense tracking, providing real-time insights into financial performance.

Procurement Management:

ZOMCO utilize Our Oracle system integrates procurement data, including PR, P.O, and expense tracking, providing real-time insights into procurement performance.

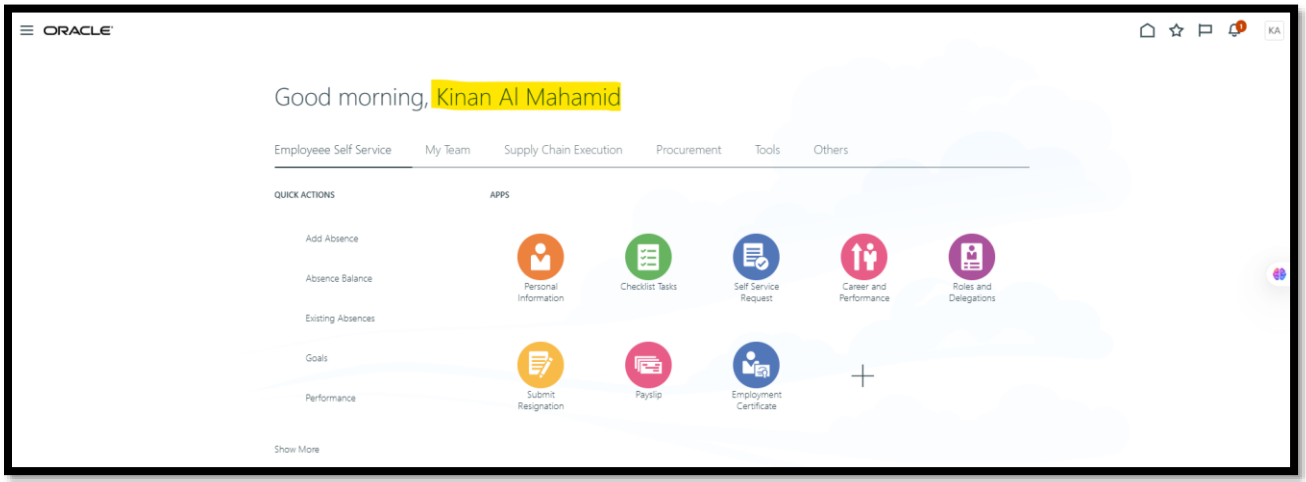
Human Resources Management:

ZOMCO utilize Our Oracle manages employee data, including scheduling, time tracking, and payroll, streamlining HR processes and ensuring accurate workforce management.

This module also supports employee training and performance management.

Inventory Management:

ZOMCO Our Oracle system manages inventory levels for cleaning supplies, consumables, and equipment parts, ensuring timely replenishment and preventing stockouts,this module also tracks inventory usage and costs, enabling efficient procurement and cost control.



Facility Management-TFM Services:

Unique Capabilities

Our firm has a rich history of delivering large-scale, complex projects with precision and excellence.
Our previous assignments include landmark projects such:
1- KAFD - SIDF 3.04 Tower-32 Floors,
2- IsDB Tower-22 Floors
One of our standout capabilities is our proficiency in Soft Services-Housekeeping, ZOMCO Got the highest-scoring cleaning Hygiene Audit in one of the TFM Projects (Saudi Industrial Development Fund-SIDF), EN13549 Cleaning Standard
Also, ZOMCO Has a Certified Housekeeping team from BICS (British Institute of Cleaning Science)
Through our partnerships with BICSc, BICSc is the largest independent professional and educational body within the cleaning industry, its mission is to raise the standards of education and awareness of the cleaning industry through professional standards and accredited training:

- Protecting the operative
- Providing a clean and safe environment
- Preserving the assets
- Promoting sustainability
- Producing best practice



IsDB Tower-22 Floors



KAFD - SIDF 3.04 Tower-32 Floors

Facility Management-TFM Services:

Unique Capabilities

BICS Standard

BICSc delivers the fundamental knowledge and skills required for any person working in cleaning or housekeeping. It is the only awarding body that provides practical skills and knowledge in line with global best practice. BICSc sets the global benchmark for cleaning and housekeeping operatives worldwide.

1. **Training Delivery.**
2. **BICSc Card** for all trainees indicating their level of certification and how many skills are covered (details in the below schedule).
3. **Initial Audit report** before conducting the training.
4. **Final audit report** after conducting the training and the deployment of the team according to the new standards



IsDB Tower-22 Floors



KAFD - SIDF 3.04 Tower-32 Floors

Facility Management-TFM Services:

Unique Capabilities

We appreciate the importance of training that is provided by established institutions.

Team members in one of our prominent projects, has been trained and certified by the British Institute of Cleaning Science (BICSc).

BICSc Certificates for our team members in SIDF Project

ZOMCO
Has a Certified Housekeeping team from
BICS (British Institute of Cleaning Science)



Facility Management-TFM Services:

Unique Capabilities

BICSc Audit Report

Click:
https://www.bics.org.uk/

ZOMCO
Got The Highest Scoring Cleaning Hygiene Audit in one of the TFM Projects
(Saudi Industrial Development Fund-SIDF)
EN13549 Cleaning Standard





SITE AUDIT
SIDF Project

Date: 4.11.22
Time: 09:30:00

OVERALL AUDIT RESULT	PASS	100%
Results required for all sections except inspections	83% PASS 75% ACTION BELOW ACTION FAIL	

Section	Result	SCORE
PERSONNEL	PASS	100%
CLEANING CUPBOARD	PASS	100%
ELECTRICAL EQUIPMENT	PASS	100%
HEALTH & SAFETY	PASS	100%
SCHEDULING	PASS	100%
QUALITY CONTROL	PASS	100%
INSPECTIONS – approx 20% of each category	PASS	97%
CIRCULATION	PASS	97%
WASHROOMS	PASS	97%
OFFICE	PASS	98%
CLINICAL		0%
HEALTHCARE FUNCTIONAL RISK 1		0%
HEALTHCARE FUNCTIONAL RISK 2		0%
HEALTHCARE FUNCTIONAL RISK 3		0%
HEALTHCARE FUNCTIONAL RISK 4		0%
HEALTHCARE FUNCTIONAL RISK 5		0%
HEALTHCARE FUNCTIONAL RISK 6		0%
TEACHING		0%
EXTERNAL		0%
WAREHOUSING & DISTRIBUTION		0%
RETAIL (Sales Areas)		0%
TRANSPORT (Terminal Areas)		0%
HOSPITALITY (General Bar and Food Areas)		0%
ACCOMODATION		0%

Facility Management-TFM Services:

Unique Capabilities

BICSc Audit Report

SITE AUDIT Date: 4.11.22

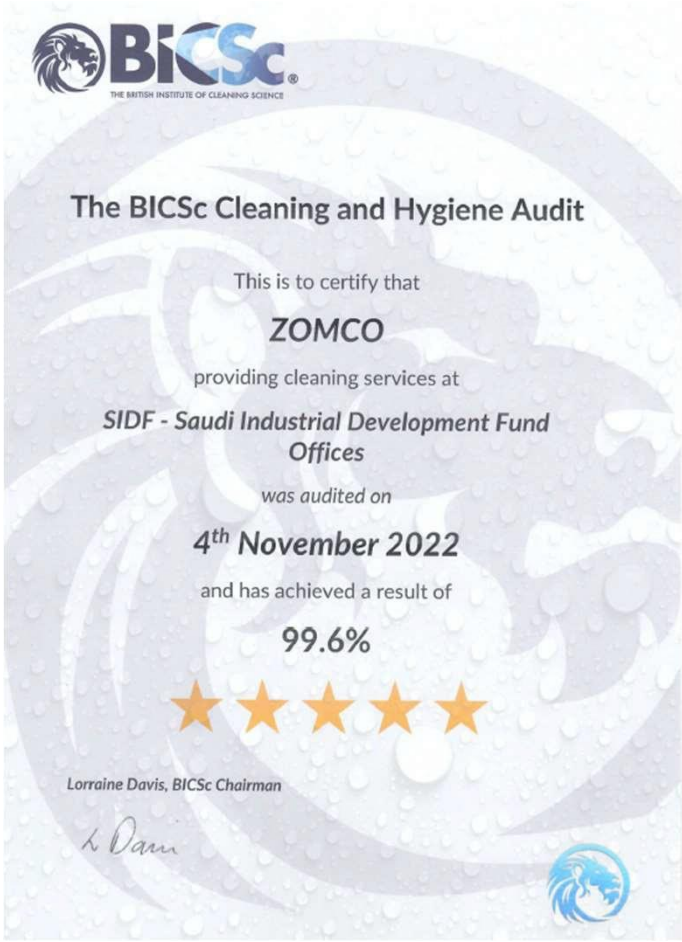
SIDF Project Time: 09:30:00

OVERALL AUDIT RESULT	PASS	100%

Results required for all sections except inspections	85% PASS 75% ACTION BELOW ACTION FAIL

Section	*Result*	*SCORE*
PERSONNEL	PASS	100%
CLEANING CUPBOARD	PASS	100%
ELECTRICAL EQUIPMENT	PASS	100%
HEALTH & SAFETY	PASS	100%
SCHEDULING	PASS	100%
QUALITY CONTROL	PASS	100%
INSPECTIONS – approx 20% of each category	PASS	97%

CIRCULATION	PASS	97%
WASHROOMS	PASS	97%
OFFICE	PASS	98%
CLINICAL		0%
HEALTHCARE FUNCTIONAL RISK 1		0%
HEALTHCARE FUNCTIONAL RISK 2		0%
HEALTHCARE FUNCTIONAL RISK 3		0%
HEALTHCARE FUNCTIONAL RISK 4		0%
HEALTHCARE FUNCTIONAL RISK 5		0%
HEALTHCARE FUNCTIONAL RISK 6		0%
TEACHING		0%
EXTERNAL		0%
WAREHOUSING & DISTRIBUTION		0%
RETAIL (Sales Areas)		0%
TRANSPORT (Terminal Areas)		0%
HOSPITALITY (General Bar and Food Areas)		0%
ACCOMODATION		0%



Facility Management-TFM Services:

Unique Capabilities

We appreciate the importance of training that is provided by established institutions.

Team members in one of our prominent projects, has been trained and certified by the British Institute of Cleaning Science (BICSc).

BICSc Certificates for our team members in IsDB Project

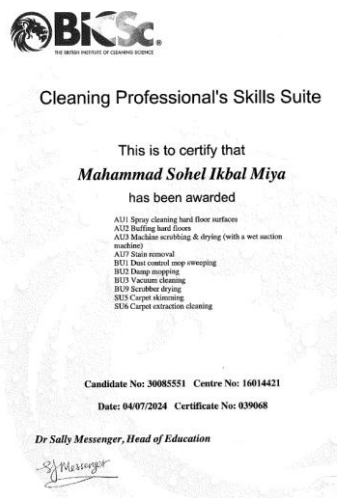
ZOMCO

Has a Certified Housekeeping team from

BICS (British Institute of Cleaning Science)

BICSc

THE BRITISH INSTITUTE OF CLEANING SCIENCE



Cleaning Professional's Skills Suite

This is to certify that

Mahammad Sohel Ikbal Miya

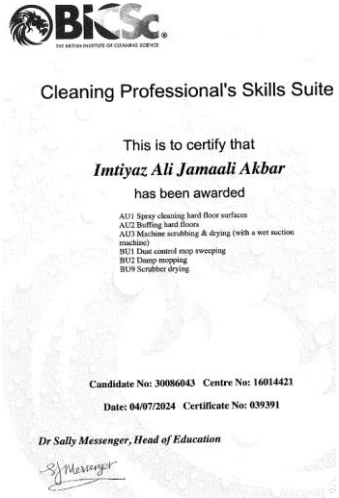
has been awarded

AU1 Spray cleaning hard floor surfaces
AU2 Buffing hard floors
AU3 Machine scrubbing & drying (with a wet suction machine)
AU7 Stain removal
BU1 Dust control mop sweeping
BU2 Damp mopping
BU3 Vacuum cleaning
BU9 Scrubber drying
SU5 Carpet skimming
SU6 Carpet extraction cleaning

Candidate No: 30085551 Centre No: 16014421

Date: 04/07/2024 Certificate No: 039068

Dr Sally Messenger, Head of Education



Cleaning Professional's Skills Suite

This is to certify that

Imtiyaz Ali Jamaali Akbar

has been awarded

AU1 Spray cleaning hard floor surfaces
AU2 Buffing hard floors
AU3 Machine scrubbing & drying (with a wet suction machine)
BU1 Dust control mop sweeping
BU2 Damp mopping
BU9 Scrubber drying

Candidate No: 30086043 Centre No: 16014421

Date: 04/07/2024 Certificate No: 039391

Dr Sally Messenger, Head of Education



ZOMCO

Facility Management-TFM Services:

Unique Capabilities

BICSc Audit Report


BICSc

THE BRITISH INSTITUTE OF CLEANING SCIENCE

BICSc is the largest independent, professional and educational body within the cleaning industry.

Audit ID: 3388

Name: IsDB ZOMCO

Submitted at: 05:41 28-12-2024

Overall audit result

Overall score 97%

Pass

Result by sections

Personnel	100%	Cleaning cupboard	100%	Electrical equipment	80%	Health & Safety	100%
Scheduling	100%	Quality control	100%				

Result by inspections

External	Circulation	Office	Washrooms	Hospitality
97%	99%	100%	100%	100%

Warehousing and Distribution	Transport
100%	100%

ZOMCO

Got The Highest Scoring Cleaning Hygiene Audit in one of the TFM Projects

(Islamic Development Bank-IsDB)

EN13549 Cleaning Standard


EXCLUSIVE TRAINING PARTNER

SAVEFAST

BICSc

THIS IS TO CERTIFY THAT

ZOMCO

Zamil Operations and Maintenance Company

has successfully passed the BICSc Audit with an exceptional score of

97%

This achievement reflects Zomco's outstanding commitment to quality, excellence, and continuous improvement.

SAVEFAST KSA Training Academy

Awarded on: 28/12/2024

Issued by: SaveFast Training Academy

Mohamed Hazath

Head of Department (BICSc)

ZOMCO

Facility Management-TFM Services:

Unique Capabilities

BICSc Audit Report

Overall Audit Result:

Score: 97% - Pass

EXCLUSIVE TRAINING PARTNER SAVELAST BICSc

Section-wise Results:

- Personnel: 100%
- Cleaning Cupboard: 100%
- Electrical Equipment: 80%
- Health & Safety: 100%
- Scheduling: 100%
- Quality Control: 100%

Inspection-wise Results:

- External Areas: 97%
- Circulation Spaces: 99%
- Office Spaces: 100%
- Washrooms: 100%
- Hospitality Areas: 100%
- Warehousing and Distribution: 100%
- Transport Facilities: 100%

Key Observations and Notes:

Positive Observations:

- Rooms and elements such as floors, glasswork, benches, and furniture were found clean and well-maintained in most areas.
- Office spaces and washrooms were spotless, with no visible issues reported.
- Fire extinguishers, cabinets, and electrical fittings were properly cleaned and maintained.

Areas for Improvement:

1. **PAT Stickers (Portable Appliance Testing):**
   - Stickers must be visible and in-date or alternative systems must be implemented.
2. **Sanitizer Dispenser Area (VVIP Lobby):**
   - Requires better cleaning due to buildup underneath the dispenser.
3. **Carpet Replacement (Office-1801):**
   - Carpet found clean but worn out and should be replaced.

Conclusion:

The facility achieved a high cleanliness and maintenance score of 97%, with only minor areas for improvement highlighted. The audit validates compliance with health, safety, and operational standards. Regular checks on PAT labels and focused attention to specific cleaning areas will help maintain this standard.

ZOMCO

Facility Management-TFM Services:

Unique Capabilities

BICSc Training















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Facility Management-TFM Services:

Our Clients



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Facility Management-TFM Services:

Our Supplier List

Diversey

REZA HYGIENE

TASKI® The ULTIMATE Cleaning Machines™

RITIS

Mohammed Mansour Al Rumaih Trading Co.

SFFECO

Honeywell INDUSTRIAL FIRE SOLUTIONS

MITSUBISHI ELECTRIC Changes for the Better | MITSUBISHI ELEVATOR (THAILAND) CO., LTD.

Zamil CoolCare

SETRA
الشركة السعودية الإلكترونية للتجارة والمقاولات المحدودة
SAUDI ELECTRONIC TRADING & CONTRACTING COMPANY LIMITED

الشركة السعودية لمعدات الديزل المحدودة

EFIG
نخبة المرافق الدولية للدعوات الأمن و السلامة
Elite Facilities for Safety & Security

Al Matbouli المتبولي sound & communications

KONE

Carrier

IC REALTIME

CAT®

Simplex

Johnson Controls | آسالم AL SALEM

SI Saudi Icon شركة الرمز السعودي

RAED KHALIL AL-NIMMARY TRADING EST.
مؤسسة رائد خليل النمري التجارية

Atlas Copco

Zamil Trade & Services

GRUNDFOS

الوابل alwabel

ZOMCO زومكو

Thank You

www. zamil-om.com

Dammam | Riyadh | Jubail | Yanbu | Al-Ahsa