

## FROM THE MANAGEMENT DESK

Dear Friends

This is the first issue of our newsletter, which will henceforth be a quarterly feature. The purpose of this as with any newsletter is to keep in touch with our existing and prospective clients and keep them informed about our company and the FM industry, locally and internationally.

The newsletters will contain benchmark studies as well on different aspects of Facilities Management, which we feel is an essential requirement for the region.

The Real Estate industry in the year 2004 has gone through a very interesting phase and all related industries have also evolved. Facility Management in particular has gone thru a learning curve and is now being talked about seriously by developers, owners and corporate entities. With many MNCs making Dubai their regional hubs and developers commissioning landmark properties, FM will have to be more professionally understood.

It has been our endeavor in the past 2 years, to make the market aware of the importance of Facilities Management. It is now that we manage approximately 1 million square feet of space in the UAE.

Wishing all of you a great 2005.

**Dilip Khatwani, Chief Executive**

### **FIRST INTEGRATED FACILITY MANAGEMENT CONTRACT IN THE REGION**

Reliance Facilities Management has recently taken up a project with Weatherford Oil and Tool Middle East to provide a comprehensive Integrated Facility Management Solution.

Weatherford has recently shifted its Middle East headquarters to an exclusive building located at Al Barsha right next to the Mall of the Emirates Project.

The building is a high tech 82,000 sq ft property. Reliance provides Weatherford with a complete range of services including Security, Housekeeping, M&E Maintenance, Pest Control, Waste Management, Procurement and complete Office administration services.

A dedicated Facility Manager operates from the site and is available on call 24/7 for any emergencies.

This is the first comprehensive FM contract of its kind to be provided in the Region.



**Reliance**  
**FACILITIES MANAGEMENT (L.L.C)**

## NEWS & EVENTS

### **RE/MAX Unlimited Real Estate and Reliance Facilities Management form Alliance**

Reliance Facilities Management and RE/MAX Unlimited Real Estate on the 28th of September 2004 signed a Memorandum of understanding through which the two companies have formed an alliance for cooperation in the field of Real Estate management.



RE/MAX unlimited is an affiliate of RE/MAX International Inc. which is the largest real estate company in the world. Reliance Facilities Management is one of the few companies in the UAE providing the integrated model of Facilities Management.

This alliance would facilitate Real Estate owners, developers as well as corporate entities to have a seamless service that would ensure their facilities are maintained and managed to highest standards as well as being leased or sold to their utmost satisfaction.

The signing ceremony took place on this day at the RE/MAX Unlimited office in Oud Metha. The Memorandum of understanding was signed on behalf of RE/MAX Unlimited by President Mr. Adnan Sharafi and on behalf of Reliance Facilities Management by its Chief Executive Mr. Dilip Khatwani. The two companies bring together the vast International and local experience in Real Estate management, which would be of great benefit to property owners and developers.

### **Amlaki and Reliance Facilities Management sign Agreement**

Reliance Facilities Management has an alliance with Amlaki to provide it's clients with a total Facility Management Software Solution. Amlaki has specialised in Real Estate Management Systems for the past 4 years, targeting the Middle and Far East. The tool is an Internet-based platform that allows automation and smooth communication between tenants/employees, property managers, owners and vendors. The fact that it is Internet based means that all that is needed is an Internet connection and a standard browser or even a mobile Internet devices.



## WHATS NEW

### NEW SITES

- **Weatherford, Barsha**  
**Services: Cleaning, Security, M&E, Pest Control, Waste Management, Office Services**
- **Schlumberger, Jebel Ali**  
**Services: Cleaning, Security, Front Office Management, Landscaping**
- **Western Geco, Jebel Ali**  
**Services: Cleaning, Security, Landscaping**
- **Schlumberger Dowell, Jebel Ali**  
**Services: Cleaning, Security**
- **Schlumberger, Dubai Convention Center**  
**Services: Cleaning, Security**



### NEW STAFF

- **Sanjay Kumar—Facility Manager, Weatherford**

Sanjay has joined Reliance as the Facility Manager for Weatherford Oil and Tool Middle East. He has over 8 years of experience in managing complex properties from call centers to Malls



- **Despoina Tounta—Facility Coordinator, Schlumberger**

Debbie is from Greece and has joined Reliance as the Facility Coordinator for Schlumberger Jebel Ali.



## BENCHMARK STUDY

### Waste Management in Hospitals

Waste management is a management process of disposing the waste generated from the activities of the designated organization. Waste management entails the highest understanding of the environmental protocols, in terms of disposal of waste.

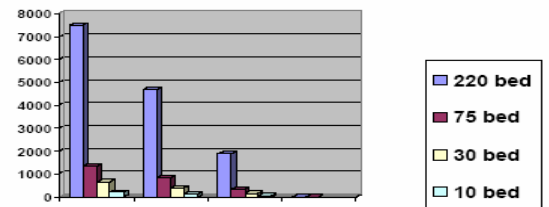
The environmental auditing and confirmation of the processes of waste management would entail:

- Responsibilities in managing waste
- Setting up of specifications of waste management systems
- Specified regulation of transportation of waste
- Specified regulation of packaging of waste
- Processes of setting up of segregated waste collection.

A study had been conducted by Reliance Facilities Management on the Waste Generation trends in UAE hospitals as compared to International standards.

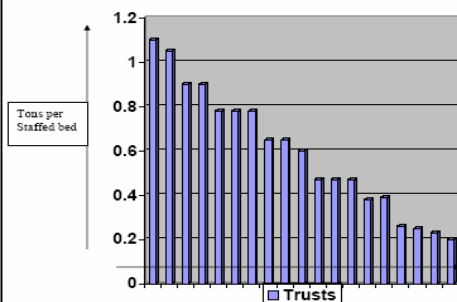
The graphs are excerpts of the study conducted. The complete report is available on the Reliance website, ([www.rfm.ae](http://www.rfm.ae))

**OCCUPANCY PERCENTAGE VS MEDICAL WASTE GENERATION IN KGS PER MONTH**



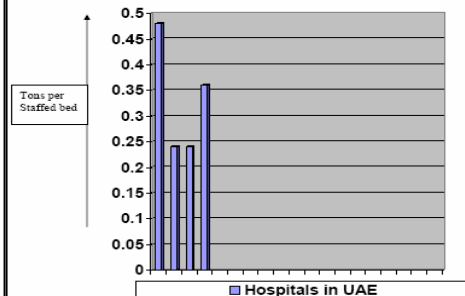
	80%	50%	20%
220 bed	7500	4688	1875
75 bed	1335	833	333
30 bed	650	405	162
10 bed	200	125	50

**GLOBAL STANDARDS AND BENCHMARKING**



The Above exhibit is data of the clinical waste generated of various trusts in the year 1998/99. This clearly proves that acute hospitals generate more clinical waste (on an average) than non acute hospital.

**ANALYSIS OF THE UAE HOSPITAL FOR CLINICAL WASTE GENERATION**



The above exhibits details the clinical waste generation where in we clearly see that the specialty hospitals the first and the fourth bar has higher clinical waste generation irrespective of the overall size of the hospital.

## FM INDUSTRY NEWS

- SERCO has been awarded a contract by EMAAR to provide Facility Management consultancy for the Prestigious Burj Dubai Project. The company will provide consultancy services starting at the design stage and recommend improvements from an operational point of view for the largest tower in the world.
- [The International Facility Management Association \(IFMA\)](#) has announced the official launch of its online learning center to provide professional development opportunities for the industry. The center will deliver popular IFMA educational products as competency courses, just-in-time workshops and on-demand audio seminars—all related to the field of facility management. In addition to professional development, the center boasts a helpful module for online collaboration and communication among members, as well as access to third-party content via CyberU, IFMA's online LMS provider.
- In looking for ways to lessen energy use and environmental impacts, designers of cooling systems are reaching new depths—the deep waters of nearby lakes and seas. While such projects have been few in number, their results have been considerable. Use of lake source cooling in Ithaca, N.Y., resulted in 87 percent energy savings, while a 75 percent reduction is anticipated in a Canadian project. The use of cold deep ocean water for seawater air conditioning in the Hawaiian Islands also holds significant promise to increase energy efficiency and renewable energy use.

Seawater air-conditioning systems exhibit very low operating energy costs, but relatively high capital cost. The integration of thermal energy storage with seawater air conditioning reduces total capital cost per ton of peak load served, thus enhancing the commercial potential for deep water source cooling.

More information on the ASHRAE website. ( [www.ashrae.org](http://www.ashrae.org) )