

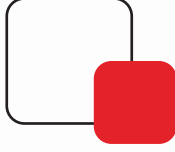


توب كلاس لإدارة المرافق

TOP CLASS

— Facility Management —

 www.topclassfm.com



**AN INTEGRATED
FACILITY MANAGEMENT
COMPANY**

INTRODUCTION

Welcome to **TOPCLASS FACILITY MANAGEMENT WLL** a dedicated firm in Qatar established to add value and protects your investments, we provide professional management in managing the operations and maintenance of properties.



We offer custom-made comprehensive maintenance services of Facilities, Housekeeping including Hospitality and Hotel Support Services. We provide all kinds of requirements whether it is operations, maintenance, cleaning, sanitization services for large and medium sized facilities. We are prepared to cover areas not limited to Residential, Commercial, Educational, Industrial, Government Facilities, Healthcare Facilities, Restaurants, Hospitality Facilities, Mosques, Banks, Malls, Museums, Airports, Railways stations, Public parks, Sports stadia. etc.

We offer one stop solution for your Facility Management Services.



VISION & VALUES

VISION

To create sustainable value for all stakeholders by being the preferred facility management and maintenance company through focused business divisions acting in synergy.

VALUES

Safety:

Recognizing and internalizing that safety is of paramount importance to all ensuring that it becomes a way of life in conducting business.

Integrity:

Making promises that we can keep-always being honest, ethical and respectful – promoting solution driven actions. Taking ownership and being accountable.

Quality:

Everyone is responsible for delivering and adding value. Service excellence is a must for us. We are uncompromising on standards and dissatisfied with the status quo. We must raise standards and be professional.

Teamwork:

Working together to achieve our goals, doing what it takes for our team to succeed, never compromising the greater team. Always creating positive energy and striving for High Performance Team status.

Innovation:

Belief that we all have good ideas-encourage and harness them, the responsibility to access and share great ideas lies with us all. Be passionate for improvement and embrace creativity, growth, vitality and momentum.



QUALITY POLICY

Our business is based on collaboration with clients, partners and suppliers around the world. We are committed to consistently provide products and services that meet or exceed the requirements and expectations of our clients delivering improved business results and tangible return of investment.

We demonstrate this by:

- Managing our business based on clear and measurable objectives and timelines
- Using our customers' feedback to improve our processes
- Ensuring our employees have the appropriate training, skills and experience. Competent and dedicated employees are the cornerstone for achieving and maintaining a quality oriented organization.
- Following our leadership framework
- Following laws and regulations



The company will actively pursue quality improvements through programs that enable each employee to do their job right the first time and every time. Our commitment to quality is made by all company employees and as such is an integral part of their responsibilities.

Top Class Facility Management will act to ensure that its quality policy is understood, implemented, and maintained at all levels in the company.



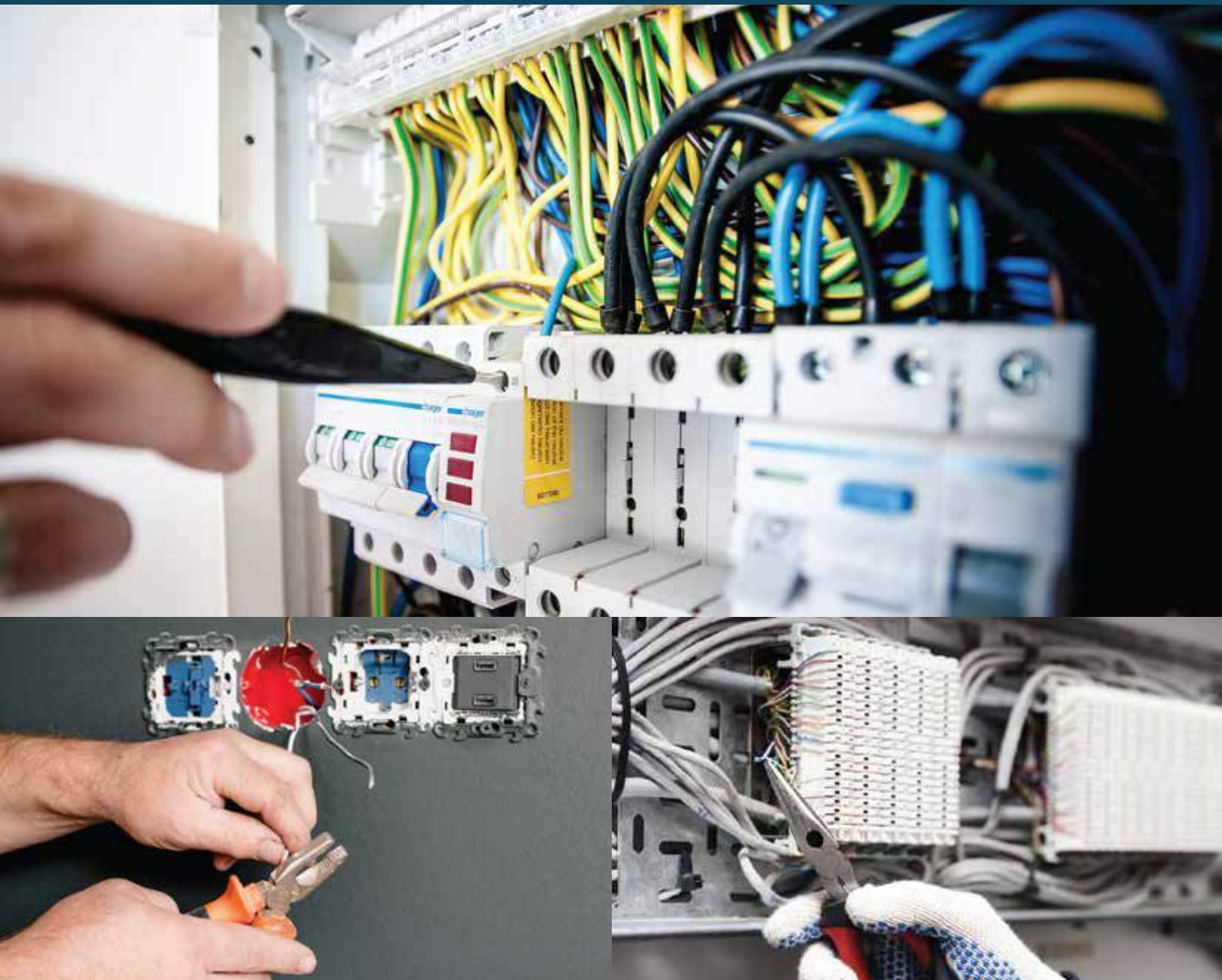
WHAT WE DO

We have assembled technically qualified and experienced people with skills and a proven track record of successfully executing projects in Qatar and various parts of the world, we also have direct access to the required resources and equipment to confidently handle all projects.

HARD FM SERVICES

Our Services comprises Supply, Installation & Maintenance related to:

Electrical Works



Plumbing Works



Elevator & Escalator Maintenance



Domestic & Industrial Pumps



HVAC Works



SOFT FM SERVICES

We provide the following soft services for both residential and commercial needs:

General Housekeeping Services



External Façade Cleaning



Soft Landscaping Services.



Sewage Cleaning and Maintenance



Front desk Services/ Security Services.



Hospitality & Hotel Support Services

We provide trained and professional Hospitality support staffs.

- Waiter & Waitress Services
- Housekeeping Room Attendants
- Event Crew Services



FIT-OUT & DECORATION WORKS

At Top Class we provide a one-stop solution for all interior fit-out services.

Complete Interior Fit-out





ABOUT US

TOPCLASS FACILITY MANAGEMENT WLL is an incorporated company in Doha Qatar, we maintain and develop services that support and improve the effectiveness of our clients' primary activities. Day in day out we provide our clients with ideal working environments by maintaining infrastructures through the delivery of essential support services. This is all backed by our robust technical team and superb customer service ability.

Our extensive experience enables us to deliver continuous cost benefits while improving the quality of non-core services. This allows our clients to focus without distractions on their core priorities.

At TOPCLASS we offer comprehensive services. We align and integrate our Facility Management solutions with both the long term and short term strategic objectives of our clients. Our wide range of Facility Management services ranging from property consultancy to daily operations. We are a dedicated company that focuses on meeting the ultimate satisfaction of clients. Each project that we manage reflects our exceptional expertise, distinctive approach to property management. Our Facility Management services enable you to focus on your core business.

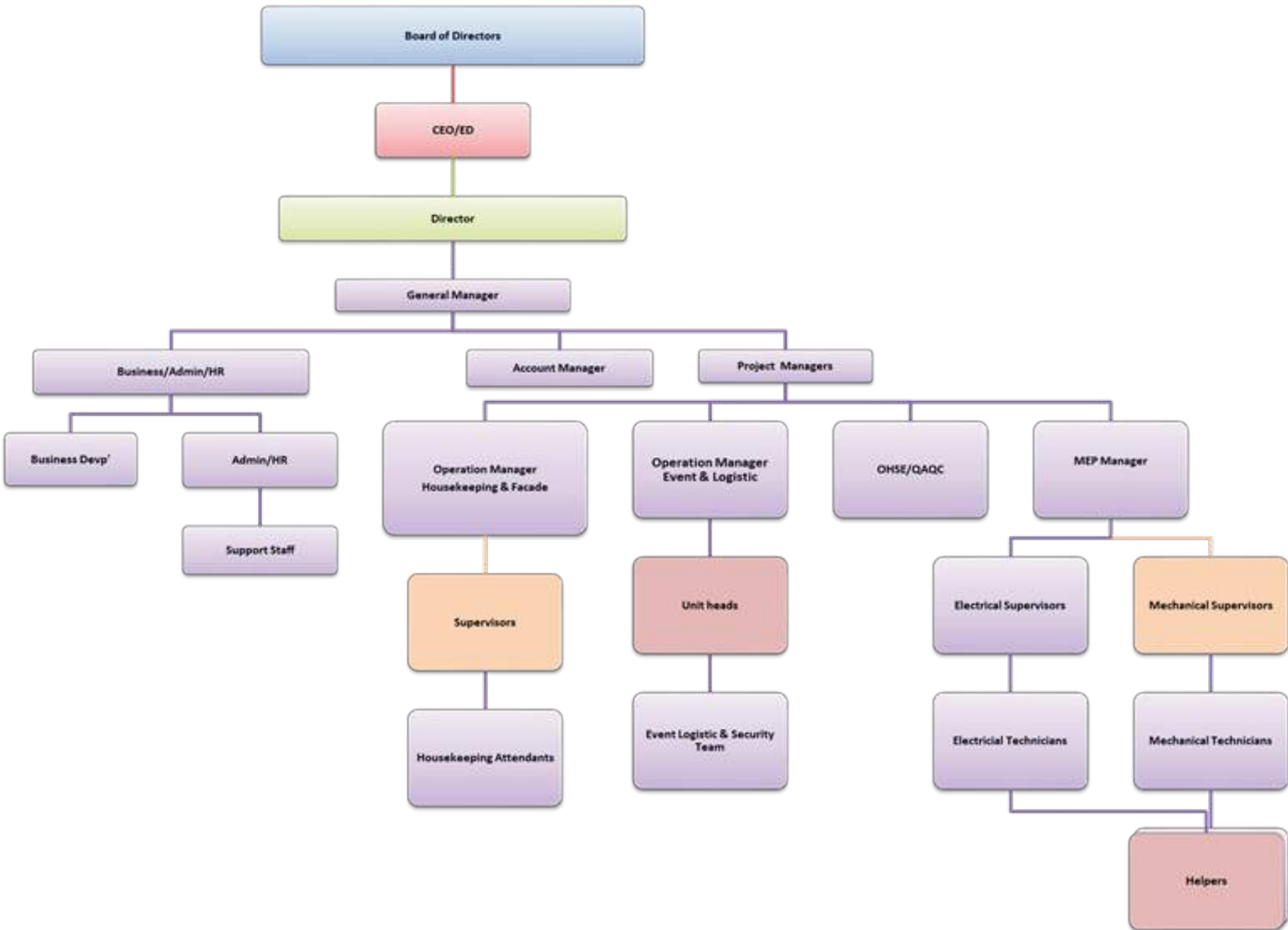
The Company is being managed by well experienced and professional management and support teams and are qualified people with immense experience in the facility management industry.

Our energetic teams provide special services to both residential and commercial clients which providing affordable solutions to suit your needs. TCFM will be catering mainly in HouseKeeping, Property Maintenance, Hospitality services Including Civil works maintenance.



TOPCLASS believe that Facility Management is a combination of various processes in any organization. These processes are aimed at maintaining and developing the agreed services that improve and support effectiveness of the primary activities of an organization. We have vast experience in the provision of Facilities Management Services. This is reflected by our effective, integrated Facility Management approach.

ORGANIZATION CHART



WHY TO HIRE US

We are expert in Facility Management since we deliver exemplary services within a short span of time. We are not just focused on being the leader in the industry. We also want our clients to see the actual advantages of hiring our Facility Management Services. With us you can save time, money and energy. We also want you to keep your employees motivated while complying with the set regulations and legislations. Take advantage of our services and synergies to enhance the overall management of your facility.

Whether you want to enhance efficiency in the systems of your building or provide interim management of the daily operations, you want to gain the best value from your investment. Our services are aimed at generating more value through cost savings, efficiency and quality service. We guarantee you optimized performance for your facility once you hire our Facility Management Service.

Enjoy Peace of mind knowing that your property is being cared by us.

Make us your innovative partner when it comes to Facility Management. Hire us to manage any of your property whether commercial, residential or mixed-use in a professional and efficient manner



SAFETY, HEALTH & QUALITY CONTROL

At Top Class Facility Management we are committed to our responsibilities in respect of safety, health, and quality which are an integral part of the way we conduct ourselves. To ensure that these elements are part of the way that we do business, we will develop, implement and maintain systems for safety, health and work quality that are consistent with internationally recognized standards which enables us to achieve the following:

SAFETY

- Entrench safety as a value for our people which will not be compromised,
- Identify, assess and manage risks to employees, contractors, service providers and other stakeholders,
- Strive to achieve industry best practice,
- Meet and where appropriate, exceed applicable legal and other requirements.
- In implementing this Policy, we commit to open honest communication with our employees, contractors, service providers and other stakeholders to encourage a culture that reflects the intent of this policy.
- We will regularly review our performance, report our progress and ensure that this Policy remains relevant to the needs of stakeholders.

RESPONSIBILITY and ACCOUNTABILITY

- Recognize that all employees have a vital role to play in the achievement of the Company Goals and Objectives.
- Recognize that all employees want to be a contributing part of a successful team.
- Create a business environment that allows all employees to become productive team members as quickly as possible.
- Allows all employees to realize their true potential without compromising the objectives or marginalizing minorities.
- While it is the responsibility of all managers and supervisors to implement this policy, it is the responsibility of all employees to internalize the values and ensure that they are consistently striving to achieve the Company as well as their own objectives. It is the responsibility of all to create a supportive environment within TOP CLASS that allows high performance teams to prosper in the workplace, while at the same time ensuring the rights of the Company and those of the individual are respected.

QATAR CHAMBER OF COMMERCE & INDUSTRY

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غرفة قطر
QATAR CHAMBER

غرفة تجارة وصناعة قطر

هاتف : ٤٤٥٥ ٩١١١ فاكس : ٤٤٦٦ ١٦٩٧ - ٤٤٦٦ ١٦٩٣

ص.ب : ٤٠٢ ، الدوحة ، قطر

بريد إلكتروني : info@qcci.org | www.qatarchamber.com

شهادة عضوية MEMBERSHIP CERTIFICATE

عام : 2020

تشهد غرفة تجارة وصناعة قطر

بأن السادة توب كلاس لإدارة المرافق

عضو منتسب لدى الغرفة برقم عضوية 02/03528 ولديهم عدد (0) فرعاً



الإدارة



التاريخ : 2021/01/05

الرجاء النظر خلف الشهادة

ملاحظة : هذه الشهادة سارية المفعول حتى 2021/11/04

أى كشط أو تعديل بهذه الشهادة تعتبر لا غية



Certificate

This is to certify that

TOPCLASS FACILITY MANAGEMENT

Successfully obtained a Certificate in

ISO 9001:2015 - Quality Management System (QMS)



1907-19447497

Dr. Eric Cobett

Director of Certification



31st January 2021

Date of Award



Certificate

This is to certify that

TOPCLASS FACILITY MANAGEMENT

Successfully obtained a Certificate in

ISO 14001:2015 - Environmental Management Systems
(EMS)



1428-19447497

Dr. Eric Cobett

Director of Certification



8th February 2021

Date of Award



AN INTEGRATED FACILITY MANAGEMENT COMPANY

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