



**EMIRATES ICON**

Electromechanical Co. LLC



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# WELCOME MESSAGE



**Henriques Oren Roland**, Managing Director of Emirates Icon

It gives us great pleasure in introducing our company Emirates Icon Electro-Mechanical Contracting Co LLC. The company was founded to cater to the growing demand for services in the MEP industry. by a group of Technocrats with a very wide experience in the engineering **industry and a firm belief that 'money is a byproduct of a good business'**. We strongly believe that if the systems & processes are in place the resulting product or service will be of the topmost quality In the last 10 years we have provided services across all sectors of the MEP, Fit-Out and Facility Management Industry.



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Our Philosophy

***Customer Comes First, ...  
Customer Centric Approach.....***



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# Our Believes

- Our employees are our most valuable assets.....
- Our employees are the company's most valuable resource.
- The management and staff have considerable experience of operating in the GCC Market.
- They are highly motivated and the most talented individuals in their field.
- Our employees are well trained for their designations.
- This ensures that all the requirements of the job are fully understood.
- They possess in-depth knowledge of local standards/requirements and the best of international practices, together with an instilled vigilance with respect to safety, quality & performance.
- Team-work is a way of life at EMIRATES ICON. We owe our success to it.



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# OUR SERVICES



CONTRACTING



INTERIOR FIT-OUT



PLANT MAINTENANCE



MAINTENANCE



FACILITIES MANAGEMENT



AMC CONTRACTS



MEP CONTRACTING



HARD SERVICES



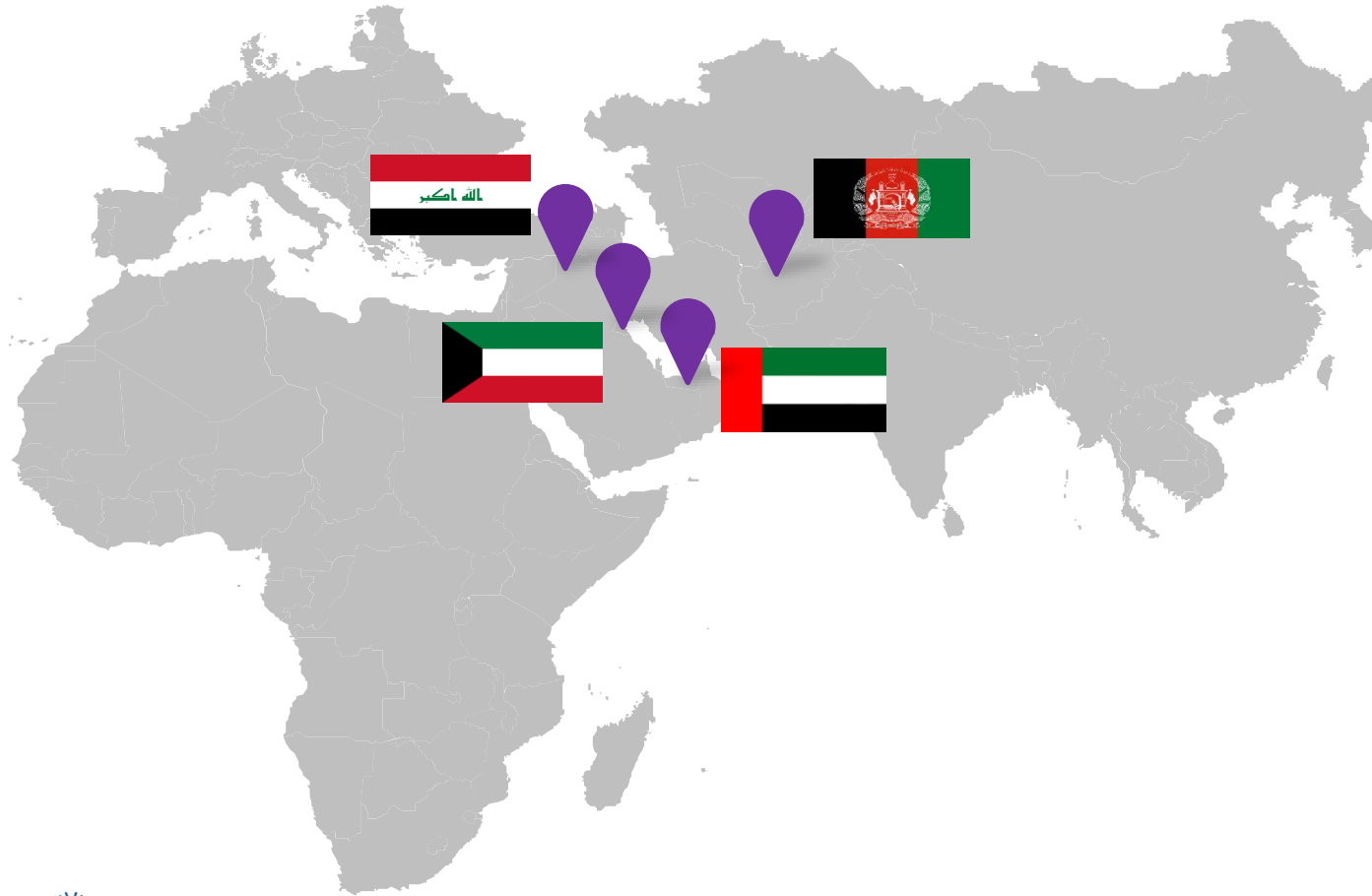
SUPPLY RESOURCES



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# Geographic Coverage



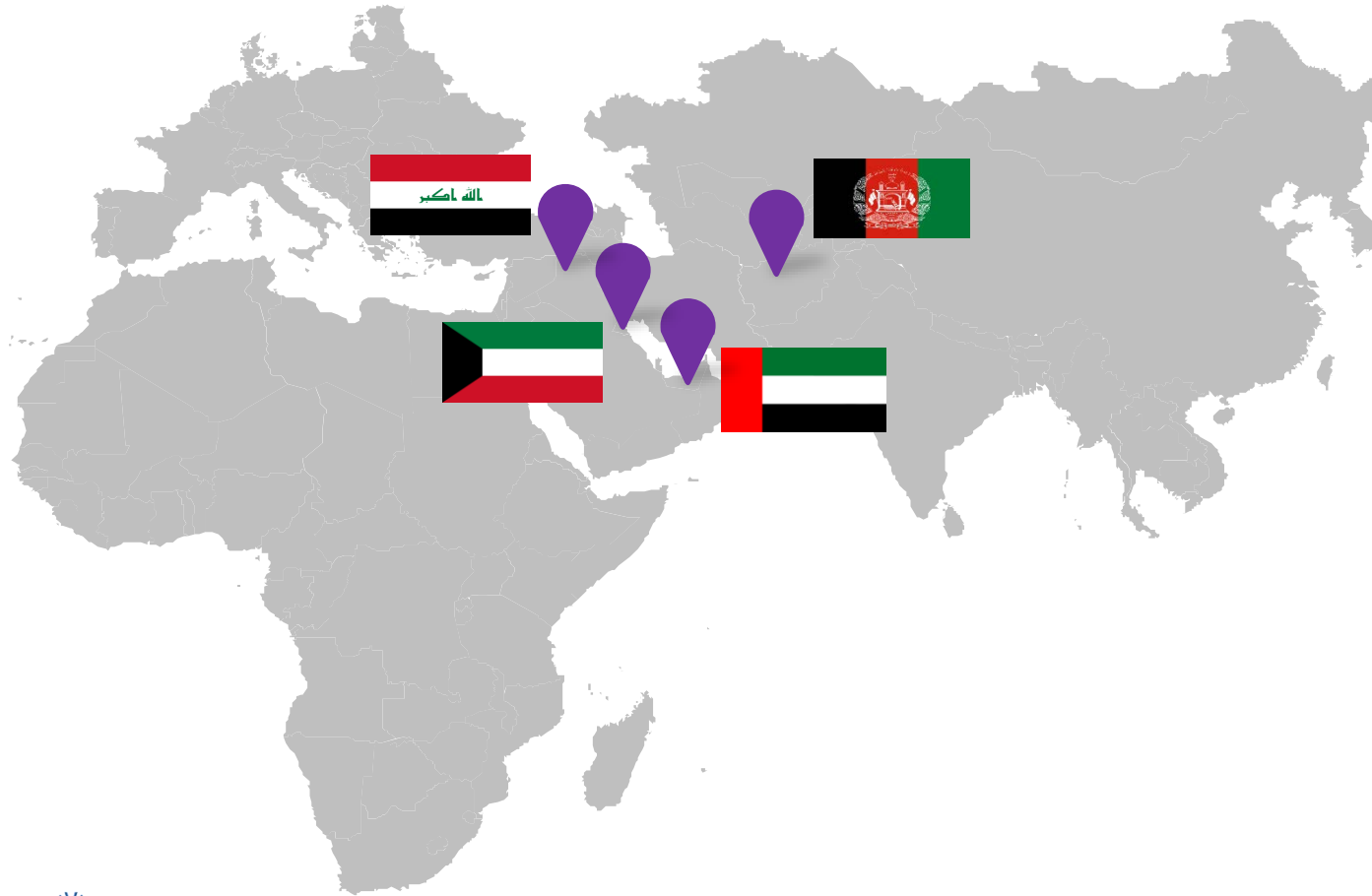
- Emirates Icon is a focused MEP contractor having capabilities in concept, design, planning, execution of MEP services and maintenance/repair in building and equipment systems in Middle East.
- Over the years we have provided services in the field of Air Conditioning & Ventilation, Cold storage, Insulation, Plumbing and Sanitary works offering services from initial design to final commissioning stage on turnkey basis. We have successfully designed, installed, and
- commissioned many prestigious commercial, industrial, residential, shopping malls, office buildings and villa projects in UAE, Kuwait & Iraq.
- We provide Interior Fit-Out solutions for commercial as well as retail projects. We have designed and delivered a vast range of projects. Our fit out work experience includes retail outlets, corporate offices, restaurants, clubs, warehouses etc.



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# Geographic Coverage



- We also specialize in designing, New Installation & Repairing of Existing system for marine projects such as Accommodation barges, Working Barges, Floating hotels, Tugboats, Oil Tankers etc.
- We have a lean overhead organization structure making it more economical for clients who intend to operate value for money contracts. At the same time due to our association with facility management expertise, clients can utilize the highest level of technological advantages that other Integrated Facility management firm offers.
- We bring expertise in entire Life Cycle of building MEP. Lifecycle capabilities give enormous advantage to clients those who are interested in value engineering benefits from the onset of the services. Along with our associates the full range of service offerings we endeavor to deliver is:



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# Company Capability

## Operations & Maintenance

### Facilities Management

### Sustainability



**MEP  
Maintenance**



**Building Fabric  
Maintenance**



**Equipment &  
Machinery**



**Infrastructure**



**Grounds  
Maintenance**



**Villa  
Maintenance**



# Company Capability

Operations & Maintenance

**Facilities Management**

Sustainability



**Housekeeping  
and Cleaning**



**Landscaping and  
Irrigation**



**Manned  
Security**



**Pest Control**



**Waste  
Management**



**Transition  
Management  
Service**

# Company Capability

Operations & Maintenance

Facilities Management

**Sustainability**



**Energy Audits**



**Asset  
Management**



**Real Estate Space  
Management**



**Strategic Design  
Review of Projects**



**IT Solutions &  
Integration**



# Services



**01**

## **Contracting - MEP Contracting & Interior Fit-out**

MEP Works ( HVAC - Electrical - Plumbing) / Turnkey Projects (Design & Build)

Labour Sub Contracts (Civil - HVAC - Electrical - Plumbing)

Solar Projects – Industrial

Maintenance – Energy Management



**02**

## **Facilities Management - Hard Services including AMC**

(Chillers, UPS, Generators) & Plant Maintenance Services

Maintenance Works ( HVAC - Electrical - Plumbing)

Equipment Repair /

Refurbishment & Annual

Maintenance Contracts



**03**

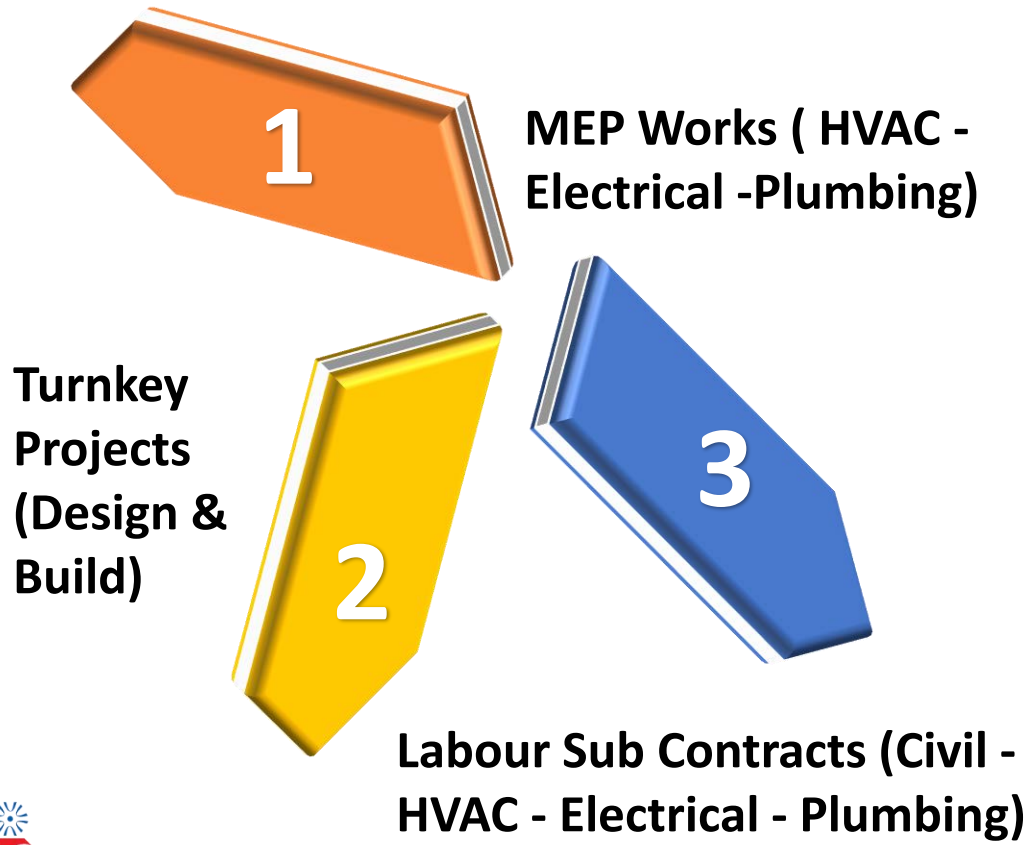
**Special Projects - US Military Subcontracts, Marine & RIG AC Services**



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# Contracting - MEP Contracting & Interior Fit-out



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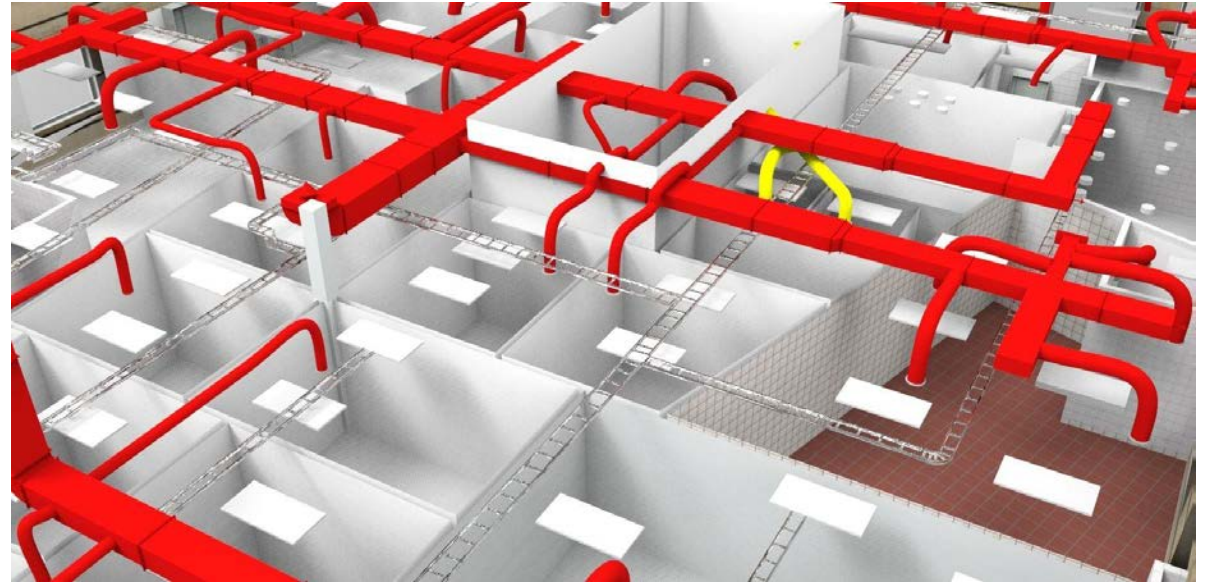




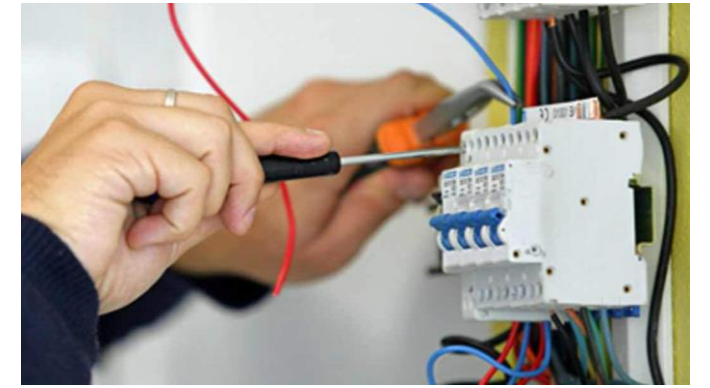
# Services highlights

## **HVAC Design and Installation Works:**

Supply & Installation of Air Conditioning Units, Chillers, Ducting (GI & PI), Fans/Ventilation & Exhaust systems, Copper Piping, Chilled Water Piping, Cladding and related services.



**Electrical & Plumbing Works:** Supply & Installation of Electrical and Plumbing and related services.



# Services highlights

## **Retrofit Works:**

Installation of BTU meters, Pressure regulators, energy management systems, LED lights etc.



## **Interior Fit-out:**

Design & Build for complete offices/restaurants etc. on turnkey basis including architectural and MEP works.



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# Services highlights

**Manpower Subcontracts on Short Term and Long Term basis.** Our Manpower subcontract services includes all categories of staff/workmen specially trained in doing Electrical, Plumbing & HVAC systems. The lists of our services is not exhaustive, hence please do not hesitate to contact us for any requirements which may not have been covered above.



## **Marine AC systems :**

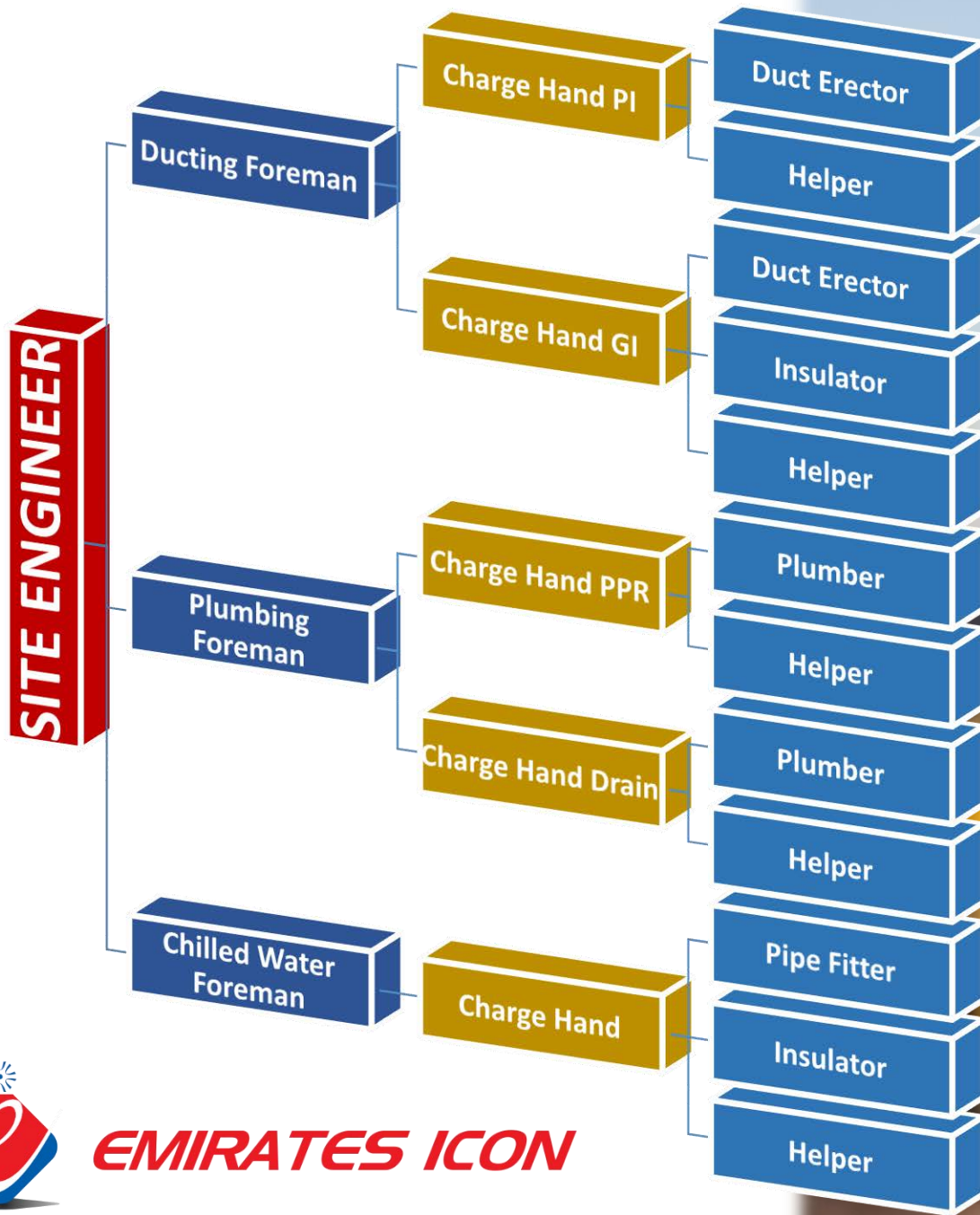
Supply, Installation and repair of various marine systems



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# Site Organizational Structure



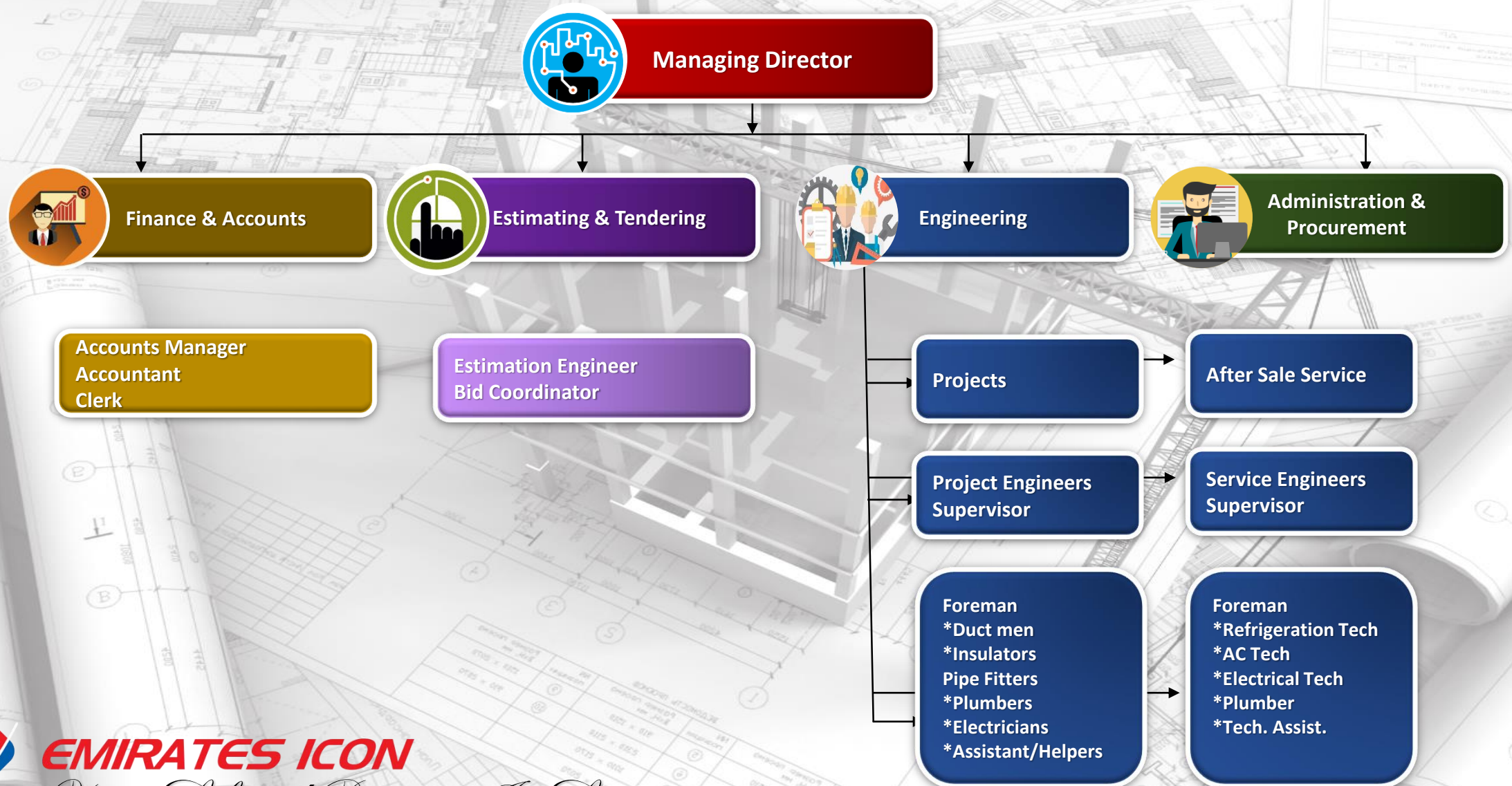
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# Contracting - Organization Structure



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# Facilities Management - Hard Services

**General Maintenance Works ( HVAC -  
Electrical - Plumbing)**



**AMC (Chillers, UPS, Generators)**



**Plant  
Maintenance  
Services  
(Equipment  
Repair /  
Refurbishment)**



**Labour Sub  
Contracts (Civil  
- HVAC -  
Electrical -  
Plumbing)**





# Services highlights

## **Facility management companies & property managers.**

Maintenance of HVAC systems & Electrical Systems: Annual Maintenance Contracts (AMC) and repair/replacements for Package/Split AC, Centrifugal/Screw/Reciprocating Chillers, Cooling Towers, Pumps, Blowers and associated components of the HVAC system. Maintenance & AMC for Generators, SMDB's, MDB's, UPS & Central Battery systems with complete Thermography reports.



## **Manpower Subcontracts on Short Term and Long Term basis.**

Our Manpower subcontract services includes all categories of staff/workmen trained in doing planned preventive maintenance of Electrical, Plumbing & HVAC systems. We are supplying maintenance technicians, supervisors and engineers to reputed The lists of our services is not exhaustive, hence please do not hesitate to contact us for any requirements which may not have been covered above.



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# Facilities Management - Services

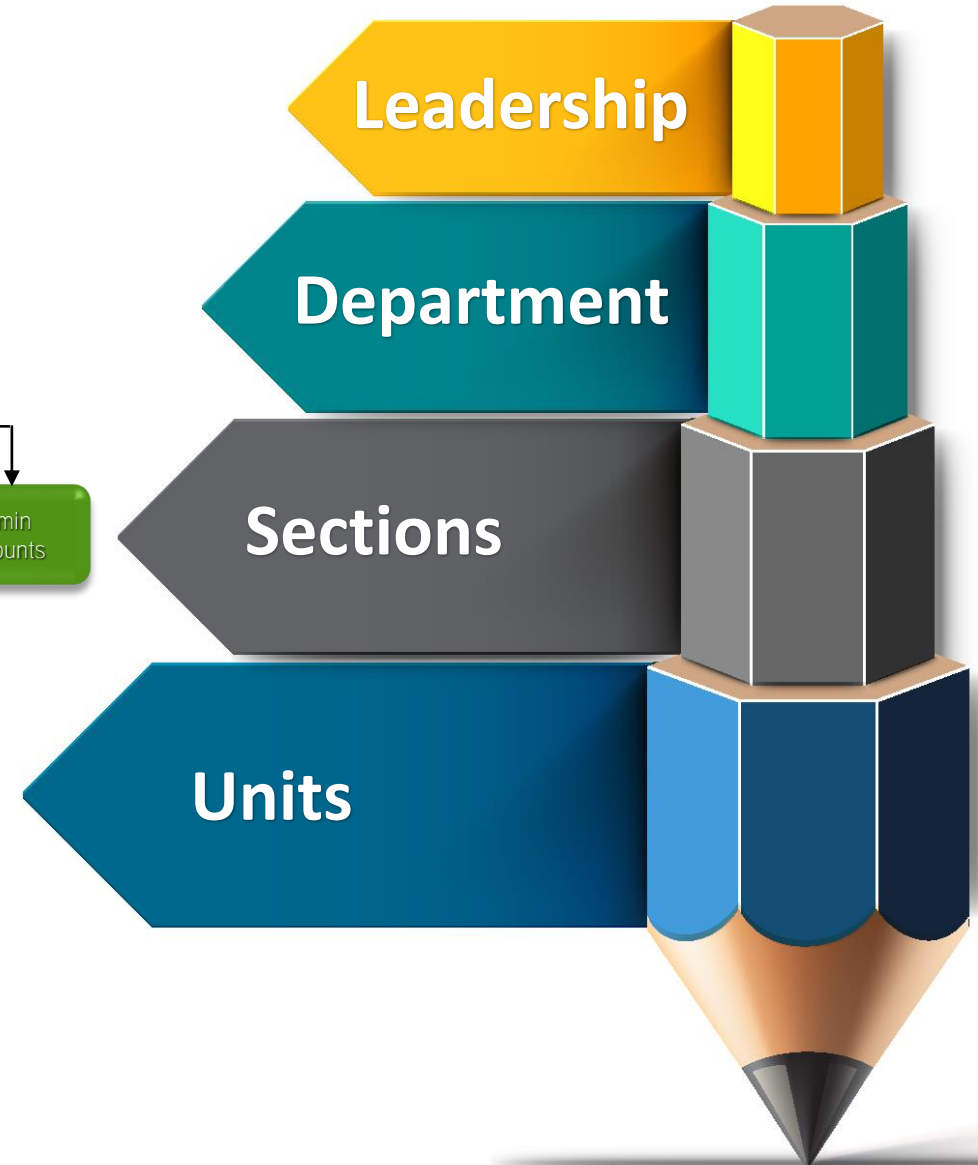
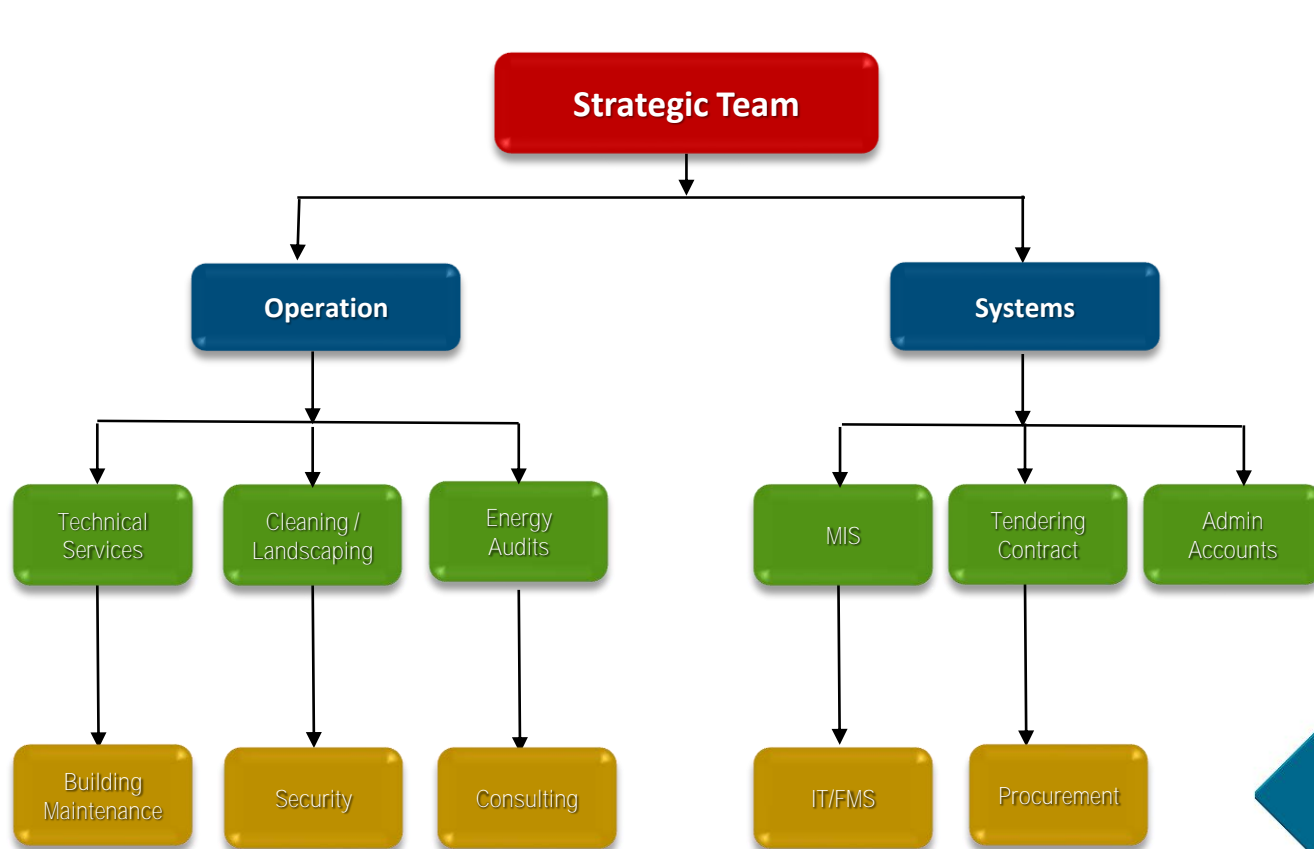
Emirates Icon derives its strength from well structured lean task oriented organization. Each task with its objectives is a value proposition for clients. Four level deep corporate planning and execution integration makes it much easier to deal with externally and internally resulting in near to nil administrative lethargy.

Being a focused building maintenance contractor we provide comprehensive maintenance, 24 hours a day on-call to attend to any client requirements for electromechanical and air conditioning services.





# Facilities Management - Hard Services



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# Service Delivery Structure

## Task Order Management System



Emirates Icon is following a simple information flow for task order generation to completion. Above diagram shows the process. For clients who need Web based work order tracking Emirates Icon provides them with interfaces. But even without any of above Emirates Icon manages electronic data of work order management whether a service requested from email or a simple phone call.



# CAFM Platform:

## Facilities Desk

Facility Management

Maintenance Helpdesk

Portfolio  
Management

Move  
Management

Preventive  
Maintenance

Schedule  
Maintenance

Knowledge  
Base

Asset Management

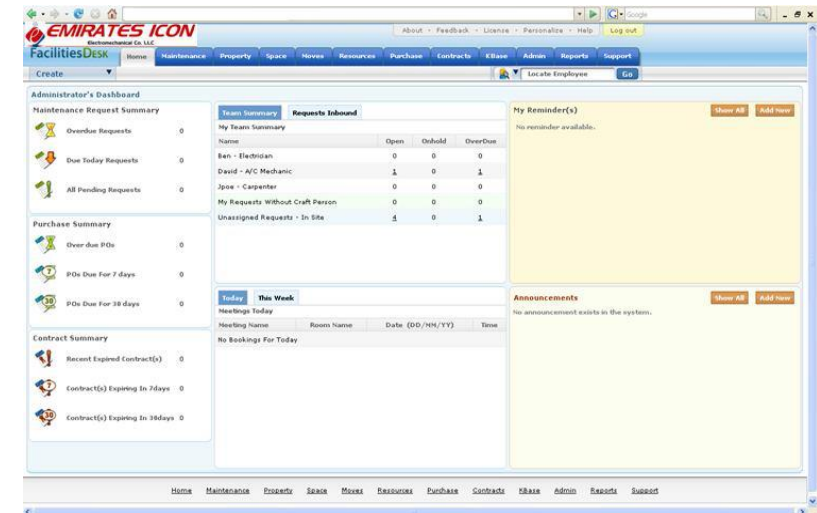
Purchase  
Management

Contracts  
Management



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# Organization Structure for facility contracts



O1

Core Support Group

O2

Management Support Team

O3

Technical Head Offsite

O4

Assistant Maintenance Manager

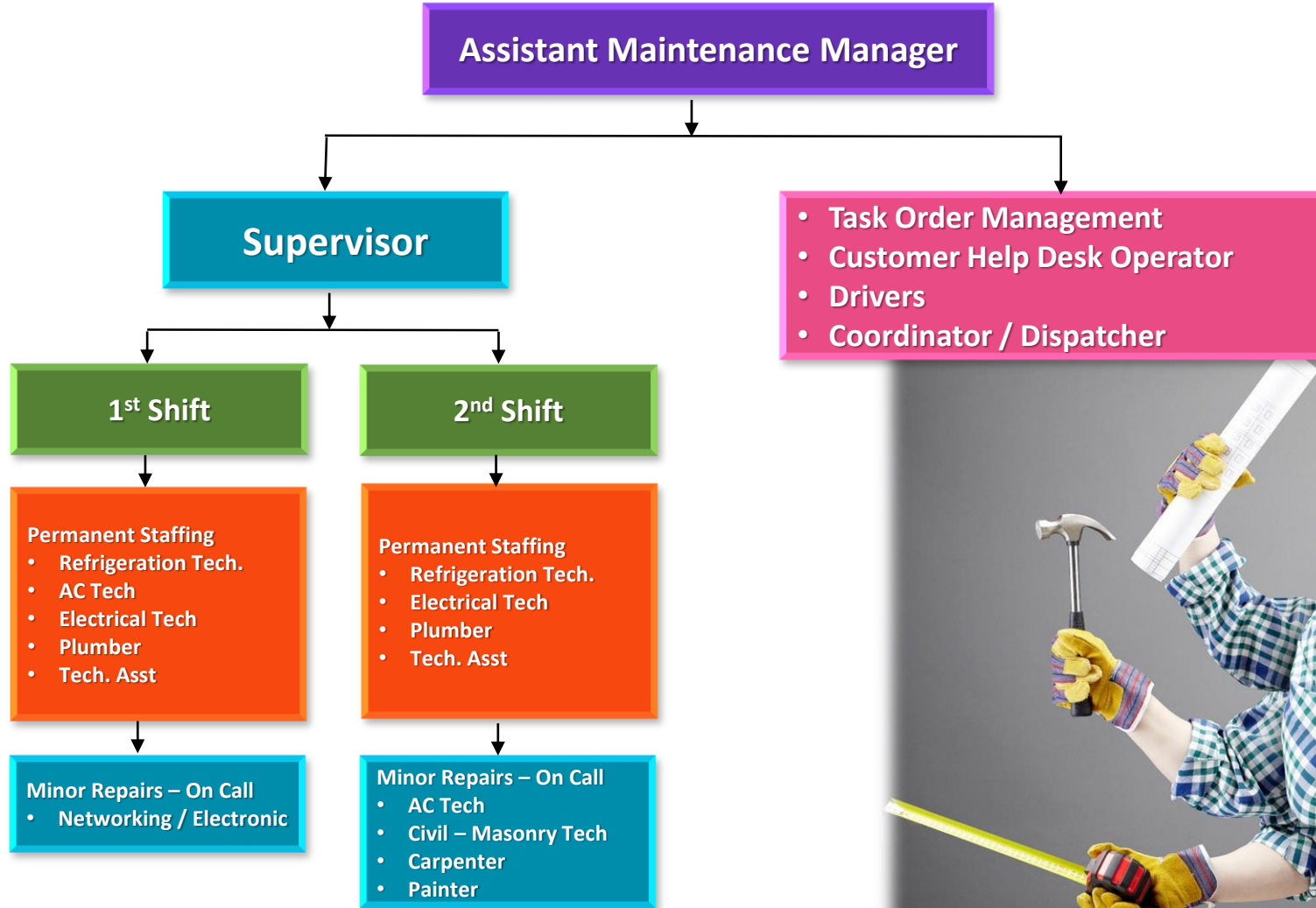


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# Organization Structure for facility contracts

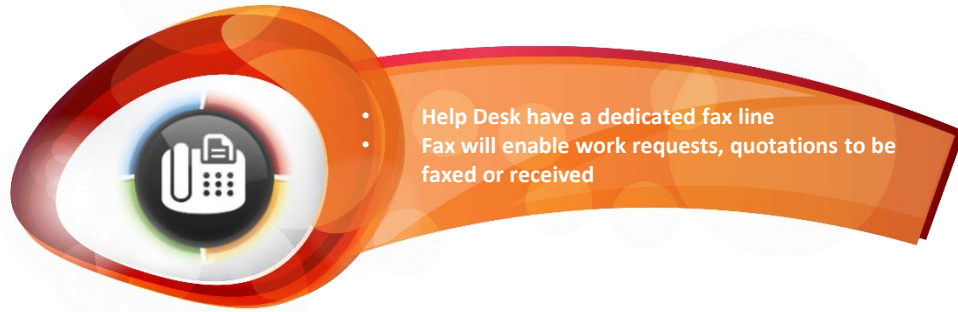


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# Communication

## TASK ORDER PROCESS



- Office Daily working Hours: 8.00 a.m. Till 6:00 p.m. (Sunday till Thursday)
- For After Hours & Weekend call requests, help desk operators are on call along with one help desk supervisor is available by cell phone throughout the After Hours period.





# Contract Management Structure

## Proposed MIS and Reporting system

1. Daily report. Set service level. Daily service levels compliance record - Signed off, logged and available for reference by Core Group
2. O&M System reviewed against established benchmarks' with responsive action taken,
3. Daily results and any non-conformity will be reported in the monthly report. Report will be reviewed positively and assign a learning and corrective approach.
4. Datasheet Sign off, checklists signed by Assistant Maintenance Manager.
5. HSEQ processes requiring management sign off on all performance and related datasheets.

## Contract Execution Plan

1. On award of contract, Emirates Icon Core Group will carry out all preliminary tasks to take charge of the sites.
2. Core Group will start interacting with the Client Management Team to agree on procedures to be adopted to achieve the objectives.
3. Structure access to all technical and commercial information.
4. Introduction to existing contractors for access and communication.
5. Review asset under maintenance contract and prepare condition reports.
6. Finalize operation & maintenance plans and procedures with Client's Management Team.
7. Finalize quality procedures for Client's approval.
8. Submit Planned Preventive Maintenance programs as per Client requirement.
9. Establish site safety plan.
10. Establish project HSEQ plan.
11. Establish Site team to carry out the MEP and Equipment machinery maintenance of the site.,

## Contract Execution

1. The Contract Team will consist of Contract Manager, Technical Head and Assistant Maintenance Manager (AMM).
2. During the mobilization period, the maintenance team will be set up and guided by the Contract team.
3. The Maintenance Team will undertake a 'Condition Survey' to assess the condition of all assets under the contract. Any asset found malfunctioning/not in working condition will be brought to the attention of Client Management Team. It will be the responsibility of Client to repair/rectify the asset before actual takeover by Emirates Icon. On request Emirates icon can quote separately for the cost of repair/rectification of the faulty assets.
4. The AMM will proceed to establish the maintenance plan and initiate them to carry out the operation.

## Help Desk

1. Establish SOP's and present to Client for approval before implementation.
2. The help desk shall be operated 24 Hours per day. 365 day per year basis.
3. Records of requests, incidents and request on incidents submission on monthly basis.
4. Random spot checks and provide feedback to Client Representative on customer satisfaction.
5. Record all requests and response time of all requests received from Client
6. Help Desk shall keep updating the Client users at regular intervals, the action taken, any delay in completing the request, resolution of complaints and on closure of the request.

## Planned Preventive Maintenance (PPM)

1. 52 week planner will be updated annually, which will include schedules for planned and programmed maintenance.
2. The planner will also show each asset, the maintenance tasks, frequency and the proposed schedule of work.
3. A detailed summary of works as a part of monthly report in the agreed format.

## Emergency Services

1. 24/7 Reactive maintenance
2. Emergency call response within the agreed response time on the priority basis.
3. Ensure that the operatives are fully conversant with current emergency response, call out and evacuation procedures within the client premises.
4. Assign trained & qualified technical team at site to execute the tasks limited to contract and they will be supervised & managed by AMM.
5. Monthly reports will be submitted.



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# Service Level Agreement (Sample)

## CONTRACT DELIVERY SUMMARY

The Delivery method for service deliveries for below listed Client sites:

### MAINTENANCE MANAGEMENT PLAN

- ☐ Maintenance Management is offered through a team of One Maintenance Manager, Administrator and Coordinator with a planned utilization of 15% per month.
- ☐ Logistics: A Driver with a planned utilization is included to provide site wide transport logistics, i.e. Reactive Responses Monitoring and Planned Preventive Maintenance (PPM) Scheduled drop offs.
- ☐ Communication: A phone is provided to Site Supervisor for each Retail Outlet/Supermarket to enable communication.

### TECHNICAL SERVICES

- ☐ Shared Supervisor is provided to cover all sites.
- ☐ All sites will be covered by team of technicians for immediate reactive and daily routines.
- ☐ Major reactive maintenance: Major reactive maintenance will be covered by a roaming Team.
- ☐ Planned Preventive Maintenance (PPM) : Planned Preventive Maintenance will be covered by a roaming PPM Team as per the mutually agreed maintenance schedule.

### STATEMENT OF CONTRACTOR RESPONSE TIME.

Response time against different categories of calls

- A. Important Call — Visit site within 2 hours
- B. Major Repairs like replacement of compressor, motor, fixing of any equipments etc. - within 12 to 24 hrs
- C. Periodical Services — As per mutually agreed schedule.

## REPAIRS SERVICING & MAINTENANCE

### SCOPE OF SERVICES

- ☐ Emirates Icon will be responsible for the reactive and preventive maintenance of the equipment listed in the scope of work and limited to the original installations in the building. The reactive and preventive maintenance will be limited to the scope detailed below.
- ☐ Emirates Icon will be responsible for specialist service only as per the recommendations stipulated in O & M manuals (O & M manuals to be issued by Client on contract award)
- ☐ Emirates Icon will NOT be responsible for the maintenance of equipment/systems installed by the retail outlets & tenants and those not specifically mentioned in the Tender documents.
- ☐ Emirates Icon will provide reports to the Client

### Deployment of Manpower

Emirates Icon will assign dedicated technicians to cover the immediate reactive, daily, routine and plant monitoring operations. The technician team will be as indicated in the organisation chart.

### Consumables (Applicable for all Services/Work)

All consumables & spares required for operation of equipment and preventive maintenance activities to be provided by Client.

### Scope of Services - Air Conditioning System

Note: Except where covered in 'Client Scope of Work document' Chilled Water Equipment/District Cooling Equipment excluded.

Emirates Icon will provide the following services for the air conditioning system:

Predictive Maintenance is also performed to detect early signs of deteriorating equipment and to predict potential system failures. These services diagnose and solve equipment component problems often before they occur. A predictive maintenance schedule is also followed with its' primary objective being system durability, reliability, efficiency, and safety. As customized for your system, the following tasks are performed for the service:





A Quarterly (every 3 Months) inspection of the AC equipment to include everything listed on our preventative maintenance checklist & Manufacturer's recommendations. The servicing will include:

- a. Adjustment of thermostat.
- b. Washing/cleaning of air filters.
- c. Washing/cleaning of indoor coils, drain tray with appropriate chemicals (MSDS provided).
- d. d. Checking & greasing the bearing of blower fan motor.
- e. Washing/cleaning condenser coils with appropriate chemicals.
- f. Checking & greasing condenser fan.
- g. Checking control panel & electrical contacts and cleaning where necessary.

Check general condition of the units for abnormal noise or vibration and rectify.

Check refrigerant/oil leaks and rectify/refill.

Check operation of control Thermostat and adjust repair/replace if required.

Check the condition/tension of fan belts and adjust/replace if required.

Check and lubricate fan and motor bearings

Check evaporator coil condition

Clean, repair/change AC drain outlet if required.

Check operation of refrigerant safety and operation controls.

Check operation of starter, relays and timers and adjust, rectify/replace

Check and clean all electric connections panels and insulation.

Check AHU/FCU for corrosion or peeling of paint and paint, if required.

#### **SUMMARY:**

#### **VISUALLY INSPECT THE FOLLOWING: PHYSICALLY CHECK AND/OR TEST THE FOLLOWING:**

- Fan assemblies · lubrication requirements
- Belts and sheaves · oil sump, heaters, and temperatures
- Motor mounts & vibration pads · starter operation
- Electrical connections and contactors · alignment of couplings
- Cooling coils · motor operating conditions
- Filter media and racks · suction and discharge pressures
- Sight glass condition · flow switch operation
- Bearings · control interlocks
- Heat exchanger · damper operation
- Compressor sections · external interlocks
- Condensing sections · motor voltage and amperages
- Seals and packing · refrigerant charges
- Condensate drains and pans · system leaks
- Crankcase heaters · oil and fluid levels
- Refrigerant pump down

#### **SCOPE OF SERVICES - ELECTRICAL SYSTEMS**

Emirates Icon will provide the following services for the Electrical system:

Change any failed/defective lamps and other minor repairs

Check any abnormal sound for light fitting

Inspect power sockets for signs of damage/burnout

Check & service DB, SMDB, MCB and Electrical Panel

Tighten all electrical connections

Check for signs of corrosion and take corrective action

Inspect the protective gasket on all electrical panels,

Test the earth leakage circuit breakers and take necessary action

Check and clean all distribution boards and carry out functional test

#### **SCOPE OF SERVICES FOR PLUMBING/DRAINAGE**

Emirates Icon shall provide the following services:

Check water line & control valve to ensure flow of water to building

Check any visual leakage in ceiling/walls/floors.

Check /repair all floor drains and clean up.

Check all drains for any blockages. Rod any drains if required

Check / repair leakage in flexible and exposed pipes.

Check for any corrosion in pipes.

#### **Scope of Services - Miscellaneous Systems**

**Generator** – Checking Only (Major reactive maintenance Generators is Excluded)



# HSEQ Management Systems

## Introduction

Emirates Icon's HSEQ management system demands a high level of discipline so it makes good sense to integrate them into the overall operations

HSEQ MS is based on:

- ☐ Environmental - ISO 14001
- ☐ Occupational Health & Safety - OHSAS 18001
- ☐ Quality Management - ISO 9001

It is essential that certain ideal condition be fostered in the business. These ideal conditions are:

- ☐ Good Human Relationships;
- ☐ Encourage maximum participation by providing information and exchanging viewpoints;
- ☐ Develop rule observance as a normal part of work;
- ☐ Create a safe, comfortable and pleasant workplace;

Good communication is ensured for success and resistance to change can be a major barrier to progress.

## 2. Executive Commitment

**A strong commitment directly from executive management is essential and this is usually expressed in a policy of intent**, the allocation of resources and by awareness. It includes the allocation of qualified people and providing the necessary financial back up. Attitude and resultant behavior are molded from the top. Should a manager or supervisor be seen not to support organizational aims, we ensure that he be counseled so that his behavior becomes positive.

## 3. Policy of Intent

**This is in writing and outlines the general beliefs of the organization.** Whilst this policy shows intent, it is necessary for action to follow.

The existence of a policy of intent on its own will not produce the desired results. Our actions speak louder than words and it is important to know if supervisors and the shop floor understand it. Emirates Icon management constantly ascertains this by questioning a few employees during walkabouts.

## 4. Visibility and Awareness

**Executive management must be seen to be promoting its policy during walkabouts.** HSE is an agenda item for all meetings. The evaluation of HSE performance is the regular feature in internal monthly reports.

## 5. Steering Committee

It includes key members of senior management. Their role is to agree on a timetable for the programme, develop policy and monitor implementation. Subordinate committees to this body implement such policy / programmes within their area of responsibility.

## 6. Subordinate Committee (Departmental)

The subordinate committees to the steering committee are being created at each project site so that cooperation arises between management and the shop floor. Departmental supervisors and representatives from the shop floor should be members of this committee, which would be chaired by the respective Project Manager.

## 7. Programme Manual

Programme documentation provides a resource material to managers so that they can fulfill their duties. Such documentation provides a base for control and consistency.

## 8. Areas of Responsibility

It is essential that all employees have "ownership" of the system. This means dividing the area up into segments and allocating responsibility to a particular person ... the foreman for the whole Site ... the Technician for his work-area and surroundings. People are the most critical part of the system and they need to know what is expected of them. Therefore, their responsibilities are outlined in writing so that they can play their part.

## 9. Assignment of Responsibility

**This outlines roles & responsibilities in respect to implanting HSEQ MS, across the organization.** This is usually done as formal appointment or in a job description.

## 10. Training

**Emirates Icon applies the latest rules, standards and procedures relevant to each occupation.**

Education and training is an on-going item ... starting with induction, on-the-job training, regular team briefings from the supervisor, supervisory skill training and review training. If an employee is required to do a specific task, which only occurs once in a while, then such employee is made aware of the how to do aspects of the task, the risks and appropriate precautions beforehand.





# HSEQ Management Systems

## 11. Development of Work Rules, Standards and Procedures

**People need to have information on how to do work properly ... that is safely, productively and in accordance with set criteria.** The written rules, standards and procedures are being made available for each work area. Once this information is available it becomes the basis for operational training and monitoring. The relevant information is being reviewed at least annually and whenever a mishap occurs and updated as necessary. It is critical that relevant employees are made aware of any updates that are made.

## 12 Communications

**There is no substitute for good communication and it is particularly important between supervisors and line employees.** Communication is seen as an exchange of information and is critical for risk and quality as everyone's actions impact upon others within the organization. The team briefing is useful for training and learning about hazards and mishaps. The quality circle approach is being used to solve work problems. People in the same work area should form problem-solving circles and recommend solutions to management.

## 13 Accountability

**HSEQ is just as important as production.** The employees are made accountable for successful implementation. Accountability can occur by means of performance evaluation linked to salary review, provision of incentives for outstanding performance or punishment for sub-standard work to both supervisor and the offending party.

## 14 Inspection

**This covers the inspection of premises, machinery, tools, equipment, testing of product and checking of work methods.** Appropriate record systems are kept in the form of a register, job card, and inspection or observation report. The provision for employee participation is ensured for the reporting of hazards and mishaps. A system that classifies hazards and sub-standard work and corrects them in accordance with risk / cost is being in use and observed.

## 15 Good Housekeeping

The implementation of a good housekeeping project enables the involvement of everyone in a general tidy up and organization of the workplace. Emirates Icon ensures the creation of a place (the green area concept) where team members can participate in workplace planning activities is a useful step at this stage. The meeting place is being used by the

**The progress made in housekeeping can provide visual impact on what can be achieved in a short period of time.** This provides a firm foundation for daily actions and will improve production, quality and safety. It is being ensured that the workplace and equipment are kept clean and orderly so that work is pleasant. Unnecessary things will get removed from the workplace. It is important that people work safely and in an environment where items can be easily located when needed.

Those standards associated with good housekeeping include: -

- ☐ Good layout;
- ☐ Hygiene facilities;
- ☐ Provisions of aisles and storage areas;
- ☐ Proper stacking and storage practices;
- ☐ Provision of waste, scrap and rubbish bins;

A competition between workplaces with a worthwhile incentive (party for the winning team every three months) and publicity are being considered.



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# Clients (Strategic Partners)







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