



**Landscaping**  
**Pest Control**  
**Cleaning & Housekeeping**  
**Environmental Services**  
**Maintenance & Engineering**  
**Water Features & Swimming Pool**



# ABOUT US

TASEEL Facilities Management LLC, duly licensed and registered in accordance with the laws of the United Arab Emirates, providing support solutions for Assets, Facilities, and Services, whose activities in the UAE includes agreements with eSolutions IBM regional Platinum Business partner, TASEEL is a 100 % locally owned, with a combined staff experience of over 25 years in the UAE.

We are independent facilities management service providers in addition to a life cycle cost consultancy providing specialist services and advice to client organizations in all business sectors.

TASEEL mandate is to set the standard for facilities management services and consultancy excellence, ensuring our clients remain 100% satisfied with our services by identifying their specific objectives and expectations on each of our service to those specific requirements. Our considerable experience in private, commercial and public sector projects enables TASEEL to provide valuable and tailored services and support to meet the specific needs of all our clients.

When working on behalf of public sector client organizations, we are able to understand the commercial pressures and objectives of private sector providers. Equally, we can provide expert support services for both public and private sector clients.





# VISION &

## MISSION

Be recognized as a market leader in the regional facilities management services with diversified interests in the utilization of renewable resources and applicable environmentally friendly practices in providing quality services that exceeds the expectations of our esteemed customers.

### MISSION STATEMENT

To build long term relationships with our customers and clients in providing exceptional services by pursuing business through innovation and advanced technology.

### GOALS

Regional expansion in the field of facilities management services and develop a strong base of key customers.

- Increase the assets and investments of the company to support the development of services.
- To build good reputation in becoming a key player in the industry.

### VALUES

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:





# OUR STRENGTHS

## HELP DESK & CALL CENTRE

TASSEEL helpdesk and call centre operates 24/7, and is designed to address all ad-hoc emergencies, urgent and routine requests incorporating CAFM system in all its functions.

Services include:

- Central coordination centre for all ad-hoc activities
- State-of-the-art call centre with a multi line numbers
- Help desk that manages all calls and tracks response data through our computer aided facilities management system
- Instruction on the effective use of the help desk service by stakeholders
- The ability to track help response times to ensure services requests are handled within the agreed performance criteria



# OUR STRENGTHS



## QUALITY & SAFETY

At TASEEL, we are committed in delivering quality facilities services to our valued clients. As a leading provider, we comply with the highest standards in this industry, through our certifications in ISO: 9001, ISO: 14001 and ISO18001. Being accredited, we are relentless in our pursuit for quality improvement through stringent training and adoption of technology to increase productivity. Attaining the highest level in the process, we do not compromise on the safety of our workers and aim to have zero tolerance for occupational accidents.

In recognition of our quality services, we are proud to of our commitments of our perseverance and continuous effort in striving for excellence and delivering our best.



## MAINTENANCE & ENGINEERING

We perform and manage proactive maintenance approach, which also ensures compliance with all regulations, requirements and manufacturer recommendations.

Services include;

- Transition and handover management
- Facilities management
- Defect Liability Period (DLP) management
- Asset coding in Computer Aided Facilities Management System
- Master PPM planning
- Speciality subcontract management
- Mechanical and AC systems
- Electrical systems
- Building Management System (BMS)
- Plumbing systems
- Sewage vacuum systems
- Low-voltage systems
- Speciality systems management
- Civil works



# SERVICES





# SERVICES

## WATER FEATURES, SWIMMING POOL & LIFE GUARDING

We provide a comprehensive pool and water feature services. Our comprehensive service covers all necessary areas of pool management. Services include:

- Internationally-certified and highly-trained lifeguards
- Maintenance of MEP systems, including heating and cooling
- Water analysis and treatment
- Cleaning of pools, features and related infrastructure





# SERVICES

## CLEANING & HOUSEKEEPING

We provide technical expertise and best practice for our clients, with experience in cleaning large-scale residential, commercial and retail properties, we possess the skills and know-how for any challenge. We work to the highest standard for our clients' Internal & external areas, while our cleaning is in conformation with the British Institute for Cleaning Science standards.

Services include:

- Environment-friendly and waterless cleaning products and solutions
- Front of house areas
- Back of house areas
- Natural stone and wood flooring
- Carpeting
- Washrooms and ablution facilities
- Fixtures and furnishings
- Windows, glass and high access areas
- Exterior glass and façade
- External grounds cleaning
- Car parks
- Specialty cleaning



## LANDSCAPING

Services include:

- Landscaping based on the specific types of vegetation and design for the environment
- Customised solutions that ensure the highest standards of landscape presentation and sustainability
- Installation and maintenance of landscaping irrigation systems, placing shrubs, plants, flowers & small trees, and providing care through cultivating, mowing, trimming, weeding, watering & replacing.

## PEST CONTROL

We offer comprehensive preventative and reactive services for pest control. Our professional and practical solutions involve strictly-controlled treatments that are closely monitored and our pest control programme is geared towards prevention and focuses on all commonly known pests.

Services include:

- Exclusive use of eco-friendly pest control products & natural elimination procedures
- Emergency pest services available 24/7
- Services carried out in a safe and cost effective manner
- Clearing, cleaning and disinfecting areas contaminated by pests
- Trapping and bait placement





# SERVICES



## ENVIRONMENTAL SERVICES

Our clients benefit from our sustainability approach that is applied throughout the operational activities of maintaining the assets lifecycle. We bring long-term value of environmentally conscious management, and real-time procedures proven to be effective.

Services include:

- Sustainable master planning
- Climate analysis to consider renewable energy and ventilation options
- Materials selection
- Water and waste management
- Energy audits and refits
- Energy conservation methodologies
- Recyclable materials management





## **TASSEEL FACILITIES MANAGEMENT**

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