



#### **GET IN TOUCH**



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# CHAIRMAN MESSAGE



#### Sheikh Khalid Saud A H Al-Thani

I would like to take this opportunity to thank you for your continued support of Porto Facility Management. As we move forward with our renewed vision, we are excited to bring transformative technology into our operations, setting new standards for facility management and maintenance.

Porto Facility Management is at the forefront of the industry in Qatar, integrating advanced technology across our service offerings, including engineering, procurement, project management, facility maintenance, and hospitality. Our commitment to innovation drives us to adopt smart systems, IoT-based monitoring, and data analytics, enabling us to deliver proactive, efficient, and tailored solutions that enhance asset performance and streamline maintenance.





With a forward-looking strategy, we are embracing technology not only to optimize our current services but to pave the way for future growth. At Porto Facility Management, we believe that creating the future means investing in the tools of tomorrow, and we are committed to expanding our regional and global footprint through continuous innovation and excellence.

# **ABOUT US**

Porto Facility Management is a leading provider of integrated facility management services, offering innovative solutions to ensure the smooth operation of your facilities. With years of experience in the industry, we specialize in delivering comprehensive services that range

Our mission is to enhance the efficiency, safety, and overall performance of your facilities while reducing costs and minimizing downtime. We pride ourselves on our ability to provide tailored services that meet the unique needs of each client. Whether managing commercial, residential, or industrial properties, our dedicated team works diligently to ensure that every aspect of your facility is maintained to the highest standards. Our services are underpinned by the latest technologies and best practices, ensuring seamless operations and the highest level of service delivery.

At Porto Facility Management, we understand that a well-managed facility is crucial for business success and the well-being of its occupants. That's why we prioritize sustainability, energy efficiency, and safety in all our operations.

Our approach is built on transparency, reliability, and a commitment to fostering long-term relationships with our clients. By partnering with Porto Facility Management, you gain access to a professional team dedicated to keeping your facilities running smoothly, efficiently, and sustainably. We work closely with you to understand your specific requirements and deliver solutions that support the success and longevity of your assets. Let us handle the details so you can focus on what matters most.



Our Vision is to rise as Qatar's leading provider of Facility Management Services, delivering exceptional, customized projects that support strategic alliances and foster the country's sustainable economic development. Through responsible, long-term investments, we are committed to making a lasting impact on both society and the communities we serve.



Our Mission is to be the leading partner in Integrated Facility Management, providing tailored solutions and exceptional service that meet our clients' evolving needs. We are dedicated to success in every project and to fostering corporate social responsibility initiatives that support and uplift our communities.



# **S**SON

# **CORE** VALUES

#### **EXCELLENCE**

- We strive to exceed expectations in every project, fostering lasting relationships with our clients.
- We continuously seek innovative approaches to improve processes and outcomes.
- We establish best practices that surpass industry standards, ensuring top-tier performance.



#### **PEOPLE RESOURCES**

Our workforce is our strength.

- Build strong bonds by sharing knowledge across business units.
- Develop our people to their fullest potential to achieve organization goals.



#### **INTEGRITY**

- Directing our business in accordance with the highest principles of professional ethics.
- Demonstrate integrity, transparency and ethics in all of our business conduct and interactions with employees, clients, intermediaries, suppliers, governments and the public.





- Ensuring safety and compliance in all managed facilities is our top priority. We are committed to providing a secure environment for both employees and clients.
- We take proactive measures to identify and prevent issues before they arise, fostering a culture of safety.



#### **CUSTOMER-CENTRIC APPROACH**

- Our clients are at the core of everything we do.
- We aim to deliver personalized, responsive, and proactive support that boosts operational efficiency and enhances overall client satisfaction.



#### **INNOVATION**

 We embrace innovative solutions to enhance efficiency, constantly refining our business processes for better and faster results.



# TECHNOLOGY PILLARS

#### **BITRIX**

 An all-in-one free platform to manage your team and run your sales, Bitrix24 is designed to be seamlessly integrated into all your business processes.



#### TIMETEC

 TimeTec is a Human Resource, Security and Property Management Solutions, Attendance and Automated payroll calculation eliminates errors, eradicates miscalculation and ensures correct payments to staff all the time. Payroll Integration.

# Bitrix24<sup>©</sup>

#### MICROSOFT 365

 It facilitates collaboration, data helping their operations and enhance productivity through features like cloud storage, real-time communication, and management, organizations streamline document integrated editing, and task management.



#### **ACCURATE ERP**

 Accurate ERP automation streamlines functions, effectively reduces errors, fraud, and optimizes IT costs for enhanced overall performance. Enterprise Resource Planning systems provide accurate, up-to-date data throughout the business.



#### **CAFM**

- FSI (FM Solutions) -CAFM, Computer Aided **Facility** Management (CAFM) software enables Facility Managers to plan, execute and monitor all activities involved in reactive and planned preventative maintenance, space and move management, asset management, operational
- facility services, room reservations and other customer services.



#### **CHATBOTS**

Al-powered chatbot an designed to provide human-like, conversation-based assistance by referring to a pre-defined knowledge base, automate customer communication, and custom workflows. create easily connect with our customers, resolve issues, and build relationships through WhatsApp.



# OUR SERVICES

We provide Integrated Facilities Management Services, the smart way to drive operational efficiency in your building by helping you manage your assets, operations, and workforce. Let's optimize assets, streamline operations and empower workforce together; and revolutionize your building management today.

We support the strategic objectives of our clients by ensuring their facilities are safe, efficient, and conducive ot productivity.

Our goal in providing Hard Service Management is to keep these systems running at peak performance while going unnoticed to building occupants. To achieve this, we advocate and practice a sustainable and preventative approach.

It's said that system failure can be reduced by up to 70%. Porto Facility Management Scope of Service is encompassing all aspects of facility management services provided to our clients, covering the entire LiveCycle of facility management. This includes the planing, implementation, operation, and continuous improvement of the process required to manage and maintain buildings and facilities effectively and efficiently.





# OUR SERVICES

At Porto Facility Management, we are committed to delivering exceptional facility management services that enhance the efficiency, comfort, and sustainability of your business environment. Our extensive range of services is designed to meet the diverse needs of our clients, ensuring that every aspect of facility management is handled with expertise and attention to detail.

1. Operations and Maintenance: We provide reliable operations and maintenance services that ensure the seamless functioning of all facility systems, reducing downtime and extending the lifespan of your assets.





2. Repair and Renovation: From minor repairs to major renovations, our team is equipped to maintain and improve your facilities, ensuring they remain safe, modern, and aligned with your business objectives.

**3. Space Management:** We offer strategic space management solutions that optimize the use of your facilities, enhancing workflow efficiency and supporting future growth.



**4. Occupant Comfort:** Our focus on occupant comfort ensures that your facilities are not only functional but also welcoming, creating an environment where productivity and satisfaction thrive.

**5. Help Desk and Call Center:** Our help desk, Reception, and call center services provide a direct line of support for your occupants and staff. We ensure quick and efficient resolution of issues, from maintenance requests to general inquiries, enhancing overall satisfaction and operational efficiency.



# OUR SERVICES

**6. Sustainability Goals:** We help you achieve your sustainability targets by implementing energy-efficient practices, environmentally friendly operations



7. Cleaning and Waste Management Services: A clean environment and proper waste management are essential for the well-being and productivity of your occupants. We offer thorough cleaning services and waste management solutions that maintain the highest standards of hygiene and health across your facilities.

**8. Hospitality Services:** Our hospitality services are designed to enhance the experience of your occupants and visitors, providing professional support that contributes to a welcoming and professional atmosphere.



**9. Pest Control:** We deliver effective pest control solutions that protect your facilities from infestations, ensuring a safe and healthy environment for all occupants.



#### 10. Drone Facade Cleaning and Inspection

High-altitude tasks are often dangerous, especially on skyscrapers, wind turbines, or other high-risk areas. Cleaning drones can fully replace humans in these hazardous environments, greatly reducing the risk of accidents caused by falls or operational errors.

#### 11. Leak Detection

Underground water Leak detection systems are based on acoustics .The devices are tuned to detect sounds or vibrations induced by water leaking from pressurized pipes and these spots are then marked to 'listen' and pinpoint the leak using listening devices or leak noise correlators.



# OUR SERVICES

#### 12. Bore Scoping and Camera Inspection:

An industrial borescope camera is used to see in walls, inspect pipes and see inside Pipelines. A borescope inspection is performed in HVAC Ducts, Chilled water, plumbing and Drainage maintenance and repair.



### **13. Thermal Heat Camera inspection**Thermal imaging cameras are a

Thermal imaging cameras are a very powerful tool for use during HVAC inspections and services. These tools allow technicians to quickly diagnose and monitor potential problems with the HVAC equipment itself.



**14. Asset Managment:** Porto Holding Group offers efficient asset management services via Bitrix24, enabling asset tracking, maintenance scheduling, and performance monitoring to optimize operations and support sustainable growth.



#### **15.** Swimming pool and water feature maintenance

Swimming pool operators obviously need to pay close attention to maintaining their facilities. However, a key aspect of swimming pool maintenance is the increased complexity of this, caused by the number of installations and accessories.



#### **16.** Drone Spray Painting

While the utilization of this new technology faces many challenges, The Painting, coating, and nondestructive testing of corrosion-susceptible and other surfaces requires extensive manual labor, often at vertical heights that can create a dangerous occupational environment.



We offer an extensive list of services to ensure each client gets exactly what they are looking for and Making an interior space suitable for occupation. In other words, it's the electrical, mechanical, decorating and furnishing.



# DRONE FACADE CLEANING AND INSPECTION

#### **Enhanced Safety:**

High-altitude tasks are often dangerous, especially on skyscrapers, wind turbines, or other high-risk areas. Cleaning drones can fully replace humans in these hazardous environments, greatly reducing the risk of accidents caused by falls or operational errors.

Advantages of Drones in High-Altitude Cleaning: Compared to traditional high-altitude cleaning methods, cleaning drones offer several distinct advantages



**Increased Efficiency:** Drones can autonomously perform high-altitude cleaning tasks. With precise navigation and smart planning systems, they can quickly cover large areas, avoiding the extensive time and labor required for scaffolding or basket setups, thus greatly improving work efficiency.



**Eco-Friendly:** The drone cleaning process allows for precise control of cleaning fluid usage and spray angles, minimizing waste and reducing environmental impact, showcasing energy-saving and eco-friendly benefits.

**High Maneuverability:** Drones, with their flexible flight capabilities, can access areas that are hard for humans to reach, especially in complex structures, narrow spaces, or dangerous zones, completing cleaning tasks with precision.

**Cost Reduction:** Traditional high-altitude cleaning needs specialized equipment and personnel, like aerial lifts, ropes, or scaffolds, which can be very costly. Drone cleaning cuts the need for heavy equipment, reducing maintenance and operational costs, making it more economical and efficient.

#### **OUR RUNNING PROJECTS**

# Hassad Food Headquarters, G+3 Office Building

WEST BAY- Starting 2022- Till Present

- Facility management
- Operation and maintenance
- Preventive and corrective
- Front office management
- Civil and carpentry works
- HVAC, chilled water systems
- Electrical and low current system
- Plumbing and drainage
- Storm water network maintenance

- Elevators
- Generators
- Access control and gate barriers
- Fire fighting and fire alarm
- Security
- Cleaning and waste management
- Hospitality
- Irrigation and landscape





#### **MOEH Variable Schools**

Under Brickstone trading and contracting

\_\_\_\_\_\_ Various School Locations - 3 years

#### **ANNUAL CONTRACT**

- Building fabric maintenance
- Civil and carpentry works
- Preventive maintenance
- Corrective maintenance
- Plumbing and drainage
- Storm water network maintenance



#### Ain Khalid Compound 84 Luxury Villa

Ain Khalid- Starting 2022- Till Present

- Building fabric maintenance
- Civil and carpentry works
- Preventive maintenance
- Corrective maintenance
- HVAC systems
- Plumbing and drainage
- Storm water network maintenance
- Call center
- Access control and gate barriers
- CCTV systems
- Gym and kids play area





#### **OUR RUNNING PROJECTS**

#### CASA MIA Compound 45 Luxury Villa

\_\_ **Umm Salal -** Starting 2022- Till Present

#### **ANNUAL CONTRACT**

- Building fabric maintenance
- Civil and carpentry works
- Preventive maintenance
- Corrective maintenance
- HVAC systems
- · Plumbing and drainage
- Storm water network maintenance
- Call center
- Access control and gate barriers
- CCTV systems
- Gym and kids play area



#### Residential Tower 36 Luxury Apartments, B + G + 7

\_ **Al Ruffa -** Starting 2022- Till Present

- Civil and carpentry works
- Corrective maintenance
- HVAC systems
- Electrical and low current system
- Plumbing and drainage
- Storm water network maintenance
- Security
- On call services







#### MADAF Suites Hotel Tower - AL RAYYAN PROJECTS MANAGEMENT

\_\_\_\_\_ **Al Sadd-** Starting 2022- Till Present

#### **ANNUAL CONTRACT**

- Civil and carpentry works
- Preventive maintenance
- Corrective maintenance
- HVAC systems
- Electrical and low currentsystem
- Plumbing and drainage
- Cleaning
- Room attendance



#### **Private Palace**

\_\_\_\_\_ Starting 2022- Till Present

- Building fabric maintenance
- Civil and carpentry works
- Preventive maintenance
- Corrective maintenance
- HVAC system
- Elevators
- Electrical and low current system
- Plumbing and drainage
- Storm water network maintenance
- Irrigation and landscape swimming pool and water features

#### **OUR RUNNING PROJECTS**

# Commercial Building B+G+M+2, 20 Office & 6 Showrooms

\_\_\_\_\_\_ *3 years* 

#### **ANNUAL CONTRACT**

- Operations and maintenance
- Building fabric maintenance
- · Civil and carpentry works
- Preventive maintenance
- Corrective maintenance
- HVAC systems
- Electrical and low current system
- · Plumbing and drainage
- Storm water network maintenance
- Call center



#### PHG Head Office B+G+2

\_\_\_\_ **C-Ring Road -** Starting 2022- Till Present

- Civil and carpentry works
- Preventive maintenance
- Corrective maintenance
- Hvac systems
- Electrical and low current system
- CCTV system
- Plumbing and drainage
- Storm water network maintenance call center
- Irrigation and landscape hospitality and cleaning
- Front office and security



# Paradise Residential Compound 171 High End Apartment

\_\_\_\_\_ Starting 2022- Till Present

#### ANNUAL CONTRACT

- Civil and carpentry works
- Preventive maintenance
- Corrective maintenance
- HVAC systems
- Electrical and low current system
- CCTV system
- Plumbing and drainage
- Storm water network maintenance
- Call centerrigation and landscape
- Hospitality and cleaning

- · Gym and kids play area
- Acces control and gate barriers
- Garbage chute



# Mediterranean Shipping Company Office Building B+G+2

\_\_\_ C-Ring Road- 3 yearst

- · Building fabric maintenance
- Civil and carpentry works
- Preventive maintenance
- Corrective maintenance
- HVAC systems
- Electrical and low current system
- Plumbing and drainage
- Storm water network maintenance
- Call center



#### **OUR RUNNING PROJECTS**

#### **Industrial Area Commercial Building**

\_\_\_\_\_ *3 years* 

- Civil and carpentry works
- Preventive maintenance
- Corrective maintenance
- HVAC system
- Electrical and low current system
- Plumbing and drainage
- Storm water network maintenance
- Call center



#### **Al Ghanim Commercial Complex**

**Salwa Road -** Starting 2022- Till Present

- Civil and carpentry works
- Preventive maintenance
- Corrective maintenance
- HVAC systems
- Electrical and low current system
- CCTV system
- Plumbing and drainage
- Storm water network maintenance
- Call center





#### **Commercial Complex / Aster Clinic Center**

\_ **Salwa Road -** 3 years

- Civil and carpentry works
- Preventive maintenance
- Corrective maintenance
- HVAC system
- Electrical and low current system
- Plumbing and drainage
- Storm water network maintenance
- Call center
- Renovation and fit out works



#### Residential Compound, 37 Villa

. **Al Thumama -** 3 years

- Civil and carpentry works
- Preventive maintenance
- Corrective maintenance
- HVAC system
- Electrical and low current system
- Plumbing and drainage
- Storm water network maintenance
- Renovation and fit out works



#### **OUR RUNNING PROJECTS**

# Residential Building - 4 Story, Showroom & Apartments

\_ **Najma -** 3 years

- Civil and carpentry works
- Preventive maintenance
- Corrective maintenance
- HVAC system
- Electrical and low current system
- Plumbing and drainage
- Storm water network maintenance
- Call center





#### **Qatar Charity**

LUSAIL- 2 years

- Irrigation system
- Landscaping
- Car parking management system
- Grey water management
- Fire alarm & fire fighting system
- Elevators
- BMS



#### Banana Island

corniche - 2 years

- Civil works
- Preventive maintenance
- Corrective maintenance
- Painting work.
- Carpentry works
- Mason.



#### **OUR RUNNING PROJECTS**

#### The Crescent Tower

Yassmeen City -Lusail- Annual Contract

- Integrated facility management services
- Front office and help/desk services
- Security guards
- HVAC SYSTEM/District Cooling
- Fire Alarm and Fire Fighting systems.
- Electrical and lighting systems.
- Plumbing and drainage systems.
- CCTV System.
- Access Control and Gate Barrier.
- Swimming Pool and Water Features.
- Elevators.
- Irrigation and landscape.
- Cleaning and waste management Services







2022

#### **ARABIAN** MEP

- LOCATION: Kahramaa Substations Phase-8
- NATURE OF WORK: Supply and installation of MEP works

2019

#### **BOOM**GENERAL CONTRACTING

- LOCATION: Qatar University,
   KATARA- NORTH & SOUTH HILL
- NATURE OF WORK: Supply and installation of MEP works

2022

#### **BLUE** STAR

- LOCATION: Kahramaa Tower, Lusail
- NATURE OF WORK: Supply and installation of MEP works

2022

#### TECHNO-Q

- LOCATION: AL SHAQAB STADIUM
   & AL BIDAA PAVILLION
- NATURE OF WORK: Installation
   & Testing for OTDR Fibre Cables

2021

#### BRICKSTONE TRADING& CONTRACTING

- LOCATION: Wadi Al-Sail Holding, Residential Building (G+5)
- NATURE OF WORK: FIT OUT WORKS (CIVIL & MEP)

2022

#### **BLUE STAR**

- LOCATION: Gewan Island Project, Lusail
- NATURE OF WORK: Supply and installation of MEP works

2019

#### **AL- MOAYYED**

- LOCATION: Vendome Hotel
- NATURE OF WORK: Installation of Electrical Works

2018

#### **LEONARDO**

- LOCATION: AL BAYT STADIUM
- NATURE OF WORK: Installation of HVAC Units

# CERTIFICATES

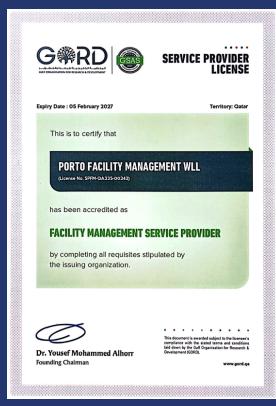








# **CERTIFICATES**







## **CERTIFICATES**







# THANK YOU