



Zahrani
GROUP

COMPANY PROFILE

www.zahraniom.com



MESSAGE FROM THE MD

In the course of the last two decades of our existence, Zahrani Group has not only experienced rapid growth but has also become a long-standing success story. We are pioneers of innovation in our respective industries and have established several benchmarks for quality service worthy of emulation.

Our landmark achievements are not achievable in isolation; it is an epitome of what is possible by visionary and exemplary leadership that has the support a committed workforce at various cadres.

Since inception, we have resolved to make regulatory standards the

bare minimum, we go above and beyond the compliance directives to establish lofty standards that set us apart from the competition.

We established the Zahrani brand values that run across the fibre of our organisation and have become the lifeline of our existence. These values have resulted in

a commitment to quality service delivery which is unprecedented in the sectors where we operate. Our various subsidiaries leverage the existing standard of Zahrani Group convergence to attain well-deserved accolades in every industry.

We maintained our growth and expanded

to international quarters; thanks to the stable economy, financial and political environment of the Kingdom of Saudi Arabia. Today, we are providing high-quality solutions and expertise for Operation & Maintenances in MEP, Civil, FLS works, Housekeeping & Real Estate Management, Commissioning

and testing, trading industries, information, education along with entertainment and media industry.

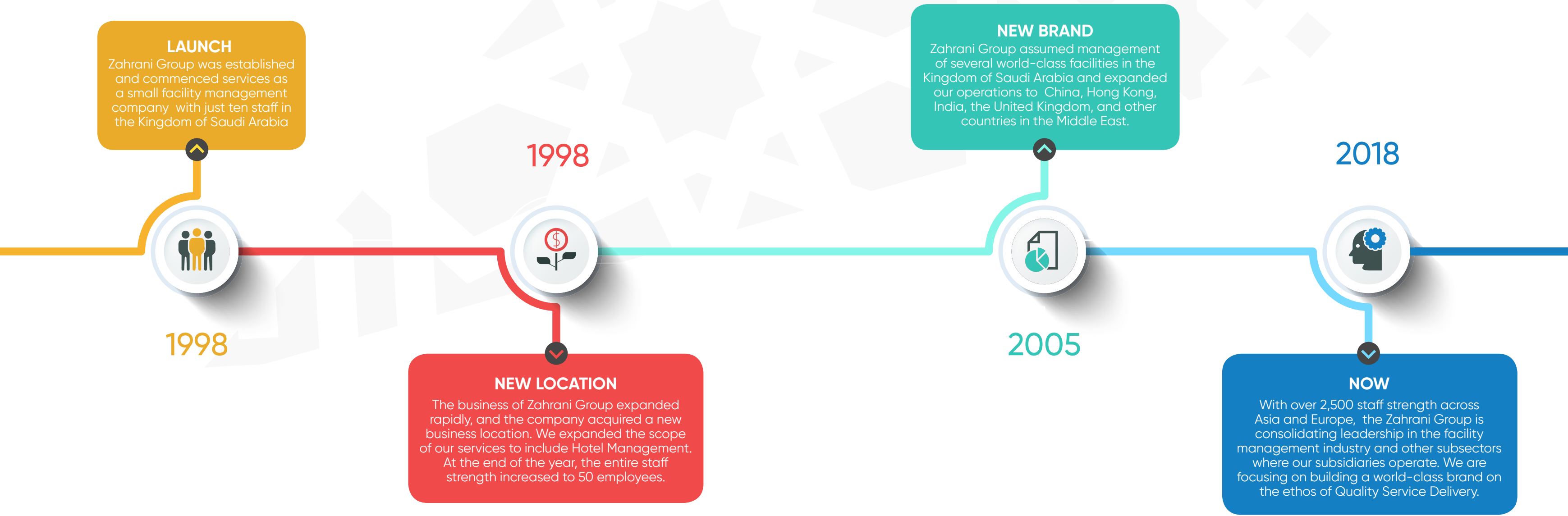
"We believe in empowering our people & will continue to transform ordinary employees to top performers for the common good of the Zahrani Group, our various stakeholders & the society at large"

YAHYA HUSSAIN
AHMED AL ZAHRANI

*Managing Director,
Al Zahrani Group*



MILESTONES



WHO WE ARE

Zahrani Group is a service company with the corporate headquarters in Jeddah, Saudi Arabia. Our business focus is to provide world-class Operations and Maintenance services for corporate organisations.

The company started operations in 1998 as a small enterprise with

modest capital over the years, We have grown horizontally and vertically, expanding our service across industry verticals and national borders.

Today, Zahrani Group is a multi-million dollar enterprise with clients across several nations in Asia and Europe.

The excellent quality of our service and firm resolve to attain perfection in our operation are crucial factors that led to our fast-paced success and emergence as an industry leader in the Operations and Services industry.

Our highly responsive management team have taken an innovative approach to diversity, social inclusion and capacity building to empower our workforce to maximise their potential for excellence service.

The efficacy of our teams is apparent in the multiple projects we completed and manage successfully.

We continue to innovate our services to consolidate on our market leadership and set new benchmarks for excellence in the global Operations and Maintenance Industry.



VISION

To elevate the esteem and trust in Zahrani Group and become the preferred Facility Management and Business Support Service provider in Europe and Asia.



MISSION

To add value to our clients through the delivery of innovative, cost-efficient and quality service-based solutions driven by a profound understanding of the needs of our customers.



VALUES

Zahrani Group has established a corporate value system that serves as our philosophy and operational guideline that sets a benchmark for our quality services across the globe. These values are:

EXCELLENCE

We focus on attaining perfection in every project we handle.

INTEGRITY AND PROFESSIONALISM

We build our business on a foundation of honesty and integrity and uphold the ethics of professional service.

INNOVATION

We are pioneers of change; we continuously work to open new frontiers in the delivery of technology and service solutions to our customers.

QUALITY

We don't compromise regarding our lofty standards of quality; our services are of world-class standard.

PARTNERSHIPS

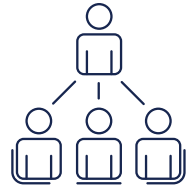
We place premium values on alliances and leverage on the group synergy to deliver cost-efficient services and technology solutions to our customers.

CAPACITY BUILDING

We continually challenge our success, we seek new products and technology solutions for our client's businesses.

CUSTOMER SATISFACTION

The complete satisfaction of our clients is our goal. Our priority is to satisfy our customer requirements and exceed their expectations.



OUR PEOPLE

The Zahrani Group has the privilege of having a highly-motivated workforce committed to achieving our corporate mission.

We have carefully designed capacity building programs and employee benefits for our over 2,500 employees working across Asia and Europe.

Our goal is to motivate our clients adequately so they can offer excellent service enthusiastically.

OUR STAFF ENJOY THE FOLLOWING BENEFITS:



We use the service of consultants to employ highly trained professionals with relevant certification in the areas of their core competence. We further teach and coach the staff to imbibe our culture of excellence and other value propositions.

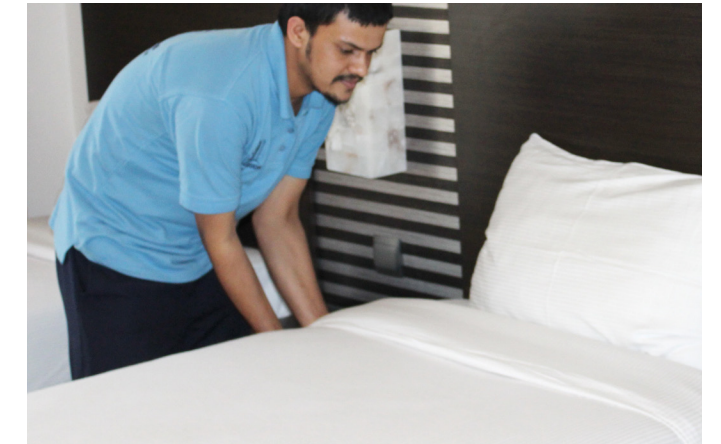
INTERLAKEN HOTEL MANAGEMENT

We leverage expertise & vast experience in the hospitality industry to deliver world-class hotel management and guest services. With our creative strategies and best practices, We transform barely thriving hotels and reposition them to outperform their competitors and become local market leaders.

We offer a complete range of services including development, management, operations, and maintenance. Our goal is to conform to the high standards of the Zahrani Group convergence, increase the efficacy of the workforce, customer satisfaction and business bottom line.

Zahrani Group has a track record of upscaling operations to attain unprecedented guest satisfaction and financial returns by leveraging our industry-specific experience and robust financial capacity.

We are currently maintaining the highest operational standards for over 12000 rooms in holy cities of Saudi Arabia.



ZAHRANI FACILITY MANAGEMENT CORPORATION

Zahrani Group has the reputation as the flagship provider of facilities management solutions and building maintenance services in Saudi Arabia. We have an impressive track record of providing cost-effective services without compromising on quality service delivery.

We study each project and create precise strategies to achieve the requirements of our clients. We avail our clients with an all-inclusive solution to their diverse business needs to meet their short-term and long-term goals. Our well-trained multinational

workforce uses cutting-edge technology and industry best practices to provide first-class facilities and building maintenance services. Zahrani Group maintains optimal performance of facilities through responsive engineering services and strategic sourcing of energy-efficient technologies.

Our facilities management strategy exploits top-line technologies to minimise facility operating expenses and repurposes the workforce to scaling your business to attain leading-edge ROI. This intervention strategy

enhances high-performance facilities that foster productivity, reduce overhead costs, and provides long-term value. We have a robust capacity to undertake electrical maintenance services, preventive maintenance programs, FLS and HVAC preventive maintenance, building automation, MEP services, CCTV systems, PA systems, IT infrastructure, and other facility solutions according to the requirements of our clients.

Moreover, we utilise a compelling paradigm to drive transparency in the supply chain and other cost-related accounts and make reports to designated management authorities. This strategy enhances accountability, financial prudence and attests to high-quality operational standards.

We deploy our highly qualified professionals in project management and engineering services to undertake:



Long-term and annual facility planning.



Facility financial forecasting.



Real estate acquisition and disposal.



Work specifications, installation and space management.



Architectural and engineering planning and design.



New constructions and renovations.



Maintenance, operational specifications and management



Telecommunication integrations, security and general administrative services.



We believe in continuous improvement and our strategies are to make use of user-driven feedbacks to enhance quality service delivery and commensurate ROI for clients.

We consider Zahrani Group to be stakeholders in our client's businesses and carry out our functions in the best interest of the property occupiers, owners and investors.

HOTEL RENOVATIONS



OPERATION & MAINTENANCES

THE ZAHRANI GROUP OPERATIONS AND MAINTENANCE SERVICE INCLUDE THE FOLLOWING:

After making substantial investments in assets and capital projects, it is expedient to implement an effective management strategy to protect these investments. We have a track record of successful operations and maintenance service.

We work with our clients to define business requirements, develop functional specifications and customise the system design to align with our client's unique needs.

Our active local and global ties reflect our

mission to develop and maintain long-lasting relationships between client and contractor. We work on-site at our client's location, providing functional and technical support, troubleshooting and resolving challenges as they arise.

Fire and Life
Safety Services

Electrical Works

Electronic Projects

Mechanical Projects

HVAC (Chillers, AHU,
FCU, Ducts, Insulation)

Turnkey Projects and Interior
designing build fit out

Civil Works

Housekeeping and
Janitorial services

Information Technology

Transportation and
Maintenance Services

Wholesale

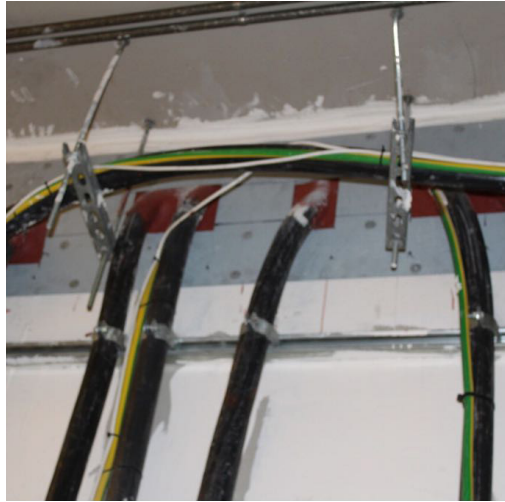
End Consumer
product & services

Laundry Services

Zahrani Catering

Hospitality and
hygiene products

Fumigation and
Pest Control



Fire and Life Safety Services

Fire Life Safety installation is a vital aspect of a building infrastructure which averts fire disaster. The law requires building owners to carry out regular HVAC, fire, and smoke damper inspections in compliance with the Fire and Life Safety Codes and Standards adopted by nations across the globe. The failure to comply with the code could void insurance policy and attract litigations for criminal violations which may lead to substantial financial losses and damage to corporate image.

Our Professionals work with new and existing buildings to apply NFPA codes, the National Electric Code Standards, fire and life safety methodologies. We help our clients implement cost-efficient and sustainable FLS projects. Our service makes the difference between a nuisance fire and an uncontrollable fire disaster. We have tied up with Hilti as a certified firestop applicator and with 3M for fire barrier affiliation.

Our FLS Services are:

- Buildings Fire and Life safety codes consultancy.
- Fire and buildings authorities permit and regulatory approvals assistance.
- Specialists in completing unfinished projects.
- Inspection and analysis of Fire Resistance of Fire Stop installations in the generator, electrical, substations, boiler and guest rooms.
- Inspection and analysis of active fire systems, egress and fire service interventions.
- Fire and life safety Master plans.
- Consultancy and design of fire sprinklers, standpipes, Fire Pump, hydrants, water supply, water spray, foam and other fire extinguishing system design and consultations.

Electrical Works

We have the expertise required to handle low and medium voltage electrical projects. We work with our clients to complete projects within budget and at the right time. We emphasise the use of quality, durable, energy-efficient and environment-friendly products which reduces operational costs by saving recurrent expenditure on energy bills.



Electronic Projects

The electronics services of Zahrani Group includes installation, configuration and management of electronic devices such as CCTV, Intercom, FM200, Fire alarm systems, BMS and Public-Address System. We use only high-quality and cost-efficient products in our projects.



Mechanical Projects

Installation and maintenance of mechanical projects are our specialities. We can provide comprehensive solutions for hydraulic works, firefighting, plumbing, pump/boiler mechanism, generators and diesel pumps. Our long-standing staff have the experience to deliver turnkey solutions for mechanical projects of varying complexity.





HVAC (Chillers, AHU, FCU, Ducts, Insulation)

Zahrani group boast of human capacity required to undertake heating, ventilation and air conditioning tasks for our clients. The scope of our service ranges from engineering design to manufacturing equipment to meet our client's unique specifications. We also provide high-quality engineering and service support to facilitate optimal functioning of HVAC Infrastructures.

Turnkey Projects and Interior designing build fit out.

Our group of expert interior designers undertake the entire interior design project from designing conception to installation, commissioning and completion of the task. From the project inception, our highly adept designers work with the client to innovate bespoke designs that enhance functionality & comfort.



Civil Works

Zahrani Group has the human capital resource and robust ability to deploy state-of-the-art equipment for light civil engineering projects ranging from designing, surveying, earthworks, drainage, access roads, surfacing, and other concrete, structural, civil engineering works.

Our civil works team has capabilities in diverse disciplines which enable us to carry out project implementation without

recourse to third-party services. We have a reputation for completing projects on time and within budget constraints.

Along with our building and civil engineering capability, our fully integrated in-house specialist construction team is responsible for foundation works, storm sewers, water lines, painting, masonry, marble tile work, plastering, carpentry, polishing, gypsum work, curtain work, and so on.





Housekeeping & Janitorial services

Our team of highly-trained and dedicated professionals render fast and professional housekeeping and janitorial services for our customers. We provide a five-star service that ensures your facilities are sterling clean, and rooms align with your brand design and are ready for guests to check in on time.

We customised housekeeping services to meet the specific requirements of our clients by assigning precise job specifications to staff and designating supervisors to ensure the tasks are performed to precision.

We facilitate a safe, clean and healthy workspace that creates an enabling environment that promotes your staff productivity and creates a lasting positive impression in the minds of your customers and visitors to your business location.

Information Technology

SYBRISCO is the IT division of Zahrani Group, we offer technical support and consulting services to other IT companies and corporations lacking professional competence to execute technology projects. We specialise in the design and implementation of bespoke strategic business integration solutions that advance your business objectives.

We take pride in our prestigious Mainframe Computer technology expertise; our in-house team developed "MUWASALATY" – a unique system to track and manage school buses which enjoyed full acceptance. SYBRISCO is the Middle East partner to IBM, Lenovo, HP and SAP; and we can deploy their various server infrastructure and software solutions from these IT giants with unparalleled expertise.

SYBRISCO implements the contingency plan for IT resource failure for our client organisation. The plan is a business continuity strategy that ensures your business continues to function in the event of failure of your organisation's IT facility or the absence of key IT personnel. We take care of the on-site management of IT resources such as servers, operating systems, specialised software, network infrastructure, and the likes.

Our organisation maintains a state-of-the-art data centre which provides cloud computing solutions such as Local Area Augmentation System (LAAS), Platform as a Service (PaaS), and Software as a Service (SaaS) solutions. The data centre can handle various hardware and software platforms and guaranty maximum uptime, data integrity and security. We take care of your technology needs so you can concentrate on your core business.





Transportation & Maintenance Services

The transportation service of Zahrani Group serves approximately 25,000 students in Dammam, Jeddah, Jubail and Riyadh. Moreover, we provide efficient transportation service to many famous hotels. We have a fleet of 350 luxury and semi-luxury buses on standby to take care of your corporate transportation needs without hassles. We serve clients in needs of shuttle service, airport transfers, and any custom logistic support request.

The transport division meets the top-notch transportation requirements of KSA's Ministry of Hajj & Umrah (NAQABA) and will soon receive approval to operate buses for Hajj & Umrah pilgrims.

We have a team of expert vehicle maintenance professionals that handle vehicle maintenance needs of the

company. Our team works to ensure that we have the safest and the most efficient fleet in the transport sector of KSA. They are also available to serve the public in need of expert vehicle repairs and maintenance services which exceed conventional standards.

Trading Retail Outlet's

The retail services of Zahrani Group consist of 15 large-scale retail outlets that sell hygiene products and other industrial products in the major cities of the Kingdom of Saudi Arabia. We have further innovated our retail systems by opening an e-commerce platform that allows shoppers to place orders for goods right from the comfort of their homes and offices.

Wholesale

The wholesales section offers attractive discounts to our customers who are major players in the hygiene, janitorial, health, and industrial sectors of the Middle East. We have a sizeable share of the wholesale market; thanks to the patronage we enjoy from businesses across the MENA region.

End Consumer product & services

Zahrani Group has a distinct unit that specialises in the sales Fast Moving Consumer Goods which are essential commodities used by homes and offices. We have the reputation of selling quality products at the best prices in the market.





Zahrani Catering

The Zahrani Catering service is geared towards large-scale requirements of corporate entities and organisations such as Airlines and pilgrimage missions among others. Our ability to cater for various menu requirements including peculiar health-related diet restrictions is our unique selling point. We have qualified world-class master chefs to create local cuisines and international dishes.

Laundry Services

We have a high-end laundry service company that operates in India and Saudi Arabia. The company is thriving with a long list of customers who love our service and patronise our business consistently. We commenced operations at Indian Railways and presently have other service stations at Chennai, Hyderabad, Trivandrum and Delhi. Plans are in progress to open new outlets in Bangalore, Assam and other eastern regions.





Hospitality & hygiene products

We have a vast lineup of consumables and hygiene products for personal use and applicable in the hospitality industry. Our products include papers products, clothes, chemicals and other merchandise. We only deal with high-quality products with reasonable price tags.



Fumigation and Pest Control

The fumigation and pest control service was established in order to further our mission to help organisations achieve their corporate objectives. Our products and services promote a clean environment free from contaminants and nuisance from pests. Our service goes a long way in helping our clients achieve the recommended hygiene standard for public locations. Reputable hospitals, hotels, and educational institutions in the Middle East trust our non-toxic and biodegradable products to disinfect their facilities and keep pests at bay.



The Al Kiswah Towers Hotel Project

Al Zahrani group is proud to operate and maintain one of the largest and busiest -4star hotel in the world. Al Kiswah Towers Hotel located in the Al Tayseer district, Makkah Al Mukarramah. The hotel consists of 5 massive towers with 38 floors each and 5,848 rooms. The capacity of the entire hotel is over 27,000 pax.

The Al Kiswah Towers Hotel also has 110 direct elevators for guests, dining halls, central kitchens, prayer areas, multi-service corridors, a -24hour reception, public areas, and free pick-up and drop shuttle service to and from the Haram around the clock.

We have partnered with the InterContinental Hotels Group in order to provide excellent service to our guests. To manage such a vast project

which operates at maximum capacity during the peak period of the year is a daunting task. The operations place demands on administrative excellence, innovative personnel coordination, technical competence, security, outstanding customer service, and a proactive approach to detect technical challenges and fix them before it causes a breakdown.

Zahrani group leverages our expertise in the industry, financial strength and the technology capabilities of the Zahrani group convergence to deliver seamless service of international standard round the clock. The management of the Al Kiswah Towers Hotel is an acid test of the commitment, competence and technical capabilities of Zahrani Group. We operate a 24x7 call centre to better serve our guests. All complaints are resolved within minutes of being reported. We have over 700 employees working at this project, including management, administration, engineers, technicians, housekeeping, bell-boys, front-office staff, security, and a waste-management team.

The Al Hidayah Towers Hotel Project

Al Zahrani group also operates and maintains the -4star, Hidayah Towers Hotel located in the Aziziyyah district.

The hotel consists of 10 towers of 25 floors each and 4,506 rooms. The capacity of the entire hotel is over 21,000 pax. The Al Hidayah Towers Hotel has commercial areas, dining halls, central kitchens, prayer areas, multi-service corridors, a -24hour reception, public areas, and courtyards. We are in a partnership with Radisson Blue

(Radisson Group) for the operation of these towers. Zahrani group leverages our expertise in the industry, financial strength and the technology capabilities of the Zahrani group convergence to deliver seamless service of international standard around the clock.

We operate a 24x7 call centre to better serve our guests. All complaints are resolved within minutes of being reported.

Other Hotel Projects

We also operate and maintain six other -3star hotels located in the vicinity of the haram. We have allotted more than 350 MEP, civil engineering, front-office staff, security, sales and marketing, F&B staff, and management staff to run these hotels. These properties are completely managed and operated by the expertise of Zahrani Group.



Vision 2030

Zahrani Group has established objectives which align towards achieving the goals of vision 2030 by the Kingdom of Saudi Arabia. Saudi Arabia's vision for the future, is an ambitious yet achievable blueprint which expresses long-term goals and expectations and reflects our country's strengths and capabilities. The vision is represented below:

Saudi Arabia..the heart of the Arab and Islamic worlds, the investment powerhouse, and the hub connecting three continents.

ECONOMIC EMPOWERMENT:

We shall continue to foster the development of commercial activities by empowering thriving businesses and promoting the emergence of new economic powers.

CAPACITY BUILDING:

To offer vocational training and internship opportunities in different sectors for Saudi citizens where we operate to foster the emergence of new professionals to fill the void created retiring experts.

BUSINESS EXPANSION:

To continue to expand horizontally across the MENA region, Europe and maintain thriving businesses in the three continents with a focal point in the KSA.

TO INCREASE PRIVATE SECTOR CONTRIBUTION TO GDP.

TO DECREASE UNEMPLOYMENT RATE

TO INCREASE EXPORT CONTRIBUTION TO NON-OIL GDP







CONCLUSION AND MISSION

Two decades have come and gone, we have waxed stronger and made incredible achievements. We shall continue in our resolve to offer customer-centric services which played a vital role in our success story. As Operations and maintenance experts, the success of our customers in our ultimate goal and the lifeline of our business existence.

We strive to thoroughly understand every customer's specific needs and objectives. Knowing our customer's objectives and concerns allows us to serve our customers best. Communication with our clients is the number one factor in retaining and expanding our customer

base. To enable us to provide quick & effective response to meet our customer requirements. Zahrani Group has an after-hours emergency service with a live dispatcher to providing service 7/24 to our customers There by ensuring %100 customer satisfaction.

Our technicians are professionally trained and are skilled for their specific task. This eliminates your need to worry about the work being performed. At Zahrani Group, we are committed to a higher standard, and you can trust us to perform to satisfaction, Quality work and reasonable prices make us consistent and successful in the industry.

A commitment to customer service along with quality work has resulted in the longevity of satisfied customers. Also, are personnel Management techniques being unique and centred on cost control and provide quick response to the clients need as they changed true out the year.

"We guarantee to do the job right to your satisfaction."

Zahrani Group firmly believes that its growth depends on the success of its clients. Therefore, it offers its prospective clients our best services, thereby establishing cordial relationships with the end users.

We are committed to achieving the following missions:

- 01

Help your business operate seamlessly.
- 02

Reduce your overhead costs through operational efficiency.
- 03

Offer personalised services through our various subsidiaries.
- 04

Offer reasonable prices for our service without compromising on quality service delivery.
- 05

Offer prompt and result-oriented service which minimise business downtime.
- 06

Establish a lasting relationship with clients based on trust.
- 07

Facilitate customer satisfaction and increase in business bottom line.

ZAHRANI ACADEMY

- Cap Sourir
- Plain Cap
- Satisfying International Clientele
- Train the Trainer
- Manager's Role & tool
- Being a Guest
- Mastering in accounting
- Performance Evaluation
- Follow up Train the Trainer
- Up selling
- Head Department as a Manager
- Communication Skills
- Res & Rev Tools
- Managing with Accor Value
- Passion for Customer
- Operational Hotel Finance & Profitability Strategies
- Creativity & Marketing
- Managing CRS & GDS
- New world of Account Management & Strategic Selling
- Supervision & Coaching
- Time Management
- Professional Housekeeping Management
- Managing Changes In Tourism
- Sexual Management
- International Standard of Hygiene
- 5 Keys to Effective management







PROFM



CERTIFICATES







VALUED CLIENTS





ZAHRANI group of
companies

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