



welcoming change



OUR VISION

To become the undisputed industry leader, both regionally and globally, in the technical services segment.

To build our reputation on outstanding service, cutting-edge expertise and unparalleled reliability.

To symbolise excellence in customer service, business ethics, employee satisfaction and environmental responsibility.



VALUES

At Eraada, improvement is a daily exercise – we constantly evaluate and analyse our business practices and standards. This helps us stay focused on the most important aspects and stand out from the competition. We believe this approach will forge a more enduring and satisfying relationship with our clients.

These are the key values that guide us in obtaining exceptional results:

Outstanding service: We strongly believe that a satisfied customer is a permanent customer. Therefore, we listen, understand and deliver a memorable service experience every time a client does business with us.

Value proposition: Customers must be able to see a balance between the price they pay and the service they want. We develop and implement innovative real-world solutions that are cost-effective and practical.

Expertise & knowhow: We bring superior technical capability and state-of-the-art technology to deliver exceptional results. Our clients can expect to benefit from our experience, skills and knowledge and be assured of the best solutions.

Reliability: Top grade service at a great price is something clients have come to expect from us. We have gone a step further and are pushing to improve our speed and efficiency of delivery, so that we become synonymous with dependability.



ABOUT US



Eraada believes in the adage: if it is worth doing, it is worth doing well. To achieve that goal, we have reinvented how business is done in the technical services industry. We offer a complete range of services and implement service standards and process benchmarks that are generally not associated with this industry. By establishing this, we are changing the landscape of the industry.

We are most passionate about how we connect with our customers and about how our customers perceive us. That perception depends on how we do things, which is why we are taking our services to a different level. Our logic is simple – if we improve how we do things, we will improve the results we get. For a service-oriented company, the key stakeholder is the customer, as a result, our business practices have evolved around creating a professional, positive and easy experience for clients. From the politeness of our customer service staff to the expertise of our frontline team, we assess everything, get feedback and find ways to make things even better.

With integrity and intelligence, we can achieve a more satisfying outcome for our customers, our partners and our community. We have combined quality work with speed, efficiency and reliability to create a dynamic and forward-thinking organisation. Our skilled multinational manpower is fully equipped to handle the challenges of tomorrow's marketplace.

Our industry alliances and partnerships give us an insight into the latest global trends and help us incorporate best practices and cost-effective methods. We have adopted tough quality control standards, streamlined client service and management procedures. At the community level, we have development programs and corporate social responsibility initiatives. Environment protection and sustainability is a priority area for us, and to ensure this, we have put in place market-leading regulations.

All our resources are focused on driving forward our ambition and our pursuit of excellence – to serve you better. Welcome to the Eraada experience. We promise you will find it uniquely satisfying.

OUR APPROACH



The Eraada business approach is totally client-centric. It is logical and fair for clients to expect and receive a fully satisfying result from a vendor; we try hard, at every step, to deliver this satisfaction.

Our organisational culture expects responsibility, accountability and excellence from every employee in every department. We continuously monitor and evaluate pre-sales, sales, service and after-sales processes, obtain customer feedback and measure our performance against key parameters.

Observe, analyse, learn, think and implement – this is the Eraada approach.

This approach can only be realised by the right manpower and we devote much of our resources to nurturing this asset. Our staff members are professionally trained in every aspect of their job functions and our appraisal system is designed to encourage outstanding performance, in turn earning us the long-term loyalty and admiration of our clientele.

OUR SECTORS

We provide our services to the following sectors



Industrial



Real Estate - Residential & Commercial



Education

In line with the various market needs, ERAADA Technical Services LLC aims to expand its existing activities to provide specialized technical services to meet and exceed the expectations of the various stake holders in the local, regional and ultimately the global markets. The delivery of our services is overseen by a team of professionals who diligently manage both self-delivered and subcontracted elements of the various sectors.

OUR SECTORS



Healthcare



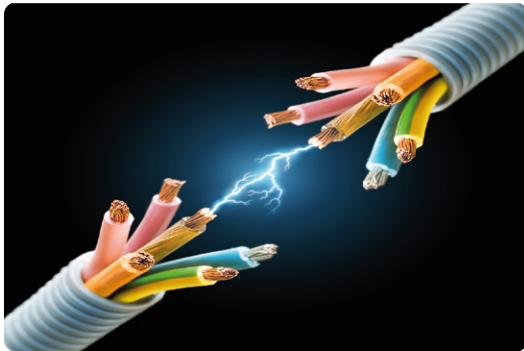
Oil & Gas

To enable rapid response and operational efficiency, we have a full-fledged well equipped mobile rapid response service, backed up with a full range of systems and supporting procedures designed to ensure we meet response time and other key performance indicators. These systems are capable of adaptation over a wide range of facilities to meet the specific requirements of clients.



Utilities

OUR SERVICES



Technical Services

■ MEP Maintenance Services

- Mechanical
- Electrical
- Heating Ventilation & Air Conditioning
- Plumbing

■ Building & Fabric Maintenance services

- Carpentry
- Masonry
- Ironmongery

■ Fit-out and Refurbishment works

■ Specialised systems maintenance services

- Fire Alarm & Fire Fighting Safety Systems
- CCTV Systems
- Parking Automated Systems
- Access Control Systems
- Building Management (BMS) Systems
- Emergency Generators
- Vertical Transportation Systems (Lifts & Escalators)
- Window cleaning equipment &
- Building Maintenance Units (BMU) Systems

OUR SERVICES



- **Central Battery System**
- **AC Duct /Kitchen Exhaust Duct Cleaning**

Soft Services

- **Cleaning**
 - General Cleaning
 - Grease Trap Cleaning
 - Water Tank
 - Window & Facade Cleaning
 - Swimming pool & Water features Cleaning
- **Waste Management**
- **Pest Control**
- **Landscaping & Indoor Plantation Maintenance**
- **Swimming Pool Systems Maintenance**



SUSTAINABILITY

Eraada is proud to be at the forefront of environmental awareness and renewable energy management policies at the corporate level. As with our client-oriented performance, we also evaluate the impact of our activities on our employees and the ecosystem.

Our processes help us conserve natural resources, reduce our carbon footprint and increase recycling. This is embedded even in our procurement policies and solutions provided to clients.

We actively promote and support awareness programs for our clients and the community at large and engage in conservation efforts related to water, energy and other natural resources.

The background of the slide features a warm, golden sunset sky with silhouettes of a woman and a child standing on a grassy field. Both have their arms raised in a gesture of joy or celebration. The sun is low on the horizon, creating a bright glow and long shadows. The overall mood is positive and hopeful.

CORPORATE SOCIAL RESPONSIBILITY

As we are committed to strengthening bonds with clients and the community, corporate social responsibility is a focus area for us. Our CSR initiatives are built around engaging the underprivileged sections of the community and promoting education, health care, child welfare, occupational training and other support activities that help individuals and families to become self-reliant and financially secure.

We have been privileged to always receive strong support for our CSR initiatives from our employees, partners, clients, communities and NGOs.

Health & Safety

Employees are the foundation of our business and their safety is a priority at all work sites. Health and safety processes are integral to our work. All our employees and contractors take full responsibility and accountability for the planning and implementation of safety measures. The measures are then consistently evaluated in order to improve them and thus eliminate the risk of incidents.

As we continue to strive for a zero incident performance, the following principles provide the framework. These principles are included in our written health and safety program, which is endorsed and monitored by the highest levels of our management team.

- Management commitment
- Systems and processes that integrate health and safety with operations
- Clearly communicated roles and responsibilities
- Active employee participation
- Allocation of sufficient resources
- Appropriate training

TALK TO US



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