



الدرويش انترسيرف لإدارة المرافق ذ.م.م  
Darwish Interserve Facility Management w.L.L

# The Parent Company



شركة الدرويش المتحدة  
AL-DARWISH UNITED CO.

Al Darwish United Co. was established in 1935.

ADU's vision, as stated by our Chairman Mr. Yousuf J. Al Darwish is to excel in our approach to develop strong partnerships, business ethics, honesty in operation and offering value to all shareholders.

The company employs 12,000 people who have been integral to the success of the company and the reputation we treasure in the country.



# DARWISH INTERSERVE

## Overview

Darwish Interserve Facility Management was established in 2010 as a joint venture between Al Darwish United, a highly respected Qatar based organization and UK Interserve Plc, one of the world's foremost support services and construction companies. We have rebranded as Darwish Interserve Facility Management from the esteemed How United Services.

Throughout the span of 14 years, we have gained extensive experience and developed into one of the major Facilities Management players in the Qatari market and grown with more than 3,000 direct workforce combining the advantage of local capability with benefits of global strength.

Darwish Interserve FM offers Integrated Facility Management including hard, soft, specialized and support services.

In Darwish Interserve, we give the peace of mind that building assets are attended to in a reliable manner, operate efficiently and in its peak performance from every aspect of the business.



# Vision and Mission

## Vision



*“To be the market leader in Facilities Management in Qatar – leading in innovation, technology and customer service to deliver continued and enduring growth and long-term return to our shareholders”*

## Mission



We provide a competitive and professional service and add value to our clients' business operations through:

- application of world best FM practices
- innovative business solutions
- trained and motivated staff
- ultimately, understanding of our client's needs and achieving client satisfaction

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## Core Values



# Our Services

## MAINTENANCE & TECHNICAL SERVICES

- Electrical, Mechanical & Plumbing
- AC and Cooling Systems
- Water Tank Cleaning and Testing
- Lift, Elevator & BMU
- DLP Management



- Building Handover / Transition
- Fire Fighting Systems
- Fire Alarm System
- Access Control
- Automated Door and Barriers

# Our Services

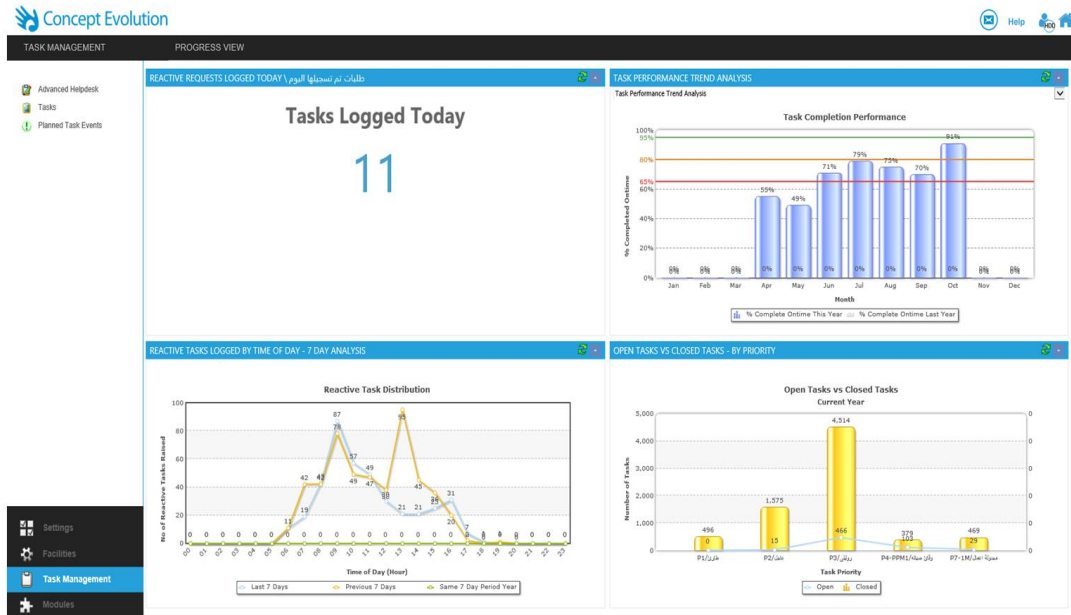
## SOFT & SUPPORT SERVICES

- Cleaning
- Rope Access
- Security
- Concierge
- Receptionist



- Landscaping
- Recycling & Waste Management
- Pest Control
- Mail and Messenger
- Office Assistant

# Innovation and Technology



*A faster, better way to activate asset maintenance*

FSI Concept, the CAFM System we operate for our clients, supports our monitoring and control of hard facilities maintenance activities.

The system provides fully integrated Asset, Helpdesk and PPM functionality, and a suite of integrated modules, to enable the capture of facilities data into a central repository.

## What do we use?



Computer Aided Facilities Management (CAFM) software package for all work activity. We can create, assign, monitor, notify, and report on key process components such as work orders, service desk tickets from start to finish.

## What we have accomplished?



Structured systematic schedule for annual 70,000+ planned preventive maintenance and 30,000+ reactive maintenance work orders.



## Helpdesk

Central helpdesk available 24-hour x 7 days a week by phone, email and fax.



# Application of best FM practices



SFG20 maintenance schedules include full detail on:

How critical the task is, our colour-coded ratings help distinguish between work you have a legal obligation to complete and optional tasks.

How often a task needs to be carried out so you can avoid over or under maintaining assets.

What skill set is required to complete the task – mechanical, gas safe, electrical and so on. SFG20 allows you to customise maintenance schedules to your individual requirements for specific buildings, projects or sites.



# SFG20

Standard Maintenance Specification



Originally launched in 1990, **Building Engineering Services Association (BESA's) SFG20** is recognized as the industry **standard for building maintenance specification**.

- Ideal **solution** for facilities managers, building owners, contractors and consultants.
- **Unique** in the industry for planned and preventative maintenance.
- An **online, dynamic service**, SFG20 provides access to a growing library of maintenance schedules.
- Facilitates the identification of **maintainable assets**.
- **Benchmark for optimum maintenance** to avoid over or under maintaining.



# TRAINING

## In-house and On-site

Training for all our staff both in-house and outsourced prior to deploy them at site.

Our in-house Training Specialist conduct trainings covering the key deliverables bespoke to our project.

To ensure the competence of the directly-employed FM Management and service delivery team, we provide appropriate training associated with the delivery of the FM Services.



MEP



BICSc



HSE



Toolbox Talks

# Application of best FM practices

DOCERE  
PURGARE



# BICSc

THE BRITISH INSTITUTE OF CLEANING SCIENCE



## Cleaning Professional's Skills Suite

This is to certify that

**Darwish Interserve Facility Management**

has been approved as an

**Accredited Training Member**

for the above scheme

Centre No: 16013662

Centre Renewal Date: 30/06/2024

Lorraine Davis, BICSc Chairman

## BICSc – Standard of Cleaning



# Application of best FM practices

## Quality, Safety, Health and Environment

Darwish Interserve FM operates in fully accredited and integrated Quality, Safety, Health and Environmental (QSHE) management system ensuring safe systems of working for our clients as well as our employees and subcontractors.

DIFM's Health and Safety policy and accompanying integrated systems and in full compliance with the Qatari and international requirements.

Darwish Interserve ensures that this is achieved through the following policies:

- ISO 45001:2018 Standards
- Qatar Labor Law
- Qatar Construction Specification (QCS) 2014



“Culture of Safety”



# Application of best FM practices

## Accreditation & Standards



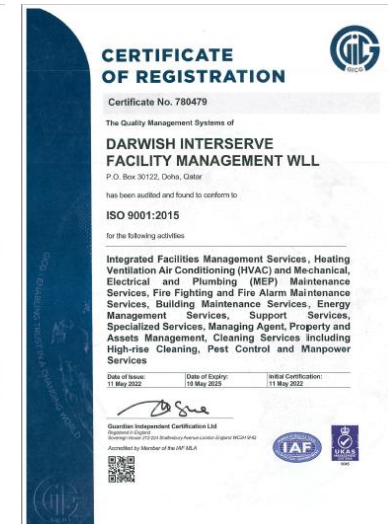
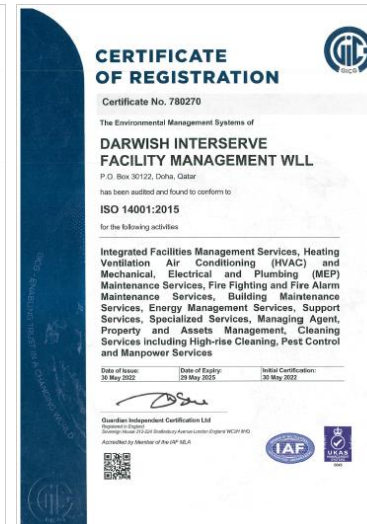
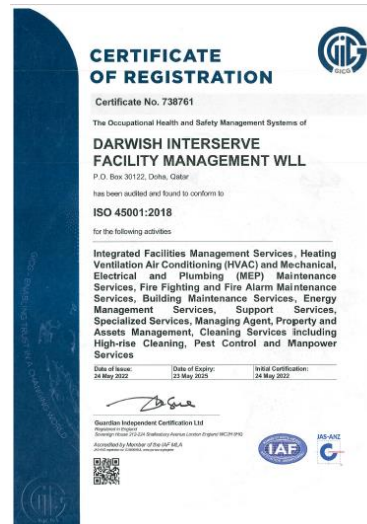
Occupational Health & Safety  
Management System



Environmental Management  
System



Quality Management  
System



# Application of best FM practices

التصنيف: عام / Classification Public

إدارة تنظيم المشتريات الحكومية

23/02/2023 تاريخ الإصدار

22/02/2025 صالحة حتى

وزارة المالية  
Ministry of Finance  
دولة قطر • State of Qatar



## شهادة تصنيف مقدم خدمة

23000256-SRV-001

الحد الأقصى للنقاط	النقاط المكتسبة	بيان العناصر
10	10.00	رأس المال
20	20.00	صافي الموجودات
25	25.00	مجموع قيمة العقود
5	4.50	عدد العقود
10	10.00	الكادر الإداري
30	30.00	الكادر الفني
100	99.50	مجموع النقاط

تشهد إدارة تنظيم المشتريات الحكومية بأن

السادة : شركة الدرويش انترسيرف لإدارة المرافق

رقم السجل التجاري : 116122

قد تم تصنيفهم في قطاع مقدمي الخدمات بالأنشطة والفئات التالية

رقم النشاط	اسم النشاط	الفئة
8110001	إدارة المرافق	اولى

### الشروط والأحكام

يجب على المصنف عند القيام بأي تصرف قانوني يترتب عليه تعديل في مركزه القانوني بما يخل بالفئة أو المجالات التي تم تصنيفه فيها، أن يخطر الإدارة بهذا التعديل خلال خمسة عشر يوما من تاريخ إجراء هذا التصرف. ويترتب على إخلال المصنف بالتزاماته المشار إليها انتهاء صلاحية شهادة التصنيف الممنوحة له.



*(Handwritten signature)*

مدير إدارة تنظيم المشتريات الحكومية

تحفيز  
TAHFEEZ

Darwish Interserve Facility Management obtained a Grade A classification by the Ministry of Finance. This certification puts DIFM in a high-level deliverance of service in Facility Management industry.

# Sustainability



عضو في مؤسسة قطر  
Member of Qatar Foundation

Darwish Interserve Facility Management is committed to reducing the environmental impact of all our operations, whilst delivering a leading service that ideally supports our client's requirements.

Appointed Conserve Solutions to conduct ASHRAE Level 2 Audit for Back Up Training Approach Center (BUATC)

*\*American Society of Heating, Refrigerating and Air-Conditioning Engineers.*



Membership in Qatar Green Building Council

Worked with Qatar Green Leaders to analyze the energy consumption and propose energy conservation measures to our client to satisfy LEED certification

## Client Satisfaction

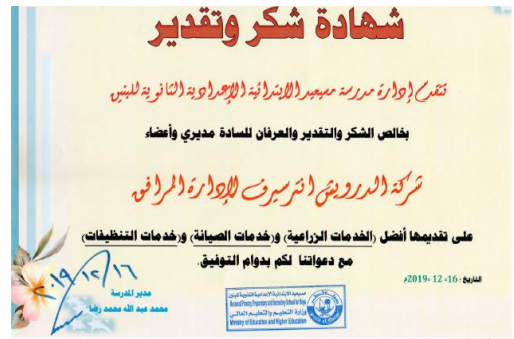


We continue to establish long-term business partnerships with our clients. DIFM provide the client a high level of service reliability based on our vast experience with large facilities management contracts.

We build on existing positive relationship with the client through mutual partnership and collaborative approach.



# Recognition and Awards





# Clientele Portfolio

**95%**  
Project  
Retention

**600M**  
Managed  
Contract Value

**14**  
Years of  
Experience

**9M**  
Projects Land  
Area (sqm)

**165**  
Live Projects

**732**  
Project  
Locations

**32**  
Past  
Experience

**550K**  
Annual Planned  
Preventive  
Maintenance

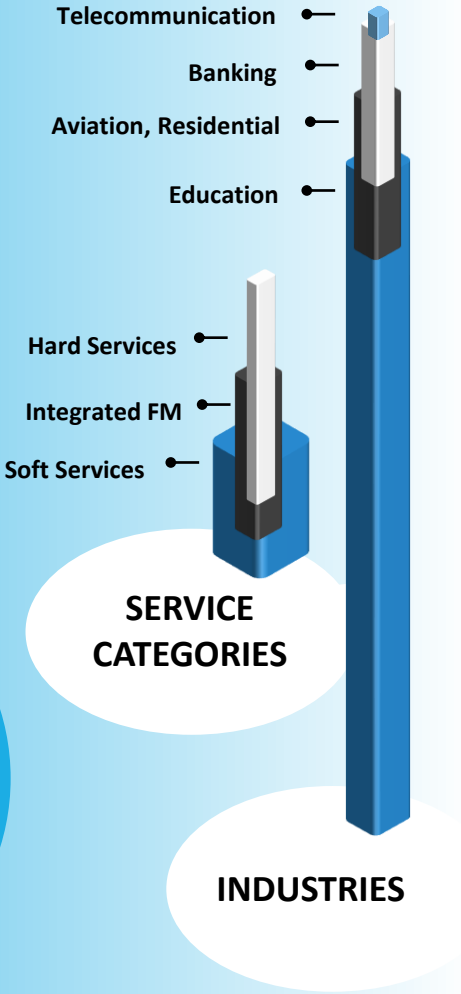
**6.2M**  
Annual Total  
Manhours

**70K**  
Annual Reactive  
Maintenance

**3,000 +**  
Employees

**1,500**<sub>SQM</sub>  
Warehouse  
Area

**2K**  
Near Miss  
Annual Incidents  
Reported



## Clientele Portfolio



Ministry of Education and Higher Education 322 Public Schools and Kindergartens in 8 Zones



## Clientele Portfolio



Ministry Of Interior various operational facilities, including ancillary buildings covered by Traffic Patrol headquarters – Madinat Khalifa



Ministry of Interior 26 buildings including infrastructure at Hamad Port – Messaid



## Clientele Portfolio



Qatar Navigation Tower – Westbay



Logistic City – Industrial Area



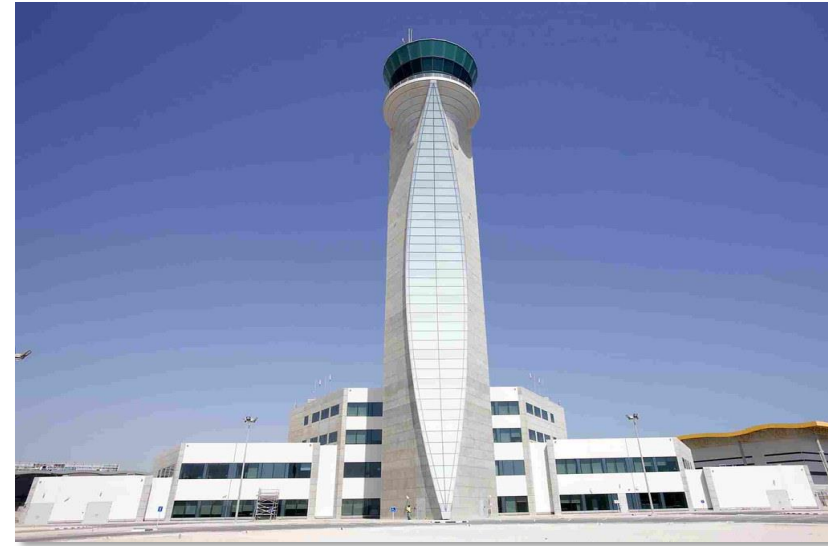
Milaha Headquarters – Ain Khaled



## Clientele Portfolio



Authority Back up Training Center in Hamad International Airport



Authority Air Traffic Control Centre in Hamad International Airport



## Clientele Portfolio



Hamad International Airport Preventive Maintenance of Fire Fighting System



The Cultural Village Foundation - Katara



## Clientele Portfolio



B12 Beach and Doha Sands – West Bay



974 Beach – Ras Abu Abboud



الشركة القطرية  
لإدارة وتشغيل  
المطارات  
مطار





## Clientele Portfolio



Viva Bahriya 27 & 28 (Al Mutahidah Towers) – The Pearl Qatar



المتحدة للتنمية  
UNITED DEVELOPMENT CO.



THE PEARL OWNERS  
CORPORATION



Mixed-used Buildings – The Pearl Qatar



المتحدة للتنمية  
UNITED DEVELOPMENT CO.



Porto Arabia, Qanat Quartier,  
and Floresta Galleria Mall – The Pearl Island



المتحدة للتنمية  
UNITED DEVELOPMENT CO.

## Clientele Portfolio



Huawei Technologies Head Office in Porto Arabia and Kitchen Villa in Duhail



Commercial Bank Alternative Assets in The Pearl, Umm Bab Tower, Lusail, and Le Boulevard



## Clientele Portfolio



Ahli Bank 14 branches and 90 Automated Machines



Qatar Development Bank 32 Factories, QBIC, 16 Workshops, and Al Maha Commercial Building



## Clientele Portfolio



Qatar National Theatre -- Dafna



Qatar Olympic Sports Museum – Khalifa International Stadium



## Clientele Portfolio



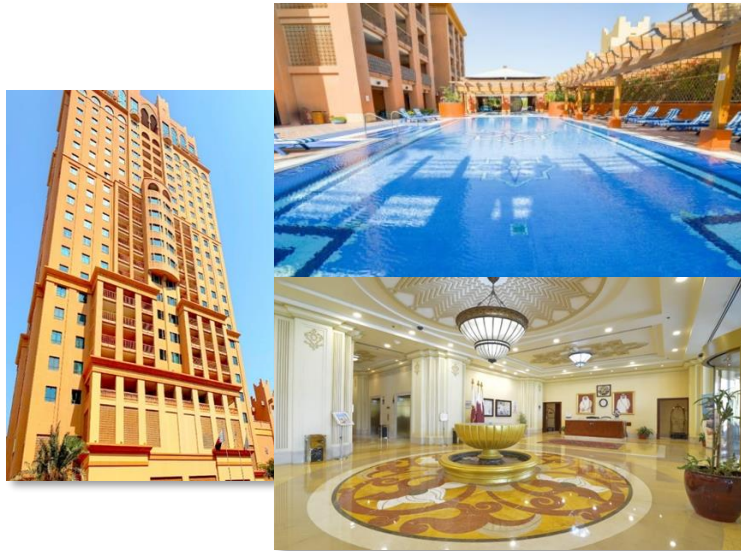
Gems American and Wellington Academy – Al Wakra



Compass International School All Campuses: Gharaffa, Madinat Khalifa, Al Rayyan and Themaid



## Clientele Portfolio



Al Darwish Tower – Porto Arabia Tower 11



International Trade & Development Properties 6 various buildings located in Westbay and Bin Mahmoud



## Clientele Portfolio



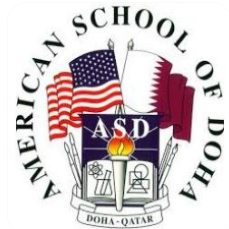
Qpower – Ras Laffan



Ras Girtas Head quarters – Westbay



# In business, **TOGETHER** THEN AND NOW







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