



GROSVENOR
Services Ltd

**INTEGRATED FACILITIES
MANAGEMENT SOLUTIONS**

For complete Peace of mind

GROSVENOR SERVICES

Grosvenor Services (GS) was established in 2005 to provide the much needed facilities management (FM) services in Sudan. GS is subsidiary of Grosvenor Security and Cleaning Services Limited (GSS) a well-established UK based firm. GS progression in becoming a fully-fledged Facilities Management Service Provider has been achieved over 10 years of strategic planning and development by exploiting our UK experience to reshape the service delivery standards.

GS is a unique FM company in Sudan market, equipped with the necessary in-house infrastructure and international resources, GS's ability to offer high quality services to meet the highest expectations of their customer and clients with the commercial, hospitality, industrial and retail, has proven to be exceptional. We provide comprehensive outsourcing and support services for organizations in all sectors of the market with capability to deliver our services as a single package in compliance with the British Standards, in line with international quality management system.

We constantly strive to bring the latest technology and best values to all our clients, via a results oriented approach and achieving the required results by working to our client processes and methods, applying our industry knowledge and giving our clients a personalized and bespoke service that suites their requirements.

GS is committed to provide **peace of mind** to their clients by taking away the day to day facilities operational hassles away from their business models. As a result, our clients fully concentrate on performance and profitability of their core business.



FOUNDER MESSAGE

Grosvenor Services was founded directly from pure business passion. From the start, we adopted a sense of pragmatism and responsibility in the organization. It is this pragmatism that has, enabled us to deal successfully with challenges and opportunities during acquisition and growth of new businesses.

Throughout our journey to establishing ourselves in the Sudanese FM market, we have encountered many difficulties and obstacles. But through our perseverance, dedication and professionalism we have surmounted these barriers that has enabled our employees to enrich their confidence and experience.

The foundations of our organisation are rock solid. These foundations are based on quality, experience and vision. We value the contributions of our biggest asset: our people. Each member of our team is handpicked for the job, put through rigorous training regime from our in house training then assigned to the operation site fully equipped with proper tools to succeed.

Our organisation has been built on the principle of sheer hard work. We have progressed this far by believing in our values and never shying away from putting in the effort needed to succeed. Our values excellence, transparency, compassion, honesty, empowerment and discipline are inculcated in every one of our employees.

As a policy we, at Grosvenor fully engaged with our clients from the start to gain a clear understanding of their business to be able to offer the best and customised solutions that will add further value to their growth and expansion.

For us, the journey has been a long one and we see it as the beginning of bigger and further rewarding adventures.



Ahmed Aziz
Chairman



Naser Hassan
General Manager

BUSINESS ETHICS

VISION

To become the undisputed market leader for Facilities Management in Sudan as well as the most respected company with exemplified professionalism, efficiency and ethical values, creating an innovative work environment for enhancing customer satisfaction.

VALUES

Inspire, Excel and Continuously Challenge our abilities to striving for better performance. In addition to these values we hold very dear our base values which are Excellence, Transparency, Compassion, Honesty, Empowerment and Discipline.

CULTURE

We have a culture of openness that runs through within our organisation. This transparency combined with our passion for excellence gives us the power to deliver superior products and services.

MISSION

To define parameter and shape the future of Facilities Management by providing excellent and sustainable services that exceed our client expectations.



WHY CHOSE US?

1. FOCUS

Leave behind the headaches of daily managing your facilities, properties and energy services. GS will take care of all of this so you can focus on your priorities and activities that are core to your business.

4. COMPLIANCE

We can help organisations to keep abreast with updates in the facilities sector and also ensuring compliance with local legislations and regulations relating to their premises/property, employees, energy and waste management.

8. LATEST TECHNOLOGY

Management We will provide specialist FM and Property Management resources with a robust reporting mechanism that will improve overall management quality and also keeping you well informed of all aspects of your business.

2. VALUE FOR MONEY

Our skills and management expertise can typically save clients up to 25% of their FM budget through energy efficiency savings using GS resources and equipments. This will also reduce your overheads.

5. FLEXIBILITY

Flexibility Our operations will be tailored and timed to match your premises/property cyclical needs. Our dedicated team will be available round the clock to meet your requirements to ensure smooth operations.

7. QUALITY MANAGEMENT

We invest in state of the art equipments on behalf of our clients to ensure they benefit from cutting edge industry-technologies that impacts on the company performance and improves profitability.

10. PROVIDING PEACE OF MIND

3. INNOVATION

We use our experience to share best practice throughout contract, incorporating innovative and efficient system that will ensure higher delivery standards.

6. TRANSFER OF RISK

We will conduct relevant risk assessments and act accordingly so as to properly mitigates against those risks thus provides a safer working environment.

9. MOTIVATED EMPLOYEE

With regular in-house training to enhance motivations, our employees perform better at client sites. This is our investment in people-approach which has led to high level of employee retention rates.

OUR SERVICES

Grosvenor Services proudly delivers FM services effectively to the satisfaction and delight of their customers. Their highly efficient staff and employees work around the clock to provide the best professional service in the field of Facility Management and Technical Maintenance by delivering reliable, prompt and professional services to their strategic partners. At GS, the client's time is our top priority and our employees work efficiently to achieve set objectives and always meet deadlines.

SERVICES CLASSIFICATIONS

Hard FM – We focuses on

- Building maintenance and engineering services including HVAC, Electrical, Plumbing, Infrastructure
- Energy Management
- Refurbishments and minor fit-outs including painting and redecoration.
- Specialised systems, such as Elevators, Fire Alarms & Extinguishing Systems, Access and Monitoring systems, Supplementary Electric Power Supply such as Generators, UPS and stabilizing equipments.

Soft FM – We focuses on

- Corporate Reception & Concierges Services
- Customer Service and Help Desk Assistance
- Corporate Catering Services
- General building cleaning, facade & external window cleaning
- Landscaping design and maintenance
- Pests Control

Integrated FM – All services are under one contract with a designated Facility Manager as well as an Account Manager responsible for all service deliveries.



SYSTEM INSTALLATION

At GS we pride ourselves on excellent system installation combined with quality service. We offer a host of options that are built to make you feel stress-free and comfortable no matter where you are, backed up by our dedicated customer care team.

Our engineers will handle everything, assisting you in your choice of selection, design, installation and commissioning the best system to meet your needs. Customer training prior to handover will also be included. GS will be responsible for maintenance and repairs of all electronic safety and security systems including CCTV, Access Control, Fire Extinguishing and Alarm systems, as well as Intrusion prevention systems.

If your current system is malfunctioning or you want advice on upgrading or you have decided to invest in your first ever electronic security system, then GS is the right company for you as we have a proven track record in this field throughout the UK as well as in Sudan for reputable clients and international organisations.

Our Promise to provide you with:

- Dedicated in-house team to source the right systems/equipments
- Top of the range specification to your complete satisfaction
- Following British Standards throughout the project from design to commissioning
- Excellent aftercare guaranteed
- A truly professional service



STAFF AND TRAINING

Grosvenor Services will deploy a highly trained multi-skilled workforce that contributes to increase in productivity and due to their proficiency, yield significant savings for clients. The company is committed to the development of its staff at all levels within the organization. GS perceives that training is not an isolated or a one-off event, rather it is a continuous development process lasting the complete duration of each employee's service within the company.

OUR SERVICE PLEDGE

- Contribute towards your corporate objectives of delivering a high-impact, low-cost dynamic services
- Implement robust and sustainable solutions derived from global best practices that will result in increased assets lifetime
- Providing a bespoke service that will be unique to you as a client and will set you apart from your competitors
- Increase overall property lifecycle and retaining asset value to maximum level
- Deliver a hassle-free, consistently high-standard FM service across all tasks and/or services undertaken
- Share our knowledge and expertise and be your long-term partner



HUMAN RESOURCES

- Equal Opportunity Employer. We pride ourselves as Investor in People.
- In house recruitment team, locally based to source the right candidates ensuring integrity and fast processing of candidates vetting and screening as per BS 7858.
- 5 stage selection and recruitment process.
- Global recruitment capability with best in class staff availability from UK.
- Extensive training and development programs.

HEALTH & SAFETY

- We have been consistently achieving Zero Accident goal on all client sites.
- Workforce 100% compliant with essential safety and personal protective equipment.
- Continuous assessment and monitoring of sub-contractors including legal documentation, method statements and physical inspections.
- Regular training for all workers and staff including induction programmes, toolbox talks and H&S norms.
- Constant liaison with authorities to stay abreast on latest updates related to H&S.

QUALITY ASSURANCE

- Dedicated team of quality professional, engineers, and fully operational logistics support teams supports our Quality Assurance Department.
- We have regular monthly in-house inspection visits at all sites, to ensure full compliance to our service pledge
- We go through rigours inspections and annual audits from our UK office.
- Compliance to International Quality Management standards such as ISO 9001 system.
- Service delivery to pre-set SLA fulfilling agreed KPI's guaranteed.

SUSTAINABILITY

- We believe it is our duty to our customers and employees to foster an ethical, responsible and sustainable corporate philosophy.
- We manage our businesses responsibly and sensitively.
- We include social, economic and environmental factors in our decisions to ensure long-term business success.
- We have made sustainability a key component of our strategy.
- We believe sustainability is the thread that binds us, our business, society and the environment.

AFFILIATIONS AND MEMBERSHIPS



Certificate of Accreditation

This is to certify that
Grosvenor Security & Cleaning Services Ltd T/a Grosvenor Security Services
 has achieved SafeContractor accreditation

Date: 11th November 2016
 This certificate is valid until: 10th November 2017
 Certificate number: PT1547

Signed:
 Martin Smith
 Alcumus CEO *[Signature]*




Alcumus Group, Any House, Heol Crochan, Pen Nantgaron, Nantgaron, Cardiff, CF15 7TW
 T: 029 2036 6740 E: safecontractor@alcumusgroup.com W: www.alcumusgroup.com I: www.safecontractor.com
 This certificate is the property of Alcumus SafeContractor and must be returned on request.



Certificate of Registration

This is to certify that the Management System of:
**Grosvenor Security and Cleaning Services Limited
 Trading as: Grosvenor Security Services**
 Suite 208a Winchester House, 259-269 Marylebone Road, London, NW1 5RA
 has been approved by Alcumus ISOQAR and is compliant with the requirements of:
 ISO 9001: 2008




Certificate Number: 14864-QMS - 001
 Initial Registration Date: 2 August 2010
 Re-issue Date: 2 August 2010
 Expiry Date: 15 September 2018

Scope of Registration:
 The provision of keyholding and alarm response services, mobile patrol services and static site guarding services in accordance with the requirements of BS 7499, BS 7858 and BS 7384.

Signed:
 Steve Stubley, Technical Director
 (on behalf of Alcumus ISOQAR) *[Signature]*

This certificate will remain current subject to the company maintaining its system to the required standard. This will be monitored regularly by Alcumus ISOQAR. Further clarification regarding the scope of this certificate and the applicability of the relevant standards requirements may be obtained by contacting Alcumus ISOQAR.

Alcumus ISOQAR Limited, Alcumus Certification, Cobra Court, 1 Blackmore Road, Salford, Manchester M32 0DY
 T: 0161 855 3699 F: 0161 855 3685 E: isoqar@alcumusgroup.com W: www.alcumusgroup.com/isoqar
 This certificate is the property of Alcumus ISOQAR and must be returned on request.




Certificate of Approval

This is to certify that
**Grosvenor Security and Cleaning Services Limited
 t/a Grosvenor Security Services**
 has met the requirements of the Security Industry Authority
 Approved Contractor Scheme.

Issue Date: 01 May 2017
 Expiry Date: 30 April 2018



In achieving Approved Contractor status, the above organisation has been approved for the activities of:

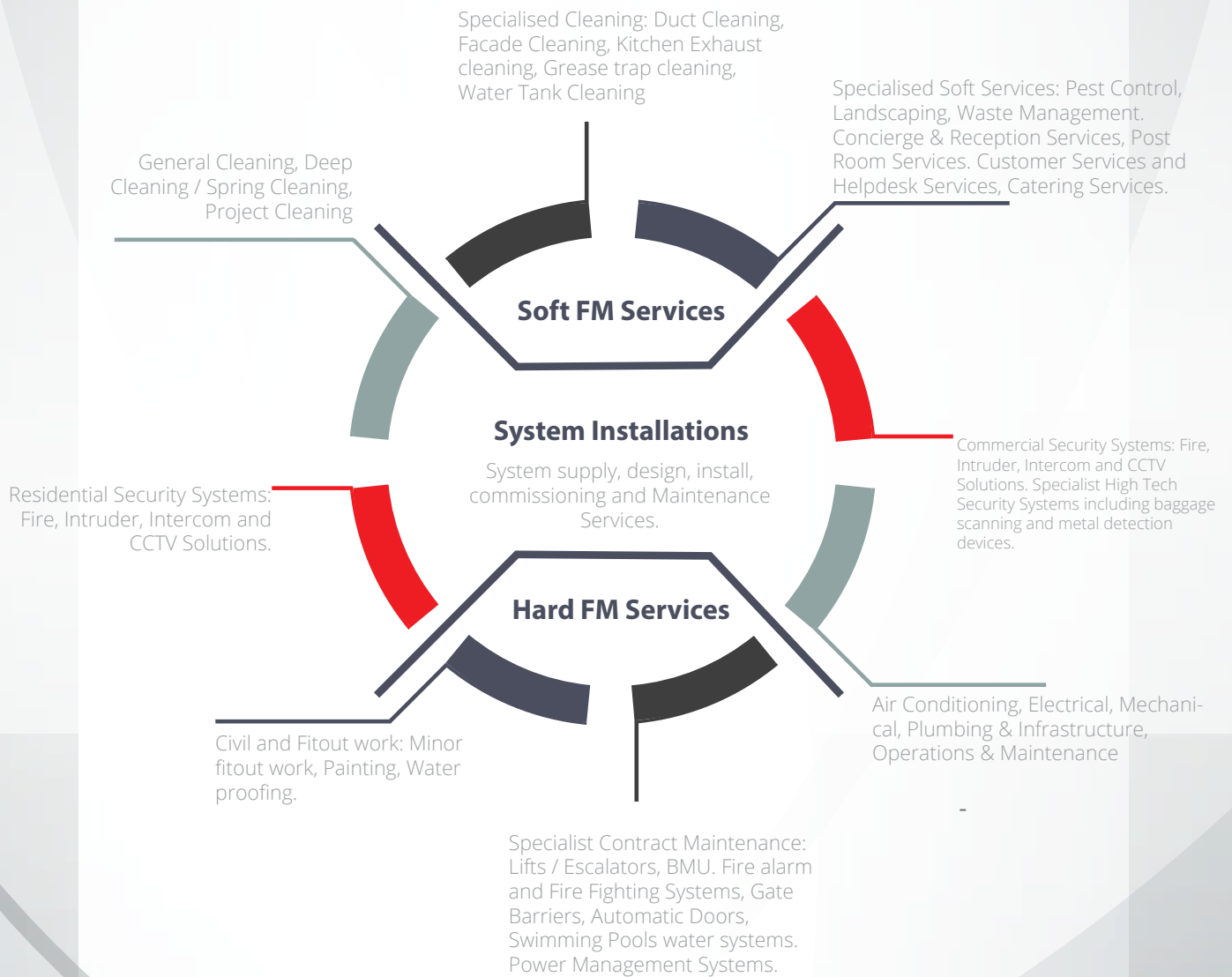
**Key Holding
 Security Guarding**

Assessing Body:
 ISOQAR

[Signature]
 Alan Clamp
 Chief Executive

This certificate is only valid as an original with SIA logo on Authentication and further detail is available in the SIA Approved Contractor Register www.sia.gov.uk/register

SERVICE MATRIX



OUR CLIENTS



Embassy of the Kingdom of the Netherlands





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