



# PROFESSIONAL CARE FOR TRADING & SERVICES

INTEGRATED FACILITIES SOLUTIONS

**Care your world professionally**

COMPANY  
PROFILE

## Chairman & CEO Word

Dear Sirs,

We would like to thank you for giving Professional Care Fore Trading & Services S.A.E Egypt to participate its company profile to your perusal and we are pride to shortlist our Facilities Management services as showing on the following pages.

With enough experience of Facilities management infrastructure; we are very confident that we will provide you with high quality and professional Facilities services and we assure you that we will meet & exceed your level of expectations.

We pride ourselves on delivering professional services in Egypt, which are driven and focused on customer services and supporting our team with extensive management control and supervision.

Yours sincerely,

For (PCT&S) S.A.E

**Col. Khaled Omar Ahmed Hassan**

**Chairman & CEO**

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Introduction to (PCT&S)

**About us,**

Professional care provides an excellent cleaning, landscaping and pest control services. We and our team are dedicated, competent, motivated and proud of our professionalism within this sector of the service industry; we are determined to maintain our position and reputation, by improving our levels of professionalism and quality of service at every turn and opportunity. To this end our training is always ongoing as well as we are continually looking for growth and improvement within the range of services we offer. These are already including but not exclusively offering expertise within commercial, institutional and industrial maintenance matters. Our company employs fully trained personnel, all of whom have access to the most updated technology, as well as the latest products and equipment that ensure great results. On top of that to ensure customer satisfaction our strong Management team ensures each of our client's needs are evaluated fully and professionally, within a working Partnership, that sees our services are tailored to your needs and requirements as a valued client.

Brief details of the services we offer is shown on the following pages

**PCT&S Egypt S.A.E**



Cleaning Services



Linen and laundry services.



Pest control services. (Termini: Pest & Termite Control and Fumigation)



Porte ring services.



Awning and canopy cleaning.



Support Services (receptionist, helpdesk, and Hospitality (office boys) Services)



Total Home Care / Residential Facilities Services.



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## Our Values...

- **CUSTOMER FOCUS** - we have close, open relationships with our customers that generate trust and we work in partnership for the mutual benefit of our organization.
- **EXPERTISE**- we develop and demonstrate our expertise through our innovative and leading edge approach to creating and delivering the right solution.
- **PERFORMANCE**- we challenge ourselves to improve performance year-on-year and to create long-term sustainability.
- **BEST PEOPLE** -we always take care to employ the best people, develop their competence, provide opportunity and inspire them to live our values.
- **INTEGRITY** - we can always be trusted to do the right thing.
- **COLLABORATION &TEAMWORK** - we collaborate for the benefit of PCT&S as a whole.



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## 1. PCT&S Organizational Structure

### **Hard Facility services:**

- Estate management services. (Technical Maintenance Services generators, air conditioning etc)
- Landscaping services.

### **Soft facility services:**

- Cleaning Services
- Linen and laundry services.
- Pest control services. (Termini: Pest & Termite Control and Fumigation)
- Porte ring services.
- Awning and canopy cleaning.
- Support Services (receptionist, helpdesk, and Hospitality (office boys) Services)
- Total Home Care / Residential Facilities Services.



### **PCT&S Quality Recognition**

Quality is a lead by the Quality & Internal Audit Team, reporting directly to the Managing Director of the company ensuring that product & services quality are given the highest attention in the organization.

We also believe that supervision is equally important in order to provide quality service. In this regard,

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## FACILITY & ANCILLARY SERVICES STRUCTURE



***{PCT&S is absolutely committed to supplying the resources necessary to meet and exceed the Client's expectations}***

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## Facility & Ancillary Services

### **General:**

FM service division provides highly skilled, trained, trustworthy and smartly uniformed personnel who can perform a wide range of office functions, which are very important for management support.

We also believe this will be cost effective for our clients as they will have no concerns of housings, uniforms, social security or the daily management of the office assistant such as holidays, relievers etc. as all these are taken care by us.

## Facility Management Services

Our **FM** is a "one-stop-shop " for all kinds of facility services, ranging from general house-keeping and pantry services to office support staff. It caters to a diverse customer base of factories, offices & residences. The company has trained and vetted facility management staff to make the work environment safe & enjoyable

**"The Group has a long standing commitment to Total Quality Management. Our definition of Quality is in conformance to customer's requirement."**

### **ORIGIN:**

The concept of outsourcing of Facility Management has been an integral part of the services offered by PCT&S, both at the work place as well as the home front. PCT&S Facility services was established in 2016 with the aim of providing trained resources for various facility services like Corporate, Caretaker, Housekeeping, Maintenance, Chauffeur and Meter Services etc. These are just some of the essential services which add manpower without being allied to the core business.

### **MISSION:**

Facility Services is fully committed to "Total Quality" service, which is benchmarked by providing professionally, trained & high caliber personnel in conformity with our International Standards so as to deliver value-added services. The organization continuously strives to improve in each of these domains to serve as an ever expanding and aware client base.



## TOTAL QUALITY MANAGEMENT:

Facility Services identifies with 'TOTAL QUALITY' MANAGEMENT. The organization hosts various quality improvement initiatives throughout the year where each employee is made aware of the set standards. Mechanisms are implemented to ensure that these quality standards are maintained.

## Service review Hard Facility Management:

### Estate Management Service:

The aim and objective of the Estate Management Service is to provide a safe environment for all clients' employee and visitors through the provision of a comprehensive building and asset/Equipment maintenance management system. The Service is to provide preventative, reactive and lifecycle maintenance to the clients to ensure that the assets provide full operational functionality at all times.

### ***Function and Scope***

The Estate Management Service will cover all planned, reactive and lifecycle maintenance requirements at the Hospital facilities including, but not limited to:-

- Internal finishes and surfaces.
- Floor surfaces.
- External building fabric.
- Windows and doors.
- Roofs, gutters, downpipes etc.
- Decorative finishes.
- Electrical installations.
- Building services installations – heating, ventilation, air conditioning etc.
- External areas – roads, footpaths, external services etc.
- Furniture, fixtures and fittings.
- Specialist services and safety systems.
- IM&T infrastructure.
- Energy and utilities infrastructure.



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## **Landscaping Service**

### **Key Objectives**

The aim and objective of the Landscaping Service is to ensure that the grounds are maintained to an aesthetic standard that is both functional and complimentary to the clients, and is safe for employee, visitors and Staff. The Landscaping Service should maintain safe and clear circulation routes to ensure access to the building at all times.

### **Function and Scope**

The Landscaping Service will cover the following hard and soft landscaped areas and assets within the clients building:-

- Circulation routes including roads and paths.
- Car park areas.
- Hard-standing, storage and service areas.
- Perimeter and other fencing.
- Gutters, gullies and drainage.
- External furniture and structures.
- Covers to services and the like.
- Miscellaneous external enclosures and other general works.
- Boundaries.
- External signage.
- Gates and vehicle barriers.
- Soft landscaped grassed areas and flower beds;
- Trees, shrubs and hedges.



Service review Soft Facility Management:

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## **Pest control services:**

### **Key Objectives**

The aim and objective of the Pest Control Service is to maintain the client's property free of pest species and deal with any pest infestation that may arise so as to minimize the risk to public health and disruption to the operation of the business.

### **Function and Scope**

The Pest Control Service delivered through PCT&S, will provide a tailored service to the client's needs, in accordance with the Output Specification and which will achieve the following objectives:

- The provision of a comprehensive and technical pest control service.
- The delivery of a service that does not conflict with the client policies, procedures, timing, and business.
- Ensuring that pest control measures are fully implemented.



## **Smart Security Solutions;**

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**Access Control System**



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**Waste Management Services:**

**Objective of the Service**

The aim and objective of the waste management service will be to ensure that general waste will be removed from areas within the accommodation on a daily basis and stored in a designated area. General and specialist waste will be removed from the site at regular intervals throughout the week in accordance with the volumes generated.

Training on waste storage and segregation across the site will be provided to staff and will be an important feature of our service delivery to promote efficiency of costs and to maximize the opportunities for recycling.

Potentially a number of waste methods could be used across each of the sites which would include the use of compactors, skips and secure bins.

PCT&S would also seek to be innovative in the range of items that we can recycle for the client and the ways in which redundant items are processed e.g. arranging the donation of equipment to local schools, textiles to animal charities for bedding, and the proceeds from the recycling of toner cartridges is donated to nominated charities.

**Function and Scope**

The waste management service will cover the following scope and areas within the hospital site:-

- The safe segregation of waste in compliance with good industry practice.
- The handling of waste in line with health and safety and protective equipment requirements.
- The cleaning, labeling and covering of designated waste storage areas.
- The transportation and collection from designated storage areas.
- The removal and final disposal and consignment of waste off site.





## Cleaning Services:

### Objective of the Service

The aim and objective of the Cleaning Service is to enable provision of a clean and tidy environment so as to minimize the risk to public health and disruption to the operation of the clients.

Function and Scope

- The Cleaning Service will cover all clients buildings and will incorporate the following activities:-
- Routine planned cleaning at defined frequencies.
- Reactive cleaning to attend to spillages and soiling on an ad hoc basis.
- Deep clean services where required (for example, kitchen areas).
- Cleaning following maintenance, repair and replacement activities.
- Any other ad hoc cleaning requirements that may arise from time to time.



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## Real Estate Service:

Since our beginning the Company has been building win-win relationships with companies in Egypt. We give personal attention to the details of building design, construction and leasing services, while providing day-to-day hands-on management. We specialize in the development of corporate and professional office centers and we manage every property we own.

Our business is built on repeat tenants and lease renewals. We lease and manage all of our office centers, and our experienced property managers make regular visits to make sure our properties are maintained in a first class fashion.

### **Objective of the Service**

- 1 Commitment to Client Satisfaction
- 2 Quality Workmanship and Services

Our commitment begins when we assess the clients facility needs, we then tailor our proposal to fit those needs. We coordinate all details in each stage of development, making it easy for our customers to stay focused on their business, while we create their facility.

We always ensure the building meets or exceeds client expectations, and we maintain full contact after the lease is signed.

The amount of attention placed on details separates PCT&S projects from the competition.

We understand that satisfied tenants are the key to our success and our business is built on repeat tenants and lease renewals. At PCT&S, we put our reputation on the line daily as your single source of accountability. From design and construction through building management, PCT&S is here to serve you.

We have property manager's on-call, 24-hours a day, 7 days a week to handle any problems that may arise. Our maintenance at each location is designed to correct minor problems before they become major inconveniences to our customers. Our staff makes regular inspections at each of our properties and visits with representatives of each client to be certain your day to day needs are being met. This level of service enables us to retain over 90% of our tenants at lease renewal time.

### **Some of Our Customers**

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الخط الأول ( المرج - حلوان )



التريا للإستشارات  
Al Thuraya Consultancy



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