

إدارة المرافق



Facility Management

Company Profile



CEO MESSAGE



At UTG Facility Management, we are dedicated to redefining the standards of excellence in our industry by delivering exceptional and reliable services that enhance every space we manage. Our company is built on a commitment to understanding the unique needs of our clients, anticipating challenges, and turning them into opportunities for improvement.

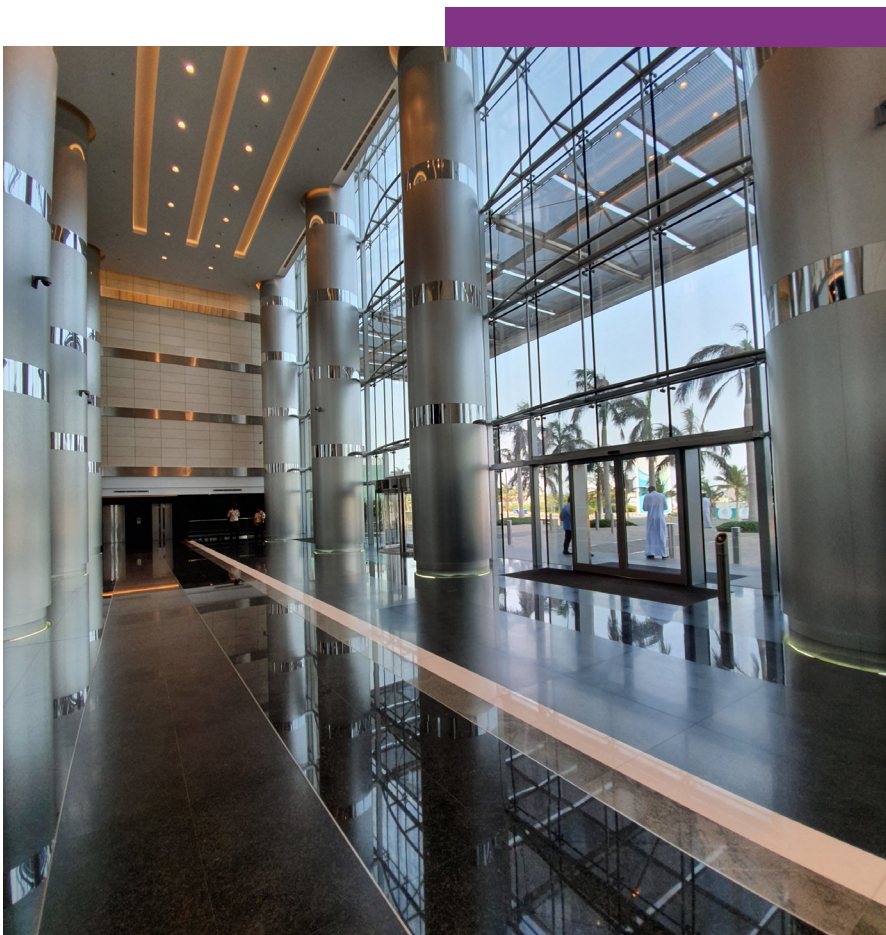
Our approach is centered on innovation and quality, ensuring that we remain ahead of industry trends and adapt to the ever-evolving demands of facility management. We invest in cutting-edge technology, sustainable practices, and continuous employee development to offer solutions that not only meet but exceed expectations. Our goal is to create environments that are efficient, productive, and aligned with the vision of the organizations and communities we serve.

Our talented and dedicated team is the cornerstone of UTG's success. Each member embodies the values of integrity, professionalism, and a passion for delivering quality, which enables us to uphold our reputation and fulfill our commitments.

To our valued clients and partners, thank you for the trust you place in us. We are excited to continue this journey with you, delivering tailored, high-impact facility management solutions that make a difference.

Osamah O. Fakieh

TABLE OF CONTENT



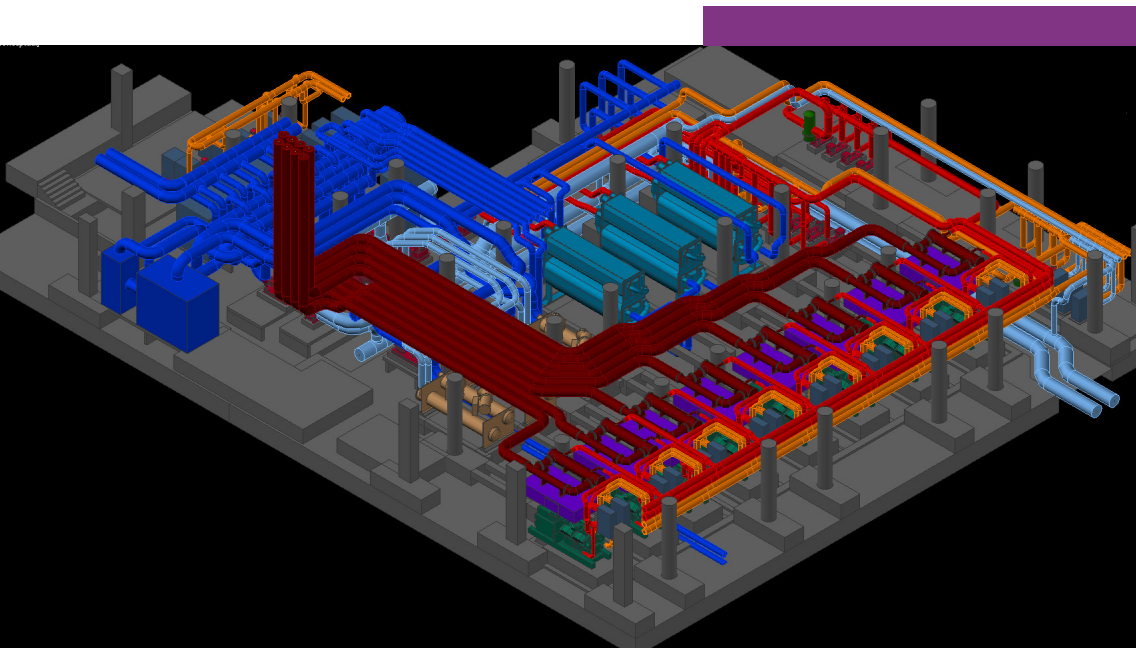
01 COMPANY OVERVIEW	4
02 OUR VISION	4
03 OUR VALUE	5
04 UNIQUE SELLING POINTS	6
05 WHAT WE DO	7
06 OCCUPATIONAL HEALTH, SAFETY, AND ENVIRONMENTAL SUSTAINABILITY	8
07 PARTNERS / CLIENTS	8
08 CASE STUDY	9
09 OCCUPATIONAL HEALTH AND SAFETY	10
10 QUALITY POLICY STATEMENT	11
11 SUCCESS STORY	12

COMPANY OVERVIEW

UTG Company operates in the Facility Management industry and focuses on delivering sustainable and innovative solutions across a wide array in FM services (HS & SS), FM consultation, fit-out projects, operation and maintenance of utility plants.

Our approach of providing functional and cost-efficient systems which are adaptable to our customer needs is vital to our fast-paced growth. We work to deploy solutions that facilitate sustainability and optimal use of available resources. As such, our clients can save cost and enjoy high-performance and eco-friendly technology.

The high demand for our technical expertise led to the establishment of the property management and facility management divisions in the year 2016. Today we provide maintenance services for various clients in the public and private sectors and handle property and facility management for a world-class building infrastructure in the Kingdom of Saudi Arabia. As we continue to expand vertically and horizontally, we focus on building competent teams to provide quality and cost-effective service to our valued customers.



OUR VISION

To be the go-to company for reliable, cost-efficient solutions for utility maintenance services, and facility management.

OUR VALUES



OUR VALUES

At UTG, we embrace the following culture in all our service engagements.



PROVIDING VALUE

Our goal is to add value to our client's businesses and the entire property development industry.



DELIVERING QUALITY

We do not compromise in our resolve to implement top-notch solutions in our project engagements.



EMBRACING INNOVATION

Our teams continuously embrace new technology and innovations to improve our service delivery.



WORKING TOGETHER

We collaborate with technology partners and other industry stakeholders to enhance service delivery.



CUSTOMER SATISFACTION

We aim to achieve absolute customer satisfaction with the top-notch service and customer support we provide.



COMPANY PROFILE

UTG Facility Management

UNIQUE SELLING POINTS



TECHNOLOGY

We make use of the latest innovations and technology in all our project engagements.



FINANCIAL CAPACITY

Leverages the strong financial backing of a well-established company to execute capital intensive projects.



CUSTOMER SERVICE

We provide concierge-level support for our clients to achieve absolute customer satisfaction.



EXPERIENCE

We have an efficient workforce with extensive field experience in executing world-class projects.



ONE-STOP SHOP

Provides comprehensive service for all types of building utility maintenance and repairs. (to add property and facility management).



EXPERTISE

In-depth understanding and technical competence to deploy and manage technology projects efficiently.



QUALITY DELIVERY

We take pride in providing quality services to our clients and delivering project on schedule.

WHAT WE DO

FACILITY MANAGEMENT

Our well-trained workforce uses cutting-edge technologies and industry best practices to provide first-class facilities and building maintenance services. Our facilities management strategy exploits top-line techniques to minimize facility operating expenses and repurposes the workforce to scaling your business to attain leading-edge ROI.

ENERGY SOLUTIONS

Do you need energy solutions for your building infrastructure? Our team of experts can help in the deployment for a commercial office complex of the condominium. We can handle all types of transaction models from EPC to concessions. We work in tandem with all regulations by the relevant authorities in the KSA and follow industry best practices.

OPERATIONS AND MAINTENANCE

We have a team of experts with the experience and

technical competence to provide operations and maintenance services for small and medium-sized utility infrastructure. We can handle utilities such as energy centers, power plants, district cooling plants, seawater desalination plants, sewage treatment plants, and many more.

MAINTENANCE SERVICE

We have an impressive track record of providing cost-effective services without compromising on quality service delivery. The scope of our maintenance services covers civil works and electromechanical systems for office and residential buildings. We have expertise in handling HVAC, electrical, plumbing, access control, firefighting, BMS, and many more.

EPC PROJECTS

We have the expertise to provide EPC service for design-build and construction projects. Your team can leverage our expertise throughout the entire project to control costs, speed up schedules, implement innovations and manage risks. We can adapt our project management strategies to suit the unique goals of your power project.



QUALITY POLICY

UTG aims to be an industry leader in the areas of FM services (HS & SS), system consultation, fit-out projects, operation and maintenance of utility plants. The organizational policy statement which is detailed in Appendix III of this document contains our guideline and principles that promote consistency in quality project delivery. The quality policy promotes lasting mutually beneficial relationship with partners, and customers of UTG.

OCCUPATIONAL HEALTH, SAFETY, AND ENVIRONMENTAL SUSTAINABILITY

At UTG, we adopt a proactive approach to implementing occupational health and safety, as well as environmental sustainability. Our goal is to improve the physical and psychological wellbeing of our workforce and reduce work hazards and safety issues to the barest minimum. We also pay attention to the environment to promote sustainability which improves the welfare of our communities.

To this end, we have documented Occupational Health, Safety, and Environmental Sustainability Policy attached in Appendix II of this document. This policy which is in tandem with the Saudi Labor Law and other applicable statutory and regulatory requirements enhance the productivity and safeguard the wellbeing of our personnel and the environment.

PARTNERS / CLIENTS

The customer-centric service we provide has earned us steady patronage from leading construction companies. We also partner with major stakeholders in our industry to execute various projects in the Kingdom of Saudi Arabia. Some of our corporate clients and partners are:

- The Electricity & Co-Generation Regulatory Authority
- Ministry of Energy Industry And Mineral Resources
- Ministry of Housing
- Saudi Electricity Companies
- Synergy Consulting
- Fakieh group
- Adeem Al Wataniya for Construction and Development
- The Headquarter Business Park
- Saudi diyar consultants
- IBM
- Daikin
- Cummins
- Schneider
- Siemens

APPENDIX I: CASE STUDY

UTG: Producing Utilities efficiently by utilizing waste energy.

HEADQUARTER BUSINESS PARK PROJECT

THE CLIENT

Adeem Al Wataniyah is a property developer and owner of HQBP, a state of the art Building comprising of two towers and a podium. The West Tower has 54 floors, the East Tower comprises of 16 floors and a podium with eight floors. Total Area consists of 245,000 m2. The property is occupied by commercial entities.

THE CHALLENGE

A state of the art building requires a cutting-edge deployment of utilities such as Power, Cooling System & Potable Water System. The problem is to find a company with the experience and technical competence to undertake such a demanding project successfully.

OUR SOLUTION

UTG offered a 25-year Build, Own, Operate & Transfer (BOOT) contract with the provision of innovative solution termed as UTG. This solution uses waste energy to produce utilities at competitive rates. UTG plant would consist of the following

- 7no Diesel Generators- ea 2MW
- 3no Electrical Chillers- ea 1,400 TR
- 3 no Absorption Chillers- ea 700 TR
- 6no Cooling Towers- ea 6,554 kW
- SWRO Plant- 1,300 m3/day

SOLUTION IMPLEMENTED

To work in tandem with government regulation, a standard utility was implemented instead of the UTG concept earlier proposed. The final solution consists of the following

- 4no Diesel Generators- ea 2MW
- 3no Electrical Chillers- ea 1,400 TR
- 6no Cooling Towers- ea 6,554 kW
- SWRO Plant- 1,300 m3/day

CONCLUSION

The appointment of UTG to provide Utility Services on a

concession basis reduced the Capital cost for Adeem Al Wataniyah extensively. Our solution also ensured that the end users benefit from a competitively priced, reliable source of energy.



APPENDIX II: OCCUPATIONAL HEALTH AND SAFETY



UTG Management and employees are fully committed in improving the performance of Occupational Health, Safety, and Environment Systems by targeting the following approaches when possible and feasible:

- UTG Management is committed to providing all required resources and training in accordance to the right of every employee to have a safe working environment.
- UTG Management will always consider the health, safety, and environmental sustainability before taking any action. No task is so important that it shall be performed at the risk of occupational health, safety, and environment.
- UTG Management will create the condition to ensure employees can raise and discuss HSE issues openly and frankly without facing retribution or consequences as a result of the discussion.
- UTG Management will set objectives and HSE targets, conduct monitoring, sampling, and reviews and implement corrective actions to ensure attainment of the goals.
- HSE performance objectives will be included as part of the respective employee performance appraisal and contractor evaluation processes
- All UTG managers and team leaders must work with total commitment towards HSE, leading individuals by example, accepting responsibility and accountability, and providing a system of work that protects and improve the health and safety of all parties.
- All personnel shall comply with the applicable HSE laws and regulations and ensure it is strictly followed.
- All personnel shall be responsible for their own safety and the safety of others. They are expected to contribute to the company's safety objectives
- All employees must report incidents, near misses and unsafe acts/ conditions.
- All personnel shall be encouraged to improve workplace safety through initiatives and innovation.
- All employees, contractors, subcontractors, and suppliers are required (as a condition of contract) to comply with the HSE policy. Compliance with safety rules will be evaluated, and necessary actions will be taken without undue delay.
- UTG Management will provide for periodic inspections to be carried out to ensure compliance with this policy.
- OHS policy will be regularly reviewed during management reviews and/or whenever significant changes occur.

APPENDIX III: QUALITY POLICY STATEMENT

We conduct our business in the Kingdom of Saudi Arabia in the areas of across a wide array in FM services (HS & SS), system consultation, fit-out projects, operation and maintenance of utility plants.
. The Quality Policy as stated below is established to enhance quality in our operations and project delivery.

THE CUSTOMER

- We shall continuously study and understand the needs of our customers to fulfill their expectations.
- Our team shall always deliver products and service in tandem with applicable standards and regulations.
- We shall provide consultancy services and advice, in good faith, and the best interest of our customers.
- We shall take reasonable steps to improve customer satisfaction through quality service delivery.

OUR STAFF

- We shall provide continuous training and professional development for employees.
- We shall imbibe the culture of continuous process improvement in our staff.
- Provide training in the use of the latest technology and innovations in our industry.
- Provide adequate motivation for our staff to improve wellbeing and performance.

OUR OPERATIONS

- Improve the efficiency of our processes to reduce cost, enhance safety and improve output quality.
- Embrace the use of innovations and technology to improve operations and service to clients.
- Work in tandem with standards and regulations stipulated by the law of the KSA.
- Make decisions based on empirical data derived from process analysis and quality management systems.

PARTNERSHIPS AND BUSINESS RELATIONS

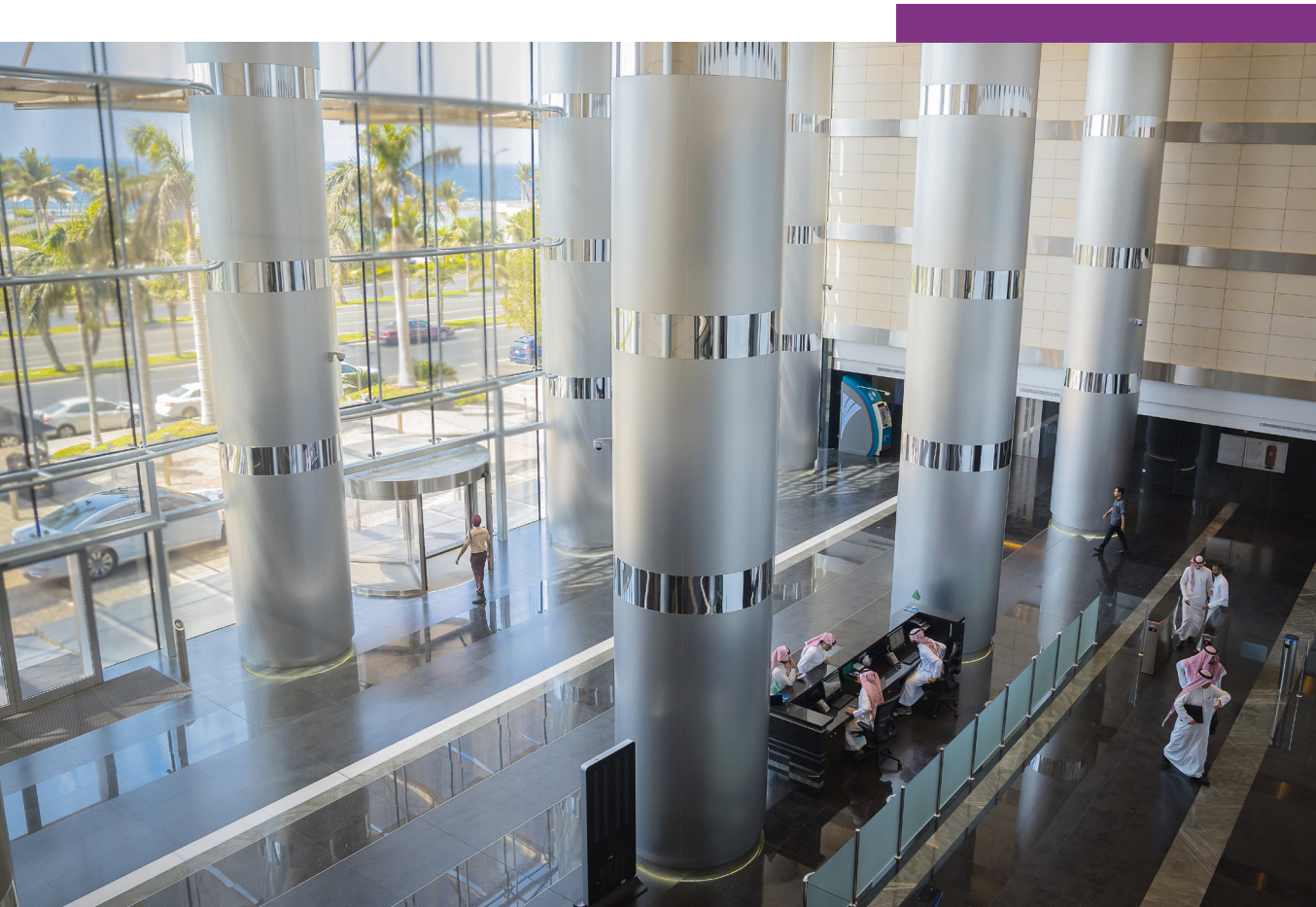
- Work with other industry stakeholders to improve technology and develop new products
- Work with clients to strengthen mutual trust to enhance quality delivery and process improvements.
- Streamline suppliers and partners to organizations that place a premium value on quality.

The Quality Policy Statement of UTG shall be regularly reviewed to align with current changes in technology and business environment of the KSA.



APPENDIX IV: SUCCESS STORY

HQBP FACILITY MANAGEMENT PROJECT



CHALLENGE

UTG's pilot project was in Headquarters Business Park (HQBP) since 2013 as main provider of utilities such as power, cooling, and potable water. It was not that easy as it may seem to build, operate, and maintain such self sustained Energy Center. UTG confronted a lot of challenges over time but never gave up and became more reliable as of today. One of the challenges faced was in maintaining 24/7 chilled water that flows continuously through a Glass Reinforced Plastic (GRP) pipes, instead of a standard steel pipes, that used to hold a high pressure and huge volume water. UTG also experienced difficulties in maintaining the Prime Generators that feeds the entire towers which were very noisy and enclosed in a limited space rooms. Another confronted case was in providing a potable water which was generated from an intake well waters under soil that requires well treatment and care for public use. UTG also took over the sewage treatment plant that supplies irrigation water to plants and trees that needs proper monitoring and treatment to avoid awful smell and worse resulting damage to environment and dying plantations.

ACTION

UTG had demonstrated an excellent response to challenges and managed to strengthen the business using the proper tools and techniques. One of the tools was the use of Smart Building Solutions that monitors and sending alerts before a catastrophic incident happen. And some of the techniques that had controlled the smooth operations were namely the selection of a great team which are composed of a talented, well experienced, and multi-skilled Management staff, Engineers, down to the level of technicians, utilization of a comprehensive Key Performance Indicators (KPI), and State of Art CAFM System. UTG had also used the trend analysis review of historical events data and provided proposed improvement plans to reduce or eliminate forthcoming incidents or issues. UTG ensures that management and maintenance teams are fully equipped of Standard Operating Procedures through valuable annual training plan designed per discipline and delivered frequently to address operational requirement.

RESULT

As a result, UTG had recorded 'meeting' KPI score, zero fatality, and zero critical service interruption (CSI) for more than 6 years where UTG had proven and became successful in managing high rise buildings such as HQBP. This led in gaining the trust of HQBP Owners Association in upgradation of UTG contract to a bigger responsibilities year by year.

PERSPECTIVE

UTG remained strong and dedicated to their customers despite challenges met and had used those experiences as a steppings stone to more wholistic real estate business and of Facilities and Property Management. UTG are taking steps to be a certified ISO and OHSAS to level up the standards of management and occupational health and safety. UTG set a detailed business plans with clear objectives and goals of a wider industry in future. Along with the Saudi Arabia's Vision 2030, UTG will participate in the nation's change to more advance real estate business providing reliable and cost-efficient solutions for facilities using innovative and sustainable solutions.



COMPANY PROFILE



<https://www.facebook.com/UTGFM>



https://twitter.com/united_tri

Contact Information

Address:

2444 Taha Khasiyfan - Ash Shati
Jeddah 23511-7333 Saudi Arabia

E: info@UTG-sa.com

T: +966 12 578 0046



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