



FACILITIES MANAGEMENT SERVICES

CONTACT US

Arabic

TOTAL CARE BUSINESS SERVICE SPC

Post Box: 450 Postal Code : 114 ص.ب. : ٤٥٠ ، الرمز البريدي : ١١٤
Sultanate Of Oman سلطنة عمان
Contact No: +968 9597 9598 نقال : +٩٦٨ ٩٥٩٧٩٥٩٨

mail@totalcareom.com

www.totalcareom.com



FACILITIES MANAGEMENT SERVICES

COMPANY PROFILE
"STRUCTURED FOR SUCCES"

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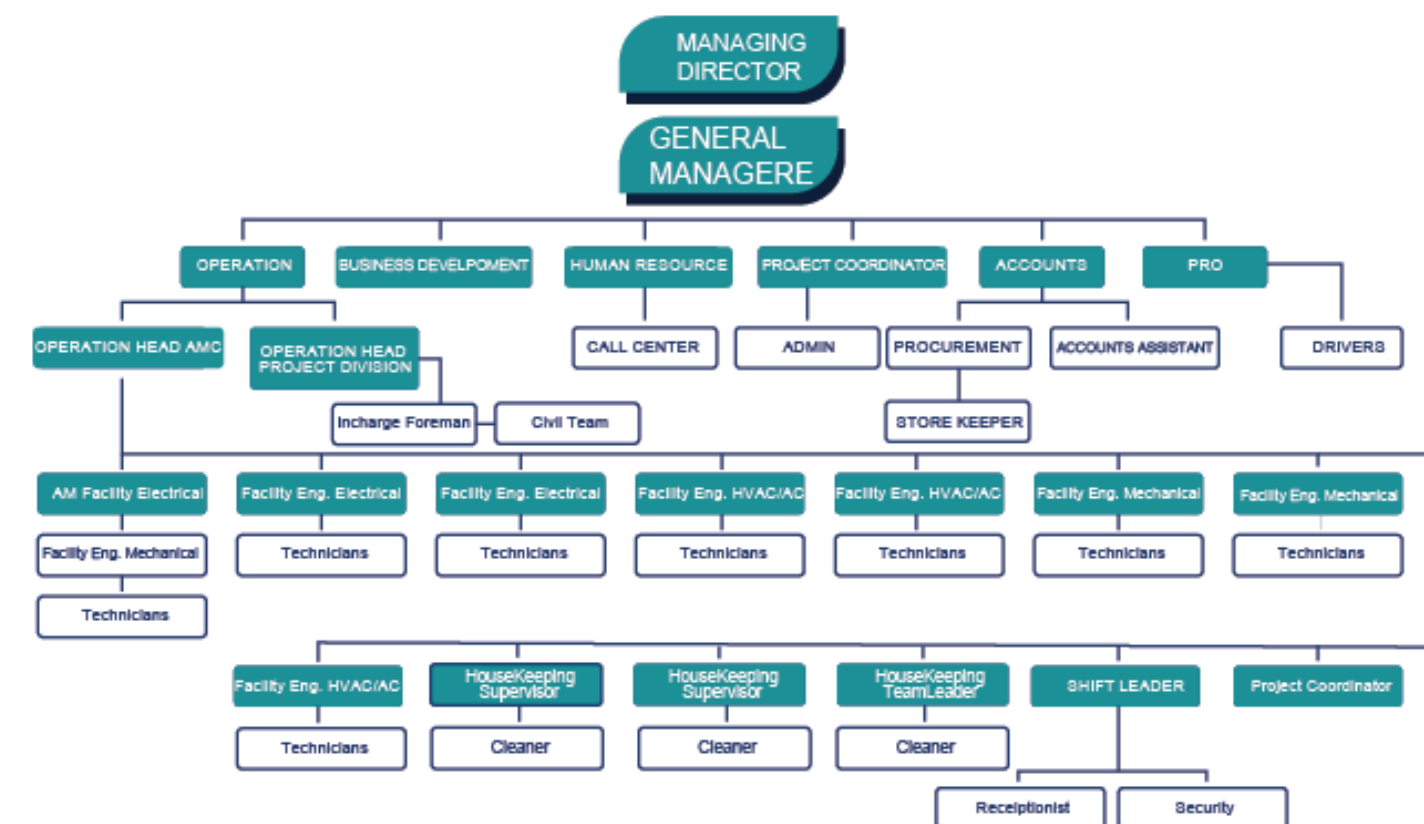
Total Care

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Health, Safety & Environmental Policy

TOTAL CARE is committed to striving toward no harm processes to carry out the business activities in a sustainable manner. We aim to:

- | | | |
|--|--|---|
| Provide a healthy environment and promote a safe workplace for all employees | Engage with each member to keep health and safety procedures in top priority | Pursue continuous improvement in all aspects of health and safety |
|--|--|---|

In order to achieve what we aim, the following activities are being strictly and periodically conducted in the company:

- Implement the highest standards of HSE systems to prevent accidents, injuries, and work-related ill-health
- Develop, Operate and maintain facilities system processes that are safe Monitor and review using indicators to minimize risk to health, safety, and the environment
- Reduce environmental impacts to make a positive contribution to sustainable development and meet our Corporate Social Responsibility (CSR) requirements
- Identify, evaluate & control HSE risks using best practice
- Create awareness and ensure that our employees are responsible for the onsite health and safety
- Train and supervise employees to support and deliver the best HSE expectations and objectives.
- Set annual improvement objectives and targets based on audit, review inspection of HSE systems to ensure they are implemented at all business levels



ABOUT US

TOTAL CARE is a leading facilities management company, situated in the heart of MUSACT, OMAN with a strong reputation for delivering an outstanding service in Integrated Facilities Management and Technical Services OMAN wide.

An OMANI owned company, formed in 2012, from humble beginnings, TOTAL CARE has gone from strength to strength growing a wide range of facilities management services to suit the ever-evolving and diverse client base.

FOUNDER'S MESSAGE



The idea for TOTAL CARE Facilities Management came about in 2012 OMAN. I truly believe that every business should be focused on what will benefit the customer and this is why I am personally committed perfecting our services and encouraging innovation within the team and our clients. It's that attention to a personalised service that has grown TOTAL CARE from a small organisation to a national corporation. We manage facilities and premises OMAN wide, yet I still make it my mission to provide unparalleled customer service to our supporting patrons.

TOTAL CARE Facilities Management stands firm in its values. Integrity, honesty, excellence and mutual respect drive us forward and will continue to define our organization. Through our rapid success, we've been able to continually increase our team in number and expertise and serve more customers since our humble beginnings. It makes me proud how versatile our capabilities are; our team can serve small, medium and large sized projects in OMAN. Finally, I'd like to personally thank you for taking the time to explore.

TOTAL CARE's services and all that we stand for. We're proud of our achievements but what keeps us going is our overwhelmingly positive client feedback.

Mrs. NAWAL KHAMIS HUMAID AL SIYABI
MANAGING DIRECTOR – TOTAL CARE Facilities Management





Total Care

OUR VISION:

Our Vision is to become the Integrated Facility Management company of choice in the region; structured for success, we maintain, manage, reduce cost and allocate resources efficiently for your Assets with a sustainable approach.

OUR MISSION:

- Consolidation, centralisation and maintenance of facilities to reduce costs.
- Provide plans for end-to-end service delivery by providing on-demand solutions for our clients.
- Provide a premier service that is structured for success.
- Solutions for Commercial, Retail and Residential projects and timely, accurate and effective communication to all stakeholders.
- An innovative team of highly trained and skilled professionals who's motto is "Safety First."
- An environmentally aware and responsible team you can entrust for today and the future
- To provide a tailor-made solution for small to large scale projects.

OUR VALUES:

Our people are at the frontline of our priority and together we created values that are built to outperform in our role in the Facilities Management Industry.



EXCELLENCE
& RELIABILITY



ACCOUNTABILITY
& AGILITY



INTEGRITY



SOCIAL
RESPONSIBILITY



PEOPLE
CENTERED



Rope Access Window Cleaning Service

Rope access window cleaning is a method of cleaning windows, glass, and facades on tall buildings or structures using specialized equipment and techniques. It uses ropes and harnesses to suspend workers from the roof or top of the building, allowing them to access all parts of the building's exterior without the need for scaffolding or other support structures.

This method is preferred for its efficiency, safety, and minimal impact on the building and surrounding area and is particularly useful for buildings with complex architectural features.

We have handled rope access cleaning contracts, ranging from cleaning high-level steel work, and building external glass to all industrial and commercial buildings and structures. This professionalism has helped us build a solid reputation for offering a flexible, safe, cost-effective service customized to each unique client's needs.

SUSTAINABILITY

Safety and Quality Assurance

Our strength is in our people and their skills, and that is why training is at the core of our success. Our management conducts audits for skills and safety knowledge within the team while instilling the responsibility for sustainability in each of our team members.

We take pride in having a robust health and safety policy, state of the art machinery, tools and equipment. We also set reasonable yet challenging KPI's with a scoring system to ensure an exceptional quality of technical services for our clients and a happy and healthy team.

OUR BUSINESS AIM OF DELIVERING BUILDINGS OF EXCELLENT QUALITY AND VALUE TO OUR CLIENTS ALIGNS WITH OUR SUSTAINABILITY PRIORITIES.

- We deliver staff training and development
- Our accident rates are low and we aim to become the Health and Safety leaders in the industry.
- We care for our clients and the environment; we look for opportunity to reduce water and energy at every property.



WHY CHOOSE US

- **RELIABILITY**
We are committed to delivering fast, effective solutions that exceed expectations through collaborative partnerships with our clients.
- **EXPERTISE**
Ensuring customer service, efficiencies in time and processes enabling Clients to concentrate on its core businesses.
- **WE SERVE ALL OMAN**
We deliver the most innovative facilities management solutions in all emirates.
- **SUSTAINABILITY IN OUR DNA**
TOTAL CARE sustainability strategy encompasses all areas of energy saving, carbon reduction and offset, waste management consultancy.
- **INNOVATIVE FM SOLUTIONS**
Driven by innovation, we are constantly identifying and implementing new initiatives across our business.



OUR TEAM

Our management team is our core team and where innovation and solutions to improving our technical services is managed and encouraged.

Mrs. NAWAL KHAMIS HUMAID AL SIYABI
MANAGING DIRECTOR

Mr. SANAL
GENERAL MANGER

We have a strong team of experienced professionals with extensive skills in facilities management. As a passionate team, our quality of work shows our commitment to meeting and exceeding the expectations for every project we are involved in big or small. We have a winning combination of expertise, technical and industry knowledge, passion for excellence and commitment, which shines through in everything we do.

- Project Manager
- Facility Engineers
- Civil Engineer
- Foreman
- Skilled Technicians MEP, HVAC
- Civil Workers
- Housekeeping Attendant
- Concierge
- Stewards
- Parking attendants
- Gardener



COLLABORATED SERVICES

Waste Management Solutions

We can take care of all waste management issues, ensuring that these activities are carried out by municipality-approved contractors in full compliance with local legislation. We ensure that waste collection areas are kept clean, and that waste is collected and disposed of on a frequent basis to avoid any hazard or disturbance to tenants and the community.



Pest Control Solutions

If you have pest control issues, we can provide you with experienced, highly trained teams, who will be happy to provide you with a full pest control solutions service through our qualified partners.



WATER FEATURE MAINTENANCE

The cleaning and maintenance services of water features includes general maintenance, cleaning, and filtration system maintenance for your water features and swimming pools.



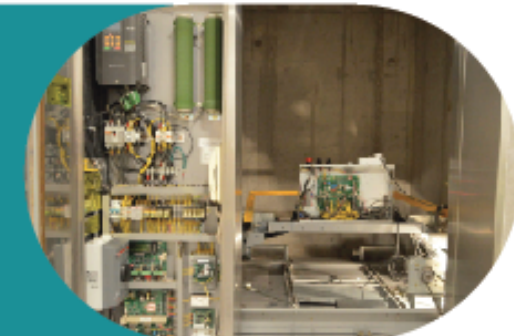
Fire Fighting and Fire Fighting Maintenance

As part of our specialised collaborative services provided by our partners, we offer a range of services including firefighting maintenance and a fire fighting service.



Lifts and Elevator Maintenance

To ensure your building is maintained correctly, we can also deliver a lift and elevator maintenance service with our collaborative service through our expert partners. The team of engineers will ensure your lifts and elevators are working to an optimum level throughout the year.



SOFT SERVICES

Housekeeping Services

With advanced experience and knowledge in deep cleaning residential and commercial spaces, we will work with you to deliver to your expectations. If you need our cleaning services regularly, we can adapt to suit your individual needs.



Premise Deep Cleaning

Our cleaning staff will be happy to provide a cleaning service, both big or small, commercial or residential. We understand the importance of delivering a quality cleaning service, and we can also respond to immediate adhoc cleaning requirements or ongoing contractual ones.



CIVIL SERVICES

Building and Turnkey Projects

We can provide complete fitouts and refurbishments, all types of flooring work, bathroom fitouts, kitchen fitouts, carpentry and joinery, decorative and simple ceiling works, blockwork, tiling, painting and more.



Manpower Supply

We at Totalcare are prepared to provide staff to work on your projects our team capacity caters to small to large sized projects. We have highly experienced and trained staff available to cover a range of roles



WHO WE ARE

TOTAL CARE Facility Management prides itself in being a single point of contact for the management of all facility issues and gives clients the peace of mind of strong budgetary control under pinned by a robust management of its service partners to guarantee quality service delivery, health and safety compliance and value for money.

We strategically direct all your facility operations and take care with your facility management and servicing operations hassle free. Our FMS eliminates the risk and complexity in the process and boost efficiency and consistency go up making your job gets a whole lot easier. Your organization can be free from the task of managing your assets and amenities keeping it easier in your hands.



SECTORS WE SERVE:

Residential & Communities

We offer flexibility in solutions to maintain your premise and provide tailor-made contracts and a promise for a high-quality standard of work.



Commercial/Retail

A full facilities management service include technical, staffing, fire safety, lifts, facade cleaning, pest control services, parking systems, as well as general housekeeping.



Education

Within the education sector, our facilities management services include general maintenance, housekeeping services, planned preventative maintenance, HK, security staffing, fire and safety risk assessments as well as energy management.



Leisure & Hospitality

Our clients within the leisure and hospitality sectors require a range of soft services, hard services, housekeeping, staffing, specialized services.



OUR SERVICES

HARD SERVICES

MECHANICAL SERVICES

We carry out general maintenance, preventive maintenance, installation of mechanical assets, attending to reactive complaints & troubleshooting.



ELECTRICAL SERVICES

TOTAL CARE specializes in risk audit through to preventative electrical maintenance for your premise. We maintain distribution boards, control panels and low voltage (LV) panels, capacitor banks as well as lighting systems.



PLUMBING SERVICES

We can adapt to suit the needs of our clients, including upgrades and repairs, as well as installations. We are the first port of call for the plumbing needs of our clients, delivering an exceptional standard of service.



HVAC

We provide a wide range of services, including the management of fresh air handling units (FAHU), Air handling units (AHU), Fan cooling units (FCU) and chillers and heat exchangers. Our HVAC services are available to both residential and commercial.

