



الوفاء  
al wafa

## Company Profile

" Leading the way in creating  
excellence in outsourced  
services "





الوفاء  
al wafa



**AL WAFa STAR**  
Cleaning & Scurity Services



**AL WAFa**  
Facility Services LLC



**AL WAFa STAR**  
GENERAL TRADING L.L.C



**ELITE HYGIENE**  
BUILDING CLEANING SERVICES L.L.C.



**AL WAFa**  
SECURITY SERVICES LLC



# Contents

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■ AI Wafa Group at a Glance .....	4
■ Our Vision, Mission and Core Value .....	5
■ Our Organisation .....	6
■ Message from the Chairman .....	7
■ Our History of Progression .....	8
■ Our Service Partners .....	10
■ Our Services .....	12
■ CSR and Employees Wellness .....	19
■ Supplier and Procurement Management .....	20
■ Employee Selection and Remuneration Process ..	21
■ Training and Development .....	25
■ Staff Accommodation and Transportation .....	26
■ Quality Commitment .....	27
■ Health and Safety Policy .....	29
■ Risk Management .....	30
■ Our Preparedness for COVID-19 .....	31

Al Wafa Group was established in 2004 in the emirates of Dubai. Our group companies are ISO 9001:2015, ISO 14001:2015 and OHSAS 18001:2007 certified and registered members of Dubai Chamber of Commerce and Industry. The companies are providing outsourced services for more than 16 years. Al Wafa Group is made up of a group of industry professionals with decades of experiences and over the period of time, we have built an enviable reputation for the quality and efficiency and are well known for being an important catalyst in the success of our clients.

Al Wafa Group is consisted of the following business entities:

Al Wafa Star Cleaning & Security Services



Al Wafa Facility Services LLC



Al Wafa Star General Trading LLC



Elite Hygiene Building Cleaning Services LLC



Al Wafa Security Services LLC



# AL WAFAGROUP

at a  
Glance

With the modernization of the UAE and improvement in business environment, Al Wafa Group has already launched ECO friendly chemicals and ensure compliance to local statutory requirement. We provide value-added services to businesses in the fields of **cleaning, security, M.E.P, business support services (manpower) and other specialized services (pest control, landscaping, vehicle fueling & washing, tank cleaning etc.).** Working side-by-side with our clients to help make their operations more efficient.



## Our Vision

To become a regional "Service Partner of Choice" through innovation, industry experience and best practices.



**Mission**



## Our Mission

We deliver sustainable value added services to support our customers to achieve their business goals. We do so by striving for excellence in operations, innovation and happiness of all our stakeholders. We consider our customers as business partners and work hard to exceed their expectations.

## Our Core Values

We work together by sharing responsibilities and outcomes. We exist as a team to support each other in creating a superior work environment and delivering exceptional customer experiences.



**Team Work**

**Ethics and Integrity**



We are committed to a high standard of ethics and integrity by being honest, reliable and fair with our stakeholders. We always act with responsibility doing the right things even when nobody is observing.

We always strive to excel as excellence is a habit, not a goal. We are happy to accept challenges and go beyond the call of duty to prove ourselves.



**Excellence**

**Innovation and Continuous Improvement**



We aim for innovation, not only for our organizational development but also in the way we approach all aspects of business. We challenge ourselves to find a better way of delivering services and get thrilled to try something new.

We give priority to customers in all we do and treat them with care. We believe in long term relationship and try our best to exceed their expectations.



**Customer Focus**

## 6





# Message from the Management

Since its inception in 2004, Al Wafa Group has achieved tremendous growth and developed into a leading facility management group of companies in the UAE. We are truly proud of the consistent achievements through sincerity, honesty, dedication and hard work of our workforce and management team that has resulted in increased number of satisfied customers over the years. We are sure that the team is ready to strive to deliver even better and improved performance in the future. At Al Wafa Group, we make tangible difference through our core services, bunch of specialists and field experts, a skilled and trained diversified workforce. We deliver services through sustainable and efficient methods to allow our clients to focus on their core business and rely on Al Wafa to deliver services as a dependable and long-term service partner.

Finally, we are committed to dynamic culture with innovative processes and capabilities and deliver services with the flexibility. We look forward to serve our customers and partners as per international benchmark as well as an inspiration for the provision of exceptional service delivery in the UAE.



## Al Wafa Group

# Our History of Progression



**RTA**

RTA, Dubai awarded a major cleaning contract involving 300 staff.

Berkeley Services awarded a cleaning contract for supply of 200 staff to a renowned hotel in Dubai.

Mohammed Bin Rashid Housing Est awarded a contract for 50 staff for cleaning and Office Assistant.

Strategic partnership with ENOC Group started, currently supply 850 staff for car wash, bus fueling, cleaning etc

Won a five year contract from Islamic Affairs & Charitable Activities Dept. for supply of 400 staff.

Securi Guard M.E. and Aswaaq awarded cleaning contracts for two years.



**Established**

**Al Wafa Facility Services LLC**

First cleaning contract was awarded by United Abela, Abu Dhabi and Albert Abela, Dubai for supply of 170 staff.

G4S awarded a cleaning contract for supply of 30 staff.



**بوادي مول**  
**bawadi mall**

Al Bawadi Mall awarded a cleaning contract for supply of 35 staff which is being continued for 14 years.



**Established**

**Al Wafa Star Cleaning & Security Services LLC**

**Al Wafa Star General Trading LLC**



**2004**

**2006**

**2007**

**2008**

**2009**





وزارة التربية والتعليم  
MINISTRY OF EDUCATION

Strategic partnership with Ministry of Education initiated which is still running for last 11 years to supply more than 1,000 staff for housekeeping, office assistants etc. in Dubai, Sharjah, Ajman and Fujairah.



Won Dubai Municipality contract for cleaning of office buildings, supply of office assistants and cleaning of public toilets, deploying 550 staff. The current contract involves 220 staff for cleaning of industrial area in Dubai.



Strategic partnership with Ministry of Health began and still continuing for supply of over 800 staff to the hospitals and clinics in Dubai, Sharjah, Fujairah for housekeeping, sanitation, pest control and logistic support.



Awarded contract by Dubai Health Authority to supply 120 staff at all the medical fitness centers in Dubai.

Won Zayed University contract for supply of 150 staff for housekeeping, cleaning, sanitation & pest control, office assistants.

Sharjah Education Council awarded a contract for supply of 150 nannies to all the nurseries in Sharjah.



2010



2013



2014



2015



2017

# Our Service Partners



وزارة الصحة  
MINISTRY OF HEALTH



بلدية دبي  
DUBAI MUNICIPALITY



هيئة الطرق والمواصلات  
ROADS & TRANSPORT AUTHORITY



وزارة التربية والتعليم  
MINISTRY OF EDUCATION



دائرة الشؤون الإسلامية والعمل الخيري  
Islamic Affairs & Charitable Activities Department



جامعة زايد  
ZAYED UNIVERSITY



مؤسسة محمد بن راشد للإسكان  
Mohammed Bin Rashid Housing Est.



اينوك  
enoc



هيئة الصحة بدبي  
DUBAI HEALTH AUTHORITY



غاز الامارات  
EMIRATES GAS



DUGAS



ايبكو  
EPPCO



NAKHEEL





**Securiguard**





# Our Services

## Cleaning

Al Wafa FM provides comprehensive cleaning services those maintain high quality standards by using sustainable best practices that are hygienic and cost effective for all our stakeholders.





Some of the major service categories  
are mentioned below:

- General cleaning / house keeping
- Commercial / Residential / Mall /Retail showroom cleaning
- Industrial site cleaning
- External cleaning of high rise commercial & residential building – rope access, scaffolding and cradle
- Floor restoration – Crystallization and marble treatment
- Landscaping and swimming pool maintenance and cleaning
- Kitchen and hood cleaning
- HVAC duct cleaning
- Tank, container etc. cleaning
- Vehicles, buses, trains, trams and boats cleaning (internal & external)



# Security



Al Wafa offers security solutions those utilize a combination of manpower and technology to secure premises. From CCTV to access control, we provide the trained security professionals to ensure effective security operations.

## We offer following types of security services:

- Security license from DPS and PSBD
- Static security
- Event security
- Retail security
- Mobile security
- Key holding security
- Crisis management
- Emergency assistance





# Mechanical Electrical Plumbing



We deliver an efficient preventive and reactive MEP services. With a professionally qualified mechanical, electrical and plumbing team, we maintain optimal performance of assets, increase life of the assets and reduce downtime.

Following categories are covered under the M.E.P. series:

- HVAC/mechanical
- Plumbing
- Electrical
- Civil works
- Masonry
- Carpentry
- Painting
- Glass/gypsum partition





## Business Support Services (Manpower)

We are leading manpower suppliers in the UAE in the following categories:

- General helpers and semi-skilled workers
- Skilled manpower – carpenters, painters, electricians, mechanics, masons, welders, fabricators, plumbers, steel fixers etc.
- Drivers – light & heavy duty drivers, mini bus drivers, heavy bus drivers, motorcyclists, forklift operators and heavy equipment operators
- Warehouse operators
- Waiters, office boys and office assistants.

## Other Specialized Services:

We are very experienced in the following  
specialized services:



Pest control  
Landscaping  
Vehicle fueling  
Car wash  
Loading / unloading  
Water tank cleaning





We have the best

## Experience

Our experience and expertise makes us the perfect partners across every facet of service delivery. By taking the time to understand our clients' needs and priorities, we are able to devise and develop customized solutions those at enhance the functionalities and ultimately the productivity of their business. Our contributions are often recognized in the form of various awards received from our valued customers where we were considered as their strategic partner.

## Resources

We have the best

Our growth and success comes from a key understanding of our customer requirements and how to fulfill them. The commitment towards customer service is reflected in our impressive client portfolio which includes government and semi-government entities, local and international schools and universities, hospitals and clinics, malls and many commercial establishments.





Al Wafa trading entity is mainly dealing in ecofriendly chemicals, cleaning consumables and renowned brands of janitorial equipment and machineries from across the world and is under the competent supervision of an experienced sales force from the cleaning industry.

# Trading Services



Our range of equipment, chemicals and machineries are varied and comprehensive. The brands we represent encompass a wide range in different packages and at affordable prices for all types of industrial and other cleaning services. We continuously research on the new and environment friendly products & equipment and add to our portfolio. While selecting the items for trading, we focus on quality, durability and cost effectiveness to ensure customer satisfaction. We carry a large inventory in our own warehouses to offer our customers prompt deliveries within the UAE. Our inventory include complete janitorial supplies such as brooms, vacuum, mops, buckets, gloves, wipers, trash bags and trash cans along with other equipment, tools and chemical products. This division also has a professional maintenance team, which is well trained by the manufacturers at their plants in order to maintain the equipment supplied to our customers. Demonstrations, safety methods etc. are shared with customers at time of selling the products. All our chemicals are approved by the competent local authorities, as applicable.



# CSR and Employee Welfare Initiatives

We at Al Wafa take 'Corporate Social Responsibility' and 'Employee Welfare' very seriously and are committed to our participation and contribution in all relevant aspects, such as environment, health, safety, social services and many more.

We have always been an active member of the communities in which we operate, investing time and money to deserving causes in our neighborhoods. Every year during the holy month of Ramadan, we hold the iftar gatherings for all our employees and Al Wafa 'Blood Donation Drive' at our staff accommodations once in a year. We provide free Covid-19 tests and vaccines to all our employees in association with MOH. We actively participate in the following programs organized by Dubai Municipality which are well recognized by the organizing body.



- Clean up the world
- New year celebration
- Desert cleaning campaign
- Beach cleaning campaign
- Removing abandoned boats from the water of Dubai Creek

We are committed to the environment as well, with active Earth Hour, paper and other waste recycling program. We also conduct annual day event, town hall meetings, award ceremony, sports activities and many other programs in-house during which we recognize and celebrate the achievements of our employees.



# Supplier and Procurement Management

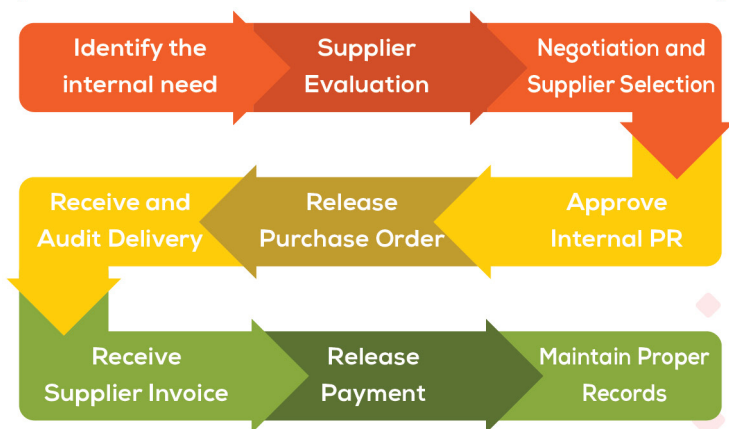
At Al Wafa, we believe that our customers and suppliers are very important stakeholders. We have two categories of suppliers – subcontractors and service partners who are integral part of our success. In order to meet our obligation and meet all customer requirements, Al Wafa has a formal vendor/supplier evaluation and selection process in place.



Since the initial stages of any project, if required we integrate subcontractors into our project management plans and ensure that they have a clear interpretation and understanding of the scope of work, KPIs and SLAs, HSE policies, security strains and communication protocol. We also set the communication process and meeting planner in order to be able to monitor closely the performance and work together towards achieving the KPIs and SLAs goals and go extra miles to exceed clients' expectations. The interface between Al Wafa and its subcontractors are through single point of contact and the subcontractors are expected to identify their own single point of contact for all contractual and operational matters.

We believe in long term relationship and consider our suppliers as partners. We maintain excellent relationship with our suppliers by providing them guidance to meet customer's expectations, releasing payments as per due date and appreciating for jobs well done.

## Procurement Process Flow Chart



## Employee Selection and Remuneration Process

We believe people are our assets and they play the most critical role in our service

delivery and customer satisfaction. We have more than 3,000 employees and all the employees of Al Wafa Group are recruited jointly by our HR and Operations Department with close coordination of the recruiting agencies based in respective countries. The candidates are assessed against job descriptions, core competencies, values and general suitability. To ensure that all selected candidates meet required expectations and contribute to successful delivery of projects, all the candidates are interviewed by our HR and Operations professionals.

## Recruitment Process Flow-Chart



Al Wafa is committed to provide opportunities to the employees for their development and career progression. Therefore, our human capital value proposition is provided and maintained throughout our service deliveries. Some of the practices are mentioned below:

- Recruit and retain right resources for the right job, at the right time and at the right cost.
- Achieve demographic diversity by extending recruitment activities to Africa.
- Achieve cost efficiency in hiring costs and reduce hiring timelines across all business verticals and geographic locations without compromising our quality standards.
- All the selected candidates go through a thorough background check with regard to previous medical history, criminal records (if any) and behavioral conduct.
- We ensure to maintain a productive and healthy work culture and are especially committed to encouraging a healthy work/life balance through regular wellness campaigns and CSR initiatives introduced by Al Wafa in addition to collaborations with our customers.
- We are dedicated to provide our employees with competitive salary packages and refer to reputable industry surveys for benchmarking purposes.
- We are committed to develop employees' skills and capabilities through professional and customized training, both internally and externally to enhance career development.







We have been pretty successful in retaining our highly skilled and experience workforce. We value our employees by taking every effort to provide them with quality living and a joyful working atmosphere during their tenure with us. Our employees remain motivated with:



Timely salary



Company provided accommodation and transportation



Medical insurance and air ticket



Interest-free loan provided by Al Wafa



Yearly appraisal on performance and appreciation program



Timely career growth and development through continuous training



We follow 'no work but pay' policy (basic pay with all amenities)



Recreation facilities for the employees



Various other welfare and rewarding activities at camps and at sites.

# Strength in

# Diversity



Al Wafa got multicultural environment in the organization and have a diversified workforce from thirteen nationalities with different background. This is significant and unique for our business as it provides wider range and flexibility for hiring resources. It also help to comply with local government directions on diversity. Al Wafa group is comprised of resources from Afghanistan, Bangladesh, Canada, Egypt, Ethiopia, India, Nepal, Oman, Pakistan, Philippines, Sri Lanka, UAE and Uganda.

# Training and Development

Al Wafa got in-house training facilities. All training programs are delivered by experienced and qualified instructors sourced internally and externally. Prior to an assignment, each individual go through relevant classroom trainings and on the job trainings (OJT) to become fully qualified to perform all the duties of the position. They are trained on the site specific methodologies and HSE briefing is provided to ensure error-free service throughout the project. Following type of trainings are provided:

**Induction Training** - On arrival, the new recruits are put through a one-week fulltime induction training session where-in they are made aware of the company policies and procedures, local rules and regulations, general knowledge on the UAE, introduction to FM industry of UAE and so forth.

**On Site Training** - New incumbents are trained along with existing workforce before being deployed full time on sites.

**First Aid and Fire Fighting Training** - The company ensures that all employees are trained by professional trainers for first aid and firefighting.

**Refresher Training** - Refresher trainings are held at our training facilities on a frequent basis to ensure that each employees are abreast of the latest trends in the FM industry / local and federal laws.







# Staff Accommodations and Transportations



We have employees' accommodation facilities in all the emirates we operate. It makes the operations and mobilizations easy and in timely manner which is one of the important KPI in most of our contracts. Though

most of our workforce are male but we have significant number of female employees. Most of our employees stay in company owned accommodation while others are on long-term contracts. We maintain dedicated accommodation facilities for female employees. Our base camp at Al Jurf, Ajman is owned by Al Wafa and can accommodate about 2,400 male employees. Another two ladies accommodations owned Al Wafa are located at Rawdha, Ajman which can accommodate 400 female employees. We have facilities to accommodate more than 4,500 employees in the UAE which are detailed below:

Sr. No.	Loactions / Emirates	Capacity	Male/Female
1	Ajman accommodation complex, Al Jurf, Ajman	2,400	Male
2	Al Wafa staff accommodation, Muhaisnah, Dubai	600	Male
3	Rawdah - 1,2,3 in Ajman	600	Female
4	Al Bawadi in Al Ain	70	Male
5	Dhaid - 1 & 2 in Sharjah	250	Female
6	Dhaid - 3 in Sharjah	150	Male
7	Dibba, Fujairah	100	Male
8	Fujairah - 1 & 2	200	Male
9	Fujairah - 3 & 4	300	Female

We have a dedicated team looking after staff transport solutions which is headed by the Transport and Warehouse Manager and managed by a group of shift in-charges, experienced drivers and mechanics. A fleet of 60+ buses owned by Al Wafa, are operated round the clock to ensure timely and efficient service delivery. We also have in-house facility for maintenance of the vehicles. As a precautionary measure during Covid-19, all our buses are sanitized as soon as a trip is completed.





# Quality Commitment

Al Wafa commits to provide services with the highest standards and excessive attention being placed on enhancing a health and safety conscious culture amongst our team to promote environmental protection and sustainability as an essential and integral part of corporate business, reflected in our service delivery methodology: To deliver this commitment, Al Wafa comply with all applicable local statutory, regulatory and legal requirements as well as relevant international laws and standards. In addition, we approach and deliver our provision of services in line with global best practices.



In order to fulfil and meet customer satisfaction effectively and safeguard the health and safety of our employees and customers, Al Wafa sets clear targets and objectives, provides adequate resources to implement the requirements of the Integrated Management System as stated in ISO 9001:2015, ISO 14001:2015 and OHSAS 18001:2007

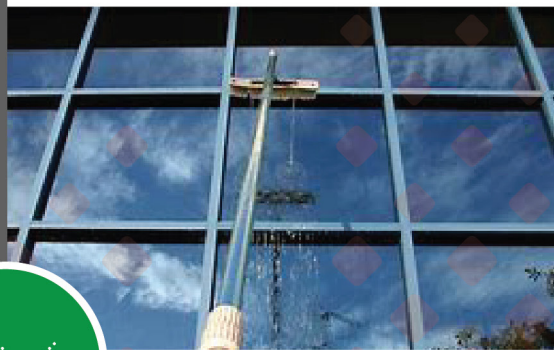


## Culture of Quality Customer Service



## Cooperation with other on-site Service Providers

Our corporate management are committed to the cause. Transparency and a clear understanding of the scope of work everyone does begin at management level and further down to workforce levels. Our top management leads and participate in cross-functional quality meetings and hold regular discussions of quality status and improvement initiatives with other service providers to ensure overall quality standards are maintained at site.



There has to be a cross-functional responsibility for quality transformation. Meaningful change to quality management needs to be implemented throughout the entire location, with measures rolled out across functions in order to boost cooperation among various departments and service providers at the same location from the very beginning. A centralized function need to be responsible for coordination and communication. It would promote governance issues in close cooperation with individual departments and service providers, as well as knowledge management and training.



# Health & Safety Policy

It is Al Wafa policy to be committed to achieve total customer satisfaction by providing high and suitable quality of products and services. Al Wafa is committed to provide a safe place of work throughout all operations while endeavoring to eliminate or minimize environmentally adverse effects in accordance with stated and implied needs with all our clients and those associated with our business.

In all the facilities where Al Wafa is involved in delivering services, we promote the highest standards in health, safety, security, environment and quality preservation and protection by establishing, implementing and maintaining an integrated management system. To achieve these aims, we establish and work towards the following goals:



Prevent illness or injury by placing the highest priority on health & safety

Set and review HSE objectives and targets for continuous improvement

Ensure a close working partnership with the clients to achieve mutually beneficial goals

Comply with local laws and regulations, corporate standards and other requirements

Ensure that each of our employees continues to have the necessary technical knowledge regarding safety by professional training and on the job training

Provide site induction at the start of the project and for new staff arriving on site

Openly communicate, both internally and externally, the results and monitoring of HSE objectives

Respect the standards and requirements of international rules and the application of laws and local regulations

Regular training on site relating to specific project safety risks

# Risk Management

Al Wafa conducts its activities to ensure all health and safety risks of all our stakeholders are minimized. We promote health related issues together with a system for discussing occupational health concerns. Encourage all staff and concerned external parties to have high physical and health fitness in order to minimize health problems.



We ensure our own facilities are designed following safety guidelines, project activities and operations are conducted in a safe manner with systematic examination and assessment of vehicles, equipment and procedures to minimize risks to employees, property and the community at large. Minimize overall accident and maintain no fatal accidents and permanent total or partial disabilities.





# Our Preparedness for Covid-19

We have trained all our employees and make them aware of the COVID-19 threats and how to deal with it. They are made responsible for proactively play their role and adhere to preventive health and personal hygiene measures to prevent the spread of the pandemic. The main area of focus are:

- Frequent deep cleaning and sanitization of the offices with DM approved chemicals and disinfectants.
- Regular sanitization of Al Wafa fleet and all the vehicles at the end of a trip or before the next trip.
- Provision of DM approved hand sanitizers and efficient PPE to our employees.
- Scheduled cleaning activities and sanitization of our own staff accommodations
- Strict monitoring of staff all the time
- Covid tests and vaccinations of all Al Wafa employees
- Social distancing in the accommodation, vehicles and sites.



## Isolation procedure and arrangements made by Al Wafa (to deal with potential and positive Covid-19 cases)

- Regular thermal screening of staff by using infrared thermometers, on daily basis.
- Any staff with temperature higher than 37.8°C, or having other symptoms of Covid-19 will be sent to hospital for medical check-up.
- If Covid-19 is confirmed, as per doctor's advice, the affected staff will be isolated in our camps which are equipped with all the facilities or hospitalized in Covid-19 medical centers for further treatment. The same will be communicated to our clients and local authority as appropriate.
- Our support team who look after the Covid-19 positive patients, wear proper PPE to protect themselves.
- We have arranged separate vehicles for morning and night shifts and are sanitized at the end of the trip.





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