

Company Profile

SOFT SERVICES FACILITY MANAGEMENT PROVIDER. SERVING THE NATION FOR OVER 30 YEARS.

BRAND YOU CAN TRUST

800 253-2626

www.cleanco.ae info@cleanco.ae

Message From the Top Management



HE. Sultan Khouri – Chief Executive Officer

We are proud of our achievements as an 'Emirati' company to serve our nation and to contribute to society since the 1980s. We have exceeded international cleaning standards by providing professional unparalleled services to all sectors. Today, we are honored to have long valuable business relations with esteemed organizations in the government & private sectors within the UAE.

We believe in service excellence, thus, this year, we have completed the expansion of our training center, The facility is the largest in the UAE, which will be a stepping stone to elevating our integrated facility services by providing excellence in training. We always consider all our employees as our Assets.

Dr. Khalid Khouri – Chief Operating Officer

We always seek to latest innovative ideas and equipment that will benefit and reflect our outstanding performance, and increase efficiency and ergonomics - no matter the cost. Periodically, we establish business connections with international standard machinery, tool, and equipment manufacturers with recognized premium quality branded products, Furthermore, we import industry experts and internationally recognized affiliations such as GREEN SEAL, BICS, CMI/ISSA, and CIA.

We value our employees as our top priority and offer them training and the best HSE practices. We aim to exceed customer satisfaction regardless of the distance, and time-complexity of the project.

To date, we have operators who have been with Cleanco since the beginning of our journey as we have been providing government standard accommodation, transportation, health & employee benefits, as well as continuous care and support to all our employees and their families. Our staff's loyalty and truthfulness are Cleanco's valuable treasures.

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About Cleanco



Since 1980, Cleanco has established and been serving the nation in numerous Iconic projects with countless recognitions and awards by diverse entities. With our leadership directives, we have built a strong business relationship with committed staff who are working day & night to retain our current contracts and to expand our services into different sectors of themarket.

We are devoted to serving our client's requirements as well as maintaining the highest international cleaning standards by providing transparency and constant support to meet any contracts' terms & conditions. Cleanco stands strong with over 15,000 employees reciting within all emirates as we serve government & private portfolios under various sectors such as; Healthcare, Aviation, Energy, Military, Education, Retail, Entertainment & Amusement Parks, Residential, Commercial & Mix- use by providing General cleaning & Intensive cleaning, Hospitality & Customer-care, Waste management, Rope access & Façade cleaning, Landscaping, Pest control, Road sweeping, Natural stone restoration, Disinfection & Sanitization services. We stand apart for our ability to get the job done efficiently; no matter how big, complex, or how remote the project.

Over the years, Cleanco has been the pioneer to shape & set cleaning standards in UAE by implementing the newest Facility Management techniques, setting an example in training, and using greener chemicals and equipment to achieve a sustainable future. Along with our expertise, we aim to contribute effectively to the vision of 2030. We are passionate to be greener and more sustainable to contribute back to our community & to the sector which we serve. We thrive to be consistent to provide the highest standards available in the cleaning and service segment.

Our **VISION**



To be a preferred cleaning & facility management service provider in the UAE through exceptional service & people

Our **MISSION**

To develop, operate & maintain high-quality standard services & safety to ensure customer satisfaction, add value, innovative services, management support & exceptional experience.



Our**Customers**

Provide the highest level of service to exceed customer's expectations & long-lastingrelationship



Our People We recruit, train, care for, develop & motivate to achieve the highest standard to achieve.



Our Services

We continue to improve, develop, innovate & add value to continually strive for service excellence

Our Services





Janitorial / Housekeeping Service

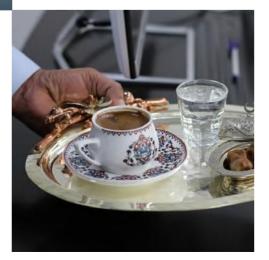
Pest Control Services





Facade & Glass Cleaning Services

Hospitality Services



Our Services





Porter Services

Medical Support Services





Marble Care Services

Garden & Landscaping Services



Our Services





Public Health Services

Waste Management Services





Medical Waste Management Services

Rope Access Services



Our Trading Services



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Premium Cleaning Equipment

Disinfectant Solution



Servicing Sectors





Healthcare



Aviation



Oil & Gas

Military



Servicing Sectors





Education



Retail

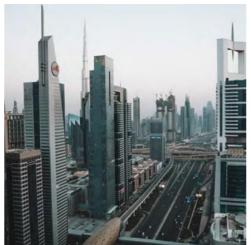


Hotels, Leisure & Entertainment

Automotive



Servicing Sectors



Residential & Commercial Buildings



Private Sector



Government Sectors

Residential Buildings





Janitorial/Housekeeping Services

In correlation to our vision, mission & values, we are devoted to serving our valuable clients and maintaining the highest international cleaning standards by providing transparency and constant support to meet any contract terms and conditions.

We assure to maintain the highest level of service and competent staff in various types of project ranges. As we have dedicated fully trained and certified training assessors to access and identify the project/client needs, design a tailor-fitted training program, and employæ training, and evaluate the staff assigned to all projects.

We thank you for your trust in Cleanco brand over 4 decades within the United Arab Emirates. We are committed to bringing you the personal attention, reliability, trustworthy & quality of service that you deserve in alignment with international cleaning standards.

Experienced staff will assure the cleanliness of your premises is always kept in pristine condition without cutting corners and its ability to get the job done efficiently - no matter how big, complex, or remote the project. We offer the following services:

- Janitorial / Housekeeping Services
- Glass Cleaning Services
- Carpet Cleaning Services
- Upholstery / Fabric Cleaning Services
- Hygienic CleaningServices
- Deep Cleaning Services











Hospitality Services

Cleanco has been serving the nation over 4 decades; we continue to exceed our client's hospitality experience and will continue till it is at its best. Cleanco provides highly experienced hospitality service operators who will elevate your expectations while serving our valued customers and their guests by providing the highest hospitality & hygiene standards.

The assigned employee will undergo a continuous training process and performance screening process to assure the service levels are maintained at the highest level. We assure each employed staff is adapted with cultural awareness & greetings along with other training materials to ensure the service is executed as you are in a 7 Star excellence.

Hospitality service is supported by our Circle of Excellence program trainers that are available 24/7 basis to support and provide the excellent service you seek & deserve.















Facade/GlassCleaning Services

Cleanco serves a wide range of solutions to Facade / Glass cleaning activity, whether it is a low-rise or a high-rise building. Our operators are fully equipped and trained by 3rd party to assure they are safe as our priority is their safety first.

We provide solutions depending on buildings' infrastructure design and no matter how difficult is the task, Cleanco has a solution to execute and exceed your expectation. We have been serving countless clients over many years and have been achieving difficult tasks at hand.

All our professional operators are well-trained and certified with an approved third-party company by the following certifications;

- Building Maintenance Unit
 - * Work At Heights
 - * BMU Operator
- Scaffolding
 - * Erection / De-erection of Scaffolding
 - * Work At Heights
- Mobile Elevating Work Platforms (MEWP)
 - * Certification IPAF
 - * Work At Heights













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Rope Access Cleaning Services

Rope access services are commonly used in today's high-rise towers and unique infrastructure buildings as it is safe, efficient, and cost-effective compared to traditional glass cleaning methods via scaffolding, MEWP, and Building Maintenance Unitmethodologies.

We adhere strictly to safety and the certifications of the operators are valid. We assure each Rope Access Technician is competent & fit to execute the task at hand.

Our Rope Access Technicians holds all 3 levels of IRATA certifications and use the highest quality of equipment such as; ropes, clamps, safety helmets, connectors, safety line, etc. All equipment is inspected and certified by 3rd party safety organizations to assure no compromise on safety.

In the case of anemergency, **t**eassigned teamto the project in correlation to their level 2 and level 3 will perform rescue to our rope access technicians when **this** occurs.







Rope Access Technicians can be utilized once job confirmation.









Disinfection & Sanitization Services

The pandemic has shaped and impregnated our daily lives and enabled us to provide further protective measures to keep you and your loved onessafe.

At Cleanco we have tremendous Hospital, Clinic & Research facility experience. Thus, this is an advantage as we have been protecting you and the surrounding environment for decades.

We strictly follow Health Authorities' guidelines which are in correlation to the Centers for Disease Control & Prevention (CDC). We select our disinfection methods & Disinfectant solutions according to specified active ingredients/elements.

With the knowledge & experience that Cleanco has been serving, we are always keen to keep our information up-to-date and exceed your satisfaction expectations.

We provide cutting-edge disinfectant/ sanitization services for the following activities by Authorized guidelines;

- Residential Disinfection Services
- Commercial / Office Disinfection Services
- Employee Accommodation Disinfection Services
- Sanitization Tunnel Services
- Vehicle Disinfection Services
- Aircraft & Boat/Vessel Disinfection Services















Support Services

Cleanco is the backbone of well-established organizations to support their running operations smoothly by providing services such as; Patient movement support, laundry service support, Loading & Unloading, Guest Welcoming service, Bell boy services, Messenger, Porter services, and Conciergeservices.

We assure you that provide reliable and excellent service we provide; therefore, we assure you that all assigned staff have been extensively trained in guest and customer relations, detailed job knowledge, and ease of communication.

Training is being conducted frequently by internal trainers who are professionally trained and by internationally approved industry practice 3rd party training companies on relevant services.

We pledge to provide the highest service to exceed the satisfaction of our clients and their stakeholders and guest.









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Waste Management Services

Cleanco strives to be the premier provider of environmentally responsible waste management services. As an ongoing commitment to excellence has led us to invest in new technologies and alternative waste management solutions that streamline waste management in the community.

We offer our customers a full suite of waste management services to help deal with their specific solid waste management needs.

- Domestic waste
- Non-hazardous waste
- Industrial waste
- Mechanical sweeping
- Green Waste

- Hazardous waste
- Liquid Waste
- StreetCleaning
- Sewage Services
- Concrete Waste

Our vision is to become recognized as the most successful and respected company of choice for waste management services in the region.











Specialized Services

Special tasks require special attention, detailed knowledge, and expertise. Cleanco leaves no stone unturned to maximize its client satisfaction to far exceed client expectations in parallel to international standards and expand the life expectancy of the surfaces such as marble, vinyl & fabric and improve air quality and visual appearance.

Our operators are extensively trained and have pristine knowledge of the specific task at hand.

We assure the chemicals & methodologies are followed in correspondence to manufacturers' safe work method statements to assure the utmost result has been achieved.

Our specialized services are as follows;

- High-Level Cleaning / Dust removal
- Chandelier Cleaning
- Marble Restoration & Crystallization Services
- Natural Stone Impregnation Services
- Vinyl, Rubber & Linoleum Floor Coating Service
- Upholstery / Fabric Cleaning Services
- Disinfection & Sanitization Services















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Pest Control Services

In alignment with our commitment to keeping the environment clean & healthy; we offer pest control services through our field experts of technicians, well-trained and competent that will exceed customer satisfaction levels. We take utmost care in acquiring and using products that are used internationally and approved by local authorities.

Our mission is to provide; the latest techniques, innovative minimize the environmental impact, using the latest chemicals fulfill approved to site cost-effectively while requirements minimizing potential risk within your premises. Our technicians will assess your premises and bring you solutions; whether, non-chemical or chemical base pest control techniques.

We serve all sectors as corporate and individuals who seek tangible results within their premises. In addition to our pest control services, we offer the following services;











- Wild AnimalControl
- Gopher Control
- Termite Inspection & Control
- Bird Control
- Public Health Pests Control



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Landscaping&GardeningServices

We shape and enchant the surrounding of your premises with our dedicated prime location experienced Landscaping & Gardening technicians with outstanding customized service for our premier clients such asyou.

Our full-service landscape department provides a one-stop shop for all areas of landscaping, including:

- -Design and Construction of Landscape
- -Landscaping Maintenance
- -Indoor Plants installation and Maintenance
- -Landscaping Irrigationsystem

Dream, visualize, and imagine green color surrounds your premises as you walk and enjoy the quality of life and its natural surroundings. We create landscapes of distinction with splendor in appearance and incorporate design features with everlasting moments.

We are here to service you in any type of landscaping & gardening service that you seek; we are keen to provide the highest quality of service in the industry while ensuring that we exceed our client's satisfaction upon completion of the finished project.











Our Commitment



Commitment to Sustainability

Cleanco is contributing to a greener world by minimizing environmental negative impacts and maximizing our positive impacts for the long term. Our approach to using greener chemicals, supplying energy and air quality certified machinery, reduction of water in operations and reduction of VOC, reducing carbon footprint, avoiding one-time use packing and buying bulk items, using recycled materials where applicable, and recycling materials where applied, select machinery which acceptable sound restrictions as per LEED guidelines.

Commitment to Innovation

As we are in an era of constant demands in innovation and maintaining a solid ground in the facility management sector; we are committed to using the latest innovation available in recent years, in doing so we consider the best sustainable approach as well. Our commitment to innovation and the best use of innovation in a facility has been awarded by Middle East cleaning, hygiene & facilities. We are always in search of better efficient/innovative ways while service our clients.

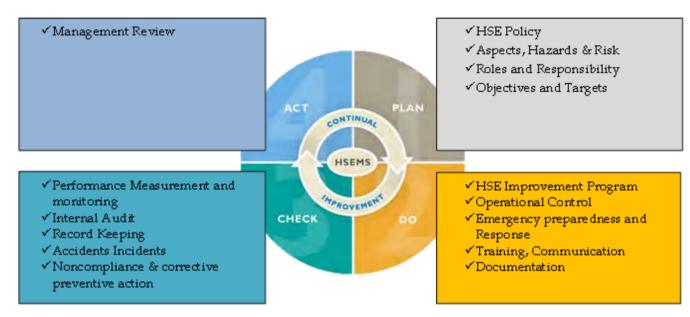
Commitment to Social Equality

We are committed to providing equal employment opportunities to all employees and applicants for employment and not discriminating on any basis prohibited by law, including race, color, sex, age, religion, national origin, disability, marital status, or veteran status. Any violators of this policy shall be subject to immediate disciplinary action, up to and including termination. All complaints brought under this policy will be promptly investigated with confidentiality to respect for all involved.

Commitment to Safety, Quality & Excellence



We are affiliated with ISO 45001:2015 & ISO 14001:2015 and integrated these approaches to our management of Health, Safety & Environmental issues, and its HSE Management System (HSE-MS) is designed to protect the safety, health, and welfare of our personnel and others who may be affected by company operations, as well as being protective of the environment. The framework of the company's HSE MS follows the Plan–Do–Check–Act continual improvement cycle indicated below. The management system involves a risk-based approach that enables us to meet our responsibilities and commitments to employees, and clients, including regulatory authorities.



Management **Review**

- Review HSE performance
- Review priorities & objectives
- Evaluate HSEMS Allocate
- appropriate resources
- Identify HSE improvement opportunities

Certificate of Eco warranty & work safe warranty

Cleanco is certified with Eco Warranty: 2010 And Work Safe Warranty 2010

Certificate from International Certification Ltd.









Cleanco has become the first cleaning contractor in the region to achieve ISO 9002 cleanco certification in 1998. Throughout ought the years we have upgraded to ISO 9001:2008 in 2009 and ISO9001:2015 in 2019.



The ISO certification represents a standard for quality systems management that comprises a variety of practices, including quality policy, quality manual, management commitment, document control, customer focus, resource management, supplier management, control of the non-conforming product, process control, calibration, and continuous improvement.

QMS (ISO 9001:2015) certification added great value to Cleanco brand and it is recognized in the UAE market as a mark of excellence.

Cleanco services adhere to the ISO standards to ensure we continually provide premium quality products and services that meet or exceed our customer's expectations.

We have been certified in **ISO 10002:2004 in 2010**; the certification provides guidance on the process of complaints handling related to services within an organization, including planning, operation, maintenance, and improvement

The benefits of ISO 10002:2004 Certification are;

- Customer Retention
- Flexibility
- Brand Reputation
- Contributing to customer satisfaction & loyalty
- Operational efficiency
- Continual improvement.

Certificate of Quality Warranty

In 2006 Quality warranty certification has been certified to Cleanco by International certification limited as we have complied with international standard requirements and as we are serving our clients with the highest service quality in the region.

Circle of Excellence Centers - Internal

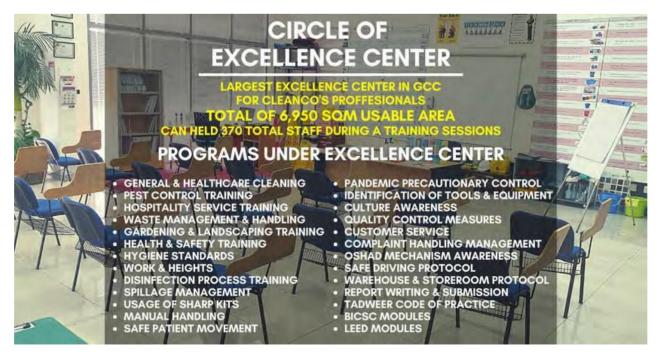


Our key success; is developing and transferring knowledge to our employees thru experience to upcoming generations. The training sessions are divided into two parts; Theoretical & Practical. Each training session is conducted by carefully assessed professional trainers with tremendous operation experience and who are certified by international organizations.

In 2021, an extension building has been added to our existing excellence center training center. The training facility is one of the largest in the GCC region with a total of 4,800 square meters of the usable training area and the capacity to accommodate over 370 staff in a single session. We have more than 16 dedicated assessors to access and identify the project/client needs, design a tailor-fitted training program, and train & evaluate the staff assigned to each project. Regular assessments will be carried out quarterly, semi-quarterly, or as required.

Each employee will undergo intensive training whether assigned in general cleaning contracts or high care contracts such as Healthcare division additions to other integrated services we provide.

Circle of excellence centers is equipped with the latest machinery & tools in the sector to serve our customer's in an efficient & sustainable approach while not cutting any corners.



Circle of Excellence Centers - 3rd Party



Cleanco is working closely with 3rd party training facilities to fulfill all governmental & industry standards to achieve excellence in provided service as each and end every employee in our organization plays a crucial role towards our success.

The training sessions are divided into two parts; Theoretical & Practical. Upon completion of each training session, a competency test is conducted by the trainers to assure the employee is competent.

We use 3rd party training centers for the following certifications; BICS, ISSA/CMI, CIA, ISO, IPAF, PASMA, NPMA, Work at Heights, Building Maintenance Unit (BMU) operations, scaffolding erection / de-reaction, and much more certifications while executing the tasks & training our professional staff to serve you according to your needs. Regular assessments will be carried out quarterly, semi-quarterly, or as required.



Fleet Management & Logistics Department



Dedicated Vehicle Garage

Cleanco's total fleet count has exceeded 265 vehicles. Experienced & trained permanent vehicle technicians are available to assist 24/7 operational requirements as a backbone. All vehicles are fully checked before dispatch & periodic maintenance is conducted.



Dedicated Storage & Warehouses

Cleanco dedicated storage & warehouses are fully stocked and ready to assist with any operational requirements. In any given situation, we have permanent storeroom operators mobilize the materials in a short time frame.



Corporate Social Responsibility

Cleanco is ISO 14001:2015 certified for Environmental Management Standard company that is committed to serving humanity and its environment and has taken utmost care in every step to minimize the impact on the environment.

Cleanco carefully assesses & selects from a wide range of equipment, tool, machinery, product, chemical, method & techniques to use while executing the task with minimal impact. It is our mission to continuously monitor & improve the service level by implementing and in search of a new innovative technique/product with minimal environmental impact. We reduce, re-use, and recycle our waste & products.

We are an active member of well-reputed environmental organizations such as; Environment Friends Society & Environment Protection Authority.

We have taken major steps in;

- Reduction of Carbon Footprint on vehicle emissions
- Ordering Bulk material items
- Implementing Print Control Measures
- Ordering Green Chemicals
- Selecting greener Machinery & Tools
- Chemical Dilution ratios
- FIFO in Warehouse / Storeroom
- Improvement of Air Quality













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Our People

Since 1980, we have shaped the soft service sector in the United Arab Emirates. Thru ought these years, we have implemented perfectionism in any task that we held with a professional approach. However, we were not alone; our employees alongside us have dedicated their sweat and efforts for many years and many more to come.

We value each employee and create equal career opportunities for all to pursue their individual long-term goals. We believe in the importance of soft skills as much as hard skills; therefore, we have established a circle of excellence centers, Idea exchange centers, Employee Happiness centers, Recreational facilities as well as other sporting facilities to create a socializing hub as well as exchange ideas with each other.

Today, we are responsible for more than 15,000 employees under one roof. We do understand working away from the home country could negatively affect individuals; we cherish working as a team by creating team-building activities, involvement in a variety of organized team sports and social gatherings, solving problems, conducting team nights, achievement celebrations, and staff appreciation ceremonies.











Accreditations / Affiliations











SO 9001





International Industrial Roye Access Trade Association MEMBER 7040 Cleanco adheres to the latest worldwide cleaning standards with BICS (UK) since May 1988 & Cleaning Management Institute - ISSA (USA) since March 2004, issuing the proficiency certificate scheme as an assessment center for cleaning operators. Cleanco is an ISO-certified company.



STANDARD

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Past years' achievements

- MECHF Awards 2018: Best use of Innovation in Facility
- MECHF Awards 2019: Best Maintained Public Washroom
- MEWAR Awards 2019: Medical Waste Management Best Practice
- MECHF Awards 2021: The Best Supplier- End User Partnership
- SKEA 2021: Sheikh Khalifa Excellence Award







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Our Major Clients - Abu Dhabi & Al Ain



وزارة شـــــوْون الْـــرئـــاسـ MINISTRY OF PRESIDENTIAL AFFAIRS





وزارة المداخل MINISTRY OF INTERIOR



هيئة ابوظبى للدعم الاجتماعي **ABU DHABI SOCIAL SUPPORT AUTHORITY**



شرطــة أبوظـــى **ABU DHABI POLICE**



شـركـة أبوظبــي لـلخـدمـات العــامــة Abu Dhabi General Services Company



المجلس الاتحادى للتركيبة السكانية FEDERAL DEMOGRAPHIC COUNCIL





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وزارة الصحة ووقاية المجتمع **MINISTRY OF HEALTH & PREVENTION**



UNITED ARAB EMIRATES MINISTRY OF EDUCATION



للمارك السريم المتحدة "THE ARAB EMIRATES" محسل من السريم السريم السريم السريم المستحدة المحمد المحمد المحمد الم السميد السريم المحمد المبيد المحمد المبيد المحمد المحمد



دائرة التبنيه بة الاقتصاديية DEPARTMENT OF ECONOMIC DEVELOPMENT



مركز جامع الشيخ زايد الكبير Sheikh Zayed Grand Mosque Center



دارزاب د للثقافة الاسلامية Zayed House For Islamic Cultur

شركة أبوظبحي للتوزيع

Abu Dhabi Distribution Co.



ABU DHABI







مؤسســـة التنميــة الأسريــة Family Development Foundation



جهاز أيتوظيني التفحاسيية ABU DHABI ACCOUNTABILITY AUTHORITY



صندوق معاشات ومكافآت التقاعد لإمارة أيوظبى Abu Dhabi Retirement Pensions & Benefits Fund



مؤسسة زايد العليا لأصحاب الهمم

Zayed Higher Organization for People of Determination



أبوظ بنى للـــلاـمــافــه و الــتــرات ABU DHABI CULTURE & HERITAGE



Our Major Clients - Abu Dhabi & Al Ain

































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Our Major Clients - Dubai & Northern Emirates





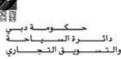
جماركدبر DUBAI CUSTOMS



سلطة واحة دبب للسيليكون Dubai Silicon Oasis Authority



Government of Dubai DEPARTMENT OF TOURISM AND COMMERCE MARKETING لري































JW MARRIOTT





itan University



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Our Major Clients - Dubai & Northern Emirates



Mall of the Emirates











دبي فستيفال سيتي Dubai Festival City



حديقة المشرف المركزية Mushrif Central Park























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Connect with us in **Social Media**

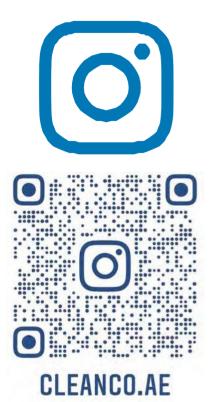
















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