

# DARWISH INTERSERVE

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



# 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.



Construction



Technology



Oil and Gas  
Support Services



Construction



MEP



Travel,  
Hospitality



Real Estate



Fabrication



Fit out and  
design



Fit out and  
design





# 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 10 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 1,800 direct and subcontracted 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

## Core Values



EVERYONE  
HAS A VOICE



BRING BETTER  
TO LIFE



TAKE PRIDE IN  
WHAT YOU DO



DO THE  
RIGHT THING

# Our Services

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

## MAINTENANCE & TECHNICAL SERVICES



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



# Our Services

- Cleaning
- Rope Access
- Security
- Concierge
- Receptionist

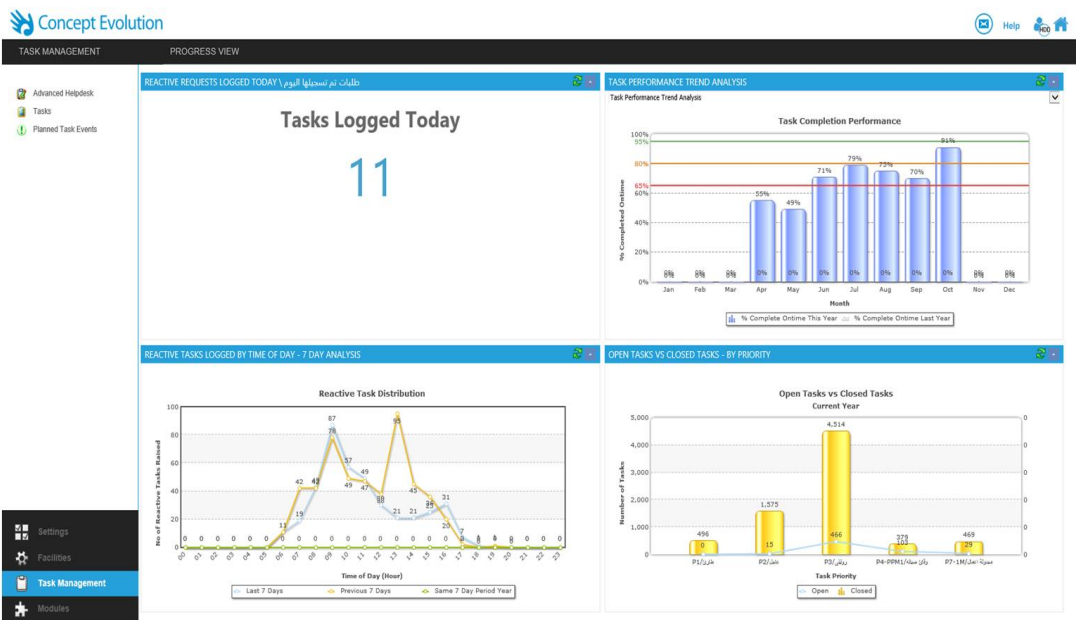
## SOFT & SUPPORT SERVICES



- 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 – Building Maintenance Standards*

SFG20 is the definitive standard for building maintenance.

- 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 which are dynamically updated as legislation changes.
- Facilitates the identification of maintainable assets.
- Benchmark for optimum maintenance to avoid over or under maintaining.

# SFG20

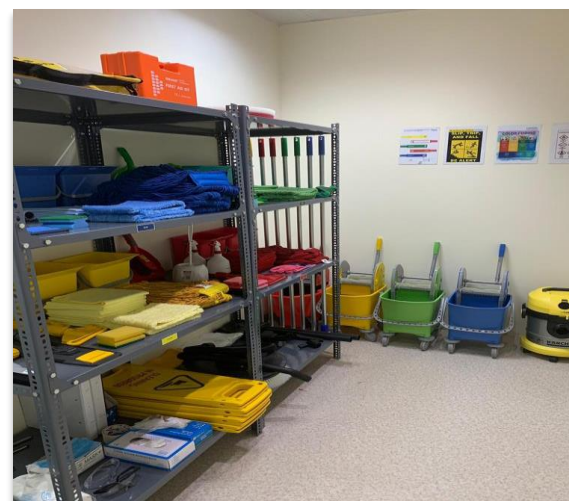
Standard Maintenance Specification



# Application of best FM practices



## BICSc – Standard of Cleaning



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.

# TRAINING

## In-house and On-site

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

## 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.

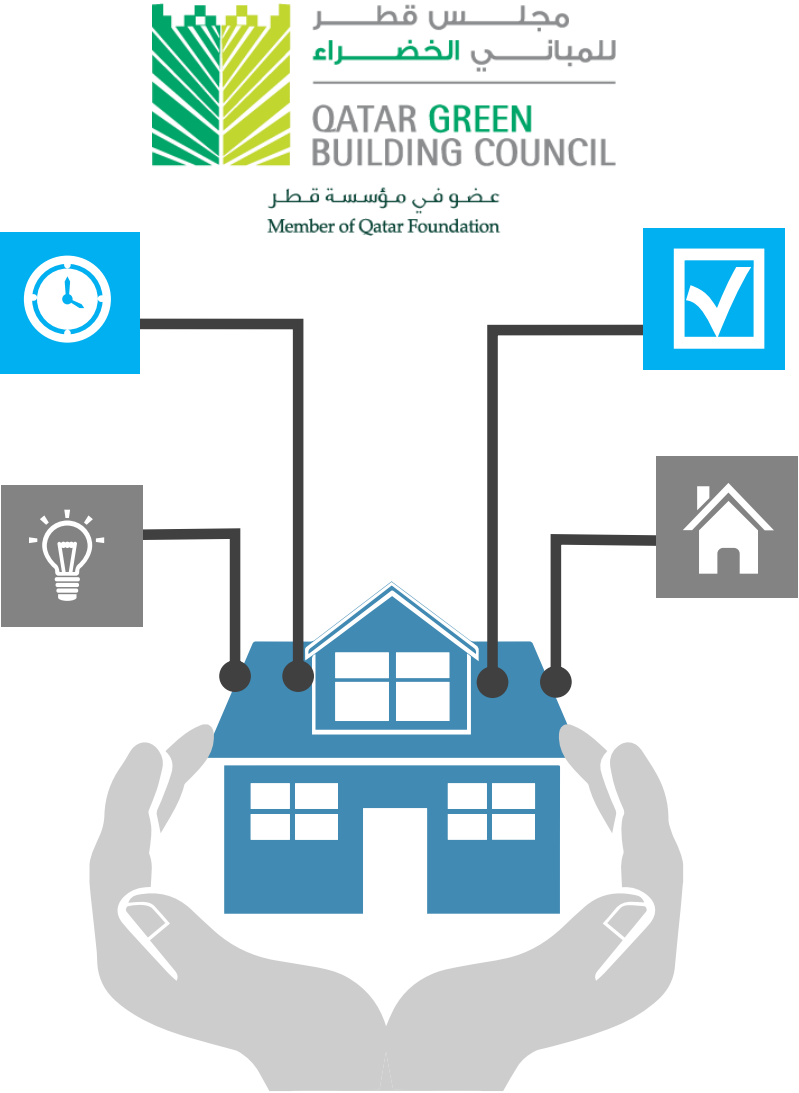
DIFM's Health and Safety policy and accompanying integrated systems and in full compliance with the Qatari and international requirements.

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

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







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)

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

# Application of best FM practices

## Accreditation & Standards



Occupational Health & Safety  
Management System



Environmental Management  
System



Quality Management  
System



# Covid-19 Protocol

At Darwish Interserve, your safety continues to be our focus as we manage our response to the COVID-19 coronavirus that has escalated globally.

We are following World Health Organization (WHO) guidelines, as well as guidance from Qatar Government and Ministry of Public Health, to make informed decisions.

As part of the global efforts to contain the spread and mitigate impact of the virus, we have established enhanced procedures and protocols to reduce the risk of transmission within our stakeholders.

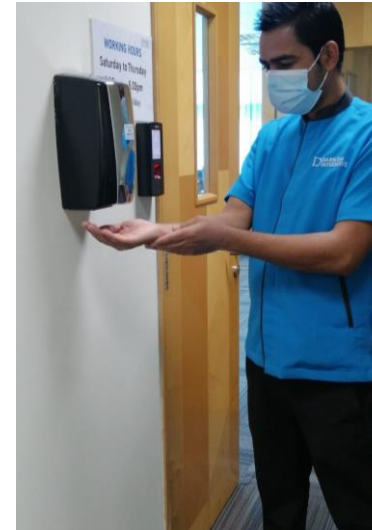
- Regular temperature checking before going to site and in the evening after work.
- Mandatory “Ehteraz” green status to access any DIFM operated project.
- Additional sanitizers are installed in the offices, projects and accommodation.
- Awareness and educational materials were posted in various office/site locations available in several languages.



1



2



3



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# 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.

DIFM received various appreciations, awards and recognition from our clients.



# Clientele Portfolio



**202**  
Project  
Locations

**72,955**  
**Annual Planned Preventive Maintenance**

**11**  
**Years of**  
**Experience**



**35**  
**Live Projects**



**3M**  
Projects Land Area (sqm)

 **600**  
**Near Miss Incidents  
Reported**

**1.5M**  
Annual Total  
Manhours

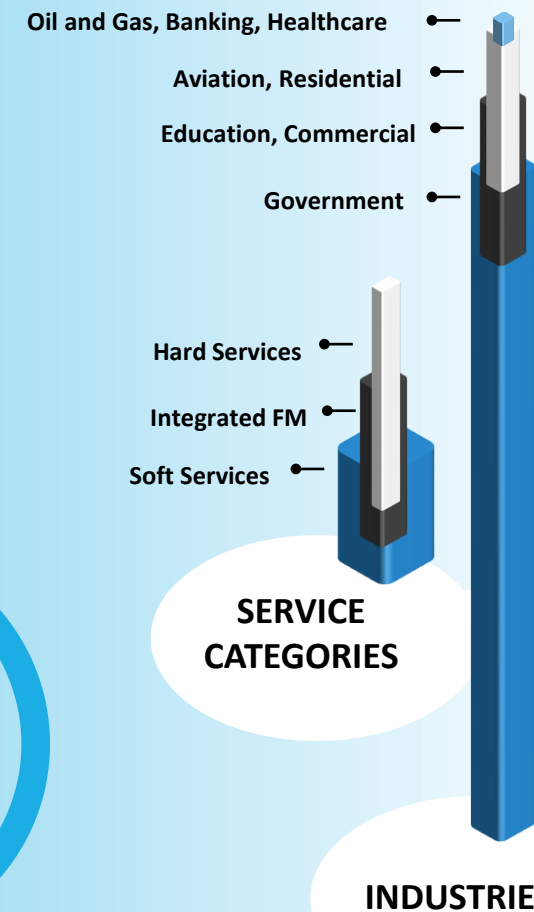
**30**  
**Completed**  
**Projects**

**30,408**  
**Annual Reactive Maintenance**



**1,800\***  
**Employees**

**\*700 direct employees**  
**1,100 subcontracted**



## INDUSTRIES



# Clientele Portfolio



Integrated Facilities Management for 89 Public Schools and Kindergartens



Preventive Maintenance of Fire Fighting System, CO System, Hose Reel System, Misting System, Extinguishers, Pyrogen System



# Clientele Portfolio



Integrated Facilities Management Services for Head Office, ATMs, Branches and Stores



Integrated Facilities Management Services, fire fighting and fire alarm maintenance





# Clientele Portfolio



Integrated Facilities Management Services for the Qatar Air Traffic Control Centre (QATCC)



Integrated Facilities Management Services for 3 locations: Qatar Navigation Tower, Head Quarters and Logistics City





# Clientele Portfolio



Integrated Facilities Management Services for Viva Bahriya  
27 & 28 (Al Mutahidah Towers)



Maintenance of HVAC System in Ras Girtas Head Office



# Clientele Portfolio



Integrated Facilities Management Services for Gems American and Wellington Academy



Fire Fighting Maintenance Services for Various Ooredoo Sites





# Clientele Portfolio



Integrated Facilities Management Services for 3 Campuses:  
Gharaffa, Madinat Khalifa and Al Rayyan



Facility Management Services for Various Buildings at The Pearl Qatar





# Clientele Portfolio



Supply of Skilled Manpower



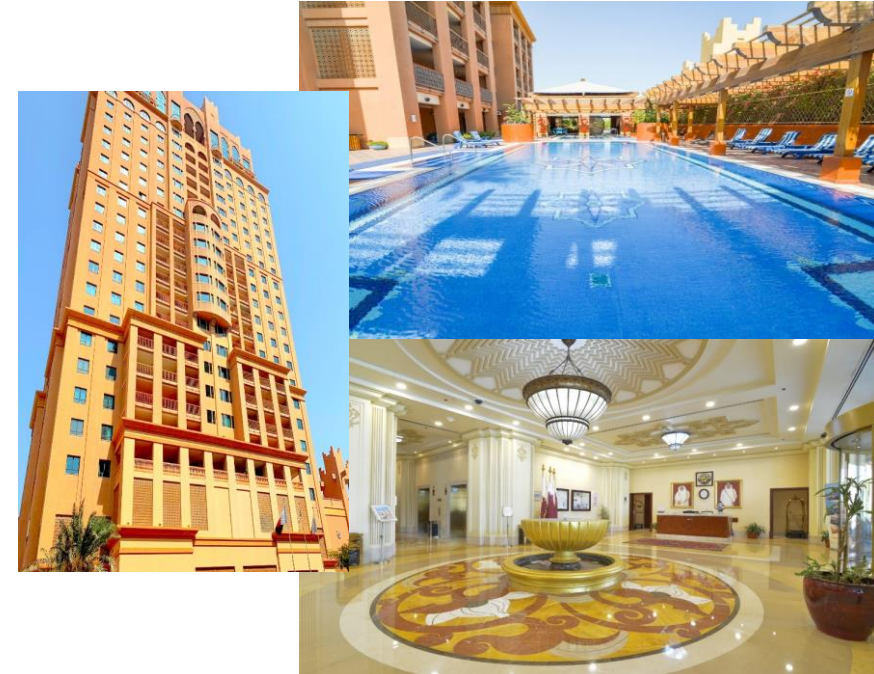
Maintenance Services for QPower at Ras Laffan



# Clientele Portfolio



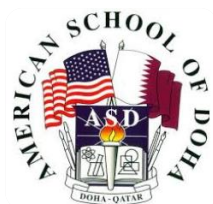
Maintenance Services for Qatar National Theater



Integrated Facility Management Services for Porto Arabia Tower 11 –  
Al Darwish Tower



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







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