

FARNEK

UNGC COP REPORT

Year **2018-2019**



Our SDGs Commitment

The image displays a grid of 17 Sustainable Development Goals (SDGs) icons, each with its corresponding number and title. The icons are arranged in a grid that roughly follows the standard UN SDG layout, with the FARNĒK logo centered in the bottom row. The icons are:

- 11 SUSTAINABLE CITIES AND COMMUNITIES** (Orange background, buildings icon)
- 13 CLIMATE ACTION** (Green background, eye with globe icon)
- 14 LIFE BELOW WATER** (Blue background, waves and fish icon)
- 3 GOOD HEALTH** (Light green background, heartbeat and heart icon)
- 8 GOOD JOBS AND ECONOMIC GROWTH** (Maroon background, bar chart with upward arrow icon)
- 5 GENDER EQUALITY** (Red-orange background, female symbol with equals sign icon)
- 4 QUALITY EDUCATION** (Dark red background, open book and pencil icon)
- 6 CLEAN WATER AND SANITATION** (Light blue background, water tap icon)
- 17 PARTNERSHIPS FOR THE GOALS** (Dark blue background, interlocking circles icon)

The FARNĒK logo is prominently displayed in the center of the bottom row, with the word "FARNĒK" in orange and black text.





Under the signs of sustainability and innovation

Since 2007, FARNEK has been at the forefront of sustainability in the Facilities Management Industry in the United Arab Emirates. Year on year, we have been strengthening our commitment to the United Nations Global Compact values while putting in place the right teams to deliver the best outcomes.

I am proud to lead a team that truly drives FARNEK's spirit that could be summarized in a team that delivers winning strategies in complex facilities and goes beyond the traditional way of performing facilities management services. 2018 and beginning of 2019 has highlighted how much our team is engaged in providing to the industry some advanced solutions that serve our clients, our communities and the environment.

This year, in October, FARNEK was the first in Middle East to be certified with ISO 41001 (International facilities management standard audit), a sign of quality and commitment to leading with the highest level of standards.

We also have been the first to have cleaning training courses endorsed by BICS (British International Cleaning Standards) and we just received the certification for **ISSA CIMS-GB with honors for green cleaning standards**. It means we are equipped to provide a service with eco-friendly chemicals, reduced amount of consumables, responsible disposal and use of utilities during operations through an intense training process. Again, we are the first to achieve such prestigious achievement. Indeed, when it comes to quality, we never compromise and we work meticulously irrespective of how high the bar is set.

We showed a lot of innovation this year as well, in various areas related to ICT and Sustainability. FARNEK was awarded as **Best Sustainability Initiative of the Year and Highly commended for technology Implementation at the Middle East FM Awards**. We created the Environmental Mall Benchmarking program, the first of its kind in the whole Middle East, providing new reading for the shopping centres to assess their environmental performance and take action. On the Innovation front, we developed in house the Smart Watch concept, enabling to better manage our employees and respond to emergencies while reporting with transparency to our clients. This project was awarded as best use of Innovation at the Middle East Cleaning, Hygiene and Facilities Award. Our HR Director was also awarded this year with the Mark of Excellence as the HR Director of the Year by Future Workplace Awards.

We have not stopped here, following the success of our **Smart Watch technology** developed in-house to assist our employees to report their presence and communicate efficiently on the sites they operate, we have also created another inhouse project called **Smart Washroom** which has been tested and now is under full deployment at the Dubai Mall, the objective is to provide information on washroom footfall, high-peak or low hours, consumable consumption with the objective to improve the indoor air quality, reduce the air-conditioning consumption but increase the customer satisfaction.

Further responsible environmental drive



We keep **driving the message** in our industry to reduce our carbon impact. Over the past 12 months, like every year since 2012, we have been speakers at more than 12 events in which we promote energy and water efficiency and waste reduction.

Through the **properties we manage**, we are showing from 5% to 15% reduction in energy and water through our large facilities in which we have energy managers with no cost measures from our maintenance operations. This means working hand in hand with our clients to optimize the use of the assets consuming energy or water through the reduction of operating hours, the review of the HVAC settings, the corrective action on non-efficient equipment. Our target for 2019 is to ensure that all facilities managed by FARNEK can have the same results.

“ There is a lot of pressure that the world is facing with climate change, and it won't be long before the government puts in rules to comply with regulations. The onus is then on us to ensure our customers are compliant when rules are enforced.”

Markus Oberlin
Facilities Management, March 2019.

For our own operations, on the environment front, we keep promoting the concept of **electrical vehicle** through the presence of our EV Renault ZOE which is now not only used by an operational driver but is also used as a pool car by the Sustainability and Commercial team to ensure we maximise the use of the car. 2019 should see the purchase of 2 Electrical vehicles to continue the drive. We are very conscious on the impact of our **250-vehicle fleet** in terms of carbon emissions and pollution. This year we have managed

to keep reducing by 4% its CO2e per transported employee to 78kg per year. It is a reduction of 35% in comparison to 2014. We are maintaining the carbon offsetting for our 2 carbon neutral buses.

We are proud to have launched our **first circular economy concept** in March 2019 thanks to a project born from sustainability, procurement and marketing departments. We now have new range of uniforms for our customer-facing H&G technicians made out of plastic bottles (6 bottles for one polo shirt) re-emphasizing on the importance of recycling. In our head office and site offices, we already recycle close to 100% the PET bottles having a binless office and only recycling stations, trying to collect more from our employees' homes. We like the fact that we support the first company to have a PET recycling factory in UAE. We were already recycling our uniforms, and will keep doing it. The objective by end of 2019 is to have 100% of our shirts being produced this way.



FARNEK Sustainability and Technical teams have been running **Earth Hour** for the 6th consecutive year gathering an increasing number of participating sites (22) and participants (500) across UAE, and saving 14.30t CO2e in one just hour in 2018 ... replicated in March 2019.

Environmental and efficient partnerships

Our **partnership with Green Globe** the leading certification for sustainability for the hospitality has reached its tenth anniversary in Q1 2009. Over a decade, 100 hotels and leisure facilities from 24 different hotel chains reached the Green Globe Certification in 38 cities across 14 countries from the MENA region. We coached over 2,900 hotel heads of departments about the process of certification, the wider environment and cost benefits of sustainability. As such 85,000 hotel staff, responsible for servicing approximately 28,000 rooms, will have received training on responsible business. Supported with our software Hotel Optimizer, this led to USD25 million savings from over 180 million kWh of energy and nearly two million cubic meters of water over the last 10 years.

We value partnership and were awarded in April 2009 for our

at the Middle East Cleaning, Hygiene & facilities Awards with the Procurement Manager of the year and the Best Client Contractor Partnership Award with Emaar – The Dubai Mall.

On top of being a board member of **Emirates Environmental Group**, we have adopted and planted trees in Ras Al Khaimah to support the Emirates Environmental Group.

We are sponsoring a turtle with **EWS-WWF**, creating awareness to our employees and community for protecting the sea. Some of our employees are even going to patrol in Saadiyat to support the scientists.

Responsible People management

FARNEK is now the responsible employer of **4,550 people** from 37 countries from 4 continents. It is a growth of 20% in one year. We are hiring in average 4 employees per day. Indeed our latest trend shows that we have hired 970 employees over the last 6 months of 2018. We have delivered 20,000+visa related transactions in the same period. This is due to our strong business development team who is able to show our abilities to manage complex facilities and our capacity to mobilize large number of people on those sites.

In 2019, we have launched our first “**happiness employee survey**”, reaching overall job satisfaction scores of 89.5% for our staff and 77.6% for our workers. We opened the conversation to work life balance, stress levels, compensation, growth prospects, impact of technology, interest in sustainability. This one has hit the scores with 95% interest from staff and 85% from workers, while the use of technology is noticed as a positive impact by respectively 89% and 78%.

FARNEK truly believes women leadership and the importance of **gender balance**. We increased our gender ratio by 4% as we employ 14% of ladies. We are extremely proud to have started off a call center in Fujairah operated by Emirati ladies, also our second step in the emiratisation process as we already had 9 Emiratis in our team.

In 2018, we have launched the Career Center and passport to excellence initiatives for blue collar staff to develop into team leaders and supervisors, providing a solid platform for professional development at all levels. We included a cleaner who has been rewarded by our customer Du for his professionalism and pleasant attitude in the program “your presence matter”. They flew in his brother and gathering was filmed in front of the TV and moved many people in the community and our company showing how much the work of our employee is precious.

We have also restructured the **Staff Accommodation Management** and increased the number of management reports on the conditions of the assets. We are excited to have broken ground on our new AED 150 million state-of-the-art staff accommodation in Dubai Investments Park, home to 5,000 employees. It will be a new intelligent and environmentally-friendly 800-room staff accommodation

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facility, which will be completed in summer 2020, strategically located to serve the Expo2020 site but also the growth of this area.

Talented is another quality of the People of FARNEK. At the SmartIdol **Talent competition** dedicated for blue colors under a prestigious jury, in 2018, Puja Phuyal, from the cleaning division, reached the first place in the dancing competition, creating a great pride in the whole company. And in 2019, for the third year in a row, the Smart idol winner in the Dancer category, is a FARNEK employee, her name is Nimalaka Sandarenu.

We also invited painters to have their print on our walls through “can you paint your country” campaign. Twenty employees registered for an overwhelming outcome that can be appreciated in our head office main corridor. We enjoy being a platform of talent recognition! This is why our **staff parties** are multiplying in the 6 staff accommodation villages we have across UAE.

Furthermore, our yearly **Sport Fest** event gathers hundreds of sportive players generating lots of enthusiasm and team spirit that we keep encouraging.

To support our wish to support our employees to manage their income responsibly for their own future and their families, we partnered with RAK Bank for a **financial inclusion** session and we will surely renew this.

All this is happening in a very **challenging environment** with an increased number of small facilities management companies opening up every year, cross hiring between competitors on the rise, changes in visa regulation resulting in higher costs, requirement for cheap companies, increased costs for staff accommodation rentals despite a drop in domestic rentals, a 3.1% inflation rate (YTD Dec-2018), visa procedures have become more complex in each emirate, procedures in countries of origin are all different and procedures have increased leading to longer time for people to join. Tickets costs have also increased. In a country where most of the employees are foreigners and their families are abroad, we identified that 65% of people leaving do so for family reasons.



Our commercial success in a challenging market

We have achieved 98% **contract retention** rate with Burj Khalifa remaining our flagship project, Etihad Airlines, DXB Entertainment, Dubai Airports, du, Aldar and Nakheel among other key other clients.

We won large **new contracts** like the Dubai Mall Cleaning (500 cleaners), the Dubai Airport Maintenance (400 technicians) and Cleaning (800 cleaners), Yas Marina Circuit in Abu Dhabi for Cleaning, Maintenance and Security (150 employees) but also Abu Dhabi Airport, RAK Bank, the Ministry of Community Development, Oracle and Kings College, among others resulting in annual growth of 20% and are now opening up the Eastern region market for Hitches and Glitches and Farnek. This resulted in an annual 20% growth and FARNEK maintaining a strong position in the market.

Since opening its office in Abu Dhabi in late 2017, in response to a growing headcount in the UAE capital, Farnek has grown its share of operations and received in 2018 a licence for Farnek security in Abu Dhabi and the Northern Emirates. We now already have 150 guards already on the ground in Abu Dhabi. Farnek plans to have over 500 security personnel permanently based in Abu Dhabi by 2020.

Several experts highlighted **current market's rate wars** are putting pressure on FM operators and we can only confirm this. Our strength is our size. One of the ways to stay protected from cash flow issues, is by working closely with banks to find solutions. We also speak to customers to try and make the contractual terms favorable right at the outset, like respecting the payment within 30 days which is now accepted. In the mean time, we are constantly under pressure to maintain service levels.

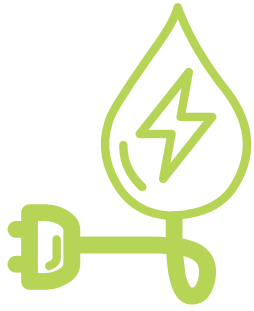
Hitches and Glitches has been a successful distributor of Nest Energy Efficiency smart Thermostat and secured DEWA Exclusive partner for installation of Energy Efficient products for households. For our home and property services division (Hitches and Glitches), we have implemented a **new online digital website** providing a touch button and automated purchase and booking service. Through embarking on digital transformation, Farnek has enhanced its ability to provide efficient, smart, sustainable and proactive solutions to our clients and customers, while reducing overheads by over AED 1M, increasing operational efficiencies by 15%.

FARNEK's future forward. Next year, Farnek will celebrate its 40th anniversary and will proudly remaining a UAE-based Facilities Management company. We are not looking at expansion outside the UAE, despite receiving business proposals and JV offers from neighbouring countries such as Saudi. We remain focused on increasing market share and service delivery across all seven emirates in the UAE. Farnek has a bright future backed by the developments that are coming online in the UAE market. I believe there is place for 10 top FM companies in this market, and Farnek will be one of them.

Long life to the **#Spirit of Orange!**

Markus Oberlin, CEO

Our Targets



Energy and Water Consumption

Reduce in FARNEK head office and camp consumption by 5%

Reduce in FARNEK customers facilities by 5%



Waste Management – Overall operations

Maintain 80% diversion ratio at FARNEK HO

Identify at least one new initiative for circular economy

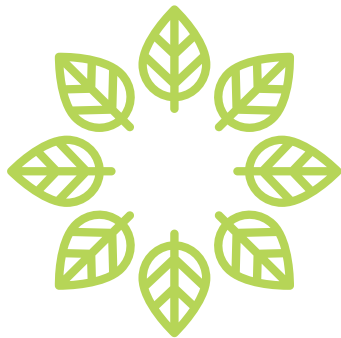


Carbon Emissions

Reduce paper consumption by 10% vs 2017 through E-procurement

Reduce in FARNEK and H&G – 10% Vs. 2017 [liter fuel / employee]

Add one more electric in our fleet (Sedan or mini-van)



Biodiversity

Keep active in the FARNEK the turtle program with EWS-WWF



People

Launch the first Happiness Survey

Create a new staff accommodation and increase the frequency of audits in existing staff accommodation

Keep successful activities like Sports Fest, Smart Idol

Raise the value of our employees through more visibility of their achievements through social media





Environmental and efficient partnerships

GREEN GLOBE PARTNERSHIP



SUSTAINABILITY SERVICE

HOSPITALITY

Celebrating 10 years of partnership and USD 25m savings through 100 hotels

Farnek has celebrated a decade of achievement with international sustainability certification body Green Globe. Green Globe is the leading sustainability certification for tourism facilities and businesses, providing them with a detailed framework (per department) on how to implement sustainability, practically.

The Green Globe Standard includes 44 core criteria supported by over 385 compliance indicators related to environmental, social, cultural and organisational initiatives. "Green Globe certification is a powerful program that can initiate a paradigm shift in corporate culture, that is not only positive for the environment and the communities in which they operate, but also fulfilling for all of the stakeholders involved, because of the depth of the programme and the stringent auditing process, members that are certified can be considered as true leaders in sustainability.

Hotels are among the most consuming facilities and we wanted to bring a powerful solution to guide them to reduce fast and efficiently.

Having signed the original partnership agreement in 2009, over the past decade Farnek, on behalf of Green Globe, has audited and certified 100 hotels and leisure facilities from 24 different hotel chains throughout the MENA region in 38 cities across 14 countries. Our sustainability consultants have also coached over 2,900 hotel heads of departments about the process of certification, the wider environment and cost benefits of sustainability. As such 85,000 members of hotel staff, responsible for servicing approximately 28,000 rooms, will have received environmental and social engagement training.

"With Farnek's support, the process of Green Globe certification, has enabled members to save over 180 million kWh of energy, worth over \$20 million and nearly two million cubic metres of water which would have cost almost \$5 million dollars over the last 10 years and best hotels reached 51% diversion, generating additional income from waste rebates. Potentially an average sized, five-star city hotel can save as much as \$100,000 per year and in addition, waste recycling can also achieve up to 51%.



Farnek and Green Globe have worked in tandem with a range of four and five-star properties, as well as local independent and international chain hotels such as, Moevenpick, Jumeirah, Anantara, TIME Hotels, JA Resorts and Emaar Hospitality, as well as hotel owners for whom sustainability standards and audits encourage a strong team focus on savings.

Out of the 19 requirements from Dubai Sustainable Tourism integrated in the Hotel Licensing standards, 15 are already included in Green Globe certification requirements, while other standards are related to Dubai Government's Department of Tourism and Commerce Marketing tourism programmes.

Many Green Globe certified hotels have subsequently been recognised for their efforts through programmes such as Green Hotelier Awards, Dubai Quality Awards, Dubai Sustainability Awards and other internal green awards, organised by their own management companies.

MENA

100
members

Close to **28,000**
room-inventory

2,900
hotel leaders coached in sustainable operations

14
Countries

37 | **24**
Cities | Brands

85,000
employees trained in sustainability

More than US

\$25
million saved in 10 years

Average US **\$100,000**
saved on energy and water, per hotel, per year

WHAT IS GREEN GLOBE?

Leading sustainability certification for tourism facilities

385
indicators

44
criteria

Must pass **100%**
of mandatory indicators.
Each criteria must pass
at minimum **50%**.

What does Green Globe cover?

 Environment protection (energy, water, waste, GHG, pollution, bio-diversity, green meetings, responsible F&B operations and offers).	 Social engagement (responsible hiring and welfare, responsible supply chain, community support, fair trade, local entrepreneurship support, local employment, H&S).	 Cultural emphasis (support to protected heritage, governmental initiatives).	 Sustainable management processes (customer responsible engagement, green building, green renovation, training, targets, policies.)
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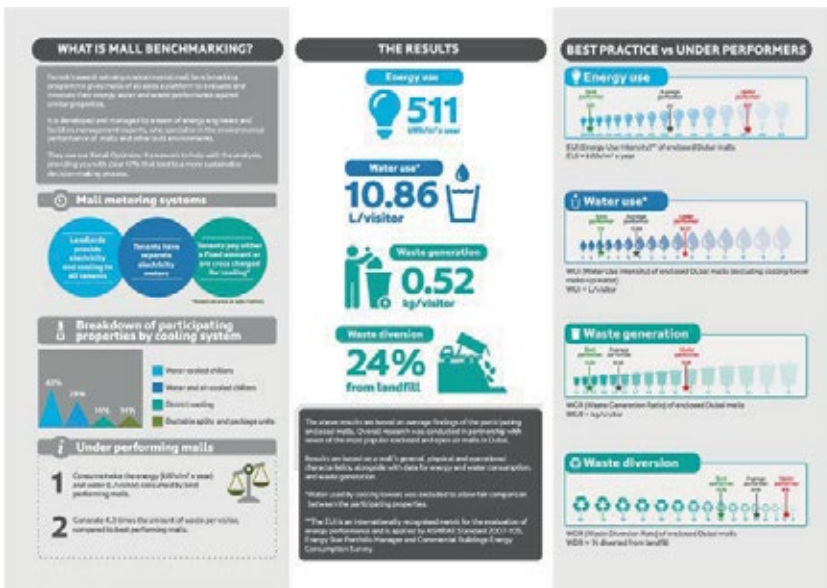
Benefits

 Leadership in sustainable practices	 Profits	 Customer appreciation	 Employee retention
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FARNEK.COM | TECHNOLOGY & SUSTAINABILITY DRIVEN F&B COMPANY

ENVIRONMENTAL MALL BENCHMARKING

RESEARCH
ENERGY, WATER, WASTE



Launching the first Mall Benchmarking in Middle East

Totally handled in-house with the partnership with 7 mega malls in Dubai engaged in energy management, the Mall Benchmarking Survey is set to identify potential opportunities for saving energy, water and waste, compared with similar retail centres in the region.

Farnek’s benchmarking survey earned the endorsement by the Dubai Supreme Council of Energy due to its quality and the findings enabling shopping centres to take action to reduce their environmental impact.

Faisal Al Rashid, director, Demand Side Management at the Dubai Supreme Council of Energy, said: “We consider that sharing such data through benchmarking can drive the market to distinguish and reward energy efficiency, while continually enhancing the demand for high-performing and efficient buildings.”

Data considered the consumption figures and general characteristics of their buildings, amount of outdoor space, air conditioning by type and distribution, and the percentage of leasable and common area, which varied between 15% and 56%.

Key findings

The key findings revealed that on average, the shopping malls surveyed use 511 kWh per m2 per annum, consume 10.86 litres of water and generate 520 grammes of waste per visitor.

How we promoted the results

The results of the survey were presented at the following events

- Retrofittech 2018 to an audience of Facilities Managers and Energy Managers, gathering an audience for shopping malls and governmental entities
- FM Expo to an audience of FM Managers and shopping malls.
- MENA ReCon organized by the Middle East Council of Shopping Centers to an audience of shopping centers..

CLIENT / SERVICE PROVIDER PARTNERSHIP

INNOVATION

EXCELLENCE



550 cleaners mobilized in 6 weeks

Farnek’s collaboration with Emaar began shortly after it was awarded the prestigious Burj Khalifa technical services contract in 2009. Securing The Dubai Mall soft services contract in 2018, was the pinnacle of our partnership and we mobilised nearly 550 staff in just six weeks. The contract win demonstrated Emaar’s trust and recognition in Farnek’s capabilities to create value and deliver innovative services.

Joined FM Innovation & Training reachinh highest performance

Emaar and Farnek continuously challenge the traditional way soft FM operates, through their progressive and innovative approaches on how to tackle issues such as cost savings, sustainability and customer experience. Innovative technologies like smart watches and newly developed trainings and processes for recycling, support these approaches and have had a positive impact on increasing customer satisfaction in The Dubai Mall.

IoT smart watch provides full transparency for cleaning services. Its implementation in The Dubai Mall has enabled an additional 10% cost saving only four months after operations began.

Through collaborative innovation workshops, Farnek and Emaar have effectively implemented the solution which not only enables real-time communication, but also allows supervisors and management to locate and monitor staff, enabling them to respond much quicker to any situation. This has improved response timings by 25% and productivity by 15%.

An onsite training center ‘green room’ has been established, where employees are continuously trained on new and existing international (BICSc, CIMS GB and ISO) standards pertinent to Emaar and The Dubai Mall through a combination of classroom, video and practical trainings. A dedicated trainer has also been introduced to maintain high standards.

Additional trainings have been developed such as, food waste recycling in food courts and stress relief training, giving employees the techniques and strategies needed to deal with intense environments and difficult customers. This helps us consistently achieve a 95% KPI score.

These initiatives and collaborations have resulted in two further major achievements for the partnership.

Consistent and positive customer experiences

Emaar provides real time customer feedback tablets in washrooms, with ratings ranging from excellent, good, average and poor, and an option to feedback on negative experiences. These insights helped Farnek and Emaar work together on increasing customer satisfaction to 93%, through focused hospitality training for the staff to improve customer experiences.

Increased recycling rates of food and general waste

Recycling training workshops were developed to help achieve the mall’s landfill reduction goals in waste management.

With the support of Farnek’s in-house waste management expert, site specific recycling and segregation trainings and audits have resulted in overachieving the goal of 50% landfill diversion.

Why it does matter

By working in partnership, both parties demonstrate how innovations can be effectively implemented in support of Dubai’s zero waste target and its vision to become the happiest and smartest city in the world.

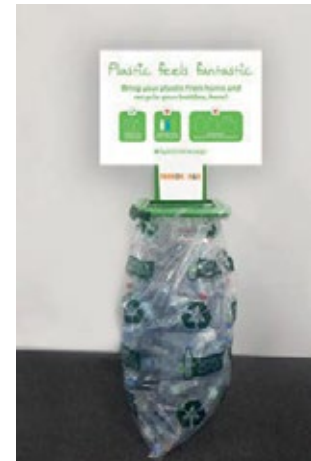
A photograph of a desert landscape at sunset. The foreground is dominated by rolling sand dunes with fine ripples on their surface. In the background, a range of dark mountains stretches across the horizon. The sky is a gradient of colors, from a pale blue at the top to a warm orange and yellow near the horizon where the sun is setting. A semi-transparent dark brown rectangular box is overlaid on the middle of the image, containing the text.

Environmental Drive

PLASTIC FEELS FANTASTIC

CIRCULAR ECONOMY

RESPONSIBLE PURCHASE



Recycling PET bottles into our own uniforms & more

Farneke has launched its ‘plastic feels fantastic’ uniform range, developed in association with local plastic recycling company, DGrade. Farneke recycles around 12,000 PET bottles every year from its head office and various offices in UAE and since Mar-2019 will turn them into polo shirts for its customer facing technicians through H&G division for home maintenance; each shirt carries Farneke’s dedicated messaging for its sustainable clothing range, ‘plastic feels fantastic’, to help support a behavioral change in the wider community by educating, inspiring, including and encouraging them to recycle. We aim at converting 90% of our uniform collection (excluding specialist H&S uniforms) and expect to divert a further 100,000 bottles in 2019 alone.

We have integrated a closed-loop supply chain by linking our original “binless office” concept reaching up to 80% recycling success to a UAE-based recycling initiative that will the PET bottles to have them used for creating uniforms. FARNEK has a high consumption of uniforms.

We increased our educational awareness campaign, adding in our head office and camps a more visible see-through bin for PET bottles recycling designed by DGrade for their campaign Simply Bottles. The objective was to empower our employees increase their PET recycling and see the results. These bottles are then collected by DGrade and taken to their recycling facility about to be created in the UAE. Once the PET plastic is sorted, the plastic bottles are washed and then shredded into flakes. The plastic flakes are heated and melted to produce fibers for yarn production. This yarn can be woven or knitted in the same way as conventional fabric, helping to create a sustainable system for recycling waste back into everyday products, like clothing and accessories. The shirts are made from a performance fabric that wicks away moisture to keep our employees cool and dry. For every polo shirt created, Farneke diverts six water bottles from landfill.

Supporting governmental programs

Dubai’s plan to divert 75% of all waste from landfills by 2021. Only 6% of plastic in the UAE is currently recycled.

Few Facts

DGrade will around 6 PET bottles to create a shirt. The whole process “from bottle-to-yarn” takes around 60 days from bottle collection to production of a t-shirt. Our manufacturing process doesn’t use oil which is a finite resource, uses 50% less energy, 20% less water and produces 55% fewer carbon emissions compared to virgin polyester yarn.

Why does it matter

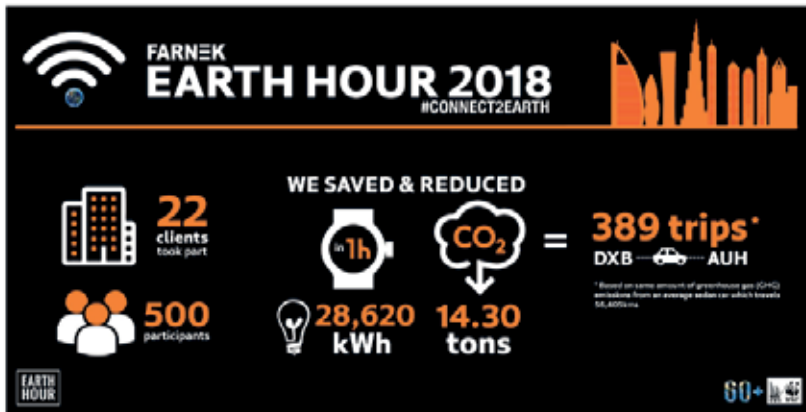
The UAE has the fourth highest consumption rate of bottled water per person in the world and produces around 2.75 billion PET water bottles every year, with 50% of camel deaths in the country being caused by ingesting plastic. Biodiversity in an arid environment is very fragile and adding plastic to the harshness of survival is irresponsible. Plastic remains for 500 years, trapping sea animals, breaking into small pieces that are then ingested by sea and land animals but never digested, leading to death.

What else we do

FARNEK is also a sponsor of a turtle in the EWS-WWF program.

EARTH HOUR

ELECTRICITY REDUCTION
 ●
 COMMUNITY ENGAGEMENT



What its Earth Hour?

Earth Hour is an international event organized in the world for individuals and companies to create an awareness about electricity reduction being a key activity to reduce the CO₂e and the global warming. It is celebrated each year on the last Saturday of the month of March.

Every one is requested to SWITCH OFF their lights and consuming equipment for one hour (from 8:30pm to 09:30pm) and to reflect on the impact it could have for a better climate.

Large cities organize a march for citizens whol leave their homes as they switch off to gather with candles that are lit from 08:30pm to 09:30pm)

The sign 60 + means 60 minutes and more to encourage people to have the same behavior the rest of the year

6th Earth Hour for FARNEK in 2018

FARNEK has been running the Earth Hour program for the 6th consecutive year gathering an increasing number of participating sites (22) and participans (500) across Dubai and Abu Dhabi, and **saved 14.30t CO₂e in one just hour ...**

Sites are commercial and residential facilities managed by FARNEK for which the owners have accepted to participate.

The Technical teams switch off Lights all the possible common areas of the buildings just before 08:30pm on the Earth Hour Day and also switch off the Air Conditioning units whenever feasible following a pre-approved plan. Technical teams prepare a 60 + logo with candles in the respective lobbies of the properties and gather with Management, owners, tenants, office workers for visitors to celebrate Earth Hour and reflect on the meaning of this action for the planet.

New addition in 2018

FARNEK participated to the DEWA event this year for the first time, with its electrical car and the Nest products to create awareness to the community about the solutions. We also had solar jars working on our stand. We welcome more than 500 visitors.

Highlight

We are proud to be also managing the whole switch off of the Burj Khalifa the prime iconic building participating to the event.

Why does it matter

Reducing CO₂e consumption is our key environmental message for buildings and Earth Hour has always been a key moment to engage with our clients to talk about the importance of energy efficiency.

It is also a precious moment to give some togetherness with our technicians and have their work recognized in another way.

FARNEK ELECTRICAL CAR

CARBON REDUCTION

FLEET MANAGEMENT



FARNEK's Electrical Car

In September 2017, FARNEK acquired the first electrical car ZOE from Renault sold to a private company in GCC, with the objective to reduce the impact of our fleet on the environment and show advocacy in the future energy revolution for vehicles. *"It is part of our business strategy to have a more energy efficient fleet in line with the UAE government's recommendation that 10% of our transportation fleet should be electric by 2030. We also hope that once our customers see our branded Renault ZOE 40, it might inspire them to consider lowering their own carbon emissions."* Markus Oberlin, CEO FARNEK

- With 250 vehicles travelling across the UAE to deliver our maintenance, cleaning and security services, our fleet is a major environmental impact.
- 2 mini-buses are already carbon neutral (Since 2012, we offset the yearly CO2e emissions through a windmill project in Turkey)
- 5 cars are used as pool cars for the team
- Bus shuttle from head office for employees using metro (around 30% of employees)
- The car is driven by a supervisor who uses the car for travelling in Dubai
- FARNEK purchased the car and installed the Electric Charging Station
- The car is charged in the head office of FARNEK and charged during the night and is used for appointments from the BD & Sustainability team
- This initiative supports the following Sustainable Development Goals: SDG 13, SDG 12

The ZOE Electrical Car

- 5 doors, supermini,
- Range: 300 km, Comfort zone: 200km
- The ZOE 40 can charge from zero to 80 per cent full in as little as 60 minutes thanks to its patented Chameleon Charger™ that allows it to make the most of the widest range of power supplies and also keep charging times to a minimum. Renault's Range Optimizer technology ensures the ZOE 40 is highly efficient with its heat pump, a bi-modal braking system and Michelin ENERGY E-V tyres all as standard.

The Electrical Vehicle drive

Government has set targets to have 10% of the new fleet being electrical to governmental entities and DEWA is installing 100 charging stations as a network support.

Why it does matter

Transport is the biggest source of CO2e, responsible for a quarter of all greenhouse gases and increasing drastically year on year. Unless transport emissions are brought under control national 2030 climate goals will be missed. *Source: © 2018 European Federation for Transport and Environment AISBL*

Our targets

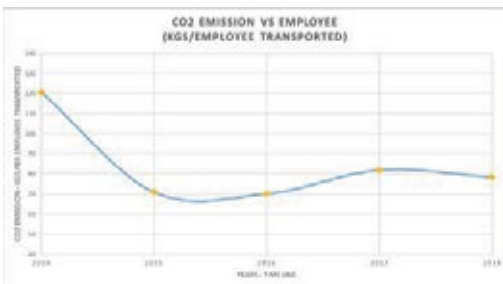
Renault's ZOE electric model will help Farnek to reduce its carbon footprint by saving **17 tonnes** (78 per cent) of carbon emissions annually, compared with any of the existing saloon cars in its fleet, that travel approximately 72,000 km per year.

Making the car visible

- 50 MBA Syracuse students in Jan
- 20 Cummins employees
- Presence at Earth Hour (March-18)
- Presence at Retrofittech (April-18)
- Speaker To support the Electrical Vehicle Road Trip (EVRT) – (Jan-19)
 - World Future Energy Summit
 - Emobility Forum Dubai

EFFICIENT FLEET MANAGEMENT

CARBON REDUCTION ● RESPONSIBLE DRIVING



Fleet refreshment

New regulations and our own standards of fleet maintenance associated with new projects requirements led us to add 10% (25) more vehicles. In the meantime, we sold 16 cars, bringing our count of cars to 259, an increase of 3.6% Increase only despite

Responsible Fleet Management

We did it following the following methods:

- GPS tracking to ensure the shortest routes are taken and find locations easily,
- Reorganization of the types of vehicles per site, we purchase larges buses for sites with a large number of employees contracted.
- Training of drivers on how to drive to consume less fuel

Achievement

We managed to reduce our carbon emission per transported employee by 4% in 2018 reaching 78kg CO2e per employee. It is pretty much in line with ethe number of vehicles variation (3.6%).

We expect more savings in 2019 as we have purchased some new vehicles which are more efficient. It is a reduction of 67t CO2e.

Why does it matter

With a fleet of 250 vehicles in Dubai, our carbon emissions impact is 3,300t in 2018. We need to travel to be able to deliver our services. However we want to ensure that every kilometer driven is meaningful.

SIDRA TREES PLANTING

BIO-DIVERSITY

•
LOCAL COMMUNITY



Tree Planting with Emirates Environmental Group

In December 2018, FARNEK adopted 11 indigenous Sidra trees in the protected Special Bee Reserve in South of Ras Al Khaimah in Minae through the programme “For our Emirates we Plant” from Emirates Environmental Group

- Like Facilities Management services, trees do Trees perform a multitude of complex, behind-the-scenes tasks, the majority of which go largely unnoticed by us – such as releasing oxygen, absorbing carbon dioxide and combating soil erosion – but which are crucial for our comfortable life.
- We recommend xeriscaping as a water conservation measure for the sites we manage and the Green Globe certified hotels
- FARNEK has strong operations in the Eastern Region with a call center with Emirati Ladies in Fujairah and wants to show commitment to this region.
- Our Themes : Climate protection – Carbon reduction - Water reduction
- UN Sustainable Development Goals: SDG 15 (Life on Land), SDG 17 (partnerships for Goals)

The Sidra Tree

The tree can be found across the Middle East and its valuable properties have been known since ancient times. References to it occur among all the Ibrahim faiths; indeed, its scientific name, *Zizphus Spina Christ*, is a reference to the belief among some Christians that its thorns were used to crown Jesus before his crucifixion. Al Sidr trees are also mentioned in the Quran, as one of the plants of Paradise. Its many earthly uses include disinfecting wounds, healing skin diseases and as an anti-inflammatory. The fruit, leaves, roots and bark are used for various treatments, while in Yemen, Al Sidr honey is the most prized. a behaviour that can benefit them by potentially saving energy during their migrations.

The programme

In 2018, EEG has pledged to plant 1,000 local indigenous Sidra Trees in a protected reserve in the Emirate of Ras Al Khaimah under the patronage and active participation of H.H. Eng. Salem Bin Sultan Al Qasimi, Chairman of the Department of Civil Aviation, Ras Al Khaimah (RAKDCA) & Chairman of RAK International Airport and Honorary member of the EEG.

Why it does matter

The trees will not only contribute to the strengthening of local floral biodiversity in the region but also support the propagation and breeding of queen bees. Through this initiative EEG will achieve carbon sequestration, protection of native species, implementation of food security measures, prevent desertification and help clean our air.

Our engagement 2018

- 11 trees planted
- Financial contribution to EEG
- Presence of our COO and Area Manager
- Facebook and LinkedIn post
- Video shared on screens

FARNEK THE TURTLE

BIO-DIVERSITY

TECHNOLOGY



Green Turtle Adoption with EWS-WWF

In 2017 and 2018, FARNEK sponsored the Green Turtle programme through EWS-WWF Gulf Green Turtle Conservation Programme to assist scientists to assess the route of the turtles and develop targeted protected areas for them to increase their chances of survival and reproduction. The turtles are tagged and their journey can be tracked to developed maps of their trips. Satellite tracking technology offers an efficient way to gather reliable information in a short time on turtle's behavior at sea, migratory paths and connectivity between key habitats (feeding and nesting areas).

- FARNEK has been supporting EWS-WWF since 2014
- Green turtles in the Gulf are endangered.
- Themes we support: Sustainability, Data driven technology, Secured homes

FARNEK The Turtle

FARNEK is a male green turtle, 87.2cm long, 88cm wide and with a weight of 80-100kg. He was captured by rodeo in the waters of Bu Tinah Island, Abu Dhabi. He is considered to be a young adult, and is one of the few males fitted with a satellite transmitter in 2018 tagging season. His journey was recorded for over 110 days and has provided unique information on male's turtle behavior at sea.

His achievement:

Farnek swam along the UAE coast always remaining close to shore. He reached the northwest tip of the UAE to return 53 days later to the same area where he was caught in Abu Dhabi Waters

The learning:

Based on the information on Farnek's behaviour we suspect that green turtle males are able to mate with females along their migration routes, a behaviour that can benefit them by potentially saving energy during their migrations.

The programme

On its 3rd year of implementation the project conducted surveys in the waters of Bu Tinah island, Marawah Marine Biosphere Reserve, Abu Dhabi and Al Hamra area, Ras al Khaimah between March and April 2018, and tagged 11 Green Turtles to follow their journey to nesting areas spread across the region.

Why does it matter

The increasing impact of human activities at sea, jeopardise our ability to offer protection to this endangered species as we lack information on the distribution of areas of importance for turtles. As key stones species, actions taken towards their protection can benefit other species and translate on a wide variety of socio-economic benefits for industries that rely on the Ocean and its resources.

ZERO EMISSIONS
FARNEK
100% ELECTRIC CAR

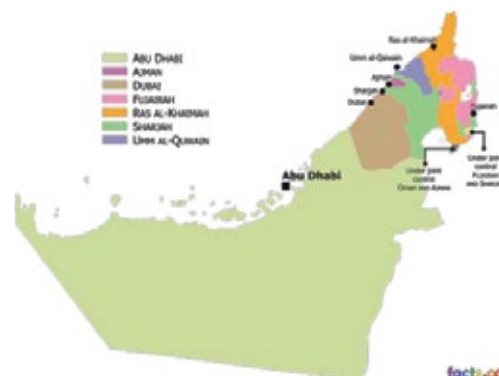
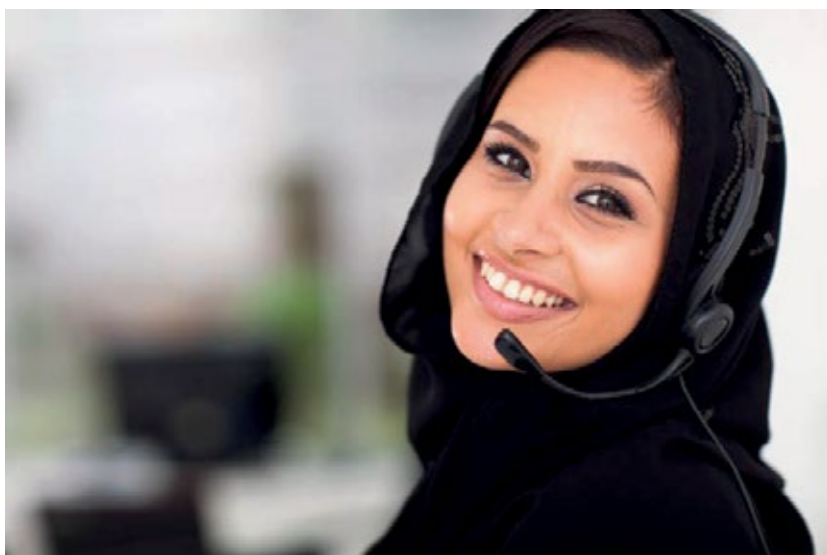


Responsible People Management

LOCAL EMPLOYMENT

BUSINESS DIVERSIFICATION

NATIONALITY & GENDER MIX



Hiring Emirati ladies in Fujairah in new contact center

As part of our employment strategy to support the local economy, we've recruited over 20 Emirati's from remote coastal areas to support the launch of our new help desk in Fujairah.

From 200 applicants interviewed in conjunction with the UAE Ministry of Human Resources, we managed to attract 20 exceptional talent, millennial graduates who are fluent in both Arabic and English and with the help of ongoing training and evaluation, will add considerable value to our operation here. We wanted to give opportunity to local Emiratis and in doing so, not only offer rewarding jobs and career opportunities, but also to support the local community and its economy. And as our business grows in the Northern Emirates, there will be further opportunities for career progression.

- Themes we support: Decent Work Place and Economic growth (SDG 8), Quality Education (SDG4), reduce Inequalities (SDG 10), Partnerships for the Goals (SDG 17)

The Call Center

The contact centre is expected to manage over 200,000 inbound and outbound calls, in its first year alone. Farnek's contact centre executives will attend to their customer's needs by providing professional, helpful, high quality technical and general assistance before, during and after service delivery, on behalf of both Farnek and its home and property maintenance division, Hitches and Glitches.

Supporting governmental programs

Farnek has been applauded by the ministry for its positive strategy towards Emiratisation and was awarded with Platinum membership of the national employment - Tawteen Programme. The initiative was launched in December 2016 by the Ministry of Human Resources and Emiratisation (MOHRE), to encourage the employment of UAE nationals within specified occupations across the private sector.

Why does it matter

It can be difficult to find employment when living in relatively isolated areas on the UAE's east coast. It is changing especially with the hospitality sector opening up, but for some the only viable alternative is commuting to Ras Al Khaimah, Sharjah, or even Dubai, something that their families naturally want to avoid.

NEW DIP STAFF ACCOMMODATION



FARNEK has broken ground in January 2019 on its new AED 150 million state-of-the-art staff accommodation in Dubai Investments Park, home to 5,000 employees. It will be a new intelligent and environmentally-friendly 800-room staff accommodation facility, which will be completed in summer 2020. The 100,000 square feet facility. The low-rise (basement, G+5) building will raise the bar for intelligent buildings, employing the latest smart technology and the most energy, water and waste-efficient accommodation centre of its kind, not only in the UAE but throughout the region. Farnek has worked extremely closely with an architectural team on the building design, to ensure that it would operate as efficiently as possible rather than having to do that retroactively.

Through smart and sustainable design, expecting savings are at least 20% more than a conventional staff accommodation centre, in energy and water savings. Three areas of design that Farnek paid particular attention to, were energy, water efficiency and waste management.

The facility's 800 rooms will be managed by a bespoke software solution, so that new employees can be welcomed 24/7 at a dedicated reception lobby, sign in and be shown to their rooms in minutes. Other features include, a **prayer room, medical clinic, restaurant, library, gym, and a barber shop.**

"Connectivity is essential for staff welfare today, so free **Wi-Fi** will be made available to all staff throughout the entire complex," said Markus Oberlin, CEO, FARNEK. "We aim at being closer to our DIP Clients and Expo2020 for the comfort of our employees and to be more responsive for our clients."

EMPLOYEE WELFARE ● GREEN BUILDING



FACTS

- Number of rooms: 800
- Capacity: 5,000 employees
- Investment: AED 150 million
- Location: Dubai Investment Parks
- Area: 100,000 sqft
- Building: G+5

Energy Efficiency as a target

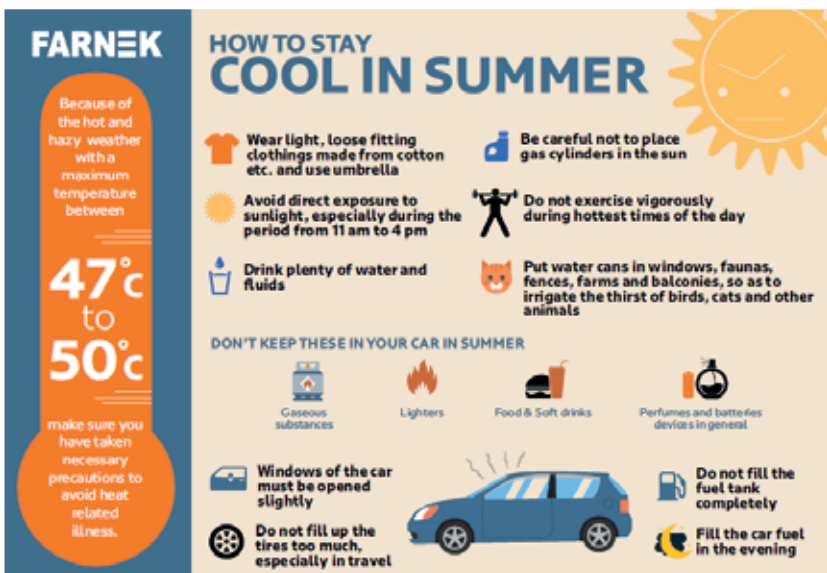
- Solar panels on the roof of the building covering 150 square metres to cover the hot water requirements
- **800 media inverter split units energy recovery ventilation and energy-efficient air-conditioning.**
- Over 4,000 LED-lights are to be installed throughout, supplying 90% of the total amount of lighting required.
- occupancy sensors and photocells installed in the common areas such as the corridors and externally in the parking areas, to optimise the building's energy-efficiency.
- reflective glazing which reflects and absorbs the sun's rays,
- reflective exterior paint,
- wall and roof insulation

HEALTH & SAFETY

H&S TRAINING

•

QUALITY AUDITS



HSEQ focus, planning for excellence

Health and Safety rhymes with quality and labour rights and human rights.

We ensure that our employees work in safe environments and are provided with the necessary knowledge for them to evaluate the risks and understand how to protect themselves.

Alerts

HSEQ Department has designed and sent 11 alerts this year (10% increase vs 2017) on the topics such of Sharp items, Health during Ramadan, Health during Heat, False alarms, Expired Chemicals, Dust Storm, Safe Tyres, Speed limit ...

Performance Audits

This year, our auditing team realized 56 audits (against 69 audits the year before) however some sites are larger and others being at good scoring in 2017 were not a focus. Properties overall have increased their quality and H&S performance score by 6.5%, despite more stringent audits

Training

Trainings on Health and Safety happen on the first days of induction and then based on the sites, jobs and selected themes.

In 2018, 4,301 persons have been trained to H&S topics. This is an increase of 15% in comparison to 2017, with an addition of 560 persons trained.

No. Incidents

The number of incidents increased in 2018 by 75% between 2018 and 2017, mostly due to the fact that we started recording in 2017. In 2018, it corresponds a 1.27% occurrence per employee per year.

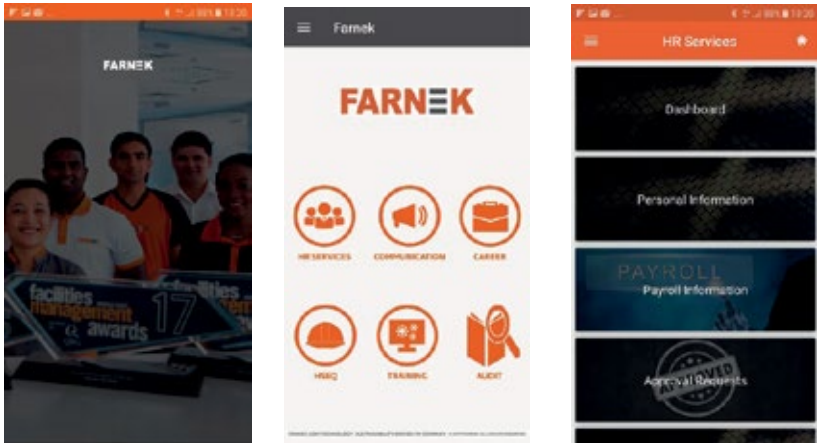
Road accidents

Having a large fleet of 250 vehicles in 2018, we have an important responsibility on our community to be safe drivers and to main our cars efficiently. We have our own garage enabling to repair fast under strict standards and efficiently while maintaining the costs. We recorded a **0.09% probability** rating of traffic incident per day per car. With 250 vehicles on the road daily, we had 86 Traffic incidents (with a **trend of 16% reduction** in Q1 2019), 77% of them being caused by another driver.

Community Help

One of our supervisors has helped a lady on the road side who had a heat panic attack and was in search of help. He has called for her the ambulance and she was reported safe.

FARNEK HR APP



Benefits for the visitor

- Clean washroom at all times
- Opportunity to provide feedback
- Improved Indoor Air Quality

Benefits for the customer

- Possibility to re-evaluate with data the accuracy of the manpower requirements
- More flexibility in allocating the manpower per zone and timing
- Possible cost reduction in manpower & materials

The concept of FARNEK HR App

Based on the principle that washroom in shopping malls have occupancy variation (which can vary differently according to the areas they area and timings they are located in) and in the objective to optimise our manpower allocation to the more relevant areas to better serve the visitors, FARNEK ICT department developed a robust concept via IoT (Internet of Things) that provide information on the following:

- Number of visitors per washroom
- Air Quality
- Consumables consumption (hand paper and soap)
- Wetness ratio
- Satisfaction survey

The objective is to set trends of occupancy, consumption, indoor quality of the washroom in order to design predictive cleaning, trigger task logging to the cleaners and to the store department but also to the maintenance team.

We can also define at any point of time the satisfaction level of the customer in parallel with the number of cleaners onsite to define the efficiency ratio of our operations.

Deploying the Smart washroom concept

After meeting numerous suppliers whose solutions were not complete and not FM driven, the project was 100% designed inhouse. The POC (Proof of Concept)

Benefits for FARNEK

- Data acquisition for the paper and soap to ensure at all times its availability, anticipating the shortage and urgent calls from cleaners.
- Better management of the workforce to be attributed to meaningful areas and therefore serving at best the customers and the community
- Innovation milestone and mpving to predictive cleaning.
- Data Acquisition for water consumption analysis.

FARNEK SMART WATCH V.2

INNOVATION
●
OVERTIME



What is the FARNEK Smart Watch

Farnek’s Smart Watch is an android watch that provides information on time attendance which is linked to payroll, and its app is integrated with its HR, HSEQ, auditing, training and development and communications systems. It has been totally designed in-house through FARNEK’s ICT department in terms of operational concept and software integration and reporting. It involved research of the best watch, trials with HRMS integration, and training to the thousands of employees that are now using it

Deploying the Smart Watch

The purpose of such a solution is mainly due to the fact that we manage large sites where our employees are remotely located and difficult to reach. In 2018, we launched the version 2 of the watch which is able to send work orders from the CAFM system, can receive what’sapp messages and integrate a camera. It therefore has an increased capacity.

Facts:

More than 2,000 employees have received training and use the watch.

Benefits for the employee

- Can contact supervisor in case of an emergency
- Can communicate with 5 numbers through the watch without having to carry a mobile phone which can be disturbing the process of the job
- Can request support
- Overtime payment is not debatable and it increases the speed of the payment

Benefits for the customer

- Receives reports of attendance that ensure a transparent evaluation of the presence of the manpower in their facility
- In case of incident or control, the client can immediately locate which employee was allocated to the task and justify the presence

Benefits for FARNEK

- Increased attendance level
- Increased communication and employee’s satisfaction
- Increased Health and Safety control
- Reduced time in payroll payment

EMPLOYEE RECOGNITION

HAPPINESS
●
PARTNERSHIP



Your Presence Matters Du Ramadan Initiative



As part of Du Telecom’s fantastic ‘Your presence matters’ Ramadan initiative, one of Farnek’s cleaners at Du head office facility, Jashwanth Goud, was nominated by Du as the most professional and friendly staff working in back of the house and received the surprise of a lifetime when he was reunited with his brother after 3 years, in Dubai, and in front of the camera!

At the same time in recognition for his hard work and hearing of Jashwan’s dream of becoming a Supervisor, our CEO, Markus Oberlin, enrolled him into Farnek’s Career Centre development program.

The video has 91,000 views and more than 1,000 reactions, 127 comments and 140 shares showing how much such initiative is resonating with the community.



Why it does matters

FARNEK has a workforce of 5,500 people from all countries. Many of them have decided to come to Dubai for professional and career reasons to sustain their families and future. However, all of them have made this difficult choice to leave their families and loves ones for a long period. As they can only travel once in a year or every second year according to their status and their holidays may not even coincide with the ones of their brotherhood who may be working in other countries in the world.

Cleaners, technicians and security guards are often not noticed by the users of the facilities they are operating in. However they enable a comfortable living to all inhabitants or users, ensuring pleasant surroundings, functioning A/C electrical and water systems, lifts ... and protecting all of them from any possible threat.

We are thankful for such initiative recognizing our services and the professionalism of one individual cleaner who is the symbol of all of them.

CAN YOU PAINT?

EMPLOYEES TALENT



HAPPINESS



Can you paint your country campaign?

HR department organized four rounds of paintings by the staff from all levels on the theme of ‘Can you paint your country?’

Employees volunteered based on their own confidence in their painting skills. A total of 20 employees registered and participated in 4 sessions.

They were allocated one full day off site (with authorization of our customers) in a famous painting workshop in Dubai.

Management (CEO, COO, HR Director joined them as judges and encouraging them to deliver their best.

Results were as usual breathtaking with high levels of skills.

A total of

The paintings are now exhibited in the corridor of the head office where each country represents the nationality mix of FARNEK’s employees’ nationalities.

Summary: 25 employees, 25 countries paintings delivered

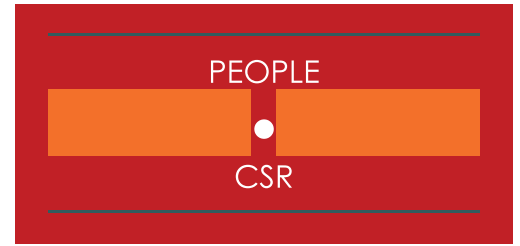
Last year: Can you paint?

This program is a continuation of last year’s Can You Paint campaign, which objective was to paint the Hamza (Fatma’s hand) that inaugurated the Head Office in Abu Dhabi.

Why does it matter

We believe in provided a space for our employees to express their talents and to take pride in the fact that the companies and the top management and their colleagues value their artworks and can enjoy them on a daily basis.

FINANCIAL INCLUSION



The partnership with RAK BANK

As a CSR pillar for financial inclusion, RakBank recently partnered with C3, part of the Edenred Group, and Farnek, in order to host a financial literacy campaign at both the Dubai and Ras al Khaimah headquarters of the bank.

The objective of the financial literacy campaign was to highlight to the Farnek blue collar employees, also C3 prepaid cardholders, about the ability to instantly transfer money to select Asian countries at competitive rates with RakBank’s RAKMoneyTransfer remittance service by conveniently using the C3 digital mobile application on their Smartphones.

The campaign aimed to educate the Farnek blue collar staff about prudent financial planning and the features of the C3 prepaid payroll cards such as immediate salary transfers, payroll solutions and savings that will help them achieve their financial goals.

RAK Bank is committed to offering a more holistic banking experience by providing an entry into the UAE’s blue collar payroll schemes. The Bank has always been at the forefront of a well-defined segmentation strategy to deliver a diverse selection of products & services. Since 2007, C3 has provided businesses, banks and exchange houses a payroll solution that allows blue collar employees to withdraw money and make physical or online payments. Digital technology and enhanced financial infrastructure have provided the key foundation for financial inclusion of migrant workers in the UAE. Thanks to the launch of the C3 Mobile Application, these workers can benefit from an extended range of digital financial services.

Quote

At Farnek, technology and innovation are at the forefront of everything we do for our customers so naturally we want to ensure those brand values are offered to our staff. This partnership with RakBank and C3 adds another dimension to staff wellbeing and further underscores our commitment to our people who, through hard work and commitment, drive our business success. Markus Oberlin, CEO, FARNEK

Why it does matter

Our employees we know are in the lowest range of salary in the market. Their main reason for being in UAE is to earn money that they will send back home to their families. However we notice that some of them do not have enough knowledge about how to manage their accounts or how to best save or how to send back home the money with the least costs.

TALENT SUPPORT

HAPPINESS
●
OPPORTUNITIES



Smart Idol Competition for Blue Collars

For the second year in a row, a FARNEK employee in the cleaning division, Puja Phujal was the winner in the dance section at the Smart Idol Competition in 2018, performing in front of an audience of 1,600 people, a jury made of famous names, and winning AED 5,000.

Smart Idol is a platform provided to the blue collar work force to exhibit their talent in singing, dancing and playing musical instruments. This increases their confidence levels, enables them to perform in front of an audience and to win prizes. Around 1,500 blue collar workers participate in SmartIdol. Winners become a part of our SmartBand, that could lead to a professional career. Our last year winner has been enrolled in the SmartBand and has been rehearsing for a year and performing with them in some key events.

SmartIdol did some auditions in FARNEK's staff accommodation and pre-selected 4 dancers who were enrolled in the rehearsal program.

FARNEK promoted the audition, provided a stage and sound system for the blue collars to perform. We then allocated a bus and a driver and snacks for all the selected employees to SmartIdol rehearsals every Friday for a period of four months. We ensured that their manager was supportive and that they should not be scheduled for any work on Fridays. We ensured that a supportive team of colleagues and managers would attend the semi-final and final to support during the performance, celebrate the success or support in case of not winning.

The following day, Puja was welcomed in the office by the CEO, Director of Human resources and the Happiness Committee Manager. She did a tour of the head office and was presented to all employees. FARNEK's videographer was present at the performance and created a video dedicated to Puja.

Why it does matters

We believe that giving the opportunity to gifted employees to find a platform to express their talent, in an environment where they are away from their roots and friends, is key to the employees happiness. They not only develop personal skills but we also believe that their happiness irradiates to others and their performing skills can provide great entertainment for others.

Having the chance to earn a large amount through their talent is another level of satisfaction that makes the employee proud and confident.

We are thankful to SmartLife and their volunteers for their initiatives towards our employees.





Operational Achievements

ISO 41001:2018

PROCESSES
•
QUALITY



1st FM company in Middle East to receive ISO 41001 Accreditation

Farnek has successfully completed the certification assessment for its FM process system and now complies with the world’s first standard dedicated to FM systems ISO 41001:2018

The aim of ISO 41001:2018 is to embrace an organisational function which integrates people, places and process within the built environment, with the purpose of improving the quality of life of people and their commercial productivity. The objective of the standard is to establish the basic requirements an FM system must meet, to demonstrate the efficiency and effectiveness of FM and its contribution towards the objectives of a business, encompassing four key elements – health & safety, environment and sustainability, compliance and consistency as well as effectiveness and cost-efficiency.

The FM market in the region, is well known for its price-sensitive nature, particularly in the UAE and it is hoped that this standard will help to clearly define the expectations between property and facility managers, as well as building owners and FM service providers, putting the emphasis on raising minimum standards and providing value, rather than simply achieving the lowest price.

Quote

“From a service provider’s perspective, this standard will improve our sustainability and efficiency, both of which will have a positive knock-on effect to our operational expenses, as well as our carbon footprint. It will also support the well-being of our workforce, all values that are right at the core of our identity. It will also improve the consistency of FM service, by providing a new benchmark, that can be applied to FM companies right across the marketplace. If ISO 41001 is specified or adopted by building owners, as a minimum requirement to tender for certain FM contracts, a quality benchmark will have been set - only FM service providers that can demonstrate compliance will be allowed to bid, paving the way for a more mature, quality and value-based tender, benefiting all stakeholders including the end-user.

Markus Oberlin , CEO FARNEK

GREEN CLEANING

CIMS-GB CERTIFICATION

CHEMICAL POLLUTION

ENERGY & WATER



1st FM company to receive CIMS-GB Accreditation in UAE

In January 2019, FARNEK has been the first FM company in UAE to have been receive the CIMS-GB accreditation, with honors.

The world’s leading trade association for the cleaning industry, ISSA’s CIMS-GB is a comprehensive programme that raises the level of commitment for the delivery of environmentally-friendly services. Farnek had to demonstrate its compliance with the six core principles of the standard: quality systems; service delivery; human resources; health, safety, and environmental stewardship; and management commitment.

Our cleaning operation is now operating and benchmarked against international green cleaning standards and best practice. This gives our clients the opportunity to achieve a more sustainable cleaning operation and/or help to achieve Leadership in Energy and Environmental Design (LEED) for Existing Buildings; Operations and Maintenance (LEED EB: O&M) Green Building Rating System.

We can now teach our staff to choose cleaning techniques that have less impact on the environment by using less water and electricity, while producing less waste. Management can decide on products and policies for a particular contract and cleaning operatives can choose which technique to use to execute the job most efficiently

OTHER FACTS:

FARNEK has been using eco-friendly chemicals for its cleaning operation since 2009, has introduced color coding mops since 2010 and started with chemical dosage practices in 2016..

Achievements

We developed the following

- Green cleaning policy,
- Resource conservation plans,
- Environmental impact analysis for 100 of our cleaning SOPs.
- Enhanced staff training programmes for green cleaning.
- at least 60% of the purchase value for our materials is spent on eco-friendly products, across all product types, such as chemicals, equipment, machines, trash bags and janitorial paper products, soap and air fresheners.

Why it does matter

Some of the cleaners that are used to sanitize, degrease, whiten and wash clothing, surfaces are also harming our water and air. The chemicals in many cleaners are common pollutants that contribute to smog, reduce the quality of drinking water and are toxic to animals and poor air quality.

BICS ENDORSED COURSE

INNOVATION
•
TRAINING



1st FM company in Middle East to receive ISO 41001 Accreditation

Farnek’s self-developed, BICSc endorsed, bespoke training program for soft services supervisors aims to develop the next generation of Farnek’s operational leaders.

It delivers 91 hours of training through a variety of techniques including gamification, e-learning through Farnek’s app, videos, hands-on training, classroom lectures and tool box talks.

PROCUREMENT

PAPERLESS
●
DIGITALISATION



Procurement Manager of the year

Sustainability, technology and innovation are key strategies for Farnek. By harnessing the power of digitalisation, Farnek drives sustainable service delivery through people, process and technology. Its commitment is demonstrated through Farnek’s ongoing multi-million investment into digitally transforming its business model with the development and introduction of new solutions based on IoT, big data and AI.

The system is a bespoke, custom made digitalised procure to pay system, covering different modules that enhance the entire procurement process resulting in happy internal and external customers. The innovative system not only digitalises the process, but also enhances service delivery, provides budget expenditure status and has completely removed the need for any paperwork.

Digitalising all these processes allowed the below benefits:

- Enhanced client service delivery by improving procurement and payables process through technology;
- A paperless and more sustainable process, reducing paper consumption and other indirect energy costs;
- Efficient manpower resource management across multiple divisions and reduction of admin work;
- Reduced material purchase request to PO (including sourcing) turnaround by 65%;
- Improved supplier relation management and reduction of follow ups on invoice status;
- Realtime status updates increases visibility and transparency;
- Improved governance across the entire procure to pay process.

About Mira Hachem

Farnek’s procurement manager, Mira Hachem, has been instrumental in the launch of Farnek’s paperless eProcurement project. With nearly 20 years of procurement experience and a master degree in mechanical engineering, Mira identified Farnek’s need to enhance the procure to pay process, and worked alongside ICT to digitalise the entire process.

Why it does matter

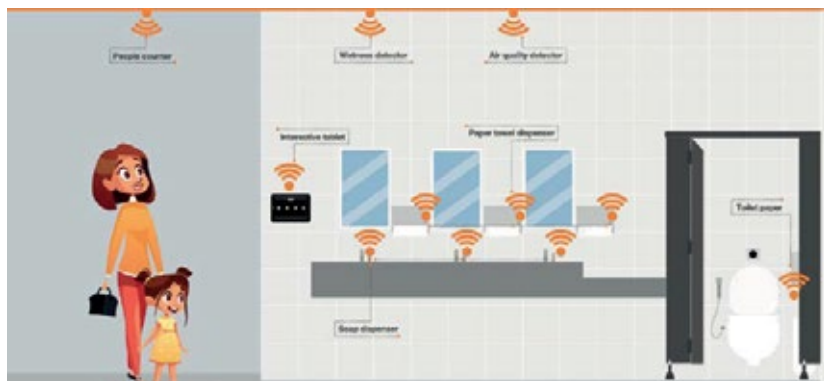
To remain competitive in the market while providing a fast and reliable service, procurement is at the heart of the product supply and ensuring resources for running our operations are available.

Benefits of the initiative:

Overall, the eProcurement system will dramatically reduce manhours, increase efficiencies and allow more control over the procure to pay system.

SMART WASHROOM

INNOVATION
•
OPTIMISATION



The concept of Smart Washroom developed by FARNEK

Based on the principle that washroom in shopping malls have occupancy variation (which can vary differently according to the areas they are located in) and in the objective to optimise our manpower allocation to the more relevant areas to better serve the visitors, FARNEK ICT department developed a robust concept via IoT (Internet of Things) that provide information on the following:

- Number of visitors per washroom
- Air Quality
- Consumables consumption (hand paper and soap)
- Wetness ratio
- Satisfaction survey

The objective is to set trends of occupancy, consumption, indoor quality of the washroom in order to design predictive cleaning, trigger task logging to the cleaners and to the store department but also to the maintenance team.

We can also define at any point of time the satisfaction level of the customer in parallel with the number of cleaners onsite to define the efficiency ratio of our operations.

Deploying the Smart washroom concept

After meeting numerous suppliers whose solutions were not complete and not FM driven, the project was 100% designed inhouse. The POC (Proof of Concept) has been developed in the largest Mall in the world and has been approved by the client in 2018. The concept will be rolled out to all washrooms in 2019.

Benefits for the visitor

- Clean washroom at all times
- Opportunity to provide feedback
- Improved Indoor Air Quality

Benefits for the customer

- Possibility to re-evaluate with data the accuracy of the manpower requirements
- More flexibility in allocating the manpower per zone and timing
- Possible cost reduction in manpower & materials

Benefits for FARNEK

- Data acquisition for the paper and soap to ensure at all times its availability, anticipating the shortage and urgent calls from cleaners.
- Better management of the workforce to be attributed to meaningful areas and therefore serving at best the customers and the community
- Innovation milestone and moving to predictive cleaning.
- Data Acquisition for water consumption analysis.



Stakeholders Engagement

AWARDS

EMPLOYEES TALENT
●
HAPPINESS



Middle East Facilities Management Awards

May 2018

Winner: Sustainability Initiative of the Year, Mall Benchmarking
Highly commended: Overall FM Company of the Year
Highly commended: Technology Implementation of the Year

Middle East Cleaning, Hygiene and Facilities Awards

April 2018

FARNEK was awarded with:

Winner - Best use of innovation in a facility
Runner-up - Excellence in training
Runner-up - Top cleaning company of the year



Future Workplace Awards

November 2018

Mr. Abdullah Al Mamoon was highly-commended for the HR director of the year award at this year's Future Workplace Awards, Dubai organized by Informa. Abdullah aligns his team with Farnek's strategic direction by supporting the development of people, process and technology, through digitalisation. Combined with the more emotional side to HR, this approach encourages career development, ensures our staff are fully trained and kept up to date on best practice, enhances productivity, increases employee retention, enables Farnek to communicate with its workforce across a number of locations and looks at how Farnek can align itself with its clients to deliver excellent customer service.



April 2019

Winner – Procurement Manager of the year
Winner – Client / Contractor Partnership



February 2018 - Catalyst Awards

ICT Director Javeria Aijaz, who has been presented with the CIO in Facility Management Award at the Catalysts Awards. She spent months researching, developing and leading Farnek's smart watch IoT project that monitors, receives and communicates real-time data to increase operational efficiencies.

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The green business
Oberlin is a firm believer in sustainability and the Swiss-national wants to leave no stone unturned in ensuring Farnek's operations, its sub-contractors and clients have a sustainable framework firmly in place. "There is a lot of pressure that the world is facing with climate change, and it won't be long before the government puts in rules to comply with regulations. The onus is then on us to ensure our customers are compliant when rules are enforced," he says.
Taking waste management as an example, Oberlin says the firm has a dedicated waste management consultancy arm that helps clients breakdown and examine the fees incurred when disposing waste. "We don't have any direct waste management services but we try to find synergies with specialists. Our role is to ultimately help clients be prepared for any regulation that may come. In Switzerland waste management is an expensive business. The more we dump in the landfill the more expensive it becomes. It is in the interest of people to separate and segregate because it's the most economical way for everyone involved. [In Dubai] they also want to

In 2018, FARNEK has released

Why it does matter

Communicating about our best practices and the market trends is critical for others to understand that sustainability is possible and is beneficial to building and companies.

FARNEK wants to show the way to the industry and our customers to make them comfortable with the concepts and have them started.



Mr. Oberlin has ranked No. 5 over the last 2 years in the Facilities Management Middle East Magazine, proving his reputation and how much his input is visible and valued in the market.

FARNEK is very open on sharing information to our industry stakeholders through press communication with more than 20 published article a year on how to better run an FM company or share our success stories. We are also regularly interviewed. We also attended more than 15 events as sponsors and speakers on Facilities Management and Environmental practices. Our social media on LinkedIn, Twitter and facebook get updated as soon as we have news, which means nearly every second day. We have reinforced our marketing department this year to be able to use the video and graphical trends.

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More from Markus Oberlin, CEO, FARNEK on environmental responsibility

“There is a lot of pressure that the world is facing with climate change, and it won’t be long before the government puts in rules to comply with regulations. The onus is then on us to ensure our customers are compliant when rules are enforced. It’s imperative to start now not just because we are working in the FM sector, we owe it to the environment.”

“Energy management is a common discussion we are having with all clients and for which we are set with a dedicated department. The cost will be the trigger for any new mind-set change. We walk the talk and don’t just impose trends on our customers without following them. Our head office and staff accommodation are equipped with energy efficient lights along with water saving fixtures and Nest thermostats but also thermal insulation. In our FM operations, we use an energy-centered maintenance model: if energy consumption spikes in an asset that’s because it isn’t being managed properly. And thanks to the use of technology we are able to pinpoint which unit is faulty.”

“We don’t have any direct waste management services but we try to find synergies with specialists. In our offices, we have no bins under the desks but islands where employees including me segregate.

More words on Technology

“Big teams walking around with a clipboard and checklist are being replaced with digital dashboards that give an entire picture of the asset. We are currently in the midst of this change. On the operations side we have multiple projects that follow a demand focused service model using big data. You don’t need to maintain an asset in the old fashion way anymore.

“For instance, most elevators measure footfall and this information isn’t being used (by the FM companies), but elevator companies are making good use of it. There is, however, greater potential for cleaning teams to optimise operations based on the data that’s generated by sensors in an elevator. That’s another way to make performance-based contract even more successful.”

“We are also working on Uber-style tracking of our employees which will let customers know the whereabouts of a technician after placing a call out. The ability to track your services real-time is what keeps customers happy”



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