



PREQUALIFICATION 2019

Hospitality | Facility Management | Quality Assurance



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ABOUT FIRST RESORT



The Arab world is synonymous with warm hospitality and welcoming smiles. The United Arab Emirates remains at the forefront of the MENA region's hospitality industry, firmly cementing itself as the world's favoured travel destination for the eager, curious traveller. The hospitality industry remains one of the UAE's growth engines, with a steady surge in hospitality driven revenue predicted to rise to \$10 Billion by 2020, driven by nearly 57,000 new rooms in the pipeline.

**(Source: <http://www.thenational.ae/business/travel-tourism/uae-hospitality-revenue-forecast-to-reach-98-billion-by-2020>)*

First Resort is a top tier integrated facilities management (FM) services provider catering to the high-profile lifestyle hospitality industry. First Resort offers an array of high quality ISO 9001, 14001, 27001 and 18001 certified FM services designed to address the unique challenges and requirements of lifestyle hospitality businesses, and sophisticated travellers seeking an exciting new adventure.

We aim to provide the best global practices and set new benchmark standards via our bespoke hospitality FM industry solutions, with a commitment to delivering precise attention to detail and an unstinting focus on achieving a memorable experience for the savvy global traveller.

Our integrated services platform gives us unmatched agility and strategic flexibility to proactively scale operations with ultra-short turnaround times and rapid fire evolution of delivery models and services portfolio to reflect the changing needs of a highly dynamic industry. We combine operational integrity and fiscal capability with the creative passion to

deliver world class hospitality projects rooted in global, local environments.

Powered by an exciting mix of experienced industry veterans and enthusiastic young innovators hailing from over 40 plus diverse nationalities, we have taken quick strides to distinguish ourselves as the UAE's premier lifestyle hospitality FM services provider by securing the prestigious contract to offer our FM services to the renowned Etihad Towers in Abu Dhabi, UAE.

First Resort is a joint venture between EFS Facilities Services, (a UAE based regional leader in delivering integrated facilities management services across the Middle East, Africa, South Asia and Turkey and operating in more than 20 countries since 2000) and Emirates Consortium (an Abu Dhabi based dynamic and diversified holding company with an extensive portfolio of successful businesses and partnerships covering a broad spectrum of industries spanning laundry facility development, Transportation, and Leisure services).



EFS Facilities Services is a regional leader in delivering integrated facilities management services across the Middle East, Africa, South Asia and Turkey. EFS has been accredited for over 15 years in providing quality services to some of the biggest regional names including leading multinationals in the region.

Since inception, we have been expanding our diversified clientele through comprehensive services offering across the region. We have crossed AED 3 Billion in contract backlog and manage an approximate total area of over 250 million sq. ft. spanning from Africa to South Asia including Middle East under our scope.

From the beginning, EFS has set new benchmarks in facilities management through quality service delivery and innovation. The sustained track record of over 95% client retention and their accolades for high customer satisfaction have been the cornerstone of EFS' legacy.

Our FM portfolio comprises of prominent and prestigious clients ranging from large government entities to many Fortune 500 companies. We offer total facilities management solutions comprising of

over 75 services through dedicated business verticals such as Oil & Gas, Banking, Industrial, Public Sector, Integrated Workplaces, Education, Retail and Mixed Use Developments.

Our facilities management strategy is focused on Operational Excellence, Commercial Prudence and Sustainability whilst adhering to fundamental principles of discipline, attitude and commitment. We establish and nurture relationships with our clients based on Transparency, Trust and Mutual Respect that are integral to our core value system.

EFS' motto of People, Structure and Systems has been the key driving force of its organizational strength and management focus. This has helped us to put People First whilst building lean structures and continuously investing in state-of-the-art systems.

Led by a competent, experienced management with several decades of combined core industry expertise and past track record, complemented by ISO 9001, 14001, 27001 and 18001 accreditations, we have built and earned our reputation and gained the trust of top companies in the region.



delivering your **DREAM** laundry

ABOUT BUBBLES LAUNDRY



Balghailam Bubble Works Laundry is owned by Emirates Consortium Holding.

Bubbles is a focused UAE textile, hygiene and safety solutions business with leading positions in the Healthcare and Hospitality sectors.

Construction of the Bubble Laundry factory at Balghailam was completed in January 2014. Months of detailed design and planning using the expertise of people at the very top of the laundry industry in Europe and the Middle East culminated in the most up to date laundry of its kind with state of the art machinery, technology and infrastructure.

The laundry itself has a footprint of 65,000 square feet and has been specially built to maximize the use of resources, in fact it is one of the most energy efficient facilities of this type in the world. Over 30% of all the water used is recycled which means we use less than 3 litres of water for every kg of work processed and as the factory can process 65 tons of linen and garments a day (roughly 1.2 million pieces a week)

for Hospitality and 25 tons for Healthcare, we are not only energy efficient but environmentally sustainable too.

Our technology is also revolutionary, supporting every aspect of the laundry operation and ensuring standards and procedures are set, measured, maintained and improved. The highest levels of quality, stock management, health and safety, site maintenance and staff training are always adhered to. Bubble is one the few laundries using Radio Identification technology (RFID) which automatically tracks every single item from the point of collection, through the washing and packing process and back to the precise delivery point the customer requires. Bubble covers the Hospitality and the Healthcare sector across the UAE, where we develop solutions for clients on Integrated Laundry Services.

We serve the most prestigious Hotels in the region, and as well the biggest service provider for the high end of healthcare sector like Cleveland Clinic in Abu Dhabi.

MISSION & VISION



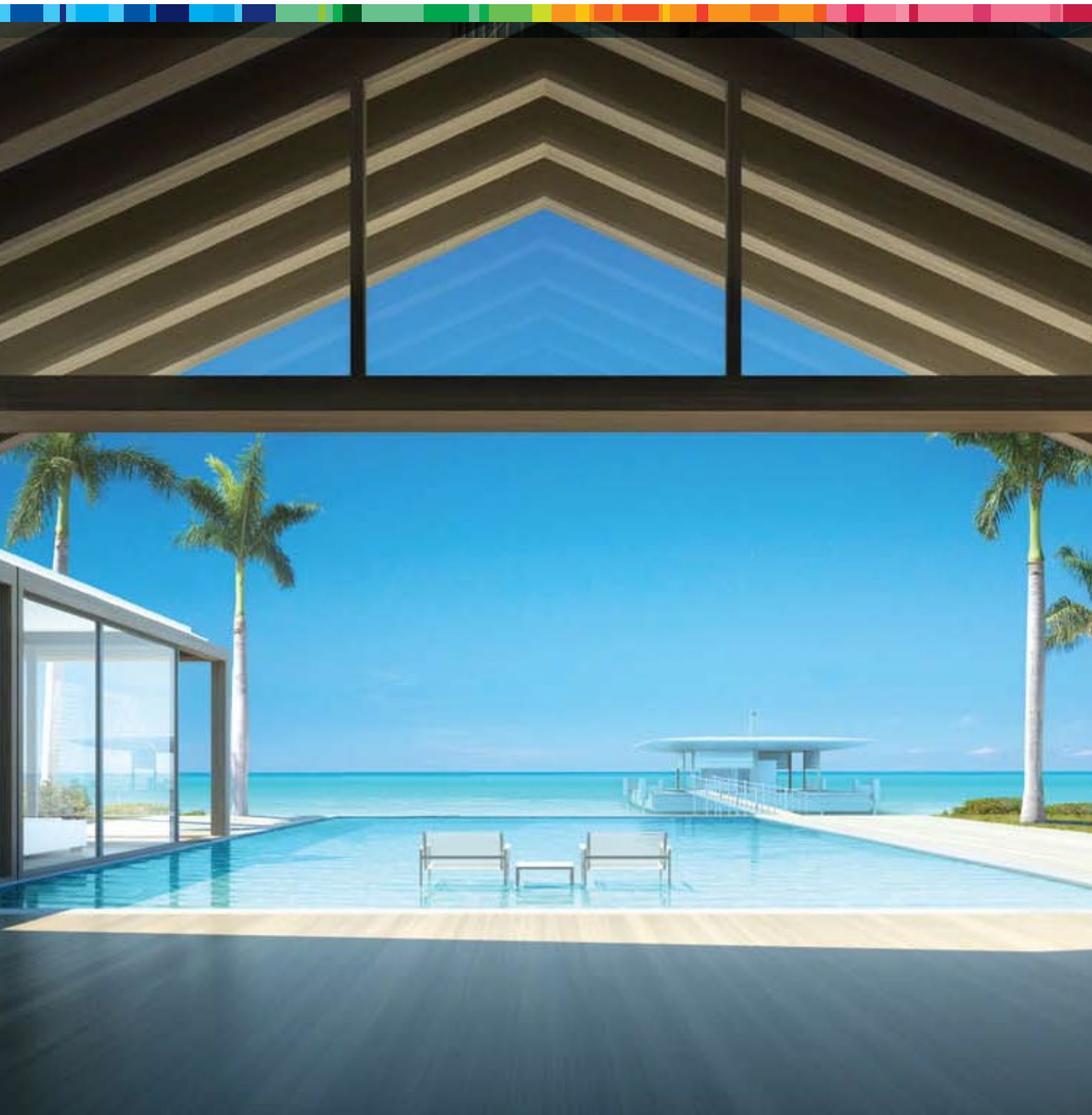
Mission

- We will continue to deliver personalized and intuitive services to our direct and indirect clients through our service-oriented culture which promotes a beneficial engagement between our clients and their guests
- We aim to achieve an exceptional first impression and memorable experiences for our clients and their guests within a defect-free environment.
- We will incorporate strategic foresight and efficient operations through cutting-edge technology and high-quality services to create value for our clients.
- We are committed to achieving sustained value for our key stakeholders, specifically our guests, hosts, and owners in the hospitality industry.

Vision

Stellar Professional Services

- We will establish ourselves as global leaders in customized services and deliver memorable and reinvigorating experiences for our clients' guests.
- We will operate as a community-driven company with innovative services ensuring an intuitive hospitable environment.
- We will attract the most skilled, experienced, motivated, innovative multinational professionals from the global hospitality industry adhering to our founding principles of care and integrity.
- We will achieve the highest level of client and guest satisfaction by demonstrating our exemplary practices powered by a deep-rooted work culture driven by the pursuit of professional growth and excellence.
- We will nurture and forge in-depth relationships with our clients and guests and grow our clientele based on achieving the industry's highest client satisfaction rates.



FIRST RESORT HOSPITALITY

First Resort Hospitality

We combine the utmost operational integrity and fiscal capability with the creative passion to deliver world class hospitality projects rooted in global, local environments.

Our projects are borne from a love of design and the way in which it can enrich and influence the world around us.

First Resort Hospitality is specialist agency, focusing within the lifestyle hospitality sector we enhance and co-create with our clients innovative and category busting solutions to the hospitality norm!

First Resort Hospitality takes great care listening to you and what you want to achieve, and takes great pride in bringing your vision to life.

First Resort Hospitality combines over 30 years' experience in Hospitality Operations, Financial management, Branding, Marketing, Digital and Retail with a young and fresh approach, providing the perfect formula for innovative creativity and solid delivery.

First Resort Hospitality accomplish exceptional concept creation through our creative culinary team, building and integrated design through our trusted partners and have a proven record in the development and management turnaround of new build and existing hospitality businesses.

At First Resort Hospitality, we specialize in the management and inception of the creative build process and are renowned following the completion of our recent projects for an exceptional level of execution and corporate integrity.

First Resort Hospitality is committed to delivering the highest standards of hospitality to the world by practicing Inspiring lives.

Our Mission is to create hotels and restaurants around the world to offer memorable experiences and together build a lasting, positive relationship with our guests, partners, employees and communities.



Specialist Hospitality Services

We are uniquely positioned to cater to address the stringent needs of the rapidly expanding lifestyle hospitality sector in UAE. Through our in-depth engagement with clients and travelers, we help clients achieve their powering vision to life through our innovative and fresh creative approach and impeccable service delivery.

We leverage over 30 years' experience in Hospitality Operations, Financial management, Branding, Marketing, Digital and Retail to accomplish exceptional concept creation, building and integrated design with a proven record in the development and management turnaround of new buildings and existing hospitality businesses.

Our premier hospitality services include:

Technical and Pre-Opening Services

From the moment of signing the management agreement up until the official opening date of the property, First Resort will provide Technical Services and Concept Design Guidance, and will prepare all necessary documentation and research in order to optimize the project's feasibility, perceived risk and operational efficiency

FIRST RESORT HOSPITALITY



Concepts and design

- Concept Design brief to the design team
- Area Requirements brief
- Project supervision
- Technical input and drawings as required
- Regular review of interior design and finishes with the interior designers
- Recommend computer and software management systems
- Site visits, troubleshoot and problem solving for the client
- Assisting and advising on the commissioning of all equipment

Hospitality Facility Management Services

Facilities Management Services are provided by First Resort Facilities Management, all services are tailored to the specific client environments and brand ethos.

Detail design and planning

- M&E specifications
- Compilation of FF&E
- Recommendations of equipment suppliers
- Preparation of operations manual
- Critical Path analysis and opening countdown

Staffing and operational services

- Selection of Candidates
- Recruitment
- Manpower Solutions
- Training and management orientation
- Writing operational standards & implementation
- Opening set up and product training
- Pre-opening team training process

Front of House, Concierge & Housekeeping Services

- Outsourced Housekeeping, concierge and receptionist services for 5-star hospitality and commercial sectors
- Dedicated, committed and trained staff with extensive knowledge and expertise in the luxury hotel environment.

Lifeguard Services

- Certified, trained and qualified lifeguards adhering to strictest safety standards in public aquatic facilities
- Lifeguard personnel well trained in rescue, medical aid and prevention of accidents
- Regular supervision of swimming premises

Food & Beverage Staffing

- Well trained male and female Food & Beverage Service attendants. We provide both permanent and temporary solutions.



FIRST RESORT HOSPITALITY



Security Services

By leveraging our partnership with Secure Plus LLC, we can offer our clients a high level comprehensive security services platform. We provide our clients access to operational excellence, outstanding service, technological leadership, innovative business relationships and a dynamic workforce. Our skills, experience and proven track record enable us to provide a comprehensive security services portfolio to cater to clients' security needs with our high quality, cost effective, vetted and customizable security services.

Our safety personnel are highly trained, talented, motivated, disciplined and vigilant with a priority of client safety and asset integrity. They are well versed with the region's culture, language, sensibilities and legal compliance standards and statutory regulations.

Security Services Portfolio

Our security solutions can address a wide variety of security requirements for a diverse range of sectors ranging from industries to multiplexes.

Our security services portfolio includes:

Security Services

- Dubai police (DPS) certified security personnel
- Professional, courteous, well groomed, and highly trained male and female security officers
- All security personnel undergo comprehensive background checks and are vetted as per local regulatory standards
- Well suited to handle security for large scale events, malls, warehouse and logistic centers, hotels, office buildings, residential and retail, as well as healthcare establishments among others

Security Consultancy

- Comprehensive security risk audits assessments to identify security lapses
- Ensuring optimum business continuity
- Emergency response planning
- Security asset management
- Operational reviews and trials
- Conducting security awareness training
- Reviewing security policies and procedures

Cargo Escort

- Qualified and trained logistics professionals to protect high value assets and valuables integrity
- Cargo escort services and copilot facilities well suited for logistics and transport companies
- Adept optimization of delivery schedules and routes to minimize transit duration
- Timely updates on package movement and quick response to hostile developments



FIRST RESORT FACILITY MANAGEMENT





FIRST RESORT FACILITY MANAGEMENT

First Resort Facilities Management

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IFM Services Suite

First Resort offers a wide variety of specialised hospitality oriented Integrated Facilities Management Services (IFM) that address the unique of the industry ranging from Technical services to Service Assurance.

Value Added Support Services

- Call Centre and Helpdesk
- Contract Management
- Utilities and Infrastructure Management
- Life Cycle Management
- Building Services Management

Technical Operations & Maintenance

- Maintenance, Electrical and Plumbing Services
- Heating, Ventilation and Air Conditioning Systems (HVAC)
- Minor Civil Works
- Electrical Systems
- Fire Control and Detection Management
- Critical Engineering Management
- Access/CCTVs Control
- Irrigation Works
- Utilities Network Infrastructure Maintenance

Soft Services

- Housekeeping / Janitorial Services
- Porterage Services
- Landscaping
- Pool Maintenance
- Laundry Services
- Waste Management
- Pest Control Services

Commissioning & Transition Management

The First Resort commissioning service provides in summary; the confirmation that the construction team has fulfilled the functional and performance requirements of the Owner, occupants, and operators.

FIRST RESORT FACILITY MANAGEMENT



To reach this goal, it is necessary for the commissioning process to establish and document the Owner's criteria for system operation, performance, and maintainability; as well as, to verify and document compliance with these criteria throughout design, construction, start-up, and the initial period of operation. In addition, complete operation and maintenance (O&M) manuals, as well as training on system operation, should be provided to the building operators to ensure the building continues to operate as intended.

As defined by ASHRAE Guideline 1-1996: "The HVAC Commissioning Process" defines commissioning as follows: ...the process of ensuring that systems are designed, installed, functionally tested and capable of being operated and maintained to perform in conformity with the design intent.

- Conditional Audits
- Defects Liability Management
- 3rd Party Testing
- Managing Initial Government Inspectors Reviews of AMCs for Key Plant & Machinery
- Building Handover Process
- Space Management
- FM Consultation Management

Asset Management Services

We help our clients enhance the longevity of their celebrated real estate assets and protect the inherent value of their investments, by operating and maintaining their developments through our dedicated and experienced human resources.

We deploy the region's most skilled professionals on our clients' locations, well equipped with the latest in cutting edge hardware and technology, armed with comprehensive knowledge of globally proven industry best practices in high quality IFM implementation.

The pillars of our asset management services span:

Asset Register Management

Asset Register are considered the primary line of asset longevity securement and provide macro and micro overview of installed building systems as well as an asset criticality ranking per the relationship between the system and the building function. We help our clients create world class asset register documents compliant with leading global standards like IEE ISO9001, SFG20 as well as NFPA99, NEBOSH, FEWA, RoSPA and CIBSI.

Our Asset Register Management services comprise:

- Creation of a dedicated Asset Register document framework on newly launched real estate assets
- Completion of partially create Asset Register documents on par with leading international standards
- In house asset verification service on existing developments to verify the location of each asset and their criticality
- Creation of specialised maintenance modules and strategy depending on the analysis of pre-existing asset registers if there is partial or no asset register, there will be a need to create an asset register, which will capture the relative importance of the assets and the building function which, in turn, should help determine the appropriate maintenance strategy and the service level regimes.

Our standard Asset Register templates provide a quick overview of the following areas, which help our

FIRST RESORT FACILITY MANAGEMENT

clients obtain the necessary regulatory approvals, in compliance with the local regulations and standards.

- Asset identifier Location
- Asset item description
- Manufacturers/suppliers details
- Model description/type and Serial numbers
- Rating, capacity or certified performance information
- Date of installation
- Criticality or factor relating the asset's importance in relation to the system/building function

Asset Tagging

We can assist our clients by tagging identified assets with individual asset tags with unique barcode numbers and log the data into the Asset Register document framework. The highly visible and easily identifiable sophisticated asset tagging platform forms a crucial part of our evolving PPM paradigm.

Asset Condition Survey

We undertake a comprehensive conditional survey of each asset on our clients' real estate asset locations to provide a real-time overview and assessment on the operational health of each asset module.

Our elite team of trained, qualified professionals with proven expertise in in-depth asset assessment, provide our clients with a detailed Condition Survey report covering operations critical areas such as Asset Condition Ranking, Assets Conditions Comments as well as informed opinion on the likely outcomes of assets and their impact on the real estate assets' longevity.

Our core technical team also provides evaluative recommendations on best practices for practical onsite maintenance that take the location of each asset, their existing health as well as projected health and access arrangements and requirements into consideration.

The end analysis report also identifies eventual Assets repairs or replacement and provides realistic budgets / costing estimations for reactive measures.

Assets Maintenance Tasks

Our experienced Facilities Management teams collaborate with our in house CAFM specialists to prepare detailed Maintenance tasks schedules as per the available standard library for Standard Method Statements (SMS) and Standard Operating Procedures (SOPs). We help our clients adapt and integrate the standard library to site specific realities as well as the time allocations to match with the budgeted Man Hours.



Planned Preventive Maintenance (PPM) Capabilities

Our Asset management services define a nuanced and balanced approach towards Preventive Maintenance Visits by detailing the frequency and duration of asset maintenance visits to optimise the maintenance costs rationalisation for our clients.

Through periodic intervention and timely replacement of assets and components at critical intervals, we help to optimise the performance cycles of various building management system components to prolong the various individual lifecycles to the maximum productive extent.

We advise our clients and oversee each crucial step of the life cycle phases for a system including

- Acquisition (acquire or create)
- Use and maintenance
- Renewal and adaptation
- Disposal

FIRST RESORT FACILITY MANAGEMENT

By utilising our PPM services platform, our clients are assured of the following benefits:

- Creation and implementation of a 12-month PPM Plan for all mechanical, electrical, plumbing and civil assets (including all signage)
- Ensuring that the correct risk assessments and method statements are carried out and instructed (and understood) by all relevant staff
- Implementation of industry best practices on asset management teams to cover areas such as Lock Out Tag Out (LOTO) for electrical equipment to ensure the safety of all personnel within the area and to ensure the equipment is not damaged because of improper shut down of the equipment
- Seamless integration of asset registers into existing CAFM systems (this will include validation of assets against location)
- All statutory and third party inspection documentation relating to equipment will be held and maintained both, in the site logbook and on the CAFM system
- All testing equipment such as gauges will be calibrated as part of the PPM schedule to ensure accurate readings are maintained

We devise our PPM strategy to cover the following aspects:

Reactive Repairs & Maintenance

- Reacting to call out after fault recognition with the intention of returning that system to a state in which it can perform the required functions
- Any defects and findings are reported to the client representative(s)

Visual Inspection

- Our skilled manpower and supervisory teams can undertake both planned and random visual inspections of all assets under scope
- Frequency and intensity of visual inspections will progress in tandem with subcontractors' presence on site to ensure work is done to the correct specification
- Apparent failings post subcontractor work will be reported into the Helpdesk and relayed to the respective client representative

Independent Inspection

We aid in ensuring adequate access to each asset component for Independent inspection



Management of Subcontracted Services

Through our industrial partners and associates, we offer the following subcontracting services:

We directly manage specialist sub-contractors integrate the maintenance of civil works into our PPM schedules including Scheduled and Unscheduled Building fabric maintenance

- Marble Maintenance
- Gas Services
- Audio/Video Intercom System
- Network Infrastructure
- Firefighting System
- Access Control System
- SMATV System
- Leak Detection Systems
- Gym Equipment
- Maintenance of White Goods

Additional Specialised Services

- Project Management
- Fit out Management
- Energy Environment Management
- Real Estate Management
- Property Management



FIRST
RESORT
QUALITY
ASSURANCE



FIRST RESORT QUALITY ASSURANCE

Commitment to Health Safety Environment and Quality (HSEQ)

We believe that our trained, experienced, motivated and qualified personnel are our core asset and are committed to their continual training and development. Our strategic investment in our in-house training programme aims to foster a culture geared towards an adherence to occupational safety standards that meet or exceed local regulatory requirements.

We appoint dedicated HSE leaders and teams at our clients' locations to deliver a sustained HSE excellence culture to surpass the HSE targets and KPIs conceived jointly with our clients.

We focus extensively on the integration of our embedded HSE culture within our standard service delivery model in the service lines delivered by the onsite service delivery teams.

Service Lines

- CAFM System Integration
- HSEQ Compliance and Management
- Disaster Recovery & Business Continuity
- Preparation of operation manuals
- Writing operational standards & implementation
- Due diligence
- Environmental Risks and Impact Studies
- Indoor Air Quality Consulting Services
- Legionella Monitoring
- Safety Inspection Audit
- Quality Assurance and Quality Control Management
- Site Supervision Work Quality
- Technical Inspection of: Lifts, Hoists, Cranes, Cradles, Scaffoldings, etc.
- COSHH Environmental Inventory (EHSMS)
- EHS Gap analysis
- Environmental, Health & Safety Risk Assessment
- Industrial Hygiene (COSHH, noise, etc.)
- Office Safety (ergonomics analysis)
- Third party independent Audit verification
- Site Supervision Consultant
- Technical Inspection of Electrical Installations, HVAC and other MEP installations



Centre of Excellence / Training

Our dedicated Health & Safety team provide a broad range of training solutions to develop competency in all areas of HSEQ management.

We can develop bespoke training to address industry specific needs and implements training and development programmes meeting industry standards for competence assurance. Furthermore, we offer accredited training from a number of recognised international bodies, including the national Examination Board in Occupational Safety and Health (NEBOSH), the Institution of Occupational Safety and Health (IOSH), the Institute of Environmental Management and Assessment (IEMA) and the Chartered Institute of Environmental Health (CIEH).

From our locations throughout the Middle East region, we are well placed to respond quickly to address client needs, with the ability to share integrated services and recourses between our regional offices. First Resort Quality Assurance offers a powerful blend of technical, operational and business know-how, integrated with sector specific HSE training capabilities.

FIRST RESORT QUALITY ASSURANCE

HSEQ Management and Continuous Improvement

We promote the adoption of a process driven approach to create new site systems for implementation and enhancement of existing Quality Management Systems by identifying the right KPIs associated with each process to provide clients with a tangible performance measurement tool.

The underlying fundamental principles of our HSEQ approach is vigilant monitoring and auditing with resultant corrective and preventive actions.

We actively engage our suppliers and business partners to customize, implement and support our services to empower us to address a rapidly evolving market place, technology and client requirements in a controlled manner.

We enhance our commitment to our high-quality standards by motivating our staff to meet our performance targets and objectives, by setting realistic goals and expectations, supported by development and training together with a working environment that appreciates, recognizes and rewards best working practices.

Our HSEQ manager will develop a close working relationship with their fellow specialists in the Etihad Towers team. They will ensure a consistent application of standards, share ideas and promote a culture of supporting best practice for both our companies.

Pre-Mobilization HSE Services

These commence during the mobilization of our staff to our clients' locations and persists until the handover of the sites over to our teams. We provide the following services in this period:

- Publication of a gap-analysis with projected timescales for compliance (e.g. signage, hazard warnings, guarding, firefighting equipment, prohibited areas)
- Support provided to residents, staff and visitors of the sites in the critical areas requiring HSE support
- Delivery of preliminary HSE Induction & Training to our staff mobilising on our clients' development

Post mobilization HSE Support

Our trained and qualified HSE teams deliver the following HSE services onsite:

- Implement structured training programmes including HSE Induction, Fire and evacuation, first aid and other specific-risk training based on location specific requirements for each hospitality development
- Provide support, advice and investigation where necessary following an accident / incident / emergency / fire and other disasters
- Develop Emergency response plans and co-ordinate with the client, residents and on-site staff
- Undertake periodic safety and security drills
- Create the framework for smooth maintenance of a safe and healthy environment for all staff, tenants and visitors in accordance with recognized health and safety procedures as per OHSAS 18001, ISO 14001, our clients' HSEMS guidelines and local laws pertaining to Environment, Health & Safety
- Our Service delivery includes a standard provision for the development of health and safety policies, carrying out risk assessments in order to establish and uphold safe systems of work and minimize health and safety risk throughout managed hospitality assets.



FIRST RESORT QUALITY ASSURANCE

Detailed Health, Safety and Environment Plan

We develop and implement a comprehensive and rigorous FM services Health, Safety and Environment Plan to cover all processes for undertaking risk assessments including health and safety issues of infrastructure and buildings, processes for establishing safe systems of work, work permits, accident/incident and near-miss reporting, together with training and monitoring of our employees and sub-contractors for the Facilities Management Services.

The plan identifies mission critical roles and responsibilities, accountabilities (including audit trails and levels of competencies), training requirements, systems and processes for implementation of the Health and Safety Plan (including recording performance, setting improvement targets and review) for all Facilities Management Services required.

Our Health and Safety Plan also encompasses:

- Procedures, equipment, compliance with applicable building regulations, fire prevention regulations, occupational health (including COSHH or equivalent), safety codes and standards, approved codes of practice and all applicable life safety codes generally accepted as Industry Best Practices
- Provisioning of effective arrangements for site safety (including risk assessment and written policies and procedures)
- Preparation and execution of periodic HSE audits
- Maintenance of written standards, procedures, schedules and necessary records and documentation including the HSE Master File
- Proposals for effective disaster recovery and business continuity plans in relation to Facilities Management Services.
- Our plans also accommodate a written method statement identifying actions to be taken by us and others, covering a range of emergencies, including loss of the main electrical supplies to the site and the subsequent operation of the emergency generator and access procedures for emergency vehicles

Business Continuity Reinforcement

We support and help our clients enhance their core business objectives by crafting detailed Business Continuity Processes based on the critical systems, assets and eventualities that will affect hospitality developments from an operational point of view.

The business continuity processes documents are jointly developed in collaboration with our clients assess, address and mitigate a sizeable number of negative outcomes and eventualities.

We set quality objectives and targets to focus our initiatives and stimulate continual improvement which are customised to support each specific objective through regular quality audits to measure compliance, determine corrective actions and provide appropriate management information.

Our advanced Business Continuity Management (BCM) planning allow for accelerated recovery from disruptions powered by our advance planning and coordination with overall BCM objectives.

We help our clients overcome the significant challenges posed by typical "Loss of Building" scenarios to factor in various losses arising from damage to facilities.



FIRST RESORT QUALITY ASSURANCE

Prioritized Internal Relocation

We help our clients devise customised Recovery Strategies for 'partial loss' (damage to a floor, quadrant or other portion of a building). To do this, we determine the most critical business processes and identify the evacuation zones where critical business process participants can move if their portion of a building is damaged.

We assist our clients in ensuring that the evacuation zones are setup in the most structurally safe areas of the building and also draw up organised evacuation plans to coordinate with guests and hospitality support staff to make sure everyone doesn't evacuate to the same locations, thereby bottlenecking the emergency response units.

This ensures that the least critical process participants can move out (work from home, or just go home) and be replaced by more critical personnel. Armed with floor plans designating the occupied space for each business process, we can work with the BCM team (or Incident Managers) to shuffle employees within the facility to reduce the impact of damage on those most critical processes.

Repairing Building Damage

Although overlooked as part of their day-to-day job, knowing whom to contact - plumbers, electricians, restoration companies and similar skilled trades and suppliers - is critical to responding quickly and effectively to counter facility damage.

We are adept at responding to day-to-day 'crises' to ensure continuity of critical support functions:

- Physical Security (including access controls and security guards)
- Mail and overnight deliveries (and internal distribution)
- Relocation or replacement of furniture and equipment
- Vending, catering and food services
- Coordination with local Emergency Services
- Logistics (shipping, receiving, inventory and suppliers)
- Interaction with landlords and building owners

Temporary Facilities

Some disaster events may render a facility temporarily uninhabitable or render them off limits for as brief period. We help our clients identify temporary workspaces near their assets where local alternate space may be available to provide better long-term temporary solutions. Having quick access to those contacts ensures adequate time to activate the necessary phone and network connections to make such spaces operational at a rapid pace.



Risk

Risk Areas Elimination

Through our detailed analysis, we present our clients with a realistic risk identifier report which provides a detailed overview of the various risk areas on their real estate asset.

We provide and maintain backup power systems to an active standby status to overcome the dangers associated with long term power outages. We help our clients ensure instantaneous switching to backup power to ensure constant supply of power to primary business areas as well as the desks of critical business processes (like Customer Service or Help desks).

RISK MANAGEMENT



Exposure to Risks and the exploration of risk avenues is an inherent hazard in the regional business environment. We help our clients adopt a responsible approach to risk taking which accurately reflects and factors in the associated rewards for each risk undertaken.

We endeavour to tentatively engage with risk factors that lie in the realm of partial control and completely avoid risk factors which lie beyond the domain of our control mechanisms.

We assist our clients in recognising risks that they need help controlling and implement a risk management process to ensure that all risks are managed in a consistent and structured manner across all of our clients' sites.

Disaster recovery is a key element of this process and our disaster recovery plans examine the risks with most serious impact on our clients' business and evaluate the role that we can play in both the immediate aftermath of the event and in the long-term recovery following the event.

These anomalous events can include floods, long term power outages, earthquakes and other natural disasters.

The identification of risks and opportunities through the risk management process provides several benefits to our clients. These include:

- Operational managers can identify and plan for expedient measures that may offset any events arising from physical harm, financial losses or damage to both parties' reputation

- The constant communication of risks between the parties
- The promotion of a proactive approach to risk management

The risk management process is applied to all risks. Each risk is assessed and scored against several standardised criteria, both before and after unique risk mitigation measures have been applied.

The risk is analysed and broken down into its three key parts:

- Risk Event – The potential event that would impact on the delivery, project or business service
- Cause – The root circumstances or incidents that could trigger the risk event
- Consequence – The tangible effect and consequences of the risk

The impact of the Risk Event occurring is then measured against three set criteria:

- Delivery of Product/Service and Reputation including the effects high profile negative publicity, damage to our clients' business or stakeholder interests and/or company image
- Health, Safety and Environment including the extent of personal injury, environmental damage or breaches of statutory duty
- Commercial – The expected level of financial losses from the consequences of uncontrolled risk events



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